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|---|------|-------|--|---|------|
| ● | 1 | 1 | Q.1 Do you PERSONALLY use any of the following devices? | Base: All adults UK | 1868 |
| ● | 9 | 2 | Q.2 Which of the following do you have in your home? | Base: All adults UK | 1868 |
| ● | 17 | 3 | Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks? | Base: All adults UK | 1868 |
| ● | 27 | 4 | Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks? | Base: All who have landline phone | 1102 |
| ● | 37 | 5 | Q.7Ai What do you usually do when you receive these recorded message calls on your landline? | Base: All that have received recorded messages on their landline | 288 |
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| ● | 47 | 7 | Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks. | Base: All adults UK | 1868 |
| ● | 58 | 8 | Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks. | Base: All who have a mobile phone | 1705 |
| | 69 | 9 | Q.7Bi You said you have received a call with a recorded message on your mobile phone. What do you usually do when you receive these recorded message calls on your mobile phone? | Base: All that have received recorded messages on their mobile | 239 |
| | 74 | 10 | Q.7Bii In the last 4 weeks, which of the following types of recorded message have you received on your mobile phone? | Base: All that have listened to recorded messages on their mobile | 46 |
| ● | 79 | 11 | Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone | Base: All adults UK | 1868 |
| ● | 87 | 12 | Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone | Base: All who have a landline or mobile phone | 1813 |
| ● | 94 | 13 | Q.7A\7Bi Response to recorded message on landline or mobile phone | Base: All adults UK | 1868 |

| | Page | Table | Title | Base Description | Base |
|---|------|-------|--|---|------|
| ● | 99 | 14 | Q.7Aii\7Bi Response to recorded message on landline or mobile phone | Base: All who have received a recorded message on either their mobile or landline | 466 |
| ● | 104 | 15 | Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone | Base: All adults UK | 1868 |
| ● | 111 | 16 | Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone | Base: All that have listened to recorded message on their landline or mobile | 115 |
| ● | 116 | 17 | Q.TV | Base: All adults UK | 1868 |
| ● | 118 | 18 | Q.INTERNET | Base: All adults UK | 1868 |
| ● | 119 | 19 | Q. Breaks x Breaks | Base: All adults UK | 1868 |

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

Base: All adults UK

| | Total | GENDER | | AGE | | | | | | | | SOCIAL GRADE | | | | |
|---|-------------|-------------|-------------|-----------------------|-----------------|-----------------|-----------------|-----------------|------------------|-------------------|----------------------|-----------------|--------------|--------------|-------------|--------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | 16-34 (j) | 35+ (k) | AB (l) | C1 (m) | C2 (n) | DE (o) |
| Unweighted Base | 1868 | 907 | 961 | 214 | 316 | 272 | 266 | 255 | 309 | 236 | 530 | 1338 | 367 | 516 | 459 | 526 |
| Weighted Base | 1868 | 905 | 963 | 261 | 348 | 305 | 296 | 291 | 203 | 163 | 609 | 1259 | 384 | 547 | 386 | 551 |
| A Smartphone (e.g. iPhone, Blackberry, HTC, etc) | 1422 76% | 720 80%b | 702 73% | 237 91%fghik | 317 91%fghik | 268 88%ghik | 243 82%ghik | 209 72%hi | 113 56%i | 37 22% | 553 91%fghik | 868 69%hi | 325 84%no | 456 83%no | 300 78%o | 341 62% |
| A mobile phone (not a Smartphone) with internet access | 193 10% | 84 9% | 109 11% | 18 7% | 22 6% | 17 6% | 29 10% | 47 16%cdefj | 33 16%cdefj | 27 17%cdefj | 40 7% | 153 12%cdelj | 29 7% | 51 9% | 39 10% | 75 14%lm |
| A mobile phone without internet access | 162 9% | 75 8% | 87 9% | 5 2% | 14 4% | 12 4% | 21 7%cj | 21 7%cj | 36 18%cdefgjk | 52 32%cdefghjk | 19 3% | 142 11%cdefj | 27 7% | 27 5% | 30 8% | 78 14%lmn |
| A tablet (e.g. iPad, Samsung Galaxy) | 795 43% | 373 41% | 421 44% | 87 33%i | 162 47%chi | 154 50%chijk | 146 49%chij | 139 48%chi | 76 38%i | 30 19% | 250 41%i | 545 43%ci | 206 54%mo | 249 45%o | 183 47%o | 157 28% |
| A desktop computer | 377 20% | 214 24%b | 163 17% | 44 17% | 72 21% | 67 22%i | 56 19% | 79 27%cfhijk | 35 17% | 23 14% | 117 19% | 260 21%i | 111 29%no | 132 24%no | 66 17% | 69 12% |
| A laptop or netbook | 1006 54% | 493 54% | 513 53% | 183 70%dfghi k | 209 60%hik | 187 61%hik | 160 54%hi | 153 53%hi | 79 39%i | 34 21% | 391 64%fghik | 614 49%hi | 263 69%no | 351 64%no | 191 50%o | 201 36% |
| An e- reader (e.g. Kindle, Kobo) | 170 9% | 61 7% | 110 11%a | 16 6% | 27 8% | 31 10%i | 44 15%cdhijk | 28 9% | 18 9% | 8 5% | 43 7% | 128 10%ij | 59 15%no | 66 12%no | 28 7%o | 18 3% |
| A games console(e.g. Xbox 360, PS3, Nintendo Wii) | 373 20% | 239 26%b | 134 14% | 119 46%defghijk | 105 30%fghik | 77 25%ghik | 55 18%ghik | 11 4%i | 6 3%i | 1 * | 224 37%efghi k | 149 12%ghi | 90 23%o | 117 21%o | 89 23%o | 76 14% |
| A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS) | 83 4% | 46 5% | 37 4% | 36 14%defghik k | 24 7%fghik | 19 6%fghik | 4 1% | 1 * | - - | - - | 60 10%fghik | 24 2%h | 13 3% | 31 6% | 22 6% | 18 3% |
| SUMMARY CODES | | | | | | | | | | | | | | | | |
| ANY MOBILE PHONE | 1725 92% | 843 93% | 882 92% | 251 96%hik | 339 98%eghik | 287 94%hik | 286 97%ghik | 270 92%i | 178 88%i | 113 69% | 591 97%ghik | 1134 90%i | 368 96%o | 514 94%o | 360 93%o | 483 88% |
| ANY MOBILE WITH INTERNET ACCESS | 1590 85% | 790 87%b | 800 83% | 249 95%fghik | 333 96%fghik | 282 92%ghik | 267 90%hik | 252 87%hik | 143 71%i | 64 39% | 582 96%fghik | 1008 80%hi | 351 91%no | 495 90%o | 334 87%o | 410 74% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/ef/g/h/ij/k - l/m/n/o



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

Base: All adults UK

| | Total | GENDER | | AGE | | | | | | | | SOCIAL GRADE | | | | |
|--------------------------|-------|----------|------------|-------------|-----------|-----------|-----------|-----------|-----------|--------------|------------|--------------|--------|--------|--------|--------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | 16-34 (j) | 35+ (k) | AB (l) | C1 (m) | C2 (n) | DE (o) |
| Unweighted Base | 1868 | 907 | 961 | 214 | 316 | 272 | 266 | 255 | 309 | 236 | 530 | 1338 | 367 | 516 | 459 | 526 |
| Weighted Base | 1868 | 905 | 963 | 261 | 348 | 305 | 296 | 291 | 203 | 163 | 609 | 1259 | 384 | 547 | 386 | 551 |
| ANY COMPUTER INC. TABLET | 1362 | 666 | 695 | 216 | 270 | 237 | 226 | 222 | 131 | 60 | 486 | 875 | 330 | 449 | 283 | 300 |
| | 73% | 74% | 72% | 83%hik | 78%hik | 78%hik | 76%hik | 76%hik | 65%i | 37% | 80%hik | 69%i | 86%no | 82%no | 73%o | 54% |
| ANY COMPUTER EXC. TABLET | 1154 | 579 | 575 | 196 | 230 | 212 | 181 | 185 | 100 | 50 | 426 | 729 | 302 | 396 | 219 | 238 |
| | 62% | 64% | 60% | 75%dfghi | 66%hik | 70%fhik | 61%hi | 63%hi | 49%i | 31% | 70%fhik | 58%hi | 78%no | 72%no | 57%o | 43% |
| ANY GAMING DEVICE | 390 | 245 | 145 | 128 | 109 | 79 | 56 | 12 | 6 | 1 | 237 | 153 | 90 | 126 | 92 | 82 |
| | 21% | 27%b | 15% | 49%defghijk | 31%fghik | 26%ghik | 19%ghik | 4%i | 3%i | * | 39%defghik | 12%ghil | 23%o | 23%o | 24%o | 15% |
| ANY DEVICE | 1771 | 865 | 907 | 258 | 343 | 296 | 289 | 276 | 186 | 124 | 601 | 1170 | 375 | 529 | 370 | 498 |
| | 95% | 96% | 94% | 99%ghik | 99%ghik | 97%hik | 97%hik | 95%i | 92%i | 76% | 99%ghik | 93%i | 97%o | 97%o | 96%o | 90% |
| None | 76 | 33 | 43 | - | 1 | 4 | 6 | 11 | 16 | 39 | 1 | 75 | 5 | 11 | 14 | 45 |
| | 4% | 4% | 4% | - | * | 1%j | 2%cj | 4%cdj | 8%cddefgj | 24%cddefghjk | * | 6%cddefj | 1% | 2% | 4% | 8%lmn |
| Don't know | 21 | 7 | 14 | 3 | 4 | 5 | 2 | 5 | 1 | 1 | 7 | 14 | 4 | 8 | 1 | 8 |
| | 1% | 1% | 1% | 1% | 1% | 2% | 1% | 2% | * | 1% | 1% | 1% | 1% | 1% | * | 1% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/ef/gh/hij/k - l/m/n/o



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

Base: All adults UK

| | MARITAL STATUS | | | WORKING STATUS | | CHILDREN IN HOUSEHOLD | | AREA | | COUNTRY | | | | |
|---|----------------|--------------------------------|------------------------------|-------------------------------|---------------------|-----------------------|---------------------|---------------------|-------------|--------------------|----------------------|--------------------------------------|--------------------|----------------------|
| | Total | Married \Living as married (a) | Single (b) | Widow/Divorced \Separated (c) | Working (d) | Not working (e) | Any (f) | None (g) | Urban (h) | Rural (i) | England (j) | Scotland (k) | Wales (l) | Northern Ireland (m) |
| Unweighted Base | 1868 | 1096 | 482 | 290 | 891 | 977 | 480 | 1388 | 1336 | 532 | 1508 | 221 | 79 | 60 |
| Weighted Base | 1868 | 1079 | 533 | 256 | 1005 | 863 | 527 | 1341 | 1355 | 513 | 1573 | 159 | 93* | 43* |
| A Smartphone (e.g. iPhone, Blackberry, HTC, etc) | 1422 76% | 849 79% <i>c</i> | 438 82% <i>c</i> | 135 53% | 887 88% <i>e</i> | 534 62% | 461 87% <i>g</i> | 960 72% | 1033 76% | 389 76% | 1211 77% | 117 73% | 65 70% | 29 67% |
| A mobile phone (not a Smartphone) with internet access | 193 10% | 113 10% | 43 8% | 38 15% <i>b</i> | 74 7% | 120 14% <i>d</i> | 37 7% | 156 12% <i>f</i> | 136 10% | 57 11% | 163 10% | 14 9% | 10 11% | 6 15% |
| A mobile phone without internet access | 162 9% | 82 8% | 33 6% | 47 18% <i>a</i> <i>b</i> | 39 4% | 123 14% <i>d</i> | 27 5% | 135 10% <i>f</i> | 118 9% | 43 8% | 120 8% | 22 14% <i>j</i> | 16 17% <i>j</i> | 4 9% |
| A tablet (e.g. iPad, Samsung Galaxy) | 795 43% | 538 50% <i>b</i> <i>c</i> | 178 33% | 79 31% | 488 49% <i>e</i> | 307 36% | 276 52% <i>g</i> | 519 39% | 569 42% | 226 44% | 666 42% | 68 43% | 41 44% | 19 45% |
| A desktop computer | 377 20% | 232 22% | 98 18% | 47 18% | 226 22% <i>e</i> | 151 17% | 107 20% | 270 20% | 275 20% | 102 20% | 325 21% <i>m</i> | 31 20% <i>m</i> | 19 20% <i>m</i> | 1 3% |
| A laptop or netbook | 1006 54% | 625 58% <i>c</i> | 291 55% <i>c</i> | 90 35% | 611 61% <i>e</i> | 395 46% | 319 61% <i>g</i> | 687 51% | 732 54% | 274 53% | 848 54% | 95 60% <i>l</i> | 42 45% | 21 48% |
| An e- reader (e.g. Kindle, Kobo) | 170 9% | 131 12% <i>b</i> <i>c</i> | 24 4% | 16 6% | 115 11% <i>e</i> | 56 6% | 55 10% | 116 9% | 109 8% | 61 12% <i>h</i> | 127 8% | 30 19% <i>j</i> <i>l</i> | 8 9% | 5 11% |
| A games console(e.g. Xbox 360, PS3, Nintendo Wii) | 373 20% | 213 20% <i>c</i> | 149 28% <i>a</i> <i>c</i> | 11 4% | 246 24% <i>e</i> | 127 15% | 175 33% <i>g</i> | 198 15% | 271 20% | 102 20% | 312 20% | 42 26% <i>j</i> <i>l</i> <i>m</i> | 14 15% | 4 10% |
| A portable gaming device (e.g. SonyPSP\Vita, Nintendo DS) | 83 4% | 43 4% <i>c</i> | 41 8% <i>a</i> <i>c</i> | - - | 55 5% <i>e</i> | 29 3% | 44 8% <i>g</i> | 40 3% | 57 4% | 26 5% | 66 4% | 13 8% <i>j</i> | 3 4% | 1 2% |
| SUMMARY CODES | | | | | | | | | | | | | | |
| ANY MOBILE PHONE | 1725 92% | 1014 94% <i>c</i> | 497 93% <i>c</i> | 214 84% | 972 97% <i>e</i> | 753 87% | 507 96% <i>g</i> | 1218 91% | 1246 92% | 479 93% | 1451 92% | 148 93% | 86 93% | 39 92% |
| ANY MOBILE WITH INTERNET ACCESS | 1590 85% | 946 88% <i>c</i> | 473 89% <i>c</i> | 170 67% | 946 94% <i>e</i> | 644 75% | 490 93% <i>g</i> | 1100 82% | 1151 85% | 439 86% | 1354 86% <i>k</i> | 127 80% | 74 79% | 35 83% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

* small base

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

Base: All adults UK

| | MARITAL STATUS | | | WORKING STATUS | | CHILDREN IN HOUSEHOLD | | AREA | | COUNTRY | | | | |
|--------------------------|--------------------------------|------------|-------------------------------|----------------|-----------------|-----------------------|----------|-----------|-----------|-------------|--------------|-----------|----------------------|-----|
| | Married \Living as married (a) | Single (b) | Widow/Divorced \Separated (c) | Working (d) | Not working (e) | Any (f) | None (g) | Urban (h) | Rural (i) | England (j) | Scotland (k) | Wales (l) | Northern Ireland (m) | |
| Unweighted Base | 1868 | 1096 | 482 | 290 | 891 | 977 | 480 | 1388 | 1336 | 532 | 1508 | 221 | 79 | 60 |
| Weighted Base | 1868 | 1079 | 533 | 256 | 1005 | 863 | 527 | 1341 | 1355 | 513 | 1573 | 159 | 93* | 43* |
| ANY COMPUTER INC. TABLET | 1362 | 845 | 379 | 137 | 807 | 555 | 420 | 941 | 979 | 383 | 1151 | 120 | 63 | 27 |
| | 73% | 78%bc | 71%c | 54% | 80%e | 64% | 80%g | 70% | 72% | 75% | 73% | 76% | 68% | 63% |
| ANY COMPUTER EXC. TABLET | 1154 | 708 | 333 | 113 | 691 | 463 | 357 | 798 | 833 | 322 | 985 | 102 | 47 | 21 |
| | 62% | 66%c | 62%c | 44% | 69%e | 54% | 68%g | 59% | 61% | 63% | 63%lm | 64%lm | 50% | 48% |
| ANY GAMING DEVICE | 390 | 221 | 158 | 11 | 255 | 135 | 181 | 209 | 283 | 107 | 328 | 43 | 14 | 5 |
| | 21% | 20%c | 30%ac | 4% | 25%e | 16% | 34%g | 16% | 21% | 21% | 21% | 27%ijlm | 15% | 13% |
| ANY DEVICE | 1771 | 1035 | 509 | 227 | 986 | 785 | 515 | 1257 | 1280 | 492 | 1493 | 152 | 87 | 39 |
| | 95% | 96%c | 95%c | 89% | 98%e | 91% | 98%g | 94% | 94% | 96% | 95% | 96% | 94% | 92% |
| None | 76 | 31 | 17 | 29 | 8 | 68 | 4 | 72 | 56 | 21 | 60 | 6 | 6 | 3 |
| | 4% | 3% | 3% | 11%cab | 1% | 8%d | 1% | 5%f | 4% | 4% | 4% | 4% | 6% | 8% |
| Don't know | 21 | 13 | 8 | - | 11 | 10 | 8 | 12 | 19 | 1 | 21 | - | - | - |
| | 1% | 1% | 1% | - | 1% | 1% | 2% | 1% | 1%j | * | 1% | - | - | - |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

* small base

Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All adults UK

| | Total | GOVERNMENT REGIONS | | | | | | | | | | | TENURE | | |
|---|-------|--------------------|----------------|------------------------------|-------------------|-------------------|---------------------|------------|----------------|----------------|-----------|--------------|----------------------|------------------|----------------|
| | | North East (a) | North West (b) | Yorkshire and The Humber (c) | East Midlands (d) | West Midlands (e) | East of England (f) | London (g) | South East (h) | South West (i) | Wales (j) | Scotland (k) | Northern Ireland (l) | Own/Mortgage (m) | Rent/Other (n) |
| Unweighted Base | 1868 | 80 | 190 | 146 | 136 | 165 | 199 | 199 | 233 | 160 | 79 | 221 | 60 | 1038 | 830 |
| Weighted Base | 1868 | 76* | 176 | 145 | 128 | 166 | 213 | 237 | 259 | 173 | 93* | 159 | 43* | 1005 | 863 |
| A Smartphone (e.g. iPhone, Blackberry, HTC, etc) | 1422 | 61 | 118 | 111 | 109 | 113 | 181 | 164 | 223 | 131 | 65 | 117 | 29 | 747 | 674 |
| | 76% | 79% | 67% | 77% | 85%begjkl | 68% | 85%begjkl | 69% | 86%bcegjkl | 76% | 70% | 73% | 67% | 74% | 78% |
| A mobile phone (not a Smartphone) with internet access | 193 | 7 | 29 | 13 | 7 | 31 | 18 | 28 | 12 | 18 | 10 | 14 | 6 | 113 | 81 |
| | 10% | 9% | 17%dfhk | 9% | 5% | 18%cdfhk | 8% | 12%h | 5% | 11%h | 11% | 9% | 15%dh | 11% | 9% |
| A mobile phone without internet access | 162 | 5 | 24 | 18 | 8 | 12 | 10 | 14 | 9 | 19 | 16 | 22 | 4 | 88 | 73 |
| | 9% | 7% | 13%dfgh | 13%fgh | 6% | 7% | 5% | 6% | 4% | 11%fh | 17%defgh | 14%defgh | 9% | 9% | 9% |
| A tablet (e.g. iPad, Samsung Galaxy) | 795 | 36 | 61 | 61 | 53 | 75 | 102 | 75 | 133 | 70 | 41 | 68 | 19 | 481 | 314 |
| | 43% | 48%g | 35% | 42% | 42% | 45%g | 48%bg | 32% | 51%bgi | 40% | 44% | 43%g | 45% | 48%n | 36% |
| A desktop computer | 377 | 12 | 36 | 25 | 23 | 37 | 59 | 51 | 50 | 33 | 19 | 31 | 1 | 247 | 130 |
| | 20% | 15%l | 21%l | 17%l | 18%l | 22%l | 27%acl | 22%l | 19%l | 19%l | 20%l | 20%l | 3% | 25%n | 15% |
| A laptop or netbook | 1006 | 35 | 89 | 68 | 80 | 78 | 129 | 122 | 158 | 88 | 42 | 95 | 21 | 569 | 437 |
| | 54% | 46% | 51% | 47% | 63%abcej | 47% | 61%acej | 52% | 61%abcej | 51% | 45% | 60%acej | 48% | 57%n | 51% |
| An e-reader (e.g. Kindle, Kobo) | 170 | 4 | 9 | 17 | 7 | 16 | 22 | 13 | 21 | 19 | 8 | 30 | 5 | 126 | 45 |
| | 9% | 5% | 5% | 12%bg | 5% | 10% | 10% | 5% | 8% | 11% | 9% | 19%abdef | 11% | 13%n | 5% |
| A games console(e.g. Xbox 360, PS3, Nintendo Wii) | 373 | 21 | 30 | 39 | 31 | 30 | 36 | 32 | 51 | 41 | 14 | 42 | 4 | 168 | 205 |
| | 20% | 28%gl | 17% | 27%bfgjl | 25%gl | 18% | 17% | 14% | 20% | 24%gl | 15% | 26%bfgjl | 10% | 17% | 24%m |
| A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS) | 83 | 5 | 6 | 7 | 9 | 8 | 7 | 9 | 4 | 11 | 3 | 13 | 1 | 32 | 51 |
| | 4% | 6%h | 3% | 5% | 7%h | 5% | 3% | 4% | 2% | 6%h | 4% | 8%bfg | 2% | 3% | 6%m |
| SUMMARY CODES | | | | | | | | | | | | | | | |
| ANY MOBILE PHONE | 1725 | 70 | 168 | 135 | 120 | 152 | 207 | 200 | 243 | 157 | 86 | 148 | 39 | 921 | 804 |
| | 92% | 92% | 96%g | 93%g | 94%g | 92% | 97%egi | 84% | 94%g | 91% | 93% | 93%g | 92% | 92% | 93% |
| ANY MOBILE WITH INTERNET ACCESS | 1590 | 65 | 145 | 121 | 114 | 140 | 198 | 191 | 235 | 144 | 74 | 127 | 35 | 844 | 746 |
| | 85% | 86% | 83% | 83% | 89%gk | 84% | 93%bcegjkl | 81% | 91%bgjk | 83% | 79% | 80% | 83% | 84% | 86% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

* small base

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

Base: All adults UK

| | Total | GOVERNMENT REGIONS | | | | | | | | | | | TENURE | | |
|--------------------------|-------|--------------------|----------------|------------------------------|-------------------|-------------------|---------------------|-------------|----------------|----------------|-----------|--------------|----------------------|------------------|----------------|
| | | North East (a) | North West (b) | Yorkshire and The Humber (c) | East Midlands (d) | West Midlands (e) | East of England (f) | London (g) | South East (h) | South West (i) | Wales (j) | Scotland (k) | Northern Ireland (l) | Own Mortgage (m) | Rent/Other (n) |
| Unweighted Base | 1868 | 80 | 190 | 146 | 136 | 165 | 199 | 199 | 233 | 160 | 79 | 221 | 60 | 1038 | 830 |
| Weighted Base | 1868 | 76* | 176 | 145 | 128 | 166 | 213 | 237 | 259 | 173 | 93* | 159 | 43* | 1005 | 863 |
| ANY COMPUTER INC. TABLET | 1362 | 49 | 121 | 101 | 97 | 123 | 175 | 152 | 215 | 118 | 63 | 120 | 27 | 775 | 587 |
| | 73% | 64% | 69% | 70% | 76%g | 74% | 82%abcgijl | 64% | 83%abcgijl | 68% | 68% | 76%g | 63% | 77%n | 68% |
| ANY COMPUTER EXC. TABLET | 1154 | 37 | 102 | 81 | 88 | 95 | 155 | 141 | 182 | 104 | 47 | 102 | 21 | 662 | 493 |
| | 62% | 48% | 58% | 56% | 69%acejl | 57% | 73%abcgijl | 60% | 70%abcgijl | 60% | 50% | 64%ajl | 48% | 66%n | 57% |
| ANY GAMING DEVICE | 390 | 22 | 34 | 39 | 34 | 31 | 37 | 35 | 51 | 46 | 14 | 43 | 5 | 172 | 218 |
| | 21% | 29%fgjl | 19% | 27%fgjl | 26%g | 18% | 17% | 15% | 20% | 26%g | 15% | 27%fgjl | 13% | 17% | 25%m |
| ANY DEVICE | 1771 | 72 | 170 | 140 | 121 | 159 | 210 | 207 | 251 | 161 | 87 | 152 | 39 | 950 | 821 |
| | 95% | 95% | 97%g | 97%g | 95%g | 96%g | 98%gijl | 88% | 97%g | 93% | 94% | 96%g | 92% | 95% | 95% |
| None | 76 | 4 | 3 | 5 | 6 | 7 | 2 | 12 | 9 | 11 | 6 | 6 | 3 | 41 | 36 |
| | 4% | 5%f | 2% | 3% | 5%f | 4% | 1% | 5%f | 3% | 6%f | 6%f | 4%f | 8%bf | 4% | 4% |
| Don't know | 21 | - | 2 | - | - | - | 1 | 17 | - | * | - | - | - | 15 | 6 |
| | 1% | - | 1% | - | - | - | 1% | 7%abcdehijk | - | * | - | - | - | 1% | 1% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

* small base

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

Base: All adults UK

| | Q.1/2 PHONES OWN | | | | | | INTERNET ACCESS | | | | |
|---|------------------|---------------------|-----------------|--------------------------|--------------------|----------------------|--------------------------------|--------------------------------|---|--------------------------------------|--|
| | Total | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone/tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) |
| Unweighted Base | 1868 | 1705 | 1102 | 994 | 711 | 108 | 1585 | 377 | 1166 | 132 | 228 |
| Weighted Base | 1868 | 1725 | 1045 | 958 | 767 | 86* | 1633 | 430 | 1243 | 131 | 179 |
| A Smartphone (e.g. iPhone, Blackberry, HTC, etc) | 1422 76% | 1422 82%be | 764 73%e | 764 80%be | 657 86%bce | - | 1354 83%j | 400 93%fhj | 1099 88%fj | 117 89%j | 28 16% |
| A mobile phone (not a Smartphone) with internet access | 193 10% | 193 11%e | 121 12%e | 121 13%e | 73 9%e | - | 159 10%gh | 27 6% | 92 7% | 15 12% | 27 15%fgh |
| A mobile phone without internet access | 162 9% | 162 9%e | 103 10%e | 103 11%e | 59 8%e | - | 94 6%gh | 10 2% | 47 4% | 6 5% | 66 37%fghi |
| A tablet (e.g. iPad, Samsung Galaxy) | 795 43% | 779 45%de | 487 47%de | 478 50%ade | 302 39%e | 9 11% | 778 48%j | 238 55%fij | 624 50%j | 56 43%j | 6 3% |
| A desktop computer | 377 20% | 365 21%e | 219 21%e | 209 22%e | 155 20%e | 9 11% | 372 23%j | 121 28%fhj | 274 22%j | 30 23%j | 4 2% |
| A laptop or netbook | 1006 54% | 977 57%e | 572 55%e | 558 58%e | 419 55%e | 15 17% | 989 61%j | 309 72%fhj | 787 63%j | 96 73%fhj | 7 4% |
| An e- reader (e.g. Kindle, Kobo) | 170 9% | 169 10%e | 107 10%e | 105 11%e | 64 8%e | 1 2% | 168 10%j | 62 14%fj | 136 11%j | 17 13%j | 2 1% |
| A games console(e.g. Xbox 360, PS3, Nintendo Wii) | 373 20% | 362 21%e | 201 19%e | 194 20%e | 168 22%e | 7 8% | 369 23%j | 139 32%fhj | 317 25%j | 42 32%fj | 4 2% |
| A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS) | 83 4% | 82 5% | 42 4% | 41 4% | 42 5% | 1 1% | 81 5%j | 35 8%fj | 79 6%j | 20 15%fghj | 1 * |
| SUMMARY CODES | | | | | | | | | | | |
| ANY MOBILE PHONE | 1725 92% | 1725 100%be | 958 92%e | 958 100%be | 767 100%be | - | 1556 95%j | 423 98%fj | 1197 96%j | 130 99%fj | 121 68% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

* small base

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

Base: All adults UK

| | Q.1/2 PHONES OWN | | | | | INTERNET ACCESS | | | | | |
|---------------------------------|------------------|---------------------|-----------------|--------------------------|--------------------|----------------------|--------------------------------|--------------------------------|--|--------------------------------------|--|
| | Total | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) |
| Unweighted Base | 1868 | 1705 | 1102 | 994 | 711 | 108 | 1585 | 377 | 1166 | 132 | 228 |
| Weighted Base | 1868 | 1725 | 1045 | 958 | 767 | 86* | 1633 | 430 | 1243 | 131 | 179 |
| ANY MOBILE WITH INTERNET ACCESS | 1590 85% | 1590 92%be | 872 83%e | 872 91%be | 718 94%be | - | 1489 91%j | 419 97%fhj | 1170 94%fj | 128 98%fj | 55 31% |
| ANY COMPUTER INC. TABLET | 1362 73% | 1317 76%de | 791 76%e | 763 80%bde | 554 72%e | 28 32% | 1328 81%j | 373 87%fj | 1025 82%j | 108 83%j | 15 8% |
| ANY COMPUTER EXC. TABLET | 1154 62% | 1116 65%e | 659 63%e | 636 66%e | 481 63%e | 24 28% | 1133 69%j | 340 79%fhj | 880 71%j | 101 77%j | 11 6% |
| ANY GAMING DEVICE | 390 21% | 380 22%e | 209 20%e | 202 21%e | 178 23%e | 7 8% | 384 23%j | 142 33%fhj | 332 27%j | 49 37%fhj | 5 3% |
| ANY DEVICE | 1771 95% | 1725 100%be | 986 94%e | 958 100%be | 767 100%be | 28 32% | 1600 98%j | 426 99%j | 1213 98%j | 130 99%j | 123 69% |
| None | 76 4% | - | 52 5%acd | - | - | 52 61%abcd | 19 1% | 2 * | 13 1% | 1 1% | 53 30%fghi |
| Don't know | 21 1% | - | 6 1%ac | - | - | 6 7%abcd | 14 1% | 3 1% | 17 1% | - | 3 2% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j
 * small base

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

Base: All adults UK

| | Total | GENDER | | AGE | | | | | | | | SOCIAL GRADE | | | | |
|---|-------------|------------|------------|----------------|-----------------|-----------------|----------------|----------------|-----------------|-----------------|-----------------|-----------------|--------------|--------------|-------------|------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | 16-34 (j) | 35+ (k) | AB (l) | C1 (m) | C2 (n) | DE (o) |
| Unweighted Base | 1868 | 907 | 961 | 214 | 316 | 272 | 266 | 255 | 309 | 236 | 530 | 1338 | 367 | 516 | 459 | 526 |
| Weighted Base | 1868 | 905 | 963 | 261 | 348 | 305 | 296 | 291 | 203 | 163 | 609 | 1259 | 384 | 547 | 386 | 551 |
| Landline phone | 1045 56% | 504 56% | 540 56% | 97 37% | 148 43% | 166 54%cdj | 164 55%cdj | 185 64%cdej | 153 75%cdefg | 131 80%cdefg | 246 40% | 799 63%cdefj | 232 60%o | 299 55% | 225 58% | 289 52% |
| Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router. | 1588 85% | 774 86% | 814 84% | 243 93%ghik | 320 92%ghik | 289 95%fghik | 263 89%hik | 247 85%i | 159 78%i | 68 41% | 563 93%ghik | 1025 81%i | 368 96%no | 514 94%no | 337 88%o | 369 67% |
| Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card | 354 19% | 175 19% | 179 19% | 46 17%i | 77 22%i | 64 21%i | 60 20%i | 58 20%i | 35 17%i | 15 9% | 122 20%i | 232 18%i | 72 19% | 90 16% | 92 24%lm | 101 18% |
| SUMMARY CODES | | | | | | | | | | | | | | | | |
| ANY MOBILE PHONE | 1725 92% | 843 93% | 882 92% | 251 96%hik | 339 98%eghik | 287 94%hik | 286 97%ghik | 270 92%i | 178 88%i | 113 69% | 591 97%ghik | 1134 90%i | 368 96%o | 514 94%o | 360 93%o | 483 88% |
| NONE | 18 1% | 11 1% | 8 1% | - | 1 * | 1 * | 4 1% | 4 1% | 4 2%cdej | 4 3%cdej | 1 * | 17 1%j | 1 * | 3 * | 3 1% | 12 2%lm |
| ANY SERVICE | 1750 94% | 837 93% | 913 95% | 249 95%i | 337 97%fghik | 294 96%fghik | 273 92% | 270 93% | 184 91% | 145 89% | 585 96%fghik | 1165 93% | 375 98%o | 537 98%no | 365 95%o | 473 86% |
| ANY SERVICE (INC. MOBILE) | 1850 99% | 894 99% | 956 99% | 261 100%hi | 347 100%hi | 304 100%hi | 292 99% | 288 99% | 198 98% | 159 97% | 608 100%hik | 1242 99% | 383 100%o | 545 100%o | 383 99% | 538 98% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/ef/g/h/ij/k - l/m/n/o



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

Base: All adults UK

| Total | GENDER | | AGE | | | | | | | | SOCIAL GRADE | | | | | |
|---|--------------|--------------|--------------|----------------------|----------------------|----------------|----------------|---------------|-----------------------|-----------------------|----------------------|---------------|--------------|--------------|--------------|--------------|
| | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | 16-34 (j) | 35+ (k) | AB (l) | C1 (m) | C2 (n) | DE (o) | |
| Unweighted Base | 907 | 961 | 214 | 316 | 272 | 266 | 255 | 309 | 236 | 530 | 1338 | 367 | 516 | 459 | 526 | |
| Weighted Base | 905 | 963 | 261 | 348 | 305 | 296 | 291 | 203 | 163 | 609 | 1259 | 384 | 547 | 386 | 551 | |
| SERVICES HAVE | | | | | | | | | | | | | | | | |
| MOBILE NOT LANDLINE | 767 41% | 374 41% | 393 41% | 158 60%efghi k | 193 56%efghi k | 127 42%ghik | 126 42%ghik | 94 32%hi | 43 21% | 26 16% | 351 58%efghi k | 415 33%hi | 144 38% | 237 43% | 151 39% | 235 43% |
| LANDLINE NOT MOBILE | 86 5% | 35 4% | 51 5% | 4 1% | 2 1% | 5 2% | 4 1% | 9 3%dj | 18 9%cdefg j | 43 27%cdefgh jk | 6 1% | 80 6%cdefj | 9 2% | 21 4% | 16 4% | 41 7%lmn |
| LANDLINE AND MOBILE | 958 51% | 469 52% | 489 51% | 94 36% | 146 42% | 161 53%cdj | 160 54%cdj | 176 60%cdj | 135 67%cdefi jk | 87 53%cdj | 240 39% | 719 57%cdj | 223 58%mo | 278 51% | 209 54%o | 248 45% |
| LANDLINE OR MOBILE | 1811 97% | 878 97% | 933 97% | 255 98% | 342 98% | 292 96% | 290 98% | 279 96% | 196 97% | 157 96% | 597 98% | 1215 96% | 377 98%o | 535 98%o | 376 97% | 524 95% |
| None | 118 6% | 68 7% | 50 5% | 13 5% | 11 3% | 12 4% | 24 8%dej | 22 7%dj | 19 9%dej | 19 11%cdej | 23 4% | 94 7%dej | 9 2% | 10 2% | 20 5%lm | 78 14%lmn |
| Av number of services (inc mobile) | 2.251 | 2.205 | 2.289 | 1.987 | 2.414 | 2.376 | 2.120 | 2.349 | 2.378 | 1.998 | 2.311 | 2.234 | 2.507 | 2.448 | 2.416 | 2.054 |
| Standard Deviation | 0.879 | 0.917 | 0.846 | 0.777 | 0.809 | 0.870 | 0.910 | 0.990 | 0.976 | 0.694 | 0.818 | 0.896 | 0.826 | 0.739 | 0.858 | 0.910 |
| Error Variance | 0.002 | 0.005 | 0.004 | 0.036 | 0.011 | 0.016 | 0.015 | 0.021 | 0.012 | 0.006 | 0.009 | 0.003 | 0.018 | 0.007 | 0.008 | 0.005 |

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

Base: All adults UK

| | MARITAL STATUS | | | WORKING STATUS | | CHILDREN IN HOUSEHOLD | | AREA | | COUNTRY | | | | |
|---|----------------|--------------------------------|------------|-------------------------------|-------------|-----------------------|---------|----------|-----------|-----------|-------------|--------------|-----------|----------------------|
| | Total | Married \Living as married (a) | Single (b) | Widow/Divorced \Separated (c) | Working (d) | Not working (e) | Any (f) | None (g) | Urban (h) | Rural (i) | England (j) | Scotland (k) | Wales (l) | Northern Ireland (m) |
| Unweighted Base | 1868 | 1096 | 482 | 290 | 891 | 977 | 480 | 1388 | 1336 | 532 | 1508 | 221 | 79 | 60 |
| Weighted Base | 1868 | 1079 | 533 | 256 | 1005 | 863 | 527 | 1341 | 1355 | 513 | 1573 | 159 | 93* | 43* |
| Landline phone | 1045 | 629 | 235 | 180 | 554 | 491 | 307 | 738 | 715 | 330 | 830 | 112 | 70 | 33 |
| | 56% | 58%b | 44% | 70%ab | 55% | 57% | 58% | 55% | 53% | 64%h | 53% | 70%j | 75%j | 76%j |
| Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router. | 1588 | 987 | 447 | 153 | 937 | 651 | 506 | 1081 | 1142 | 446 | 1345 | 134 | 77 | 31 |
| | 85% | 91%bc | 84%c | 60% | 93%e | 75% | 96%g | 81% | 84% | 87% | 86%m | 84% | 83% | 73% |
| Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card | 354 | 205 | 108 | 41 | 194 | 160 | 105 | 249 | 271 | 83 | 301 | 36 | 17 | - |
| | 19% | 19% | 20% | 16% | 19% | 18% | 20% | 19% | 20% | 16% | 19%m | 22%m | 19%m | - |
| SUMMARY CODES | | | | | | | | | | | | | | |
| ANY MOBILE PHONE | 1725 | 1014 | 497 | 214 | 972 | 753 | 507 | 1218 | 1246 | 479 | 1451 | 148 | 86 | 39 |
| | 92% | 94%c | 93%c | 84% | 97%e | 87% | 96%g | 91% | 92% | 93% | 92% | 93% | 93% | 92% |
| NONE | 18 | 5 | 10 | 3 | 2 | 16 | - | 18 | 16 | 3 | 18 | * | - | - |
| | 1% | * | 2%a | 1% | * | 2%d | - | 1%f | 1% | 1% | 1% | * | - | - |
| ANY SERVICE | 1750 | 1042 | 481 | 227 | 965 | 785 | 518 | 1232 | 1259 | 491 | 1473 | 151 | 89 | 38 |
| | 94% | 97%bc | 90% | 89% | 96%e | 91% | 98%g | 92% | 93% | 96%h | 94% | 95% | 95% | 88% |
| ANY SERVICE (INC. MOBILE) | 1850 | 1074 | 523 | 252 | 1003 | 846 | 527 | 1322 | 1339 | 511 | 1555 | 158 | 93 | 43 |
| | 99% | 100%b | 98% | 99% | 100%e | 98% | 100%g | 99% | 99% | 99% | 99% | 100% | 100% | 100% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

* small base

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

Base: All adults UK

| | MARITAL STATUS | | | WORKING STATUS | | CHILDREN IN HOUSEHOLD | | AREA | | COUNTRY | | | | |
|------------------------------------|--------------------------------|------------------|-------------------------------|-------------------|------------------|-----------------------|------------------|-----------------|------------------|------------------|--------------------|-------------------|----------------------|------------------|
| | Married \Living as married (a) | Single (b) | Widow/Divorced \Separated (c) | Working (d) | Not working (e) | Any (f) | None (g) | Urban (h) | Rural (i) | England (j) | Scotland (k) | Wales (l) | Northern Ireland (m) | |
| Unweighted Base | 1868 | 1096 | 482 | 290 | 891 | 977 | 480 | 1388 | 1336 | 532 | 1508 | 221 | 79 | 60 |
| Weighted Base | 1868 | 1079 | 533 | 256 | 1005 | 863 | 527 | 1341 | 1355 | 513 | 1573 | 159 | 93* | 43* |
| SERVICES HAVE | | | | | | | | | | | | | | |
| MOBILE NOT LANDLINE | 767 | 423 | 276 | 68 | 428 | 338 | 209 | 557 | 592 | 175 | 689 | 47 | 21 | 10 |
| | 41% | 39% ^c | 52% ^{ac} | 27% | 43% | 39% | 40% | 42% | 44% ⁱ | 34% | 44% ^{klm} | 29% | 23% | 24% |
| LANDLINE NOT MOBILE | 86 | 38 | 14 | 34 | 10 | 76 | 8 | 78 | 61 | 25 | 68 | 10 | 5 | 3 |
| | 5% | 4% | 3% | 13% ^{ab} | 1% | 9% ^d | 2% | 6% ^f | 4% | 5% | 4% | 6% | 6% | 8% |
| LANDLINE AND MOBILE | 958 | 591 | 221 | 146 | 544 | 415 | 298 | 660 | 654 | 304 | 763 | 102 | 65 | 29 |
| | 51% | 55% ^b | 41% | 57% ^b | 54% ^e | 48% | 57% ^g | 49% | 48% | 59% ^h | 48% | 64% ^j | 70% ^j | 68% ^j |
| LANDLINE OR MOBILE | 1811 | 1052 | 511 | 248 | 982 | 829 | 516 | 1295 | 1307 | 504 | 1519 | 158 | 92 | 43 |
| | 97% | 97% | 96% | 97% | 98% | 96% | 98% | 97% | 96% | 98% | 97% | 100% ^j | 98% | 100% |
| None | 118 | 37 | 52 | 29 | 40 | 78 | 9 | 108 | 95 | 22 | 100 | 8 | 5 | 5 |
| | 6% | 3% | 10% ^a | 11% ^a | 4% | 9% ^d | 2% | 8% ^f | 7% ⁱ | 4% | 6% | 5% | 5% | 12% |
| Av number of services (inc mobile) | 2.251 | 2.426 | 2.145 | 2.044 | 2.417 | 2.136 | 2.554 | 2.169 | 2.221 | 2.337 | 2.281 | 2.121 | 2.238 | 1.777 |
| Standard Deviation | 0.879 | 0.800 | 0.966 | 0.854 | 0.867 | 0.870 | 0.768 | 0.890 | 0.881 | 0.870 | 0.879 | 0.879 | 0.905 | 0.766 |
| Error Variance | 0.002 | 0.003 | 0.009 | 0.007 | 0.006 | 0.003 | 0.008 | 0.002 | 0.003 | 0.007 | 0.002 | 0.019 | 0.041 | 0.037 |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

* small base

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

Base: All adults UK

| | Total | GOVERNMENT REGIONS | | | | | | | | | | | TENURE | | |
|---|-------------|--------------------|----------------------|------------------------------|-------------------|-------------------|---------------------|--------------|-------------------|----------------|------------------|-----------------|----------------------|------------------|----------------|
| | | North East (a) | North West (b) | Yorkshire and The Humber (c) | East Midlands (d) | West Midlands (e) | East of England (f) | London (g) | South East (h) | South West (i) | Wales (j) | Scotland (k) | Northern Ireland (l) | Own/Mortgage (m) | Rent/Other (n) |
| Unweighted Base | 1868 | 80 | 190 | 146 | 136 | 165 | 199 | 199 | 233 | 160 | 79 | 221 | 60 | 1038 | 830 |
| Weighted Base | 1868 | 76* | 176 | 145 | 128 | 166 | 213 | 237 | 259 | 173 | 93* | 159 | 43* | 1005 | 863 |
| Landline phone | 1045 56% | 31 41% | 90 51%g | 78 54%g | 65 51%g | 89 54%g | 109 51%g | 82 35% | 178 69%abcdefg | 107 62%ag | 70 75%abcdefg | 112 70%abcde | 33 76%abcde | 672 67%n | 373 43% |
| Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router. | 1588 85% | 61 79% | 147 83% | 116 80% | 117 92%abcegl | 132 79% | 196 92%abcegl | 192 81% | 230 89%cegl | 155 89%cel | 77 83% | 134 84% | 31 73% | 889 88%n | 699 81% |
| Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card | 354 19% | 12 16%fhl | 74 42%acdefghijkl | 43 30%afghil | 31 24%fhl | 45 27%fghil | 11 5% | 38 16%fhl | 20 8%l | 26 15%fhl | 17 19%fhl | 36 22%fhl | - - | 183 18% | 171 20% |
| SUMMARY CODES | | | | | | | | | | | | | | | |
| ANY MOBILE PHONE | 1725 92% | 70 92% | 168 96%g | 135 93%g | 120 94%g | 152 92% | 207 97%egi | 200 84% | 243 94%g | 157 91% | 86 93% | 148 93%g | 39 92% | 921 92% | 804 93% |
| NONE | 18 1% | 1 1% | 1 * | 3 2%h | - | 2 1% | 2 1% | 7 3%hk | - | 2 1% | - | * | - | 9 1% | 10 1% |
| ANY SERVICE | 1750 94% | 72 94% | 167 95%g | 132 91% | 126 99%cefgil | 154 93% | 200 94%g | 208 88% | 252 97%cegl | 162 94% | 89 95% | 151 95%g | 38 88% | 971 97%n | 779 90% |
| ANY SERVICE (INC. MOBILE) | 1850 99% | 76 99% | 175 100% | 141 98% | 128 100% | 164 99% | 212 99% | 229 97% | 259 100%cg | 171 99% | 93 100% | 158 100%g | 43 100% | 997 99% | 853 99% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l - m/n
 * small base



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

Base: All adults UK

| | Total | GOVERNMENT REGIONS | | | | | | | | | | | TENURE | | |
|---|--------------|--------------------|----------------|------------------------------|-------------------|-------------------|---------------------|------------------|-------------------|----------------|-----------------|-----------------|----------------------|------------------|----------------|
| | | North East (a) | North West (b) | Yorkshire and The Humber (c) | East Midlands (d) | West Midlands (e) | East of England (f) | London (g) | South East (h) | South West (i) | Wales (j) | Scotland (k) | Northern Ireland (l) | Own/Mortgage (m) | Rent/Other (n) |
| Unweighted Base | 1868 | 80 | 190 | 146 | 136 | 165 | 199 | 199 | 233 | 160 | 79 | 221 | 60 | 1038 | 830 |
| Weighted Base | 1868 | 76* | 176 | 145 | 128 | 166 | 213 | 237 | 259 | 173 | 93* | 159 | 43* | 1005 | 863 |
| SERVICES HAVE | | | | | | | | | | | | | | | |
| MOBILE NOT LANDLINE | 767 41% | 43 57%ehijkl | 81 46%hijkl | 63 43%hijkl | 62 48%hijkl | 68 41%jkl | 102 48%hijkl | 129 55%ehijkl | 81 31% | 60 35% | 21 23% | 47 29% | 10 24% | 302 30% | 465 54%m |
| LANDLINE NOT MOBILE | 86 5% | 4 6% | 3 2% | 6 4% | 7 5% | 5 3% | 4 2% | 12 5% | 17 6%bf | 10 6% | 5 6% | 10 6%bf | 3 8%bf | 53 5% | 34 4% |
| LANDLINE AND MOBILE | 958 51% | 27 35% | 87 50%ag | 72 50%g | 58 45%g | 84 50%ag | 105 49%ag | 71 30% | 162 62%abcdef | 97 56%ag | 65 70%abcdef | 102 64%abcde | 29 68%abcde | 620 62%n | 339 39% |
| LANDLINE OR MOBILE | 1811 97% | 75 98%g | 171 97%g | 141 97%g | 126 99%g | 158 95% | 211 99%eg | 212 89% | 259 100%abcegi | 167 96%g | 92 98%g | 158 100%eg | 43 100%g | 974 97% | 837 97% |
| None | 118 6% | 5 6% | 8 5% | 13 9%dh | 1 1% | 12 7%dh | 13 6%d | 29 12%bdfnk | 7 3% | 11 6%d | 5 5% | 8 5% | 5 12%dh | 34 3% | 84 10%m |
| Av number of services (inc mobile) | 2.251 | 2.332 | 2.452 | 2.052 | 2.756 | 2.213 | 2.008 | 2.051 | 2.530 | 2.381 | 2.238 | 2.121 | 1.777 | 2.479 | 2.071 |
| Standard Deviation | 0.879 | 0.925 | 0.953 | 0.943 | 0.912 | 0.775 | 0.778 | 0.945 | 0.691 | 0.699 | 0.905 | 0.879 | 0.766 | 0.802 | 0.896 |
| Error Variance | 0.002 | 0.039 | 0.019 | 0.025 | 0.033 | 0.015 | 0.021 | 0.017 | 0.014 | 0.015 | 0.041 | 0.019 | 0.037 | 0.004 | 0.004 |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

* small base

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

Base: All adults UK

| | Q.1/2 PHONES OWN | | | | | INTERNET ACCESS | | | | | |
|---|------------------|---------------------|--------------------|--------------------------|--------------------|----------------------|--------------------------------|--------------------------------|---|--------------------------------------|--|
| | Total | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone/tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) |
| Unweighted Base | 1868 | 1705 | 1102 | 994 | 711 | 108 | 1585 | 377 | 1166 | 132 | 228 |
| Weighted Base | 1868 | 1725 | 1045 | 958 | 767 | 86* | 1633 | 430 | 1243 | 131 | 179 |
| Landline phone | 1045 | 958 | 1045 | 958 | - | 86 | 917 | 247 | 641 | 54 | 118 |
| | 56% | 56% ^d | 100% ^{ad} | 100% ^{ad} | - | 100% ^{ad} | 56% ^{hi} | 58% ⁱ | 52% ⁱ | 41% | 66% ^{ghi} |
| Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router. | 1588 | 1514 | 924 | 885 | 629 | 39 | 1557 | 420 | 1154 | 120 | 22 |
| | 85% | 88% ^{de} | 88% ^{de} | 92% ^{abde} | 82% ^e | 45% | 95% ^{hj} | 98% ^{hij} | 93% ^j | 92% ^j | 12% |
| Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card | 354 | 341 | 225 | 221 | 121 | 4 | 332 | 92 | 266 | 26 | 8 |
| | 19% | 20% ^{de} | 21% ^{de} | 23% ^{de} | 16% ^e | 5% | 20% ^j | 21% ^j | 21% ^j | 20% ^j | 4% |
| SUMMARY CODES | | | | | | | | | | | |
| ANY MOBILE PHONE | 1725 | 1725 | 958 | 958 | 767 | - | 1556 | 423 | 1197 | 130 | 121 |
| | 92% | 100% ^{be} | 92% ^e | 100% ^{be} | 100% ^{be} | - | 95% ^j | 98% ^{fj} | 96% ^j | 99% ^{fj} | 68% |
| NONE | 18 | - | - | - | - | - | 4 | 1 | 6 | - | 11 |
| | 1% | - | - | - | - | - | * | * | * | - | 6% ^{fghi} |
| ANY SERVICE | 1750 | 1626 | 1045 | 958 | 667 | 86 | 1596 | 422 | 1195 | 124 | 126 |
| | 94% | 94% ^d | 100% ^{ad} | 100% ^{ad} | 87% | 100% ^{ad} | 98% ^{hij} | 98% ^{ij} | 96% ^j | 94% ^j | 70% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j
 * small base

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

Base: All adults UK

| | Q.1/2 PHONES OWN | | | | | INTERNET ACCESS | | | | | |
|---|------------------|---------------------|-----------------|-----------------------------|--------------------|----------------------|--------------------------------------|--------------------------------------|---|--|---|
| | Total | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) |
| Unweighted Base | 1868 | 1705 | 1102 | 994 | 711 | 108 | 1585 | 377 | 1166 | 132 | 228 |
| Weighted Base | 1868 | 1725 | 1045 | 958 | 767 | 86* | 1633 | 430 | 1243 | 131 | 179 |
| ANY SERVICE (INC. MOBILE) | 1850 | 1725 | 1045 | 958 | 767 | 86 | 1629 | 429 | 1237 | 131 | 169 |
| | 99% | 100% | 100% | 100% | 100% | 100% | 100%j | 100%j | 100%j | 100%j | 94% |
| SERVICES HAVE | | | | | | | | | | | |
| MOBILE NOT LANDLINE | 767 | 767 | - | - | 767 | - | 677 | 178 | 572 | 77 | 50 |
| | 41% | 44%bce | - | - | 100%abce | - | 41%j | 41%j | 46%fj | 59%fghj | 28% |
| LANDLINE NOT MOBILE | 86 | - | 86 | - | - | 86 | 37 | 2 | 15 | 1 | 47 |
| | 5% | - | 8%acd | - | - | 100%abcd | 2%g | * | 1% | 1% | 26%fghi |
| LANDLINE AND MOBILE | 958 | 958 | 958 | 958 | - | - | 879 | 246 | 626 | 53 | 71 |
| | 51% | 56%de | 92%ade | 100%abde | - | - | 54%ij | 57%hij | 50%ij | 40% | 39% |
| LANDLINE OR MOBILE | 1811 | 1725 | 1045 | 958 | 767 | 86 | 1594 | 425 | 1213 | 131 | 168 |
| | 97% | 100% | 100% | 100% | 100% | 100% | 98%j | 99%j | 98%j | 100%j | 94% |
| None | 118 | 99 | - | - | 99 | - | 37 | 9 | 48 | 7 | 53 |
| | 6% | 6%bce | - | - | 13%abce | - | 2% | 2% | 4%f | 6%fg | 30%fghi |
| Av number of services (inc mobile) | 2.251 | 2.251d | 2.842 | 2.842 | 1.696 | - | 2.596 | 2.477 | 2.278 | 2.290 | 1.755 |
| Standard Deviation | 0.879 | 0.879 | 0.704 | 0.704 | 0.630 | - | 0.801 | 0.709 | 0.889 | 0.964 | 0.680 |
| Error Variance | 0.002 | 0.002 | 0.002 | 0.002 | 0.002 | - | 0.003 | 0.014 | 0.006 | 0.066 | 0.003 |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

* small base

Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All adults UK

| | Total | GENDER | | AGE | | | | | | | | SOCIAL GRADE | | | | |
|--|------------|------------|------------|-----------|-----------|--------------|---------------|----------------|----------------------|----------------------|-----------|-----------------|------------|------------|------------|-----------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | 16-34 (j) | 35+ (k) | AB (l) | C1 (m) | C2 (n) | DE (o) |
| Unweighted Base | 1868 | 907 | 961 | 214 | 316 | 272 | 266 | 255 | 309 | 236 | 530 | 1338 | 367 | 516 | 459 | 526 |
| Weighted Base | 1868 | 905 | 963 | 261 | 348 | 305 | 296 | 291 | 203 | 163 | 609 | 1259 | 384 | 547 | 386 | 551 |
| Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call. | 175 9% | 96 11% | 80 8% | 6 2% | 13 4% | 27 9%cdj | 25 8%cdj | 45 15%cdefj | 34 17%cdefj | 27 16%cdefj | 18 3% | 157 12%cdj | 40 11% | 54 10% | 39 10% | 42 8% |
| Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling | 288 15% | 143 16% | 145 15% | 10 4% | 25 7% | 40 13%cdj | 39 13%cdj | 69 24%cdefj | 60 29%cdefj k | 45 28%cdefjk | 36 6% | 253 20%cdefj | 65 17% | 84 15% | 61 16% | 78 14% |
| Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line. | 256 14% | 125 14% | 131 14% | 12 5% | 17 5% | 43 14%cdj | 35 12%cdj | 62 21%cdefj | 55 27%cdefj jk | 31 19%cdj | 30 5% | 227 18%cdj | 61 16%o | 88 16%o | 56 15%o | 51 9% |
| Some other type of call that you didn't want or ask for - for example a market research call | 26 1% | 14 2% | 12 1% | - - | 1 * | 4 1% | 3 1% | 6 2%cdj | 8 4%cdefj | 4 3%cdj | 1 * | 25 2%dj | 8 2% | 8 1% | 7 2% | 4 1% |
| SUMMARY CODES 1 TYPE EXPERIENCED | 195 10% | 90 10% | 105 11% | 13 5% | 18 5% | 21 7% | 40 13%cdej | 33 11%cdj | 34 17%cdej | 36 22%cdefgj k | 31 5% | 164 13%cdej | 45 12% | 59 11% | 39 10% | 52 10% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/ef/g/h/ij/k - l/m/n/o



Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All adults UK

| | Total | GENDER | | AGE | | | | | | | | SOCIAL GRADE | | | | |
|----------------------------------|-------------|------------|------------|------------------------------|------------------------------|------------------------|------------------------|------------------------|------------------------------|-------------------------|------------------------------|-------------------------|--------------------|---------------------|-------------------|----------------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | 16-34 (j) | 35+ (k) | AB (l) | C1 (m) | C2 (n) | DE (o) |
| Unweighted Base | 1868 | 907 | 961 | 214 | 316 | 272 | 266 | 255 | 309 | 236 | 530 | 1338 | 367 | 516 | 459 | 526 |
| Weighted Base | 1868 | 905 | 963 | 261 | 348 | 305 | 296 | 291 | 203 | 163 | 609 | 1259 | 384 | 547 | 386 | 551 |
| 2 TYPES EXPERIENCED | 100 5% | 43 5% | 57 6% | 2 1% | 10 3% | 19 6% <i>cj</i> | 14 5% <i>cj</i> | 19 7% <i>cdj</i> | 24 12% <i>cdefgj</i> k | 12 7% <i>cdj</i> | 11 2% | 89 7% <i>cdj</i> | 31 8% <i>o</i> | 29 5% | 25 6% <i>o</i> | 15 3% |
| 3 TYPES EXPERIENCED | 111 6% | 64 7% | 47 5% | 4 2% | 6 2% | 18 6% <i>cdj</i> | 11 4% | 33 11% <i>cdefj</i> | 23 11% <i>cdefj</i> | 15 9% <i>cdj</i> | 10 2% | 100 8% <i>cdj</i> | 21 6% | 37 7% | 23 6% | 30 5% |
| 4 TYPES EXPERIENCED | 5 * | 3 * | 2 * | - | - | - | - | 3 1% <i>j</i> | 1 1% | 1 * | - | 5 * | 1 * | 2 * | 2 * | 1 * |
| ANY UNSOLICITED CALLS (LANDLINE) | 410 22% | 199 22% | 211 22% | 19 7% | 34 10% | 58 19% <i>cdj</i> | 65 22% <i>cdj</i> | 88 30% <i>cdefj</i> | 83 41% <i>cdefg</i> jk | 64 39% <i>cdefjk</i> | 52 9% | 358 28% <i>cdefj</i> | 98 25% <i>o</i> | 127 23% <i>o</i> | 88 23% | 98 18% |
| None | 1458 78% | 705 78% | 752 78% | 242 93% <i>efghi</i> k | 314 90% <i>efghi</i> k | 247 81% <i>ghik</i> | 231 78% <i>ghik</i> | 203 70% <i>h</i> | 120 59% | 100 61% | 556 91% <i>efghi</i> k | 901 72% <i>hi</i> | 287 75% | 421 77% | 298 77% | 453 82% <i>lm</i> |
| Av number of issues | 1.817 | 1.898 | 1.741 | 1.518 | 1.662 | 1.946 <i>f</i> | 1.569 | 2.059 <i>fij</i> | 1.894 <i>f</i> | 1.688 | 1.611 | 1.847 <i>f</i> | 1.777 | 1.850 | 1.855 | 1.781 |
| Standard Deviation | 0.872 | 0.904 | 0.835 | 0.848 | 0.787 | 0.828 | 0.778 | 0.942 | 0.859 | 0.876 | 0.804 | 0.878 | 0.815 | 0.894 | 0.871 | 0.907 |
| Error Variance | 0.002 | 0.004 | 0.003 | 0.045 | 0.021 | 0.013 | 0.010 | 0.012 | 0.006 | 0.008 | 0.014 | 0.002 | 0.006 | 0.006 | 0.006 | 0.008 |

Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All adults UK

| | MARITAL STATUS | | | WORKING STATUS | | CHILDREN IN HOUSEHOLD | | AREA | | COUNTRY | | | | |
|--|--------------------------------|-------------|-------------------------------|----------------|-----------------|-----------------------|-----------|-------------|------------|-------------|--------------|-------------|----------------------|---------|
| | Married \Living as married (a) | Single (b) | Widow/Divorced \Separated (c) | Working (d) | Not working (e) | Any (f) | None (g) | Urban (h) | Rural (i) | England (j) | Scotland (k) | Wales (l) | Northern Ireland (m) | |
| Unweighted Base | 1868 | 1096 | 482 | 290 | 891 | 977 | 480 | 1388 | 1336 | 532 | 1508 | 221 | 79 | 60 |
| Weighted Base | 1868 | 1079 | 533 | 256 | 1005 | 863 | 527 | 1341 | 1355 | 513 | 1573 | 159 | 93* | 43* |
| Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call. | 175 9% | 107 10% | 38 7% | 30 12%b | 74 7% | 102 12%d | 28 5% | 148 11%f | 119 9% | 57 11% | 137 9%m | 25 16%jm | 13 14%lm | * 1% |
| Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling | 288 15% | 183 17%b | 48 9% | 56 22%b | 130 13% | 158 18%d | 57 11% | 231 17%f | 195 14% | 93 18% | 221 14%lm | 40 25%jm | 26 28%lm | 2 4% |
| Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line. | 256 14% | 165 15%b | 52 10% | 40 16%b | 122 12% | 134 16%d | 53 10% | 203 15%f | 163 12% | 94 18%h | 199 13% | 32 20%jm | 22 24%jm | 3 7% |
| Some other type of call that you didn't want or ask for - for example a market research call | 26 1% | 17 2% | 4 1% | 5 2% | 11 1% | 14 2% | 2 * | 24 2%f | 18 1% | 8 1% | 22 1% | 3 2% | 1 1% | - - |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

* small base

Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All adults UK

| | MARITAL STATUS | | | WORKING STATUS | | CHILDREN IN HOUSEHOLD | | AREA | | COUNTRY | | | | |
|----------------------------------|--------------------------------|--------------|-------------------------------|----------------|-----------------|-----------------------|--------------|---------------|--------------|---------------|--------------|--------------|----------------------|--------------|
| | Married \Living as married (a) | Single (b) | Widow/Divorced \Separated (c) | Working (d) | Not working (e) | Any (f) | None (g) | Urban (h) | Rural (i) | England (j) | Scotland (k) | Wales (l) | Northern Ireland (m) | |
| Unweighted Base | 1868 | 1096 | 482 | 290 | 891 | 977 | 480 | 1388 | 1336 | 532 | 1508 | 221 | 79 | 60 |
| Weighted Base | 1868 | 1079 | 533 | 256 | 1005 | 863 | 527 | 1341 | 1355 | 513 | 1573 | 159 | 93* | 43* |
| SUMMARY CODES | | | | | | | | | | | | | | |
| 1 TYPE EXPERIENCED | 195 | 117 | 39 | 39 | 90 | 105 | 47 | 148 | 147 | 48 | 150 | 22 | 21 | 2 |
| | 10% | 11%b | 7% | 15%b | 9% | 12%d | 9% | 11% | 11% | 9% | 10% | 14%j | 22%jm | 6% |
| 2 TYPES EXPERIENCED | 100 | 75 | 10 | 15 | 53 | 47 | 27 | 73 | 62 | 38 | 80 | 10 | 9 | 1 |
| | 5% | 7%b | 2% | 6%b | 5% | 5% | 5% | 5% | 5% | 7%h | 5% | 7% | 10% | 1% |
| 3 TYPES EXPERIENCED | 111 | 63 | 26 | 21 | 44 | 66 | 13 | 98 | 71 | 39 | 86 | 18 | 7 | * |
| | 6% | 6% | 5% | 8% | 4% | 8%d | 3% | 7%f | 5% | 8% | 5% | 11%jm | 7% | 1% |
| 4 TYPES EXPERIENCED | 5 | 4 | 1 | - | 2 | 3 | - | 5 | 3 | 2 | 3 | 1 | 1 | - |
| | * | * | * | - | * | * | - | * | * | * | * | * | 1% | - |
| ANY UNSOLICITED CALLS (LANDLINE) | 410 | 259 | 77 | 75 | 189 | 221 | 87 | 323 | 283 | 128 | 318 | 51 | 37 | 3 |
| | 22% | 24%b | 14% | 29%b | 19% | 26%d | 17% | 24%f | 21% | 25% | 20%m | 32%jm | 40%jm | 8% |
| None | 1458 | 820 | 456 | 181 | 816 | 641 | 440 | 1018 | 1072 | 385 | 1255 | 107 | 56 | 39 |
| | 78% | 76% | 86%ac | 71% | 81%e | 74% | 83%g | 76% | 79% | 75% | 80%kl | 68% | 60% | 92%jkl |
| Av number of issues | 1.817 | 1.823 | 1.854 | 1.760 | 1.783 | 1.846 | 1.613 | 1.872f | 1.750 | 1.965h | 1.820 | 1.943 | 1.663 | 1.395 |
| Standard Deviation | 0.872 | 0.854 | 0.940 | 0.869 | 0.844 | 0.896 | 0.739 | 0.897 | 0.865 | 0.870 | 0.866 | 0.925 | 0.851 | 0.798 |
| Error Variance | 0.002 | 0.002 | 0.012 | 0.008 | 0.004 | 0.003 | 0.007 | 0.002 | 0.002 | 0.005 | 0.002 | 0.012 | 0.021 | 0.127 |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

* small base

Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All adults UK

| | Total | GOVERNMENT REGIONS | | | | | | | | | | | TENURE | | |
|--|------------|--------------------|----------------|------------------------------|-------------------|-------------------|---------------------|------------|----------------|----------------|------------------------|-----------------------|----------------------|------------------|----------------|
| | | North East (a) | North West (b) | Yorkshire and The Humber (c) | East Midlands (d) | West Midlands (e) | East of England (f) | London (g) | South East (h) | South West (i) | Wales (j) | Scotland (k) | Northern Ireland (l) | Own/Mortgage (m) | Rent/Other (n) |
| Unweighted Base | 1868 | 80 | 190 | 146 | 136 | 165 | 199 | 199 | 233 | 160 | 79 | 221 | 60 | 1038 | 830 |
| Weighted Base | 1868 | 76* | 176 | 145 | 128 | 166 | 213 | 237 | 259 | 173 | 93* | 159 | 43* | 1005 | 863 |
| Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call. | 175 9% | 8 10%l | 21 12%dl | 15 10%l | 6 4% | 13 8% | 19 9% | 15 6% | 29 11%dl | 13 8% | 13 14%dgl | 25 16%defgil | * 1% | 122 12%n | 54 6% |
| Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling | 288 15% | 10 13% | 34 19%dgl | 18 12% | 9 7% | 26 16%dl | 30 14%l | 22 9% | 48 18%dgl | 25 14%l | 26 28%acdefg il | 40 25%acdefg il | 2 4% | 205 20%n | 83 10% |
| Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line. | 256 14% | 10 13% | 31 17%dg | 18 12% | 7 5% | 26 16%dg | 24 11% | 17 7% | 47 18%dgl | 20 11% | 22 24%cdfgil | 32 20%dfgil | 3 7% | 189 19%n | 67 8% |
| Some other type of call that you didn't want or ask for - for example a market research call | 26 1% | 1 1% | 6 3%f | 1 * | 1 1% | 3 2% | - - | 5 2% | 4 1% | 3 2% | 1 1% | 3 2% | - - | 20 2%n | 6 1% |
| SUMMARY CODES 1 TYPE EXPERIENCED | 195 10% | 7 9% | 18 10% | 15 11% | 10 8% | 14 8% | 18 8% | 17 7% | 28 11% | 23 13% | 21 22%abcdef ghl | 22 14%g | 2 6% | 139 14%n | 57 7% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

* small base



Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All adults UK

| | Total | GOVERNMENT REGIONS | | | | | | | | | | | TENURE | | |
|----------------------------------|-------|--------------------|---------------------|------------------------------|-----------------------|--------------------|---------------------|----------------------|--------------------|--------------------|-----------------------|------------------------|-----------------------|------------------|------------------|
| | | North East (a) | North West (b) | Yorkshire and The Humber (c) | East Midlands (d) | West Midlands (e) | East of England (f) | London (g) | South East (h) | South West (i) | Wales (j) | Scotland (k) | Northern Ireland (l) | Own/Mortgage (m) | Rent/Other (n) |
| Unweighted Base | 1868 | 80 | 190 | 146 | 136 | 165 | 199 | 199 | 233 | 160 | 79 | 221 | 60 | 1038 | 830 |
| Weighted Base | 1868 | 76* | 176 | 145 | 128 | 166 | 213 | 237 | 259 | 173 | 93* | 159 | 43* | 1005 | 863 |
| 2 TYPES EXPERIENCED | 100 | 5 | 9 | 6 | 3 | 10 | 7 | 7 | 19 | 14 | 9 | 10 | 1 | 75 | 25 |
| | 5% | 7% | 5% | 4% | 3% | 6% | 3% | 3% | 7% | 8% | 10%dfg | 7% | 1% | 7% ⁿ | 3% |
| 3 TYPES EXPERIENCED | 111 | 4 | 18 | 7 | 2 | 12 | 14 | 6 | 20 | 4 | 7 | 18 | * | 77 | 33 |
| | 6% | 5% | 10% ^{dgil} | 5% | 1% | 7% ^{di} | 6% ^d | 3% | 8% ^{dgi} | 2% | 7% ^d | 11% ^{cdgil} | 1% | 8% ⁿ | 4% |
| 4 TYPES EXPERIENCED | 5 | - | - | 1 | - | - | - | 2 | 1 | - | 1 | 1 | - | 4 | 1 |
| | * | - | - | * | - | - | - | 1% | * | - | 1% | * | - | * | * |
| ANY UNSOLICITED CALLS (LANDLINE) | 410 | 15 | 45 | 29 | 15 | 35 | 38 | 33 | 67 | 40 | 37 | 51 | 3 | 295 | 116 |
| | 22% | 20% | 26% ^{dgl} | 20% | 12% | 21% ^{dl} | 18% | 14% | 26% ^{dgl} | 23% ^{dgl} | 40% ^{abcdef} | 32% ^{cddefgl} | 8% | 29% ⁿ | 13% |
| None | 1458 | 61 | 130 | 116 | 112 | 131 | 175 | 204 | 193 | 133 | 56 | 107 | 39 | 710 | 747 |
| | 78% | 80% ^j | 74% ^j | 80% ^{sjk} | 88% ^{behijk} | 79% ^{jk} | 82% ^{sjk} | 86% ^{bhijk} | 74% ^j | 77% ^{sj} | 60% | 68% | 92% ^{behijk} | 71% | 87% ^m |
| Av number of issues | 1.817 | 1.805 | 1.992 ⁱ | 1.760 | 1.456 | 1.947 ⁱ | 1.896 ⁱ | 1.782 | 1.904 ⁱ | 1.517 | 1.663 | 1.943 ⁱ | 1.395 | 1.820 | 1.811 |
| Standard Deviation | 0.872 | 0.827 | 0.904 | 0.911 | 0.722 | 0.860 | 0.915 | 0.960 | 0.869 | 0.661 | 0.851 | 0.925 | 0.798 | 0.870 | 0.880 |
| Error Variance | 0.002 | 0.036 | 0.015 | 0.024 | 0.033 | 0.019 | 0.022 | 0.032 | 0.011 | 0.010 | 0.021 | 0.012 | 0.127 | 0.002 | 0.006 |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

* small base

Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All adults UK

| | Q.12 PHONES OWN | | | | | INTERNET ACCESS | | | | | |
|--|-----------------|-------------------------|--------------------------|---------------------------|--------------------|-------------------------|--------------------------------|--------------------------------|--|--------------------------------------|--|
| | Total | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) |
| Unweighted Base | 1868 | 1705 | 1102 | 994 | 711 | 108 | 1585 | 377 | 1166 | 132 | 228 |
| Weighted Base | 1868 | 1725 | 1045 | 958 | 767 | 86* | 1633 | 430 | 1243 | 131 | 179 |
| Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call. | 175 9% | 158 9% ^d | 175 17% ^{ad} | 158 16% ^{ad} | - - | 17 20% ^{ad} | 155 9% | 30 7% | 97 8% | 9 7% | 20 11% |
| Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling | 288 15% | 265 15% ^d | 288 28% ^{ad} | 265 28% ^{ad} | - - | 24 27% ^{ad} | 254 16% | 60 14% | 166 13% | 15 12% | 31 17% |
| Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line. | 256 14% | 243 14% ^d | 256 25% ^{ad} | 243 25% ^{ade} | - - | 13 16% ^d | 238 15% | 51 12% | 155 12% | 13 10% | 19 10% |
| Some other type of call that you didn't want or ask for - for example a market research call | 26 1% | 23 1% ^d | 26 2% ^{ad} | 23 2% ^d | - - | 2 3% ^d | 22 1% | 6 1% | 16 1% | 4 3% | 4 2% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j
 * small base

Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All adults UK

| | Q.12 PHONES OWN | | | | | INTERNET ACCESS | | | | | |
|-------------------------------------|-----------------|---------------------|-----------------|-----------------------------|--------------------|----------------------|--------------------------------------|--------------------------------------|---|--|---|
| | Total | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) |
| Unweighted Base | 1868 | 1705 | 1102 | 994 | 711 | 108 | 1585 | 377 | 1166 | 132 | 228 |
| Weighted Base | 1868 | 1725 | 1045 | 958 | 767 | 86* | 1633 | 430 | 1243 | 131 | 179 |
| SUMMARY CODES | | | | | | | | | | | |
| 1 TYPE EXPERIENCED | 195 | 175 | 195 | 175 | - | 21 | 163 | 38 | 110 | 10 | 29 |
| | 10% | 10%d | 19%ad | 18%ad | - | 24%ad | 10% | 9% | 9% | 7% | 16%fghi |
| 2 TYPES EXPERIENCED | 100 | 93 | 100 | 93 | - | 7 | 93 | 27 | 59 | 3 | 7 |
| | 5% | 5%d | 10%ad | 10%ad | - | 8%d | 6% | 6% | 5% | 3% | 4% |
| 3 TYPES EXPERIENCED | 111 | 103 | 111 | 103 | - | 7 | 101 | 18 | 63 | 5 | 9 |
| | 6% | 6%d | 11%ad | 11%ad | - | 8%d | 6% | 4% | 5% | 4% | 5% |
| 4 TYPES EXPERIENCED | 5 | 5 | 5 | 5 | - | - | 4 | 1 | 4 | 2 | 1 |
| | * | * | * | * | - | - | * | * | * | 2%f | * |
| ANY UNSOLICITED CALLS (LANDLINE) | 410 | 375 | 410 | 375 | - | 35 | 361 | 83 | 236 | 20 | 46 |
| | 22% | 22%d | 39%ad | 39%ad | - | 41%ad | 22% | 19% | 19% | 16% | 26%hi |
| None | 1458 | 1350 | 634 | 583 | 767 | 51 | 1272 | 347 | 1007 | 111 | 133 |
| | 78% | 78%bce | 61% | 61% | 100%abce | 59% | 78% | 81% | 81%j | 84%j | 74% |
| Av number of issues | 1.817 | 1.836 | 1.817 | 1.836 | - | 1.620 | 1.853j | 1.772 | 1.836 | 2.007 | 1.593 |
| Standard Deviation | 0.872 | 0.875 | 0.872 | 0.875 | - | 0.819 | 0.871 | 0.812 | 0.883 | 1.098 | 0.857 |
| Error Variance | 0.002 | 0.002 | 0.002 | 0.002 | - | 0.015 | 0.002 | 0.009 | 0.003 | 0.052 | 0.012 |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

* small base

Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All adults UK

| | Q6A16B UNSOLICITED CALLS - (4 WEEKS) | | | | | | | | | | | | | | | |
|---|--------------------------------------|--|--------------------------------------|------------------------------------|---------------------------------------|--------------------------------|-------------------------|---|-----------------------------------|---|---|---------------------------------|-------------------------------|-------------------------------------|---------------------------|-------------------------|
| | Total | Any unsolicited calls (landline or mobile) (a) | Any unsolicited calls (landline) (b) | Any unsolicited calls (mobile) (c) | Silent calls (landline or mobile) (d) | Landline silent calls (e) | Mobile silent calls (f) | Live sales/marketing (landline or mobile) (g) | Landline Live sales/marketing (h) | Mobile Live sales/marketing (phone or text) (i) | Recorded message (landline or mobile) (j) | Recorded message (landline) (k) | Recorded message (mobile) (l) | Other type (landline or mobile) (m) | Other type (landline) (n) | Other type (mobile) (o) |
| Unweighted Base | 1868 | 875 | 456 | 608 | 328 | 197 | 178 | 660 | 319 | 469 | 466 | 288 | 239 | 59 | 34 | 29 |
| Weighted Base | 1868 | 872 | 410 | 646 | 317 | 175 | 184 | 656 | 288 | 495 | 445 | 256 | 248 | 55* | 26** | 32** |
| Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call. | 175 9% | 175 20% cil | 175 43% acfgi jlm | 73 11% | 175 55% abcfg ghijlm | 175 100% abcd ghijklm | 42 23% cil | 137 21% cil | 127 44% acfgi jlm | 61 12% | 133 30% acgil | 131 51% abcfg ijlm | 31 12% | 14 25% cil | 11 41% | 5 14% |
| Receiving a "live sales/marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling | 288 15% | 288 33% cfil | 288 70% acdfg ijlm | 138 21% | 137 43% acfil m | 127 72% acdfg ijlm | 44 24% | 288 44% acfi lm | 288 100% abcde fgijklm | 127 26% l | 173 39% acfil | 168 65% acdfg ijlm | 44 18% | 15 27% | 10 40% | 7 22% |
| Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line. | 256 14% | 256 29% ci | 256 62% acdfg ilm | 119 18% | 141 44% acfgi l | 131 75% abcd ghijlm | 43 23% | 188 29% ci | 168 58% acdfg ilm | 95 19% | 256 58% acdf gil | 256 100% abcde fghijlm | 59 24% | 19 36% ci | 13 52% | 9 27% |
| Some other type of call that you didn't want or ask for - for example a market research call | 26 1% | 26 3% | 26 6% acfgi l | 9 1% | 11 4% cl | 11 6% acfgil | 1 1% | 13 2% | 10 4% cl | 9 2% | 14 3% | 13 5% cfgil | 2 1% | 26 47% abcd efghijk l | 26 100% | 3 10% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All adults UK

| Total | Q6A16B UNSOLICITED CALLS - (4 WEEKS) | | | | | | | | | | | | | | | |
|----------------------------------|--|--------------------------------------|------------------------------------|---------------------------------------|---------------------------|---------------------------|---|-----------------------------------|---|---|---------------------------------|-------------------------------|-------------------------------------|---------------------------|-------------------------|----------------|
| | Any unsolicited calls (landline or mobile) (a) | Any unsolicited calls (landline) (b) | Any unsolicited calls (mobile) (c) | Silent calls (landline or mobile) (d) | Landline silent calls (e) | Mobile silent calls (f) | Live sales/marketing (landline or mobile) (g) | Landline Live sales/marketing (h) | Mobile Live sales/marketing (phone or text) (i) | Recorded message (landline or mobile) (j) | Recorded message (landline) (k) | Recorded message (mobile) (l) | Other type (landline or mobile) (m) | Other type (landline) (n) | Other type (mobile) (o) | |
| Unweighted Base | 1868 | 875 | 456 | 608 | 328 | 197 | 178 | 660 | 319 | 469 | 466 | 288 | 239 | 59 | 34 | 29 |
| Weighted Base | 1868 | 872 | 410 | 646 | 317 | 175 | 184 | 656 | 288 | 495 | 445 | 256 | 248 | 55* | 26** | 32** |
| SUMMARY CODES | | | | | | | | | | | | | | | | |
| 1 TYPE EXPERIENCED | 195 10% | 195 22% cdefijl | 195 48% acdefghijklm | 87 13% f | 28 9% | 23 13% f | 9 5% | 122 19% cdfil | 102 35% acdefgijklm | 67 14% f | 69 15% dfil | 64 25% cdefgijl | 22 9% | 8 15% f | 7 26% f | 2 6% f |
| 2 TYPES EXPERIENCED | 100 5% | 100 11% c | 100 24% acdfgijl | 43 7% | 49 15% cil | 41 23% acdfgijl | 17 9% | 78 12% ci | 72 25% acdfgijl | 40 8% | 79 18% acfgil | 78 30% acdfgijl | 18 7% | 10 18% cil | 9 33% f | 1 4% f |
| 3 TYPES EXPERIENCED | 111 6% | 111 13% c | 111 27% acfgijl | 51 8% | 107 34% acfgijlm | 107 61% acdfghijklm | 29 16% ci | 109 17% acil | 109 38% acdfgijlm | 44 9% | 110 25% acfgil | 110 43% acdfgijlm | 26 11% | 9 17% c | 6 23% f | 4 14% f |
| 4 TYPES EXPERIENCED | 5 * | 5 1% | 5 1% | 3 * | 5 1% | 5 3% acfgil | - | 5 1% | 5 2% | 3 1% | 5 1% | 5 2% cl | - | 5 9% acdfghijkl | 5 18% f | 2 5% f |
| ANY UNSOLICITED CALLS (LANDLINE) | 410 22% | 410 47% cfil | 410 100% acdfgijlm | 184 29% | 188 59% acfgil | 175 100% acdfgijlm | 55 30% | 315 48% cfil | 288 100% acdfgijlm | 154 31% | 263 59% acfgil | 256 100% acdfgijlm | 66 27% | 32 58% cfil | 26 100% f | 9 29% f |
| None | 1458 78% | 461 53% bdehjk | - | 461 71% abdeg hikm | 129 41% behk | - | 129 70% abdeg hikm | 341 52% bdehjk | - | 341 69% abdeg hikm | 182 41% behk | - | 182 73% abdeg hikm | 23 42% behk | - | 23 71% f |
| Av number of issues | 1.817 | 1.817 | 1.817 | 1.839 | 2.468abc | 2.530abc | 2.371abc | 1.988ab | 2.060abc | 1.890 | 2.193abc | 2.217abc | 2.063ab | 2.324abc | 2.339 | 2.583 |
| Standard Deviation | 0.872 | 0.872 | 0.872 | 0.890 | 0.775 | 0.755 | 0.750 | 0.893 | 0.893 | 0.890 | 0.847 | 0.841 | 0.859 | 1.030 | 1.070 | 1.062 |
| Error Variance | 0.002 | 0.002 | 0.002 | 0.004 | 0.003 | 0.003 | 0.009 | 0.002 | 0.002 | 0.005 | 0.002 | 0.002 | 0.011 | 0.027 | 0.034 | 0.125 |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All who have landline phone

| | Total | GENDER | | AGE | | | | | | | | SOCIAL GRADE | | | | |
|--|------------|------------|------------|-----------|-----------|--------------|--------------|----------------|----------------------|---------------------|-----------|---------------|------------|------------|------------|-----------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | 16-34 (j) | 35+ (k) | AB (l) | C1 (m) | C2 (n) | DE (o) |
| Unweighted Base | 1102 | 540 | 562 | 75 | 137 | 150 | 149 | 164 | 239 | 188 | 212 | 890 | 239 | 291 | 282 | 290 |
| Weighted Base | 1045 | 504 | 540 | 97* | 148 | 166 | 164 | 185 | 153 | 131 | 246 | 799 | 232 | 299 | 225 | 289 |
| Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call. | 175 17% | 96 19% | 80 15% | 6 6% | 13 9% | 27 16%cj | 25 15%j | 45 24%cdj | 34 22%cdj | 27 20%cdj | 18 7% | 157 20%cdj | 40 17% | 54 18% | 39 17% | 42 14% |
| Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling | 288 28% | 143 28% | 145 27% | 10 11% | 25 17% | 40 24%cj | 39 24%cj | 69 37%cdefj | 60 39%cdefj k | 45 34%cdfj | 36 14% | 253 32%cdj | 65 28% | 84 28% | 61 27% | 78 27% |
| Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line. | 256 25% | 125 25% | 131 24% | 12 13% | 17 12% | 43 26%cdj | 35 21%dj | 62 34%cdfj | 55 36%cdefi jk | 31 24%dj | 30 12% | 227 28%cdj | 61 26%o | 88 29%o | 56 25%o | 51 18% |
| Some other type of call that you didn't want or ask for - for example a market research call | 26 2% | 14 3% | 12 2% | - - | 1 1% | 4 2% | 3 2% | 6 3%j | 8 5%cdj | 4 3%j | 1 * | 25 3%j | 8 3% | 8 3% | 7 3% | 4 1% |
| SUMMARY CODES | | | | | | | | | | | | | | | | |
| 1 TYPE EXPERIENCED | 195 19% | 90 18% | 105 20% | 13 13% | 18 12% | 21 13% | 40 24%dej | 33 18% | 34 22%dej | 36 28%cdgej k | 31 13% | 164 21%dej | 45 19% | 59 20% | 39 17% | 52 18% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o
 * small base



Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All who have landline phone

| | Total | GENDER | | AGE | | | | | | | | SOCIAL GRADE | | | | |
|----------------------------------|-------|--------------|------------|------------------|------------------|-----------------|----------------|------------------|------------------|-----------------|------------------|-----------------|--------------|--------------|--------------|--------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | 16-34 (j) | 35+ (k) | AB (l) | C1 (m) | C2 (n) | DE (o) |
| Unweighted Base | 1102 | 540 | 562 | 75 | 137 | 150 | 149 | 164 | 239 | 188 | 212 | 890 | 239 | 291 | 282 | 290 |
| Weighted Base | 1045 | 504 | 540 | 97* | 148 | 166 | 164 | 185 | 153 | 131 | 246 | 799 | 232 | 299 | 225 | 289 |
| 2 TYPES EXPERIENCED | 100 | 43 | 57 | 2 | 10 | 19 | 14 | 19 | 24 | 12 | 11 | 89 | 31 | 29 | 25 | 15 |
| | 10% | 8% | 11% | 2% | 6% | 11% <i>cj</i> | 9% | 10% <i>cj</i> | 16% <i>cdij</i> | 9% <i>c</i> | 5% | 11% <i>cj</i> | 13% <i>o</i> | 10% | 11% <i>o</i> | 5% |
| 3 TYPES EXPERIENCED | 111 | 64 | 47 | 4 | 6 | 18 | 11 | 33 | 23 | 15 | 10 | 100 | 21 | 37 | 23 | 30 |
| | 11% | 13% <i>b</i> | 9% | 4% | 4% | 11% <i>dj</i> | 7% | 18% <i>cdij</i> | 15% <i>cdij</i> | 11% <i>dj</i> | 4% | 13% <i>cdj</i> | 9% | 12% | 10% | 10% |
| 4 TYPES EXPERIENCED | 5 | 3 | 2 | - | - | - | - | 3 | 1 | 1 | - | 5 | 1 | 2 | 2 | 1 |
| | * | 1% | * | - | - | - | - | 2% | 1% | 1% | - | 1% | * | 1% | 1% | * |
| ANY UNSOLICITED CALLS (LANDLINE) | 410 | 199 | 211 | 19 | 34 | 58 | 65 | 88 | 83 | 64 | 52 | 358 | 98 | 127 | 88 | 98 |
| | 39% | 39% | 39% | 19% | 23% | 35% <i>cdj</i> | 40% <i>cdj</i> | 48% <i>cdej</i> | 54% <i>cdefj</i> | 49% <i>cdej</i> | 21% | 45% <i>cdej</i> | 42% | 42% <i>o</i> | 39% | 34% |
| None | 634 | 305 | 329 | 78 | 115 | 107 | 99 | 97 | 70 | 67 | 193 | 441 | 135 | 172 | 137 | 191 |
| | 61% | 61% | 61% | 81% <i>efghi</i> | 77% <i>efghi</i> | 65% <i>ghik</i> | 60% <i>h</i> | 52% | 46% | 51% | 79% <i>efghi</i> | 55% <i>h</i> | 58% | 58% | 61% | 66% <i>m</i> |
| Av number of issues | 1.817 | 1.898 | 1.741 | 1.518 | 1.662 | 1.946 <i>f</i> | 1.569 | 2.059 <i>fij</i> | 1.894 <i>f</i> | 1.688 | 1.611 | 1.847 <i>f</i> | 1.777 | 1.850 | 1.855 | 1.781 |
| Standard Deviation | 0.872 | 0.904 | 0.835 | 0.848 | 0.787 | 0.828 | 0.778 | 0.942 | 0.859 | 0.876 | 0.804 | 0.878 | 0.815 | 0.894 | 0.871 | 0.907 |
| Error Variance | 0.002 | 0.004 | 0.003 | 0.045 | 0.021 | 0.013 | 0.010 | 0.012 | 0.006 | 0.008 | 0.014 | 0.002 | 0.006 | 0.006 | 0.006 | 0.008 |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o
 * small base



Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All who have landline phone

| | MARITAL STATUS | | | WORKING STATUS | | CHILDREN IN HOUSEHOLD | | AREA | | COUNTRY | | | | |
|--|--------------------------------|-------------------------|-------------------------------|------------------------|-----------------|-------------------------|-----------|-------------------------|------------|-------------|-------------------------|-------------------------|------------------------|---------|
| | Married \Living as married (a) | Single (b) | Widow/Divorced \Separated (c) | Working (d) | Not working (e) | Any (f) | None (g) | Urban (h) | Rural (i) | England (j) | Scotland (k) | Wales (l) | Northern Ireland (m) | |
| Unweighted Base | 1102 | 674 | 215 | 213 | 505 | 597 | 284 | 818 | 751 | 351 | 834 | 159 | 61 | 48 |
| Weighted Base | 1045 | 629 | 235 | 180 | 554 | 491 | 307 | 738 | 715 | 330 | 830 | 112 | 70* | 33* |
| Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call. | 175 17% | 107 17% | 38 16% | 30 17% | 74 13% | 102 21% ^d | 28 9% | 148 20% ^f | 119 17% | 57 17% | 137 17% ^m | 25 22% ^m | 13 18% ^m | * 1% |
| Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling | 288 28% | 183 29% ^b | 48 21% | 56 31% ^b | 130 23% | 158 32% ^d | 57 19% | 231 31% ^f | 195 27% | 93 28% | 221 27% ^m | 40 36% ^{jm} | 26 37% ^m | 2 5% |
| Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line. | 256 25% | 165 26% | 52 22% | 40 22% | 122 22% | 134 27% | 53 17% | 203 28% ^f | 163 23% | 94 28% | 199 24% ^m | 32 29% ^m | 22 32% ^m | 3 9% |
| Some other type of call that you didn't want or ask for - for example a market research call | 26 2% | 17 3% | 4 2% | 5 3% | 11 2% | 14 3% | 2 1% | 24 3% ^f | 18 3% | 8 2% | 22 3% | 3 2% | 1 1% | - - |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

* small base

Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All who have landline phone

| | MARITAL STATUS | | | WORKING STATUS | | CHILDREN IN HOUSEHOLD | | AREA | | COUNTRY | | | | |
|----------------------------------|--------------------------------|------------------|-------------------------------|----------------|------------------|-----------------------|------------------|--------------------------|------------------|--------------------------|------------------|-------------------|----------------------|---------------------|
| | Married \Living as married (a) | Single (b) | Widow/Divorced \Separated (c) | Working (d) | Not working (e) | Any (f) | None (g) | Urban (h) | Rural (i) | England (j) | Scotland (k) | Wales (l) | Northern Ireland (m) | |
| Unweighted Base | 1102 | 674 | 215 | 213 | 505 | 597 | 284 | 818 | 751 | 351 | 834 | 159 | 61 | 48 |
| Weighted Base | 1045 | 629 | 235 | 180 | 554 | 491 | 307 | 738 | 715 | 330 | 830 | 112 | 70* | 33* |
| SUMMARY CODES | | | | | | | | | | | | | | |
| 1 TYPE EXPERIENCED | 195 | 117 | 39 | 39 | 90 | 105 | 47 | 148 | 147 | 48 | 150 | 22 | 21 | 2 |
| | 19% | 19% | 17% | 22% | 16% | 21% ^d | 15% | 20% | 21% ⁱ | 15% | 18% | 20% | 30% ^{jm} | 7% |
| 2 TYPES EXPERIENCED | 100 | 75 | 10 | 15 | 53 | 47 | 27 | 73 | 62 | 38 | 80 | 10 | 9 | 1 |
| | 10% | 12% ^b | 4% | 8% | 10% | 10% | 9% | 10% | 9% | 12% | 10% | 9% | 13% | 2% |
| 3 TYPES EXPERIENCED | 111 | 63 | 26 | 21 | 44 | 66 | 13 | 98 | 71 | 39 | 86 | 18 | 7 | * |
| | 11% | 10% | 11% | 12% | 8% | 14% ^d | 4% | 13% ^f | 10% | 12% | 10% | 16% ^{jm} | 9% | 1% |
| 4 TYPES EXPERIENCED | 5 | 4 | 1 | - | 2 | 3 | - | 5 | 3 | 2 | 3 | 1 | 1 | - |
| | * | 1% | * | - | * | 1% | - | 1% | * | 1% | * | 1% | 1% | - |
| ANY UNSOLICITED CALLS (LANDLINE) | 410 | 259 | 77 | 75 | 189 | 221 | 87 | 323 | 283 | 128 | 318 | 51 | 37 | 3 |
| | 39% | 41% ^b | 33% | 41% | 34% | 45% ^d | 28% | 44% ^f | 40% | 39% | 38% ^m | 46% ^m | 53% ^{jm} | 10% |
| None | 634 | 370 | 159 | 106 | 365 | 270 | 220 | 415 | 432 | 202 | 512 | 60 | 33 | 29 |
| | 61% | 59% | 67% ^a | 59% | 66% ^e | 55% | 72% ^g | 56% | 60% | 61% | 62% ^l | 54% | 47% | 90% ^{ijkl} |
| Av number of issues | 1.817 | 1.823 | 1.854 | 1.760 | 1.783 | 1.846 | 1.613 | 1.872^f | 1.750 | 1.965^h | 1.820 | 1.943 | 1.663 | 1.395 |
| Standard Deviation | 0.872 | 0.854 | 0.940 | 0.869 | 0.844 | 0.896 | 0.739 | 0.897 | 0.865 | 0.870 | 0.866 | 0.925 | 0.851 | 0.798 |
| Error Variance | 0.002 | 0.002 | 0.012 | 0.008 | 0.004 | 0.003 | 0.007 | 0.002 | 0.002 | 0.005 | 0.002 | 0.012 | 0.021 | 0.127 |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

* small base

Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All who have landline phone

| | Total | GOVERNMENT REGIONS | | | | | | | | | | | TENURE | | |
|--|------------|--------------------|----------------|------------------------------|-------------------|-------------------|---------------------|------------|----------------|----------------|--------------|---------------|----------------------|------------------|----------------|
| | | North East (a) | North West (b) | Yorkshire and The Humber (c) | East Midlands (d) | West Midlands (e) | East of England (f) | London (g) | South East (h) | South West (i) | Wales (j) | Scotland (k) | Northern Ireland (l) | Own Mortgage (m) | Rent/Other (n) |
| Unweighted Base | 1102 | 36 | 106 | 87 | 67 | 91 | 104 | 70 | 169 | 104 | 61 | 159 | 48 | 726 | 376 |
| Weighted Base | 1045 | 31* | 90* | 78* | 65* | 89* | 109* | 82* | 178 | 107* | 70* | 112 | 33* | 672 | 373 |
| Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call. | 175 17% | 8 25%dl | 21 23%dl | 15 19%l | 6 9% | 13 15%l | 19 17%l | 15 18%l | 29 16%l | 13 12%l | 13 18%l | 25 22%dl | * 1% | 122 18% | 54 14% |
| Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling | 288 28% | 10 31%l | 34 37%cdil | 18 23%l | 9 14% | 26 29%dl | 30 27%l | 22 27%l | 48 27%dl | 25 23%l | 26 37%dl | 40 36%cdil | 2 5% | 205 30%n | 83 22% |
| Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line. | 256 25% | 10 32%dl | 31 34%dil | 18 23% | 7 11% | 26 30%dl | 24 22% | 17 20% | 47 26%dl | 20 18% | 22 32%dl | 32 29%dl | 3 9% | 189 28%n | 67 18% |
| Some other type of call that you didn't want or ask for - for example a market research call | 26 2% | 1 2% | 6 6%f | 1 1% | 1 1% | 3 3% | - - | 5 6%f | 4 2% | 3 3% | 1 1% | 3 2% | - - | 20 3% | 6 2% |
| SUMMARY CODES | | | | | | | | | | | | | | | |
| 1 TYPE EXPERIENCED | 195 19% | 7 22% | 18 20% | 15 20% | 10 16% | 14 15% | 18 16% | 17 21% | 28 15% | 23 21% | 21 30%ehl | 22 20% | 2 7% | 139 21%n | 57 15% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

* small base



Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All who have landline phone

| | Total | GOVERNMENT REGIONS | | | | | | | | | | | TENURE | | |
|----------------------------------|-------|--------------------|----------------|------------------------------|-------------------|-------------------|---------------------|------------|----------------|----------------|-----------|--------------|----------------------|------------------|----------------|
| | | North East (a) | North West (b) | Yorkshire and The Humber (c) | East Midlands (d) | West Midlands (e) | East of England (f) | London (g) | South East (h) | South West (i) | Wales (j) | Scotland (k) | Northern Ireland (l) | Own/Mortgage (m) | Rent/Other (n) |
| Unweighted Base | 1102 | 36 | 106 | 87 | 67 | 91 | 104 | 70 | 169 | 104 | 61 | 159 | 48 | 726 | 376 |
| Weighted Base | 1045 | 31* | 90* | 78* | 65* | 89* | 109* | 82* | 178 | 107* | 70* | 112 | 33* | 672 | 373 |
| 2 TYPES EXPERIENCED | 100 | 5 | 9 | 6 | 3 | 10 | 7 | 7 | 19 | 14 | 9 | 10 | 1 | 75 | 25 |
| | 10% | 16%l | 10% | 7% | 5% | 11% | 6% | 9% | 11% | 13% | 13% | 9% | 2% | 11%n | 7% |
| 3 TYPES EXPERIENCED | 111 | 4 | 18 | 7 | 2 | 12 | 14 | 6 | 20 | 4 | 7 | 18 | * | 77 | 33 |
| | 11% | 12% | 20%dgil | 9% | 3% | 13%dil | 13%dil | 8% | 11%i | 3% | 9% | 16%dil | 1% | 12% | 9% |
| 4 TYPES EXPERIENCED | 5 | - | - | 1 | - | - | - | 2 | 1 | - | 1 | 1 | - | 4 | 1 |
| | * | - | - | 1% | - | - | - | 2% | * | - | 1% | 1% | - | 1% | * |
| ANY UNSOLICITED CALLS (LANDLINE) | 410 | 15 | 45 | 29 | 15 | 35 | 38 | 33 | 67 | 40 | 37 | 51 | 3 | 295 | 116 |
| | 39% | 49%dl | 50%dfi | 37%l | 24% | 39%l | 35%l | 40%l | 37%l | 38%l | 53%dfhl | 46%dl | 10% | 44%n | 31% |
| None | 634 | 16 | 45 | 49 | 49 | 54 | 71 | 50 | 111 | 67 | 33 | 60 | 29 | 377 | 257 |
| | 61% | 51% | 50% | 63% | 76%abjk | 61% | 65%bj | 60% | 63%j | 62% | 47% | 54% | 90%abcef ghijk | 56% | 69%m |
| Av number of issues | 1.817 | 1.805 | 1.992i | 1.760 | 1.456 | 1.947i | 1.896i | 1.782 | 1.904i | 1.517 | 1.663 | 1.943i | 1.395 | 1.820 | 1.811 |
| Standard Deviation | 0.872 | 0.827 | 0.904 | 0.911 | 0.722 | 0.860 | 0.915 | 0.960 | 0.869 | 0.661 | 0.851 | 0.925 | 0.798 | 0.870 | 0.880 |
| Error Variance | 0.002 | 0.036 | 0.015 | 0.024 | 0.033 | 0.019 | 0.022 | 0.032 | 0.011 | 0.010 | 0.021 | 0.012 | 0.127 | 0.002 | 0.006 |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

* small base

Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All who have landline phone

| | Q.12 PHONES OWN | | | | | INTERNET ACCESS | | | | | |
|--|-----------------|---------------------|-----------------|--------------------------|--------------------|----------------------|--------------------------------|--------------------------------|--|--------------------------------------|--|
| | Total | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) |
| Unweighted Base | 1102 | 994 | 1102 | 994 | - | 108 | 933 | 220 | 626 | 54 | 158 |
| Weighted Base | 1045 | 958 | 1045 | 958 | -.** | 86* | 917 | 247 | 641 | 54* | 118 |
| Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call. | 175 17% | 158 16% | 175 17% | 158 16% | - - | 17 20% | 155 17% | 30 12% | 97 15% | 9 17% | 20 17% |
| Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling | 288 28% | 265 28% | 288 28% | 265 28% | - - | 24 27% | 254 28% | 60 24% | 166 26% | 15 29% | 31 27% |
| Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line. | 256 25% | 243 25%e | 256 25% | 243 25%e | - - | 13 16% | 238 26%j | 51 21% | 155 24%j | 13 24% | 19 16% |
| Some other type of call that you didn't want or ask for - for example a market research call | 26 2% | 23 2% | 26 2% | 23 2% | - - | 2 3% | 22 2% | 6 2% | 16 3% | 4 7% | 4 3% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j
 * small base; ** very small base (under 30) ineligible for sig testing

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

Base: All who have landline phone

| | Q.12 PHONES OWN | | | | | INTERNET ACCESS | | | | | |
|-------------------------------------|-----------------|---------------------|-----------------|-----------------------------|--------------------|----------------------|--------------------------------------|--------------------------------------|---|--|---|
| | Total | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) |
| Unweighted Base | 1102 | 994 | 1102 | 994 | - | 108 | 933 | 220 | 626 | 54 | 158 |
| Weighted Base | 1045 | 958 | 1045 | 958 | -** | 86* | 917 | 247 | 641 | 54* | 118 |
| SUMMARY CODES | | | | | | | | | | | |
| 1 TYPE EXPERIENCED | 195 | 175 | 195 | 175 | - | 21 | 163 | 38 | 110 | 10 | 29 |
| | 19% | 18% | 19% | 18% | - | 24% | 18% | 15% | 17% | 18% | 25%fgh |
| 2 TYPES EXPERIENCED | 100 | 93 | 100 | 93 | - | 7 | 93 | 27 | 59 | 3 | 7 |
| | 10% | 10% | 10% | 10% | - | 8% | 10% | 11% | 9% | 6% | 6% |
| 3 TYPES EXPERIENCED | 111 | 103 | 111 | 103 | - | 7 | 101 | 18 | 63 | 5 | 9 |
| | 11% | 11% | 11% | 11% | - | 8% | 11% | 7% | 10% | 10% | 8% |
| 4 TYPES EXPERIENCED | 5 | 5 | 5 | 5 | - | - | 4 | 1 | 4 | 2 | 1 |
| | * | * | * | * | - | - | * | * | 1% | 4%fgh | * |
| ANY UNSOLICITED CALLS (LANDLINE) | 410 | 375 | 410 | 375 | - | 35 | 361 | 83 | 236 | 20 | 46 |
| | 39% | 39% | 39% | 39% | - | 41% | 39% | 34% | 37% | 38% | 39% |
| None | 634 | 583 | 634 | 583 | - | 51 | 556 | 164 | 405 | 33 | 71 |
| | 61% | 61% | 61% | 61% | - | 59% | 61% | 66% | 63% | 62% | 61% |
| Av number of issues | 1.817 | 1.836 | 1.817 | 1.836 | - | 1.620 | 1.853j | 1.772 | 1.836 | 2.007 | 1.593 |
| Standard Deviation | 0.872 | 0.875 | 0.872 | 0.875 | - | 0.819 | 0.871 | 0.812 | 0.883 | 1.098 | 0.857 |
| Error Variance | 0.002 | 0.002 | 0.002 | 0.002 | - | 0.015 | 0.002 | 0.009 | 0.003 | 0.052 | 0.012 |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

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

Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All who have landline phone

| | Q6A16B UNSOLICITED CALLS - (4 WEEKS) | | | | | | | | | | | | | | | |
|---|--------------------------------------|--|--------------------------------------|------------------------------------|---------------------------------------|-----------------------------|-------------------------|---|-----------------------------------|---|---|---------------------------------|-------------------------------|-------------------------------------|---------------------------|-------------------------|
| | Total | Any unsolicited calls (landline or mobile) (a) | Any unsolicited calls (landline) (b) | Any unsolicited calls (mobile) (c) | Silent calls (landline or mobile) (d) | Landline silent calls (e) | Mobile silent calls (f) | Live sales/marketing (landline or mobile) (g) | Landline Live sales/marketing (h) | Mobile Live sales/marketing (phone or text) (i) | Recorded message (landline or mobile) (j) | Recorded message (landline) (k) | Recorded message (mobile) (l) | Other type (landline or mobile) (m) | Other type (landline) (n) | Other type (mobile) (o) |
| Unweighted Base | 1102 | 584 | 456 | 317 | 235 | 197 | 85 | 443 | 319 | 252 | 335 | 288 | 108 | 45 | 34 | 15 |
| Weighted Base | 1045 | 554 | 410 | 328 | 216 | 175 | 82* | 418 | 288 | 257 | 308 | 256 | 111* | 41* | 26** | 18** |
| Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call. | 175 17% | 175 32%ci | 175 43%acgil | 73 22% | 175 81%abcf ghijklm | 175 100%abcdf ghijklm | 42 51%acgil | 137 33%ci | 127 44%acgil | 61 24% | 133 43%acgil | 131 51%abcgi l | 31 28% | 14 34% | 11 41% | 5 25% |
| Receiving a "live sales/marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling | 288 28% | 288 52%ci | 288 70%acfij lm | 138 42% | 137 64%acilm | 127 72%acfij lm | 44 53% | 288 69%acfi jim | 288 100%abcde fgjiklm | 127 50% | 173 56%clm | 168 65%acijl m | 44 40% | 15 36% | 10 40% | 7 40% |
| Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line. | 256 25% | 256 46%ci | 256 62%acgi | 119 36% | 141 65%acgim | 131 75%abcfg hilm | 43 52%ci | 188 45%ci | 168 58%acgi | 95 37% | 256 83%abcd efghilm | 256 100%abcde fghijlm | 59 53%ci | 19 48% | 13 52% | 9 48% |
| Some other type of call that you didn't want or ask for - for example a market research call | 26 2% | 26 5% | 26 6%cg | 9 3% | 11 5% | 11 6% | 1 2% | 13 3% | 10 4% | 9 3% | 14 4% | 13 5% | 2 1% | 26 63%abcd efghijk l | 26 100% | 3 17% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All who have landline phone

| Total | Q6A16B UNSOLICITED CALLS - (4 WEEKS) | | | | | | | | | | | | | | | |
|----------------------------------|--|--------------------------------------|------------------------------------|---------------------------------------|------------------------------|--------------------------------|---|-----------------------------------|---|---|---------------------------------|-------------------------------|-------------------------------------|------------------------------|-------------------------|--------------|
| | Any unsolicited calls (landline or mobile) (a) | Any unsolicited calls (landline) (b) | Any unsolicited calls (mobile) (c) | Silent calls (landline or mobile) (d) | Landline silent calls (e) | Mobile silent calls (f) | Live sales/marketing (landline or mobile) (g) | Landline Live sales/marketing (h) | Mobile Live sales/marketing (phone or text) (i) | Recorded message (landline or mobile) (j) | Recorded message (landline) (k) | Recorded message (mobile) (l) | Other type (landline or mobile) (m) | Other type (landline) (n) | Other type (mobile) (o) | |
| Unweighted Base | 1102 | 584 | 456 | 317 | 235 | 197 | 85 | 443 | 319 | 252 | 335 | 288 | 108 | 45 | 34 | 15 |
| Weighted Base | 1045 | 554 | 410 | 328 | 216 | 175 | 82* | 418 | 288 | 257 | 308 | 256 | 111* | 41* | 26** | 18** |
| SUMMARY CODES | | | | | | | | | | | | | | | | |
| 1 TYPE EXPERIENCED | 195 19% | 195 35% cdefi jkl | 195 48% acdef ghijklm | 87 26% def | 28 13% | 23 13% | 9 11% | 122 29% defj | 102 35% cdefi jkl | 67 26% def | 69 22% def | 64 25% def | 22 20% | 8 20% | 7 26% | 2 11% |
| 2 TYPES EXPERIENCED | 100 10% | 100 18% | 100 24% aci | 43 13% | 49 23% c | 41 23% c | 17 21% | 78 19% | 72 25% aci | 40 15% | 79 26% acgi | 78 30% acgil | 18 16% | 10 24% | 9 33% | 1 7% |
| 3 TYPES EXPERIENCED | 111 11% | 111 20% | 111 27% aci | 51 16% | 107 50% abcfg hijlm | 107 61% abcfg ghijklm | 29 35% aci | 109 26% aci | 109 38% abcgi l | 44 17% | 110 36% abcgi l | 110 43% abcgi lm | 26 24% | 9 22% | 6 23% | 4 24% |
| 4 TYPES EXPERIENCED | 5 * | 5 1% | 5 1% | 3 1% | 5 2% | 5 3% | - | 5 1% | 5 2% | 3 1% | 5 2% | 5 2% | - | 5 11% abcde fghijkl | 5 18% | 2 8% |
| ANY UNSOLICITED CALLS (LANDLINE) | 410 39% | 410 74% cil | 410 100% acdfg ijlm | 184 56% | 188 87% acfg il | 175 100% acdfg ijlm | 55 67% | 315 75% cil | 288 100% acdfg ijlm | 154 60% | 263 85% acfg il | 256 100% acdfg ijlm | 66 59% | 32 78% cil | 26 100% | 9 50% |
| None | 634 61% | 144 26% bdehjk | - | 144 44% abdeg hjkm | 27 13% behk | - | 27 33% bdehjk | 103 25% bdehjk | - | 103 40% abdeg hjkm | 45 15% behk | - | 45 41% abdeg hjkm | 9 22% behk | - | 9 50% |
| Av number of issues | 1.817 | 1.817 | 1.817 | 1.839 | 2.468abc | 2.530abc | 2.371abc | 1.988ab | 2.060abc | 1.890 | 2.193abc | 2.217abc | 2.063ab | 2.324abc | 2.339 | 2.583 |
| Standard Deviation | 0.872 | 0.872 | 0.872 | 0.890 | 0.775 | 0.755 | 0.750 | 0.893 | 0.893 | 0.890 | 0.847 | 0.841 | 0.859 | 1.030 | 1.070 | 1.062 |
| Error Variance | 0.002 | 0.002 | 0.002 | 0.004 | 0.003 | 0.003 | 0.009 | 0.002 | 0.002 | 0.005 | 0.002 | 0.002 | 0.011 | 0.027 | 0.034 | 0.125 |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



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

Base: All that have received recorded messages on their landline

| | Total | GENDER | | AGE | | | | | | | | SOCIAL GRADE | | | | |
|--|------------|-----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|-----------|-----------|-----------|-----------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | 16-34 (j) | 35+ (k) | AB (l) | C1 (m) | C2 (n) | DE (o) |
| Unweighted Base | 288 | 147 | 141 | 9 | 17 | 39 | 33 | 54 | 88 | 48 | 26 | 262 | 70 | 89 | 77 | 52 |
| Weighted Base | 256 | 125 | 131 | 12** | 17** | 43* | 35* | 62* | 55* | 31* | 30** | 227 | 61* | 88* | 56* | 51* |
| Listen to the full message before hanging up | 14 5% | 6 5% | 8 6% | - - | - - | 1 2% | 4 11% | 4 6% | 4 7% | 2 6% | - - | 14 6% | 2 3% | 5 6% | 4 8% | 2 4% |
| Listen to some of the message before hanging up | 54 21% | 28 22% | 26 20% | 2 16% | 3 20% | 12 27% | 6 18% | 12 20% | 10 18% | 8 26% | 5 18% | 48 21% | 15 25% | 19 22% | 12 21% | 7 15% |
| Hang up immediately, as soon as I realise it is a recorded message | 189 74% | 91 73% | 97 74% | 10 84% | 14 80% | 30 71% | 25 71% | 46 74% | 42 75% | 22 68% | 24 82% | 165 73% | 44 72% | 64 72% | 40 71% | 42 81% |
| SUMMARY CODE | | | | | | | | | | | | | | | | |
| LISTEN TO ANY OF MESSAGE | 68 26% | 34 27% | 34 26% | 2 16% | 3 20% | 12 29% | 10 29% | 16 26% | 14 25% | 10 32% | 5 18% | 62 27% | 17 28% | 25 28% | 16 29% | 10 19% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing

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

Base: All that have received recorded messages on their landline

| | MARITAL STATUS | | | WORKING STATUS | | CHILDREN IN HOUSEHOLD | | AREA | | COUNTRY | | | | |
|--|--------------------------------|------------|-------------------------------|----------------|-----------------|-----------------------|-----------|------------|------------|-------------|--------------|-----------|----------------------|-----------|
| | Married \Living as married (a) | Single (b) | Widow/Divorced \Separated (c) | Working (d) | Not working (e) | Any (f) | None (g) | Urban (h) | Rural (i) | England (j) | Scotland (k) | Wales (l) | Northern Ireland (m) | |
| Unweighted Base | 288 | 193 | 45 | 50 | 116 | 172 | 52 | 236 | 184 | 104 | 216 | 47 | 21 | 4 |
| Weighted Base | 256 | 165 | 52* | 40* | 122 | 134 | 53* | 203 | 163 | 94* | 199 | 32* | 22** | 3** |
| Listen to the full message before hanging up | 14 5% | 6 4% | 4 8% | 3 8% | 7 6% | 6 5% | 2 5% | 11 6% | 9 5% | 5 6% | 13 7% | 1 3% | - - | - - |
| Listen to some of the message before hanging up | 54 21% | 36 22% | 13 25% | 5 12% | 27 22% | 26 20% | 13 25% | 40 20% | 36 22% | 18 19% | 43 21% | 7 21% | 4 18% | - - |
| Hang up immediately, as soon as I realise it is a recorded message | 189 74% | 123 74% | 34 66% | 32 80% | 87 72% | 102 76% | 37 70% | 151 75% | 118 73% | 70 75% | 143 72% | 25 76% | 18 82% | 3 100% |
| SUMMARY CODE | | | | | | | | | | | | | | |
| LISTEN TO ANY OF MESSAGE | 68 26% | 42 26% | 17 34% | 8 20% | 35 28% | 33 24% | 16 30% | 52 25% | 44 27% | 23 25% | 56 28% | 8 24% | 4 18% | - - |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

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

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

Base: All that have received recorded messages on their landline

| | Total | GOVERNMENT REGIONS | | | | | | | | | | | TENURE | | |
|--|------------|--------------------|----------------|------------------------------|-------------------|-------------------|---------------------|------------|----------------|----------------|-----------|--------------|----------------------|------------------|----------------|
| | | North East (a) | North West (b) | Yorkshire and The Humber (c) | East Midlands (d) | West Midlands (e) | East of England (f) | London (g) | South East (h) | South West (i) | Wales (j) | Scotland (k) | Northern Ireland (l) | Own/Mortgage (m) | Rent/Other (n) |
| Unweighted Base | 288 | 12 | 36 | 21 | 7 | 28 | 24 | 16 | 50 | 22 | 21 | 47 | 4 | 217 | 71 |
| Weighted Base | 256 | 10** | 31* | 18** | 7** | 26** | 24** | 17** | 47* | 20** | 22** | 32* | 3** | 189 | 67* |
| Listen to the full message before hanging up | 14 5% | * 5% | - - | 3 20% | 2 23% | 2 7% | 2 9% | 2 11% | * 1% | 1 6% | - - | 1 3% | - - | 10 5% | 4 5% |
| Listen to some of the message before hanging up | 54 21% | 1 5% | 6 20% | 3 18% | 1 17% | 6 24% | 6 26% | 5 31% | 9 18% | 5 27% | 4 18% | 7 21% | - - | 38 20% | 16 24% |
| Hang up immediately, as soon as I realise it is a recorded message | 189 74% | 9 90% | 24 80% | 11 62% | 4 60% | 18 69% | 16 65% | 10 58% | 38 81% | 13 67% | 18 82% | 25 76% | 3 100% | 141 75% | 48 71% |
| SUMMARY CODE | | | | | | | | | | | | | | | |
| LISTEN TO ANY OF MESSAGE | 68 26% | 1 10% | 6 20% | 7 38% | 3 40% | 8 31% | 9 35% | 7 42% | 9 19% | 6 33% | 4 18% | 8 24% | - - | 48 25% | 19 29% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

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

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

Base: All that have received recorded messages on their landline

| | Total | Q.1I2 PHONES OWN | | | | | INTERNET ACCESS | | | | |
|--|------------|---------------------|-----------------|-----------------------------|--------------------|----------------------|--------------------------------------|--------------------------------------|---|--|---|
| | | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) |
| Unweighted Base | 288 | 268 | 288 | 268 | - | 20 | 261 | 49 | 162 | 14 | 27 |
| Weighted Base | 256 | 243 | 256 | 243 | -** | 13** | 238 | 51* | 155 | 13** | 19** |
| Listen to the full message before hanging up | 14 5% | 13 5% | 14 5% | 13 5% | - - | 1 8% | 13 6% | 3 7% | 11 7% | 1 8% | 1 3% |
| Listen to some of the message before hanging up | 54 21% | 49 20% | 54 21% | 49 20% | - - | 5 37% | 48 20% | 13 25% | 37 24% | 3 22% | 6 30% |
| Hang up immediately, as soon as I realise it is a recorded message | 189 74% | 181 75% | 189 74% | 181 75% | - - | 7 55% | 176 74% | 35 68% | 108 69% | 9 70% | 12 67% |
| SUMMARY CODE | | | | | | | | | | | |
| LISTEN TO ANY OF MESSAGE | 68 26% | 61 25% | 68 26% | 61 25% | - - | 6 45% | 61 26% | 16 32% | 48 31% | 4 30% | 6 33% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

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

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

Base: All that have received recorded messages on their landline

| Total | Q6A16B UNSOLICITED CALLS - (4 WEEKS) | | | | | | | | | | | | | | | |
|--|--|--------------------------------------|------------------------------------|---------------------------------------|---------------------------|-------------------------|---|-----------------------------------|---|---|---------------------------------|-------------------------------|-------------------------------------|---------------------------|-------------------------|----------|
| | Any unsolicited calls (landline or mobile) (a) | Any unsolicited calls (landline) (b) | Any unsolicited calls (mobile) (c) | Silent calls (landline or mobile) (d) | Landline silent calls (e) | Mobile silent calls (f) | Live sales/marketing (landline or mobile) (g) | Landline Live sales/marketing (h) | Mobile Live sales/marketing (phone or text) (i) | Recorded message (landline or mobile) (j) | Recorded message (landline) (k) | Recorded message (mobile) (l) | Other type (landline or mobile) (m) | Other type (landline) (n) | Other type (mobile) (o) | |
| Unweighted Base | 288 | 288 | 288 | 124 | 157 | 147 | 47 | 212 | 190 | 100 | 288 | 288 | 61 | 22 | 17 | 8 |
| Weighted Base | 256 | 256 | 256 | 119 | 141 | 131 | 43* | 188 | 168 | 95* | 256 | 256 | 59* | 19** | 13** | 9** |
| Listen to the full message before hanging up | 14 5% | 14 5% | 14 5% | 8 7% | 4 3% | 4 3% | - - | 10 5% | 6 4% | 7 7% | 14 5% | 14 5% | 1 2% | * 2% | * 3% | - - |
| Listen to some of the message before hanging up | 54 21% | 54 21% | 54 21% | 30 25% | 27 19% | 22 17% | 8 18% | 43 23% | 36 21% | 27 28%e | 54 21% | 54 21% | 12 20% | 7 38% | 6 43% | 3 32% |
| Hang up immediately, as soon as I realise it is a recorded message | 189 74% | 189 74% | 189 74% | 81 68% | 110 78%i | 105 80%ci | 35 82%i | 135 72% | 126 75% | 61 64% | 189 74% | 189 74% | 46 78% | 12 60% | 7 54% | 6 68% |
| SUMMARY CODE | | | | | | | | | | | | | | | | |
| LISTEN TO ANY OF MESSAGE | 68 26% | 68 26% | 68 26% | 38 32%e | 31 22% | 26 20% | 8 18% | 53 28% | 42 25% | 34 36%def | 68 26% | 68 26% | 13 22% | 8 40% | 6 46% | 3 32% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing

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

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

| | Total | GENDER | | AGE | | | | | | | | | SOCIAL GRADE | | | |
|--|-----------|-----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|----------|-----------|-----------|--------------|-----------|-----------|------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | 16-34 (j) | 35+ (k) | AB (l) | C1 (m) | C2 (n) | DE (o) |
| Unweighted Base | 79 | 42 | 37 | 2 | 4 | 11 | 10 | 13 | 23 | 16 | 6 | 73 | 21 | 26 | 22 | 10 |
| Weighted Base | 68* | 34* | 34* | 2** | 3** | 12** | 10** | 16** | 14** | 10** | 5** | 62* | 17** | 25** | 16** | 10** |
| Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody | 35 52% | 19 55% | 16 49% | - | 3 84% | 6 47% | 6 55% | 10 62% | 8 58% | 3 28% | 3 53% | 32 52% | 10 57% | 12 49% | 5 29% | 8 87% |
| Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you | 9 13% | 5 16% | 3 10% | - | - | 2 17% | 1 12% | 3 22% | 1 7% | 1 10% | - | 9 14% | 1 5% | 4 17% | 3 19% | 1 6% |
| Telling you about a competition | 2 3% | 1 3% | 1 2% | - | 1 22% | - | - | 1 7% | - | - | 1 14% | 1 2% | - | - | 1 6% | 1 8% |
| Reminding you of an appointment (e.g. dentist or doctor's appointment) | 10 15% | 3 10% | 7 20% | - | - | 3 21% | 2 20% | 1 8% | 3 22% | 1 12% | - | 10 16% | 2 9% | 3 12% | 5 30% | 1 7% |
| Other type | 11 17% | 7 22% | 4 12% | 1 46% | 1 16% | 2 20% | 2 24% | 2 10% | 1 7% | 3 27% | 1 27% | 10 16% | 1 7% | 6 25% | 2 13% | 2 22% |
| SUMMARY CODES | | | | | | | | | | | | | | | | |
| ANY INC. APPOINTMENT REMINDERS | 45 67% | 22 66% | 23 67% | - | 3 84% | 8 64% | 8 74% | 11 70% | 10 77% | 5 50% | 3 53% | 42 68% | 12 68% | 14 57% | 10 60% | 10 100% |
| ANY EXC. APPOINTMENT REMINDERS | 38 57% | 21 63% | 17 51% | - | 3 84% | 7 53% | 7 67% | 10 62% | 8 62% | 4 38% | 3 53% | 36 57% | 10 60% | 13 51% | 7 41% | 9 93% |
| Can't Remember | 13 20% | 6 19% | 7 21% | 1 54% | - | 3 27% | 1 10% | 3 20% | 2 17% | 2 23% | 1 20% | 12 20% | 4 25% | 5 19% | 4 27% | - |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

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

| | MARITAL STATUS | | | WORKING STATUS | | CHILDREN IN HOUSEHOLD | | AREA | | COUNTRY | | | | |
|--|--------------------------------|------------|-------------------------------|----------------|-----------------|-----------------------|-----------|-----------|-----------|-------------|--------------|-----------|----------------------|-----|
| | Married \Living as married (a) | Single (b) | Widow/Divorced \Separated (c) | Working (d) | Not working (e) | Any (f) | None (g) | Urban (h) | Rural (i) | England (j) | Scotland (k) | Wales (l) | Northern Ireland (m) | |
| Unweighted Base | 79 | 51 | 17 | 11 | 34 | 45 | 17 | 62 | 50 | 29 | 64 | 11 | 4 | - |
| Weighted Base | 68* | 42* | 17** | 8** | 35* | 33* | 16** | 52* | 44* | 23** | 56* | 8** | 4** | -** |
| Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody | 35 52% | 20 48% | 11 66% | 3 40% | 16 45% | 19 59% | 6 36% | 29 56% | 30 68% | 5 20% | 32 57% | 3 42% | - | - |
| Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you | 9 13% | 6 15% | 2 11% | 1 7% | 6 16% | 3 10% | 3 21% | 5 10% | 7 16% | 2 8% | 9 16% | - | - | - |
| Telling you about a competition | 2 3% | 1 2% | 1 6% | - | 1 3% | 1 2% | 1 5% | 1 2% | 1 2% | 1 3% | 2 3% | - | - | - |
| Reminding you of an appointment (e.g. dentist or doctor's appointment) | 10 15% | 7 18% | - | 3 32% | 5 13% | 5 16% | 4 28% | 5 11% | 2 5% | 8 34% | 10 18% | - | - | - |
| Other type | 11 17% | 8 18% | 3 18% | 1 11% | 6 17% | 6 17% | 3 19% | 8 16% | 5 12% | 6 26% | 6 11% | 3 40% | 3 62% | - |
| SUMMARY CODES | | | | | | | | | | | | | | |
| ANY INC. APPOINTMENT REMINDERS | 45 67% | 26 62% | 12 71% | 7 79% | 20 57% | 25 77% | 10 61% | 35 68% | 33 73% | 12 53% | 42 75% | 3 42% | - | - |
| ANY EXC. APPOINTMENT REMINDERS | 38 57% | 22 53% | 12 71% | 4 47% | 16 47% | 22 67% | 8 49% | 31 59% | 32 72% | 6 28% | 35 63% | 3 42% | - | - |
| Can't Remember | 13 20% | 8 20% | 4 24% | 1 10% | 9 26% | 4 13% | 3 19% | 10 20% | 9 19% | 5 20% | 8 15% | 4 45% | 2 38% | - |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

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

Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

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

| | Total | GOVERNMENT REGIONS | | | | | | | | | | | TENURE | | |
|--|-----------|--------------------|----------------|------------------------------|-------------------|-------------------|---------------------|------------|----------------|----------------|-----------|--------------|----------------------|------------------|----------------|
| | | North East (a) | North West (b) | Yorkshire and The Humber (c) | East Midlands (d) | West Midlands (e) | East of England (f) | London (g) | South East (h) | South West (i) | Wales (j) | Scotland (k) | Northern Ireland (l) | Own Mortgage (m) | Rent/Other (n) |
| Unweighted Base | 79 | 2 | 7 | 9 | 3 | 9 | 8 | 6 | 11 | 9 | 4 | 11 | - | 58 | 21 |
| Weighted Base | 68* | 1** | 6** | 7** | 3** | 8** | 9** | 7** | 9** | 6** | 4** | 8** | -** | 48* | 19** |
| Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody | 35 52% | 1 51% | 6 100% | 3 44% | 2 81% | 4 47% | 5 60% | 5 75% | 5 58% | * 7% | - | 3 42% | - | 24 50% | 11 55% |
| Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you | 9 13% | - | 3 42% | 1 21% | - | - | 1 15% | 2 26% | 2 19% | - | - | - | - | 7 14% | 2 11% |
| Telling you about a competition | 2 3% | - | 1 17% | - | - | 1 9% | - | - | - | - | - | - | - | 1 2% | 1 4% |
| Reminding you of an appointment (e.g. dentist or doctor's appointment) | 10 15% | * 49% | - | - | 1 19% | 1 8% | 4 46% | * 6% | 2 20% | 2 32% | - | - | - | 7 14% | 3 16% |
| Other type | 11 17% | - | - | - | - | 1 15% | - | - | 2 18% | 3 48% | 3 62% | 3 40% | - | 7 14% | 5 24% |
| SUMMARY CODES | | | | | | | | | | | | | | | |
| ANY INC. APPOINTMENT REMINDERS | 45 67% | 1 100% | 6 100% | 4 64% | 3 100% | 4 55% | 9 100% | 6 81% | 6 69% | 3 39% | - | 3 42% | - | 32 66% | 13 69% |
| ANY EXC. APPOINTMENT REMINDERS | 38 57% | 1 51% | 6 100% | 4 64% | 2 81% | 4 47% | 6 74% | 6 81% | 6 63% | * 7% | - | 3 42% | - | 27 56% | 11 59% |
| Can't Remember | 13 20% | - | - | 2 36% | - | 2 30% | - | 1 19% | 1 14% | 1 13% | 2 38% | 4 45% | - | 10 20% | 4 18% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

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

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

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

| | Q.12 PHONES OWN | | | | | INTERNET ACCESS | | | | | |
|--|-----------------|---------------------|-----------------|--------------------------|--------------------|----------------------|--------------------------------|--------------------------------|---|--------------------------------------|--|
| | Total | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone/tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) |
| Unweighted Base | 79 | 70 | 79 | 70 | - | 9 | 71 | 15 | 50 | 4 | 8 |
| Weighted Base | 68* | 61* | 68* | 61* | -** | 6** | 61* | 16** | 48* | 4** | 6** |
| Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody | 35 52% | 31 51% | 35 52% | 31 51% | - | 4 61% | 31 50% | 6 38% | 27 58% | 3 89% | 4 67% |
| Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you | 9 13% | 8 13% | 9 13% | 8 13% | - | 1 10% | 8 13% | 1 8% | 8 16% | 2 63% | 1 10% |
| Telling you about a competition | 2 3% | 2 3% | 2 3% | 2 3% | - | - | 2 3% | - | 2 4% | 1 27% | - |
| Reminding you of an appointment (e.g. dentist or doctor's appointment) | 10 15% | 9 15% | 10 15% | 9 15% | - | 1 17% | 10 16% | 4 23% | 7 15% | - | - |
| Other type | 11 17% | 11 19% | 11 17% | 11 19% | - | - | 11 17% | 4 22% | 7 15% | - | 1 13% |
| SUMMARY CODES | | | | | | | | | | | |
| ANY INC. APPOINTMENT REMINDERS | 45 67% | 40 65% | 45 67% | 40 65% | - | 5 80% | 40 66% | 9 54% | 34 72% | 3 89% | 5 76% |
| ANY EXC. APPOINTMENT REMINDERS | 38 57% | 34 56% | 38 57% | 34 56% | - | 4 71% | 34 55% | 6 38% | 30 63% | 3 89% | 5 76% |
| Can't Remember | 13 20% | 12 20% | 13 20% | 12 20% | - | 1 20% | 13 21% | 4 24% | 7 15% | * | 1 10% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j
 * small base; ** very small base (under 30) ineligible for sig testing



Consumer Complaints Study - Wave 32 (QS1029 - 200703)

Q.7Aii In the last 4 weeks, which of the following types of recorded message have you received on your landline?
 Base: All that have listened to recorded messages on their landline

| | Q6A16B UNSOLICITED CALLS - (4 WEEKS) | | | | | | | | | | | | | | | |
|--|--------------------------------------|--|--------------------------------------|------------------------------------|---------------------------------------|---------------------------|-------------------------|---|-----------------------------------|---|---|---------------------------------|-------------------------------|-------------------------------------|---------------------------|-------------------------|
| | Total | Any unsolicited calls (landline or mobile) (a) | Any unsolicited calls (landline) (b) | Any unsolicited calls (mobile) (c) | Silent calls (landline or mobile) (d) | Landline silent calls (e) | Mobile silent calls (f) | Live sales/marketing (landline or mobile) (g) | Landline Live sales/marketing (h) | Mobile Live sales/marketing (phone or text) (i) | Recorded message (landline or mobile) (j) | Recorded message (landline) (k) | Recorded message (mobile) (l) | Other type (landline or mobile) (m) | Other type (landline) (n) | Other type (mobile) (o) |
| Unweighted Base | 79 | 79 | 79 | 38 | 35 | 30 | 8 | 59 | 48 | 35 | 79 | 79 | 12 | 8 | 7 | 2 |
| Weighted Base | 68* | 68* | 68* | 38* | 31* | 26** | 8** | 53* | 42* | 34* | 68* | 68* | 13** | 8** | 6** | 3** |
| Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody | 35 52% | 35 52% | 35 52% | 22 58% | 20 64% | 18 67% | 5 66% | 31 59% | 26 62% | 20 59% | 35 52% | 35 52% | 8 63% | 3 38% | 3 47% | - |
| Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you | 9 13% | 9 13% | 9 13% | 4 10% | 6 19% | 6 23% | - | 7 13% | 7 17% | 3 9% | 9 13% | 9 13% | 1 6% | 3 37% | 3 46% | - |
| Telling you about a competition | 2 3% | 2 3% | 2 3% | 2 5% | 1 2% | - | 1 10% | 2 3% | 1 3% | 2 5% | 2 3% | 2 3% | - | 1 14% | 1 17% | - |
| Reminding you of an appointment (e.g. dentist or doctor's appointment) | 10 15% | 10 15% | 10 15% | 4 11% | 5 16% | 3 12% | 2 24% | 7 12% | 6 14% | 4 13% | 10 15% | 10 15% | 2 15% | * 6% | * 7% | - |
| Other type | 11 17% | 11 17% | 11 17% | 7 20% | 3 11% | 3 13% | 1 16% | 9 17% | 6 15% | 6 17% | 11 17% | 11 17% | 3 26% | 4 46% | 2 33% | 3 100% |
| SUMMARY CODES | | | | | | | | | | | | | | | | |
| ANY INC. APPOINTMENT REMINDERS | 45 67% | 45 67% | 45 67% | 27 71% | 26 83% | 22 83% | 7 90% | 37 70% | 31 75% | 24 72% | 45 67% | 45 67% | 11 84% | 3 43% | 3 54% | - |
| ANY EXC. APPOINTMENT REMINDERS | 38 57% | 38 57% | 38 57% | 23 60% | 23 74% | 21 79% | 5 66% | 33 62% | 28 67% | 20 59% | 38 57% | 38 57% | 9 69% | 3 43% | 3 54% | - |
| Can't Remember | 13 20% | 13 20% | 13 20% | 5 13% | 4 13% | 3 12% | 1 10% | 9 17% | 6 15% | 5 14% | 13 20% | 13 20% | - | 1 10% | 1 13% | - |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All adults UK

| | Total | GENDER | | AGE | | | | | | | | SOCIAL GRADE | | | | |
|---|------------|-------------------------|------------|------------------------|---------------------------|----------------------------|--------------------------|---------------------------|------------------------|----------|---------------------------|---------------------------|--------------------------|-------------------------|-----------|-----------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | 16-34 (j) | 35+ (k) | AB (l) | C1 (m) | C2 (n) | DE (o) |
| Unweighted Base | 1868 | 907 | 961 | 214 | 316 | 272 | 266 | 255 | 309 | 236 | 530 | 1338 | 367 | 516 | 459 | 526 |
| Weighted Base | 1868 | 905 | 963 | 261 | 348 | 305 | 296 | 291 | 203 | 163 | 609 | 1259 | 384 | 547 | 386 | 551 |
| Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call. | 184 10% | 107 12% ^b | 77 8% | 20 8% ⁱ | 39 11% ⁱ | 36 12% ⁱ | 28 9% ⁱ | 41 14% ^{chi} | 16 8% ⁱ | 4 3% | 59 10% ⁱ | 125 10% ⁱ | 44 12% | 55 10% | 41 11% | 43 8% |
| Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance) | 284 15% | 135 15% | 149 15% | 29 11% ⁱ | 58 17% ⁱ | 70 23% ^{chijk} | 50 17% ⁱ | 46 16% ⁱ | 23 11% ⁱ | 8 5% | 87 14% ⁱ | 197 16% ⁱ | 75 19% ^{no} | 96 17% ^o | 52 13% | 62 11% |
| Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling. | 368 20% | 185 20% | 182 19% | 33 13% | 89 26% ^{chik} | 74 24% ^{chi} | 61 21% ^{chi} | 75 26% ^{chik} | 23 11% | 12 7% | 122 20% ^{chi} | 245 19% ^{chi} | 104 27% ^{no} | 120 22% ^o | 66 17% | 78 14% |
| Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line. | 248 13% | 123 14% | 125 13% | 30 12% ⁱ | 57 16% ^{hi} | 60 20% ^{chik} | 36 12% ⁱ | 41 14% ⁱ | 18 9% | 7 4% | 87 14% ^{hi} | 161 13% ⁱ | 67 17% ^{no} | 77 14% | 46 12% | 58 10% |

Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All adults UK

| | Total | GENDER | | AGE | | | | | | | | SOCIAL GRADE | | | | |
|--|--------------|--------------|--------------|--------------|----------------|----------------|--------------|---------------|----------------------|-------------------------|--------------|---------------|--------------|---------------|--------------|--------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | 16-34 (j) | 35+ (k) | AB (l) | C1 (m) | C2 (n) | DE (o) |
| Unweighted Base | 1868 | 907 | 961 | 214 | 316 | 272 | 266 | 255 | 309 | 236 | 530 | 1338 | 367 | 516 | 459 | 526 |
| Weighted Base | 1868 | 905 | 963 | 261 | 348 | 305 | 296 | 291 | 203 | 163 | 609 | 1259 | 384 | 547 | 386 | 551 |
| Some other type of call that you didn't want or ask for - for example a market research call | 32 2% | 18 2% | 15 2% | 5 2% | 7 2% | 1 * | 9 3%e | 6 2% | 3 1% | 2 1% | 12 2% | 20 2% | 4 1% | 20 4%ln | 3 1% | 6 1% |
| SUMMARY CODES | | | | | | | | | | | | | | | | |
| 1 TYPE EXPERIENCED | 376 20% | 191 21% | 185 19% | 58 22%i | 82 24%hi | 63 21%i | 74 25%hik | 56 19%i | 30 15%i | 14 9% | 139 23%hi | 237 19%i | 104 27%mn | 107 19% | 61 16% | 105 19% |
| 2 TYPES EXPERIENCED | 134 7% | 61 7% | 73 8% | 16 6% | 26 7% | 30 10%hi | 21 7% | 28 10%hi | 8 4% | 5 3% | 42 7% | 93 7%hi | 29 8% | 51 9%o | 29 8% | 25 5% |
| 3 TYPES EXPERIENCED | 72 4% | 38 4% | 34 4% | 3 1% | 19 5%ci | 20 6%ci | 11 4% | 11 4% | 6 3% | 3 2% | 22 4% | 50 4% | 25 6%mo | 16 3% | 16 4% | 15 3% |
| 4 TYPES EXPERIENCED | 60 3% | 33 4% | 27 3% | 3 1% | 13 4%i | 15 5%ci | 8 3%i | 16 5%ci | 5 2%i | - | 17 3%i | 44 3%i | 15 4% | 25 5%o | 10 3% | 11 2% |
| ANY UNSOLICITED CALLS (MOBILE) | 646 35% | 325 36% | 320 33% | 81 31%i | 141 41%chik | 127 42%chik | 115 39%hi | 111 38%hi | 49 24%i | 22 14% | 222 37%hi | 423 34%hi | 172 45%mn | 201 37%no | 116 30% | 157 28% |
| None | 1222 65% | 579 64% | 643 67% | 180 69%de | 207 59% | 178 58% | 182 61% | 181 62% | 154 76%defgj k | 141 86%cddefg hjk | 387 63% | 836 66%de | 212 55% | 347 63%l | 269 70%lm | 394 72%ln |
| Av number of issues | 1.728 | 1.744 | 1.711 | 1.452 | 1.768 | 1.890cf | 1.599 | 1.883c | 1.702 | 1.486 | 1.653 | 1.767c | 1.710 | 1.833o | 1.781 | 1.573 |
| Standard Deviation | 1.015 | 1.042 | 0.988 | 0.861 | 1.061 | 1.052 | 0.937 | 1.084 | 1.040 | 0.714 | 1.003 | 1.020 | 1.003 | 1.090 | 0.980 | 0.939 |
| Error Variance | 0.002 | 0.004 | 0.003 | 0.011 | 0.009 | 0.010 | 0.009 | 0.012 | 0.014 | 0.018 | 0.005 | 0.003 | 0.007 | 0.007 | 0.007 | 0.006 |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/ef/g/h/ij/k - l/m/n/o



Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All adults UK

| | MARITAL STATUS | | | WORKING STATUS | | CHILDREN IN HOUSEHOLD | | AREA | | COUNTRY | | | | |
|--|----------------|--------------------------------|------------|-------------------------------|-------------------------|-----------------------|-------------------------|------------|------------|------------|--------------------------|-------------------------|-----------|----------------------|
| | Total | Married \Living as married (a) | Single (b) | Widow/Divorced \Separated (c) | Working (d) | Not working (e) | Any (f) | None (g) | Urban (h) | Rural (i) | England (j) | Scotland (k) | Wales (l) | Northern Ireland (m) |
| Unweighted Base | 1868 | 1096 | 482 | 290 | 891 | 977 | 480 | 1388 | 1336 | 532 | 1508 | 221 | 79 | 60 |
| Weighted Base | 1868 | 1079 | 533 | 256 | 1005 | 863 | 527 | 1341 | 1355 | 513 | 1573 | 159 | 93* | 43* |
| Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call. | 184 10% | 125 12% ^c | 44 8% | 15 6% | 113 11% ^e | 71 8% | 55 10% | 129 10% | 142 11% | 42 8% | 163 10% ^{lm} | 18 11% ^{lm} | 2 2% | 1 1% |
| Receiving a sales\marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance) | 284 15% | 190 18% ^{bc} | 67 13% | 27 11% | 181 18% ^e | 103 12% | 89 17% | 196 15% | 210 15% | 74 14% | 241 15% ^m | 29 18% ^m | 12 13% | 2 4% |
| Receiving a "live sales\marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling. | 368 20% | 253 23% ^{bc} | 73 14% | 42 17% | 233 23% ^e | 135 16% | 125 24% ^g | 243 18% | 262 19% | 106 21% | 303 19% | 39 25% ^m | 21 23% | 4 9% |
| Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line. | 248 13% | 164 15% ^c | 60 11% | 23 9% | 161 16% ^e | 86 10% | 72 14% | 175 13% | 180 13% | 67 13% | 201 13% | 33 21% ^{jm} | 11 12% | 3 7% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

* small base

Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All adults UK

| | MARITAL STATUS | | | WORKING STATUS | | CHILDREN IN HOUSEHOLD | | AREA | | COUNTRY | | | | |
|--|--------------------------------|--------------------------|-------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|--------------|--------------|-------------------------|------------------------|----------------------|-------------------------|
| | Married \Living as married (a) | Single (b) | Widow/Divorced \Separated (c) | Working (d) | Not working (e) | Any (f) | None (g) | Urban (h) | Rural (i) | England (j) | Scotland (k) | Wales (l) | Northern Ireland (m) | |
| Unweighted Base | 1868 | 1096 | 482 | 290 | 891 | 977 | 480 | 1388 | 1336 | 532 | 1508 | 221 | 79 | 60 |
| Weighted Base | 1868 | 1079 | 533 | 256 | 1005 | 863 | 527 | 1341 | 1355 | 513 | 1573 | 159 | 93* | 43* |
| Some other type of call that you didn't want or ask for - for example a market research call | 32 2% | 20 2% | 11 2% | 1 * | 19 2% | 13 1% | 3 1% | 29 2% ^f | 20 1% | 12 2% | 26 2% | 3 2% | 2 3% | 1 3% |
| SUMMARY CODES | | | | | | | | | | | | | | |
| 1 TYPE EXPERIENCED | 376 20% | 224 21% ^c | 114 21% ^c | 38 15% | 233 23% ^e | 143 17% | 126 24% ^g | 251 19% | 269 20% | 107 21% | 317 20% | 32 20% | 20 22% | 7 17% |
| 2 TYPES EXPERIENCED | 134 7% | 94 9% ^b | 24 4% | 17 7% | 82 8% | 52 6% | 42 8% | 93 7% | 101 7% | 33 6% | 116 7% | 11 7% | 6 6% | 2 4% |
| 3 TYPES EXPERIENCED | 72 4% | 49 5% | 17 3% | 7 3% | 45 4% | 28 3% | 23 4% | 49 4% | 51 4% | 22 4% | 57 4% | 11 7% ^j | 4 4% | - |
| 4 TYPES EXPERIENCED | 60 3% | 47 4% ^{bc} | 9 2% | 4 2% | 41 4% ^e | 19 2% | 16 3% | 44 3% | 45 3% | 16 3% | 52 3% | 7 5% | 1 2% | - |
| ANY UNSOLICITED CALLS (MOBILE) | 646 35% | 415 38% ^{bc} | 165 31% | 66 26% | 403 40% ^e | 242 28% | 206 39% ^g | 439 33% | 468 35% | 177 35% | 543 35% ^m | 63 39% ^m | 31 33% | 9 21% |
| None | 1222 65% | 665 62% | 368 69% ^a | 190 74% ^a | 602 60% | 620 72% ^d | 321 61% | 902 67% ^f | 886 65% | 336 65% | 1031 65% | 96 61% | 62 67% | 34 79% ^{jk} |
| Av number of issues | 1.728 | 1.814^b | 1.546 | 1.642 | 1.754 | 1.684 | 1.661 | 1.759 | 1.738 | 1.699 | 1.720 | 1.940 | 1.583 | 1.197 |
| Standard Deviation | 1.015 | 1.051 | 0.942 | 0.900 | 1.044 | 0.964 | 0.961 | 1.039 | 1.021 | 0.999 | 1.007 | 1.151 | 0.903 | 0.422 |
| Error Variance | 0.002 | 0.003 | 0.006 | 0.012 | 0.003 | 0.004 | 0.005 | 0.003 | 0.002 | 0.006 | 0.002 | 0.016 | 0.033 | 0.015 |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

* small base

Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All adults UK

| | Total | GOVERNMENT REGIONS | | | | | | | | | | | TENURE | | |
|--|------------|--------------------|-------------------------|------------------------------|-------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|-----------|-----------------------------|----------------------|------------------|----------------|
| | | North East (a) | North West (b) | Yorkshire and The Humber (c) | East Midlands (d) | West Midlands (e) | East of England (f) | London (g) | South East (h) | South West (i) | Wales (j) | Scotland (k) | Northern Ireland (l) | Own/Mortgage (m) | Rent/Other (n) |
| Unweighted Base | 1868 | 80 | 190 | 146 | 136 | 165 | 199 | 199 | 233 | 160 | 79 | 221 | 60 | 1038 | 830 |
| Weighted Base | 1868 | 76* | 176 | 145 | 128 | 166 | 213 | 237 | 259 | 173 | 93* | 159 | 43* | 1005 | 863 |
| Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call. | 184 10% | 6 8% | 20 12% ^{jl} | 15 10% ^j | 9 7% | 21 13% ^{jl} | 17 8% | 24 10% ^{jl} | 31 12% ^{jl} | 20 11% ^{jl} | 2 2% | 18 11% ^{jl} | 1 1% | 100 10% | 84 10% |
| Receiving a sales\marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance) | 284 15% | 7 9% | 26 15% | 27 19% ^l | 15 12% | 27 16% ^l | 29 14% | 46 19% ^{al} | 41 16% ^l | 23 13% | 12 13% | 29 18% ^l | 2 4% | 143 14% | 141 16% |
| Receiving a "live sales\marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling. | 368 20% | 13 18% | 36 20% | 24 16% | 25 20% | 26 16% | 39 18% | 42 18% | 65 25% ^{el} | 33 19% | 21 23% | 39 25% ^{el} | 4 9% | 202 20% | 166 19% |
| Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line. | 248 13% | 7 10% | 28 16% ^d | 16 11% | 10 8% | 26 16% | 37 17% ^{dg} | 23 10% | 34 13% | 19 11% | 11 12% | 33 21% ^{acdghi} | 3 7% | 145 14% | 103 12% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l - m/n
 * small base



Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All adults UK

| | Total | GOVERNMENT REGIONS | | | | | | | | | | | TENURE | | |
|--|--------------|--------------------|----------------|------------------------------|-------------------|-------------------|---------------------|--------------|----------------|----------------|--------------|----------------|----------------------|------------------|----------------|
| | | North East (a) | North West (b) | Yorkshire and The Humber (c) | East Midlands (d) | West Midlands (e) | East of England (f) | London (g) | South East (h) | South West (i) | Wales (j) | Scotland (k) | Northern Ireland (l) | Own/Mortgage (m) | Rent/Other (n) |
| Unweighted Base | 1868 | 80 | 190 | 146 | 136 | 165 | 199 | 199 | 233 | 160 | 79 | 221 | 60 | 1038 | 830 |
| Weighted Base | 1868 | 76* | 176 | 145 | 128 | 166 | 213 | 237 | 259 | 173 | 93* | 159 | 43* | 1005 | 863 |
| Some other type of call that you didn't want or ask for - for example a market research call | 32 2% | - - | 1 * | 1 1% | 2 2% | 2 1% | 2 1% | 2 1% | 6 2% | 9 5%bcfg | 2 3% | 3 2% | 1 3% | 21 2% | 11 1% |
| SUMMARY CODES | | | | | | | | | | | | | | | |
| 1 TYPE EXPERIENCED | 376 20% | 11 14% | 35 20% | 35 24% | 24 19% | 30 18% | 48 23% | 43 18% | 42 16% | 49 28%aegh | 20 22% | 32 20% | 7 17% | 209 21% | 167 19% |
| 2 TYPES EXPERIENCED | 134 7% | 3 4% | 11 6% | 15 10%f | 9 7% | 11 7% | 6 3% | 23 10%f | 26 10%f | 12 7% | 6 6% | 11 7%f | 2 4% | 67 7% | 68 8% |
| 3 TYPES EXPERIENCED | 72 4% | 1 1% | 9 5% | 4 3% | 3 2% | 5 3% | 5 3% | 13 6% | 8 3% | 9 5% | 4 4% | 11 7%f | - - | 39 4% | 33 4% |
| 4 TYPES EXPERIENCED | 60 3% | 3 4%g | 7 4%g | 1 1% | 2 2% | 9 5%gi | 12 6%cgi | 1 * | 15 6%cgi | 1 1% | 1 2% | 7 5%gi | - - | 36 4% | 24 3% |
| ANY UNSOLICITED CALLS (MOBILE) | 646 35% | 18 24% | 62 35% | 55 38%al | 39 30% | 55 33% | 72 34% | 81 34% | 91 35% | 70 41%al | 31 33% | 63 39%al | 9 21% | 352 35% | 293 34% |
| None | 1222 65% | 58 76%cik | 114 65% | 90 62% | 89 70% | 111 67% | 142 66% | 155 66% | 169 65% | 103 59% | 62 67% | 96 61% | 34 79%cik | 653 65% | 569 66% |
| Av number of issues | 1.728 | 1.839 | 1.795 | 1.498 | 1.576 | 1.865i | 1.738 | 1.701 | 1.951ci | 1.469 | 1.583 | 1.940ci | 1.197 | 1.733 | 1.721 |
| Standard Deviation | 1.015 | 1.206 | 1.066 | 0.756 | 0.887 | 1.123 | 1.175 | 0.893 | 1.096 | 0.787 | 0.903 | 1.151 | 0.422 | 1.039 | 0.986 |
| Error Variance | 0.002 | 0.077 | 0.018 | 0.011 | 0.019 | 0.025 | 0.021 | 0.012 | 0.015 | 0.011 | 0.033 | 0.016 | 0.015 | 0.003 | 0.004 |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

* small base

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

Base: All adults UK

| | Q.1/2 PHONES OWN | | | | | INTERNET ACCESS | | | | | |
|---|------------------|---------------------|-----------------|--------------------------|--------------------|----------------------|--------------------------------|--------------------------------|--|--------------------------------------|--|
| | Total | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) |
| Unweighted Base | 1868 | 1705 | 1102 | 994 | 711 | 108 | 1585 | 377 | 1166 | 132 | 228 |
| Weighted Base | 1868 | 1725 | 1045 | 958 | 767 | 86* | 1633 | 430 | 1243 | 131 | 179 |
| Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call. | 184 10% | 184 11%be | 82 8%e | 82 9%e | 101 13%bce | - - | 177 11%j | 47 11%j | 135 11%j | 15 11%j | 4 2% |
| Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance) | 284 15% | 284 16%be | 138 13%e | 138 14%e | 146 19%bce | - - | 270 17%j | 90 21%j | 221 18%j | 22 17%j | 8 4% |
| Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling. | 368 20% | 368 21%e | 191 18%e | 191 20%e | 176 23%be | - - | 354 22%j | 112 26%j | 299 24%j | 31 24%j | 7 4% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j
 * small base

Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All adults UK

| | Q.12 PHONES OWN | | | | | INTERNET ACCESS | | | | | |
|---|-----------------|---------------------|-----------------|--------------------------|--------------------|----------------------|--------------------------------|--------------------------------|--|--------------------------------------|--|
| | Total | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) |
| Unweighted Base | 1868 | 1705 | 1102 | 994 | 711 | 108 | 1585 | 377 | 1166 | 132 | 228 |
| Weighted Base | 1868 | 1725 | 1045 | 958 | 767 | 86* | 1633 | 430 | 1243 | 131 | 179 |
| Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line. | 248 13% | 248 14%be | 111 11%e | 111 12%e | 137 18%abce | - | 242 15%j | 77 18%j | 194 16%j | 24 19%j | 4 2% |
| Some other type of call that you didn't want or ask for - for example a market research call | 32 2% | 32 2% | 18 2% | 18 2% | 14 2% | - | 32 2% | 11 3% | 24 2% | 4 3% | 1 * |
| SUMMARY CODES | | | | | | | | | | | |
| 1 TYPE EXPERIENCED | 376 20% | 376 22%e | 209 20%e | 209 22%e | 167 22%e | - | 360 22%j | 112 26%j | 293 24%j | 43 33%fhj | 7 4% |
| 2 TYPES EXPERIENCED | 134 7% | 134 8%be | 55 5%e | 55 6%e | 80 10%bce | - | 127 8%j | 37 9%j | 108 9%j | 7 6% | 4 2% |
| 3 TYPES EXPERIENCED | 72 4% | 72 4% | 33 3% | 33 3% | 39 5%be | - | 70 4% | 15 4% | 55 4% | 7 5%j | 2 1% |
| 4 TYPES EXPERIENCED | 60 3% | 60 4% | 31 3% | 31 3% | 30 4% | - | 60 4%j | 23 5%j | 47 4%j | 3 2% | - |
| ANY UNSOLICITED CALLS (MOBILE) | 646 35% | 646 37%be | 328 31%e | 328 34%e | 318 41%bce | - | 619 38%j | 190 44%fj | 505 41%j | 62 47%j | 14 8% |
| None | 1222 65% | 1079 63% | 717 69%ad | 630 66%d | 449 59% | 86 100%abcd | 1014 62%g | 241 56% | 739 59% | 70 53% | 165 92%fghi |
| Av number of issues | 1.728 | 1.728 | 1.650 | 1.650 | 1.807 | - | 1.735 | 1.772 | 1.729 | 1.567 | 1.663 |
| Standard Deviation | 1.015 | 1.015 | 0.998 | 0.998 | 1.027 | - | 1.023 | 1.108 | 1.016 | 1.003 | 0.787 |
| Error Variance | 0.002 | 0.002 | 0.003 | 0.003 | 0.004 | - | 0.002 | 0.008 | 0.002 | 0.016 | 0.036 |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j
 * small base



Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All adults UK

| | Q6A6B UNSOLICITED CALLS - (4 WEEKS) | | | | | | | | | | | | | | | |
|---|-------------------------------------|--|--------------------------------------|------------------------------------|---------------------------------------|---------------------------|-----------------------------|---|-----------------------------------|---|---|---------------------------------|-------------------------------|-------------------------------------|---------------------------|-------------------------|
| | Total | Any unsolicited calls (landline or mobile) (a) | Any unsolicited calls (landline) (b) | Any unsolicited calls (mobile) (c) | Silent calls (landline or mobile) (d) | Landline silent calls (e) | Mobile silent calls (f) | Live sales/marketing (landline or mobile) (g) | Landline Live sales/marketing (h) | Mobile Live sales/marketing (phone or text) (i) | Recorded message (landline or mobile) (j) | Recorded message (landline) (k) | Recorded message (mobile) (l) | Other type (landline or mobile) (m) | Other type (landline) (n) | Other type (mobile) (o) |
| Unweighted Base | 1868 | 875 | 456 | 608 | 328 | 197 | 178 | 660 | 319 | 469 | 466 | 288 | 239 | 59 | 34 | 29 |
| Weighted Base | 1868 | 872 | 410 | 646 | 317 | 175 | 184 | 656 | 288 | 495 | 445 | 256 | 248 | 55* | 26** | 32** |
| Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call. | 184 10% | 184 21%bh | 55 13% | 184 28%abghk m | 184 58%abcegh hijklm | 42 24%bh | 184 100%abcde ghijklm | 136 21%b | 44 15% | 132 27%abghk m | 105 24%bkh | 43 17% | 85 34%abegh ijkm | 6 12% | 1 5% | 5 16% |
| Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance) | 284 15% | 284 33%b | 93 23% | 284 44%abdeh jkm | 117 37%behkm | 45 26% | 105 57%abcde ghjkm | 284 43%abehj km | 77 27% | 284 57%abcde ghjklm | 155 35%behk | 69 27% | 120 48%abdeh jkm | 12 22% | 5 18% | 9 28% |
| Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling. | 368 20% | 368 42%behjk m | 113 28% | 368 57%abdeh jkm | 126 40%bek | 46 26% | 109 59%abdeh jkm | 368 56%abdeh jkm | 97 34% | 368 74%abcde fghjklm | 161 36%bek | 71 28% | 127 51%abdeh jkm | 15 28% | 7 26% | 11 35% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

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



Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All adults UK

| | Q6A6B UNSOLICITED CALLS - (4 WEEKS) | | | | | | | | | | | | | | | |
|---|-------------------------------------|--|--------------------------------------|------------------------------------|---------------------------------------|---------------------------|--------------------------|---|-----------------------------------|---|---|---------------------------------|-------------------------------|-------------------------------------|---------------------------|-------------------------|
| | Total | Any unsolicited calls (landline or mobile) (a) | Any unsolicited calls (landline) (b) | Any unsolicited calls (mobile) (c) | Silent calls (landline or mobile) (d) | Landline silent calls (e) | Mobile silent calls (f) | Live sales/marketing (landline or mobile) (g) | Landline Live sales/marketing (h) | Mobile Live sales/marketing (phone or text) (i) | Recorded message (landline or mobile) (j) | Recorded message (landline) (k) | Recorded message (mobile) (l) | Other type (landline or mobile) (m) | Other type (landline) (n) | Other type (mobile) (o) |
| Unweighted Base | 1868 | 875 | 456 | 608 | 328 | 197 | 178 | 660 | 319 | 469 | 466 | 288 | 239 | 59 | 34 | 29 |
| Weighted Base | 1868 | 872 | 410 | 646 | 317 | 175 | 184 | 656 | 288 | 495 | 445 | 256 | 248 | 55* | 26** | 32** |
| Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line. | 248 13% | 248 28%beh | 66 16% | 248 38%abdeg hikm | 96 30%beh | 31 18% | 85 46%abdeg hikm | 159 24%bh | 44 15% | 154 31%beghk | 248 56%abcde fghikm | 59 23%bh | 248 100%abcde fghikm | 11 19% | 2 6% | 10 32% |
| Some other type of call that you didn't want or ask for - for example a market research call | 32 2% | 32 4% | 9 2% | 32 5%bg | 9 3% | 5 3% | 5 3% | 16 2% | 7 3% | 14 3% | 16 4% | 9 3% | 10 4% | 32 59%abcde fghijkl | 3 12% | 32 100% |
| SUMMARY CODES | | | | | | | | | | | | | | | | |
| 1 TYPE EXPERIENCED | 376 20% | 376 43%bdefh jkl | 104 25%e | 376 58%abdef ghijklm | 60 19% | 25 14% | 39 21% | 248 38%bdefh jk | 71 25%e | 238 48%bdefg hijkl | 117 26%de | 51 20% | 82 33%bdefh k | 21 39%bdefh k | 5 20% | 17 52% |
| 2 TYPES EXPERIENCED | 134 7% | 134 15%bhk | 32 8% | 134 21%abehj km | 55 17%behk | 18 10% | 47 25%abdeh jkm | 123 19%behk | 24 8% | 123 25%abdeg hikm | 67 15%bhk | 23 9% | 55 22%abehj m | 4 8% | 2 6% | 4 13% |
| 3 TYPES EXPERIENCED | 72 4% | 72 8% | 24 6% | 72 11%b | 41 13%abeh | 12 7% | 39 21%abcde ghjk | 71 11%b | 20 7% | 71 14%abehk | 60 13%abeh | 23 9% | 48 19%abcde ghk | 6 11% | 1 3% | 5 16% |
| 4 TYPES EXPERIENCED | 60 3% | 60 7% | 24 6% | 60 9% | 57 18%abcg hik | 18 10% | 57 31%abcdeg hikm | 60 9% | 23 8% | 60 12%ab | 60 14%abcghk | 21 8% | 60 24%abcghe ijklm | 4 8% | 2 6% | 4 12% |
| ANY UNSOLICITED CALLS (MOBILE) | 646 35% | 646 74%bdehk | 184 45% | 646 100%abdeg hikm | 215 68%behk | 73 42% | 184 100%abdeg hikm | 505 77%bdehj k | 138 48% | 495 100%abdeg hikm | 307 69%behk | 119 46% | 248 100%abdeg hikm | 38 70%behk | 9 35% | 32 100% |
| None | 1222 65% | 226 26%cfil | 226 55%acdfgi jlm | - | 102 32%acfgi l | 102 58%acdfgi jlm | - | 150 23%cfil | 150 52%acdfgi jlm | - | 138 31%cfgil | 138 54%acdfgi jlm | - | 17 30%cfil | 17 65% | - |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All adults UK

| Total | Q6A16B UNSOLICITED CALLS - (4 WEEKS) | | | | | | | | | | | | | | | |
|----------------------------|--|--------------------------------------|------------------------------------|---------------------------------------|---------------------------|-------------------------|---|-----------------------------------|---|---|---------------------------------|-------------------------------|-------------------------------------|---------------------------|-------------------------|--------------|
| | Any unsolicited calls (landline or mobile) (a) | Any unsolicited calls (landline) (b) | Any unsolicited calls (mobile) (c) | Silent calls (landline or mobile) (d) | Landline silent calls (e) | Mobile silent calls (f) | Live sales/marketing (landline or mobile) (g) | Landline Live sales/marketing (h) | Mobile Live sales/marketing (phone or text) (i) | Recorded message (landline or mobile) (j) | Recorded message (landline) (k) | Recorded message (mobile) (l) | Other type (landline or mobile) (m) | Other type (landline) (n) | Other type (mobile) (o) | |
| Unweighted Base | 1868 | 875 | 456 | 608 | 328 | 197 | 178 | 660 | 319 | 469 | 466 | 288 | 239 | 59 | 34 | 29 |
| Weighted Base | 1868 | 872 | 410 | 646 | 317 | 175 | 184 | 656 | 288 | 495 | 445 | 256 | 248 | 55* | 26** | 32** |
| Av number of issues | 1.728 | 1.728 | 1.826 | 1.728 | 2.470abc | 2.316abc | 2.653abc | 1.904ac | 1.959ac | 1.922ac | 2.229abc | 2.116abc | 2.381abc | 2.005 | 1.901 | 2.096 |
| Standard Deviation | 1.015 | 1.015 | 1.094 | 1.015 | ghijklm | ghi | ghijklm | 1.070 | 1.153 | 1.074 | ghi | ghi | 1.204 | 1.328 | 1.237 | 1.363 |
| Error Variance | 0.002 | 0.002 | 0.006 | 0.002 | 0.007 | 0.018 | 0.008 | 0.002 | 0.010 | 0.002 | 0.005 | 0.011 | 0.006 | 0.050 | 0.153 | 0.064 |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

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

Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

| | Total | GENDER | | AGE | | | | | | | | SOCIAL GRADE | | | | |
|---|------------|-------------|------------|-----------|--------------|---------------------|--------------|----------------|-----------|-----------|---------------|---------------|--------------|-------------|-----------|-----------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | 16-34 (j) | 35+ (k) | AB (l) | C1 (m) | C2 (n) | DE (o) |
| Unweighted Base | 1705 | 822 | 883 | 207 | 309 | 257 | 256 | 237 | 273 | 166 | 516 | 1189 | 348 | 476 | 422 | 459 |
| Weighted Base | 1725 | 843 | 882 | 251 | 339 | 287 | 286 | 270 | 178 | 113 | 591 | 1134 | 368 | 514 | 360 | 483 |
| Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call. | 184 11% | 107 13%b | 77 9% | 20 8% | 39 12%i | 36 12%i | 28 10%i | 41 15%cij | 16 9% | 4 4% | 59 10%i | 125 11%i | 44 12% | 55 11% | 41 11% | 43 9% |
| Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance) | 284 16% | 135 16% | 149 17% | 29 12% | 58 17%i | 70 24%cdhij k | 50 17%i | 46 17%i | 23 13% | 8 7% | 87 15%i | 197 17%i | 75 20%no | 96 19%o | 52 14% | 62 13% |
| Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling. | 368 21% | 185 22% | 182 21% | 33 13% | 89 26%chi | 74 26%chi | 61 21%chi | 75 28%chijk | 23 13% | 12 11% | 122 21%chi | 245 22%chi | 104 28%no | 120 23%o | 66 18% | 78 16% |
| Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line. | 248 14% | 123 15% | 125 14% | 30 12% | 57 17%hi | 60 21%cfhij k | 36 13%i | 41 15%i | 18 10% | 7 6% | 87 15%i | 161 14%i | 67 18%o | 77 15% | 46 13% | 58 12% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/ef/g/h/ij/k - l/m/n/o



Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All who have a mobile phone

| | Total | GENDER | | AGE | | | | | | | | SOCIAL GRADE | | | | |
|--|--------------|--------------|--------------|--------------|---------------|----------------|--------------|---------------|----------------------|----------------------|--------------|---------------|---------------|---------------|--------------|--------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | 16-34 (j) | 35+ (k) | AB (l) | C1 (m) | C2 (n) | DE (o) |
| Unweighted Base | 1705 | 822 | 883 | 207 | 309 | 257 | 256 | 237 | 273 | 166 | 516 | 1189 | 348 | 476 | 422 | 459 |
| Weighted Base | 1725 | 843 | 882 | 251 | 339 | 287 | 286 | 270 | 178 | 113 | 591 | 1134 | 368 | 514 | 360 | 483 |
| Some other type of call that you didn't want or ask for - for example a market research call | 32 2% | 18 2% | 15 2% | 5 2% | 7 2% | 1 * | 9 3%e | 6 2% | 3 1% | 2 2% | 12 2% | 20 2% | 4 1% | 20 4%ln | 3 1% | 6 1% |
| SUMMARY CODES | | | | | | | | | | | | | | | | |
| 1 TYPE EXPERIENCED | 376 22% | 191 23% | 185 21% | 58 23%i | 82 24%hi | 63 22%i | 74 26%hi | 56 21%i | 30 17% | 14 12% | 139 24%hi | 237 21%i | 104 28%mmo | 107 21% | 61 17% | 105 22% |
| 2 TYPES EXPERIENCED | 134 8% | 61 7% | 73 8% | 16 6% | 26 8% | 30 10%h | 21 7% | 28 10%h | 8 4% | 5 5% | 42 7% | 93 8%h | 29 8% | 51 10%o | 29 8% | 25 5% |
| 3 TYPES EXPERIENCED | 72 4% | 38 5% | 34 4% | 3 1% | 19 6%c | 20 7%c | 11 4% | 11 4% | 6 3% | 3 2% | 22 4% | 50 4% | 25 7%mo | 16 3% | 16 4% | 15 3% |
| 4 TYPES EXPERIENCED | 60 4% | 33 4% | 27 3% | 3 1% | 13 4%i | 15 5%ci | 8 3% | 16 6%cij | 5 3%i | - - | 17 3% | 44 4%i | 15 4% | 25 5% | 10 3% | 11 2% |
| ANY UNSOLICITED CALLS (MOBILE) | 646 37% | 325 39% | 320 36% | 81 32%i | 141 42%chi | 127 44%chik | 115 40%hi | 111 41%hi | 49 27% | 22 20% | 222 38%hi | 423 37%hi | 172 47%mmo | 201 39%o | 116 32% | 157 32% |
| None | 1079 63% | 518 61% | 562 64% | 170 68%de | 198 58% | 160 56% | 172 60% | 159 59% | 129 73%defgj k | 91 80%cdefg jk | 368 62% | 711 63%e | 196 53% | 313 61%l | 244 68%l | 326 68%lm |
| Av number of issues | 1.728 | 1.744 | 1.711 | 1.452 | 1.768 | 1.890cf | 1.599 | 1.883c | 1.702 | 1.486 | 1.653 | 1.767c | 1.710 | 1.833o | 1.781 | 1.573 |
| Standard Deviation | 1.015 | 1.042 | 0.988 | 0.861 | 1.061 | 1.052 | 0.937 | 1.084 | 1.040 | 0.714 | 1.003 | 1.020 | 1.003 | 1.090 | 0.980 | 0.939 |
| Error Variance | 0.002 | 0.004 | 0.003 | 0.011 | 0.009 | 0.010 | 0.009 | 0.012 | 0.014 | 0.018 | 0.005 | 0.003 | 0.007 | 0.007 | 0.007 | 0.006 |

Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All who have a mobile phone

| | MARITAL STATUS | | | WORKING STATUS | | CHILDREN IN HOUSEHOLD | | AREA | | COUNTRY | | | | |
|--|----------------|--------------------------------|------------|-------------------------------|-------------------------|-----------------------|------------|------------|------------|------------|--------------------------|-------------------------|-----------|----------------------|
| | Total | Married \Living as married (a) | Single (b) | Widow/Divorced \Separated (c) | Working (d) | Not working (e) | Any (f) | None (g) | Urban (h) | Rural (i) | England (j) | Scotland (k) | Wales (l) | Northern Ireland (m) |
| Unweighted Base | 1705 | 1019 | 445 | 241 | 862 | 843 | 463 | 1242 | 1218 | 487 | 1378 | 202 | 72 | 53 |
| Weighted Base | 1725 | 1014 | 497 | 214 | 972 | 753 | 507 | 1218 | 1246 | 479 | 1451 | 148 | 86* | 39* |
| Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call. | 184 11% | 125 12% ^c | 44 9% | 15 7% | 113 12% | 71 9% | 55 11% | 129 11% | 142 11% | 42 9% | 163 11% ^{lm} | 18 12% ^{lm} | 2 3% | 1 1% |
| Receiving a sales\marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance) | 284 16% | 190 19% ^{bc} | 67 13% | 27 13% | 181 19% ^e | 103 14% | 89 17% | 196 16% | 210 17% | 74 15% | 241 17% ^m | 29 20% ^m | 12 14% | 2 5% |
| Receiving a "live sales\marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling. | 368 21% | 253 25% ^b | 73 15% | 42 20% | 233 24% ^e | 135 18% | 125 25% | 243 20% | 262 21% | 106 22% | 303 21% | 39 26% ^m | 21 25% | 4 10% |
| Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line. | 248 14% | 164 16% | 60 12% | 23 11% | 161 17% ^e | 86 11% | 72 14% | 175 14% | 180 14% | 67 14% | 201 14% | 33 22% ^{jm} | 11 13% | 3 8% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

* small base

Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All who have a mobile phone

| | MARITAL STATUS | | | WORKING STATUS | | CHILDREN IN HOUSEHOLD | | AREA | | COUNTRY | | | | |
|--|--------------------------------|--------------------------|-------------------------------|-------------------------|-------------------------|-------------------------|--------------|-----------------------|--------------|--------------|-------------------------|------------------------|----------------------|-------------------------|
| | Married \Living as married (a) | Single (b) | Widow/Divorced \Separated (c) | Working (d) | Not working (e) | Any (f) | None (g) | Urban (h) | Rural (i) | England (j) | Scotland (k) | Wales (l) | Northern Ireland (m) | |
| Unweighted Base | 1705 | 1019 | 445 | 241 | 862 | 843 | 463 | 1242 | 1218 | 487 | 1378 | 202 | 72 | 53 |
| Weighted Base | 1725 | 1014 | 497 | 214 | 972 | 753 | 507 | 1218 | 1246 | 479 | 1451 | 148 | 86* | 39* |
| Some other type of call that you didn't want or ask for - for example a market research call | 32 2% | 20 2% | 11 2% | 1 * | 19 2% | 13 2% | 3 1% | 29 2% ^f | 20 2% | 12 3% | 26 2% | 3 2% | 2 3% | 1 3% |
| SUMMARY CODES | | | | | | | | | | | | | | |
| 1 TYPE EXPERIENCED | 376 22% | 224 22% | 114 23% | 38 18% | 233 24% ^e | 143 19% | 126 25% | 251 21% | 269 22% | 107 22% | 317 22% | 32 22% | 20 23% | 7 18% |
| 2 TYPES EXPERIENCED | 134 8% | 94 9% ^b | 24 5% | 17 8% | 82 8% | 52 7% | 42 8% | 93 8% | 101 8% | 33 7% | 116 8% | 11 8% | 6 6% | 2 4% |
| 3 TYPES EXPERIENCED | 72 4% | 49 5% | 17 3% | 7 3% | 45 5% | 28 4% | 23 5% | 49 4% | 51 4% | 22 5% | 57 4% | 11 7% ^j | 4 5% | - |
| 4 TYPES EXPERIENCED | 60 4% | 47 5% ^b | 9 2% | 4 2% | 41 4% | 19 3% | 16 3% | 44 4% | 45 4% | 16 3% | 52 4% | 7 5% | 1 2% | - |
| ANY UNSOLICITED CALLS (MOBILE) | 646 37% | 415 41% ^{bc} | 165 33% | 66 31% | 403 41% ^e | 242 32% | 206 41% | 439 36% | 468 38% | 177 37% | 543 37% ^m | 63 42% ^m | 31 36% | 9 23% |
| None | 1079 63% | 600 59% | 332 67% ^a | 148 69% ^a | 569 59% | 510 68% ^d | 301 59% | 778 64% | 777 62% | 302 63% | 908 63% | 85 58% | 55 64% | 30 77% ^{jk} |
| Av number of issues | 1.728 | 1.814^b | 1.546 | 1.642 | 1.754 | 1.684 | 1.661 | 1.759 | 1.738 | 1.699 | 1.720 | 1.940 | 1.583 | 1.197 |
| Standard Deviation | 1.015 | 1.051 | 0.942 | 0.900 | 1.044 | 0.964 | 0.961 | 1.039 | 1.021 | 0.999 | 1.007 | 1.151 | 0.903 | 0.422 |
| Error Variance | 0.002 | 0.003 | 0.006 | 0.012 | 0.003 | 0.004 | 0.005 | 0.003 | 0.002 | 0.006 | 0.002 | 0.016 | 0.033 | 0.015 |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

* small base

Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

| | Total | GOVERNMENT REGIONS | | | | | | | | | | | TENURE | | |
|--|------------|--------------------|----------------|------------------------------|-------------------|-------------------|---------------------|---------------|----------------|----------------|-----------|-----------------|----------------------|------------------|----------------|
| | | North East (a) | North West (b) | Yorkshire and The Humber (c) | East Midlands (d) | West Midlands (e) | East of England (f) | London (g) | South East (h) | South West (i) | Wales (j) | Scotland (k) | Northern Ireland (l) | Own Mortgage (m) | Rent/Other (n) |
| Unweighted Base | 1705 | 72 | 179 | 134 | 127 | 150 | 190 | 167 | 218 | 141 | 72 | 202 | 53 | 938 | 767 |
| Weighted Base | 1725 | 70* | 168 | 135 | 120 | 152 | 207 | 200 | 243 | 157 | 86* | 148 | 39* | 921 | 804 |
| Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call. | 184 11% | 6 9% | 20 12%jl | 15 11%j | 9 8% | 21 14%jl | 17 8% | 24 12%jl | 31 13%jl | 20 12%jl | 2 3% | 18 12%jl | 1 1% | 100 11% | 84 10% |
| Receiving a sales\marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance) | 284 16% | 7 10% | 26 16% | 27 20%l | 15 13% | 27 18%l | 29 14% | 46 23%adfl | 41 17%l | 23 15% | 12 14% | 29 20%l | 2 5% | 143 16% | 141 18% |
| Receiving a "live sales\marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling. | 368 21% | 13 19% | 36 21% | 24 18% | 25 21% | 26 17% | 39 19% | 42 21% | 65 27%el | 33 21% | 21 25% | 39 26%l | 4 10% | 202 22% | 166 21% |
| Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line. | 248 14% | 7 11% | 28 17% | 16 12% | 10 9% | 26 17%d | 37 18%d | 23 12% | 34 14% | 19 12% | 11 13% | 33 22%acdghi | 3 8% | 145 16% | 103 13% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l - m/n
 * small base

Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All who have a mobile phone

| | Total | GOVERNMENT REGIONS | | | | | | | | | | | TENURE | | |
|--|--------------|--------------------|----------------|------------------------------|-------------------|-------------------|---------------------|--------------|----------------|----------------|--------------|----------------|----------------------|------------------|----------------|
| | | North East (a) | North West (b) | Yorkshire and The Humber (c) | East Midlands (d) | West Midlands (e) | East of England (f) | London (g) | South East (h) | South West (i) | Wales (j) | Scotland (k) | Northern Ireland (l) | Own/Mortgage (m) | Rent/Other (n) |
| Unweighted Base | 1705 | 72 | 179 | 134 | 127 | 150 | 190 | 167 | 218 | 141 | 72 | 202 | 53 | 938 | 767 |
| Weighted Base | 1725 | 70* | 168 | 135 | 120 | 152 | 207 | 200 | 243 | 157 | 86* | 148 | 39* | 921 | 804 |
| Some other type of call that you didn't want or ask for - for example a market research call | 32 2% | - - | 1 1% | 1 1% | 2 2% | 2 1% | 2 1% | 2 1% | 6 2% | 9 6%bcfg | 2 3% | 3 2% | 1 3% | 21 2% | 11 1% |
| SUMMARY CODES | | | | | | | | | | | | | | | |
| 1 TYPE EXPERIENCED | 376 22% | 11 15% | 35 21% | 35 26% | 24 20% | 30 20% | 48 23% | 43 22% | 42 17% | 49 31%aeh | 20 23% | 32 22% | 7 18% | 209 23% | 167 21% |
| 2 TYPES EXPERIENCED | 134 8% | 3 4% | 11 7% | 15 11%f | 9 8% | 11 7%f | 6 3% | 23 11%f | 26 11%f | 12 7% | 6 6% | 11 8%f | 2 4% | 67 7% | 68 8% |
| 3 TYPES EXPERIENCED | 72 4% | 1 1% | 9 5% | 4 3% | 3 3% | 5 4% | 5 3% | 13 7% | 8 3% | 9 5% | 4 5% | 11 7%f | - - | 39 4% | 33 4% |
| 4 TYPES EXPERIENCED | 60 4% | 3 5%g | 7 4%g | 1 1% | 2 2% | 9 6%gi | 12 6%cgi | 1 * | 15 6%cgi | 1 1% | 1 2% | 7 5%gi | - - | 36 4% | 24 3% |
| ANY UNSOLICITED CALLS (MOBILE) | 646 37% | 18 26% | 62 37% | 55 41%l | 39 32% | 55 36% | 72 35% | 81 41%al | 91 37% | 70 45%al | 31 36% | 63 42%al | 9 23% | 352 38% | 293 37% |
| None | 1079 63% | 52 74%gik | 106 63% | 80 59% | 81 68% | 97 64% | 135 65% | 118 59% | 152 63% | 87 55% | 55 64% | 85 58% | 30 77%cgik | 569 62% | 510 63% |
| Av number of issues | 1.728 | 1.839 | 1.795 | 1.498 | 1.576 | 1.865i | 1.738 | 1.701 | 1.951ci | 1.469 | 1.583 | 1.940ci | 1.197 | 1.733 | 1.721 |
| Standard Deviation | 1.015 | 1.206 | 1.066 | 0.756 | 0.887 | 1.123 | 1.175 | 0.893 | 1.096 | 0.787 | 0.903 | 1.151 | 0.422 | 1.039 | 0.986 |
| Error Variance | 0.002 | 0.077 | 0.018 | 0.011 | 0.019 | 0.025 | 0.021 | 0.012 | 0.015 | 0.011 | 0.033 | 0.016 | 0.015 | 0.003 | 0.004 |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

* small base

KANTAR

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

| | Q.1/2 PHONES OWN | | | | | INTERNET ACCESS | | | | | |
|---|------------------|---------------------|-----------------|--------------------------|--------------------|----------------------|--------------------------------|--------------------------------|--|--------------------------------------|--|
| | Total | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) |
| Unweighted Base | 1705 | 1705 | 994 | 994 | 711 | - | 1507 | 370 | 1123 | 131 | 150 |
| Weighted Base | 1725 | 1725 | 958 | 958 | 767 | ** | 1556 | 423 | 1197 | 130 | 121 |
| Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call. | 184 11% | 184 11% | 82 9% | 82 9% | 101 13%bc | - - | 177 11%j | 47 11%j | 135 11%j | 15 11%j | 4 4% |
| Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance) | 284 16% | 284 16% | 138 14% | 138 14% | 146 19%bc | - - | 270 17%j | 90 21%j | 221 18%j | 22 17%j | 8 7% |
| Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling. | 368 21% | 368 21% | 191 20% | 191 20% | 176 23% | - - | 354 23%j | 112 26%j | 299 25%j | 31 24%j | 7 6% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j
 ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All who have a mobile phone

| | Q.12 PHONES OWN | | | | | INTERNET ACCESS | | | | | |
|---|-----------------|---------------------|-----------------|--------------------------|--------------------|----------------------|--------------------------------|--------------------------------|--|--------------------------------------|--|
| | Total | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) |
| Unweighted Base | 1705 | 1705 | 994 | 994 | 711 | - | 1507 | 370 | 1123 | 131 | 150 |
| Weighted Base | 1725 | 1725 | 958 | 958 | 767 | ** | 1556 | 423 | 1197 | 130 | 121 |
| Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line. | 248 14% | 248 14% | 111 12% | 111 12% | 137 18%abc | - | 242 16%j | 77 18%j | 194 16%j | 24 19%j | 4 3% |
| Some other type of call that you didn't want or ask for - for example a market research call | 32 2% | 32 2% | 18 2% | 18 2% | 14 2% | - | 32 2% | 11 3% | 24 2% | 4 3% | 1 1% |
| SUMMARY CODES | | | | | | | | | | | |
| 1 TYPE EXPERIENCED | 376 22% | 376 22% | 209 22% | 209 22% | 167 22% | - | 360 23%j | 112 27%j | 293 24%j | 43 33%fhj | 7 6% |
| 2 TYPES EXPERIENCED | 134 8% | 134 8% | 55 6% | 55 6% | 80 10%bc | - | 127 8% | 37 9% | 108 9%j | 7 6% | 4 4% |
| 3 TYPES EXPERIENCED | 72 4% | 72 4% | 33 3% | 33 3% | 39 5% | - | 70 4% | 15 4% | 55 5% | 7 5% | 2 2% |
| 4 TYPES EXPERIENCED | 60 4% | 60 4% | 31 3% | 31 3% | 30 4% | - | 60 4%j | 23 5%j | 47 4%j | 3 2% | - |
| ANY UNSOLICITED CALLS (MOBILE) | 646 37% | 646 37% | 328 34% | 328 34% | 318 41%bc | - | 619 40%j | 190 45%j | 505 42%j | 62 47%j | 14 12% |
| None | 1079 63% | 1079 63% | 630 66%d | 630 66%d | 449 59% | - | 938 60% | 233 55% | 693 58% | 69 53% | 107 88%fghi |
| Av number of issues | 1.728 | 1.728 | 1.650 | 1.650 | 1.807 | - | 1.735 | 1.772 | 1.729 | 1.567 | 1.663 |
| Standard Deviation | 1.015 | 1.015 | 0.998 | 0.998 | 1.027 | - | 1.023 | 1.108 | 1.016 | 1.003 | 0.787 |
| Error Variance | 0.002 | 0.002 | 0.003 | 0.003 | 0.004 | - | 0.002 | 0.008 | 0.002 | 0.016 | 0.036 |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j
 ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

| | Q6A/6B UNSOLICITED CALLS - (4 WEEKS) | | | | | | | | | | | | | | | |
|--|--------------------------------------|--|--------------------------------------|------------------------------------|---------------------------------------|---------------------------|-----------------------------|---|-----------------------------------|---|---|---------------------------------|-------------------------------|-------------------------------------|---------------------------|-------------------------|
| | Total | Any unsolicited calls (landline or mobile) (a) | Any unsolicited calls (landline) (b) | Any unsolicited calls (mobile) (c) | Silent calls (landline or mobile) (d) | Landline silent calls (e) | Mobile silent calls (f) | Live sales/marketing (landline or mobile) (g) | Landline Live sales/marketing (h) | Mobile Live sales/marketing (phone or text) (i) | Recorded message (landline or mobile) (j) | Recorded message (landline) (k) | Recorded message (mobile) (l) | Other type (landline or mobile) (m) | Other type (landline) (n) | Other type (mobile) (o) |
| Unweighted Base | 1705 | 830 | 411 | 608 | 306 | 175 | 178 | 629 | 288 | 469 | 446 | 268 | 239 | 55 | 30 | 29 |
| Weighted Base | 1725 | 837 | 375 | 646 | 300 | 158 | 184 | 632 | 265 | 495 | 431 | 243 | 248 | 52* | 23** | 32** |
| Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call. | 184 11% | 184 22%b | 55 15% | 184 28%abghk m | 184 61%abcegh hijklm | 42 27%bhkm | 184 100%abcde ghijklm | 136 21%b | 44 17% | 132 27%bhkm | 105 24%bh | 43 18% | 85 34%abghi jkm | 6 12% | 1 6% | 5 16% |
| Receiving a sales/marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance) | 284 16% | 284 34%b | 93 25% | 284 44%abehj km | 117 39%behkm | 45 29% | 105 57%abcde ghjkm | 284 45%abehj km | 77 29% | 284 57%abcde ghjklm | 155 36%b | 69 29% | 120 48%abdeh jkm | 12 23% | 5 19% | 9 28% |
| Receiving a "live sales/marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling. | 368 21% | 368 44%behjkm | 113 30% | 368 57%abdeh jkm | 126 42%bek | 46 29% | 109 59%abdeh jkm | 368 58%abdeh jkm | 97 37% | 368 74%abcde fghjklm | 161 37%bk | 71 29% | 127 51%bdeh km | 15 29% | 7 28% | 11 35% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

| | Q6A6B UNSOLICITED CALLS - (4 WEEKS) | | | | | | | | | | | | | | | |
|---|-------------------------------------|--|--------------------------------------|------------------------------------|---------------------------------------|---------------------------|---------------------------|---|-----------------------------------|---|---|---------------------------------|-------------------------------|-------------------------------------|---------------------------|-------------------------|
| | Total | Any unsolicited calls (landline or mobile) (a) | Any unsolicited calls (landline) (b) | Any unsolicited calls (mobile) (c) | Silent calls (landline or mobile) (d) | Landline silent calls (e) | Mobile silent calls (f) | Live sales/marketing (landline or mobile) (g) | Landline Live sales/marketing (h) | Mobile Live sales/marketing (phone or text) (i) | Recorded message (landline or mobile) (j) | Recorded message (landline) (k) | Recorded message (mobile) (l) | Other type (landline or mobile) (m) | Other type (landline) (n) | Other type (mobile) (o) |
| Unweighted Base | 1705 | 830 | 411 | 608 | 306 | 175 | 178 | 629 | 288 | 469 | 446 | 268 | 239 | 55 | 30 | 29 |
| Weighted Base | 1725 | 837 | 375 | 646 | 300 | 158 | 184 | 632 | 265 | 495 | 431 | 243 | 248 | 52* | 23** | 32** |
| Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line. | 248 14% | 248 30%beh | 66 18% | 248 38%abegh ikm | 96 32%begh | 31 20% | 85 46%abdeg hikm | 159 25%bh | 44 17% | 154 31%begh | 248 57%abcde fghikm | 59 24%bh | 248 100%abcde fghijklm | 11 20% | 2 7% | 10 32% |
| Some other type of call that you didn't want or ask for - for example a market research call | 32 2% | 32 4% | 9 2% | 32 5%g | 9 3% | 5 3% | 5 3% | 16 3% | 7 3% | 14 3% | 16 4% | 9 4% | 10 4% | 32 61%abcde fghijkl | 3 13% | 32 100% |
| SUMMARY CODES | | | | | | | | | | | | | | | | |
| 1 TYPE EXPERIENCED | 376 22% | 376 45%bdefg hijkl | 104 28%de | 376 58%abdef ghijklm | 60 20% | 25 16% | 39 21% | 248 39%bdefh jk | 71 27%e | 238 48%bdefg hijkl | 117 27%de | 51 21% | 82 33%defk | 21 41%defk | 5 22% | 17 52% |
| 2 TYPES EXPERIENCED | 134 8% | 134 16%bhk | 32 9% | 134 21%abehj km | 55 18%bhk | 18 11% | 47 25%abehj km | 123 19%behk | 24 9% | 123 25%abdeg hikm | 67 16%bhk | 23 10% | 55 22%abehj m | 4 8% | 2 6% | 4 13% |
| 3 TYPES EXPERIENCED | 72 4% | 72 9% | 24 6% | 72 11%b | 41 14%abh | 12 8% | 39 21%abcde ghijk | 71 11%b | 20 8% | 71 14%abeh | 60 14%abh | 23 9% | 48 19%abceg hk | 6 12% | 1 4% | 5 16% |
| 4 TYPES EXPERIENCED | 60 4% | 60 7% | 24 6% | 60 100%abdeg hikm | 57 19%abcgh ik | 18 11% | 57 31%abcde ghijklm | 60 10% | 23 9% | 60 12%ab | 60 14%abcgh | 21 9% | 60 24%abcegh ijklm | 4 8% | 2 7% | 4 12% |
| ANY UNSOLICITED CALLS (MOBILE) | 646 37% | 646 77%behjk | 184 49% | 646 100%abdeg hikm | 215 72%behk | 73 46% | 184 100%abdeg hikm | 505 80%bdehj k | 138 52% | 495 100%abdeg hikm | 307 71%behk | 119 49% | 248 100%abdeg hikm | 38 73%behk | 9 39% | 32 100% |
| None | 1079 63% | 191 23%cfil | 191 51%acdfgi jlm | - | 85 28%cfgil | 85 54%acdfgi jlm | - | 127 20%cfil | 127 48%acdfgi jlm | - | 124 29%acfgi l | 124 51%acdfgi jlm | - | 14 27%cfil | 14 61% | - |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

| Total | Q6A16B UNSOLICITED CALLS - (4 WEEKS) | | | | | | | | | | | | | | | |
|----------------------------|--|--------------------------------------|------------------------------------|---------------------------------------|---------------------------|-------------------------|---|-----------------------------------|---|---|---------------------------------|-------------------------------|-------------------------------------|---------------------------|-------------------------|--------------|
| | Any unsolicited calls (landline or mobile) (a) | Any unsolicited calls (landline) (b) | Any unsolicited calls (mobile) (c) | Silent calls (landline or mobile) (d) | Landline silent calls (e) | Mobile silent calls (f) | Live sales/marketing (landline or mobile) (g) | Landline Live sales/marketing (h) | Mobile Live sales/marketing (phone or text) (i) | Recorded message (landline or mobile) (j) | Recorded message (landline) (k) | Recorded message (mobile) (l) | Other type (landline or mobile) (m) | Other type (landline) (n) | Other type (mobile) (o) | |
| Unweighted Base | 1705 | 830 | 411 | 608 | 306 | 175 | 178 | 629 | 288 | 469 | 446 | 268 | 239 | 55 | 30 | 29 |
| Weighted Base | 1725 | 837 | 375 | 646 | 300 | 158 | 184 | 632 | 265 | 495 | 431 | 243 | 248 | 52* | 23** | 32** |
| Av number of issues | 1.728 | 1.728 | 1.826 | 1.728 | 2.470abc | 2.316abc | 2.653abc | 1.904ac | 1.959ac | 1.922ac | 2.229abc | 2.116abc | 2.381abc | 2.005 | 1.901 | 2.096 |
| Standard Deviation | 1.015 | 1.015 | 1.094 | 1.015 | ghijklm | ghi | ghijklm | 1.070 | 1.153 | 1.074 | ghi | ghi | 1.204 | 1.328 | 1.237 | 1.363 |
| Error Variance | 0.002 | 0.002 | 0.006 | 0.002 | 0.007 | 0.018 | 0.008 | 0.002 | 0.010 | 0.002 | 0.005 | 0.011 | 0.006 | 0.050 | 0.153 | 0.064 |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



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

| | Total | GENDER | | AGE | | | | | | | | SOCIAL GRADE | | | | |
|--|------------|-----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|----------|-----------|--------------|-----------|-----------|-----------|-----------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | 16-34 (j) | 35+ (k) | AB (l) | C1 (m) | C2 (n) | DE (o) |
| Unweighted Base | 239 | 117 | 122 | 28 | 52 | 54 | 31 | 36 | 27 | 11 | 80 | 159 | 59 | 72 | 56 | 52 |
| Weighted Base | 248 | 123 | 125 | 30** | 57* | 60* | 36** | 41* | 18** | 7** | 87* | 161 | 67* | 77* | 46* | 58* |
| Listen to the full message before hanging up | 11 5% | 6 5% | 5 4% | 1 3% | 3 6% | 2 3% | 2 7% | 2 6% | 1 3% | - | 4 5% | 7 4% | 3 5% | 2 3% | 2 4% | 4 7% |
| Listen to some of the message before hanging up | 40 16% | 18 14% | 23 18% | 5 15% | 12 22% | 13 22% | 3 8% | 5 12% | 1 8% | 1 14% | 17 20% | 23 15% | 10 15% | 15 20% | 4 9% | 11 19% |
| Hang up immediately, as soon as I realise it is a recorded message | 196 79% | 99 81% | 97 78% | 25 82% | 41 72% | 45 75% | 30 85% | 33 82% | 16 89% | 6 86% | 66 76% | 130 81% | 54 80% | 60 77% | 40 87% | 43 75% |
| SUMMARY CODE | | | | | | | | | | | | | | | | |
| LISTEN TO ANY OF MESSAGE | 52 21% | 24 19% | 28 22% | 5 18% | 16 28% | 15 25% | 5 15% | 7 18% | 2 11% | 1 14% | 21 24% | 31 19% | 13 20% | 18 23% | 6 13% | 15 25% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All that have received recorded messages on their mobile

| | MARITAL STATUS | | | WORKING STATUS | | CHILDREN IN HOUSEHOLD | | AREA | | COUNTRY | | | | |
|--|--------------------------------|------------|-------------------------------|----------------|-----------------|-----------------------|-----------|------------|------------|-------------|--------------|-----------|----------------------|-----------|
| | Married \Living as married (a) | Single (b) | Widow/Divorced \Separated (c) | Working (d) | Not working (e) | Any (f) | None (g) | Urban (h) | Rural (i) | England (j) | Scotland (k) | Wales (l) | Northern Ireland (m) | |
| Unweighted Base | 239 | 159 | 56 | 24 | 145 | 94 | 69 | 170 | 173 | 66 | 185 | 41 | 9 | 4 |
| Weighted Base | 248 | 164 | 60* | 23** | 161 | 86* | 72* | 175 | 180 | 67* | 201 | 33* | 11** | 3** |
| Listen to the full message before hanging up | 11 5% | 4 3% | 5 9% | 1 6% | 9 5% | 3 3% | 4 5% | 7 4% | 7 4% | 5 7% | 9 5% | - - | 2 16% | - - |
| Listen to some of the message before hanging up | 40 16% | 25 15% | 12 19% | 4 18% | 26 16% | 14 17% | 13 18% | 27 16% | 27 15% | 13 20% | 36 18% | 4 12% | 1 8% | - - |
| Hang up immediately, as soon as I realise it is a recorded message | 196 79% | 135 82% | 43 72% | 18 77% | 127 79% | 69 80% | 55 76% | 141 80% | 147 81% | 49 73% | 156 78% | 29 88% | 9 76% | 3 100% |
| SUMMARY CODE | | | | | | | | | | | | | | |
| LISTEN TO ANY OF MESSAGE | 52 21% | 29 18% | 17 28% | 5 23% | 35 21% | 17 20% | 17 24% | 35 20% | 33 19% | 18 27% | 45 22% | 4 12% | 3 24% | - - |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

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

Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

Base: All that have received recorded messages on their mobile

| | Total | GOVERNMENT REGIONS | | | | | | | | | | | TENURE | | |
|--|------------|--------------------|----------------|------------------------------|-------------------|-------------------|---------------------|------------|----------------|----------------|-----------|--------------|----------------------|------------------|----------------|
| | | North East (a) | North West (b) | Yorkshire and The Humber (c) | East Midlands (d) | West Midlands (e) | East of England (f) | London (g) | South East (h) | South West (i) | Wales (j) | Scotland (k) | Northern Ireland (l) | Own/Mortgage (m) | Rent/Other (n) |
| Unweighted Base | 239 | 7 | 26 | 16 | 12 | 24 | 32 | 20 | 33 | 15 | 9 | 41 | 4 | 140 | 99 |
| Weighted Base | 248 | 7** | 28** | 16** | 10** | 26** | 37* | 23** | 34** | 19** | 11** | 33* | 3** | 145 | 103* |
| Listen to the full message before hanging up | 11 5% | - | 1 4% | 2 10% | 1 7% | 1 5% | 3 8% | 1 5% | - | 1 4% | 2 16% | - | - | 4 3% | 7 7% |
| Listen to some of the message before hanging up | 40 16% | - | 6 21% | 1 9% | 1 7% | 6 21% | 6 17% | 5 22% | 5 14% | 6 34% | 1 8% | 4 12% | - | 20 14% | 20 20% |
| Hang up immediately, as soon as I realise it is a recorded message | 196 79% | 7 100% | 21 76% | 13 81% | 9 85% | 20 74% | 28 76% | 17 74% | 29 86% | 12 63% | 9 76% | 29 88% | 3 100% | 121 83% | 75 73% |
| SUMMARY CODE | | | | | | | | | | | | | | | |
| LISTEN TO ANY OF MESSAGE | 52 21% | - | 7 24% | 3 19% | 2 15% | 7 26% | 9 24% | 6 26% | 5 14% | 7 37% | 3 24% | 4 12% | - | 24 17% | 27 27% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

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

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

Base: All that have received recorded messages on their mobile

| | Total | Q.1I2 PHONES OWN | | | | | INTERNET ACCESS | | | | |
|--|------------|---------------------|-----------------|-----------------------------|--------------------|----------------------|--------------------------------------|--------------------------------------|---|--|---|
| | | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) |
| Unweighted Base | 239 | 239 | 108 | 108 | 131 | - | 231 | 68 | 180 | 26 | 5 |
| Weighted Base | 248 | 248 | 111* | 111* | 137 | ** | 242 | 77* | 194 | 24** | 4** |
| Listen to the full message before hanging up | 11 5% | 11 5% | 6 6% | 6 6% | 5 4% | - - | 11 5% | 3 3% | 8 4% | 3 11% | - - |
| Listen to some of the message before hanging up | 40 16% | 40 16% | 20 18% | 20 18% | 20 15% | - - | 39 16% | 18 23% | 35 18% | 6 26% | 1 25% |
| Hang up immediately, as soon as I realise it is a recorded message | 196 79% | 196 79% | 84 76% | 84 76% | 112 82% | - - | 191 79% | 57 73% | 151 78% | 16 64% | 3 75% |
| SUMMARY CODE | | | | | | | | | | | |
| LISTEN TO ANY OF MESSAGE | 52 21% | 52 21% | 27 24% | 27 24% | 25 18% | - - | 51 21% | 21 27% | 43 22% | 9 36% | 1 25% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

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

Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

| Total | Q6A16B UNSOLICITED CALLS - (4 WEEKS) | | | | | | | | | | | | | | |
|--|--|--------------------------------------|------------------------------------|---------------------------------------|---------------------------|-------------------------|---|-----------------------------------|---|---|---------------------------------|-------------------------------|-------------------------------------|---------------------------|-------------------------|
| | Any unsolicited calls (landline or mobile) (a) | Any unsolicited calls (landline) (b) | Any unsolicited calls (mobile) (c) | Silent calls (landline or mobile) (d) | Landline silent calls (e) | Mobile silent calls (f) | Live sales/marketing (landline or mobile) (g) | Landline Live sales/marketing (h) | Mobile Live sales/marketing (phone or text) (i) | Recorded message (landline or mobile) (j) | Recorded message (landline) (k) | Recorded message (mobile) (l) | Other type (landline or mobile) (m) | Other type (landline) (n) | Other type (mobile) (o) |
| Unweighted Base | 239 | 68 | 239 | 94 | 33 | 84 | 156 | 45 | 150 | 239 | 61 | 239 | 10 | 2 | 9 |
| Weighted Base | 248 | 66* | 248 | 96* | 31** | 85* | 159 | 44* | 154 | 248 | 59* | 248 | 11** | 2** | 10** |
| Listen to the full message before hanging up | 11 5% | 2 3% | 11 5% | 1 1% | - | 1 1% | 7 4% | 2 4% | 5 3% | 11 5% | - | 11 5% | - | - | - |
| Listen to some of the message before hanging up | 40 16% | 16 24% | 40 16% | 21 22% | 7 24% | 17 20% | 31 20% | 13 30% | 29 19% | 40 16% | 14 24% | 40 16% | 3 32% | 1 74% | 3 34% |
| Hang up immediately, as soon as I realise it is a recorded message | 196 79% | 48 74% | 196 79% | 74 77% | 23 76% | 67 79% | 121 76% | 29 66% | 119 78% | 196 79% | 45 76% | 196 79% | 7 68% | * 26% | 7 66% |
| SUMMARY CODE | | | | | | | | | | | | | | | |
| LISTEN TO ANY OF MESSAGE | 52 21% | 17 26% | 52 21% | 22 23% | 7 24% | 18 21% | 38 24% | 15 34% | 34 22% | 52 21% | 14 24% | 52 21% | 3 32% | 1 74% | 3 34% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



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

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

| | Total | GENDER | | AGE | | | | | | | | | SOCIAL GRADE | | | |
|--|-----------|-----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|-----------|----------|----------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | 16-34 (j) | 35+ (k) | AB (l) | C1 (m) | C2 (n) | DE (o) |
| Unweighted Base | 46 | 20 | 26 | 6 | 13 | 12 | 5 | 6 | 3 | 1 | 19 | 27 | 11 | 15 | 8 | 12 |
| Weighted Base | 52* | 24** | 28** | 5** | 16** | 15** | 5** | 7** | 2** | 1** | 21** | 31** | 13** | 18** | 6** | 15** |
| Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody | 33 64% | 16 66% | 17 61% | 4 83% | 11 73% | 8 52% | 3 56% | 5 67% | 1 70% | - | 16 75% | 17 56% | 11 79% | 13 72% | 4 66% | 6 38% |
| Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you.. | 12 24% | 4 19% | 8 28% | 1 20% | 5 33% | 3 20% | 2 36% | 1 16% | - | - | 6 30% | 6 20% | 5 36% | 5 30% | 1 17% | 1 8% |
| Telling you about a competition | 1 2% | - | 1 4% | - | 1 8% | - | - | - | - | - | 1 6% | - | - | - | - | 1 8% |
| Reminding you of an appointment- e.g. dentist or doctor's appointment | 11 21% | 4 17% | 6 23% | - | 1 9% | 5 34% | 2 44% | 1 16% | 1 30% | - | 1 7% | 9 30% | 2 12% | 6 31% | 1 15% | 3 17% |
| Other type | 6 12% | 3 12% | 4 13% | 1 17% | * 3% | 2 13% | - | 2 33% | 1 30% | - | 1 7% | 5 16% | 2 13% | 1 5% | 1 19% | 3 18% |
| SUMMARY CODES | | | | | | | | | | | | | | | | |
| ANY INC. APPOINTMENT REMINDERS | 43 83% | 18 77% | 25 89% | 4 83% | 15 97% | 11 75% | 5 100% | 5 67% | 2 100% | - | 20 93% | 23 77% | 12 91% | 17 95% | 5 81% | 9 64% |
| ANY EXC. APPOINTMENT REMINDERS | 36 70% | 17 71% | 19 70% | 4 83% | 14 88% | 8 52% | 4 75% | 5 67% | 1 70% | - | 18 87% | 18 59% | 12 87% | 14 79% | 4 66% | 7 46% |
| Can't Remember | 3 5% | 3 11% | - | - | - | 2 12% | - | - | - | 1 100% | - | 3 9% | - | - | - | 3 19% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

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

| | MARITAL STATUS | | | WORKING STATUS | | CHILDREN IN HOUSEHOLD | | AREA | | COUNTRY | | | | |
|--|--------------------------------|------------|-------------------------------|----------------|-----------------|-----------------------|-----------|-----------|-----------|-------------|--------------|-----------|----------------------|--------|
| | Married \Living as married (a) | Single (b) | Widow/Divorced \Separated (c) | Working (d) | Not working (e) | Any (f) | None (g) | Urban (h) | Rural (i) | England (j) | Scotland (k) | Wales (l) | Northern Ireland (m) | |
| Unweighted Base | 46 | 26 | 15 | 5 | 30 | 16 | 14 | 32 | 29 | 17 | 40 | 4 | 2 | - |
| Weighted Base | 52* | 29** | 17** | 5** | 35** | 17** | 17** | 35** | 33** | 18** | 45* | 4** | 3** | -** |
| Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody | 33 64% | 20 68% | 11 66% | 2 31% | 25 72% | 8 46% | 11 62% | 22 64% | 23 68% | 10 56% | 29 64% | 2 55% | 2 66% | - - |
| Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you.. | 12 24% | 7 25% | 4 23% | 1 22% | 11 32% | 1 7% | 4 24% | 8 24% | 8 23% | 5 26% | 9 21% | 1 27% | 2 66% | - - |
| Telling you about a competition | 1 2% | 1 4% | - - | - - | - - | 1 7% | - - | - - | 1 4% | - - | 1 3% | - - | - - | - - |
| Reminding you of an appointment- e.g. dentist or doctor's appointment | 11 21% | 6 21% | 2 11% | 3 49% | 8 23% | 3 16% | 5 32% | 5 15% | 5 15% | 6 32% | 11 24% | - - | - - | - - |
| Other type | 6 12% | 2 8% | 3 16% | 1 25% | 3 10% | 3 17% | 1 8% | 5 15% | 3 9% | 3 18% | 4 8% | 2 45% | 1 34% | - - |
| SUMMARY CODES | | | | | | | | | | | | | | |
| ANY INC. APPOINTMENT REMINDERS | 43 83% | 27 92% | 13 77% | 3 58% | 31 90% | 12 70% | 16 92% | 27 79% | 28 83% | 15 85% | 39 87% | 2 55% | 2 66% | - - |
| ANY EXC. APPOINTMENT REMINDERS | 36 70% | 23 80% | 11 66% | 2 31% | 27 79% | 9 53% | 12 69% | 24 71% | 25 75% | 11 62% | 32 72% | 2 55% | 2 66% | - - |
| Can't Remember | 3 5% | - - | 2 10% | 1 17% | - - | 3 16% | - - | 3 8% | 3 8% | - - | 3 6% | - - | - - | - - |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

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

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

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

| | Total | GOVERNMENT REGIONS | | | | | | | | | | | TENURE | | |
|--|-----------|--------------------|----------------|------------------------------|-------------------|-------------------|---------------------|------------|----------------|----------------|-----------|--------------|----------------------|------------------|----------------|
| | | North East (a) | North West (b) | Yorkshire and The Humber (c) | East Midlands (d) | West Midlands (e) | East of England (f) | London (g) | South East (h) | South West (i) | Wales (j) | Scotland (k) | Northern Ireland (l) | Own Mortgage (m) | Rent/Other (n) |
| Unweighted Base | 46 | - | 6 | 4 | 2 | 6 | 7 | 5 | 4 | 6 | 2 | 4 | - | 21 | 25 |
| Weighted Base | 52* | ** | 7** | 3** | 2** | 7** | 9** | 6** | 5** | 7** | 3** | 4** | -** | 24** | 27** |
| Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody | 33 64% | - | 5 74% | 1 46% | 2 100% | 3 47% | 5 59% | 5 81% | 4 80% | 4 54% | 2 66% | 2 55% | - | 18 74% | 15 54% |
| Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you.. | 12 24% | - | 1 15% | 2 64% | - | 2 35% | - | 1 19% | 1 28% | 2 23% | 2 66% | 1 27% | - | 8 34% | 4 15% |
| Telling you about a competition | 1 2% | - | - | - | - | - | - | 1 19% | - | - | - | - | - | - | 1 4% |
| Reminding you of an appointment- e.g. dentist or doctor's appointment | 11 21% | - | - | 2 54% | - | 1 17% | 4 41% | - | - | 4 59% | - | - | - | 6 24% | 5 18% |
| Other type | 6 12% | - | - | 1 19% | - | 2 36% | - | - | - | 1 10% | 1 34% | 2 45% | - | 2 7% | 5 17% |
| SUMMARY CODES | | | | | | | | | | | | | | | |
| ANY INC. APPOINTMENT REMINDERS | 43 83% | - | 5 74% | 3 100% | 2 100% | 4 64% | 9 100% | 6 100% | 4 80% | 6 90% | 2 66% | 2 55% | - | 22 91% | 21 76% |
| ANY EXC. APPOINTMENT REMINDERS | 36 70% | - | 5 74% | 2 81% | 2 100% | 4 64% | 5 59% | 6 100% | 4 80% | 4 54% | 2 66% | 2 55% | - | 20 84% | 16 59% |
| Can't Remember | 3 5% | - | 2 26% | - | - | - | - | - | 1 20% | - | - | - | - | 1 4% | 2 6% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

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

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

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

| | Total | Q.1/2 PHONES OWN | | | | | INTERNET ACCESS | | | | |
|--|-----------|---------------------|-----------------|--------------------------|--------------------|----------------------|--------------------------------|--------------------------------|--|--------------------------------------|--|
| | | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) |
| Unweighted Base | 46 | 46 | 23 | 23 | 23 | - | 45 | 17 | 38 | 8 | 1 |
| Weighted Base | 52* | 52* | 27** | 27** | 25** | ** | 51* | 21** | 43* | 9** | 1** |
| Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody | 33 64% | 33 64% | 16 60% | 16 60% | 17 67% | - | 33 65% | 14 66% | 26 61% | 7 76% | - |
| Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you.. | 12 24% | 12 24% | 6 22% | 6 22% | 6 26% | - | 12 24% | 7 32% | 11 26% | 2 20% | - |
| Telling you about a competition | 1 2% | 1 2% | - | - | 1 5% | - | 1 2% | - | 1 3% | - | - |
| Reminding you of an appointment- e.g. dentist or doctor's appointment | 11 21% | 11 21% | 6 21% | 6 21% | 5 20% | - | 11 21% | 6 30% | 11 24% | 2 24% | - |
| Other type | 6 12% | 6 12% | 3 12% | 3 12% | 3 13% | - | 6 13% | 1 4% | 6 13% | - | - |
| SUMMARY CODES | | | | | | | | | | | |
| ANY INC. APPOINTMENT REMINDERS | 43 83% | 43 83% | 21 80% | 21 80% | 22 87% | - | 43 85% | 20 96% | 37 84% | 9 100% | - |
| ANY EXC. APPOINTMENT REMINDERS | 36 70% | 36 70% | 17 65% | 17 65% | 19 76% | - | 36 72% | 16 77% | 30 69% | 7 76% | - |
| Can't Remember | 3 5% | 3 5% | 3 10% | 3 10% | - | - | 2 4% | - | 2 4% | - | 1 100% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j
 * small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 32 (QS1029 - 200703)

Q.7Bii In the last 4 weeks, which of the following types of recorded message have you received on your mobile phone?
 Base: All that have listened to recorded messages on their mobile

| | Q6A6B UNSOLICITED CALLS - (4 WEEKS) | | | | | | | | | | | | | | | |
|--|-------------------------------------|--|--------------------------------------|------------------------------------|---------------------------------------|---------------------------|-------------------------|---|-----------------------------------|---|---|---------------------------------|-------------------------------|-------------------------------------|---------------------------|-------------------------|
| | Total | Any unsolicited calls (landline or mobile) (a) | Any unsolicited calls (landline) (b) | Any unsolicited calls (mobile) (c) | Silent calls (landline or mobile) (d) | Landline silent calls (e) | Mobile silent calls (f) | Live sales/marketing (landline or mobile) (g) | Landline Live sales/marketing (h) | Mobile Live sales/marketing (phone or text) (i) | Recorded message (landline or mobile) (j) | Recorded message (landline) (k) | Recorded message (mobile) (l) | Other type (landline or mobile) (m) | Other type (landline) (n) | Other type (mobile) (o) |
| Unweighted Base | 46 | 46 | 15 | 46 | 18 | 6 | 15 | 33 | 12 | 30 | 46 | 12 | 46 | 3 | 1 | 3 |
| Weighted Base | 52* | 52* | 17** | 52* | 22** | 7** | 18** | 38* | 15** | 34** | 52* | 14** | 52* | 3** | 1** | 3** |
| Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody | 33 64% | 33 64% | 11 61% | 33 64% | 14 64% | 4 59% | 12 66% | 27 71% | 10 67% | 26 75% | 33 64% | 8 56% | 33 64% | 3 100% | 1 100% | 3 100% |
| Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you.. | 12 24% | 12 24% | 2 9% | 12 24% | 5 22% | - | 5 27% | 10 27% | 2 11% | 10 29% | 12 24% | 2 11% | 12 24% | - | - | - |
| Telling you about a competition | 1 2% | 1 2% | - | 1 2% | 1 5% | - | 1 7% | - | - | - | 1 2% | - | 1 2% | - | - | - |
| Reminding you of an appointment- e.g. dentist or doctor's appointment | 11 21% | 11 21% | 3 20% | 11 21% | 2 11% | - | 2 14% | 7 18% | 3 24% | 6 18% | 11 21% | 3 21% | 11 21% | - | - | - |
| Other type | 6 12% | 6 12% | 3 16% | 6 12% | 2 11% | 1 17% | 2 13% | 3 9% | 2 12% | 3 8% | 6 12% | 2 16% | 6 12% | - | - | - |
| SUMMARY CODES | | | | | | | | | | | | | | | | |
| ANY INC. APPOINTMENT REMINDERS | 43 83% | 43 83% | 12 72% | 43 83% | 18 81% | 4 59% | 15 87% | 32 85% | 12 79% | 30 89% | 43 83% | 9 65% | 43 83% | 3 100% | 1 100% | 3 100% |
| ANY EXC. APPOINTMENT REMINDERS | 36 70% | 36 70% | 11 61% | 36 70% | 16 75% | 4 59% | 14 79% | 28 74% | 10 67% | 27 79% | 36 70% | 8 56% | 36 70% | 3 100% | 1 100% | 3 100% |
| Can't Remember | 3 5% | 3 5% | 3 16% | 3 5% | 2 8% | 2 24% | - | 3 7% | 2 12% | 1 3% | 3 5% | 3 19% | 3 5% | - | - | - |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Q.6A16B Types of unsolicited calls experienced on landline or mobile phone
Base: All adults UK

| | Total | GENDER | | AGE | | | | | | | | SOCIAL GRADE | | | | |
|--|------------|-------------|------------|----------------------|--------------|----------------|--------------|----------------------------------|----------------|--------------|-----------------|---------------|---------------------------|--------------|--------------|--------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | 16-34 (j) | 35+ (k) | AB (l) | C1 (m) | C2 (n) | DE (o) |
| Unweighted Base | 1868 | 907 | 961 | 214 | 316 | 272 | 266 | 255 | 309 | 236 | 530 | 1338 | 367 | 516 | 459 | 526 |
| Weighted Base | 1868 | 905 | 963 | 261 | 348 | 305 | 296 | 291 | 203 | 163 | 609 | 1259 | 384 | 547 | 386 | 551 |
| Silent Calls | 317 17% | 175 19%b | 142 15% | 24 9% | 45 13% | 52 17%cj | 49 16%c | 77 26%cd ^{efi} jk | 43 21%cdj | 27 17%c | 69 11% | 248 20%cdj | 75 20%o | 100 18%o | 69 18% | 73 13% |
| Sales/marketing texts | 284 15% | 135 15% | 149 15% | 29 11%i | 58 17%i | 70 23%chijk | 50 17%i | 46 16%i | 23 11%i | 8 5% | 87 14%i | 197 16%i | 75 19%no | 96 17%o | 52 13% | 62 11% |
| Sales/marketing calls | 559 30% | 269 30% | 290 30% | 42 16% | 99 28%c | 95 31%cj | 85 29%c | 114 39%cdfj | 72 36%cj | 51 31%cj | 141 23% | 417 33%cj | 137 36%no | 183 33%no | 103 27% | 135 25% |
| Recorded message | 445 24% | 218 24% | 227 24% | 39 15% | 65 19% | 81 27%cdj | 66 22%c | 95 33%cdfij | 62 31%cdfij | 36 22% | 104 17% | 341 27%cdj | 113 29%o | 146 27%o | 90 23%o | 96 17% |
| Other type | 55 3% | 30 3% | 25 3% | 5 2% | 8 2% | 4 1% | 12 4%e | 10 3% | 10 5%ej | 6 3% | 13 2% | 42 3% | 11 3% | 26 5%no | 8 2% | 9 2% |
| SUMMARY CODES | | | | | | | | | | | | | | | | |
| 1 TYPE EXPERIENCED | 406 22% | 201 22% | 205 21% | 57 22% | 82 23% | 63 21% | 74 25% | 54 19% | 36 18% | 40 25% | 139 23% | 267 21% | 108 28% ^{mno} | 117 21% | 65 17% | 117 21% |
| 2 TYPES EXPERIENCED | 213 11% | 94 10% | 119 12% | 22 8% | 28 8% | 40 13%j | 38 13%j | 37 13% | 32 16%cdj | 15 9% | 50 8% | 162 13%dj | 50 13%o | 74 14%o | 48 12%o | 41 7% |
| 3 TYPES EXPERIENCED | 149 8% | 79 9% | 70 7% | 8 3% | 17 5% | 24 8%cj | 24 8%cj | 35 12%cdj | 23 11%cdj | 17 10%cdj | 25 4% | 123 10%cdj | 39 10% | 46 8% | 27 7% | 36 7% |
| 4 TYPES EXPERIENCED | 89 5% | 50 6% | 39 4% | 3 1% | 20 6%ci | 21 7%ci | 10 3% | 22 8%cfij | 11 5%ci | 2 1% | 23 4% | 65 5%ci | 21 6% | 31 6% | 19 5% | 18 3% |
| 5 TYPES EXPERIENCED | 11 1% | 5 * | 7 1% | - | 1 * | 1 * | 2 1% | 4 1%j | 2 1% | 1 * | 1 1% | 10 1% | 2 1% | 5 1% | 2 1% | 1 * |
| ANY UNSOLICITED CALLS (MOBILE OR LANDLINE) | 872 47% | 430 48% | 442 46% | 92 35% | 149 43% | 149 49%cj | 148 50%cj | 155 53%cdj | 104 51%cj | 75 46%c | 241 40% | 631 50%cdj | 221 57%no | 277 51%no | 161 42% | 213 39% |
| None | 996 53% | 475 52% | 521 54% | 169 65%efghi k | 199 57%gk | 156 51% | 148 50% | 137 47% | 99 49% | 88 54% | 368 60%efghk | 628 50% | 164 43% | 270 49% | 225 58%lm | 338 61%lm |
| Mean number of mentions | 1.966 | 1.993 | 1.940 | 1.584 | 1.891 | 2.043cj | 1.847 | 2.281cdf ijk | 2.144cfi j | 1.774 | 1.774 | 2.040cij | 1.918 | 2.081o | 2.047o | 1.806 |
| Standard Deviation | 1.112 | 1.126 | 1.098 | 0.937 | 1.180 | 1.105 | 1.025 | 1.211 | 1.092 | 0.961 | 1.102 | 1.108 | 1.078 | 1.193 | 1.087 | 1.038 |
| Error Variance | 0.001 | 0.003 | 0.003 | 0.011 | 0.010 | 0.009 | 0.008 | 0.011 | 0.008 | 0.008 | 0.006 | 0.002 | 0.006 | 0.005 | 0.006 | 0.005 |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/ef/g/h/i/j/k - l/m/n/o



Q.6A16B Types of unsolicited calls experienced on landline or mobile phone
Base: All adults UK

| | MARITAL STATUS | | | WORKING STATUS | | CHILDREN IN HOUSEHOLD | | AREA | | COUNTRY | | | | |
|--|--------------------------------|----------------------|-------------------------------|---------------------|---------------------|-----------------------|------------|--------------------|------------|------------------|----------------------|---------------------|----------------------|---------------------|
| | Married \Living as married (a) | Single (b) | Widow/Divorced \Separated (c) | Working (d) | Not working (e) | Any (f) | None (g) | Urban (h) | Rural (i) | England (j) | Scotland (k) | Wales (l) | Northern Ireland (m) | |
| Unweighted Base | 1868 | 1096 | 482 | 290 | 891 | 977 | 480 | 1388 | 1336 | 532 | 1508 | 221 | 79 | 60 |
| Weighted Base | 1868 | 1079 | 533 | 256 | 1005 | 863 | 527 | 1341 | 1355 | 513 | 1573 | 159 | 93* | 43* |
| Silent Calls | 317 17% | 206 19%b | 71 13% | 40 16% | 164 16% | 154 18% | 74 14% | 243 18% | 227 17% | 90 18% | 267 17% <i>m</i> | 34 22% <i>m</i> | 15 16% <i>m</i> | 1 2% |
| Sales/marketing texts | 284 15% | 190 18% <i>bc</i> | 67 13% | 27 11% | 181 18% <i>e</i> | 103 12% | 89 17% | 196 15% | 210 15% | 74 14% | 241 15% <i>m</i> | 29 18% <i>m</i> | 12 13% | 2 4% |
| Sales/marketing calls | 559 30% | 368 34% <i>b</i> | 107 20% | 84 33% <i>b</i> | 299 30% | 259 30% | 156 30% | 403 30% | 389 29% | 170 33% | 449 29% <i>m</i> | 63 40% <i>jm</i> | 40 43% <i>jm</i> | 5 13% |
| Recorded message | 445 24% | 289 27% <i>b</i> | 98 18% | 58 23% | 249 25% | 196 23% | 110 21% | 335 25% | 307 23% | 138 27% | 357 23% <i>m</i> | 54 34% <i>jm</i> | 30 32% <i>m</i> | 5 11% |
| Other type | 55 3% | 35 3% | 14 3% | 5 2% | 30 3% | 25 3% | 5 1% | 50 4% <i>f</i> | 36 3% | 19 4% | 46 3% | 5 3% | 3 3% | 1 3% |
| SUMMARY CODES | | | | | | | | | | | | | | |
| 1 TYPE EXPERIENCED | 406 22% | 234 22% | 117 22% | 56 22% | 223 22% | 184 21% | 128 24% | 279 21% | 303 22% | 103 20% | 335 21% | 41 26% | 25 27% | 6 14% |
| 2 TYPES EXPERIENCED | 213 11% | 145 13% <i>b</i> | 37 7% | 30 12% <i>b</i> | 122 12% | 91 11% | 62 12% | 151 11% | 147 11% | 66 13% | 175 11% | 19 12% | 15 16% | 4 10% |
| 3 TYPES EXPERIENCED | 149 8% | 95 9% <i>b</i> | 28 5% | 25 10% <i>b</i> | 68 7% | 81 9% | 27 5% | 122 9% <i>f</i> | 100 7% | 49 9% | 124 8% | 15 10% <i>m</i> | 10 10% <i>m</i> | * 1% |
| 4 TYPES EXPERIENCED | 89 5% | 61 6% | 21 4% | 7 3% | 61 6% <i>e</i> | 28 3% | 26 5% | 63 5% | 66 5% | 23 5% | 72 5% | 14 9% <i>jm</i> | 3 3% | - - |
| 5 TYPES EXPERIENCED | 11 1% | 10 1% | 1 * | - - | 3 * | 8 1% | 1 * | 10 1% | 4 * | 7 1% <i>h</i> | 9 1% | 1 * | 2 2% | - - |
| ANY UNSOLICITED CALLS (MOBILE OR LANDLINE) | 872 47% | 548 51% <i>b</i> | 205 38% | 118 46% <i>b</i> | 481 48% | 391 45% | 242 46% | 629 47% | 624 46% | 248 48% | 717 46% <i>m</i> | 91 57% <i>jm</i> | 54 58% <i>jm</i> | 10 25% |
| None | 996 53% | 531 49% | 328 62% <i>ac</i> | 137 54% | 525 52% | 471 55% | 285 54% | 711 53% | 731 54% | 265 52% | 857 54% <i>kl</i> | 68 43% | 39 42% | 32 75% <i>kl</i> |
| Mean number of mentions | 1.966 | 2.049 b | 1.808 | 1.857 | 1.983 | 1.946 | 1.807 | 2.028 f | 1.930 | 2.058 | 1.961 | 2.100 | 1.911 | 1.468 |
| Standard Deviation | 1.112 | 1.141 | 1.102 | 0.951 | 1.139 | 1.078 | 1.030 | 1.137 | 1.107 | 1.121 | 1.105 | 1.226 | 1.064 | 0.592 |
| Error Variance | 0.001 | 0.002 | 0.006 | 0.007 | 0.003 | 0.003 | 0.005 | 0.002 | 0.002 | 0.005 | 0.002 | 0.012 | 0.024 | 0.023 |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

* small base

Q.6A16B Types of unsolicited calls experienced on landline or mobile phone
Base: All adults UK

| | Total | GOVERNMENT REGIONS | | | | | | | | | | | TENURE | | |
|--|------------|--------------------|----------------|------------------------------|-------------------|-------------------|---------------------|-----------------|------------------|----------------|----------------------|-----------------------|-----------------------|------------------|----------------|
| | | North East (a) | North West (b) | Yorkshire and The Humber (c) | East Midlands (d) | West Midlands (e) | East of England (f) | London (g) | South East (h) | South West (i) | Wales (j) | Scotland (k) | Northern Ireland (l) | Own/Mortgage (m) | Rent/Other (n) |
| Unweighted Base | 1868 | 80 | 190 | 146 | 136 | 165 | 199 | 199 | 233 | 160 | 79 | 221 | 60 | 1038 | 830 |
| Weighted Base | 1868 | 76* | 176 | 145 | 128 | 166 | 213 | 237 | 259 | 173 | 93* | 159 | 43* | 1005 | 863 |
| Silent Calls | 317 17% | 12 16%l | 33 19%dl | 27 19%dl | 13 10% | 33 20%dl | 32 15%l | 33 14%l | 54 21%dl | 30 17%l | 15 16%l | 34 22%dgl | 1 2% | 199 20%n | 118 14% |
| Sales/marketing texts | 284 15% | 7 9% | 26 15% | 27 19%l | 15 12% | 27 16%l | 29 14% | 46 19%al | 41 16%l | 23 13% | 12 13% | 29 18%l | 2 4% | 143 14% | 141 16% |
| Sales/marketing calls | 559 30% | 22 29%l | 57 32%l | 37 25% | 29 23% | 44 27%l | 56 26%l | 57 24% | 98 38%cddefgl | 49 29%l | 40 43%cddefg l | 63 40%cddefg il | 5 13% | 337 33%n | 222 26% |
| Recorded message | 445 24% | 17 22% | 50 29%dgl | 29 20% | 17 13% | 48 29%dgl | 55 26%dgl | 38 16% | 70 27%dgl | 33 19% | 30 32%dgil | 54 34%cdgil | 5 11% | 295 29%n | 150 17% |
| Other type | 55 3% | 1 1% | 7 4% | 2 1% | 3 2% | 4 2% | 2 1% | 7 3% | 9 3% | 12 7%cf | 3 3% | 5 3% | 1 3% | 38 4%n | 16 2% |
| SUMMARY CODES | | | | | | | | | | | | | | | |
| 1 TYPE EXPERIENCED | 406 22% | 16 20% | 41 23% | 28 20% | 29 23% | 33 20% | 47 22% | 41 17% | 54 21% | 47 27%g | 25 27% | 41 26% | 6 14% | 231 23% | 175 20% |
| 2 TYPES EXPERIENCED | 213 11% | 5 7% | 19 11% | 23 16%f | 11 8% | 21 12%f | 12 6% | 20 9% | 37 14%f | 27 16%f | 15 16%f | 19 12%f | 4 10% | 123 12% | 90 10% |
| 3 TYPES EXPERIENCED | 149 8% | 6 8% | 15 9% | 13 9% | 5 4% | 15 9% | 13 6% | 23 10%l | 20 8% | 14 8% | 10 10%l | 15 10%dl | * 1% | 96 10%n | 53 6% |
| 4 TYPES EXPERIENCED | 89 5% | 3 4% | 13 8%cdgil | 2 2% | 1 1% | 9 5%d | 14 6%cdg | 5 2% | 20 8%cdgil | 4 2% | 3 3% | 14 9%cdgil | - - | 59 6%n | 30 3% |
| 5 TYPES EXPERIENCED | 11 1% | - - | - - | 1 * | 2 2% | 1 1% | 2 1% | * - | 2 1% | - - | 2 2% | 1 * | - - | 6 1% | 5 1% |
| ANY UNSOLICITED CALLS (MOBILE OR LANDLINE) | 872 47% | 31 40% | 89 50%dgl | 66 46%l | 48 37% | 78 47%l | 88 41%l | 92 39% | 133 51%dgl | 92 53%dfgl | 54 58%adfgl | 91 57%acdfg l | 10 25% | 518 52%n | 354 41% |
| None | 996 53% | 46 60%jk | 87 50% | 79 54%k | 80 63%bhijk | 88 53% | 125 59%ijk | 144 61%bhijk | 126 49% | 81 47% | 39 42% | 68 43% | 32 75%bcefh ijk | 487 48% | 509 59%m |
| Mean number of mentions | 1.966 | 1.924 | 2.019 | 1.859 | 1.674 | 2.047 | 2.007 | 2.040 | 2.108di | 1.727 | 1.911 | 2.100di | 1.468 | 2.026 | 1.879 |
| Standard Deviation | 1.112 | 1.095 | 1.119 | 0.909 | 1.057 | 1.101 | 1.248 | 1.191 | 1.163 | 0.882 | 1.064 | 1.226 | 0.592 | 1.137 | 1.070 |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

* small base



Q.6A16B Types of unsolicited calls experienced on landline or mobile phone
 Base: All adults UK

| Total | GOVERNMENT REGIONS | | | | | | | | | | | TENURE | | | |
|-----------------|--------------------|----------------|------------------------------|-------------------|-------------------|---------------------|------------|----------------|----------------|-----------|--------------|----------------------|------------------|----------------|-------|
| | North East (a) | North West (b) | Yorkshire and The Humber (c) | East Midlands (d) | West Midlands (e) | East of England (f) | London (g) | South East (h) | South West (i) | Wales (j) | Scotland (k) | Northern Ireland (l) | Own Mortgage (m) | Rent/Other (n) | |
| Unweighted Base | 1868 | 80 | 190 | 146 | 136 | 165 | 199 | 233 | 160 | 79 | 221 | 60 | 1038 | 830 | |
| Weighted Base | 1868 | 76* | 176 | 145 | 128 | 166 | 213 | 237 | 173 | 93* | 159 | 43* | 1005 | 863 | |
| Error Variance | 0.001 | 0.035 | 0.013 | 0.013 | 0.022 | 0.016 | 0.019 | 0.018 | 0.011 | 0.009 | 0.024 | 0.012 | 0.023 | 0.002 | 0.003 |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l - m/n
 * small base



Q.6A16B Types of unsolicited calls experienced on landline or mobile phone
Base: All adults UK

| | Q.112 PHONES OWN | | | | | INTERNET ACCESS | | | | | |
|--|------------------|--------------------------|---------------------------|---------------------------|---------------------------|-------------------------|--------------------------------|--------------------------------|---|--|--|
| | Total | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone/tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) |
| Unweighted Base | 1868 | 1705 | 1102 | 994 | 711 | 108 | 1585 | 377 | 1166 | 132 | 228 |
| Weighted Base | 1868 | 1725 | 1045 | 958 | 767 | 86* | 1633 | 430 | 1243 | 131 | 179 |
| Silent Calls | 317 17% | 300 17% ^d | 216 21% ^{ad} | 198 21% ^{ad} | 101 13% | 17 20% | 293 18% ^j | 66 15% | 205 16% | 22 17% | 21 12% |
| Sales/marketing texts | 284 15% | 284 16% ^{be} | 138 13% ^e | 138 14% ^e | 146 19% ^{bce} | - | 270 17% ^j | 90 21% ^j | 221 18% ^j | 22 17% ^j | 8 4% |
| Sales/marketing calls | 559 30% | 535 31% ^d | 382 37% ^{ad} | 359 37% ^{ad} | 176 23% | 24 27% | 514 31% ^j | 139 32% ^j | 387 31% ^j | 40 31% ^j | 35 20% |
| Recorded message | 445 24% | 431 25% ^{de} | 308 29% ^{ade} | 295 31% ^{ade} | 137 18% | 13 16% | 422 26% ^j | 112 26% ^j | 300 24% ^j | 34 26% ^j | 21 12% |
| Other type | 55 3% | 52 3% | 41 4% ^d | 39 4% ^d | 14 2% | 2 3% | 50 3% | 16 4% | 37 3% | 7 5% | 4 2% |
| SUMMARY CODES | | | | | | | | | | | |
| 1 TYPE EXPERIENCED | 406 22% | 386 22% | 246 24% | 226 24% | 160 21% | 20 23% | 365 22% | 101 24% | 283 23% | 43 33% ^{fg} ^h ⁱ ^j | 31 17% |
| 2 TYPES EXPERIENCED | 213 11% | 206 12% | 128 12% | 121 13% | 85 11% | 6 8% | 199 12% ^j | 56 13% ^j | 146 12% ^j | 9 7% | 10 6% |
| 3 TYPES EXPERIENCED | 149 8% | 141 8% ^d | 113 11% ^{ad} | 105 11% ^{ad} | 36 5% | 8 9% | 138 8% | 27 6% | 96 8% | 9 7% | 11 6% |
| 4 TYPES EXPERIENCED | 89 5% | 88 5% | 55 5% | 54 6% | 34 4% | 1 1% | 86 5% ^j | 28 6% ^j | 63 5% ^j | 6 4% | 2 1% |
| 5 TYPES EXPERIENCED | 11 1% | 11 1% ^d | 11 1% ^d | 11 1% ^d | - | - | 11 1% | 4 1% | 10 1% | 1 1% | 1 * |
| ANY UNSOLICITED CALLS (MOBILE OR LANDLINE) | 872 47% | 837 49% ^d | 554 53% ^{ade} | 519 54% ^{ade} | 318 41% | 35 41% | 803 49% ^j | 218 51% ^j | 602 48% ^j | 71 54% ^j | 54 30% |
| None | 996 53% | 888 51% ^{bc} | 491 47% | 439 46% | 449 59% ^{abc} | 51 59% ^{bc} | 830 51% | 212 49% | 642 52% | 60 46% | 125 70% ^{fghi} |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j
 * small base

Q.6A16B Types of unsolicited calls experienced on landline or mobile phone
Base: All adults UK

| | Q.112 PHONES OWN | | | | | INTERNET ACCESS | | | | | |
|--------------------------------|---------------------|-----------------|--------------------------|--------------------|----------------------|--------------------------------|--------------------------------|--|--------------------------------------|--|--------------|
| | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) | |
| Unweighted Base | 1868 | 1705 | 1102 | 994 | 711 | 108 | 1585 | 377 | 1166 | 132 | 228 |
| Weighted Base | 1868 | 1725 | 1045 | 958 | 767 | 86* | 1633 | 430 | 1243 | 131 | 179 |
| Mean number of mentions | 1.966 | 1.978 | 2.032d | 2.056d | 1.851 | 1.685 | 1.992 | 2.012 | 1.973 | 1.869 | 1.741 |
| Standard Deviation | 1.112 | 1.119 | 1.131 | 1.142 | 1.069 | 0.899 | 1.122 | 1.201 | 1.138 | 1.339 | 0.983 |
| Error Variance | 0.001 | 0.002 | 0.002 | 0.002 | 0.004 | 0.018 | 0.002 | 0.008 | 0.002 | 0.025 | 0.014 |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j
 * small base

Q.6A16B Types of unsolicited calls experienced on landline or mobile phone
Base: All adults UK

| | Q6A16B UNSOLICITED CALLS - (4 WEEKS) | | | | | | | | | | | | | | | |
|-----------------------|--------------------------------------|--|--------------------------------------|------------------------------------|---------------------------------------|---------------------------|---------------------------|---|-----------------------------------|---|---|---------------------------------|-------------------------------|-------------------------------------|---------------------------|-------------------------|
| | Total | Any unsolicited calls (landline or mobile) (a) | Any unsolicited calls (landline) (b) | Any unsolicited calls (mobile) (c) | Silent calls (landline or mobile) (d) | Landline silent calls (e) | Mobile silent calls (f) | Live sales/marketing (landline or mobile) (g) | Landline Live sales/marketing (h) | Mobile Live sales/marketing (phone or text) (i) | Recorded message (landline or mobile) (j) | Recorded message (landline) (k) | Recorded message (mobile) (l) | Other type (landline or mobile) (m) | Other type (landline) (n) | Other type (mobile) (o) |
| Unweighted Base | 1868 | 875 | 456 | 608 | 328 | 197 | 178 | 660 | 319 | 469 | 466 | 288 | 239 | 59 | 34 | 29 |
| Weighted Base | 1868 | 872 | 410 | 646 | 317 | 175 | 184 | 656 | 288 | 495 | 445 | 256 | 248 | 55* | 26** | 32** |
| Silent Calls | 317 17% | 317 36% | 188 46%acgi | 215 33% | 317 100%abcg hijklm | 175 100%abcg hijklm | 184 100%abcgh ijklm | 234 36% | 137 48%acgil | 156 32% | 203 46%acgi | 141 55%abcgij m | 96 39% | 18 33% | 11 43% | 9 27% |
| Sales/marketing texts | 284 15% | 284 33%b | 93 23% | 284 44%abdeh jkm | 117 37%behkm | 45 26% | 105 57%abcde ghjkm | 284 43%abehj km | 77 27% | 284 57%abcde ghjklm | 155 35%behk | 69 27% | 120 48%abdeh jkm | 12 22% | 5 18% | 9 28% |
| Sales/marketing calls | 559 30% | 559 64%lm | 304 74%acjlm | 408 63%lm | 217 68%jlm | 133 76%acjlm | 121 66%lm | 559 85%abcd efijklm | 288 100%abcde fgijklm | 398 80%abcdef ijklm | 270 61%lm | 178 69%jlm | 135 54% | 24 43% | 13 52% | 13 41% |
| Recorded message | 445 24% | 445 51%i | 263 64%acgi | 307 48% | 203 64%acgi | 133 76%abcdef ghim | 105 57%cgi | 303 46% | 173 60%acgi | 208 42% | 445 100%abcd efghim | 256 100%abcd efghim | 248 100%abcde fghim | 28 50% | 14 54% | 16 51% |
| Other type | 55 3% | 55 6% | 32 8%gi | 38 6% | 18 6% | 14 8%g | 6 3% | 26 4% | 15 5% | 20 4% | 28 6% | 19 8%gi | 11 4% | 55 100%abcd efghijkl | 26 100% | 32 100% |
| SUMMARY CODES | | | | | | | | | | | | | | | | |
| 1 TYPE EXPERIENCED | 406 22% | 406 47%bdefg hijklm | 147 36%defhj km | 302 47%bdefg hijklm | 53 17%lm | 19 11%lm | 36 20%em | 243 37%defhj km | 82 28%defkm | 191 39%defhj klm | 110 25%dekm | 46 18%lm | 75 30%defkm | - | - | - |
| 2 TYPES EXPERIENCED | 213 11% | 213 24% | 100 24% | 159 25% | 65 21% | 31 17% | 37 20% | 171 26%e | 63 22% | 130 26%e | 107 24% | 62 24% | 53 21% | 17 32%e | 5 18% | 13 41% |
| 3 TYPES EXPERIENCED | 149 8% | 149 17% | 102 25%aci | 86 13% | 105 33%abcfg il | 79 45%abcdef ghijlm | 33 18% | 140 21%aci | 87 30%acfgi l | 79 16% | 126 28%acfgi l | 92 36%abcfg ijl | 49 20%c | 13 23% | 9 33% | 4 13% |
| 4 TYPES EXPERIENCED | 89 5% | 89 10% | 50 12% | 85 13% | 82 26%abcgh ik | 38 22%abcg | 73 39%abcde ghijklm | 87 13% | 46 16%a | 84 17%a | 88 20%abcg | 46 18%ab | 64 26%abcgh ik | 9 17% | 5 21% | 4 13% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Q.6A16B Types of unsolicited calls experienced on landline or mobile phone
Base: All adults UK

| Total | Q6A16B UNSOLICITED CALLS - (4 WEEKS) | | | | | | | | | | | | | | | |
|--|--|--------------------------------------|------------------------------------|---------------------------------------|---------------------------|-------------------------|---|-----------------------------------|---|---|---------------------------------|-------------------------------|-------------------------------------|---------------------------|-------------------------|------------|
| | Any unsolicited calls (landline or mobile) (a) | Any unsolicited calls (landline) (b) | Any unsolicited calls (mobile) (c) | Silent calls (landline or mobile) (d) | Landline silent calls (e) | Mobile silent calls (f) | Live sales/marketing (landline or mobile) (g) | Landline Live sales/marketing (h) | Mobile Live sales/marketing (phone or text) (i) | Recorded message (landline or mobile) (j) | Recorded message (landline) (k) | Recorded message (mobile) (l) | Other type (landline or mobile) (m) | Other type (landline) (n) | Other type (mobile) (o) | |
| Unweighted Base | 1868 | 875 | 456 | 608 | 328 | 197 | 178 | 660 | 319 | 469 | 466 | 288 | 239 | 59 | 34 | 29 |
| Weighted Base | 1868 | 872 | 410 | 646 | 317 | 175 | 184 | 656 | 288 | 495 | 445 | 256 | 248 | 55* | 26** | 32** |
| 5 TYPES EXPERIENCED | 11 1% | 11 1% | 10 2% | 9 1% | 7 2% | 7 4%aci | 2 1% | 11 2% | 9 3%a | 7 1% | 10 2% | 9 4%a | 4 2% | 11 20%abcde fghijkl | 5 21% | 8 26% |
| ANY UNSOLICITED CALLS (MOBILE OR LANDLINE) | 872 47% | 872 100% | 410 100% | 646 100% | 317 100% | 175 100% | 184 100% | 656 100% | 288 100% | 495 100% | 445 100% | 256 100% | 248 100% | 55 100% | 26 100% | 32 100% |
| None | 996 53% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Mean number of mentions | 1.966 | 1.966 | 2.223ac | 1.999 | 2.806abc ghijkl | 2.933abc ghijkl | 2.867abc ghij | 2.184ac | 2.449abc gi | 2.193ac | 2.535abc gi | 2.664abc ghi | 2.499abc gi | 3.490abc defghijk l | 3.661 | 3.461 |
| Standard Deviation | 1.112 | 1.112 | 1.155 | 1.168 | 1.145 | 1.034 | 1.246 | 1.155 | 1.176 | 1.208 | 1.180 | 1.105 | 1.267 | 1.333 | 1.216 | 1.447 |
| Error Variance | 0.001 | 0.001 | 0.003 | 0.002 | 0.004 | 0.005 | 0.009 | 0.002 | 0.004 | 0.003 | 0.003 | 0.004 | 0.007 | 0.030 | 0.043 | 0.072 |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Q.6A16B Types of unsolicited calls experienced on landline or mobile phone
Base: All who have a landline or mobile phone

| | GENDER | | AGE | | | | | | | | | SOCIAL GRADE | | | | |
|--|------------|-------------|------------|----------------------------------|---------------------------|--------------------------|--------------------------|--|--------------------------------------|--------------------------|-----------------------------|---------------------------|--------------------------|--------------------------|---------------------------|---------------------------|
| | Total | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | 16-34 (j) | 35+ (k) | AB (l) | C1 (m) | C2 (n) | DE (o) |
| Unweighted Base | 1813 | 877 | 936 | 209 | 311 | 261 | 261 | 245 | 301 | 225 | 520 | 1293 | 361 | 504 | 447 | 501 |
| Weighted Base | 1811 | 878 | 933 | 255 | 342 | 292 | 290 | 279 | 196 | 157 | 597 | 1215 | 377 | 535 | 376 | 524 |
| Silent Calls | 317 18% | 175 20%b | 142 15% | 24 9% | 45 13% | 52 18%cj | 49 17%c | 77 28%cd ^{efi} jk | 43 22%cdj | 27 17%cj | 69 12% | 248 20%cdj | 75 20%o | 100 19% | 69 18% | 73 14% |
| Sales/marketing texts | 284 16% | 135 15% | 149 16% | 29 11%i | 58 17%i | 70 24%cdhij k | 50 17%i | 46 17%i | 23 12%i | 8 5% | 87 15%i | 197 16%i | 75 20%no | 96 18%o | 52 14% | 62 12% |
| Sales/marketing calls | 559 31% | 269 31% | 290 31% | 42 17% | 99 29%c | 95 32%cj | 85 29%c | 114 41%cd ^{fj} | 72 37%cdj | 51 33%cj | 141 24% | 417 34%cj | 137 36%no | 183 34%no | 103 27% | 135 26% |
| Recorded message | 445 25% | 218 25% | 227 24% | 39 15% | 65 19% | 81 28%cdj | 66 23% | 95 34%cd ^{fj} | 62 32%cd ^{fj} | 36 23% | 104 17% | 341 28%cdj | 113 30%o | 146 27%o | 90 24%o | 96 18% |
| Other type | 55 3% | 30 3% | 25 3% | 5 2% | 8 2% | 4 1% | 12 4% | 10 4% | 10 5%de ^j | 6 4% | 13 2% | 42 3% | 11 3% | 26 5%no | 8 2% | 9 2% |
| SUMMARY CODES | | | | | | | | | | | | | | | | |
| 1 TYPE EXPERIENCED | 406 22% | 201 23% | 205 22% | 57 22% | 82 24% | 63 21% | 74 25% | 54 19% | 36 18% | 40 26% | 139 23% | 267 22% | 108 29% ^{mn} | 117 22% | 65 17% | 117 22% |
| 2 TYPES EXPERIENCED | 213 12% | 94 11% | 119 13% | 22 9% | 28 8% | 40 14% ^{dj} | 38 13% ^j | 37 13% ^j | 32 16%cd ^{ij} | 15 10% | 50 8% | 162 13% ^{dj} | 50 13% ^o | 74 14% ^o | 48 13% ^o | 41 8% |
| 3 TYPES EXPERIENCED | 149 8% | 79 9% | 70 7% | 8 3% | 17 5% | 24 8% ^{cj} | 24 8% ^{cj} | 35 13%cd ^j | 23 12%cd ^j | 17 11%cd ^j | 25 4% | 123 10%cd ^j | 39 10% | 46 9% | 27 7% | 36 7% |
| 4 TYPES EXPERIENCED | 89 5% | 50 6% | 39 4% | 3 1% | 20 6% ^{ci} | 21 7% ^{ci} | 10 3% | 22 8% ^{cf^{ij}} | 11 5% ^{ci} | 2 1% | 23 4% | 65 5% ^{ci} | 21 6% | 31 6% | 19 5% | 18 3% |
| 5 TYPES EXPERIENCED | 11 1% | 5 1% | 7 1% | - | 1 * | 1 * | 2 1% | 4 1% ^j | 2 1% | 1 1% | 1 * | 10 1% | 2 1% | 5 1% | 2 1% | 1 * |
| ANY UNSOLICITED CALLS (MOBILE OR LANDLINE) | 872 48% | 430 49% | 442 47% | 92 36% | 149 44% | 149 51% ^{cj} | 148 51% ^{cj} | 155 55%cd ^j | 104 53%cd ^j | 75 48% ^c | 241 40% | 631 52%cd ^j | 221 59% ^{no} | 277 52% ^{no} | 161 43% | 213 41% |
| None | 939 52% | 449 51% | 491 53% | 163 64% ^{efghi} k | 193 56% ^{ghk} | 143 49% | 142 49% | 124 45% | 93 47% | 81 52% | 356 60% ^{efghk} | 584 48% | 156 41% | 258 48% | 215 57% ^{ilm} | 311 59% ^{ilm} |
| Mean number of mentions | 1.966 | 1.993 | 1.940 | 1.584 | 1.891 | 2.043 ^{cj} | 1.847 | 2.281 ^{cd^f} ijk | 2.144 ^{cfⁱ} j | 1.774 | 1.774 | 2.040 ^{cij} | 1.918 | 2.081 ^o | 2.047 ^o | 1.806 |
| Standard Deviation | 1.112 | 1.126 | 1.098 | 0.937 | 1.180 | 1.105 | 1.025 | 1.211 | 1.092 | 0.961 | 1.102 | 1.108 | 1.078 | 1.193 | 1.087 | 1.038 |
| Error Variance | 0.001 | 0.003 | 0.003 | 0.011 | 0.010 | 0.009 | 0.008 | 0.011 | 0.008 | 0.008 | 0.006 | 0.002 | 0.006 | 0.005 | 0.006 | 0.005 |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/ef/gh/ij/k - l/m/n/o



Q.6A16B Types of unsolicited calls experienced on landline or mobile phone
Base: All who have a landline or mobile phone

| | MARITAL STATUS | | | WORKING STATUS | | CHILDREN IN HOUSEHOLD | | AREA | | COUNTRY | | | | |
|--|--------------------------------|--------------------------|-------------------------------|------------------|------------------|-----------------------|--------------|--------------------------|--------------|-----------------|-------------------|-------------------|----------------------|-------------------|
| | Married \Living as married (a) | Single (b) | Widow/Divorced \Separated (c) | Working (d) | Not working (e) | Any (f) | None (g) | Urban (h) | Rural (i) | England (j) | Scotland (k) | Wales (l) | Northern Ireland (m) | |
| Unweighted Base | 1813 | 1070 | 461 | 282 | 872 | 941 | 470 | 1343 | 1290 | 523 | 1456 | 219 | 78 | 60 |
| Weighted Base | 1811 | 1052 | 511 | 248 | 982 | 829 | 516 | 1295 | 1307 | 504 | 1519 | 158 | 92* | 43* |
| Silent Calls | 317 | 206 | 71 | 40 | 164 | 154 | 74 | 243 | 227 | 90 | 267 | 34 | 15 | 1 |
| | 18% | 20%b | 14% | 16% | 17% | 19% | 14% | 19% ^f | 17% | 18% | 18% ^m | 22% ^m | 17% ^m | 2% |
| Sales/marketing texts | 284 | 190 | 67 | 27 | 181 | 103 | 89 | 196 | 210 | 74 | 241 | 29 | 12 | 2 |
| | 16% | 18% ^{bc} | 13% | 11% | 18% ^e | 12% | 17% | 15% | 16% | 15% | 16% ^m | 19% ^m | 13% | 4% |
| Sales/marketing calls | 559 | 368 | 107 | 84 | 299 | 259 | 156 | 403 | 389 | 170 | 449 | 63 | 40 | 5 |
| | 31% | 35% ^b | 21% | 34% ^b | 30% | 31% | 30% | 31% | 30% | 34% | 30% ^m | 40% ^{jm} | 44% ^{jm} | 13% |
| Recorded message | 445 | 289 | 98 | 58 | 249 | 196 | 110 | 335 | 307 | 138 | 357 | 54 | 30 | 5 |
| | 25% | 27% ^b | 19% | 23% | 25% | 24% | 21% | 26% | 23% | 27% | 23% ^m | 34% ^{jm} | 33% ^m | 11% |
| Other type | 55 | 35 | 14 | 5 | 30 | 25 | 5 | 50 | 36 | 19 | 46 | 5 | 3 | 1 |
| | 3% | 3% | 3% | 2% | 3% | 3% | 1% | 4% ^f | 3% | 4% | 3% | 3% | 3% | 3% |
| SUMMARY CODES | | | | | | | | | | | | | | |
| 1 TYPE EXPERIENCED | 406 | 234 | 117 | 56 | 223 | 184 | 128 | 279 | 303 | 103 | 335 | 41 | 25 | 6 |
| | 22% | 22% | 23% | 23% | 23% | 22% | 25% | 22% | 23% | 20% | 22% | 26% | 27% | 14% |
| 2 TYPES EXPERIENCED | 213 | 145 | 37 | 30 | 122 | 91 | 62 | 151 | 147 | 66 | 175 | 19 | 15 | 4 |
| | 12% | 14% ^b | 7% | 12% ^b | 12% | 11% | 12% | 12% | 11% | 13% | 11% | 12% | 17% | 10% |
| 3 TYPES EXPERIENCED | 149 | 95 | 28 | 25 | 68 | 81 | 27 | 122 | 100 | 49 | 124 | 15 | 10 | * |
| | 8% | 9% ^b | 6% | 10% ^b | 7% | 10% ^d | 5% | 9% ^f | 8% | 10% | 8% | 10% ^m | 10% ^m | 1% |
| 4 TYPES EXPERIENCED | 89 | 61 | 21 | 7 | 61 | 28 | 26 | 63 | 66 | 23 | 72 | 14 | 3 | - |
| | 5% | 6% | 4% | 3% | 6% ^e | 3% | 5% | 5% | 5% | 5% | 5% | 9% ^{jm} | 3% | - |
| 5 TYPES EXPERIENCED | 11 | 10 | 1 | - | 3 | 8 | 1 | 10 | 4 | 7 | 9 | 1 | 2 | - |
| | 1% | 1% | * | - | * | 1% | * | 1% | * | 1% ^h | 1% | * | 2% | - |
| ANY UNSOLICITED CALLS (MOBILE OR LANDLINE) | 872 | 548 | 205 | 118 | 481 | 391 | 242 | 629 | 624 | 248 | 717 | 91 | 54 | 10 |
| | 48% | 52% ^b | 40% | 48% | 49% | 47% | 47% | 49% | 48% | 49% | 47% ^m | 57% ^{jm} | 59% ^{jm} | 25% |
| None | 939 | 504 | 306 | 130 | 502 | 438 | 273 | 666 | 683 | 257 | 802 | 68 | 37 | 32 |
| | 52% | 48% | 60% ^a | 52% | 51% | 53% | 53% | 51% | 52% | 51% | 53% ^{kl} | 43% | 41% | 75% ^{kl} |
| Mean number of mentions | 1.966 | 2.049^b | 1.808 | 1.857 | 1.983 | 1.946 | 1.807 | 2.028^f | 1.930 | 2.058 | 1.961 | 2.100 | 1.911 | 1.468 |
| Standard Deviation | 1.112 | 1.141 | 1.102 | 0.951 | 1.139 | 1.078 | 1.030 | 1.137 | 1.107 | 1.121 | 1.105 | 1.226 | 1.064 | 0.592 |
| Error Variance | 0.001 | 0.002 | 0.006 | 0.007 | 0.003 | 0.003 | 0.005 | 0.002 | 0.002 | 0.005 | 0.002 | 0.012 | 0.024 | 0.023 |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

* small base

Q.6A16B Types of unsolicited calls experienced on landline or mobile phone
Base: All who have a landline or mobile phone

| Total | GOVERNMENT REGIONS | | | | | | | | | | | | TENURE | | | |
|--|--------------------|----------------|------------------------------|-------------------|-------------------|---------------------|------------|----------------|----------------|-----------|--------------|----------------------|------------------|----------------|-------|--|
| | North East (a) | North West (b) | Yorkshire and The Humber (c) | East Midlands (d) | West Midlands (e) | East of England (f) | London (g) | South East (h) | South West (i) | Wales (j) | Scotland (k) | Northern Ireland (l) | Own Mortgage (m) | Rent/Other (n) | | |
| Unweighted Base | 1813 | 78 | 184 | 142 | 135 | 156 | 196 | 178 | 233 | 154 | 78 | 219 | 60 | 1009 | 804 | |
| Weighted Base | 1811 | 75* | 171 | 141 | 126 | 158 | 211 | 212 | 259 | 167 | 92* | 158 | 43* | 974 | 837 | |
| Silent Calls | 317 | 12 | 33 | 27 | 13 | 33 | 32 | 33 | 54 | 30 | 15 | 34 | 1 | 199 | 118 | |
| | 18% | 17%l | 19%dl | 19%dl | 10% | 21%dl | 15%l | 16%l | 21%dl | 18%l | 17%l | 22%dl | 2% | 20%n | 14% | |
| Sales/marketing texts | 284 | 7 | 26 | 27 | 15 | 27 | 29 | 46 | 41 | 23 | 12 | 29 | 2 | 143 | 141 | |
| | 16% | 9% | 15%l | 19%l | 12% | 17%l | 14% | 22%adl | 16%l | 14% | 13% | 19%l | 4% | 15% | 17% | |
| Sales/marketing calls | 559 | 22 | 57 | 37 | 29 | 44 | 56 | 57 | 98 | 49 | 40 | 63 | 5 | 337 | 222 | |
| | 31% | 29%l | 33%l | 26% | 23% | 28%l | 27%l | 27%l | 38%cdfgl | 30%l | 44%cdefgl | 40%cdefg | 13% | 35%n | 27% | |
| Recorded message | 445 | 17 | 50 | 29 | 17 | 48 | 55 | 38 | 70 | 33 | 30 | 54 | 5 | 295 | 150 | |
| | 25% | 22% | 29%dgl | 20% | 14% | 30%dgl | 26%cd | 18% | 27%dgl | 20% | 33%dgl | 34%cdgil | 11% | 30%n | 18% | |
| Other type | 55 | 1 | 7 | 2 | 3 | 4 | 2 | 7 | 9 | 12 | 3 | 5 | 1 | 38 | 16 | |
| | 3% | 1% | 4% | 1% | 2% | 2% | 1% | 3% | 3% | 7%cf | 3% | 3% | 3% | 4%n | 2% | |
| SUMMARY CODES | | | | | | | | | | | | | | | | |
| 1 TYPE EXPERIENCED | 406 | 16 | 41 | 28 | 29 | 33 | 47 | 41 | 54 | 47 | 25 | 41 | 6 | 231 | 175 | |
| | 22% | 21% | 24% | 20% | 23% | 21% | 22% | 19% | 21% | 23%l | 27% | 26% | 14% | 24% | 21% | |
| 2 TYPES EXPERIENCED | 213 | 5 | 19 | 23 | 11 | 21 | 12 | 20 | 37 | 27 | 15 | 19 | 4 | 123 | 90 | |
| | 12% | 7% | 11% | 16%f | 8% | 13%f | 6% | 10% | 14%f | 16%f | 17%f | 12%f | 10% | 13% | 11% | |
| 3 TYPES EXPERIENCED | 149 | 6 | 15 | 13 | 5 | 15 | 13 | 23 | 20 | 14 | 10 | 15 | * | 96 | 53 | |
| | 8% | 8% | 9% | 9% | 4% | 9%l | 6% | 11%dl | 8% | 8% | 10%l | 10%dl | 1% | 10%n | 6% | |
| 4 TYPES EXPERIENCED | 89 | 3 | 13 | 2 | 1 | 9 | 14 | 5 | 20 | 4 | 3 | 14 | - | 59 | 30 | |
| | 5% | 5% | 8%cdgil | 2% | 1% | 6%d | 7%cd | 2% | 8%cdgil | 3% | 3% | 9%cdgil | - | 6%n | 4% | |
| 5 TYPES EXPERIENCED | 11 | - | - | 1 | 2 | 1 | 2 | * | 2 | - | 2 | 1 | - | 6 | 5 | |
| | 1% | - | - | * | 2% | 1% | 1% | * | 1% | - | 2% | * | - | 1% | 1% | |
| ANY UNSOLICITED CALLS (MOBILE OR LANDLINE) | 872 | 31 | 89 | 66 | 48 | 78 | 88 | 92 | 133 | 92 | 54 | 91 | 10 | 518 | 354 | |
| | 48% | 41% | 52%dl | 47%l | 38% | 50%l | 42%l | 44%l | 51%dl | 55%df | 59%adfgl | 57%adfgl | 25% | 53%n | 42% | |
| None | 939 | 44 | 82 | 74 | 79 | 80 | 123 | 119 | 126 | 75 | 37 | 68 | 32 | 456 | 484 | |
| | 52% | 59%jk | 48% | 53% | 62%bhijk | 50% | 58%ijk | 56%jk | 49% | 45% | 41% | 43% | 75%bcdefghijk | 47% | 58%m | |
| Mean number of mentions | 1.966 | 1.924 | 2.019 | 1.859 | 1.674 | 2.047 | 2.007 | 2.040 | 2.108di | 1.727 | 1.911 | 2.100di | 1.468 | 2.026 | 1.879 | |
| Standard Deviation | 1.112 | 1.095 | 1.119 | 0.909 | 1.057 | 1.101 | 1.248 | 1.191 | 1.163 | 0.882 | 1.064 | 1.226 | 0.592 | 1.137 | 1.070 | |
| Error Variance | 0.001 | 0.035 | 0.013 | 0.013 | 0.022 | 0.016 | 0.019 | 0.018 | 0.011 | 0.009 | 0.024 | 0.012 | 0.023 | 0.002 | 0.003 | |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

* small base

Q.6A16B Types of unsolicited calls experienced on landline or mobile phone
Base: All who have a landline or mobile phone

| | Q.112 PHONES OWN | | | | | INTERNET ACCESS | | | | | |
|--|------------------|--------------------------|---------------------------|---------------------------|---------------------------|-------------------------|--------------------------------|--------------------------------|---|--------------------------------------|--|
| | Total | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone/tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) |
| Unweighted Base | 1813 | 1705 | 1102 | 994 | 711 | 108 | 1550 | 372 | 1140 | 132 | 213 |
| Weighted Base | 1811 | 1725 | 1045 | 958 | 767 | 86* | 1594 | 425 | 1213 | 131 | 168 |
| Silent Calls | 317 18% | 300 17% ^d | 216 21% ^{ad} | 198 21% ^{ad} | 101 13% | 17 20% | 293 18% | 66 16% | 205 17% | 22 17% | 21 12% |
| Sales/marketing texts | 284 16% | 284 16% ^{be} | 138 13% ^e | 138 14% ^e | 146 19% ^{bce} | - | 270 17% ^j | 90 21% ^j | 221 18% ^j | 22 17% ^j | 8 5% |
| Sales/marketing calls | 559 31% | 535 31% ^d | 382 37% ^{ad} | 359 37% ^{ad} | 176 23% | 24 27% | 514 32% ^j | 139 33% ^j | 387 32% ^j | 40 31% | 35 21% |
| Recorded message | 445 25% | 431 25% ^{de} | 308 29% ^{ade} | 295 31% ^{ade} | 137 18% | 13 16% | 422 26% ^j | 112 26% ^j | 300 25% ^j | 34 26% ^j | 21 12% |
| Other type | 55 3% | 52 3% | 41 4% ^d | 39 4% ^d | 14 2% | 2 3% | 50 3% | 16 4% | 37 3% | 7 5% | 4 3% |
| SUMMARY CODES | | | | | | | | | | | |
| 1 TYPE EXPERIENCED | 406 22% | 386 22% | 246 24% | 226 24% | 160 21% | 20 23% | 365 23% | 101 24% | 283 23% | 43 33% ^{fhj} | 31 18% |
| 2 TYPES EXPERIENCED | 213 12% | 206 12% | 128 12% | 121 13% | 85 11% | 6 8% | 199 13% ^j | 56 13% ^j | 146 12% ^j | 9 7% | 10 6% |
| 3 TYPES EXPERIENCED | 149 8% | 141 8% ^d | 113 11% ^{ad} | 105 11% ^{ad} | 36 5% | 8 9% | 138 9% | 27 6% | 96 8% | 9 7% | 11 6% |
| 4 TYPES EXPERIENCED | 89 5% | 88 5% | 55 5% | 54 6% | 34 4% | 1 1% | 86 5% ^j | 28 6% ^j | 63 5% ^j | 6 4% | 2 1% |
| 5 TYPES EXPERIENCED | 11 1% | 11 1% ^d | 11 1% ^d | 11 1% ^d | - | - | 11 1% | 4 1% | 10 1% | 1 1% | 1 * |
| ANY UNSOLICITED CALLS (MOBILE OR LANDLINE) | 872 48% | 837 49% ^d | 554 53% ^{ade} | 519 54% ^{ade} | 318 41% | 35 41% | 803 50% ^j | 218 51% ^j | 602 50% ^j | 71 54% ^j | 54 32% |
| None | 939 52% | 888 51% ^{bc} | 491 47% | 439 46% | 449 59% ^{abc} | 51 59% ^{bc} | 791 50% | 207 49% | 611 50% | 60 46% | 114 68% ^{fghi} |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j
 * small base

Q.6A16B Types of unsolicited calls experienced on landline or mobile phone
Base: All who have a landline or mobile phone

| | Q.11Z PHONES OWN | | | | | INTERNET ACCESS | | | | | |
|--------------------------------|------------------|---------------------|-----------------|--------------------------|--------------------|----------------------|--------------------------------|--------------------------------|--|--------------------------------------|--|
| | Total | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) |
| Unweighted Base | 1813 | 1705 | 1102 | 994 | 711 | 108 | 1550 | 372 | 1140 | 132 | 213 |
| Weighted Base | 1811 | 1725 | 1045 | 958 | 767 | 86* | 1594 | 425 | 1213 | 131 | 168 |
| Mean number of mentions | 1.966 | 1.978 | 2.032d | 2.056d | 1.851 | 1.685 | 1.992 | 2.012 | 1.973 | 1.869 | 1.741 |
| Standard Deviation | 1.112 | 1.119 | 1.131 | 1.142 | 1.069 | 0.899 | 1.122 | 1.201 | 1.138 | 1.339 | 0.983 |
| Error Variance | 0.001 | 0.002 | 0.002 | 0.002 | 0.004 | 0.018 | 0.002 | 0.008 | 0.002 | 0.025 | 0.014 |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j
 * small base



Q.6A16B Types of unsolicited calls experienced on landline or mobile phone
Base: All who have a landline or mobile phone

| | Q6A16B UNSOLICITED CALLS - (4 WEEKS) | | | | | | | | | | | | | | | |
|-----------------------|--------------------------------------|--|--------------------------------------|------------------------------------|---------------------------------------|---------------------------|---------------------------|---|-----------------------------------|---|---|---------------------------------|-------------------------------|-------------------------------------|---------------------------|-------------------------|
| | Total | Any unsolicited calls (landline or mobile) (a) | Any unsolicited calls (landline) (b) | Any unsolicited calls (mobile) (c) | Silent calls (landline or mobile) (d) | Landline silent calls (e) | Mobile silent calls (f) | Live sales/marketing (landline or mobile) (g) | Landline Live sales/marketing (h) | Mobile Live sales/marketing (phone or text) (i) | Recorded message (landline or mobile) (j) | Recorded message (landline) (k) | Recorded message (mobile) (l) | Other type (landline or mobile) (m) | Other type (landline) (n) | Other type (mobile) (o) |
| Unweighted Base | 1813 | 875 | 456 | 608 | 328 | 197 | 178 | 660 | 319 | 469 | 466 | 288 | 239 | 59 | 34 | 29 |
| Weighted Base | 1811 | 872 | 410 | 646 | 317 | 175 | 184 | 656 | 288 | 495 | 445 | 256 | 248 | 55* | 26** | 32** |
| Silent Calls | 317 18% | 317 36% | 188 46%acgi | 215 33% | 317 100%abcg hijklm | 175 100%abcg hijklm | 184 100%abcg hijklm | 234 36% | 137 48%acgil | 156 32% | 203 46%acgi | 141 55%abcg jim | 96 39% | 18 33% | 11 43% | 9 27% |
| Sales/marketing texts | 284 16% | 284 33%b | 93 23% | 284 44%abdeh jkm | 117 37%behkm | 45 26% | 105 57%abcde ghjkm | 284 43%abehj km | 77 27% | 284 57%abcde ghjklm | 155 35%behk | 69 27% | 120 48%abdeh jkm | 12 22% | 5 18% | 9 28% |
| Sales/marketing calls | 559 31% | 559 64%lm | 304 74%acjlm | 408 63%lm | 217 68%jlm | 133 76%acjlm | 121 66%lm | 559 85%abcd efijklm | 288 100%abcde fgijklm | 398 80%abcdf ijklm | 270 61%lm | 178 69%jlm | 135 54% | 24 43% | 13 52% | 13 41% |
| Recorded message | 445 25% | 445 51%i | 263 64%acgi | 307 48% | 203 64%acgi | 133 76%abcdf ghim | 105 57%cgi | 303 46% | 173 60%acgi | 208 42% | 445 100%abcd efghim | 256 100%abcd efghim | 248 100%abcde fghim | 28 50% | 14 54% | 16 51% |
| Other type | 55 3% | 55 6% | 32 8%gi | 38 6% | 18 6% | 14 8%g | 6 3% | 26 4% | 15 5% | 20 4% | 28 6% | 19 8%gi | 11 4% | 55 100%abcd efghijkl | 26 100% | 32 100% |
| SUMMARY CODES | | | | | | | | | | | | | | | | |
| 1 TYPE EXPERIENCED | 406 22% | 406 47%bdefg hijklm | 147 36%defhj km | 302 47%bdefg hijklm | 53 17%lm | 19 11%lm | 36 20%em | 243 37%defhj km | 82 28%defkm | 191 39%defhj klm | 110 25%dekm | 46 18%lm | 75 30%defkm | - | - | - |
| 2 TYPES EXPERIENCED | 213 12% | 213 24% | 100 24% | 159 25% | 65 21% | 31 17% | 37 20% | 171 26%e | 63 22% | 130 26%e | 107 24% | 62 24% | 53 21% | 17 32%e | 5 18% | 13 41% |
| 3 TYPES EXPERIENCED | 149 8% | 149 17% | 102 25%aci | 86 13% | 105 33%abcfg il | 79 45%abcdf ghijlm | 33 18% | 140 21%aci | 87 30%acfgi l | 79 16% | 126 28%acfgi l | 92 36%abcfg ijl | 49 20%c | 13 23% | 9 33% | 4 13% |
| 4 TYPES EXPERIENCED | 89 5% | 89 10% | 50 12% | 85 13% | 82 26%abcgh ik | 38 22%abcg | 73 39%abcde ghijklm | 87 13% | 46 16%a | 84 17%a | 88 20%abcg | 46 18%ab | 64 26%abcgh ik | 9 17% | 5 21% | 4 13% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Q.6A16B Types of unsolicited calls experienced on landline or mobile phone
Base: All who have a landline or mobile phone

| Total | Q6A16B UNSOLICITED CALLS - (4 WEEKS) | | | | | | | | | | | | | | | |
|--|--|--------------------------------------|------------------------------------|---------------------------------------|---------------------------|-------------------------|---|-----------------------------------|---|---|---------------------------------|-------------------------------|-------------------------------------|---------------------------|-------------------------|------------|
| | Any unsolicited calls (landline or mobile) (a) | Any unsolicited calls (landline) (b) | Any unsolicited calls (mobile) (c) | Silent calls (landline or mobile) (d) | Landline silent calls (e) | Mobile silent calls (f) | Live sales/marketing (landline or mobile) (g) | Landline Live sales/marketing (h) | Mobile Live sales/marketing (phone or text) (i) | Recorded message (landline or mobile) (j) | Recorded message (landline) (k) | Recorded message (mobile) (l) | Other type (landline or mobile) (m) | Other type (landline) (n) | Other type (mobile) (o) | |
| Unweighted Base | 1813 | 875 | 456 | 608 | 328 | 197 | 178 | 660 | 319 | 469 | 466 | 288 | 239 | 59 | 34 | 29 |
| Weighted Base | 1811 | 872 | 410 | 646 | 317 | 175 | 184 | 656 | 288 | 495 | 445 | 256 | 248 | 55* | 26** | 32** |
| 5 TYPES EXPERIENCED | 11 1% | 11 1% | 10 2% | 9 1% | 7 2% | 7 4%aci | 2 1% | 11 2% | 9 3%a | 7 1% | 10 2% | 9 4%a | 4 2% | 11 20%abcde fghijkl | 5 21% | 8 26% |
| ANY UNSOLICITED CALLS (MOBILE OR LANDLINE) | 872 48% | 872 100% | 410 100% | 646 100% | 317 100% | 175 100% | 184 100% | 656 100% | 288 100% | 495 100% | 445 100% | 256 100% | 248 100% | 55 100% | 26 100% | 32 100% |
| None | 939 52% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Mean number of mentions | 1.966 | 1.966 | 2.223ac | 1.999 | 2.806abc ghijkl | 2.933abc ghijkl | 2.867abc ghij | 2.184ac | 2.449abc gi | 2.193ac | 2.535abc gi | 2.664abc ghi | 2.499abc gi | 3.490abc defghijk l | 3.661 | 3.461 |
| Standard Deviation | 1.112 | 1.112 | 1.155 | 1.168 | 1.145 | 1.034 | 1.246 | 1.155 | 1.176 | 1.208 | 1.180 | 1.105 | 1.267 | 1.333 | 1.216 | 1.447 |
| Error Variance | 0.001 | 0.001 | 0.003 | 0.002 | 0.004 | 0.005 | 0.009 | 0.002 | 0.004 | 0.003 | 0.003 | 0.004 | 0.007 | 0.030 | 0.043 | 0.072 |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Q.7A17Bi Response to recorded message on landline or mobile phone
Base: All adults UK

| | Total | GENDER | | AGE | | | | | | | | SOCIAL GRADE | | | | |
|--|-------------|------------|------------|-----------------|----------------|--------------|--------------|----------------|--------------|--------------|----------------|---------------|------------|-------------|------------|---------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | 16-34 (j) | 35+ (k) | AB (l) | C1 (m) | C2 (n) | DE (o) |
| Unweighted Base | 1868 | 907 | 961 | 214 | 316 | 272 | 266 | 255 | 309 | 236 | 530 | 1338 | 367 | 516 | 459 | 526 |
| Weighted Base | 1868 | 905 | 963 | 261 | 348 | 305 | 296 | 291 | 203 | 163 | 609 | 1259 | 384 | 547 | 386 | 551 |
| Listen to the full message before hanging up | 25 1% | 12 1% | 13 1% | 1 * | 3 1% | 3 1% | 6 2% | 6 2% | 4 2% | 2 1% | 4 1% | 21 2% | 5 1% | 8 1% | 6 2% | 6 1% |
| Listen to some of the message before hanging up | 82 4% | 38 4% | 44 5% | 6 2% | 16 5% | 18 6% | 9 3% | 16 5% | 11 5% | 8 5% | 21 4% | 61 5% | 22 6%o | 31 6%o | 15 4% | 14 3% |
| Hang up immediately, as soon as I realise it is a recorded message | 341 18% | 170 19% | 171 18% | 32 12% | 47 13% | 63 21%cdj | 52 17% | 73 25%cdfij | 47 23%cdj | 27 16% | 79 13% | 262 21%cdj | 86 22%o | 109 20%o | 70 18% | 76 14% |
| SUMMARY CODE | | | | | | | | | | | | | | | | |
| LISTEN TO ANY OF MESSAGE | 107 6% | 50 6% | 57 6% | 6 2% | 19 5% | 20 7%c | 15 5% | 22 8%c | 15 7%c | 10 6% | 25 4% | 82 7%c | 27 7%o | 39 7%o | 21 5% | 20 4% |
| None | 1423 76% | 687 76% | 736 76% | 222 85%efghk | 283 81%eghk | 224 73% | 230 78%gh | 197 67% | 140 69% | 127 78%gh | 505 83%eghk | 918 73% | 271 71% | 401 73% | 296 77% | 455 83%lmn |

Q.7A17Bi Response to recorded message on landline or mobile phone
Base: All adults UK

| | MARITAL STATUS | | | WORKING STATUS | | CHILDREN IN HOUSEHOLD | | AREA | | COUNTRY | | | | |
|--|--------------------------------|-------------|-------------------------------|----------------|-----------------|-----------------------|------------|-------------|-------------|-------------|--------------|-------------|----------------------|--------------|
| | Married \Living as married (a) | Single (b) | Widow/Divorced \Separated (c) | Working (d) | Not working (e) | Any (f) | None (g) | Urban (h) | Rural (i) | England (j) | Scotland (k) | Wales (l) | Northern Ireland (m) | |
| Unweighted Base | 1868 | 1096 | 482 | 290 | 891 | 977 | 480 | 1388 | 1336 | 532 | 1508 | 221 | 79 | 60 |
| Weighted Base | 1868 | 1079 | 533 | 256 | 1005 | 863 | 527 | 1341 | 1355 | 513 | 1573 | 159 | 93* | 43* |
| Listen to the full message before hanging up | 25 1% | 11 1% | 10 2% | 5 2% | 16 2% | 9 1% | 6 1% | 19 1% | 15 1% | 10 2% | 22 1% | 1 1% | 2 2% | - - |
| Listen to some of the message before hanging up | 82 4% | 56 5% | 19 4% | 8 3% | 49 5% | 33 4% | 24 5% | 58 4% | 54 4% | 28 6% | 69 4% | 9 6% | 4 4% | - - |
| Hang up immediately, as soon as I realise it is a recorded message | 341 18% | 225 21%b | 70 13% | 46 18% | 187 19% | 155 18% | 82 16% | 259 19% | 239 18% | 102 20% | 269 17% | 43 27%jm | 24 26%m | 5 11% |
| SUMMARY CODE | | | | | | | | | | | | | | |
| LISTEN TO ANY OF MESSAGE | 107 6% | 66 6% | 29 5% | 12 5% | 65 6% | 42 5% | 31 6% | 77 6% | 69 5% | 38 7% | 91 6% | 10 7% | 6 6% | - - |
| None | 1423 76% | 790 73% | 435 82%a | 198 77% | 757 75% | 666 77% | 417 79% | 1006 75% | 1048 77% | 375 73% | 1217 77%k | 105 66% | 63 68% | 38 89%jkl |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

* small base

Q.7A17Bi Response to recorded message on landline or mobile phone
 Base: All adults UK

| | Total | GOVERNMENT REGIONS | | | | | | | | | | | TENURE | | |
|--|-------------|--------------------|----------------|------------------------------|-------------------|-------------------|---------------------|------------------|----------------|----------------|----------------|----------------|----------------------|------------------|----------------|
| | | North East (a) | North West (b) | Yorkshire and The Humber (c) | East Midlands (d) | West Midlands (e) | East of England (f) | London (g) | South East (h) | South West (i) | Wales (j) | Scotland (k) | Northern Ireland (l) | Own/Mortgage (m) | Rent/Other (n) |
| Unweighted Base | 1868 | 80 | 190 | 146 | 136 | 165 | 199 | 199 | 233 | 160 | 79 | 221 | 60 | 1038 | 830 |
| Weighted Base | 1868 | 76* | 176 | 145 | 128 | 166 | 213 | 237 | 259 | 173 | 93* | 159 | 43* | 1005 | 863 |
| Listen to the full message before hanging up | 25 1% | * 1% | 1 1% | 5 4%h | 2 2% | 3 2% | 5 2%h | 3 1% | * * | 2 1% | 2 2% | 1 1% | - - | 14 1% | 11 1% |
| Listen to some of the message before hanging up | 82 4% | 1 1% | 10 6% | 4 3% | 2 2% | 11 6%d | 11 5% | 9 4% | 11 4% | 10 6% | 4 4% | 9 6%d | - - | 51 5% | 32 4% |
| Hang up immediately, as soon as I realise it is a recorded message | 341 18% | 16 21%d | 40 22%dgi | 20 14% | 13 10% | 35 21%dg | 39 18% | 26 11% | 58 23%dgi | 22 13% | 24 26%cdgil | 43 27%cdfgi | 5 11% | 231 23%n | 110 13% |
| SUMMARY CODE | | | | | | | | | | | | | | | |
| LISTEN TO ANY OF MESSAGE | 107 6% | 1 1% | 11 6% | 9 6% | 4 3% | 14 8%al | 16 8%l | 12 5% | 12 5% | 12 7% | 6 6% | 10 7% | - - | 65 6% | 42 5% |
| None | 1423 76% | 60 78% | 126 71% | 116 80%k | 110 87%befhjk | 118 71% | 158 74% | 199 84%befhjk | 189 73% | 140 81%jk | 63 68% | 105 66% | 38 89%befhjk | 711 71% | 713 83%m |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l - m/n
 * small base



Q.7A17Bi Response to recorded message on landline or mobile phone
 Base: All adults UK

| | Q.12 PHONES OWN | | | | | INTERNET ACCESS | | | | | |
|--|-----------------|---------------------------|--------------------------|---------------------------|---------------------------|--------------------------|--------------------------------|--------------------------------|---|--------------------------------------|--|
| | Total | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone/tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) |
| Unweighted Base | 1868 | 1705 | 1102 | 994 | 711 | 108 | 1585 | 377 | 1166 | 132 | 228 |
| Weighted Base | 1868 | 1725 | 1045 | 958 | 767 | 86* | 1633 | 430 | 1243 | 131 | 179 |
| Listen to the full message before hanging up | 25 1% | 24 1% | 20 2% ^d | 19 2% ^d | 5 1% | 1 1% | 24 1% | 6 1% | 19 2% | 4 3% | 1 * |
| Listen to some of the message before hanging up | 82 4% | 77 4% ^d | 62 6% ^d | 57 6% ^d | 20 3% | 5 6% | 77 5% | 27 6% | 61 5% | 9 7% | 6 3% |
| Hang up immediately, as soon as I realise it is a recorded message | 341 18% | 334 19% ^{de} | 229 22% ^{de} | 222 23% ^{ade} | 112 15% | 7 9% | 324 20% ^{ej} | 79 18% ^j | 223 18% ^j | 21 16% ^j | 15 8% |
| SUMMARY CODE | | | | | | | | | | | |
| LISTEN TO ANY OF MESSAGE | 107 6% | 101 6% ^d | 83 8% ^d | 77 8% ^{ad} | 25 3% | 6 7% | 101 6% | 33 8% | 80 6% | 13 10% ^j | 6 3% |
| None | 1423 76% | 1294 75% ^{bc} | 737 71% | 664 69% | 630 82% ^{abc} | 73 84% ^{abc} | 1211 74% | 318 74% | 943 76% | 97 74% | 158 88% ^{fghi} |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j
 * small base

Consumer Complaints Study - Wave 32 (QS1029 - 200703)

Q.7A17Bi Response to recorded message on landline or mobile phone
 Base: All adults UK

| | Q6A16B UNSOLICITED CALLS - (4 WEEKS) | | | | | | | | | | | | | | | |
|--|--------------------------------------|--|--------------------------------------|------------------------------------|---------------------------------------|---------------------------|-------------------------|---|-----------------------------------|---|---|---------------------------------|-------------------------------|-------------------------------------|---------------------------|-------------------------|
| | Total | Any unsolicited calls (landline or mobile) (a) | Any unsolicited calls (landline) (b) | Any unsolicited calls (mobile) (c) | Silent calls (landline or mobile) (d) | Landline silent calls (e) | Mobile silent calls (f) | Live sales/marketing (landline or mobile) (g) | Landline Live sales/marketing (h) | Mobile Live sales/marketing (phone or text) (i) | Recorded message (landline or mobile) (j) | Recorded message (landline) (k) | Recorded message (mobile) (l) | Other type (landline or mobile) (m) | Other type (landline) (n) | Other type (mobile) (o) |
| Unweighted Base | 1868 | 875 | 456 | 608 | 328 | 197 | 178 | 660 | 319 | 469 | 466 | 288 | 239 | 59 | 34 | 29 |
| Weighted Base | 1868 | 872 | 410 | 646 | 317 | 175 | 184 | 656 | 288 | 495 | 445 | 256 | 248 | 55* | 26** | 32** |
| Listen to the full message before hanging up | 25 1% | 25 3% | 16 4%f | 19 3% | 5 2% | 4 2% | 1 1% | 17 3% | 8 3% | 12 2% | 25 6%acdfgi | 14 5%dfgi | 13 5%df | * 1% | * 2% | - - |
| Listen to some of the message before hanging up | 82 4% | 82 9% | 58 14%acgi | 59 9% | 41 13% | 24 14% | 21 12% | 62 9% | 39 14% | 46 9% | 82 18%acfgi | 56 22%abcde fghi | 40 16%acgi | 10 17% | 6 22% | 5 15% |
| Hang up immediately, as soon as I realise it is a recorded message | 341 18% | 341 39%i | 194 47%acgim | 233 36% | 158 50%acgim | 107 61%abcd fghim | 83 45%cgi | 227 35% | 129 45%cgi | 152 31% | 341 77%abcde fghim | 190 74%abcde fghim | 198 80%abcde fghim | 18 32% | 8 30% | 11 35% |
| SUMMARY CODE | | | | | | | | | | | | | | | | |
| LISTEN TO ANY OF MESSAGE | 107 6% | 107 12% | 73 18%acgi | 78 12% | 46 15% | 28 16% | 22 12% | 79 12% | 47 16% | 58 12% | 107 24%abcde fghi | 70 27%abcde fghi | 53 21%acdfg i | 10 18% | 6 24% | 5 15% |
| None | 1423 76% | 427 49%bdeh jkl | 147 36%ejkl | 338 52%bdefh jkl | 114 36%ejkl | 42 24%ijkl | 79 43%ejkl | 353 54%bdefh jkl | 115 40%ejkl | 287 58%abdefh jkl | - - | - - | - - | 27 50%ejkl | 12 46% | 16 49% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Q.7A17Bi Response to recorded message on landline or mobile phone

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

| | Total | GENDER | | AGE | | | | | | | | SOCIAL GRADE | | | | |
|--|------------|------------|------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|-----------|------------|-----------|-----------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | 16-34 (j) | 35+ (k) | AB (l) | C1 (m) | C2 (n) | DE (o) |
| Unweighted Base | 466 | 231 | 235 | 34 | 61 | 74 | 60 | 83 | 98 | 56 | 95 | 371 | 115 | 142 | 116 | 93 |
| Weighted Base | 445 | 218 | 227 | 39** | 65* | 81* | 66* | 95* | 62* | 36* | 104* | 341 | 113* | 146 | 90 | 96* |
| Listen to the full message before hanging up | 25 6% | 12 6% | 13 6% | 1 2% | 3 5% | 3 3% | 6 9% | 6 6% | 4 7% | 2 5% | 4 4% | 21 6% | 5 5% | 8 5% | 6 7% | 6 6% |
| Listen to some of the message before hanging up | 82 18% | 38 18% | 44 19% | 6 15% | 16 24% | 18 22% | 9 13% | 16 17% | 11 17% | 8 22% | 21 21% | 61 18% | 22 19% | 31 21% | 15 17% | 14 15% |
| Hang up immediately, as soon as I realise it is a recorded message | 341 77% | 170 78% | 171 75% | 32 83% | 47 72% | 63 78% | 52 78% | 73 77% | 47 76% | 27 74% | 79 76% | 262 77% | 86 76% | 109 75% | 70 78% | 76 80% |
| SUMMARY CODE | | | | | | | | | | | | | | | | |
| LISTEN TO ANY OF MESSAGE | 107 24% | 50 23% | 57 25% | 6 17% | 19 29% | 20 25% | 15 22% | 22 23% | 15 24% | 10 27% | 25 24% | 82 24% | 27 24% | 39 26% | 21 24% | 20 21% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing

Q.7A17Bi Response to recorded message on landline or mobile phone

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

| | MARITAL STATUS | | | WORKING STATUS | | CHILDREN IN HOUSEHOLD | | AREA | | COUNTRY | | | | |
|--|--|---------------|---|----------------|-----------------------|-----------------------|-------------|--------------|--------------|----------------|-----------------|--------------|----------------------------|-----------|
| | Married \Living as married (a) | Single (b) | Widow/D ivorced \Separa ted (c) | Working (d) | Not working (e) | Any (f) | None (g) | Urban (h) | Rural (i) | England (j) | Scotland (k) | Wales (l) | Northern Ireland (m) | |
| Unweighted Base | 466 | 310 | 90 | 66 | 227 | 239 | 104 | 362 | 318 | 148 | 358 | 74 | 27 | 7 |
| Weighted Base | 445 | 289 | 98* | 58* | 249 | 196 | 110* | 335 | 307 | 138 | 357 | 54* | 30** | 5** |
| Listen to the full message before hanging up | 25 6% | 11 4% | 10 10%a | 5 8% | 16 6% | 9 5% | 6 6% | 19 6% | 15 5% | 10 7% | 22 6% | 1 2% | 2 6% | - - |
| Listen to some of the message before hanging up | 82 18% | 56 19% | 19 19% | 8 13% | 49 20% | 33 17% | 24 22% | 58 17% | 54 18% | 28 21% | 69 19% | 9 18% | 4 13% | - - |
| Hang up immediately, as soon as I realise it is a recorded message | 341 77% | 225 78% | 70 71% | 46 80% | 187 75% | 155 79% | 82 75% | 259 77% | 239 78% | 102 74% | 269 75% | 43 81% | 24 81% | 5 100% |
| SUMMARY CODE | | | | | | | | | | | | | | |
| LISTEN TO ANY OF MESSAGE | 107 24% | 66 23% | 29 29% | 12 21% | 65 26% | 42 22% | 31 28% | 77 23% | 69 23% | 38 28% | 91 26% | 10 19% | 6 19% | - - |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

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

Q.7A17Bi Response to recorded message on landline or mobile phone

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

| | Total | GOVERNMENT REGIONS | | | | | | | | | | | TENURE | | |
|--|------------|--------------------|----------------|------------------------------|-------------------|-------------------|---------------------|------------|----------------|----------------|-----------|--------------|----------------------|------------------|----------------|
| | | North East (a) | North West (b) | Yorkshire and The Humber (c) | East Midlands (d) | West Midlands (e) | East of England (f) | London (g) | South East (h) | South West (i) | Wales (j) | Scotland (k) | Northern Ireland (l) | Own/Mortgage (m) | Rent/Other (n) |
| Unweighted Base | 466 | 18 | 55 | 32 | 19 | 47 | 50 | 34 | 70 | 33 | 27 | 74 | 7 | 315 | 151 |
| Weighted Base | 445 | 17** | 50* | 29** | 17** | 48* | 55* | 38** | 70* | 33** | 30** | 54* | 5** | 295 | 150 |
| Listen to the full message before hanging up | 25 6% | * 3% | 1 2% | 5 18% | 2 13% | 3 7% | 5 9%h | 3 8% | * 1% | 2 6% | 2 6% | 1 2% | - | 14 5% | 11 7% |
| Listen to some of the message before hanging up | 82 18% | 1 3% | 10 20% | 4 14% | 2 11% | 11 22% | 11 20% | 9 23% | 11 16% | 10 31% | 4 13% | 9 18% | - | 51 17% | 32 21% |
| Hang up immediately, as soon as I realise it is a recorded message | 341 77% | 16 94% | 40 79% | 20 71% | 13 75% | 35 73% | 39 71% | 26 69% | 58 83% | 22 68% | 24 81% | 43 81% | 5 100% | 231 78% | 110 73% |
| SUMMARY CODE | | | | | | | | | | | | | | | |
| LISTEN TO ANY OF MESSAGE | 107 24% | 1 6% | 11 22% | 9 32% | 4 25% | 14 29% | 16 29% | 12 31% | 12 17% | 12 37% | 6 19% | 10 19% | - | 65 22% | 42 28% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

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

Q.7A17Bi Response to recorded message on landline or mobile phone

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

| | Q.12 PHONES OWN | | | | | INTERNET ACCESS | | | | | |
|--|-----------------|---------------------|-----------------|--------------------------|--------------------|----------------------|--------------------------------|--------------------------------|---|--------------------------------------|--|
| | Total | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone/tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) |
| Unweighted Base | 466 | 446 | 335 | 315 | 131 | 20 | 433 | 101 | 296 | 36 | 30 |
| Weighted Base | 445 | 431 | 308 | 295 | 137 | 13** | 422 | 112* | 300 | 34* | 21** |
| Listen to the full message before hanging up | 25 6% | 24 6% | 20 7% | 19 6% | 5 4% | 1 8% | 24 6% | 6 5% | 19 6% | 4 11% | 1 3% |
| Listen to some of the message before hanging up | 82 18% | 77 18% | 62 20% | 57 20% | 20 15% | 5 37% | 77 18% | 27 24% | 61 20% | 9 27% | 6 27% |
| Hang up immediately, as soon as I realise it is a recorded message | 341 77% | 334 77% | 229 74% | 222 75% | 112 82% | 7 55% | 324 77% | 79 70% | 223 74% | 21 63% | 15 71% |
| SUMMARY CODE | | | | | | | | | | | |
| LISTEN TO ANY OF MESSAGE | 107 24% | 101 23% | 83 27% | 77 26% | 25 18% | 6 45% | 101 24% | 33 30% | 80 27% | 13 37% | 6 29% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j
 * small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 32 (QS1029 - 200703)

Q.7A17Bi Response to recorded message on landline or mobile phone

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

| Total | Q6A16B UNSOLICITED CALLS - (4 WEEKS) | | | | | | | | | | | | | | |
|--|--|--------------------------------------|------------------------------------|---------------------------------------|---------------------------|-------------------------|---|-----------------------------------|---|---|---------------------------------|-------------------------------|-------------------------------------|---------------------------|-------------------------|
| | Any unsolicited calls (landline or mobile) (a) | Any unsolicited calls (landline) (b) | Any unsolicited calls (mobile) (c) | Silent calls (landline or mobile) (d) | Landline silent calls (e) | Mobile silent calls (f) | Live sales/marketing (landline or mobile) (g) | Landline Live sales/marketing (h) | Mobile Live sales/marketing (phone or text) (i) | Recorded message (landline or mobile) (j) | Recorded message (landline) (k) | Recorded message (mobile) (l) | Other type (landline or mobile) (m) | Other type (landline) (n) | Other type (mobile) (o) |
| Unweighted Base | 466 | 295 | 302 | 215 | 149 | 105 | 322 | 195 | 208 | 466 | 288 | 239 | 30 | 18 | 15 |
| Weighted Base | 445 | 263 | 307 | 203 | 133 | 105* | 303 | 173 | 208 | 445 | 256 | 248 | 28** | 14** | 16** |
| Listen to the full message before hanging up | 25 6% | 16 6% ^f | 19 6% ^f | 5 3% | 4 3% | 1 1% | 17 5% | 8 5% | 12 6% | 25 6% | 14 5% | 13 5% | * 2% | * 3% | - - |
| Listen to some of the message before hanging up | 82 18% | 58 22% | 59 19% | 41 20% | 24 18% | 21 20% | 62 20% | 39 23% | 46 22% | 82 18% | 56 22% | 40 16% | 10 35% | 6 41% | 5 30% |
| Hang up immediately, as soon as I realise it is a recorded message | 341 77% | 194 74% | 233 76% | 158 78% | 107 80% | 83 79% | 227 75% | 129 75% | 152 73% | 341 77% | 190 74% | 198 80% | 18 64% | 8 55% | 11 70% |
| SUMMARY CODE | | | | | | | | | | | | | | | |
| LISTEN TO ANY OF MESSAGE | 107 24% | 73 28% | 78 25% | 46 23% | 28 21% | 22 21% | 79 26% | 47 27% | 58 28% | 107 24% | 70 27% | 53 21% | 10 36% | 6 45% | 5 30% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone
Base: All adults UK

| | Total | GENDER | | AGE | | | | | | | | SOCIAL GRADE | | | | |
|--|-------------|------------|------------|----------------------------|------------|-----------------------|----------------------|------------|-----------------------|-----------------------|------------|-----------------------|------------|-----------------------|------------|--------------------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | 16-34 (j) | 35+ (k) | AB (l) | C1 (m) | C2 (n) | DE (o) |
| Unweighted Base | 1868 | 907 | 961 | 214 | 316 | 272 | 266 | 255 | 309 | 236 | 530 | 1338 | 367 | 516 | 459 | 526 |
| Weighted Base | 1868 | 905 | 963 | 261 | 348 | 305 | 296 | 291 | 203 | 163 | 609 | 1259 | 384 | 547 | 386 | 551 |
| Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody | 63 3% | 31 3% | 33 3% | 4 2% | 14 4% | 12 4% | 8 3% | 13 5% | 9 4% | 3 2% | 19 3% | 45 4% | 17 5% | 25 5% ⁿ | 7 2% | 14 3% |
| Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you | 21 1% | 10 1% | 11 1% | 1 * | 5 2% | 5 2% | 3 1% | 5 2% | 1 * | 1 1% | 6 1% | 15 1% | 6 1% | 9 2% ^o | 4 1% | 2 * |
| Telling you about a competition | 3 * | 1 * | 2 * | - - | 2 1% | - - | - - | 1 * | - - | - - | 2 * | 1 * | - - | - - | 1 * | 2 * |
| Reminding you of an appointment (e.g. dentist or doctor's appointment) | 19 1% | 7 1% | 12 1% | - - | 1 * | 6 2% ^{cj} | 4 1% ^j | 2 1% | 4 2% ^{cj} | 1 1% | 1 * | 18 1% ^j | 3 1% | 7 1% | 6 1% | 3 1% |
| Other type | 16 1% | 9 1% | 7 1% | 1 * | 1 * | 3 1% | 2 1% | 4 1% | 1 1% | 3 2% ^j | 2 * | 14 1% | 3 1% | 6 1% | 3 1% | 3 1% |
| SUMMARY CODES | | | | | | | | | | | | | | | | |
| ANY INC. APPOINTMENT REMINDERS | 82 4% | 37 4% | 45 5% | 4 2% | 18 5% | 16 5% ^c | 12 4% | 15 5% | 12 6% ^c | 5 3% | 22 4% | 60 5% | 21 5% | 29 5% | 13 3% | 19 3% |
| ANY EXC. APPOINTMENT REMINDERS | 70 4% | 35 4% | 36 4% | 4 2% | 17 5% | 13 4% | 10 3% | 13 5% | 9 5% | 4 2% | 21 3% | 49 4% | 19 5% | 26 5% | 9 2% | 16 3% |
| Can't Remember | 16 1% | 9 1% | 7 1% | 1 * | - - | 5 2% ^{dj} | 1 * | 3 1% | 2 1% ^d | 3 2% ^{dj} | 1 * | 15 1% ^j | 4 1% | 5 1% | 4 1% | 3 * |
| None | 1761 94% | 854 94% | 906 94% | 255 98% ^{eqhk} | 329 95% | 285 93% | 282 95% | 270 92% | 188 93% | 153 94% | 583 96% | 1177 93% | 357 93% | 509 93% | 364 95% | 531 96% ^{lm} |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/ef/g/h/i/j/k - l/m/n/o



Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone
Base: All adults UK

| | MARITAL STATUS | | | WORKING STATUS | | CHILDREN IN HOUSEHOLD | | AREA | | COUNTRY | | | | |
|--|----------------|--------------------------------|------------|--------------------------------|-------------|-----------------------|------------|-------------|-------------|------------|-------------|--------------|-----------|----------------------|
| | Total | Married \Living as married (a) | Single (b) | Widow/D ivorced \Separated (c) | Working (d) | Not working (e) | Any (f) | None (g) | Urban (h) | Rural (i) | England (j) | Scotland (k) | Wales (l) | Northern Ireland (m) |
| Unweighted Base | 1868 | 1096 | 482 | 290 | 891 | 977 | 480 | 1388 | 1336 | 532 | 1508 | 221 | 79 | 60 |
| Weighted Base | 1868 | 1079 | 533 | 256 | 1005 | 863 | 527 | 1341 | 1355 | 513 | 1573 | 159 | 93* | 43* |
| Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody | 63 3% | 38 4% | 21 4% | 4 2% | 39 4% | 25 3% | 16 3% | 47 4% | 49 4% | 14 3% | 56 4% | 5 3% | 2 2% | - |
| Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you | 21 1% | 14 1% | 6 1% | 2 1% | 17 2%e | 4 1% | 7 1% | 14 1% | 14 1% | 7 1% | 18 1% | 1 1% | 2 2% | - |
| Telling you about a competition | 3 * | 2 * | 1 * | - - | 1 * | 2 * | 2 * | 1 * | 2 * | 1 * | 3 * | - - | - - | - |
| Reminding you of an appointment (e.g. dentist or doctor's appointment) | 19 1% | 12 1% | 2 * | 5 2%b | 11 1% | 8 1% | 9 2% | 11 1% | 7 1% | 12 2%h | 19 1% | - - | - - | - |
| Other type | 16 1% | 10 1% | 4 1% | 2 1% | 8 1% | 7 1% | 4 1% | 12 1% | 7 1% | 8 2%h | 10 1% | 4 2%j | 3 3%j | - |
| SUMMARY CODES | | | | | | | | | | | | | | |
| ANY INC. APPOINTMENT REMINDERS | 82 4% | 49 5% | 24 4% | 9 4% | 48 5% | 35 4% | 24 5% | 58 4% | 56 4% | 26 5% | 75 5% | 5 3% | 2 2% | - |
| ANY EXC. APPOINTMENT REMINDERS | 70 4% | 43 4% | 22 4% | 5 2% | 42 4% | 29 3% | 20 4% | 51 4% | 53 4% | 17 3% | 63 4% | 5 3% | 2 2% | - |
| Can't Remember | 16 1% | 8 1% | 6 1% | 2 1% | 9 1% | 7 1% | 3 1% | 13 1% | 11 1% | 5 1% | 11 1% | 4 2%j | 2 2% | - |
| None | 1761 94% | 1013 94% | 504 95% | 244 95% | 940 94% | 820 95% | 497 94% | 1264 94% | 1286 95% | 475 93% | 1482 94% | 148 93% | 87 94% | 43 100% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m
 * small base

Q.7Aii7Bii Types of recorded messages experienced on landline or mobile phone
 Base: All adults UK

| | Total | GOVERNMENT REGIONS | | | | | | | | | | | TENURE | | |
|--|-------------|--------------------|----------------|------------------------------|-------------------|-------------------|---------------------|------------|----------------|----------------|------------|--------------|----------------------|------------------|----------------|
| | | North East (a) | North West (b) | Yorkshire and The Humber (c) | East Midlands (d) | West Midlands (e) | East of England (f) | London (g) | South East (h) | South West (i) | Wales (j) | Scotland (k) | Northern Ireland (l) | Own Mortgage (m) | Rent/Other (n) |
| Unweighted Base | 1868 | 80 | 190 | 146 | 136 | 165 | 199 | 199 | 233 | 160 | 79 | 221 | 60 | 1038 | 830 |
| Weighted Base | 1868 | 76* | 176 | 145 | 128 | 166 | 213 | 237 | 259 | 173 | 93* | 159 | 43* | 1005 | 863 |
| Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody | 63 3% | 1 1% | 11 6% | 4 3% | 4 3% | 7 4% | 9 4% | 9 4% | 8 3% | 4 2% | 2 2% | 5 3% | - - | 38 4% | 25 3% |
| Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you | 21 1% | - - | 4 2% | 3 2% | - - | 2 1% | 1 1% | 3 1% | 3 1% | 2 1% | 2 2% | 1 1% | - - | 15 1% | 6 1% |
| Telling you about a competition | 3 * | - - | 1 1% | - - | - - | 1 * | - - | 1 1% | - - | - - | - - | - - | - - | 1 * | 2 * |
| Reminding you of an appointment (e.g. dentist or doctor's appointment) | 19 1% | * 1% | - - | 2 1% | 1 * | 2 1% | 8 4%bghk | * * | 2 1% | 5 3%bkg | - - | - - | - - | 11 1% | 8 1% |
| Other type | 16 1% | - - | - - | 1 * | - - | 4 2%fg | - - | - - | 2 1% | 4 2%g | 3 3%bfg | 4 2%bfg | - - | 9 1% | 7 1% |
| SUMMARY CODES | | | | | | | | | | | | | | | |
| ANY INC. APPOINTMENT REMINDERS | 82 4% | 1 1% | 11 6% | 7 5% | 4 3% | 9 5% | 16 8%l | 10 4% | 9 3% | 7 4% | 2 2% | 5 3% | - - | 48 5% | 34 4% |
| ANY EXC. APPOINTMENT REMINDERS | 70 4% | 1 1% | 11 6% | 6 4% | 4 3% | 8 5% | 10 5% | 10 4% | 9 3% | 4 2% | 2 2% | 5 3% | - - | 43 4% | 27 3% |
| Can't Remember | 16 1% | - - | 2 1% | 2 2% | - - | 2 1% | - - | 1 1% | 2 1% | 1 * | 2 2% | 4 2%f | - - | 11 1% | 5 1% |
| None | 1761 94% | 75 99%e | 165 94% | 136 94% | 123 97% | 153 92% | 197 92% | 225 95% | 248 95% | 161 93% | 87 94% | 148 93% | 43 100%ef | 940 94% | 821 95% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l - m/n
 * small base



Q.7Aii7Bii Types of recorded messages experienced on landline or mobile phone
Base: All adults UK

| | Q.12 PHONES OWN | | | | | INTERNET ACCESS | | | | | |
|--|-----------------|---------------------|-----------------|--------------------------|--------------------|----------------------|--------------------------------|--------------------------------|--|--------------------------------------|--|
| | Total | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) |
| Unweighted Base | 1868 | 1705 | 1102 | 994 | 711 | 108 | 1585 | 377 | 1166 | 132 | 228 |
| Weighted Base | 1868 | 1725 | 1045 | 958 | 767 | 86* | 1633 | 430 | 1243 | 131 | 179 |
| Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody | 63 3% | 60 3% | 47 4%d | 43 4%d | 17 2% | 4 4% | 59 4% | 18 4% | 49 4% | 10 8%fj | 4 2% |
| Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you | 21 1% | 20 1% | 15 1% | 14 1% | 6 1% | 1 1% | 20 1% | 8 2% | 19 2% | 4 3% | 1 * |
| Telling you about a competition | 3 * | 3 * | 2 * | 2 * | 1 * | - - | 3 * | - - | 3 * | 1 1% | - - |
| Reminding you of an appointment (e.g. dentist or doctor's appointment) | 19 1% | 18 1% | 14 1% | 13 1% | 5 1% | 1 1% | 19 1% | 9 2% | 17 1% | 2 2% | - - |
| Other type | 16 1% | 16 1% | 13 1% | 13 1% | 3 * | - - | 15 1% | 4 1% | 11 1% | - - | 1 * |
| SUMMARY CODES | | | | | | | | | | | |
| ANY INC. APPOINTMENT REMINDERS | 82 4% | 77 4% | 61 6%d | 56 6%d | 22 3% | 5 6% | 78 5% | 26 6% | 65 5% | 12 9%fj | 5 3% |
| ANY EXC. APPOINTMENT REMINDERS | 70 4% | 66 4% | 51 5%d | 47 5%d | 19 2% | 4 5% | 66 4% | 21 5% | 55 4% | 10 8%fj | 5 3% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j
* small base

Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone
 Base: All adults UK

| | Q.112 PHONES OWN | | | | | INTERNET ACCESS | | | | | |
|-----------------|------------------|---------------------|-----------------|-----------------------------|--------------------|----------------------|--------------------------------------|--------------------------------------|---|--|---|
| | Total | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) |
| Unweighted Base | 1868 | 1705 | 1102 | 994 | 711 | 108 | 1585 | 377 | 1166 | 132 | 228 |
| Weighted Base | 1868 | 1725 | 1045 | 958 | 767 | 86* | 1633 | 430 | 1243 | 131 | 179 |
| Can't Remember | 16 | 15 | 16 | 15 | - | 1 | 14 | 4 | 9 | * | 2 |
| | 1% | 1%d | 2%d | 2%d | - | 1%d | 1% | 1% | 1% | * | 1% |
| None | 1761 | 1624 | 962 | 882 | 742 | 80 | 1532 | 397 | 1163 | 118 | 173 |
| | 94% | 94%c | 92% | 92% | 97%abc | 93% | 94% | 92% | 94% | 90% | 97%i |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j
 * small base

Q.7Aii7Bii Types of recorded messages experienced on landline or mobile phone
Base: All adults UK

| | Q6A16B UNSOLICITED CALLS - (4 WEEKS) | | | | | | | | | | | | | | | |
|--|--------------------------------------|--|--------------------------------------|------------------------------------|---------------------------------------|---------------------------|-------------------------|---|-----------------------------------|---|---|---------------------------------|-------------------------------|-------------------------------------|---------------------------|-------------------------|
| | Total | Any unsolicited calls (landline or mobile) (a) | Any unsolicited calls (landline) (b) | Any unsolicited calls (mobile) (c) | Silent calls (landline or mobile) (d) | Landline silent calls (e) | Mobile silent calls (f) | Live sales/marketing (landline or mobile) (g) | Landline Live sales/marketing (h) | Mobile Live sales/marketing (phone or text) (i) | Recorded message (landline or mobile) (j) | Recorded message (landline) (k) | Recorded message (mobile) (l) | Other type (landline or mobile) (m) | Other type (landline) (n) | Other type (mobile) (o) |
| Unweighted Base | 1868 | 875 | 456 | 608 | 328 | 197 | 178 | 660 | 319 | 469 | 466 | 288 | 239 | 59 | 34 | 29 |
| Weighted Base | 1868 | 872 | 410 | 646 | 317 | 175 | 184 | 656 | 288 | 495 | 445 | 256 | 248 | 55* | 26** | 32** |
| Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody | 63 3% | 63 7% | 41 10% | 50 8% | 32 10% | 20 11% | 16 9% | 53 8% | 32 11% | 41 8% | 63 14%acgi | 38 15%acgi | 37 15%acgi | 6 12% | 4 16% | 3 11% |
| Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you | 21 1% | 21 2% | 10 3% | 16 2% | 11 3% | 6 3% | 5 3% | 17 3% | 9 3% | 13 3% | 21 5%a | 10 4% | 13 5%a | 3 5% | 3 11% | - |
| Telling you about a competition | 3 * | 3 * | 2 * | 3 * | 2 1% | - | 2 1% | 2 * | 1 * | 2 * | 3 1% | 2 1% | 1 * | 1 2% | 1 4% | - |
| Reminding you of an appointment (e.g. dentist or doctor's appointment) | 19 1% | 19 2% | 12 3% | 14 2% | 6 2% | 3 2% | 3 2% | 12 2% | 8 3% | 9 2% | 19 4%acgi | 12 5%gi | 11 5%g | 1 1% | 2 2% | - |
| Other type | 16 1% | 16 2% | 12 3% | 12 2% | 5 1% | 3 2% | 2 1% | 10 2% | 7 2% | 7 1% | 16 4%gi | 11 4%acdgi | 8 3% | 4 7%acdfgi | 2 8% | 3 9% |
| SUMMARY CODES | | | | | | | | | | | | | | | | |
| ANY INC. APPOINTMENT REMINDERS | 82 4% | 82 9% | 52 13% | 64 10% | 40 13% | 24 14% | 20 11% | 63 10% | 38 13% | 49 10% | 82 18%abcdf gi | 48 19%abcdf gi | 48 20%abcdf gi | 7 12% | 5 18% | 3 11% |
| ANY EXC. APPOINTMENT REMINDERS | 70 4% | 70 8% | 45 11% | 54 8% | 37 12% | 23 13%a | 19 10% | 56 9% | 34 12% | 43 9% | 70 16%abcgi | 42 16%abcgi | 41 17%abcgi | 7 12% | 5 18% | 3 11% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone
 Base: All adults UK

| Total | Q6A\6B UNSOLICITED CALLS - (4 WEEKS) | | | | | | | | | | | | | | | |
|-----------------|--|--------------------------------------|------------------------------------|---------------------------------------|---------------------------|-------------------------|---|-----------------------------------|---|---|---------------------------------|-------------------------------|-------------------------------------|---------------------------|-------------------------|------|
| | Any unsolicited calls (landline or mobile) (a) | Any unsolicited calls (landline) (b) | Any unsolicited calls (mobile) (c) | Silent calls (landline or mobile) (d) | Landline silent calls (e) | Mobile silent calls (f) | Live sales/marketing (landline or mobile) (g) | Landline Live sales/marketing (h) | Mobile Live sales/marketing (phone or text) (i) | Recorded message (landline or mobile) (j) | Recorded message (landline) (k) | Recorded message (mobile) (l) | Other type (landline or mobile) (m) | Other type (landline) (n) | Other type (mobile) (o) | |
| Unweighted Base | 1868 | 875 | 456 | 608 | 328 | 197 | 178 | 660 | 319 | 469 | 466 | 288 | 239 | 59 | 34 | 29 |
| Weighted Base | 1868 | 872 | 410 | 646 | 317 | 175 | 184 | 656 | 288 | 495 | 445 | 256 | 248 | 55* | 26** | 32** |
| Can't Remember | 16 | 16 | 16 | 7 | 6 | 5 | 1 | 11 | 8 | 6 | 16 | 16 | 3 | 1 | 1 | - |
| | 1% | 2% | 4%acfgil | 1% | 2% | 3% | * | 2% | 3% | 1% | 4%cfi | 6%acdfgijl | 1% | 1% | 3% | - |
| None | 1761 | 765 | 337 | 568 | 271 | 147 | 162 | 577 | 241 | 437 | 338 | 187 | 195 | 45 | 20 | 27 |
| | 94% | 88%bjkl | 82%jk | 88%bjkl | 85%jkl | 84%jk | 88%jkl | 88%bjkl | 84%jk | 88%bjkl | 76% | 73% | 79% | 82% | 76% | 85% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing

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

| | Total | GENDER | | AGE | | | | | | | | | SOCIAL GRADE | | | |
|--|-----------|-----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|----------|-----------|-----------|--------------|-----------|-----------|-----------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | 16-34 (j) | 35+ (k) | AB (l) | C1 (m) | C2 (n) | DE (o) |
| Unweighted Base | 115 | 56 | 59 | 7 | 17 | 18 | 14 | 18 | 25 | 16 | 24 | 91 | 30 | 38 | 28 | 19 |
| Weighted Base | 107 | 50* | 57* | 6** | 19** | 20** | 15** | 22** | 15** | 10** | 25** | 82* | 27** | 39* | 21** | 20** |
| Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody | 63 59% | 31 61% | 33 57% | 4 69% | 14 75% | 12 60% | 8 53% | 13 61% | 9 59% | 3 28% | 19 73% | 45 55% | 17 63% | 25 64% | 7 35% | 14 69% |
| Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you | 21 20% | 10 19% | 11 20% | 1 16% | 5 28% | 5 25% | 3 21% | 5 21% | 1 6% | 1 10% | 6 25% | 15 18% | 6 21% | 9 24% | 4 20% | 2 9% |
| Telling you about a competition | 3 3% | 1 2% | 2 3% | - - | 2 10% | - - | - - | 1 5% | - - | - - | 2 8% | 1 1% | - - | - - | 1 5% | 2 10% |
| Reminding you of an appointment (e.g. dentist or doctor's appointment) | 19 18% | 7 15% | 12 21% | - - | 1 8% | 6 31% | 4 30% | 2 11% | 4 24% | 1 12% | 1 6% | 18 22% | 3 11% | 7 19% | 6 27% | 3 16% |
| Other type | 16 15% | 9 18% | 7 12% | 1 14% | 1 5% | 3 16% | 2 16% | 4 18% | 1 10% | 3 27% | 2 8% | 14 17% | 3 11% | 6 16% | 3 16% | 3 17% |
| SUMMARY CODES | | | | | | | | | | | | | | | | |
| ANY INC. APPOINTMENT REMINDERS | 82 77% | 37 74% | 45 79% | 4 69% | 18 95% | 16 80% | 12 82% | 15 67% | 12 79% | 5 50% | 22 88% | 60 73% | 21 76% | 29 76% | 13 63% | 19 93% |
| ANY EXC. APPOINTMENT REMINDERS | 70 66% | 35 69% | 36 63% | 4 69% | 17 87% | 13 63% | 10 68% | 13 61% | 9 61% | 4 38% | 21 83% | 49 60% | 19 69% | 26 68% | 9 45% | 16 78% |
| Can't Remember | 16 15% | 9 18% | 7 12% | 1 17% | - - | 5 25% | 1 7% | 3 15% | 2 15% | 3 33% | 1 4% | 15 18% | 4 15% | 5 12% | 4 21% | 3 14% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



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

| | MARITAL STATUS | | | WORKING STATUS | | CHILDREN IN HOUSEHOLD | | AREA | | COUNTRY | | | | |
|--|--------------------------------|------------|-------------------------------|----------------|-----------------|-----------------------|-----------|-----------|------------|-------------|--------------|-----------|----------------------|--------|
| | Married \Living as married (a) | Single (b) | Widow/Divorced \Separated (c) | Working (d) | Not working (e) | Any (f) | None (g) | Urban (h) | Rural (i) | England (j) | Scotland (k) | Wales (l) | Northern Ireland (m) | |
| Unweighted Base | 115 | 73 | 28 | 14 | 60 | 55 | 29 | 86 | 72 | 43 | 96 | 14 | 5 | - |
| Weighted Base | 107 | 66* | 29** | 12** | 65* | 42* | 31** | 77* | 69* | 38* | 91* | 10** | 6** | -** |
| Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody | 63 59% | 38 57% | 21 73% | 4 37% | 39 59% | 25 59% | 16 53% | 47 61% | 49 72%i | 14 36% | 56 62% | 5 52% | 2 31% | - - |
| Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you | 21 20% | 14 20% | 6 20% | 2 15% | 17 26% | 4 10% | 7 24% | 14 18% | 14 21% | 7 17% | 18 20% | 1 10% | 2 31% | - - |
| Telling you about a competition | 3 3% | 2 3% | 1 4% | - - | 1 2% | 2 5% | 2 6% | 1 1% | 2 3% | 1 2% | 3 3% | - - | - - | - - |
| Reminding you of an appointment (e.g. dentist or doctor's appointment) | 19 18% | 12 18% | 2 7% | 5 43% | 11 17% | 8 19% | 9 28% | 11 14% | 7 10% | 12 32%h | 19 21% | - - | - - | - - |
| Other type | 16 15% | 10 15% | 4 13% | 2 18% | 8 13% | 7 17% | 4 11% | 12 16% | 7 11% | 8 22% | 10 11% | 4 34% | 3 43% | - - |
| SUMMARY CODES | | | | | | | | | | | | | | |
| ANY INC. APPOINTMENT REMINDERS | 82 77% | 49 74% | 24 82% | 9 75% | 48 73% | 35 82% | 24 79% | 58 76% | 56 82% | 26 67% | 75 82% | 5 52% | 2 31% | - - |
| ANY EXC. APPOINTMENT REMINDERS | 70 66% | 43 66% | 22 76% | 5 41% | 42 64% | 29 68% | 20 64% | 51 66% | 53 77%i | 17 44% | 63 69% | 5 52% | 2 31% | - - |
| Can't Remember | 16 15% | 8 12% | 6 21% | 2 14% | 9 14% | 7 16% | 3 10% | 13 17% | 11 16% | 5 12% | 11 12% | 4 34% | 2 26% | - - |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

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

Consumer Complaints Study - Wave 32 (QS1029 - 200703)

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

| | Total | GOVERNMENT REGIONS | | | | | | | | | | | TENURE | | |
|--|-----------|--------------------|----------------|------------------------------|-------------------|-------------------|---------------------|------------|----------------|----------------|-----------|--------------|----------------------|------------------|----------------|
| | | North East (a) | North West (b) | Yorkshire and The Humber (c) | East Midlands (d) | West Midlands (e) | East of England (f) | London (g) | South East (h) | South West (i) | Wales (j) | Scotland (k) | Northern Ireland (l) | Own Mortgage (m) | Rent/Other (n) |
| Unweighted Base | 115 | 2 | 12 | 12 | 5 | 14 | 14 | 10 | 13 | 14 | 5 | 14 | - | 73 | 42 |
| Weighted Base | 107 | 1** | 11** | 9** | 4** | 14** | 16** | 12** | 12** | 12** | 6** | 10** | -** | 65* | 42* |
| Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody | 63 59% | 1 51% | 11 100% | 4 41% | 4 88% | 7 51% | 9 56% | 9 75% | 8 68% | 4 35% | 2 31% | 5 52% | - | 38 59% | 25 59% |
| Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you | 21 20% | - | 4 32% | 3 36% | - | 2 17% | 1 8% | 3 26% | 3 26% | 2 13% | 2 31% | 1 10% | - | 15 23% | 6 14% |
| Telling you about a competition | 3 3% | - | 1 9% | - | - | 1 6% | - | 1 10% | - | - | - | - | - | 1 2% | 2 5% |
| Reminding you of an appointment (e.g. dentist or doctor's appointment) | 19 18% | * 49% | - | 2 18% | 1 12% | 2 13% | 8 48% | * 4% | 2 15% | 5 40% | - | - | - | 11 17% | 8 19% |
| Other type | 16 15% | - | - | 1 6% | - | 4 27% | - | - | 2 13% | 4 32% | 3 43% | 4 34% | - | 9 13% | 7 17% |
| SUMMARY CODES | | | | | | | | | | | | | | | |
| ANY INC. APPOINTMENT REMINDERS | 82 77% | 1 100% | 11 100% | 7 74% | 4 100% | 9 64% | 16 100% | 10 89% | 9 76% | 7 61% | 2 31% | 5 52% | - | 48 75% | 34 80% |
| ANY EXC. APPOINTMENT REMINDERS | 70 66% | 1 51% | 11 100% | 6 68% | 4 88% | 8 60% | 10 63% | 10 89% | 9 72% | 4 35% | 2 31% | 5 52% | - | 43 67% | 27 64% |
| Can't Remember | 16 15% | - | 2 16% | 2 26% | - | 2 18% | - | 1 11% | 2 18% | 1 7% | 2 26% | 4 34% | - | 11 16% | 5 13% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l - m/n
 * small base; ** very small base (under 30) ineligible for sig testing



Q.7Aii7Bii Types of recorded messages experienced on landline or mobile phone
Base: All that have listened to recorded message on their landline or mobile

| | Q.12 PHONES OWN | | | | | INTERNET ACCESS | | | | | |
|--|-----------------|---------------------|-----------------|--------------------------|--------------------|----------------------|--------------------------------|--------------------------------|---|--------------------------------------|--|
| | Total | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone/tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) |
| Unweighted Base | 115 | 106 | 92 | 83 | 23 | 9 | 107 | 29 | 79 | 12 | 8 |
| Weighted Base | 107 | 101* | 83* | 77* | 25** | 6** | 101* | 33** | 80* | 13** | 6** |
| Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody | 63 59% | 60 59% | 47 57% | 43 56% | 17 67% | 4 61% | 59 59% | 18 55% | 49 62% | 10 80% | 4 67% |
| Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you | 21 20% | 20 20% | 15 18% | 14 18% | 6 26% | 1 10% | 20 20% | 8 24% | 19 24% | 4 33% | 1 10% |
| Telling you about a competition | 3 3% | 3 3% | 2 2% | 2 2% | 1 5% | - | 3 3% | - | 3 4% | 1 8% | - |
| Reminding you of an appointment (e.g. dentist or doctor's appointment) | 19 18% | 18 18% | 14 17% | 13 17% | 5 20% | 1 17% | 19 19% | 9 26% | 17 21% | 2 16% | - |
| Other type | 16 15% | 16 16% | 13 15% | 13 16% | 3 13% | - | 15 15% | 4 11% | 11 14% | - | 1 13% |
| SUMMARY CODES | | | | | | | | | | | |
| ANY INC. APPOINTMENT REMINDERS | 82 77% | 77 76% | 61 74% | 56 73% | 22 87% | 5 80% | 78 77% | 26 77% | 65 81% | 12 97% | 5 76% |
| ANY EXC. APPOINTMENT REMINDERS | 70 66% | 66 65% | 51 62% | 47 62% | 19 76% | 4 71% | 66 65% | 21 62% | 55 69% | 10 80% | 5 76% |
| Can't Remember | 16 15% | 15 15% | 16 19% | 15 19% | - | 1 20% | 14 14% | 4 12% | 9 11% | * 3% | 2 26% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j
 * small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 32 (QS1029 - 200703)

Q.7Aii7Bii Types of recorded messages experienced on landline or mobile phone
 Base: All that have listened to recorded message on their landline or mobile

| | Q6A16B UNSOLICITED CALLS - (4 WEEKS) | | | | | | | | | | | | | | | |
|--|--------------------------------------|--|--------------------------------------|------------------------------------|---------------------------------------|---------------------------|-------------------------|---|-----------------------------------|---|---|---------------------------------|-------------------------------|-------------------------------------|---------------------------|-------------------------|
| | Total | Any unsolicited calls (landline or mobile) (a) | Any unsolicited calls (landline) (b) | Any unsolicited calls (mobile) (c) | Silent calls (landline or mobile) (d) | Landline silent calls (e) | Mobile silent calls (f) | Live sales/marketing (landline or mobile) (g) | Landline Live sales/marketing (h) | Mobile Live sales/marketing (phone or text) (i) | Recorded message (landline or mobile) (j) | Recorded message (landline) (k) | Recorded message (mobile) (l) | Other type (landline or mobile) (m) | Other type (landline) (n) | Other type (mobile) (o) |
| Unweighted Base | 115 | 115 | 84 | 74 | 48 | 32 | 20 | 82 | 52 | 56 | 115 | 81 | 48 | 10 | 7 | 4 |
| Weighted Base | 107 | 107 | 73* | 78* | 46* | 28** | 22** | 79* | 47* | 58* | 107 | 70* | 53* | 10** | 6** | 5** |
| Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody | 63 59% | 63 59% | 41 56% | 50 65% | 32 68% | 20 70% | 16 72% | 53 68% | 32 68% | 41 71% | 63 59% | 38 55% | 37 69% | 6 64% | 4 67% | 3 68% |
| Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you | 21 20% | 21 20% | 10 14% | 16 21% | 11 24% | 6 21% | 5 22% | 17 22% | 9 18% | 13 22% | 21 20% | 10 15% | 13 25% | 3 29% | 3 46% | - |
| Telling you about a competition | 3 3% | 3 3% | 2 2% | 3 4% | 2 4% | - | 2 9% | 2 2% | 1 2% | 2 3% | 3 3% | 2 3% | 1 2% | 1 11% | 1 17% | - |
| Reminding you of an appointment (e.g. dentist or doctor's appointment) | 19 18% | 19 18% | 12 17% | 14 17% | 6 14% | 3 11% | 3 13% | 12 15% | 8 17% | 9 16% | 19 18% | 12 17% | 11 21% | * 4% | * 7% | - |
| Other type | 16 15% | 16 15% | 12 16% | 12 15% | 5 10% | 3 12% | 2 11% | 10 13% | 7 14% | 7 11% | 16 15% | 11 16% | 8 14% | 4 36% | 2 33% | 3 56% |
| SUMMARY CODES | | | | | | | | | | | | | | | | |
| ANY INC. APPOINTMENT REMINDERS | 82 77% | 82 77% | 52 71% | 64 83% | 40 86%k | 24 84% | 20 91% | 63 81% | 38 80% | 49 85% | 82 77% | 48 69% | 48 91%abjk | 7 68% | 5 74% | 3 68% |
| ANY EXC. APPOINTMENT REMINDERS | 70 66% | 70 66% | 45 61% | 54 70% | 37 80%bk | 23 81% | 19 83% | 56 72% | 34 72% | 43 73% | 70 66% | 42 60% | 41 77% | 7 68% | 5 74% | 3 68% |
| Can't Remember | 16 15% | 16 15% | 16 22%l | 7 10% | 6 12% | 5 17% | 1 4% | 11 15% | 8 17% | 6 10% | 16 15% | 16 23%cl | 3 5% | 1 8% | 1 13% | - |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Q.TV

Base: All adults UK

| | Q.12 PHONES OWN | | | | | INTERNET ACCESS | | | | | |
|--|-----------------|---------------------------|--------------------------|--------------------------|----------------------------|---------------------------|--------------------------------|--------------------------------|---|--------------------------------------|--|
| | Total | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone/tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) |
| Unweighted Base | 1868 | 1705 | 1102 | 994 | 711 | 108 | 1585 | 377 | 1166 | 132 | 228 |
| Weighted Base | 1868 | 1725 | 1045 | 958 | 767 | 86* | 1633 | 430 | 1243 | 131 | 179 |
| Sky - Digital Satellite TV for a monthly subscription | 582 31% | 542 31% ^d | 360 35% ^d | 337 35% ^d | 204 27% | 23 27% | 550 34% ^{ij} | 163 38% ^{ij} | 401 32% ^{ij} | 28 21% | 31 17% |
| Satellite TV from someone other than Sky | 40 2% | 37 2% | 20 2% | 18 2% | 19 2% | 2 2% | 40 2% ^j | 4 1% | 25 2% | - | - |
| Free-Sat - Digital Satellite TV WITHOUT a monthly subscription | 74 4% | 65 4% | 43 4% | 37 4% | 28 4% | 6 7% | 61 4% | 9 2% | 36 3% | 7 5% | 8 5% |
| Virgin Media through cable | 227 12% | 212 12% | 147 14% ^d | 139 15% ^d | 73 9% | 8 9% | 219 13% ^j | 66 15% ^j | 174 14% ^j | 18 14% ^j | 8 4% |
| Freeview through a TV aerial and set-top box | 284 15% | 253 15% | 140 13% | 125 13% | 127 17% | 14 17% | 214 13% | 49 11% | 188 15% | 15 11% | 48 27% ^{fghi} |
| TV set which has Freeview channels built in (without a separate set-top box) | 419 22% | 375 22% | 268 26% ^{ad} | 235 24% ^d | 140 18% | 34 39% ^{abcd} | 330 20% | 96 22% | 223 18% | 35 27% ^h | 77 43% ^{fghi} |
| YouView set top box | 2 * | 2 * | 2 * | 2 * | - | - | 2 * | - | 2 * | - | - |
| BT TV | 67 4% | 64 4% ^d | 53 5% ^d | 52 5% ^d | 12 2% | 1 2% | 64 4% | 16 4% | 45 4% | 4 3% | 3 1% |
| Talk Talk TV | 24 1% | 23 1% | 14 1% | 13 1% | 10 1% | 1 1% | 22 1% | 3 1% | 15 1% | 1 * | 2 1% |
| Other | 59 3% | 59 3% | 25 2% | 24 3% | 34 4% ^{bc} | 1 1% | 57 3% ^j | 21 5% ^j | 51 4% ^j | 12 9% ^{fhj} | 1 * |
| NO TV | 185 10% | 180 10% ^{bce} | 39 4% | 38 4% | 142 19% ^{abce} | 1 1% | 165 10% ^j | 33 8% | 146 12% ^{gj} | 22 17% ^{gj} | 6 3% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

* small base

Q.TV
Base: All adults UK

| | Q.1/2 PHONES OWN | | | | | INTERNET ACCESS | | | | | |
|-----------------|---------------------|-----------------|--------------------------|--------------------|----------------------|--------------------------------|--------------------------------|---|--------------------------------------|--|-----|
| | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone/tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) | |
| Unweighted Base | 1868 | 1705 | 1102 | 994 | 711 | 108 | 1585 | 377 | 1166 | 132 | 228 |
| Weighted Base | 1868 | 1725 | 1045 | 958 | 767 | 86* | 1633 | 430 | 1243 | 131 | 179 |
| Don't know | 16 | 15 | 4 | 4 | 11 | - | 16 | 8 | 13 | 3 | - |
| | 1% | 1% | * | * | 1%bc | - | 1% | 2% | 1% | 2%j | - |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j
* small base



Q.INTERNET
Base: All adults UK

| | Q.12 PHONES OWN | | | | | INTERNET ACCESS | | | | | |
|---|-----------------|---------------------|-----------------|--------------------------|--------------------|----------------------|--------------------------------|--------------------------------|--|--------------------------------------|--|
| | Total | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) |
| Unweighted Base | 1868 | 1705 | 1102 | 994 | 711 | 108 | 1585 | 377 | 1166 | 132 | 228 |
| Weighted Base | 1868 | 1725 | 1045 | 958 | 767 | 86* | 1633 | 430 | 1243 | 131 | 179 |
| Internet access at home | 1633 | 1556 | 917 | 879 | 677 | 37 | 1633 | 429 | 1189 | 125 | - |
| | 87% | 90%e | 88%e | 92%bde | 88%e | 43% | 100%ghij | 100%hij | 96%j | 96%j | - |
| Internet access at work (through workplace network connection) | 430 | 423 | 247 | 246 | 178 | 2 | 429 | 430 | 418 | 29 | - |
| | 23% | 25%e | 24%e | 26%e | 23%e | 2% | 26%j | 100%fhij | 34%fj | 22%j | - |
| Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) | 1243 | 1197 | 641 | 626 | 572 | 15 | 1189 | 418 | 1243 | 125 | - |
| | 67% | 69%bce | 61%e | 65%e | 75%abce | 18% | 73%j | 97%fj | 100%fgij | 95%fj | - |
| Internet access on publicly accessible computers (e.g. internet café, library) | 119 | 118 | 46 | 45 | 73 | 1 | 113 | 25 | 113 | 119 | - |
| | 6% | 7%bce | 4% | 5% | 10%abce | 1% | 7%j | 6%j | 9%j | 91%fghj | - |
| Other type of internet access | 19 | 19 | 12 | 12 | 7 | - | 17 | 4 | 19 | 19 | - |
| | 1% | 1% | 1% | 1% | 1% | - | 1% | 1% | 2% | 14%fghj | - |
| None of these \ Don't access the internet | 179 | 121 | 118 | 71 | 50 | 47 | - | - | - | - | 179 |
| | 10% | 7% | 11%acd | 7% | 7% | 54%abcd | - | - | - | - | 100%fghi |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j
* small base

Q. Breaks x Breaks
Base: All adults UK

| | Total | GENDER | | AGE | | | | | | | | SOCIAL GRADE | | | | |
|-----------------|-------|----------|------------|------------|------------|------------|-------------|-------------|-------------|-------------|------------|--------------|--------|--------|--------|--------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | 16-34 (j) | 35+ (k) | AB (l) | C1 (m) | C2 (n) | DE (o) |
| Unweighted Base | 1868 | 907 | 961 | 214 | 316 | 272 | 266 | 255 | 309 | 236 | 530 | 1338 | 367 | 516 | 459 | 526 |
| Weighted Base | 1868 | 905 | 963 | 261 | 348 | 305 | 296 | 291 | 203 | 163 | 609 | 1259 | 384 | 547 | 386 | 551 |
| GENDER | | | | | | | | | | | | | | | | |
| Male | 905 | 905 | - | 132 | 162 | 159 | 143 | 146 | 91 | 72 | 293 | 612 | 198 | 255 | 206 | 246 |
| | 48% | 100%b | - | 50% | 46% | 52% | 48% | 50% | 45% | 44% | 48% | 49% | 51% | 47% | 53%mo | 45% |
| Female | 963 | - | 963 | 129 | 186 | 146 | 154 | 145 | 111 | 92 | 316 | 648 | 187 | 292 | 179 | 305 |
| | 52% | - | 100%a | 50% | 54% | 48% | 52% | 50% | 55% | 56% | 52% | 51% | 49% | 53%n | 47% | 55%n |
| AGE | | | | | | | | | | | | | | | | |
| 16-24 | 261 | 132 | 129 | 261 | - | - | - | - | - | - | 261 | - | 36 | 94 | 55 | 76 |
| | 14% | 15% | 13% | 100%defghi | - | - | - | - | - | - | 43%defghi | - | 9% | 17%l | 14%l | 14% |
| | | | | jk | | | | | | | k | | | | | |
| 25-34 | 348 | 162 | 186 | - | 348 | - | - | - | - | - | 348 | - | 74 | 109 | 77 | 88 |
| | 19% | 18% | 19% | - | 100%cefg | - | - | - | - | - | 57%cefg | - | 19% | 20% | 20% | 16% |
| | | | | jk | | | | | | | k | | | | | |
| 35-44 | 305 | 159 | 146 | - | - | 305 | - | - | - | - | - | 305 | 76 | 94 | 62 | 74 |
| | 16% | 18% | 15% | - | - | 100%cdfghi | - | - | - | - | - | 24%cdfgh | 20%o | 17% | 16% | 13% |
| | | | | - | - | jk | | | | | | ij | | | | |
| 45-54 | 296 | 143 | 154 | - | - | - | 296 | - | - | - | - | 296 | 75 | 84 | 60 | 78 |
| | 16% | 16% | 16% | - | - | - | 100%cddeghi | - | - | - | - | 24%cddegh | 19% | 15% | 16% | 14% |
| | | | | - | - | - | jk | | | | | ij | | | | |
| 55-64 | 291 | 146 | 145 | - | - | - | - | 291 | - | - | - | 291 | 52 | 91 | 70 | 78 |
| | 16% | 16% | 15% | - | - | - | - | 100%cddefhi | - | - | - | 23%cddefh | 14% | 17% | 18% | 14% |
| | | | | - | - | - | - | jk | | | | ij | | | | |
| 65-74 | 203 | 91 | 111 | - | - | - | - | - | 203 | - | - | 203 | 49 | 42 | 39 | 73 |
| | 11% | 10% | 12% | - | - | - | - | - | 100%cddefgi | - | - | 16%cddefg | 13%m | 8% | 10% | 13%m |
| | | | | - | - | - | - | - | jk | | | ij | | | | |
| 75+ | 163 | 72 | 92 | - | - | - | - | - | - | 163 | - | 163 | 24 | 34 | 23 | 83 |
| | 9% | 8% | 10% | - | - | - | - | - | - | 100%cddefgh | - | 13%cddefgh | 6% | 6% | 6% | 15%lmn |
| | | | | - | - | - | - | - | - | jk | | j | | | | |
| 16-34 | 609 | 293 | 316 | 261 | 348 | - | - | - | - | - | 609 | - | 109 | 203 | 132 | 165 |
| | 33% | 32% | 33% | 100%efgh | 100%efghik | - | - | - | - | - | 100%efghik | - | 28% | 37%lo | 34% | 30% |
| | | | | ik | | | | | | | | | | | | |
| 35+ | 1259 | 612 | 648 | - | - | 305 | 296 | 291 | 203 | 163 | - | 1259 | 275 | 344 | 254 | 386 |
| | 67% | 68% | 67% | - | - | 100%cdj | 100%cdj | 100%cdj | 100%cdj | 100%cdj | - | 100%cdj | 72%m | 63% | 66% | 70%no |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/ef/g/h/ij/k - l/m/n/o

Q. Breaks x Breaks
Base: All adults UK

| | Total | GENDER | | AGE | | | | | | | | SOCIAL GRADE | | | | |
|------------------------------|-------|------------------|------------------|-------------------------|-----------------------|--------------------------|-----------------------|-----------------------|--------------------------|---------------------------|------------------------|----------------------|---------------------|---------------------|---------------------|---------------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | 16-34 (j) | 35+ (k) | AB (l) | C1 (m) | C2 (n) | DE (o) |
| Unweighted Base | 1868 | 907 | 961 | 214 | 316 | 272 | 266 | 255 | 309 | 236 | 530 | 1338 | 367 | 516 | 459 | 526 |
| Weighted Base | 1868 | 905 | 963 | 261 | 348 | 305 | 296 | 291 | 203 | 163 | 609 | 1259 | 384 | 547 | 386 | 551 |
| SOCIAL GRADE | | | | | | | | | | | | | | | | |
| AB | 384 | 198 | 187 | 36 | 74 | 76 | 75 | 52 | 49 | 24 | 109 | 275 | 384 | - | - | - |
| | 21% | 22% | 19% | 14% | 21% ^c | 25% ^{cij} | 25% ^{cij} | 18% | 24% ^{cij} | 15% | 18% | 22% ^{ci} | 100% ^{mno} | - | - | - |
| C1 | 547 | 255 | 292 | 94 | 109 | 94 | 84 | 91 | 42 | 34 | 203 | 344 | - | 547 | - | - |
| | 29% | 28% | 30% | 36% ^{hik} | 31% ^{hi} | 31% ^{hi} | 28% ^h | 31% ^{hi} | 21% | 21% | 33% ^{hik} | 27% ^{hi} | - | 100% ^{lno} | - | - |
| C2 | 386 | 206 | 179 | 55 | 77 | 62 | 60 | 70 | 39 | 23 | 132 | 254 | - | - | 386 | - |
| | 21% | 23% ^b | 19% | 21% | 22% ⁱ | 20% | 20% | 24% ⁱ | 19% | 14% | 22% ⁱ | 20% ⁱ | - | - | 100% ^{lmo} | - |
| DE | 551 | 246 | 305 | 76 | 88 | 74 | 78 | 78 | 73 | 83 | 165 | 386 | - | - | - | 551 |
| | 29% | 27% | 32% ^a | 29% | 25% | 24% | 26% | 27% | 36% ^{defgj} | 51% ^{cdefghjk} | 27% | 31% ^e | - | - | - | 100% ^{lmn} |
| MARITAL STATUS | | | | | | | | | | | | | | | | |
| Married/Living as married | 1079 | 548 | 532 | 45 | 230 | 231 | 198 | 184 | 130 | 61 | 275 | 804 | 282 | 335 | 243 | 219 |
| | 58% | 61% ^b | 55% | 17% | 66% ^{cij} | 76% ^{cdefghijk} | 67% ^{cij} | 63% ^{cij} | 64% ^{cij} | 37% ^c | 45% ^c | 64% ^{cij} | 73% ^{mno} | 61% ^o | 63% ^o | 40% |
| Single | 533 | 280 | 253 | 216 | 108 | 64 | 64 | 45 | 24 | 12 | 324 | 209 | 69 | 161 | 95 | 208 |
| | 29% | 31% ^b | 26% | 83% ^{defghijk} | 31% ^{efghi} | 21% ^{hi} | 22% ^{hi} | 15% ⁱ | 12% | 7% | 53% ^{defghik} | 17% ⁱ | 18% | 29% ^l | 25% ^l | 38% ^{lmn} |
| Widow/Divorced/Separated | 256 | 77 | 179 | - | 9 | 11 | 34 | 63 | 48 | 91 | 9 | 247 | 33 | 51 | 48 | 124 |
| | 14% | 9% | 19% ^a | - | 3% ^c | 4% ^c | 12% ^{cdej} | 22% ^{cdefj} | 24% ^{cdefj} | 56% ^{cdefghijk} | 1% | 20% ^{cdefj} | 9% | 9% | 12% | 22% ^{lmn} |
| WORKING STATUS | | | | | | | | | | | | | | | | |
| Working | 1005 | 542 | 464 | 102 | 268 | 240 | 211 | 164 | 18 | 2 | 370 | 636 | 237 | 340 | 236 | 193 |
| | 54% | 60% ^b | 48% | 39% ^{hi} | 77% ^{cghijk} | 78% ^{cghijk} | 71% ^{cghijk} | 56% ^{chi} | 9% ⁱ | 1% | 61% ^{chik} | 50% ^{chi} | 62% ^o | 62% ^o | 61% ^o | 35% |
| Not working | 863 | 363 | 500 | 159 | 80 | 66 | 85 | 127 | 184 | 161 | 239 | 624 | 148 | 208 | 149 | 358 |
| | 46% | 40% | 52% ^a | 61% ^{defgjk} | 23% | 22% | 29% | 44% ^{def} | 91% ^{cdefghijk} | 99% ^{cdefghijk} | 39% ^{def} | 50% ^{defj} | 38% | 38% | 39% | 65% ^{lmn} |
| CHILDREN IN HOUSEHOLD | | | | | | | | | | | | | | | | |
| Any | 527 | 235 | 292 | 70 | 171 | 184 | 87 | 13 | 1 | 1 | 241 | 286 | 128 | 145 | 126 | 128 |
| | 28% | 26% | 30% | 27% ^{ghi} | 49% ^{cfghi} | 60% ^{cdefghijk} | 29% ^{ghik} | 5% ^{hi} | 1% | * | 40% ^{cfghik} | 23% ^{ghi} | 33% ^{mo} | 26% | 33% ^{mo} | 23% |
| None | 1341 | 670 | 671 | 191 | 177 | 121 | 210 | 278 | 201 | 163 | 368 | 973 | 256 | 403 | 260 | 422 |
| | 72% | 74% | 70% | 73% ^{dej} | 51% ^e | 40% | 71% ^{dej} | 95% ^{cdefjk} | 99% ^{cdefgijk} | 100% ^{cdefghijk} | 60% ^{de} | 77% ^{defj} | 67% | 74% ^{ln} | 67% | 77% ^{ln} |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/ef/g/h/i/j/k - l/m/n/o



Q. Breaks x Breaks
Base: All adults UK

| | Total | GENDER | | AGE | | | | | | | | SOCIAL GRADE | | | | |
|---------------------------|-------|----------|------------|-----------------------|----------------------|--------------------|-------------------|--------------------|---------------------|----------------------|---------------------|-------------------|--------------------|-------------------|------------------|-------------------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | 16-34 (j) | 35+ (k) | AB (l) | C1 (m) | C2 (n) | DE (o) |
| Unweighted Base | 1868 | 907 | 961 | 214 | 316 | 272 | 266 | 255 | 309 | 236 | 530 | 1338 | 367 | 516 | 459 | 526 |
| Weighted Base | 1868 | 905 | 963 | 261 | 348 | 305 | 296 | 291 | 203 | 163 | 609 | 1259 | 384 | 547 | 386 | 551 |
| AREA | | | | | | | | | | | | | | | | |
| Urban | 1355 | 659 | 696 | 194 | 255 | 230 | 213 | 210 | 142 | 111 | 449 | 906 | 302 | 385 | 273 | 395 |
| | | 73% | 72% | 74% | 73% | 75% | 72% | 72% | 70% | 68% | 74% | 72% | 79% ^{mno} | 70% | 71% | 72% |
| Rural | 513 | 246 | 267 | 67 | 93 | 76 | 83 | 82 | 61 | 52 | 160 | 353 | 82 | 162 | 113 | 156 |
| | | 27% | 28% | 26% | 27% | 25% | 28% | 28% | 30% | 32% | 26% | 28% | 21% | 30% ^l | 29% ^l | 28% ^l |
| COUNTRY | | | | | | | | | | | | | | | | |
| England | 1573 | 758 | 816 | 228 | 299 | 258 | 250 | 241 | 168 | 130 | 527 | 1047 | 323 | 471 | 325 | 454 |
| | | 84% | 85% | 87% ⁱ | 86% | 85% | 84% | 83% | 83% | 79% | 87% ⁱ | 83% | 84% | 86% | 84% | 82% |
| Scotland | 159 | 79 | 80 | 21 | 30 | 29 | 29 | 22 | 14 | 14 | 51 | 108 | 28 | 43 | 37 | 51 |
| | | 9% | 8% | 8% | 9% | 9% | 10% | 8% | 7% | 9% | 8% | 9% | 7% | 8% | 10% | 9% |
| Wales | 93 | 45 | 48 | 4 | 10 | 12 | 12 | 23 | 16 | 16 | 14 | 80 | 27 | 22 | 16 | 28 |
| | | 5% | 5% | 1% | 3% | 4% | 4% | 8% ^{cdj} | 8% ^{cdefj} | 10% ^{cdefj} | 2% | 6% ^{cdj} | 7% | 4% | 4% | 5% |
| Northern Ireland | 43 | 23 | 19 | 9 | 9 | 6 | 6 | 5 | 4 | 3 | 18 | 25 | 6 | 11 | 7 | 18 |
| | | 2% | 3% | 3% | 3% | 2% | 2% | 2% | 2% | 2% | 3% | 2% | 2% | 2% | 2% | 3% |
| GOVERNMENT REGIONS | | | | | | | | | | | | | | | | |
| North East | 76 | 32 | 44 | 16 | 14 | 15 | 10 | 8 | 9 | 5 | 30 | 46 | 7 | 26 | 24 | 19 |
| | | 4% | 5% | 6% | 4% | 5% | 3% | 3% | 5% | 3% | 5% | 4% | 2% | 5% ^l | 6% ^{lo} | 3% |
| North West | 176 | 81 | 95 | 22 | 23 | 25 | 26 | 39 | 20 | 20 | 45 | 131 | 36 | 44 | 33 | 63 |
| | | 9% | 10% | 9% | 7% | 8% | 9% | 13% ^{dj} | 10% | 12% ^{dj} | 7% | 10% ^d | 9% | 8% | 9% | 11% |
| Yorkshire and The Humber | 145 | 70 | 75 | 22 | 26 | 24 | 26 | 20 | 15 | 12 | 48 | 97 | 36 | 27 | 28 | 54 |
| | | 8% | 8% | 8% | 7% | 8% | 9% | 7% | 7% | 8% | 8% | 8% | 9% ^m | 5% | 7% | 10% ^m |
| East Midlands | 128 | 63 | 64 | 38 | 20 | 18 | 21 | 11 | 10 | 10 | 57 | 70 | 8 | 55 | 33 | 32 |
| | | 7% | 7% | 15% ^{defghi} | 6% | 6% | 7% | 4% | 5% | 6% | 9% ^{ghk} | 6% | 2% | 10% ^{lo} | 8% ^l | 6% ^l |
| West Midlands | 166 | 75 | 91 | 15 | 30 | 21 | 22 | 37 | 23 | 19 | 45 | 122 | 27 | 32 | 37 | 72 |
| | | 9% | 9% | 6% | 9% | 7% | 7% | 13% ^{cej} | 11% ^c | 12% ^c | 7% | 10% | 7% | 6% | 10% ^m | 13% ^{lm} |
| East of England | 213 | 109 | 105 | 24 | 45 | 46 | 43 | 26 | 18 | 12 | 69 | 144 | 44 | 74 | 47 | 48 |
| | | 11% | 11% | 9% | 13% | 15% ^{ghi} | 14% ^{hi} | 9% | 9% | 7% | 11% | 11% | 11% | 14% ^o | 12% | 9% |
| London | 237 | 123 | 113 | 37 | 62 | 46 | 34 | 30 | 16 | 12 | 99 | 138 | 55 | 69 | 44 | 69 |
| | | 13% | 12% | 14% ^{hi} | 18% ^{fghik} | 15% ^{hi} | 12% | 10% | 8% | 7% | 16% ^{ghik} | 11% | 14% | 13% | 11% | 13% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/ef/g/h/ij/k - l/m/n/o



Q. Breaks x Breaks
Base: All adults UK

| | GENDER | | AGE | | | | | | | | | SOCIAL GRADE | | | | |
|---|----------|------------|-----------|-----------|-----------|-----------|-----------|-----------|------------|-----------|-----------|--------------|--------|--------|--------|--------|
| | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | 16-34 (j) | 35+ (k) | AB (l) | C1 (m) | C2 (n) | DE (o) | |
| Unweighted Base | 1868 | 907 | 961 | 214 | 316 | 272 | 266 | 255 | 309 | 236 | 530 | 1338 | 367 | 516 | 459 | 526 |
| Weighted Base | 1868 | 905 | 963 | 261 | 348 | 305 | 296 | 291 | 203 | 163 | 609 | 1259 | 384 | 547 | 386 | 551 |
| South East | 259 | 129 | 130 | 33 | 61 | 39 | 33 | 43 | 24 | 25 | 94 | 165 | 79 | 93 | 43 | 44 |
| | 14% | 14% | 14% | 13% | 17%f | 13% | 11% | 15% | 12% | 16% | 15% | 13% | 21%no | 17%no | 11% | 8% |
| South West | 173 | 74 | 99 | 21 | 19 | 26 | 34 | 26 | 33 | 14 | 40 | 133 | 32 | 52 | 37 | 53 |
| | 9% | 8% | 10% | 8% | 5% | 9% | 12%dj | 9% | 16%cddegij | 9% | 6% | 11%dj | 8% | 9% | 10% | 10% |
| Wales | 93 | 45 | 48 | 4 | 10 | 12 | 12 | 23 | 16 | 16 | 14 | 80 | 27 | 22 | 16 | 28 |
| | 5% | 5% | 5% | 1% | 3% | 4% | 4% | 8%cdj | 8%cdfej | 10%cdfej | 2% | 6%cdj | 7% | 4% | 4% | 5% |
| Scotland | 159 | 79 | 80 | 21 | 30 | 29 | 29 | 22 | 14 | 14 | 51 | 108 | 28 | 43 | 37 | 51 |
| | 9% | 9% | 8% | 8% | 9% | 9% | 10% | 8% | 7% | 9% | 8% | 9% | 7% | 8% | 10% | 9% |
| Northern Ireland | 43 | 23 | 19 | 9 | 9 | 6 | 6 | 5 | 4 | 3 | 18 | 25 | 6 | 11 | 7 | 18 |
| | 2% | 3% | 2% | 3% | 3% | 2% | 2% | 2% | 2% | 2% | 3% | 2% | 2% | 2% | 2% | 3% |
| TENURE | | | | | | | | | | | | | | | | |
| Own\Mortgage | 1005 | 483 | 522 | 89 | 124 | 152 | 188 | 198 | 142 | 112 | 214 | 791 | 302 | 338 | 215 | 150 |
| | 54% | 53% | 54% | 34% | 36% | 50%cdj | 63%cdj | 68%cdj | 70%cdj | 68%cdj | 35% | 63%cdj | 79%mmo | 62%o | 56%o | 27% |
| Rent\Other | 863 | 421 | 441 | 172 | 223 | 154 | 109 | 93 | 60 | 51 | 395 | 468 | 82 | 210 | 170 | 400 |
| | 46% | 47% | 46% | 66%efghi | 64%efghi | 50%fghik | 37% | 32% | 30% | 32% | 65%efghi | 37%h | 21% | 38%l | 44%l | 73%lmn |
| INTERNET | | | | | | | | | | | | | | | | |
| Internet access at home | 1633 | 802 | 831 | 252 | 334 | 296 | 272 | 256 | 157 | 66 | 586 | 1047 | 371 | 514 | 350 | 399 |
| | 87% | 89% | 86% | 97%fghik | 96%fghik | 97%fghik | 92%hik | 88%hi | 78%i | 40% | 96%fghik | 83%hi | 96%no | 94%o | 91%o | 72% |
| Internet access at work | 430 | 216 | 214 | 44 | 115 | 107 | 96 | 58 | 8 | 2 | 160 | 271 | 128 | 181 | 77 | 45 |
| | 23% | 24% | 22% | 17%hi | 33%cg hij | 35%cg hij | 32%cg hij | 20%hi | 4% | 1% | 26%chik | 21%hi | 33%no | 33%no | 20%o | 8% |
| Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) | 1243 | 623 | 621 | 213 | 281 | 251 | 216 | 176 | 79 | 27 | 494 | 749 | 267 | 413 | 261 | 301 |
| | 67% | 69% | 64% | 82%fghik | 81%fghik | 82%fghik | 73%ghik | 60%hi | 39%i | 16% | 81%fghik | 59%hi | 70%o | 75%no | 68%o | 55% |
| Other type of internet access | 131 | 67 | 64 | 60 | 25 | 16 | 8 | 10 | 10 | 3 | 84 | 47 | 21 | 64 | 23 | 24 |
| | 7% | 7% | 7% | 23%defghi | 7%fik | 5%i | 3% | 3% | 5%i | 2% | 14%defghi | 4% | 5% | 12%lno | 6% | 4% |
| None of these \ Don't access the internet | 179 | 76 | 103 | 4 | - | 2 | 11 | 26 | 43 | 94 | 4 | 175 | 13 | 25 | 24 | 117 |
| | 10% | 8% | 11% | 2%d | - | 1% | 4%dej | 9%cdfej | 21%cdefg | 57%cdefgh | 1% | 14%cdefgj | 3% | 5% | 6% | 21%lmn |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/ef/g/h/i/j/k - l/m/n/o

Q. Breaks x Breaks
Base: All adults UK

| | Total | GENDER | | AGE | | | | | | | | SOCIAL GRADE | | | | |
|---|-------|----------|------------|-----------|-----------|-----------|-----------|-----------|-------------|-------------|-----------|--------------|--------|--------|--------|--------|
| | | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | 16-34 (j) | 35+ (k) | AB (l) | C1 (m) | C2 (n) | DE (o) |
| Unweighted Base | 1868 | 907 | 961 | 214 | 316 | 272 | 266 | 255 | 309 | 236 | 530 | 1338 | 367 | 516 | 459 | 526 |
| Weighted Base | 1868 | 905 | 963 | 261 | 348 | 305 | 296 | 291 | 203 | 163 | 609 | 1259 | 384 | 547 | 386 | 551 |
| Q.112 PHONES OWN | | | | | | | | | | | | | | | | |
| Mobile (any) | 1725 | 843 | 882 | 251 | 339 | 287 | 286 | 270 | 178 | 113 | 591 | 1134 | 368 | 514 | 360 | 483 |
| | 92% | 93% | 92% | 96%hik | 98%eghik | 94%hik | 97%ghik | 92%i | 88%i | 69% | 97%ghik | 90%i | 96%o | 94%o | 93%o | 88% |
| Landline | 1045 | 504 | 540 | 97 | 148 | 166 | 164 | 185 | 153 | 131 | 246 | 799 | 232 | 299 | 225 | 289 |
| | 56% | 56% | 56% | 37% | 43% | 54%cdj | 55%cdj | 64%cdcej | 75%cdcefgjk | 80%cdcefgjk | 40% | 63%cdcej | 60%o | 55% | 58% | 52% |
| Mobile & Landline | 958 | 469 | 489 | 94 | 146 | 161 | 160 | 176 | 135 | 87 | 240 | 719 | 223 | 278 | 209 | 248 |
| | 51% | 52% | 51% | 36% | 42% | 53%cdj | 54%cdj | 60%cdj | 67%cdcefi | 53%cdj | 39% | 57%cdj | 58%mo | 51% | 54%o | 45% |
| Mobile only | 767 | 374 | 393 | 158 | 193 | 127 | 126 | 94 | 43 | 26 | 351 | 415 | 144 | 237 | 151 | 235 |
| | 41% | 41% | 41% | 60%efghi | 56%efghi | 42%ghik | 42%ghik | 32%hi | 21% | 16% | 58%efghi | 33%hi | 38% | 43% | 39% | 43% |
| Landline only | 86 | 35 | 51 | 4 | 2 | 5 | 4 | 9 | 18 | 43 | 6 | 80 | 9 | 21 | 16 | 41 |
| | 5% | 4% | 5% | 1% | 1% | 2% | 1% | 3%dj | 9%cdcefg | 27%cdcefg | 1% | 6%cdcej | 2% | 4% | 4% | 7%lmn |
| Q6A16B UNSOLICITED CALLS - (4 WEEKS) | | | | | | | | | | | | | | | | |
| Any unsolicited calls (landline or mobile) | 872 | 430 | 442 | 92 | 149 | 149 | 148 | 155 | 104 | 75 | 241 | 631 | 221 | 277 | 161 | 213 |
| | 47% | 48% | 46% | 35% | 43% | 49%cj | 50%cj | 53%cdj | 51%cj | 46%c | 40% | 50%cdj | 57%no | 51%no | 42% | 39% |
| Any unsolicited calls (landline) | 410 | 199 | 211 | 19 | 34 | 58 | 65 | 88 | 83 | 64 | 52 | 358 | 98 | 127 | 88 | 98 |
| | 22% | 22% | 22% | 7% | 10% | 19%cdj | 22%cdj | 30%cdcej | 41%cdcefgjk | 39%cdcej | 9% | 28%cdcej | 25%o | 23%o | 23% | 18% |
| Any unsolicited calls (mobile) | 646 | 325 | 320 | 81 | 141 | 127 | 115 | 111 | 49 | 22 | 222 | 423 | 172 | 201 | 116 | 157 |
| | 35% | 36% | 33% | 31%i | 41%chik | 42%chik | 39%hi | 38%hi | 24%i | 14% | 37%hi | 34%hi | 45%mmo | 37%no | 30% | 28% |
| Silent calls (landline or mobile) | 317 | 175 | 142 | 24 | 45 | 52 | 49 | 77 | 43 | 27 | 69 | 248 | 75 | 100 | 69 | 73 |
| | 17% | 19%b | 15% | 9% | 13% | 17%cj | 16%c | 26%cdcefi | 21%cdj | 17%c | 11% | 20%cdj | 20%o | 18%o | 18% | 13% |
| Landline silent calls | 175 | 96 | 80 | 6 | 13 | 27 | 25 | 45 | 34 | 27 | 18 | 157 | 40 | 54 | 39 | 42 |
| | 9% | 11% | 8% | 2% | 4% | 9%cdj | 8%cdj | 15%cdcej | 17%cdcej | 16%cdcej | 3% | 12%cdj | 11% | 10% | 10% | 8% |
| Mobile silent calls | 184 | 107 | 77 | 20 | 39 | 36 | 28 | 41 | 16 | 4 | 59 | 125 | 44 | 55 | 41 | 43 |
| | 10% | 12%b | 8% | 8%i | 11%i | 12%i | 9%i | 14%chi | 8%i | 3% | 10%i | 10%i | 12% | 10% | 11% | 8% |
| Live sales/marketing (landline or mobile) | 656 | 312 | 344 | 58 | 117 | 117 | 104 | 127 | 79 | 54 | 175 | 481 | 168 | 213 | 120 | 155 |
| | 35% | 35% | 36% | 22% | 34%c | 38%cj | 35%c | 43%cdj | 39%cj | 33%c | 29% | 38%cj | 44%no | 39%no | 31% | 28% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/ef/g/h/i/j/k - l/m/n/o

Q. Breaks x Breaks
Base: All adults UK

| Total | GENDER | | AGE | | | | | | | | | SOCIAL GRADE | | | | |
|--|------------|------------|------------|------------|---------------|-----------------|--------------|----------------|-----------------|------------------|--------------|-----------------|---------------|--------------|------------|------------|
| | Male (a) | Female (b) | 16-24 (c) | 25-34 (d) | 35-44 (e) | 45-54 (f) | 55-64 (g) | 65-74 (h) | 75+ (i) | 16-34 (j) | 35+ (k) | AB (l) | C1 (m) | C2 (n) | DE (o) | |
| Unweighted Base | 1868 | 907 | 961 | 214 | 316 | 272 | 266 | 255 | 309 | 236 | 530 | 1338 | 367 | 516 | 459 | 526 |
| Weighted Base | 1868 | 905 | 963 | 261 | 348 | 305 | 296 | 291 | 203 | 163 | 609 | 1259 | 384 | 547 | 386 | 551 |
| Landline Live sales/ marketing | 288 15% | 143 16% | 145 15% | 10 4% | 25 7% | 40 13%cdj | 39 13%cdj | 69 24%cdelj | 60 29%cdelj | 45 28%cdelfjk | 36 6% | 253 20%cdelj | 65 17% | 84 15% | 61 16% | 78 14% |
| Mobile Live sales/ marketing (phone or text) | 495 26% | 238 26% | 257 27% | 50 19%i | 109 31%chi | 102 33%chijk | 86 29%chi | 93 32%chi | 36 18%i | 18 11% | 160 26%hi | 335 27%chi | 139 36%mmo | 160 29%no | 87 23% | 109 20% |
| Recorded message (landline or mobile) | 445 24% | 218 24% | 227 24% | 39 15% | 65 19% | 81 27%cdj | 66 22%c | 95 33%cdfij | 62 31%cdfij | 36 22% | 104 17% | 341 27%cdj | 113 29%o | 146 27%o | 90 23%o | 96 17% |
| Recorded message (landline) | 256 14% | 125 14% | 131 14% | 12 5% | 17 5% | 43 14%cdj | 35 12%cdj | 62 21%cdelj | 55 27%cdelfj | 31 19%cdj | 30 5% | 227 18%cdj | 61 16%o | 88 16%o | 56 15%o | 51 9% |
| Recorded message (mobile) | 248 13% | 123 14% | 125 13% | 30 12%i | 57 16%hi | 60 20%cfhik | 36 12%i | 41 14%i | 18 9% | 7 4% | 87 14%hi | 161 13%i | 67 17%no | 77 14% | 46 12% | 58 10% |
| Other type (landline or mobile) | 55 3% | 30 3% | 25 3% | 5 2% | 8 2% | 4 1% | 12 4%e | 10 3% | 10 5%ej | 6 3% | 13 2% | 42 3% | 11 3% | 26 5%no | 8 2% | 9 2% |
| Other type (landline) | 26 1% | 14 2% | 12 1% | - | 1 * | 4 1% | 3 1% | 6 2%cdj | 8 4%cdelj | 4 3%cdj | 1 * | 25 2%dj | 8 2% | 8 1% | 7 2% | 4 1% |
| Other type (mobile) | 32 2% | 18 2% | 15 2% | 5 2% | 7 2% | 1 * | 9 3%e | 6 2% | 3 1% | 2 1% | 12 2% | 20 2% | 4 1% | 20 4%lno | 3 1% | 6 1% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/ef/g/h/ij/k - l/m/n/o



Q. Breaks x Breaks
Base: All adults UK

| | MARITAL STATUS | | | WORKING STATUS | | CHILDREN IN HOUSEHOLD | | AREA | | COUNTRY | | | | |
|---------------------|--------------------------------|-------------------|-------------------------------|-------------------|------------------|-----------------------|------------------|------------------|------------------|-------------|------------------|------------------|----------------------|------------------|
| | Married \Living as married (a) | Single (b) | Widow/Divorced \Separated (c) | Working (d) | Not working (e) | Any (f) | None (g) | Urban (h) | Rural (i) | England (j) | Scotland (k) | Wales (l) | Northern Ireland (m) | |
| Unweighted Base | 1868 | 1096 | 482 | 290 | 891 | 977 | 480 | 1388 | 1336 | 532 | 1508 | 221 | 79 | 60 |
| Weighted Base | 1868 | 1079 | 533 | 256 | 1005 | 863 | 527 | 1341 | 1355 | 513 | 1573 | 159 | 93* | 43* |
| GENDER | | | | | | | | | | | | | | |
| Male | 905 | 548 | 280 | 77 | 542 | 363 | 235 | 670 | 659 | 246 | 758 | 79 | 45 | 23 |
| | 48% | 51% ^c | 53% ^c | 30% | 54% ^e | 42% | 45% | 50% | 49% | 48% | 48% | 50% | 48% | 54% |
| Female | 963 | 532 | 253 | 179 | 464 | 500 | 292 | 671 | 696 | 267 | 816 | 80 | 48 | 19 |
| | 52% | 49% | 47% | 70% ^{ab} | 46% | 58% ^d | 55% | 50% | 51% | 52% | 52% | 50% | 52% | 46% |
| AGE | | | | | | | | | | | | | | |
| 16-24 | 261 | 45 | 216 | - | 102 | 159 | 70 | 191 | 194 | 67 | 228 | 21 | 4 | 9 |
| | 14% | 4% ^c | 41% ^{ac} | - | 10% | 18% ^d | 13% | 14% | 14% | 13% | 14% ^l | 13% ^l | 4% | 21% ^l |
| 25-34 | 348 | 230 | 108 | 9 | 268 | 80 | 171 | 177 | 255 | 93 | 299 | 30 | 10 | 9 |
| | 19% | 21% ^c | 20% ^c | 4% | 27% ^e | 9% | 32% ^g | 13% | 19% | 18% | 19% | 19% | 10% | 21% |
| 35-44 | 305 | 231 | 64 | 11 | 240 | 66 | 184 | 121 | 230 | 76 | 258 | 29 | 12 | 6 |
| | 16% | 21% ^{bc} | 12% ^c | 4% | 24% ^e | 8% | 35% ^g | 9% | 17% | 15% | 16% | 18% | 13% | 14% |
| 45-54 | 296 | 198 | 64 | 34 | 211 | 85 | 87 | 210 | 213 | 83 | 250 | 29 | 12 | 6 |
| | 16% | 18% ^b | 12% | 13% | 21% ^e | 10% | 16% | 16% | 16% | 16% | 16% | 18% | 13% | 14% |
| 55-64 | 291 | 184 | 45 | 63 | 164 | 127 | 13 | 278 | 210 | 82 | 241 | 22 | 23 | 5 |
| | 16% | 17% ^b | 8% | 25% ^{ab} | 16% | 15% | 2% | 21% ^f | 15% | 16% | 15% | 14% | 25% ^{jk} | 12% |
| 65-74 | 203 | 130 | 24 | 48 | 18 | 184 | 1 | 201 | 142 | 61 | 168 | 14 | 16 | 4 |
| | 11% | 12% ^b | 5% | 19% ^{ab} | 2% | 21% ^d | * | 15% ^f | 10% | 12% | 11% | 9% | 18% | 10% |
| 75+ | 163 | 61 | 12 | 91 | 2 | 161 | 1 | 163 | 111 | 52 | 130 | 14 | 16 | 3 |
| | 9% | 6% ^b | 2% | 35% ^{ab} | * | 19% ^d | * | 12% ^f | 8% | 10% | 8% | 9% | 17% ^j | 8% |
| 16-34 | 609 | 275 | 324 | 9 | 370 | 239 | 241 | 368 | 449 | 160 | 527 | 51 | 14 | 18 |
| | 33% | 26% ^c | 61% ^{ac} | 4% | 37% ^e | 28% | 46% ^g | 27% | 33% | 31% | 33% ^l | 32% ^l | 15% | 42% ^l |
| 35+ | 1259 | 804 | 209 | 247 | 636 | 624 | 286 | 973 | 906 | 353 | 1047 | 108 | 80 | 25 |
| | 67% | 74% ^b | 39% | 96% ^{ab} | 63% | 72% ^d | 54% | 73% ^f | 67% | 69% | 67% | 68% | 85% ^{jk} | 58% |
| SOCIAL GRADE | | | | | | | | | | | | | | |
| AB | 384 | 282 | 69 | 33 | 237 | 148 | 128 | 256 | 302 | 82 | 323 | 28 | 27 | 6 |
| | 21% | 26% ^{bc} | 13% | 13% | 24% ^e | 17% | 24% ^g | 19% | 22% ⁱ | 16% | 21% | 18% | 29% ^k | 15% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m
* small base

Q. Breaks x Breaks
Base: All adults UK

| | MARITAL STATUS | | | WORKING STATUS | | CHILDREN IN HOUSEHOLD | | AREA | | COUNTRY | | | | |
|------------------------------|----------------|--------------------------------|--------------------|-------------------------------|-------------------|-----------------------|-------------------|-------------------|-------------------|-------------------|-------------------|------------------|------------------|----------------------|
| | Total | Married \Living as married (a) | Single (b) | Widow/Divorced \Separated (c) | Working (d) | Not working (e) | Any (f) | None (g) | Urban (h) | Rural (i) | England (j) | Scotland (k) | Wales (l) | Northern Ireland (m) |
| Unweighted Base | 1868 | 1096 | 482 | 290 | 891 | 977 | 480 | 1388 | 1336 | 532 | 1508 | 221 | 79 | 60 |
| Weighted Base | 1868 | 1079 | 533 | 256 | 1005 | 863 | 527 | 1341 | 1355 | 513 | 1573 | 159 | 93* | 43* |
| C1 | 547 | 335 | 161 | 51 | 340 | 208 | 145 | 403 | 385 | 162 | 471 | 43 | 22 | 11 |
| | 29% | 31% ^c | 30% ^c | 20% | 34% ^e | 24% | 27% | 30% | 28% | 32% | 30% | 27% | 23% | 26% |
| C2 | 386 | 243 | 95 | 48 | 236 | 149 | 126 | 260 | 273 | 113 | 325 | 37 | 16 | 7 |
| | 21% | 22% | 18% | 19% | 23% ^e | 17% | 24% ^g | 19% | 20% | 22% | 21% | 23% | 16% | 17% |
| DE | 551 | 219 | 208 | 124 | 193 | 358 | 128 | 422 | 395 | 156 | 454 | 51 | 28 | 18 |
| | 29% | 20% | 39% ^a | 48% ^{ab} | 19% | 42% ^d | 24% | 32% ^f | 29% | 30% | 29% | 32% | 30% | 42% ^j |
| MARITAL STATUS | | | | | | | | | | | | | | |
| Married \Living as married | 1079 | 1079 | - | - | 676 | 403 | 404 | 675 | 771 | 308 | 920 | 80 | 54 | 25 |
| | 58% | 100% ^{bc} | - | - | 67% ^e | 47% | 77% ^g | 50% | 57% | 60% | 58% ^k | 50% | 58% | 58% |
| Single | 533 | - | 533 | - | 254 | 280 | 106 | 427 | 410 | 124 | 451 | 55 | 17 | 9 |
| | 29% | - | 100% ^{ac} | - | 25% | 32% ^d | 20% | 32% ^f | 30% ⁱ | 24% | 29% | 35% ^l | 19% | 22% |
| Widow \Divorced \Separated | 256 | - | - | 256 | 76 | 180 | 16 | 239 | 174 | 81 | 202 | 23 | 22 | 9 |
| | 14% | - | - | 100% ^{ab} | 8% | 21% ^d | 3% | 18% ^f | 13% | 16% | 13% | 15% | 24% ^j | 20% |
| WORKING STATUS | | | | | | | | | | | | | | |
| Working | 1005 | 676 | 254 | 76 | 1005 | - | 380 | 625 | 720 | 286 | 857 | 86 | 38 | 25 |
| | 54% | 63% ^{bc} | 48% ^c | 30% | 100% ^e | - | 72% ^g | 47% | 53% | 56% | 54% ^l | 54% | 41% | 58% |
| Not working | 863 | 403 | 280 | 180 | - | 863 | 147 | 715 | 635 | 228 | 716 | 73 | 55 | 18 |
| | 46% | 37% | 52% ^a | 70% ^{ab} | - | 100% ^d | 28% | 53% ^f | 47% | 44% | 46% | 46% | 59% ^j | 42% |
| CHILDREN IN HOUSEHOLD | | | | | | | | | | | | | | |
| Any | 527 | 404 | 106 | 16 | 380 | 147 | 527 | - | 374 | 154 | 446 | 43 | 22 | 16 |
| | 28% | 37% ^{bc} | 20% ^c | 6% | 38% ^e | 17% | 100% ^g | - | 28% | 30% | 28% | 27% | 24% | 38% |
| None | 1341 | 675 | 427 | 239 | 625 | 715 | - | 1341 | 981 | 360 | 1127 | 116 | 71 | 26 |
| | 72% | 63% | 80% ^a | 94% ^{ab} | 62% | 83% ^d | - | 100% ^f | 72% | 70% | 72% | 73% | 76% | 62% |
| AREA | | | | | | | | | | | | | | |
| Urban | 1355 | 771 | 410 | 174 | 720 | 635 | 374 | 981 | 1355 | - | 1163 | 106 | 58 | 28 |
| | 73% | 71% | 77% ^{ac} | 68% | 72% | 74% | 71% | 73% | 100% ⁱ | - | 74% ^{kl} | 67% | 63% | 65% |
| Rural | 513 | 308 | 124 | 81 | 286 | 228 | 154 | 360 | - | 513 | 410 | 53 | 35 | 15 |
| | 27% | 29% ^b | 23% | 32% ^b | 28% | 26% | 29% | 27% | - | 100% ^h | 26% | 33% ^j | 37% ^j | 35% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m
 * small base

Q. Breaks x Breaks
Base: All adults UK

| | MARITAL STATUS | | | WORKING STATUS | | CHILDREN IN HOUSEHOLD | | AREA | | COUNTRY | | | | |
|---------------------------|----------------|--------------------------------|------------------------|-------------------------------|-------------------------|-------------------------|------------------------|-------------------------|--------------------------|-------------------------|-----------------------------|----------------------------|---------------------------|--------------------------|
| | Total | Married \Living as married (a) | Single (b) | Widow/Divorced \Separated (c) | Working (d) | Not working (e) | Any (f) | None (g) | Urban (h) | Rural (i) | England (j) | Scotland (k) | Wales (l) | Northern Ireland (m) |
| Unweighted Base | 1868 | 1096 | 482 | 290 | 891 | 977 | 480 | 1388 | 1336 | 532 | 1508 | 221 | 79 | 60 |
| Weighted Base | 1868 | 1079 | 533 | 256 | 1005 | 863 | 527 | 1341 | 1355 | 513 | 1573 | 159 | 93* | 43* |
| COUNTRY | | | | | | | | | | | | | | |
| England | 1573 84% | 920 85% ^c | 451 85% | 202 79% | 857 85% | 716 83% | 446 85% | 1127 84% | 1163 86% ⁱ | 410 80% | 1573 100% ^{klm} | - | - | - |
| Scotland | 159 9% | 80 7% | 55 10% | 23 9% | 86 9% | 73 8% | 43 8% | 116 9% | 106 8% | 53 10% | - | 159 100% ^{jlm} | - | - |
| Wales | 93 5% | 54 5% | 17 3% | 22 9% ^{ab} | 38 4% | 55 6% ^d | 22 4% | 71 5% | 58 4% | 35 7% ^h | - | - | 93 100% ^{klm} | - |
| Northern Ireland | 43 2% | 25 2% | 9 2% | 9 3% | 25 2% | 18 2% | 16 3% | 26 2% | 28 2% | 15 3% | - | - | - | 43 100% ^{kl} |
| GOVERNMENT REGIONS | | | | | | | | | | | | | | |
| North East | 76 4% | 39 4% | 27 5% | 10 4% | 35 3% | 42 5% | 20 4% | 56 4% | 62 5% | 14 3% | 76 5% ^k | - | - | - |
| North West | 176 9% | 103 10% | 52 10% | 20 8% | 76 8% | 100 12% ^d | 35 7% | 141 11% ^f | 164 12% ⁱ | 12 2% | 176 11% ^{klm} | - | - | - |
| Yorkshire and The Humber | 145 8% | 81 7% | 43 8% | 21 8% | 71 7% | 74 9% | 45 8% | 100 7% | 117 9% ⁱ | 28 5% | 145 9% ^{klm} | - | - | - |
| East Midlands | 128 7% | 55 5% | 56 11% ^a | 17 7% | 53 5% | 75 9% ^d | 35 7% | 92 7% | 71 5% | 57 11% ^h | 128 8% ^{klm} | - | - | - |
| West Midlands | 166 9% | 98 9% | 32 6% | 36 14% ^{ab} | 83 8% | 83 10% | 42 8% | 124 9% | 125 9% | 42 8% | 166 11% ^{klm} | - | - | - |
| East of England | 213 11% | 140 13% ^b | 50 9% | 24 9% | 142 14% ^e | 72 8% | 79 15% ^g | 134 10% | 91 7% | 123 24% ^h | 213 14% ^{klm} | - | - | - |
| London | 237 13% | 138 13% ^c | 85 16% ^c | 13 5% | 145 14% ^e | 92 11% | 81 15% ^g | 155 12% | 237 17% ⁱ | - | 237 15% ^{klm} | - | - | - |
| South East | 259 14% | 155 14% | 70 13% | 35 14% | 154 15% | 105 12% | 63 12% | 196 15% | 203 15% ⁱ | 57 11% | 259 16% ^{klm} | - | - | - |
| South West | 173 9% | 110 10% | 37 7% | 26 10% | 99 10% | 74 9% | 46 9% | 127 10% | 95 7% | 78 15% ^h | 173 11% ^{klm} | - | - | - |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m
 * small base

Q. Breaks x Breaks
Base: All adults UK

| | MARITAL STATUS | | | WORKING STATUS | | CHILDREN IN HOUSEHOLD | | AREA | | COUNTRY | | | | |
|---|----------------|---------------------------------|-------------------|--------------------------------|------------------|-----------------------|------------------|------------------|-----------|------------------|------------------|----------------------|-----------------------|----------------------|
| | Total | Married \ Living as married (a) | Single (b) | Widow/Divorced \ Separated (c) | Working (d) | Not working (e) | Any (f) | None (g) | Urban (h) | Rural (i) | England (j) | Scotland (k) | Wales (l) | Northern Ireland (m) |
| Unweighted Base | 1868 | 1096 | 482 | 290 | 891 | 977 | 480 | 1388 | 1336 | 532 | 1508 | 221 | 79 | 60 |
| Weighted Base | 1868 | 1079 | 533 | 256 | 1005 | 863 | 527 | 1341 | 1355 | 513 | 1573 | 159 | 93* | 43* |
| Wales | 93 | 54 | 17 | 22 | 38 | 55 | 22 | 71 | 58 | 35 | - | - | 93 | - |
| | 5% | 5% | 3% | 9% ^{cab} | 4% | 6% ^d | 4% | 5% | 4% | 7% ^h | - | - | 100% ^{ijklm} | - |
| Scotland | 159 | 80 | 55 | 23 | 86 | 73 | 43 | 116 | 106 | 53 | - | 159 | - | - |
| | 9% | 7% | 10% | 9% | 9% | 8% | 8% | 9% | 8% | 10% | - | 100% ^{ijlm} | - | - |
| Northern Ireland | 43 | 25 | 9 | 9 | 25 | 18 | 16 | 26 | 28 | 15 | - | - | - | 43 |
| | 2% | 2% | 2% | 3% | 2% | 2% | 3% | 2% | 2% | 3% | - | - | - | 100% ^{ijkl} |
| TENURE | | | | | | | | | | | | | | |
| Own\Mortgage | 1005 | 671 | 198 | 136 | 577 | 428 | 249 | 757 | 726 | 279 | 846 | 70 | 63 | 26 |
| | 54% | 62% ^{bc} | 37% | 53% ^b | 57% ^e | 50% | 47% | 56% ^f | 54% | 54% | 54% ^k | 44% | 68% ^{jk} | 62% ^k |
| Rent\Other | 863 | 408 | 335 | 120 | 428 | 435 | 279 | 584 | 628 | 234 | 728 | 89 | 30 | 16 |
| | 46% | 38% | 63% ^{ac} | 47% ^a | 43% | 50% ^d | 53% ^g | 44% | 46% | 46% | 46% ^l | 56% ^{ijlm} | 32% | 38% |
| INTERNET | | | | | | | | | | | | | | |
| Internet access at home | 1633 | 999 | 473 | 161 | 967 | 666 | 519 | 1114 | 1177 | 456 | 1388 | 136 | 77 | 31 |
| | 87% | 93% ^{bc} | 89% ^c | 63% | 96% ^e | 77% | 98% ^g | 83% | 87% | 89% | 88% ^m | 86% ^m | 83% | 74% |
| Internet access at work | 430 | 300 | 96 | 34 | 418 | 12 | 188 | 242 | 284 | 147 | 365 | 41 | 16 | 9 |
| | 23% | 28% ^{bc} | 18% | 13% | 42% ^e | 1% | 36% ^g | 18% | 21% | 29% ^h | 23% | 26% | 17% | 20% |
| Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) | 1243 | 753 | 383 | 107 | 792 | 451 | 438 | 806 | 881 | 363 | 1059 | 97 | 56 | 31 |
| | 67% | 70% ^c | 72% ^c | 42% | 79% ^e | 52% | 83% ^g | 60% | 65% | 71% ^h | 67% | 61% | 60% | 74% |
| Other type of internet access | 131 | 53 | 75 | 3 | 51 | 80 | 39 | 92 | 91 | 41 | 106 | 8 | 10 | 7 |
| | 7% | 5% ^c | 14% ^{ac} | 1% | 5% | 9% ^d | 7% | 7% | 7% | 8% | 7% | 5% | 10% | 16% ^{ijk} |
| None of these \ Don't access the internet | 179 | 53 | 41 | 85 | 16 | 164 | 1 | 178 | 131 | 49 | 138 | 21 | 15 | 6 |
| | 10% | 5% | 8% ^a | 33% ^{cab} | 2% | 19% ^d | * | 13% ^f | 10% | 9% | 9% | 13% | 16% | 15% |
| Q.112 PHONES OWN | | | | | | | | | | | | | | |
| Mobile (any) | 1725 | 1014 | 497 | 214 | 972 | 753 | 507 | 1218 | 1246 | 479 | 1451 | 148 | 86 | 39 |
| | 92% | 94% ^c | 93% ^c | 84% | 97% ^e | 87% | 96% ^g | 91% | 92% | 93% | 92% | 93% | 93% | 92% |
| Landline | 1045 | 629 | 235 | 180 | 554 | 491 | 307 | 738 | 715 | 330 | 830 | 112 | 70 | 33 |
| | 56% | 58% ^b | 44% | 70% ^{cab} | 55% | 57% | 58% | 55% | 53% | 64% ^h | 53% | 70% ^j | 75% ^j | 76% ^j |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m
 * small base

Q. Breaks x Breaks
Base: All adults UK

| | MARITAL STATUS | | | WORKING STATUS | | CHILDREN IN HOUSEHOLD | | AREA | | COUNTRY | | | | |
|---|--------------------------------|------------|-------------------------------|----------------|-----------------|-----------------------|----------|-----------|-----------|-------------|--------------|-----------|----------------------|------|
| | Married \Living as married (a) | Single (b) | Widow/Divorced \Separated (c) | Working (d) | Not working (e) | Any (f) | None (g) | Urban (h) | Rural (i) | England (j) | Scotland (k) | Wales (l) | Northern Ireland (m) | |
| Unweighted Base | 1868 | 1096 | 482 | 290 | 891 | 977 | 480 | 1388 | 1336 | 532 | 1508 | 221 | 79 | 60 |
| Weighted Base | 1868 | 1079 | 533 | 256 | 1005 | 863 | 527 | 1341 | 1355 | 513 | 1573 | 159 | 93* | 43* |
| Mobile & Landline | 958 | 591 | 221 | 146 | 544 | 415 | 298 | 660 | 654 | 304 | 763 | 102 | 65 | 29 |
| | 51% | 55%b | 41% | 57%b | 54%e | 48% | 57%g | 49% | 48% | 59%h | 48% | 64%j | 70%j | 68%j |
| Mobile only | 767 | 423 | 276 | 68 | 428 | 338 | 209 | 557 | 592 | 175 | 689 | 47 | 21 | 10 |
| | 41% | 39%c | 52%ac | 27% | 43% | 39% | 40% | 42% | 44%i | 34% | 44%klm | 29% | 23% | 24% |
| Landline only | 86 | 38 | 14 | 34 | 10 | 76 | 8 | 78 | 61 | 25 | 68 | 10 | 5 | 3 |
| | 5% | 4% | 3% | 13%ab | 1% | 9%d | 2% | 6%f | 4% | 5% | 4% | 6% | 6% | 8% |
| Q6A16B UNSOLICITED CALLS - (4 WEEKS) | | | | | | | | | | | | | | |
| Any unsolicited calls (landline or mobile) | 872 | 548 | 205 | 118 | 481 | 391 | 242 | 629 | 624 | 248 | 717 | 91 | 54 | 10 |
| | 47% | 51%b | 38% | 46%b | 48% | 45% | 46% | 47% | 46% | 48% | 46%m | 57%jm | 58%jm | 25% |
| Any unsolicited calls (landline) | 410 | 259 | 77 | 75 | 189 | 221 | 87 | 323 | 283 | 128 | 318 | 51 | 37 | 3 |
| | 22% | 24%b | 14% | 29%b | 19% | 26%d | 17% | 24%f | 21% | 25% | 20%m | 32%jm | 40%jm | 8% |
| Any unsolicited calls (mobile) | 646 | 415 | 165 | 66 | 403 | 242 | 206 | 439 | 468 | 177 | 543 | 63 | 31 | 9 |
| | 35% | 38%bc | 31% | 26% | 40%e | 28% | 39%g | 33% | 35% | 35% | 35%m | 39%rn | 33% | 21% |
| Silent calls (landline or mobile) | 317 | 206 | 71 | 40 | 164 | 154 | 74 | 243 | 227 | 90 | 267 | 34 | 15 | 1 |
| | 17% | 19%b | 13% | 16% | 16% | 18% | 14% | 18% | 17% | 18% | 17%rn | 22%rn | 16%rn | 2% |
| Landline silent calls | 175 | 107 | 38 | 30 | 74 | 102 | 28 | 148 | 119 | 57 | 137 | 25 | 13 | * |
| | 9% | 10% | 7% | 12%b | 7% | 12%d | 5% | 11%f | 9% | 11% | 9%rn | 16%jm | 14%rn | 1% |
| Mobile silent calls | 184 | 125 | 44 | 15 | 113 | 71 | 55 | 129 | 142 | 42 | 163 | 18 | 2 | 1 |
| | 10% | 12%c | 8% | 6% | 11%e | 8% | 10% | 10% | 11% | 8% | 10%lm | 11%lm | 2% | 1% |
| Live sales/marketing (landline or mobile) | 656 | 427 | 137 | 92 | 359 | 297 | 188 | 468 | 467 | 188 | 534 | 71 | 44 | 7 |
| | 35% | 40%b | 26% | 36%b | 36% | 34% | 36% | 35% | 35% | 37% | 34%rn | 45%jm | 47%jm | 17% |
| Landline Live sales/marketing | 288 | 183 | 48 | 56 | 130 | 158 | 57 | 231 | 195 | 93 | 221 | 40 | 26 | 2 |
| | 15% | 17%b | 9% | 22%b | 13% | 18%d | 11% | 17%f | 14% | 18% | 14%rn | 25%jm | 28%jm | 4% |
| Mobile Live sales/marketing (phone or text) | 495 | 330 | 112 | 53 | 307 | 188 | 164 | 331 | 361 | 134 | 412 | 50 | 27 | 6 |
| | 26% | 31%bc | 21% | 21% | 31%e | 22% | 31%g | 25% | 27% | 26% | 26%rn | 32%rn | 29%rn | 14% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m
 * small base

Q. Breaks x Breaks
Base: All adults UK

| | MARITAL STATUS | | | WORKING STATUS | | CHILDREN IN HOUSEHOLD | | AREA | | COUNTRY | | | | |
|---------------------------------------|--------------------------------|-------------|-------------------------------|----------------|-----------------|-----------------------|------------|-------------|------------|-------------|--------------|-------------|----------------------|----------|
| | Married \Living as married (a) | Single (b) | Widow/Divorced \Separated (c) | Working (d) | Not working (e) | Any (f) | None (g) | Urban (h) | Rural (i) | England (j) | Scotland (k) | Wales (l) | Northern Ireland (m) | |
| Unweighted Base | 1868 | 1096 | 482 | 290 | 891 | 977 | 480 | 1388 | 1336 | 532 | 1508 | 221 | 79 | 60 |
| Weighted Base | 1868 | 1079 | 533 | 256 | 1005 | 863 | 527 | 1341 | 1355 | 513 | 1573 | 159 | 93* | 43* |
| Recorded message (landline or mobile) | 445 24% | 289 27%b | 98 18% | 58 23% | 249 25% | 196 23% | 110 21% | 335 25% | 307 23% | 138 27% | 357 23%m | 54 34%jm | 30 32%m | 5 11% |
| Recorded message (landline) | 256 14% | 165 15%b | 52 10% | 40 16%b | 122 12% | 134 16%d | 53 10% | 203 15%f | 163 12% | 94 18%h | 199 13% | 32 20%jm | 22 24%jm | 3 7% |
| Recorded message (mobile) | 248 13% | 164 15%c | 60 11% | 23 9% | 161 16%e | 86 10% | 72 14% | 175 13% | 180 13% | 67 13% | 201 13% | 33 21%jm | 11 12% | 3 7% |
| Other type (landline or mobile) | 55 3% | 35 3% | 14 3% | 5 2% | 30 3% | 25 3% | 5 1% | 50 4%f | 36 3% | 19 4% | 46 3% | 5 3% | 3 3% | 1 3% |
| Other type (landline) | 26 1% | 17 2% | 4 1% | 5 2% | 11 1% | 14 2% | 2 * | 24 2%f | 18 1% | 8 1% | 22 1% | 3 2% | 1 1% | - |
| Other type (mobile) | 32 2% | 20 2% | 11 2% | 1 * | 19 2% | 13 1% | 3 1% | 29 2%f | 20 1% | 12 2% | 26 2% | 3 2% | 2 3% | 1 3% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

| | Total | GOVERNMENT REGIONS | | | | | | | | | | | TENURE | | |
|---------------------|-------|--------------------|----------------|------------------------------|-------------------|-------------------|---------------------|------------|-----------------|----------------|------------------|--------------|----------------------|------------------|----------------|
| | | North East (a) | North West (b) | Yorkshire and The Humber (c) | East Midlands (d) | West Midlands (e) | East of England (f) | London (g) | South East (h) | South West (i) | Wales (j) | Scotland (k) | Northern Ireland (l) | Own/Mortgage (m) | Rent/Other (n) |
| Unweighted Base | 1868 | 80 | 190 | 146 | 136 | 165 | 199 | 199 | 233 | 160 | 79 | 221 | 60 | 1038 | 830 |
| Weighted Base | 1868 | 76* | 176 | 145 | 128 | 166 | 213 | 237 | 259 | 173 | 93* | 159 | 43* | 1005 | 863 |
| GENDER | | | | | | | | | | | | | | | |
| Male | 905 | 32 | 81 | 70 | 63 | 75 | 109 | 123 | 129 | 74 | 45 | 79 | 23 | 483 | 421 |
| | 48% | 42% | 46% | 49% | 50% | 45% | 51% | 52% | 50% | 43% | 48% | 50% | 54% | 48% | 49% |
| Female | 963 | 44 | 95 | 75 | 64 | 91 | 105 | 113 | 130 | 99 | 48 | 80 | 19 | 522 | 441 |
| | 52% | 58% | 54% | 51% | 50% | 55% | 49% | 48% | 50% | 57% | 52% | 50% | 46% | 52% | 51% |
| AGE | | | | | | | | | | | | | | | |
| 16-24 | 261 | 16 | 22 | 22 | 38 | 15 | 24 | 37 | 33 | 21 | 4 | 21 | 9 | 89 | 172 |
| | 14% | 20%ej | 13%j | 15%j | 30%bcefghi jk | 9% | 11% | 16%j | 13%j | 12% | 4% | 13%j | 21%ej | 9% | 20%m |
| 25-34 | 348 | 14 | 23 | 26 | 20 | 30 | 45 | 62 | 61 | 19 | 10 | 30 | 9 | 124 | 223 |
| | 19% | 19% | 13% | 18% | 15% | 18% | 21%bij | 26%bdij | 23%bij | 11% | 10% | 19%i | 21% | 12% | 26%m |
| 35-44 | 305 | 15 | 25 | 24 | 18 | 21 | 46 | 46 | 39 | 26 | 12 | 29 | 6 | 152 | 154 |
| | 16% | 19% | 14% | 16% | 14% | 12% | 21%e | 20% | 15% | 15% | 13% | 18% | 14% | 15% | 18% |
| 45-54 | 296 | 10 | 26 | 26 | 21 | 22 | 43 | 34 | 33 | 34 | 12 | 29 | 6 | 188 | 109 |
| | 16% | 13% | 15% | 18% | 16% | 13% | 20% | 15% | 13% | 20% | 13% | 18% | 14% | 19%n | 13% |
| 55-64 | 291 | 8 | 39 | 20 | 11 | 37 | 26 | 30 | 43 | 26 | 23 | 22 | 5 | 198 | 93 |
| | 16% | 10% | 22%adfgk | 14% | 9% | 22%adfg | 12% | 13% | 17%d | 15% | 25%adfgk | 14% | 12% | 20%n | 11% |
| 65-74 | 203 | 9 | 20 | 15 | 10 | 23 | 18 | 16 | 24 | 33 | 16 | 14 | 4 | 142 | 60 |
| | 11% | 12% | 11% | 10% | 8% | 14%g | 8% | 7% | 9% | 19%dfghk | 18%fg | 9% | 10% | 14%n | 7% |
| 75+ | 163 | 5 | 20 | 12 | 10 | 19 | 12 | 12 | 25 | 14 | 16 | 14 | 3 | 112 | 51 |
| | 9% | 7% | 11%g | 9% | 8% | 11%g | 6% | 5% | 10% | 8% | 17%fg | 9% | 8% | 11%n | 6% |
| 16-34 | 609 | 30 | 45 | 48 | 57 | 45 | 69 | 99 | 94 | 40 | 14 | 51 | 18 | 214 | 395 |
| | 33% | 39%bij | 26% | 33%j | 45%bcefij k | 27%j | 32%j | 42%beij | 36%bij | 23% | 15% | 32%j | 42%beij | 21% | 46%m |
| 35+ | 1259 | 46 | 131 | 97 | 70 | 122 | 144 | 138 | 165 | 133 | 80 | 108 | 25 | 791 | 468 |
| | 67% | 61% | 74%adghl | 67%cd | 55% | 73%dgl | 68%cd | 58% | 64% | 77%adghl | 85%acdefg hkl | 68%cd | 58% | 79%n | 54% |
| SOCIAL GRADE | | | | | | | | | | | | | | | |
| AB | 384 | 7 | 36 | 36 | 8 | 27 | 44 | 55 | 79 | 32 | 27 | 28 | 6 | 302 | 82 |
| | 21% | 9% | 20%ad | 25%ad | 6% | 16%d | 20%ad | 23%ad | 31%abdefi kl | 18%d | 29%adek | 18%d | 15% | 30%n | 10% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l - m/n
 * small base



Q. Breaks x Breaks
Base: All adults UK

| | Total | GOVERNMENT REGIONS | | | | | | | | | | | TENURE | | |
|------------------------------|-------------|--------------------|--------------------------|------------------------------|----------------------|--------------------|----------------------|----------------------------|------------------|----------------|---------------|--------------|----------------------|------------------|----------------|
| | | North East (a) | North West (b) | Yorkshire and The Humber (c) | East Midlands (d) | West Midlands (e) | East of England (f) | London (g) | South East (h) | South West (i) | Wales (j) | Scotland (k) | Northern Ireland (l) | Own Mortgage (m) | Rent/Other (n) |
| Unweighted Base | 1868 | 80 | 190 | 146 | 136 | 165 | 199 | 199 | 233 | 160 | 79 | 221 | 60 | 1038 | 830 |
| Weighted Base | 1868 | 76* | 176 | 145 | 128 | 166 | 213 | 237 | 259 | 173 | 93* | 159 | 43* | 1005 | 863 |
| C1 | 547 29% | 26 34%ce | 44 25% | 27 18% | 55 43%bcegj kl | 32 19% | 74 35%bce | 69 29%ce | 93 36%bce | 52 30%ce | 22 23% | 43 27% | 11 26% | 338 34%n | 210 24% |
| C2 | 386 21% | 24 32%bcgh | 33 19% | 28 19% | 33 26%h | 37 22% | 47 22% | 44 18% | 43 17% | 37 21% | 16 18% | 37 23% | 7 17% | 215 21% | 170 20% |
| DE | 551 29% | 19 25% | 63 36%fh | 54 38%dfh | 32 25% | 72 43%adfg k | 48 23% | 69 29%h | 44 17% | 53 30%h | 28 30%h | 51 32%fh | 18 42%adh | 150 15% | 400 46%m |
| MARITAL STATUS | | | | | | | | | | | | | | | |
| Married/Living as married | 1079 58% | 39 51% | 103 59%d | 81 56%d | 55 43% | 98 59%d | 140 66%adk | 138 58%d | 155 60%d | 110 64%dk | 54 58%d | 80 50% | 25 58% | 671 67%n | 408 47% |
| Single | 533 29% | 27 35%ej | 52 30%e | 43 30%e | 56 44%bcefh jl | 32 19% | 50 23% | 85 36%efj | 70 27% | 37 21% | 17 19% | 55 35%efj | 9 22% | 198 20% | 335 39%m |
| Widow/Divorced/Separated | 256 14% | 10 13%g | 20 12%g | 21 14%g | 17 13%g | 36 22%bfg | 24 11% | 13 6% | 35 13%g | 26 15%g | 22 24%bfg | 23 15%g | 9 20%g | 136 14% | 120 14% |
| WORKING STATUS | | | | | | | | | | | | | | | |
| Working | 1005 54% | 35 45% | 76 43% | 71 49% | 53 41% | 83 50% | 142 66%abcde k | 145 61%abcde | 154 59%abdj | 99 57%bdj | 38 41% | 86 54%bd | 25 58%d | 577 57%n | 428 50% |
| Not working | 863 46% | 42 55%fgh | 100 57%fghik | 74 51%fg | 75 59%fghikl | 83 50%fg | 72 34% | 92 39% | 105 41% | 74 43% | 55 59%fghi | 73 46%f | 18 42% | 428 43% | 435 50%m |
| CHILDREN IN HOUSEHOLD | | | | | | | | | | | | | | | |
| Any | 527 28% | 20 26% | 35 20% | 45 31%b | 35 28% | 42 25% | 79 37%behijk | 81 34%bh | 63 24% | 46 26% | 22 24% | 43 27% | 16 38%bh | 249 25% | 279 32%m |
| None | 1341 72% | 56 74% | 141 80%cgl | 100 69% | 92 72% | 124 75%f | 134 63% | 155 66% | 196 76%fgl | 127 74%f | 71 76%f | 116 73%f | 26 62% | 757 75%n | 584 68% |
| AREA | | | | | | | | | | | | | | | |
| Urban | 1355 73% | 62 81%dfijkl | 164 93%acdefh ijkl | 117 81%dfijkl | 71 56%f | 125 75%dfi | 91 42% | 237 100%abcdef hijkl | 203 78%dfijkl | 95 55%f | 58 63%f | 106 67%fi | 28 65%f | 726 72% | 628 73% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l - m/n
 * small base

Q. Breaks x Breaks
Base: All adults UK

| | Total | GOVERNMENT REGIONS | | | | | | | | | | | TENURE | | |
|---------------------------|-------------|---------------------------|----------------------------|------------------------------|---------------------------|-----------------------------|---------------------------|-----------------|-----------------|----------------------|---------------------------|----------------------------|---------------------------|-------------------------|------------------------|
| | | North East (a) | North West (b) | Yorkshire and The Humber (c) | East Midlands (d) | West Midlands (e) | East of England (f) | London (g) | South East (h) | South West (i) | Wales (j) | Scotland (k) | Northern Ireland (l) | Own/Mortgage (m) | Rent/Other (n) |
| Unweighted Base | 1868 | 80 | 190 | 146 | 136 | 165 | 199 | 199 | 233 | 160 | 79 | 221 | 60 | 1038 | 830 |
| Weighted Base | 1868 | 76* | 176 | 145 | 128 | 166 | 213 | 237 | 259 | 173 | 93* | 159 | 43* | 1005 | 863 |
| Rural | 513 27% | 14 19%bg | 12 7%g | 28 19%bg | 57 44%abcegh | 42 25%bg | 123 58%abcdegh ijkl | - | 57 22%bg | 78 45%abcegh k | 35 37%abcgh | 53 33%abcgh | 15 35%abcgh | 279 28% | 234 27% |
| COUNTRY | | | | | | | | | | | | | | | |
| England | 1573 84% | 76 100%ijkl | 176 100%ijkl | 145 100%ijkl | 128 100%ijkl | 166 100%ijkl | 213 100%ijkl | 237 100%ijkl | 259 100%ijkl | 173 100%ijkl | - | - | - | 846 84% | 728 84% |
| Scotland | 159 9% | - | - | - | - | - | - | - | - | - | - | 159 100%abcdef ghijl | - | 70 7% | 89 10% ^m |
| Wales | 93 5% | - | - | - | - | - | - | - | - | - | 93 100%abcdefg hikl | - | - | 63 6% ⁿ | 30 4% |
| Northern Ireland | 43 2% | - | - | - | - | - | - | - | - | - | - | - | 43 100%abcdef ghijk | 26 3% | 16 2% |
| GOVERNMENT REGIONS | | | | | | | | | | | | | | | |
| North East | 76 4% | 76 100%bcdefgh ijkl | - | - | - | - | - | - | - | - | - | - | - | 22 2% | 55 6% ^m |
| North West | 176 9% | - | 176 100%acdefgh ijkl | - | - | - | - | - | - | - | - | - | - | 109 11% ⁿ | 67 8% |
| Yorkshire and The Humber | 145 8% | - | - | 145 100%abdefgh ijkl | - | - | - | - | - | - | - | - | - | 73 7% | 72 8% |
| East Midlands | 128 7% | - | - | - | 128 100%abcefg ijkl | - | - | - | - | - | - | - | - | 48 5% | 79 9% ^m |
| West Midlands | 166 9% | - | - | - | - | 166 100%abcdefgh ijkl | - | - | - | - | - | - | - | 105 10% ⁿ | 61 7% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l - m/n
 * small base

Q. Breaks x Breaks
Base: All adults UK

| | Total | GOVERNMENT REGIONS | | | | | | | | | | | TENURE | | |
|-------------------------|-------------|------------------------------------|------------------------------|------------------------------|------------------------------|------------------------------|-------------------------------|-------------------------------|-------------------------------|-----------------------------|-----------------------------|----------------------------|----------------------------|---------------------------|--------------------------|
| | | North East (a) | North West (b) | Yorkshire and The Humber (c) | East Midlands (d) | West Midlands (e) | East of England (f) | London (g) | South East (h) | South West (i) | Wales (j) | Scotland (k) | Northern Ireland (l) | Own/Mortgage (m) | Rent/Other (n) |
| Unweighted Base | 1868 | 80 | 190 | 146 | 136 | 165 | 199 | 199 | 233 | 160 | 79 | 221 | 60 | 1038 | 830 |
| Weighted Base | 1868 | 76* | 176 | 145 | 128 | 166 | 213 | 237 | 259 | 173 | 93* | 159 | 43* | 1005 | 863 |
| East of England | 213 11% | - | - | - | - | - | 213 100%abcdegh ijkl | - | - | - | - | - | - | 116 12% | 97 11% |
| London | 237 13% | - | - | - | - | - | 237 100%abcdefh ijkl | - | - | - | - | - | - | 95 9% | 141 16% ^m |
| South East | 259 14% | - | - | - | - | - | - | 259 100%abcdefg ijkl | - | - | - | - | - | 171 17% ⁿ | 88 10% |
| South West | 173 9% | - | - | - | - | - | - | - | 173 100%abcdefg hijkl | - | - | - | 106 11% ⁿ | 67 8% | |
| Wales | 93 5% | - | - | - | - | - | - | - | - | 93 100%abcdefg hikl | - | - | 63 6% ⁿ | 30 4% | |
| Scotland | 159 9% | - | - | - | - | - | - | - | - | - | 159 100%abcdef ghijl | - | 70 7% | 89 10% ^m | |
| Northern Ireland | 43 2% | - | - | - | - | - | - | - | - | - | - | 43 100%abcdef ghijk | 26 3% | 16 2% | |
| TENURE | | | | | | | | | | | | | | | |
| Own/Mortgage | 1005 54% | 22 28% | 109 62% ^{acd} gk | 73 50% ^a | 48 38% | 105 63% ^{acd} gk | 116 54% ^{ad} g | 95 40% | 171 66% ^{acd} fgk | 106 62% ^{ad} gk | 63 68% ^{acd} gk | 70 44% ^a | 26 62% ^{ad} gk | 1005 100% ⁿ | - |
| Rent/Other | 863 46% | 55 72% ^b cefh jkl | 67 38% | 72 50% ^b ehj | 79 62% ^b efhij | 61 37% | 97 46% ^h | 141 60% ^b efhij | 88 34% | 67 38% | 30 32% | 89 56% ^b ehj | 16 38% | - | 863 100% ^m |
| INTERNET | | | | | | | | | | | | | | | |
| Internet access at home | 1633 87% | 61 80% | 154 87% ^l | 121 84% | 118 93% ^{ace} jl | 132 79% | 199 93% ^{ace} jkl | 210 89% ^{el} | 235 91% ^{ael} | 158 91% ^{ael} | 77 83% | 136 86% ^l | 31 74% | 898 89% ⁿ | 735 85% |
| Internet access at work | 430 23% | 14 19% ^b | 16 9% | 32 22% ^b | 26 20% ^b | 55 33% ^{abcd} gh | 76 35% ^{abcd} gh | 44 19% ^b | 58 22% ^b | 44 25% ^b | 16 17% | 41 26% ^b | 9 20% ^b | 282 28% ⁿ | 149 17% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l - m/n
 * small base

Q. Breaks x Breaks
Base: All adults UK

| | Total | GOVERNMENT REGIONS | | | | | | | | | | | TENURE | | |
|---|-------------|--------------------|----------------|------------------------------|----------------------|-------------------|----------------------|------------------|-------------------|----------------|----------------------|--------------------|----------------------|------------------|----------------|
| | | North East (a) | North West (b) | Yorkshire and The Humber (c) | East Midlands (d) | West Midlands (e) | East of England (f) | London (g) | South East (h) | South West (i) | Wales (j) | Scotland (k) | Northern Ireland (l) | Own/Mortgage (m) | Rent/Other (n) |
| Unweighted Base | 1868 | 80 | 190 | 146 | 136 | 165 | 199 | 199 | 233 | 160 | 79 | 221 | 60 | 1038 | 830 |
| Weighted Base | 1868 | 76* | 176 | 145 | 128 | 166 | 213 | 237 | 259 | 173 | 93* | 159 | 43* | 1005 | 863 |
| Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) | 1243 67% | 33 43% | 85 48% | 118 82%abehijk | 107 84%abehijk | 113 68%abh | 192 90%abceghijkl | 179 76%abhijk | 129 50% | 102 59%a | 56 60%a | 97 61%abh | 31 74%abh | 650 65% | 593 69% |
| Other type of internet access | 131 7% | - | 18 10%aceh | 4 3% | 32 25%abcefg hijk | 6 4% | 12 5%a | 15 6%a | 7 3% | 13 8%ah | 10 10%aceh | 8 5%a | 7 16%acefg hijk | 53 5% | 78 9% m |
| None of these \ Don't access the internet | 179 10% | 12 16%fg | 17 10% | 17 12%fg | 9 7% | 28 17%dfghi | 10 5% | 12 5% | 20 8% | 13 7% | 15 16%fg | 21 13%fg | 6 15%fg | 93 9% | 87 10% |
| Q.112 PHONES OWN | | | | | | | | | | | | | | | |
| Mobile (any) | 1725 92% | 70 92% | 168 96%g | 135 93%g | 120 94%g | 152 92% | 207 97%egi | 200 84% | 243 94%g | 157 91% | 86 93% | 148 93%g | 39 92% | 921 92% | 804 93% |
| Landline | 1045 56% | 31 41% | 90 51%g | 78 54%g | 65 51%g | 89 54%g | 109 51%g | 82 35% | 178 69%abcdefg | 107 62%ag | 70 75%abcdefg | 112 70%abcde fg | 33 76%abcde fg | 672 67% n | 373 43% |
| Mobile & Landline | 958 51% | 27 35% | 87 50%ag | 72 50%g | 58 45%g | 84 50%ag | 105 49%ag | 71 30% | 162 62%abcdefg | 97 56%ag | 65 70%abcdefg | 102 64%abcde fg | 29 68%abcde fg | 620 62% n | 339 39% |
| Mobile only | 767 41% | 43 57%ehijkl | 81 46%hijkl | 63 43%hijkl | 62 48%hijkl | 68 41%jkl | 102 48%hijkl | 129 55%ehijkl | 81 31% | 60 35% | 21 23% | 47 29% | 10 24% | 302 30% | 465 54% m |
| Landline only | 86 5% | 4 6% | 3 2% | 6 4% | 7 5% | 5 3% | 4 2% | 12 5% | 17 6%bf | 10 6% | 5 6% | 10 6%bf | 3 8%bf | 53 5% | 34 4% |
| Q6A16B UNSOLICITED CALLS - (4 WEEKS) | | | | | | | | | | | | | | | |
| Any unsolicited calls (landline or mobile) | 872 47% | 31 40% | 89 50%dgl | 66 46%l | 48 37% | 78 47%l | 88 41%l | 92 39% | 133 51%dgl | 92 53%dfgl | 54 58%adfgl | 91 57%acdfg l | 10 25% | 518 52% n | 354 41% |
| Any unsolicited calls (landline) | 410 22% | 15 20% | 45 26%dgl | 29 20% | 15 12% | 35 21%dl | 38 18% | 33 14% | 67 26%dgl | 40 23%dgl | 37 40%abcdef ghil | 51 32%cddefgl | 3 8% | 295 29% n | 116 13% |
| Any unsolicited calls (mobile) | 646 35% | 18 24% | 62 35% | 55 38%al | 39 30% | 55 33% | 72 34% | 81 34% | 91 35% | 70 41%al | 31 33% | 63 39%al | 9 21% | 352 35% | 293 34% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l - m/n
 * small base



Q. Breaks x Breaks
Base: All adults UK

| | Total | GOVERNMENT REGIONS | | | | | | | | | | | TENURE | | |
|---|------------|--------------------|----------------|------------------------------|-------------------|-------------------|---------------------|-------------|----------------|----------------|-----------------|-----------------|----------------------|------------------|----------------|
| | | North East (a) | North West (b) | Yorkshire and The Humber (c) | East Midlands (d) | West Midlands (e) | East of England (f) | London (g) | South East (h) | South West (i) | Wales (j) | Scotland (k) | Northern Ireland (l) | Own Mortgage (m) | Rent/Other (n) |
| Unweighted Base | 1868 | 80 | 190 | 146 | 136 | 165 | 199 | 199 | 233 | 160 | 79 | 221 | 60 | 1038 | 830 |
| Weighted Base | 1868 | 76* | 176 | 145 | 128 | 166 | 213 | 237 | 259 | 173 | 93* | 159 | 43* | 1005 | 863 |
| Silent calls (landline or mobile) | 317 17% | 12 16%l | 33 19%dl | 27 19%cdl | 13 10% | 33 20%dl | 32 15%l | 33 14%l | 54 21%dl | 30 17%l | 15 16%l | 34 22%dgl | 1 2% | 199 20%n | 118 14% |
| Landline silent calls | 175 9% | 8 10%l | 21 12%dl | 15 10%l | 6 4% | 13 8% | 19 9% | 15 6% | 29 11%dl | 13 8% | 14 14%dgl | 25 16%defgil | * 1% | 122 12%n | 54 6% |
| Mobile silent calls | 184 10% | 6 8% | 20 12%jl | 15 10%kj | 9 7% | 21 13%jl | 17 8% | 24 10%jl | 31 12%jl | 20 11%jl | 2 2% | 18 11%jl | 1 1% | 100 10% | 84 10% |
| Live sales/marketing (landline or mobile) | 656 35% | 23 31% | 66 37%l | 51 35%l | 36 29% | 56 34%l | 63 29% | 75 32%l | 105 41%df | 58 33%l | 44 47%adfgl | 71 45%adefg | 7 17% | 379 38%n | 277 32% |
| Landline Live sales/marketing | 288 15% | 10 13% | 34 19%dgl | 18 12% | 9 7% | 26 16%dl | 30 14%l | 22 9% | 48 18%dgl | 25 14%l | 26 28%acdefg | 40 25%acdefg | 2 4% | 205 20%n | 83 10% |
| Mobile Live sales/marketing (phone or text) | 495 26% | 16 20% | 46 26% | 41 28%l | 32 25% | 40 24% | 50 23% | 69 29%l | 75 29%l | 43 25% | 27 29%l | 50 32%l | 6 14% | 267 27% | 228 26% |
| Recorded message (landline or mobile) | 445 24% | 17 22% | 50 29%dgl | 29 20% | 17 13% | 48 29%dgl | 55 26%dgl | 38 16% | 70 27%dgl | 33 19% | 30 32%dgil | 54 34%cdgil | 5 11% | 295 29%n | 150 17% |
| Recorded message (landline) | 256 14% | 10 13% | 31 17%dg | 18 12% | 7 5% | 26 16%dg | 24 11% | 17 7% | 47 18%dgl | 20 11% | 22 24%cdfgil | 32 20%dfgil | 3 7% | 189 19%n | 67 8% |
| Recorded message (mobile) | 248 13% | 7 10% | 28 16%d | 16 11% | 10 8% | 26 16% | 37 17%dg | 23 10% | 34 13% | 19 11% | 11 12% | 33 21%acdghi | 3 7% | 145 14% | 103 12% |
| Other type (landline or mobile) | 55 3% | 1 1% | 7 4% | 2 1% | 3 2% | 4 2% | 2 1% | 7 3% | 9 3% | 12 7%cf | 3 3% | 5 3% | 1 3% | 38 4%n | 16 2% |
| Other type (landline) | 26 1% | 1 1% | 6 3%f | * 1% | 1 1% | 3 2% | - 2% | 5 2% | 4 1% | 3 2% | 1 1% | 3 2% | - 2% | 20 2%n | 6 1% |
| Other type (mobile) | 32 2% | - - | 1 * | 1 1% | 2 2% | 2 1% | 2 1% | 2 1% | 6 2% | 9 5%bcfg | 2 3% | 3 2% | 1 3% | 21 2% | 11 1% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

| | Q.12 PHONES OWN | | | | | INTERNET ACCESS | | | | | |
|-----------------|-----------------|---------------------|-----------------|--------------------------|--------------------|----------------------|--------------------------------|--------------------------------|--|--------------------------------------|--|
| | Total | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) |
| Unweighted Base | 1868 | 1705 | 1102 | 994 | 711 | 108 | 1585 | 377 | 1166 | 132 | 228 |
| Weighted Base | 1868 | 1725 | 1045 | 958 | 767 | 86* | 1633 | 430 | 1243 | 131 | 179 |
| GENDER | | | | | | | | | | | |
| Male | 905 48% | 843 49% | 504 48% | 469 49% | 374 49% | 35 41% | 802 49% | 216 50% | 623 50% | 67 51% | 76 43% |
| Female | 963 52% | 882 51% | 540 52% | 489 51% | 393 51% | 51 59% | 831 51% | 214 50% | 621 50% | 64 49% | 103 57% |
| AGE | | | | | | | | | | | |
| 16-24 | 261 14% | 251 15%bce | 97 9% | 94 10% | 158 21%abce | 4 4% | 252 15%gj | 44 10%j | 213 17%gj | 60 46%fghj | 4 2% |
| 25-34 | 348 19% | 339 20%bce | 148 14%e | 146 15%e | 193 25%abce | 2 3% | 334 20%j | 115 27%fj | 281 23%j | 25 19%j | - - |
| 35-44 | 305 16% | 287 17%e | 166 16%e | 161 17%e | 127 17%e | 5 6% | 296 18%j | 107 25%fij | 251 20%ij | 16 12%j | 2 1% |
| 45-54 | 296 16% | 286 17%e | 164 16%e | 160 17%e | 126 16%e | 4 5% | 272 17%ij | 96 22%fhij | 216 17%ij | 8 6% | 11 6% |
| 55-64 | 291 16% | 270 16%d | 185 18%d | 176 18%d | 94 12% | 9 11% | 256 16%i | 58 14% | 176 14% | 10 8% | 26 14% |
| 65-74 | 203 11% | 178 10%d | 153 15%ad | 135 14%ad | 43 6% | 18 21%ad | 157 10%gh | 8 2% | 79 6%g | 10 8%g | 43 24%fghi |
| 75+ | 163 9% | 113 7%d | 131 13%acd | 87 9%ad | 26 3% | 43 50%abcd | 66 4%gh | 2 * | 27 2%g | 3 2% | 94 52%fghi |
| 16-34 | 609 33% | 591 34%bce | 246 24%e | 240 25%e | 351 46%abce | 6 7% | 586 36%j | 160 37%j | 494 40%j | 84 64%fghj | 4 2% |
| 35+ | 1259 67% | 1134 66%d | 799 76%ad | 719 75%ad | 415 54% | 80 93%abcd | 1047 64%i | 271 63%i | 749 60%i | 47 36% | 175 98%fghi |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/ij
 * small base

Q. Breaks x Breaks
Base: All adults UK

| | Q.12 PHONES OWN | | | | | INTERNET ACCESS | | | | | |
|------------------------------|-----------------|---------------------|-----------------|--------------------------|--------------------|----------------------|--------------------------------|--------------------------------|---|--------------------------------------|--|
| | Total | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone/tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) |
| Unweighted Base | 1868 | 1705 | 1102 | 994 | 711 | 108 | 1585 | 377 | 1166 | 132 | 228 |
| Weighted Base | 1868 | 1725 | 1045 | 958 | 767 | 86* | 1633 | 430 | 1243 | 131 | 179 |
| SOCIAL GRADE | | | | | | | | | | | |
| AB | 384 | 368 | 232 | 223 | 144 | 9 | 371 | 128 | 267 | 21 | 13 |
| | 21% | 21%e | 22%e | 23%de | 19% | 10% | 23%j | 30%fhij | 21%j | 16%j | 7% |
| C1 | 547 | 514 | 299 | 278 | 237 | 21 | 514 | 181 | 413 | 64 | 25 |
| | 29% | 30% | 29% | 29% | 31% | 24% | 31%j | 42%fhj | 33%j | 49%fhj | 14% |
| C2 | 386 | 360 | 225 | 209 | 151 | 16 | 350 | 77 | 261 | 23 | 24 |
| | 21% | 21% | 22% | 22% | 20% | 18% | 21%j | 18% | 21%j | 17% | 14% |
| DE | 551 | 483 | 289 | 248 | 235 | 41 | 399 | 45 | 301 | 24 | 117 |
| | 29% | 28% | 28% | 26% | 31%c | 47%abcd | 24%g | 10% | 24%g | 18%g | 65%fghi |
| MARITAL STATUS | | | | | | | | | | | |
| Married/Living as married | 1079 | 1014 | 629 | 591 | 423 | 38 | 999 | 300 | 753 | 53 | 53 |
| | 58% | 59%e | 60%de | 62%de | 55%e | 44% | 61%ij | 70%fhij | 61%ij | 41% | 30% |
| Single | 533 | 497 | 235 | 221 | 276 | 14 | 473 | 96 | 383 | 75 | 41 |
| | 29% | 29%bce | 23% | 23% | 36%abce | 16% | 29%g | 22% | 31%gj | 57%fghj | 23% |
| Widow/Divorced/Separated | 256 | 214 | 180 | 146 | 68 | 34 | 161 | 34 | 107 | 3 | 85 |
| | 14% | 12%d | 17%ad | 15%d | 9% | 40%abcd | 10%i | 8%i | 9%i | 2% | 47%fghi |
| WORKING STATUS | | | | | | | | | | | |
| Working | 1005 | 972 | 554 | 544 | 428 | 10 | 967 | 418 | 792 | 51 | 16 |
| | 54% | 56%e | 53%e | 57%e | 56%e | 12% | 59%ij | 97%fhj | 64%fj | 39%j | 9% |
| Not working | 863 | 753 | 491 | 415 | 338 | 76 | 666 | 12 | 451 | 80 | 164 |
| | 46% | 44% | 47% | 43% | 44% | 88%abcd | 41%gh | 3% | 36%g | 61%fgh | 91%fghi |
| CHILDREN IN HOUSEHOLD | | | | | | | | | | | |
| Any | 527 | 507 | 307 | 298 | 209 | 8 | 519 | 188 | 438 | 39 | 1 |
| | 28% | 29%e | 29%e | 31%e | 27%e | 10% | 32%j | 44%fhj | 35%j | 30%j | 1% |
| None | 1341 | 1218 | 738 | 660 | 557 | 78 | 1114 | 242 | 806 | 92 | 178 |
| | 72% | 71% | 71% | 69% | 73% | 90%abcd | 68%g | 56% | 65%g | 70%g | 99%fghi |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/ij
 * small base

Q. Breaks x Breaks
Base: All adults UK

| | Q.12 PHONES OWN | | | | | INTERNET ACCESS | | | | | |
|---------------------------|-----------------|---------------------|-----------------|--------------------------|--------------------|----------------------|--------------------------------|--------------------------------|--|--------------------------------------|--|
| | Total | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) |
| Unweighted Base | 1868 | 1705 | 1102 | 994 | 711 | 108 | 1585 | 377 | 1166 | 132 | 228 |
| Weighted Base | 1868 | 1725 | 1045 | 958 | 767 | 86* | 1633 | 430 | 1243 | 131 | 179 |
| AREA | | | | | | | | | | | |
| Urban | 1355 | 1246 | 715 | 654 | 592 | 61 | 1177 | 284 | 881 | 91 | 131 |
| | 73% | 72%bc | 68% | 68% | 77%abc | 71% | 72%g | 66% | 71% | 69% | 73% |
| Rural | 513 | 479 | 330 | 304 | 175 | 25 | 456 | 147 | 363 | 41 | 49 |
| | 27% | 28%d | 32%ad | 32%ad | 23% | 29% | 28% | 34%f | 29% | 31% | 27% |
| COUNTRY | | | | | | | | | | | |
| England | 1573 | 1451 | 830 | 763 | 689 | 68 | 1388 | 365 | 1059 | 106 | 138 |
| | 84% | 84%bc | 79% | 80% | 90%abce | 79% | 85%j | 85%j | 85%j | 81% | 77% |
| Scotland | 159 | 148 | 112 | 102 | 47 | 10 | 136 | 41 | 97 | 8 | 21 |
| | 9% | 9%d | 11%d | 11%d | 6% | 11% | 8% | 10% | 8% | 6% | 12% |
| Wales | 93 | 86 | 70 | 65 | 21 | 5 | 77 | 16 | 56 | 10 | 15 |
| | 5% | 5%d | 7%d | 7%d | 3% | 6% | 5% | 4% | 4% | 7% | 8%fgh |
| Northern Ireland | 43 | 39 | 33 | 29 | 10 | 3 | 31 | 9 | 31 | 7 | 6 |
| | 2% | 2% | 3%d | 3%d | 1% | 4% | 2% | 2% | 3% | 5%f | 3% |
| GOVERNMENT REGIONS | | | | | | | | | | | |
| North East | 76 | 70 | 31 | 27 | 43 | 4 | 61 | 14 | 33 | - | 12 |
| | 4% | 4% | 3% | 3% | 6%bc | 5% | 4%i | 3% | 3% | - | 7%fhi |
| North West | 176 | 168 | 90 | 87 | 81 | 3 | 154 | 16 | 85 | 18 | 17 |
| | 9% | 10%e | 9% | 9% | 11%e | 3% | 9%gh | 4% | 7%g | 14%gh | 10%g |
| Yorkshire and The Humber | 145 | 135 | 78 | 72 | 63 | 6 | 121 | 32 | 118 | 4 | 17 |
| | 8% | 8% | 7% | 8% | 8% | 7% | 7% | 8% | 10%i | 3% | 9%i |
| East Midlands | 128 | 120 | 65 | 58 | 62 | 7 | 118 | 26 | 107 | 32 | 9 |
| | 7% | 7% | 6% | 6% | 8% | 8% | 7% | 6% | 9% | 25%fghj | 5% |
| West Midlands | 166 | 152 | 89 | 84 | 68 | 5 | 132 | 55 | 113 | 6 | 28 |
| | 9% | 9% | 9% | 9% | 9% | 6% | 8% | 13%fi | 9% | 5% | 15%fhi |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j
 * small base

Q. Breaks x Breaks
Base: All adults UK

| | Q.12 PHONES OWN | | | | | INTERNET ACCESS | | | | | |
|-------------------------|-----------------|---------------------|-----------------|--------------------------|--------------------|----------------------|--------------------------------|--------------------------------|---|--------------------------------------|--|
| | Total | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone/tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) |
| Unweighted Base | 1868 | 1705 | 1102 | 994 | 711 | 108 | 1585 | 377 | 1166 | 132 | 228 |
| Weighted Base | 1868 | 1725 | 1045 | 958 | 767 | 86* | 1633 | 430 | 1243 | 131 | 179 |
| East of England | 213 | 207 | 109 | 105 | 102 | 4 | 199 | 76 | 192 | 12 | 10 |
| | 11% | 12% | 10% | 11% | 13%e | 5% | 12%j | 18%fij | 15%fj | 9% | 5% |
| London | 237 | 200 | 82 | 71 | 129 | 12 | 210 | 44 | 179 | 15 | 12 |
| | 13% | 12%bc | 8% | 7% | 17%abc | 14%c | 13%j | 10% | 14%j | 11% | 7% |
| South East | 259 | 243 | 178 | 162 | 81 | 17 | 235 | 58 | 129 | 7 | 20 |
| | 14% | 14%d | 17%ad | 17%d | 11% | 19%d | 14%hi | 13%i | 10% | 5% | 11% |
| South West | 173 | 157 | 107 | 97 | 60 | 10 | 158 | 44 | 102 | 13 | 13 |
| | 9% | 9% | 10% | 10% | 8% | 12% | 10% | 10% | 8% | 10% | 7% |
| Wales | 93 | 86 | 70 | 65 | 21 | 5 | 77 | 16 | 56 | 10 | 15 |
| | 5% | 5%d | 7%d | 7%d | 3% | 6% | 5% | 4% | 4% | 7% | 8%fgh |
| Scotland | 159 | 148 | 112 | 102 | 47 | 10 | 136 | 41 | 97 | 8 | 21 |
| | 9% | 9%d | 11%d | 11%d | 6% | 11% | 8% | 10% | 8% | 6% | 12% |
| Northern Ireland | 43 | 39 | 33 | 29 | 10 | 3 | 31 | 9 | 31 | 7 | 6 |
| | 2% | 2% | 3%d | 3%d | 1% | 4% | 2% | 2% | 3% | 5%f | 3% |
| TENURE | | | | | | | | | | | |
| Own\Mortgage | 1005 | 921 | 672 | 620 | 302 | 53 | 898 | 282 | 650 | 53 | 93 |
| | 54% | 53%d | 64%ad | 65%ad | 39% | 61%d | 55%i | 65%f hij | 52%i | 40% | 52% |
| Rent\Other | 863 | 804 | 373 | 339 | 465 | 34 | 735 | 149 | 593 | 78 | 87 |
| | 46% | 47%bc | 36% | 35% | 61%abce | 39% | 45%g | 35% | 48%g | 60%fgh | 48%g |
| INTERNET | | | | | | | | | | | |
| Internet access at home | 1633 | 1556 | 917 | 879 | 677 | 37 | 1633 | 429 | 1189 | 125 | - |
| | 87% | 90%e | 88%e | 92%bde | 88%e | 43% | 100%ghij | 100%hij | 96%j | 96%j | - |
| Internet access at work | 430 | 423 | 247 | 246 | 178 | 2 | 429 | 430 | 418 | 29 | - |
| | 23% | 25%e | 24%e | 26%e | 23%e | 2% | 26%j | 100%f hij | 34%fij | 22%j | - |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

| | Q.112 PHONES OWN | | | | | INTERNET ACCESS | | | | | |
|---|------------------|---------------------|-----------------|--------------------------|--------------------|----------------------|--------------------------------|--------------------------------|--|--------------------------------------|--|
| | Total | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) |
| Unweighted Base | 1868 | 1705 | 1102 | 994 | 711 | 108 | 1585 | 377 | 1166 | 132 | 228 |
| Weighted Base | 1868 | 1725 | 1045 | 958 | 767 | 86* | 1633 | 430 | 1243 | 131 | 179 |
| Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) | 1243 67% | 1197 69%bce | 641 61%e | 626 65%e | 572 75%abce | 15 18% | 1189 73%j | 418 97%fj | 1243 100%fgij | 125 95%fj | - - |
| Other type of internet access | 131 7% | 130 8%be | 54 5% | 53 6% | 77 10%bce | 1 1% | 125 8%j | 29 7%j | 125 10%fj | 131 100%fghj | - - |
| None of these \ Don't access the internet | 179 10% | 121 7% | 118 11%acd | 71 7% | 50 7% | 47 54%abcd | - - | - - | - - | - - | 179 100%fghi |
| Q.112 PHONES OWN | | | | | | | | | | | |
| Mobile (any) | 1725 92% | 1725 100%be | 958 92%e | 958 100%be | 767 100%be | - - | 1556 95%j | 423 98%fj | 1197 96%j | 130 99%fj | 121 68% |
| Landline | 1045 56% | 958 56%d | 1045 100%ad | 958 100%ad | - - | 86 100%ad | 917 56%hi | 247 58%i | 641 52%i | 54 41% | 118 66%fhi |
| Mobile & Landline | 958 51% | 958 56%de | 958 92%ade | 958 100%abde | - - | - - | 879 54%ij | 246 57%hij | 626 50%ij | 53 40% | 71 39% |
| Mobile only | 767 41% | 767 44%bce | - - | - - | 767 100%abce | - - | 677 41%j | 178 41%j | 572 46%fj | 77 59%fghj | 50 28% |
| Landline only | 86 5% | - - | 86 8%acd | - - | - - | 86 100%abcd | 37 2%g | 2 * | 15 1% | 1 1% | 47 26%fghi |
| Q6A16B UNSOLICITED CALLS - (4 WEEKS) | | | | | | | | | | | |
| Any unsolicited calls (landline or mobile) | 872 47% | 837 49%d | 554 53%ade | 519 54%ade | 318 41% | 35 41% | 803 49%j | 218 51%j | 602 48%j | 71 54%j | 54 30% |
| Any unsolicited calls (landline) | 410 22% | 375 22%d | 410 39%ad | 375 39%ad | - - | 35 41%ad | 361 22% | 83 19% | 236 19% | 20 16% | 46 26%hi |
| Any unsolicited calls (mobile) | 646 35% | 646 37%be | 328 31%e | 328 34%e | 318 41%bce | - - | 619 38%j | 190 44%fj | 505 41%j | 62 47%j | 14 8% |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/ij
 * small base

Q. Breaks x Breaks
Base: All adults UK

| | Q.112 PHONES OWN | | | | | INTERNET ACCESS | | | | | |
|---|------------------|--------------------------|---------------------------|---------------------------|----------------------------|-------------------------|--------------------------------|--------------------------------|---|--------------------------------------|--|
| | Total | Mobile (any) (a) | Landline (b) | Mobile & Landline (c) | Mobile only (d) | Landline only (e) | Internet access at home (f) | Internet access at work (g) | Internet access via a mobile phone/tablet using a mobile network (e.g. 3G \ 4G access) (h) | Other type of internet access (i) | None of these \ Don't access the internet (j) |
| Unweighted Base | 1868 | 1705 | 1102 | 994 | 711 | 108 | 1585 | 377 | 1166 | 132 | 228 |
| Weighted Base | 1868 | 1725 | 1045 | 958 | 767 | 86* | 1633 | 430 | 1243 | 131 | 179 |
| Silent calls (landline or mobile) | 317 17% | 300 17% ^d | 216 21% ^{ad} | 198 21% ^{ad} | 101 13% | 17 20% | 293 18% ^j | 66 15% | 205 16% | 22 17% | 21 12% |
| Landline silent calls | 175 9% | 158 9% ^d | 175 17% ^{ad} | 158 16% ^{ad} | - | 17 20% ^{ad} | 155 9% | 30 7% | 97 8% | 9 7% | 20 11% |
| Mobile silent calls | 184 10% | 184 11% ^{be} | 82 8% ^e | 82 9% ^e | 101 13% ^{bce} | - | 177 11% ^j | 47 11% ^j | 135 11% ^j | 15 11% ^j | 4 2% |
| Live sales/marketing (landline or mobile) | 656 35% | 632 37% ^d | 418 40% ^{de} | 394 41% ^{ade} | 238 31% | 24 27% | 605 37% ^j | 167 39% ^j | 459 37% ^j | 51 39% ^j | 40 22% |
| Landline Live sales/marketing | 288 15% | 265 15% ^d | 288 28% ^{ad} | 265 28% ^{ad} | - | 24 27% ^{ad} | 254 16% | 60 14% | 166 13% | 15 12% | 31 17% |
| Mobile Live sales/marketing (phone or text) | 495 26% | 495 29% ^{be} | 257 25% ^e | 257 27% ^e | 238 31% ^{be} | - | 473 29% ^j | 148 34% ^j | 389 31% ^j | 44 33% ^j | 13 7% |
| Recorded message (landline or mobile) | 445 24% | 431 25% ^{de} | 308 29% ^{ade} | 295 31% ^{ade} | 137 18% | 13 16% | 422 26% ^j | 112 26% ^j | 300 24% ^j | 34 26% ^j | 21 12% |
| Recorded message (landline) | 256 14% | 243 14% ^d | 256 25% ^{ad} | 243 25% ^{ade} | - | 13 16% ^d | 238 15% | 51 12% | 155 12% | 13 10% | 19 10% |
| Recorded message (mobile) | 248 13% | 248 14% ^{be} | 111 11% ^e | 111 12% ^e | 137 18% ^{abce} | - | 242 15% ^j | 77 18% ^j | 194 16% ^j | 24 19% ^j | 4 2% |
| Other type (landline or mobile) | 55 3% | 52 3% | 41 4% ^d | 39 4% ^d | 14 2% | 2 3% | 50 3% | 16 4% | 37 3% | 7 5% | 4 2% |
| Other type (landline) | 26 1% | 23 1% ^d | 26 2% ^{ad} | 23 2% ^d | - | 2 3% ^d | 22 1% | 6 1% | 16 1% | 4 3% | 4 2% |
| Other type (mobile) | 32 2% | 32 2% | 18 2% | 18 2% | 14 2% | - | 32 2% | 11 3% | 24 2% | 4 3% | 1 * |

Fieldwork : 15/01/2020 - 21/01/2020 (Week 03)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h/i/j
 * small base