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	Page	Table	Title	Base Description	Base
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Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1127	555	572	153	177	172	182	156	158	129	211	289	219	408
Weighted Base	1127	547	580	159	202	196	187	163	122	97	232	328	235	332
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	649 58%	322 59%	326 56%	133 84%fg	162 80%fg	150 77%fg	102 54%h	73 45%h	23 19%i	5 5%	163 71%lm	212 65%lm	132 56%lm	141 43%
A mobile phone (not a Smartphone) with internet access	176 16%	83 15%	93 16%	10 6%	35 18% _c	26 13% _c	38 20% _{ci}	37 23% _{cei}	20 17% _c	9 10%	31 13%	53 16%	44 19%	48 14%
A mobile phone without internet access	206 18%	101 18%	105 18%	10 6%	16 8%	16 8%	37 20% _{cde}	46 28% _{cde}	39 32% _{cdef}	42 43% _{cdefg}	36 15%	51 15%	55 23% _k	65 20%
A tablet (e.g. iPad, Samsung Galaxy)	446 40%	215 39%	231 40%	57 36%i	95 47%hi	102 52% _{cghi}	85 45%hi	62 38%i	35 29%i	10 10%	140 61% _{klm}	139 42% _{lm}	87 37% _{lm}	80 24%
A desktop computer	310 28%	170 31% _b	141 24%	34 21%	44 22%	54 28%	69 37% _{cdi}	51 32%i	41 33% _{cdi}	17 18%	87 38% _{lm}	125 38% _{lm}	54 23% _{lm}	44 13%
A laptop or netbook	630 56%	330 60% _b	300 52%	98 62%hi	130 64%hi	132 67%hi	113 60%hi	96 59%hi	46 37%i	15 16%	161 69% _{lm}	209 64% _{lm}	141 60% _{lm}	120 36%
An e- reader (e.g. Kindle, Kobo)	131 12%	45 8%	86 15% _a	4 2%	25 13% _c	16 8% _c	25 13% _{ci}	33 20% _{cei}	23 19% _{cei}	5 5%	47 20% _{klm}	43 13% _{lm}	20 8%	21 6%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	203 18%	128 23% _b	74 13%	57 36% _{efghi}	67 33% _{efghi}	37 19% _{ghi}	26 14% _{ghi}	10 6%i	5 4%	1 1%	46 20%	67 20%	37 16%	53 16%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	66 6%	42 8% _b	24 4%	10 7% _{gi}	27 13% _{efghi}	12 6% _{gi}	11 6% _{gi}	2 2%	3 2%	- -	17 7%	24 7%	10 4%	15 5%
SUMMARY CODES														
ANY MOBILE PHONE	963 85%	467 85%	496 86%	148 93%hi	190 94% _{fhi}	180 91%hi	162 86%hi	147 90%hi	83 68%	54 56%	212 92% _{lm}	294 90% _{lm}	211 90% _{lm}	246 74%
ANY MOBILE WITH INTERNET ACCESS	792 70%	387 71%	405 70%	140 88% _{fg} hi	187 92% _{fg} hi	171 87% _{fg} hi	132 70%hi	106 65%hi	44 36%i	14 14%	182 79% _{lm}	258 79% _{lm}	166 70% _{lm}	187 56%
ANY COMPUTER INC. TABLET	851 75%	429 78% _b	422 73%	128 80%hi	170 84%hi	169 86% _{ghi}	152 81%hi	124 76%hi	75 62%i	33 34%	209 90% _{lm}	282 86% _{lm}	187 80% _{lm}	172 52%

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1127	555	572	153	177	172	182	156	158	129	211	289	219	408
Weighted Base	1127	547	580	159	202	196	187	163	122	97	232	328	235	332
ANY COMPUTER EXC. TABLET	764	401	363	114	144	149	138	120	70	30	197	259	168	141
	68%	73%b	63%	72%hi	71%hi	76%hi	74%hi	73%hi	57%i	31%	85%lm	79%om	71%om	42%
ANY GAMING DEVICE	215	135	80	60	71	40	28	10	6	1	50	70	40	55
	19%	25%b	14%	38%efghi	35%efghi	20%ghi	15%ghi	6%i	5%i	1%	21%	21%	17%	17%
ANY DEVICE	1036	510	526	154	200	191	177	155	96	63	226	312	224	275
	92%	93%	91%	97%hi	99%fhi	97%hi	95%hi	95%hi	79%i	64%	97%om	95%om	95%om	83%
None	83	35	48	4	1	4	8	7	25	34	6	12	10	55
	7%	6%	8%	2%	*	2%	4%d	4%d	20%cddefg	35%cddefgh	3%	4%	4%	17%ejkl
Don't know	8	2	6	1	1	1	2	1	1	*	-	4	2	2
	1%	*	1%	*	1%	1%	1%	1%	1%	*	-	1%	1%	1%

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced 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	1127	612	308	207	530	597	329	798	939	188	912	94	58	63
Weighted Base	1127	633	312	181	593	534	353	774	934	193	949	96*	56*	26*
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	649	382	211	56	431	218	271	378	535	114	545	50	38	15
	58%	60% ^c	67% ^{ac}	31%	73% ^e	41%	77% ^g	49%	57%	59%	57%	53%	67%	60%
A mobile phone (not a Smartphone) with internet access	176	110	40	26	96	79	42	134	149	27	146	15	9	6
	16%	17%	13%	14%	16%	15%	12%	17% ^f	16%	14%	15%	16%	16%	23%
A mobile phone without internet access	206	108	45	53	75	132	35	171	171	35	173	19	10	5
	18%	17%	14%	29% ^{ab}	13%	25% ^d	10%	22% ^f	18%	18%	18%	20%	17%	18%
A tablet (e.g. iPad, Samsung Galaxy)	446	294	103	49	288	158	169	277	354	92	383	26	29	8
	40%	46% ^{bc}	33%	27%	49% ^e	30%	48% ^g	36%	38%	48% ^h	40% ^k	27%	52% ^{km}	30%
A desktop computer	310	195	76	39	184	127	92	218	252	58	266	14	24	6
	28%	31% ^c	24%	22%	31% ^e	24%	26%	28%	27%	30%	28% ^k	15%	43% ^{jkm}	22%
A laptop or netbook	630	393	167	70	390	240	217	413	496	134	535	47	32	16
	56%	62% ^{bc}	54% ^c	38%	66% ^e	45%	61% ^g	53%	53%	70% ^h	56%	49%	57%	63%
An e- reader (e.g. Kindle, Kobo)	131	98	16	17	73	59	35	96	110	21	109	8	11	3
	12%	15% ^{bc}	5%	10%	12%	11%	10%	12%	12%	11%	12%	9%	20% ^k	10%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	203	109	84	9	129	73	93	109	171	31	174	16	11	2
	18%	17% ^c	27% ^{ac}	5%	22% ^e	14%	26% ^g	14%	18%	16%	18% ^m	16%	20%	8%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	66	40	24	2	42	24	33	34	62	4	57	4	5	*
	6%	6% ^c	8% ^c	1%	7%	4%	9% ^g	4%	7% ⁱ	2%	6%	4%	9%	2%
SUMMARY CODES														
ANY MOBILE PHONE	963	557	277	129	549	414	327	636	797	166	809	81	49	24
	85%	88% ^c	89% ^c	71%	93% ^e	77%	93% ^g	82%	85%	86%	85%	84%	88%	94%
ANY MOBILE WITH INTERNET ACCESS	792	471	244	78	500	292	303	489	657	135	664	64	44	20
	70%	74% ^c	78% ^c	43%	84% ^e	55%	86% ^g	63%	70%	70%	70%	67%	78%	78%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced 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	1127	612	308	207	530	597	329	798	939	188	912	94	58	63
Weighted Base	1127	633	312	181	593	534	353	774	934	193	949	96*	56*	26*
ANY COMPUTER INC. TABLET	851	523	223	104	514	336	298	553	691	159	719	66	45	21
	75%	83%bc	72%c	57%	87%e	63%	84%g	71%	74%	83%h	76%	69%	81%	80%
ANY COMPUTER EXC. TABLET	764	475	199	91	461	303	252	512	611	154	649	56	41	18
	68%	75%bc	64%c	50%	78%e	57%	71%	66%	65%	80%h	68%	58%	74%	68%
ANY GAMING DEVICE	215	119	87	9	138	78	99	117	182	33	185	16	12	2
	19%	19%c	28%ac	5%	23%e	15%	28%g	15%	19%	17%	19%am	17%	21%	8%
ANY DEVICE	1036	599	291	146	578	459	348	689	855	181	871	90	51	25
	92%	95%c	93%c	80%	97%e	86%	98%g	89%	92%	94%	92%	94%	90%	96%
None	83	30	18	35	12	72	6	77	77	6	72	4	5	1
	7%	5%	6%	19%ab	2%	13%d	2%	10%f	8%i	3%	8%	5%	10%	4%
Don't know	8	4	3	*	4	4	-	8	2	5	6	1	-	-
	1%	1%	1%	*	1%	1%	-	1%	*	3%h	1%	1%	-	-

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

* small base

Table 1

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1127	47	128	97	72	86	99	148	150	85	58	94	63
Weighted Base	1127	41*	123	93*	82*	92*	113*	155	160	90*	56*	96*	26*
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	649	17	75	52	50	44	74	89	97	46	38	50	15
	58%	42%	61%a	57%	61%	48%	66%ae	58%	60%a	51%	67%ae	53%	60%
A mobile phone (not a Smartphone) with internet access	176	3	13	10	12	23	10	21	29	25	9	15	6
	16%	7%	11%	10%	15%	25%abcfg	9%	14%	18%	28%abcfg	16%	16%	23%abcf
A mobile phone without internet access	206	13	19	17	11	14	15	33	32	18	10	19	5
	18%	33%bdef	15%	19%	14%	15%	13%	21%	20%	20%	17%	20%	18%
A tablet (e.g. iPad, Samsung Galaxy)	446	15	49	36	30	39	52	50	70	43	29	26	8
	40%	36%	40%	39%	36%	43%k	46%gk	32%	43%k	47%gk	52%gkl	27%	30%
A desktop computer	310	8	32	27	18	19	36	36	63	27	24	14	6
	28%	19%	26%	29%k	22%	21%	31%k	24%	39%abdegkl	30%k	43%abdegkl	15%	22%
A laptop or netbook	630	17	76	58	49	40	65	89	88	53	32	47	16
	56%	42%	61%ae	62%ae	60%e	43%	58%	57%e	55%	59%e	57%	49%	63%e
An e- reader (e.g. Kindle, Kobo)	131	9	22	9	8	7	17	11	12	14	11	8	3
	12%	22%eghk	18%egh	9%	10%	8%	15%g	7%	8%	15%	20%eghk	9%	10%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	203	7	31	18	11	17	17	27	28	16	11	16	2
	18%	17%	25%l	20%	14%	19%	15%	17%	18%	18%	20%	16%	8%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	66	-	12	6	2	7	7	10	10	2	5	4	*
	6%	-	9%	7%	2%	8%	7%	7%	6%	2%	9%	4%	2%
SUMMARY CODES													
ANY MOBILE PHONE	963	33	103	72	71	78	98	126	147	78	49	81	24
	85%	81%	84%	78%	87%	84%	87%	81%	92%cg	87%	88%	84%	94%cg
ANY MOBILE WITH INTERNET ACCESS	792	20	86	59	62	66	84	104	120	63	44	64	20
	70%	49%	70%a	63%	76%a	72%a	75%a	67%a	75%a	70%a	78%a	67%	78%a
ANY COMPUTER INC. TABLET	851	25	91	74	61	63	87	116	127	76	45	66	21
	75%	61%	74%	80%a	75%	68%	77%	75%	79%a	84%aek	81%a	69%	80%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

* small base

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)
Unweighted Base	1127	47	128	97	72	86	99	148	150	85	58	94	63
Weighted Base	1127	41*	123	93*	82*	92*	113*	155	160	90*	56*	96*	26*
ANY COMPUTER EXC. TABLET	764	22	81	69	58	50	79	105	119	66	41	56	18
	68%	53%	66%	75%aek	70%	55%	70%e	68%	74%aek	74%aek	74%ae	58%	68%
ANY GAMING DEVICE	215	7	31	20	13	17	18	34	29	16	12	16	2
	19%	17%	25%l	21%l	17%	19%	16%	22%l	18%	18%	21%	17%	8%
ANY DEVICE	1036	37	111	82	74	84	105	141	153	84	51	90	25
	92%	90%	90%	89%	90%	91%	93%	91%	96%	93%	90%	94%	96%
None	83	4	12	9	6	8	7	14	6	6	5	4	1
	7%	10%	10%h	9%	7%	9%	6%	9%	4%	7%	10%	5%	4%
Don't know	8	-	-	2	2	-	1	-	1	-	-	1	-
	1%	-	-	2%	3%	-	1%	-	1%	-	-	1%	-

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

* small base

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	Q.1/2/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1127	938	272	650	833	708	230	125	437	165	535
Weighted Base	1127	963	251	698	834	728	235	106	444	175	515
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	649 58%	649 67%bdg	90 36%g	553 79%abdefg	479 57%bg	479 66%bdg	170 72%bdg	- -	291 65%	108 62%	250 48%
A mobile phone (not a Smartphone) with internet access	176 16%	176 18%g	52 21%g	120 17%g	133 16%g	133 18%g	43 18%g	- -	64 14%	36 20%	85 16%
A mobile phone without internet access	206 18%	206 21%cg	118 47%acdefg	82 12%g	167 20%cg	167 23%cg	40 17%g	- -	60 13%	21 12%	121 24%
A tablet (e.g. iPad, Samsung Galaxy)	446 40%	416 43%bfg	58 23%	351 50%abdfg	364 44%bfg	346 48%bfg	70 30%g	18 16%	212 48%	78 45%	175 34%
A desktop computer	310 28%	288 30%bfg	58 23%	225 32%bfg	259 31%bfg	244 33%bfg	44 19%	15 14%	129 29%	47 27%	139 27%
A laptop or netbook	630 56%	585 61%bg	104 41%g	472 68%abdfg	485 58%bg	457 63%bfg	128 55%bg	27 26%	280 63%	100 57%	257 50%
An e- reader (e.g. Kindle, Kobo)	131 12%	122 13%bfg	18 7%	103 15%bfg	111 13%bfg	106 15%bfg	16 7%	5 5%	66 15%	21 12%	55 11%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	203 18%	188 20%bg	33 13%g	152 22%bdg	144 17%g	138 19%g	50 21%bg	6 6%	98 22%	35 20%	73 14%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	66 6%	60 6%	9 3%	50 7%bg	51 6%	50 7%g	11 5%	2 2%	37 8%	6 4%	20 4%
SUMMARY CODES											
ANY MOBILE PHONE	963 85%	963 100%dg	251 100%dg	698 100%dg	728 87%g	728 100%dg	235 100%dg	- -	388 87%	153 88%	427 83%
ANY MOBILE WITH INTERNET ACCESS	792 70%	792 82%bdg	139 56%g	645 92%abdefg	590 71%bg	590 81%bdg	202 86%bdg	- -	340 77%	135 77%	325 63%

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	Q.1/2/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1127	938	272	650	833	708	230	125	437	165	535
Weighted Base	1127	963	251	698	834	728	235	106	444	175	515
ANY COMPUTER INC. TABLET	851	783	155	615	654	613	170	40	362	138	361
	75%	81%bfg	62%g	88%abdefg	78%bg	84%bdfg	72%bg	38%	81%	79%	70%
ANY COMPUTER EXC. TABLET	764	709	138	559	594	558	150	36	326	120	324
	68%	74%bfg	55%g	80%abdfg	71%bfg	77%bdfg	64%g	34%	74%	69%	63%
ANY GAMING DEVICE	215	198	36	159	156	148	50	8	105	36	79
	19%	21%bg	14%	23%bg	19%g	20%bg	21%g	8%	24%	20%	15%
ANY DEVICE	1036	963	251	698	772	728	235	43	417	164	463
	92%	100%dg	100%dg	100%dg	92%g	100%dg	100%dg	41%	94%	94%	90%
None	83	-	-	-	60	-	-	60	26	10	48
	7%	-	-	-	7%abcef	-	-	56%abcdef	6%	6%	9%
Don't know	8	-	-	-	3	-	-	3	*	1	5
	1%	-	-	-	*	-	-	3%abcdef	*	1%	1%

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1127	470	454	453	63	660	472	1072	892	885	378	567	918	526
Weighted Base	1127	475	441	440	61*	674	456	1068	929	922	407	610	954	568
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	649	306	210	209	35	430	216	609	609	610	314	499	626	464
	58%	65%bcfg	48%	47%	58%	64%bcfg	47%	57%bcf	66%	66%	77%hil	82%hil	66%	82%hil
A mobile phone (not a Smartphone) with internet access	176	69	77	77	6	105	79	168	149	150	59	92	154	82
	16%	15%	18%	18%	9%	16%	17%	16%	16%	16%	14%	15%	16%	14%
A mobile phone without internet access	206	69	103	103	16	95	108	195	144	139	49	44	144	48
	18%	14%	23%aeg	23%aeg	26%ae	14%	24%aeg	18%e	16%km	15%km	12%k	7%	15%km	9%
A tablet (e.g. iPad, Samsung Galaxy)	446	220	144	144	32	319	146	434	432	433	211	312	440	292
	40%	46%bcfg	33%	33%	53%bcf	47%bcfg	32%	41%bcf	47%	47%	52%	51%	46%	52%
A desktop computer	310	136	121	121	17	190	124	290	302	292	152	201	308	193
	28%	29%	27%	27%	28%	28%	27%	27%	32%	32%	37%	33%	32%	34%
A laptop or netbook	630	300	211	211	40	416	220	594	608	607	283	408	617	389
	56%	63%bcfg	48%	48%	66%bcf	62%bcfg	48%	56%bcf	65%	66%	70%	67%	65%	68%
An e- reader (e.g. Kindle, Kobo)	131	69	48	48	8	95	49	128	127	126	57	88	127	85
	12%	15%	11%	11%	13%	14%	11%	12%	14%	14%	14%	14%	13%	15%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	203	104	65	63	9	142	65	194	192	192	101	152	195	139
	18%	22%bcf	15%	14%	14%	21%bcf	14%	18%	21%	21%	25%	25%	20%	25%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	66	42	18	18	2	45	18	61	65	65	30	48	65	41
	6%	9%bcfg	4%	4%	3%	7%	4%	6%	7%	7%	7%	8%	7%	7%
SUMMARY CODES														
ANY MOBILE PHONE	963	415	364	363	55	591	376	911	836	834	385	588	858	547
	85%	87%f	83%	82%	91%	88%bcf	82%	85%	90%	90%	95%hil	96%hil	90%	96%hil
ANY MOBILE WITH INTERNET ACCESS	792	361	278	277	41	512	286	748	728	729	358	569	749	522
	70%	76%bcfg	63%	63%	67%	76%bcfg	63%	70%bcf	78%	79%	88%hil	93%hijl	78%	92%hil

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1127	470	454	453	63	660	472	1072	892	885	378	567	918	526
Weighted Base	1127	475	441	440	61*	674	456	1068	929	922	407	610	954	568
ANY COMPUTER INC. TABLET	851	388	298	298	53	547	310	805	814	807	371	537	831	510
	75%	82%bcfg	68%	68%	87%bcf	81%bcfg	68%	75%bcf	88%	87%	91%l	88%	87%	90%
ANY COMPUTER EXC. TABLET	764	350	268	268	49	491	279	719	735	726	338	484	749	465
	68%	74%bcfg	61%	61%	81%bcfg	73%bcfg	61%	67%bcf	79%	79%	83%	79%	78%	82%
ANY GAMING DEVICE	215	111	70	69	9	149	70	207	205	205	103	161	208	145
	19%	23%bcf	16%	16%	14%	22%bcf	15%	19%	22%	22%	25%	26%	22%	26%
ANY DEVICE	1036	446	392	391	60	636	406	981	899	895	401	604	923	563
	92%	94%bcf	89%	89%	98%bcf	94%bcf	89%	92%	97%	97%	99%	99%hil	97%	99%hil
None	83	28	45	45	*	36	47	81	25	23	4	4	25	3
	7%	6%	10%ade	10%ade	1%	5%	10%ade	8%	3%km	2%km	1%	1%	3%km	*
Don't know	8	*	4	4	1	2	4	6	6	4	2	2	6	2
	1%	*	1%	1%	1%	*	1%	1%	1%	*	1%	*	1%	*

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1127	555	572	153	177	172	182	156	158	129	211	289	219	408
Weighted Base	1127	547	580	159	202	196	187	163	122	97	232	328	235	332
Landline phone	834 74%	405 74%	429 74%	99 62%	123 61%	143 73% ^d	151 80% ^{cd}	133 82% ^{cd}	99 81% ^{cd}	86 88% ^{cde}	204 88% ^{klm}	244 74% ^m	176 75% ^m	209 63%
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.	862 77%	432 79%	431 74%	130 82% ^{hi}	162 80% ^{hi}	170 86% ^{hi}	154 82% ^{hi}	132 81% ^{hi}	83 68% ⁱ	32 33%	201 87% ^m	279 85% ^m	194 83% ^m	188 57%
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	202 18%	103 19%	100 17%	34 21% ^{hi}	55 27% ^{fhi}	36 18% ^{hi}	32 17% ⁱ	32 19% ^{hi}	12 10% ⁱ	2 3%	44 19%	67 20%	41 18%	51 15%
SUMMARY CODES														
ANY MOBILE PHONE	963 85%	467 85%	496 86%	148 93% ^{hi}	190 94% ^{fhi}	180 91% ^{hi}	162 86% ^{hi}	147 90% ^{hi}	83 68%	54 56%	212 92% ^m	294 90% ^m	211 90% ^m	246 74%
NONE	26 2%	11 2%	15 3%	5 3%	2 1%	4 2%	3 2%	2 1%	8 7% ^{dfg}	2 3%	2 1%	4 1%	4 2%	16 5% ^{jk}
ANY SERVICE	1052 93%	512 94%	540 93%	144 90%	188 93%	188 96%	175 93%	155 95%	112 91%	91 94%	229 99% ^m	315 96% ^m	228 97% ^m	281 84%
ANY SERVICE (INC. MOBILE)	1101 98%	536 98%	565 97%	154 97%	200 99% ^h	192 98%	184 98% ^h	161 99% ^h	114 93%	95 97%	230 99% ^m	324 99% ^m	231 98%	316 95%

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1127	555	572	153	177	172	182	156	158	129	211	289	219	408
Weighted Base	1127	547	580	159	202	196	187	163	122	97	232	328	235	332
SERVICES HAVE														
MOBILE NOT LANDLINE	235	113	122	54	69	44	27	26	9	6	24	72	48	91
	21%	21%	21%	34%efghi	34%efghi	22%hi	14%i	16%hi	7%	6%	10%	22%j	20%j	27%j
LANDLINE NOT MOBILE	106	51	55	6	2	7	16	13	25	38	16	22	13	55
	9%	9%	10%	4%	1%	4%	8%cd	8%cd	21%cddefg	39%cddefgh	7%	7%	6%	16%ijkl
LANDLINE AND MOBILE	728	354	374	93	121	136	135	120	74	48	188	222	163	155
	65%	65%	64%	59%	60%	69%ai	72%cdhi	74%cdhi	60%	50%	81%klm	68%lm	69%lm	47%
LANDLINE OR MOBILE	1069	518	551	154	192	187	177	159	108	92	229	316	224	301
	95%	95%	95%	97%h	95%h	95%h	95%h	98%h	88%	95%	99%lm	96%lm	95%lm	90%
None	75	35	40	15	14	8	12	8	10	6	3	13	7	52
	7%	6%	7%	10%	7%	4%	7%	5%	9%	6%	1%	4%	3%	16%ijkl
Av number of services (inc mobile)	2.179	2.123	2.218	2.301	2.214	2.232	2.009	2.418	2.171	1.938	2.370	2.430	2.571	1.933
Standard Deviation	0.841	0.908	0.793	1.241	0.865	0.916	0.907	0.850	0.646	0.447	0.628	1.039	0.669	0.801
Error Variance	0.004	0.011	0.006	0.077	0.034	0.052	0.036	0.023	0.016	0.005	0.026	0.049	0.014	0.006

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1127	612	308	207	530	597	329	798	939	188	912	94	58	63
Weighted Base	1127	633	312	181	593	534	353	774	934	193	949	96*	56*	26*
Landline phone	834	491	204	140	441	393	250	585	678	156	697	65	50	23
	74%	77%b	65%	77%b	74%	74%	71%	76%	73%	81%h	73%	68%	88%jk	88%jk
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.	862	526	233	104	504	359	307	556	711	152	732	66	43	22
	77%	83%bc	74%c	57%	85%e	67%	87%g	72%	76%	79%	77%	69%	76%	85%k
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	202	121	62	19	129	74	78	124	176	26	170	19	12	2
	18%	19%c	20%c	10%	22%e	14%	22%g	16%	19%	14%	18%m	20%m	20%	6%
SUMMARY CODES														
ANY MOBILE PHONE	963	557	277	129	549	414	327	636	797	166	809	81	49	24
	85%	88%c	89%c	71%	93%e	77%	93%g	82%	85%	86%	85%	84%	88%	94%
NONE	26	8	10	7	6	19	3	23	22	4	21	3	1	-
	2%	1%	3%a	4%a	1%	4%d	1%	3%f	2%	2%	2%	3%	2%	-
ANY SERVICE	1052	609	280	163	562	490	336	716	869	183	890	83	54	25
	93%	96%bc	90%	90%	95%e	92%	95%	93%	93%	95%	94%k	87%	97%	98%k
ANY SERVICE (INC. MOBILE)	1101	626	302	174	587	515	351	751	912	189	928	93	55	26
	98%	99%bc	97%	96%	99%e	96%	99%g	97%	98%	98%	98%	97%	98%	100%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced 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	1127	612	308	207	530	597	329	798	939	188	912	94	58	63
Weighted Base	1127	633	312	181	593	534	353	774	934	193	949	96*	56*	26*
SERVICES HAVE														
MOBILE NOT LANDLINE	235 21%	116 18%	92 30%ac	27 15%	131 22%	104 19%	89 25%g	146 19%	204 22%	30 16%	200 21%l	26 27%lm	6 10%	3 12%
LANDLINE NOT MOBILE	106 9%	49 8%	19 6%	38 21%ab	23 4%	83 16%d	11 3%	95 12%f	86 9%	20 11%	88 9%	10 11%	6 10%	2 6%
LANDLINE AND MOBILE	728 65%	441 70%bc	185 59%	102 56%	418 71%e	310 58%	238 67%	490 63%	592 63%	136 71%	609 64%	55 57%	44 78%jk	21 82%jk
LANDLINE OR MOBILE	1069 95%	606 96%	296 95%	167 92%	572 97%e	497 93%	339 96%	731 94%	883 94%	186 97%	897 95%	91 95%	55 98%	26 100%
None	75 7%	24 4%	32 10%a	19 10%a	30 5%	44 8%d	17 5%	58 7%	65 7%	10 5%	60 6%	13 13%jm	2 3%	1 2%
Av number of services (inc mobile)	2.179	2.311c	2.148	2.013	2.242	2.149	2.353	2.116	2.173	2.229	2.223	1.828	2.324	2.229
Standard Deviation	0.841	0.813	0.991	0.611	0.928	0.799	0.870	0.825	0.865	0.629	0.812	0.933	1.178	0.894
Error Variance	0.004	0.010	0.016	0.007	0.018	0.005	0.018	0.005	0.005	0.019	0.005	0.044	0.278	0.067

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1127	47	128	97	72	86	99	148	150	85	58	94	63
Weighted Base	1127	41*	123	93*	82*	92*	113*	155	160	90*	56*	96*	26*
Landline phone	834	34	94	67	59	73	92	107	100	71	50	65	23
	74%	84%h	76%h	73%	73%	79%h	82%ghk	69%	62%	79%h	88%cdghk	68%	88%cgkh
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.	862	27	92	69	59	71	88	123	130	72	43	66	22
	77%	66%	75%	75%	73%	77%	78%	79%	81%k	80%	76%	69%	85%ak
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	202	7	31	13	12	11	3	34	38	20	12	19	2
	18%	18%f	25%efl	14%f	15%f	12%f	2%	22%fl	24%efl	22%fl	20%f	20%fl	6%
SUMMARY CODES													
ANY MOBILE PHONE	963	33	103	72	71	78	98	126	147	78	49	81	24
	85%	81%	84%	78%	87%	84%	87%	81%	92%cg	87%	88%	84%	94%cg
NONE	26	1	3	5	2	2	1	3	2	3	1	3	-
	2%	2%	3%	5%	2%	3%	1%	2%	1%	3%	2%	3%	-
ANY SERVICE	1052	36	115	85	74	85	110	148	150	86	54	83	25
	93%	89%	93%	92%	91%	92%	97%ak	96%k	93%	96%k	97%	87%	98%k
ANY SERVICE (INC. MOBILE)	1101	40	120	88	80	90	112	152	159	87	55	93	26
	98%	98%	97%	95%	98%	97%	99%	98%	99%	97%	98%	97%	100%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

* small base

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1127	47	128	97	72	86	99	148	150	85	58	94	63
Weighted Base	1127	41*	123	93*	82*	92*	113*	155	160	90*	56*	96*	26*
SERVICES HAVE													
MOBILE NOT LANDLINE	235	5	22	15	20	15	18	37	53	14	6	26	3
	21%	13%	18%	16%	25%j	16%	16%	24%j	33%abcefij l	16%	10%	27%jl	12%
LANDLINE NOT MOBILE	106	6	13	10	8	9	12	18	6	7	6	10	2
	9%	15%h	10%h	10%h	10%	10%	11%h	12%h	4%	7%	10%	11%h	6%
LANDLINE AND MOBILE	728	28	81	58	51	63	80	89	94	64	44	55	21
	65%	68%	66%	62%	63%	69%	71%g	57%	59%	72%g	78%ghk	57%	82%bcdghk
LANDLINE OR MOBILE	1069	39	116	82	79	87	110	144	153	85	55	91	26
	95%	97%	94%	89%	97%	95%	98% <i>c</i>	93%	95%	95%	98% <i>c</i>	95%	100% <i>c</i>
None	75	5	8	8	8	8	3	7	11	4	2	13	1
	7%	11% <i>f</i>	7%	8%	9%	8%	3%	4%	7%	4%	3%	13% <i>fgil</i>	2%
Av number of services (inc mobile)	2.179	2.058	2.136	2.247	2.166	2.337	2.225	2.448	2.083	2.126	2.324	1.828	2.229
Standard Deviation	0.841	0.765	0.733	0.689	1.113	0.896	0.513	0.805	0.981	0.577	1.178	0.933	0.894
Error Variance	0.004	0.053	0.030	0.048	0.103	0.045	0.016	0.027	0.042	0.037	0.278	0.044	0.067

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

* small base

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	Q.1/2/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1127	938	272	650	833	708	230	125	437	165	535
Weighted Base	1127	963	251	698	834	728	235	106	444	175	515
Landline phone	834	728	178	537	834	728	-	106	365	132	367
	74%	76% ^f	71% ^f	77% ^f	100% ^{abcf}	100% ^{abcf}	-	100% ^{abcf}	82%	75%	71%
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.	862	789	163	614	681	635	154	46	382	148	351
	77%	82% ^{bfg}	65% ^g	88% ^{abdfg}	82% ^{bfg}	87% ^{abdfg}	66% ^g	44%	86%	85%	68%
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	202	189	26	163	137	134	56	3	78	36	81
	18%	20% ^{bg}	11% ^g	23% ^{bdeg}	16% ^{bg}	18% ^{bg}	24% ^{bdg}	3%	18%	21%	16%
SUMMARY CODES											
ANY MOBILE PHONE	963	963	251	698	728	728	235	-	388	153	427
	85%	100% ^{dg}	100% ^{dg}	100% ^{dg}	87% ^g	100% ^{dg}	100% ^{dg}	-	87%	88%	83%
NONE	26	-	-	-	-	-	-	-	4	3	16
	2%	-	-	-	-	-	-	-	1%	2%	3%
ANY SERVICE	1052	914	220	679	834	728	186	106	435	172	460
	93%	95% ^{bf}	88% ^f	97% ^{abf}	100% ^{abcf}	100% ^{abcf}	79%	100% ^{abf}	98%	98%	89%
ANY SERVICE (INC. MOBILE)	1101	963	251	698	834	728	235	106	440	172	499
	98%	100%	100%	100%	100%	100%	100%	100%	99%	98%	97%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	Q.12/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1127	938	272	650	833	708	230	125	437	165	535
Weighted Base	1127	963	251	698	834	728	235	106	444	175	515
SERVICES HAVE											
MOBILE NOT LANDLINE	235	235	72	160	-	-	235	-	65	36	112
	21%	24%deg	29%deg	23%deg	-	-	100%abcdeg	-	15%	20%	22%
LANDLINE NOT MOBILE	106	-	-	-	106	-	-	106	42	14	52
	9%	-	-	-	13%abcef	-	-	100%abcdef	9%	8%	10%
LANDLINE AND MOBILE	728	728	178	537	728	728	-	-	324	118	315
	65%	76%fg	71%fg	77%fg	87%abcf	100%abcdfg	-	-	73%	67%	61%
LANDLINE OR MOBILE	1069	963	251	698	834	728	235	106	430	168	479
	95%	100%	100%	100%	100%	100%	100%	100%	97%	96%	93%
None	75	49	31	18	-	-	49	-	9	3	55
	7%	5%cddeg	12%acddeg	3%de	-	-	21%abcdeg	-	2%	2%	11%
Av number of services (inc mobile)	2.179	2.179bf	1.960f	2.451abf	2.590abf	2.590abf	1.466	-	2.563	2.773	1.897
Standard Deviation	0.841	0.841	0.695	0.937	0.666	0.666	0.605	-	0.780	0.731	0.724
Error Variance	0.004	0.004	0.005	0.012	0.004	0.004	0.006	-	0.013	0.031	0.005

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1127	470	454	453	63	660	472	1072	892	885	378	567	918	526
Weighted Base	1127	475	441	440	61*	674	456	1068	929	922	407	610	954	568
Landline phone	834	384	313	312	55	548	322	807	719	709	312	447	725	430
	74%	81%bcfg	71%	71%	90%bcfg	81%bcfg	71%	76%	77%	77%	77%	73%	76%	76%
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.	862	407	289	287	57	581	298	820	834	821	371	543	841	500
	77%	86%bcfg	65%	65%	93%bcfg	86%bcfg	65%	77%bcf	90%	89%	91%	89%	88%	88%
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	202	83	69	69	10	124	72	187	178	179	90	140	188	135
	18%	17%	16%	16%	16%	18%	16%	17%	19%	19%	22%	23%	20%	24%
SUMMARY CODES														
ANY MOBILE PHONE	963	415	364	363	55	591	376	911	836	834	385	588	858	547
	85%	87%cf	83%	82%	91%	88%bcf	82%	85%	90%	90%	95%hil	96%hil	90%	96%hil
NONE	26	5	15	15	-	7	16	23	12	10	4	3	13	3
	2%	1%	3%ae	3%ae	-	1%	4%ae	2%	1%	1%	1%	*	1%	*
ANY SERVICE	1052	462	393	391	58	659	404	1001	909	898	396	589	926	550
	93%	97%bcfg	89%	89%	96%	98%bcfg	89%	94%bcf	98%	97%	97%	97%	97%	97%
ANY SERVICE (INC. MOBILE)	1101	470	426	425	61	667	440	1044	917	912	403	607	942	565
	98%	99%bcf	97%	97%	100%	99%bcf	96%	98%	99%	99%	99%	100%	99%	100%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1127	470	454	453	63	660	472	1072	892	885	378	567	918	526
Weighted Base	1127	475	441	440	61*	674	456	1068	929	922	407	610	954	568
SERVICES HAVE														
MOBILE NOT LANDLINE	235	73	97	97	4	103	102	206	173	180	83	152	190	129
	21%	15%	22%ade	22%ade	7%	15%	22%ade	19%de	19%	20%	20%	25%hil	20%	23%
LANDLINE NOT MOBILE	106	42	47	47	4	60	48	102	55	55	11	11	57	12
	9%	9%	11%	11%	6%	9%	10%	10%	6%jkm	6%jkm	3%	2%	6%jkm	2%
LANDLINE AND MOBILE	728	341	266	265	51	488	274	705	664	654	302	436	667	417
	65%	72%bcfg	60%	60%	84%bcfg	72%bcfg	60%	66%cf	71%	71%	74%	71%	70%	74%
LANDLINE OR MOBILE	1069	457	411	410	59	651	423	1013	892	889	395	599	915	559
	95%	96%cf	93%	93%	97%	97%bcf	93%	95%	96%	96%	97%	98%hl	96%	98%hil
None	75	13	48	48	3	15	52	67	20	24	11	21	29	18
	7%	3%	11%aeg	11%aeg	4%	2%	11%aeg	6%ae	2%	3%	3%	3%	3%	3%
Av number of services (inc mobile)	2.179	2.518bcfg	1.850	1.850	2.609	2.623bcfg	1.852	2.181bcf	2.745	2.690	2.752	2.511	2.625	2.547
Standard Deviation	0.841	0.805	0.689	0.689	0.842	0.766	0.698	0.826	0.789	0.817	0.849	0.945	0.852	0.898
Error Variance	0.004	0.012	0.005	0.005	0.118	0.008	0.005	0.004	0.010	0.010	0.029	0.017	0.010	0.019

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

Q.3 Which of these best describes the mobile phone package you are on?

Base: All who have a mobile phone

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	938	455	483	141	167	157	156	138	106	73	191	252	192	303
Weighted Base	963	467	496	148	190	180	162	147	83*	54*	212	294	211	246
Prepay\ Pay as you go	251 26%	110 24%	140 28%	34 23%e	33 17%	24 13%	38 24%e	42 29%de	41 50%cddefg	38 70%cddefgh	36 17%	57 19%	50 24%	108 44%ijkl
Postpay\ monthly contract \ SIM only contract	698 72%	348 74%	350 71%	114 77%hi	157 83%efghi	154 86%efghi	117 72%hi	101 69%hi	40 48%i	14 25%	172 81%m	232 79%m	159 75%m	135 55%
Company phone	5 *	4 1%	1 *	- -	- -	1 1%	3 2%	- -	- -	- -	2 1%	1 *	1 1%	- -
Other mobile phone package	1 *	1 *	- -	- -	- -	- -	1 *	- -	- -	- -	- -	- -	- -	1 *
Don't know	9 1%	4 1%	5 1%	- -	- -	- -	2 1%	3 2%	1 2%	2 4%cde	2 1%	4 1%	1 *	2 1%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

Q.3 Which of these best describes the mobile phone package you are on?

Base: All who have a mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced 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	938	525	269	144	489	449	304	634	779	159	756	74	50	58
Weighted Base	963	557	277	129	549	414	327	636	797	166	809	81*	49*	24*
Prepay\ Pay as you go	251	122	76	53	77	174	53	198	218	33	205	28	11	6
	26%	22%	28%	41%ab	14%	42%d	16%	31%f	27%	20%	25%	35%	23%	26%
Postpay\ monthly contract \ SIM only contract	698	426	200	72	464	234	268	429	568	130	591	53	37	18
	72%	77%c	72%c	56%	85%e	56%	82%g	68%	71%	78%	73%	65%	74%	74%
Company phone	5	5	-	-	4	1	5	-	3	1	5	-	-	-
	*	1%	-	-	1%	*	1%g	-	*	1%	1%	-	-	-
Other mobile phone package	1	1	-	-	-	1	-	1	-	1	1	-	-	-
	*	*	-	-	-	*	-	*	-	*	*	-	-	-
Don't know	9	3	1	5	4	5	1	8	7	2	8	-	1	-
	1%	1%	*	4%ab	1%	1%	*	1%	1%	1%	1%	-	3%	-

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

Q.3 Which of these best describes the mobile phone package you are on?

Base: All who have a mobile phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	938	36	101	71	62	72	83	121	137	73	50	74	58
Weighted Base	963	33*	103*	72*	71*	78*	98*	126	147	78*	49*	81*	24*
Prepay\ Pay as you go	251	12	26	21	16	21	27	24	39	18	11	28	6
	26%	36%g	25%	29%	23%	27%	28%	19%	26%	22%	23%	35%g	26%
Postpay\ monthly contract \ SIM only contract	698	20	76	50	52	57	70	101	103	61	37	53	18
	72%	60%	74%	70%	73%	73%	71%	80%ak	70%	78%	74%	65%	74%
Company phone	5	-	-	-	1	-	1	-	2	-	-	-	-
	*	-	-	-	2%	-	1%	-	2%	-	-	-	-
Other mobile phone package	1	-	-	-	1	-	-	-	-	-	-	-	-
	*	-	-	-	1%	-	-	-	-	-	-	-	-
Don't know	9	1	1	1	1	-	-	1	3	-	1	-	-
	1%	4%	1%	2%	1%	-	-	1%	2%	-	3%	-	-

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

* small base

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

Q.3 Which of these best describes the mobile phone package you are on?

Base: All who have a mobile phone

Total	Q.12/3 PHONES OWN							PAY TV SERVICE		
	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	938	272	650	708	708	230	-	375	144	426
Weighted Base	963	251	698	728	728	235	-**	388	153	427
Prepay\ Pay as you go	251	251	-	178	178	72	-	69	30	145
	26%	26% ^c	100% ^{acdef}	24% ^c	24% ^c	31% ^c	-	18%	19%	34%
Postpay\ monthly contract \ SIM only	698	-	698	537	537	160	-	311	122	276
contract	72%	72% ^b	100% ^{abdef}	74% ^b	74% ^b	68% ^b	-	80%	80%	65%
Company phone	5	-	-	5	5	-	-	2	1	1
	*	-	-	1% ^c	1% ^c	-	-	1%	1%	*
Other mobile phone package	1	-	-	1	1	-	-	1	-	-
	*	-	-	*	*	-	-	*	-	-
Don't know	9	-	-	7	7	2	-	6	-	5
	1%	1% ^c	-	1% ^c	1% ^c	1% ^c	-	1%	-	1%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

Q.3 Which of these best describes the mobile phone package you are on?

Base: All who have a mobile phone

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	938	403	360	359	54	568	374	890	790	788	354	544	812	505
Weighted Base	963	415	364	363	55*	591	376	911	836	834	385	588	858	547
Prepay\ Pay as you go	251	79	124	124	16	113	130	237	167	167	59	83	176	73
	26%	19%	34%aeg	34%aeg	29%	19%	35%aeg	26%ae	20%km	20%km	15%	14%	21%jkm	13%
Postpay\ monthly contract \ SIM only contract	698	327	235	233	39	468	240	659	657	655	319	497	669	467
	72%	79%bcfg	64%	64%	71%	79%bcfg	64%	72%bcf	79%	79%	83%	85%hil	78%	85%hil
Company phone	5	2	1	1	-	4	1	5	5	5	5	3	5	5
	*	1%	*	*	-	1%	*	1%	1%	1%	1%	1%	1%	1%
Other mobile phone package	1	1	-	-	-	1	-	1	1	1	-	-	1	-
	*	*	-	-	-	*	-	*	*	*	-	-	*	-
Don't know	9	6	5	5	-	6	5	9	7	7	3	4	7	2
	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	*

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1127	555	572	153	177	172	182	156	158	129	211	289	219	408
Weighted Base	1127	547	580	159	202	196	187	163	122	97	232	328	235	332
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.	282 25%	142 26%	140 24%	18 12%	29 14%	46 24%cd	57 30%cd	43 26%cd	46 37%cddeg	43 44%cddefg	72 31%cm	84 26%	59 25%	66 20%
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	433 38%	214 39%	219 38%	35 22%	48 24%	65 33%cd	83 44%cdde	85 52%cdde	64 52%cdde	53 54%cdde	100 43%cm	132 40%cm	99 42%cm	101 31%
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.	363 32%	171 31%	191 33%	30 19%	51 25%	51 26%	68 36%cd	62 38%cdde	59 48%cddef	42 43%cdde	89 38%cm	119 36%cm	72 30%	83 25%
Some other type of call that you didn't want or ask for - for example a market research call	35 3%	17 3%	18 3%	2 1%	- -	2 1%	9 5%de	7 4%cd	8 7%cdde	7 7%cdde	13 6%cm	10 3%	5 2%	7 2%
SUMMARY CODES														
1 TYPE EXPERIENCED	169 15%	80 15%	89 15%	15 10%	28 14%	26 13%	35 19%cd	23 14%	17 14%	24 24%cddeg	26 11%	44 13%	44 19%j	55 16%
2 TYPES EXPERIENCED	153 14%	79 14%	75 13%	17 11%	13 7%	14 7%	23 13%	42 26%cddef	24 20%cdde	19 19%cdde	42 18%cm	50 15%cm	29 13%	33 10%

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1127	555	572	153	177	172	182	156	158	129	211	289	219	408
Weighted Base	1127	547	580	159	202	196	187	163	122	97	232	328	235	332
3 TYPES EXPERIENCED	198	95	103	12	24	36	42	25	34	25	50	62	43	43
	18%	17%	18%	7%	12%	18% ^c	23% ^{cd}	15% ^c	28% ^{cdg}	26% ^{cdg}	22% ^m	19% ^m	18%	13%
4 TYPES EXPERIENCED	4	2	2	-	-	-	1	2	1	*	1	2	-	1
	*	*	*	-	-	-	*	2%	1%	*	*	1%	-	*
ANY UNSOLICITED CALLS (LANDLINE)	525	257	268	44	66	77	102	93	76	68	119	158	116	131
	47%	47%	46%	28%	32%	39% ^c	54% ^{cde}	57% ^{cde}	62% ^{cde}	69% ^{cdef}	52% ^m	48% ^m	49% ^m	40%
None	601	290	311	115	137	119	84	70	46	30	111	170	119	201
	53%	53%	54%	72% ^{efghi}	68% ^{fghi}	61% ^{fghi}	45% ⁱ	43%	38%	31%	48%	52%	51%	60% ^{ijkl}
Av number of issues	2.112	2.113	2.111	1.944	1.945	2.138	2.108	2.114	2.318 ^{cd}	2.125	2.280 ^{lm}	2.174 ^m	2.021	1.964
Standard Deviation	0.892	0.882	0.902	0.806	0.897	0.916	0.918	0.810	0.883	0.970	0.858	0.857	0.912	0.921
Error Variance	0.001	0.003	0.003	0.017	0.014	0.012	0.009	0.007	0.008	0.011	0.006	0.005	0.008	0.005

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1127	612	308	207	530	597	329	798	939	188	912	94	58	63
Weighted Base	1127	633	312	181	593	534	353	774	934	193	949	96*	56*	26*
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.	282 25%	183 29%bc	60 19%	38 21%	137 23%	145 27%	65 18%	217 28%f	211 23%	71 37%h	232 24%	22 23%	21 37%j	7 29%
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	433 38%	274 43%b	86 28%	73 40%b	212 36%	220 41%	110 31%	322 42%f	354 38%	78 41%	360 38%	31 32%	30 53%jk	12 48%
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.	363 32%	227 36%b	74 24%	62 34%b	181 30%	182 34%	90 25%	273 35%f	288 31%	75 39%h	294 31%	32 33%	31 55%jkm	6 25%
Some other type of call that you didn't want or ask for - for example a market research call	35 3%	24 4%	6 2%	5 3%	11 2%	24 5%d	6 2%	29 4%	27 3%	8 4%	27 3%	2 2%	5 9%j	1 3%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced 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	1127	612	308	207	530	597	329	798	939	188	912	94	58	63
Weighted Base	1127	633	312	181	593	534	353	774	934	193	949	96*	56*	26*
SUMMARY CODES														
1 TYPE EXPERIENCED	169	96	36	37	82	87	51	118	149	20	138	14	9	8
	15%	15%	11%	20% ^b	14%	16%	14%	15%	16%	10%	15%	15%	16%	32% ^{kl}
2 TYPES EXPERIENCED	153	99	31	24	71	82	32	122	126	27	123	13	13	5
	14%	16% ^b	10%	13%	12%	15%	9%	16% ^f	14%	14%	13%	14%	24% ^j	18%
3 TYPES EXPERIENCED	198	128	41	29	102	96	50	148	148	50	165	14	16	3
	18%	20% ^b	13%	16%	17%	18%	14%	19%	16%	26% ^h	17%	15%	28% ^j	12%
4 TYPES EXPERIENCED	4	4	*	-	1	3	1	3	3	1	4	1	-	-
	*	1%	*	-	*	1%	*	*	*	1%	*	1%	-	-
ANY UNSOLICITED CALLS (LANDLINE)	525	327	108	90	256	269	134	391	427	98	429	42	38	16
	47%	52% ^b	35%	50% ^b	43%	50% ^d	38%	51% ^f	46%	51%	45%	44%	67% ^{jk}	62% ^{jk}
None	601	306	204	91	336	265	219	382	506	95	519	54	18	10
	53%	48%	65% ^{ac}	50%	57% ^e	50%	62% ^g	49%	54%	49%	55% ^{lm}	56% ^{lm}	33%	38%
Av number of issues	2.112	2.156	2.099	1.968	2.102	2.121	2.027	2.141	2.054	2.365 ^h	2.118 ^m	2.037	2.305 ^m	1.683
Standard Deviation	0.892	0.889	0.881	0.907	0.857	0.925	0.909	0.885	0.894	0.838	0.890	0.876	0.932	0.807
Error Variance	0.001	0.002	0.007	0.008	0.003	0.003	0.007	0.002	0.002	0.007	0.002	0.017	0.022	0.017

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1127	47	128	97	72	86	99	148	150	85	58	94	63
Weighted Base	1127	41*	123	93*	82*	92*	113*	155	160	90*	56*	96*	26*
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.	282 25%	17 41%cfghk	31 25%g	20 22%	30 36%cfgh	30 33%fgh	21 19%	23 15%	30 18%	30 33%fgh	21 37%cfgh	22 23%	7 29%g
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	433 38%	21 50%h	48 39%	30 32%	37 45%	42 46%h	42 37%	51 33%	50 31%	40 44%	30 53%cgkh	31 32%	12 48%h
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.	363 32%	16 40%gh	47 39%gh	25 27%	30 37%gh	34 37%gh	34 30%	36 23%	36 22%	35 39%gh	31 55%bcdefgh kl	32 33%	6 25%
Some other type of call that you didn't want or ask for - for example a market research call	35 3%	2 5%eg	6 5%eg	1 1%	2 2%	- -	3 3%	1 1%	6 4%	6 6%eg	5 9%ceg	2 2%	1 3%
SUMMARY CODES													
1 TYPE EXPERIENCED	169 15%	3 9%	14 12%	13 15%	12 14%	16 18%	18 16%	31 20%	19 12%	11 12%	9 16%	14 15%	8 32%abdefhij k

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

* small base

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1127	47	128	97	72	86	99	148	150	85	58	94	63
Weighted Base	1127	41*	123	93*	82*	92*	113*	155	160	90*	56*	96*	26*
2 TYPES EXPERIENCED	153 14%	10 24%dgh	18 15%	13 14%	6 8%	12 13%	18 16%	12 8%	17 11%	17 19%dg	13 24%dgh	13 14%	5 18%g
3 TYPES EXPERIENCED	198 18%	10 25%gh	25 20%	12 13%	24 30%cfghkl	22 24%gh	14 13%	19 12%	19 12%	19 21%	16 28%cfgh	14 15%	3 12%
4 TYPES EXPERIENCED	4 *	- -	* *	- -	- -	- -	1 1%	- -	1 1%	1 1%	- -	1 1%	- -
ANY UNSOLICITED CALLS (LANDLINE)	525 47%	23 58%gh	58 47%	38 41%	42 52%h	50 54%gh	50 44%	61 39%	57 36%	48 53%gh	38 67%bcfghk	42 44%	16 62%cfghk
None	601 53%	17 42%	65 53%j	54 59%jl	39 48%	42 46%	63 56%jl	93 60%ejl	103 64%adeijl	42 47%	18 33%	54 56%jl	10 38%
Av number of issues	2.112	2.376	2.281gl	1.986	2.314gl	2.124l	2.012	1.783	2.118l	2.267gl	2.305gl	2.037	1.683
Standard Deviation	0.892	0.865	0.829	0.801	0.905	0.877	0.869	0.881	0.977	0.868	0.932	0.876	0.807
Error Variance	0.001	0.025	0.011	0.015	0.023	0.017	0.017	0.013	0.017	0.017	0.022	0.017	0.017

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

* small base

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	Q.12/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1127	938	272	650	833	708	230	125	437	165	535
Weighted Base	1127	963	251	698	834	728	235	106	444	175	515
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.	282 25%	238 25%f	64 26%f	166 24%f	282 34%abcf	238 33%abcf	- -	44 41%abcf	125 28%	41 23%	130 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	433 38%	379 39%f	105 42%f	263 38%f	433 52%abcf	379 52%abcf	- -	53 50%acf	186 42%	74 42%	195 38%
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.	363 32%	320 33%f	82 33%f	228 33%f	363 43%abcf	320 44%abcf	- -	43 41%f	149 34%	65 37%	165 32%
Some other type of call that you didn't want or ask for - for example a market research call	35 3%	29 3%f	11 4%f	17 2%f	35 4%f	29 4%f	- -	6 6%f	14 3%	4 3%	19 4%
SUMMARY CODES											
1 TYPE EXPERIENCED	169 15%	142 15%f	42 17%f	99 14%f	169 20%acf	142 19%acf	- -	27 26%acf	73 16%	31 18%	77 15%

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	Q.12/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1127	938	272	650	833	708	230	125	437	165	535
Weighted Base	1127	963	251	698	834	728	235	106	444	175	515
2 TYPES EXPERIENCED	153 14%	133 14% ^f	42 17% ^f	87 12% ^f	153 18% ^{acf}	133 18% ^{acf}	- -	21 19% ^{cf}	62 14%	23 13%	72 14%
3 TYPES EXPERIENCED	198 18%	174 18% ^f	41 16% ^f	127 18% ^f	198 24% ^{abcf}	174 24% ^{abcf}	- -	24 22% ^f	86 19%	34 19%	89 17%
4 TYPES EXPERIENCED	4 *	4 *	1 *	3 *	4 1%	4 1%	- -	* *	2 *	- -	3 1%
ANY UNSOLICITED CALLS (LANDLINE)	525 47%	453 47% ^f	126 50% ^f	315 45% ^f	525 63% ^{abcf}	453 62% ^{abcf}	- -	72 68% ^{abcf}	223 50%	88 51%	240 47%
None	601 53%	509 53% ^{deg}	124 50% ^{deg}	381 55% ^{deg}	308 37%	274 38%	235 100% ^{abcde} g	34 32%	220 50%	87 49%	275 53%
Av number of issues	2.112	2.126	2.078	2.128	2.112	2.126	-	2.021	2.113	2.084	2.118
Standard Deviation	0.892	0.891	0.928	0.881	0.892	0.891	-	0.898	0.903	0.879	0.903
Error Variance	0.001	0.002	0.006	0.003	0.001	0.002	-	0.010	0.004	0.009	0.003

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1127	470	454	453	63	660	472	1072	892	885	378	567	918	526
Weighted Base	1127	475	441	440	61*	674	456	1068	929	922	407	610	954	568
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.	282 25%	132 28%	113 26%	113 26%	17 28%	182 27%	117 26%	274 26%	238 26%	232 25%	97 24%	144 24%	238 25%	131 23%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	433 38%	196 41%	164 37%	163 37%	33 53%bcfg	291 43%	169 37%	421 39%	370 40%	364 39%	158 39%	227 37%	374 39%	214 38%
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.	363 32%	157 33%	147 33%	146 33%	17 28%	229 34%	150 33%	354 33%	319 34%	315 34%	132 33%	191 31%	319 33%	178 31%
Some other type of call that you didn't want or ask for - for example a market research call	35 3%	14 3%	17 4%	17 4%	2 4%	21 3%	17 4%	35 3%	30 3%	29 3%	14 3%	16 3%	30 3%	15 3%
SUMMARY CODES														
1 TYPE EXPERIENCED	169 15%	77 16%	61 14%	61 14%	16 26%bcfg	119 18%	62 14%	167 16%	138 15%	138 15%	52 13%	78 13%	141 15%	82 14%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1127	470	454	453	63	660	472	1072	892	885	378	567	918	526
Weighted Base	1127	475	441	440	61*	674	456	1068	929	922	407	610	954	568
2 TYPES EXPERIENCED	153 14%	67 14%	58 13%	57 13%	15 25%abcdfg	101 15%	60 13%	148 14%	132 14%	129 14%	62 15%	74 12%	132 14%	72 13%
3 TYPES EXPERIENCED	198 18%	90 19%	81 18%	81 18%	7 11%	126 19%	83 18%	193 18%	173 19%	170 18%	69 17%	113 19%	173 18%	98 17%
4 TYPES EXPERIENCED	4 *	2 *	3 1%	3 1%	- -	2 *	3 1%	4 *	4 *	4 *	2 1%	- -	4 *	1 *
ANY UNSOLICITED CALLS (LANDLINE)	525 47%	236 50%	202 46%	201 46%	38 63%bcdfg	347 51%	207 45%	512 48%	447 48%	441 48%	186 46%	264 43%	450 47%	254 45%
None	601 53%	238 50%	239 54% ^d	239 54% ^d	23 37%	326 48%	249 55% ^d	555 52% ^d	481 52%	480 52%	220 54%	345 56%	503 53%	313 55%
Av number of issues	2.112	2.106 ^d	2.175 ^d	2.176 ^d	1.783	2.069	2.178 ^d	2.109 ^d	2.135	2.125	2.147	2.174	2.127	2.107
Standard Deviation	0.892	0.898	0.911	0.914	0.770	0.886	0.908	0.895	0.890	0.890	0.874	0.872	0.892	0.891
Error Variance	0.001	0.003	0.004	0.004	0.015	0.002	0.004	0.002	0.002	0.002	0.004	0.003	0.002	0.003

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1127	715	541	400	343	294	104	599	445	340	471	370	194	19	11	8
Weighted Base	1127	709	525	416	330	282	107*	592	433	352	474	363	208	17**	10**	8**
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.	282 25%	282 40%ci	282 54%acgil	122 29%	282 85%abcf ghijkl	282 100%abcf ghijkl	59 55%acgil	248 42%cil	243 56%acgij l	113 32%	231 49%acgil	224 62%abcgi jl	69 33%	9 51%	5 49%	4 55%
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	433 38%	433 61%cl	433 82%acdfg ijl	203 49%	246 75%acfi l	243 86%acdfg ijkl	58 55%	433 73%acfi jl	433 100%abcde fgijkl	192 55%	306 65%cil	288 79%acfgi jl	98 47%	11 65%	7 68%	5 61%
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.	363 32%	363 51%ci	363 69%acfgi l	165 40%	225 68%acfgi l	224 79%abcf ghil	51 48%	302 51%ci	288 67%acfgi l	147 42%	363 76%abcd fghil	363 100%abcde fghijl	97 46%	11 65%	7 68%	5 61%
Some other type of call that you didn't want or ask for - for example a market research call	35 3%	34 5%	34 6%cil	13 3%	21 6%ci	20 7%cil	3 3%	31 5%	31 7%cil	9 3%	27 6%	25 7%cil	5 2%	11 61%	10 100%	1 9%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1127	715	541	400	343	294	104	599	445	340	471	370	194	19	11	8
Weighted Base	1127	709	525	416	330	282	107*	592	433	352	474	363	208	17**	10**	8**
SUMMARY CODES																
1 TYPE EXPERIENCED	169	169	169	66	18	15	4	114	101	53	63	51	25	3	3	-
15%		24%cd efi jkl	32%ac def ghijkl	16%cd ef	6%	5%	3%	19%de fjk l	23%cd efi jkl	15%de f	13%de f	14%de f	12%de f	16%	27%	-
2 TYPES EXPERIENCED	153	153	153	67	68	67	13	132	129	61	117	110	31	1	*	*
14%		22%cf l	29%ac dfg il	16%	21%	24%cf l	12%	22%cf l	30%ac dfg il	17%	25%cf lil	30%ac dfg il	15%	6%	5%	7%
3 TYPES EXPERIENCED	198	198	198	97	196	196	46	198	198	92	198	198	61	7	2	4
18%		28%	38%ac il	23%	59%ab cfgh ijl	69%ab cdf ghijkl	43%ac il	33%ac i	46%ab cfgh l	26%	42%ac gil	55%ab cfgh ijl	29%	37%	24%	55%
4 TYPES EXPERIENCED	4	4	4	1	4	4	-	4	4	1	4	4	-	4	4	-
*		1%	1%	*	1%	2%	-	1%	1%	*	1%	1%	-	25%	44%	-
ANY UNSOLICITED CALLS (LANDLINE)	525	525	525	231	287	282	63	448	433	207	382	363	116	15	10	5
47%		74%cf lil	100%ac dfg ijl	56%	87%ac fg ijl	100%ac dfg ijl	59%	76%cf lil	100%ac dfg ijl	59%	81%ac fi l	100%ac dfg ijl	56%	83%	100%	61%
None	601	184	-	184	44	-	44	144	-	144	92	-	92	3	-	3
53%		26%bd ehjk	-	44%ab deg hjk	13%be hk	-	41%ab deg hjk	24%bd ehk	-	41%ab deg hjk	19%bd ehk	-	44%ab deg hjk	17%	-	39%
Av number of issues	2.112	2.114	2.114	2.175	2.696abc ghijkl	2.721abc ghijkl	2.705abc ghijkl	2.257ab	2.296ab	2.226	2.421abc ghi	2.477abc ghi	2.320ab	2.901	2.837	3.039
Standard Deviation	0.892	0.891	0.891	0.869	0.669	0.644	0.631	0.869	0.857	0.851	0.809	0.785	0.817	1.113	1.315	0.570
Error Variance	0.001	0.001	0.001	0.003	0.001	0.001	0.007	0.002	0.002	0.004	0.002	0.002	0.006	0.077	0.157	0.065

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All who have landline phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	833	412	421	90	108	125	143	126	126	115	187	221	161	264
Weighted Base	834	405	429	99*	123	143	151	133	99	86*	204	244	176	209
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.	282 34%	142 35%	140 33%	18 19%	29 23%	46 32% <i>c</i>	57 38% <i>cd</i>	43 32% <i>c</i>	46 46% <i>cdeg</i>	43 50% <i>cdeg</i>	72 35%	84 35%	59 34%	66 32%
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	433 52%	214 53%	219 51%	35 36%	48 39%	65 46%	83 55% <i>cd</i>	85 64% <i>cde</i>	64 65% <i>cde</i>	53 61% <i>cde</i>	100 49%	132 54%	99 56%	101 48%
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.	363 43%	171 42%	191 45%	30 30%	51 41%	51 36%	68 45% <i>c</i>	62 47% <i>c</i>	59 59% <i>cdef</i>	42 48% <i>c</i>	89 44%	119 49%	72 41%	83 40%
Some other type of call that you didn't want or ask for - for example a market research call	35 4%	17 4%	18 4%	2 2%	- -	2 1%	9 6% <i>de</i>	7 5% <i>d</i>	8 9% <i>cde</i>	7 8% <i>de</i>	13 6%	10 4%	5 3%	7 3%
SUMMARY CODES														
1 TYPE EXPERIENCED	169 20%	80 20%	89 21%	15 15%	28 23%	26 18%	35 23%	23 18%	17 18%	24 27%	26 13%	44 18%	44 25% <i>j</i>	55 26% <i>jk</i>
2 TYPES EXPERIENCED	153 18%	79 19%	75 17%	17 17%	13 11%	14 10%	23 16%	42 32% <i>cdef</i>	24 24% <i>de</i>	19 21% <i>de</i>	42 20%	50 20%	29 17%	33 16%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: All who have landline phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	833	412	421	90	108	125	143	126	126	115	187	221	161	264
Weighted Base	834	405	429	99*	123	143	151	133	99	86*	204	244	176	209
3 TYPES EXPERIENCED	198	95	103	12	24	36	42	25	34	25	50	62	43	43
	24%	24%	24%	12%	20%	25% ^c	28% ^c	19%	34% ^c ^d ^g	29% ^c	25%	25%	24%	21%
4 TYPES EXPERIENCED	4	2	2	-	-	-	1	2	1	*	1	2	-	1
	1%	1%	*	-	-	-	1%	2%	1%	*	1%	1%	-	1%
ANY UNSOLICITED CALLS (LANDLINE)	525	257	268	44	66	77	102	93	76	68	119	158	116	131
	63%	63%	62%	44%	53%	54%	67% ^c ^d ^e	70% ^c ^d ^e	77% ^c ^d ^e	78% ^c ^d ^e	58%	65%	66%	63%
None	308	148	160	55	58	66	48	40	23	19	84	86	60	78
	37%	37%	37%	56% ^f ^g ^h ⁱ	47% ^f ^g ^h ⁱ	46% ^f ^g ^h ⁱ	32%	30%	23%	22%	41%	35%	34%	37%
Av number of issues	2.112	2.113	2.111	1.944	1.945	2.138	2.108	2.114	2.318 ^c ^d	2.125	2.280 ^l ^m	2.174 ^m	2.021	1.964
Standard Deviation	0.892	0.882	0.902	0.806	0.897	0.916	0.918	0.810	0.883	0.970	0.858	0.857	0.912	0.921
Error Variance	0.001	0.003	0.003	0.017	0.014	0.012	0.009	0.007	0.008	0.011	0.006	0.005	0.008	0.005

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: All who have landline phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	833	481	195	157	388	445	230	603	679	154	660	66	52	55
Weighted Base	834	491	204	140	441	393	250	585	678	156	697	65*	50*	23*
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.	282 34%	183 37% ^c	60 30%	38 27%	137 31%	145 37%	65 26%	217 37% ^f	211 31%	71 45% ^h	232 33%	22 34%	21 42%	7 33%
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	433 52%	274 56% ^b	86 42%	73 52%	212 48%	220 56% ^d	110 44%	322 55% ^f	354 52%	78 50%	360 52%	31 47%	30 60%	12 54%
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.	363 43%	227 46% ^b	74 36%	62 44%	181 41%	182 46%	90 36%	273 47% ^f	288 42%	75 48%	294 42%	32 49% ^m	31 62% ^{jm}	6 28%
Some other type of call that you didn't want or ask for - for example a market research call	35 4%	24 5%	6 3%	5 3%	11 2%	24 6% ^d	6 2%	29 5%	27 4%	8 5%	27 4%	2 3%	5 10% ^j	1 3%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: All who have landline phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced 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	833	481	195	157	388	445	230	603	679	154	660	66	52	55
Weighted Base	834	491	204	140	441	393	250	585	678	156	697	65*	50*	23*
SUMMARY CODES														
1 TYPE EXPERIENCED	169	96	36	37	82	87	51	118	149	20	138	14	9	8
	20%	20%	18%	27%	18%	22%	20%	20%	22% ⁱ	13%	20%	22%	18%	36% ^j
2 TYPES EXPERIENCED	153	99	31	24	71	82	32	122	126	27	123	13	13	5
	18%	20%	15%	17%	16%	21%	13%	21% ^f	19%	17%	18%	20%	27%	20%
3 TYPES EXPERIENCED	198	128	41	29	102	96	50	148	148	50	165	14	16	3
	24%	26%	20%	21%	23%	24%	20%	25%	22%	32% ^h	24%	22%	32%	14%
4 TYPES EXPERIENCED	4	4	*	-	1	3	1	3	3	1	4	1	-	-
	1%	1%	*	-	*	1%	1%	1%	*	1%	1%	1%	-	-
ANY UNSOLICITED CALLS (LANDLINE)	525	327	108	90	256	269	134	391	427	98	429	42	38	16
	63%	67% ^b	53%	65% ^b	58%	68% ^d	54%	67% ^f	63%	63%	62%	65%	76% ^j	70%
None	308	163	96	50	184	124	116	193	250	58	267	23	12	7
	37%	33%	47% ^{a,c}	35%	42% ^e	32%	46% ^g	33%	37%	37%	38%	35%	24%	30%
Av number of issues	2.112	2.156	2.099	1.968	2.102	2.121	2.027	2.141	2.054	2.365 ^h	2.118 ^m	2.037	2.305 ^m	1.683
Standard Deviation	0.892	0.889	0.881	0.907	0.857	0.925	0.909	0.885	0.894	0.838	0.890	0.876	0.932	0.807
Error Variance	0.001	0.002	0.007	0.008	0.003	0.003	0.007	0.002	0.002	0.007	0.002	0.017	0.022	0.017

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: All who have landline phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	833	39	98	70	50	65	79	100	94	65	52	66	55
Weighted Base	834	34*	94*	67*	59*	73*	92*	107*	100*	71*	50*	65*	23*
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.	282	17	31	20	30	30	21	23	30	30	21	22	7
	34%	50%fgh	33%	30%	50%cfgh	41%fg	23%	22%	30%	42%fg	42%fg	34%	33%
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	433	21	48	30	37	42	42	51	50	40	30	31	12
	52%	60%	51%	44%	62%	58%	46%	48%	50%	56%	60%	47%	54%
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.	363	16	47	25	30	34	34	36	36	35	31	32	6
	43%	47%	51%gl	37%	51%l	47%	37%	33%	36%	49%l	62%cfghl	49%l	28%
Some other type of call that you didn't want or ask for - for example a market research call	35	2	6	1	2	-	3	1	6	6	5	2	1
	4%	6%e	7%eg	2%	3%	-	3%	1%	6%	8%eg	10%eg	3%	3%
SUMMARY CODES													
1 TYPE EXPERIENCED	169	3	14	13	12	16	18	31	19	11	9	14	8
	20%	10%	15%	20%	20%	22%	19%	29%abi	19%	15%	18%	22%	36%abfhij

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

* small base

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All who have landline phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	833	39	98	70	50	65	79	100	94	65	52	66	55
Weighted Base	834	34*	94*	67*	59*	73*	92*	107*	100*	71*	50*	65*	23*
2 TYPES EXPERIENCED	153 18%	10 29% ^{dg}	18 19%	13 19%	6 11%	12 16%	18 19%	12 11%	17 17%	17 24% ^g	13 27% ^{dg}	13 20%	5 20%
3 TYPES EXPERIENCED	198 24%	10 30%	25 27%	12 17%	24 41% ^{cfghkl}	22 31% ^f	14 16%	19 17%	19 19%	19 27%	16 32% ^f	14 22%	3 14%
4 TYPES EXPERIENCED	4 1%	- -	* *	- -	- -	- -	1 1%	- -	1 1%	1 2%	- -	1 1%	- -
ANY UNSOLICITED CALLS (LANDLINE)	525 63%	23 69%	58 62%	38 57%	42 72%	50 69%	50 54%	61 57%	57 57%	48 68%	38 76% ^{cfgh}	42 65%	16 70%
None	308 37%	11 31%	36 38%	29 43% ^j	17 28%	23 31%	42 46% ^j	44 42% ^j	43 43% ^j	23 32%	12 24%	23 35%	7 30%
Av number of issues	2.112	2.376	2.281 ^{gl}	1.986	2.314 ^{gl}	2.124 ^l	2.012	1.783	2.118 ^l	2.267 ^{gl}	2.305 ^{gl}	2.037	1.683
Standard Deviation	0.892	0.865	0.829	0.801	0.905	0.877	0.869	0.881	0.977	0.868	0.932	0.876	0.807
Error Variance	0.001	0.025	0.011	0.015	0.023	0.017	0.017	0.013	0.017	0.017	0.022	0.017	0.017

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

* small base

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All who have landline phone

	Total	Q.12/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	833	708	194	500	833	708	-	125	361	126	378
Weighted Base	834	728	178	537	834	728	-.**	106	365	132	367
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.	282 34%	238 33%	64 36%	166 31%	282 34%	238 33%	- -	44 41% ^c	125 34%	41 31%	130 36%
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	433 52%	379 52%	105 59% ^c	263 49%	433 52%	379 52%	- -	53 50%	186 51%	74 56%	195 53%
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.	363 43%	320 44%	82 46%	228 42%	363 43%	320 44%	- -	43 41%	149 41%	65 49%	165 45%
Some other type of call that you didn't want or ask for - for example a market research call	35 4%	29 4%	11 6%	17 3%	35 4%	29 4%	- -	6 6%	14 4%	4 3%	19 5%
SUMMARY CODES											
1 TYPE EXPERIENCED	169 20%	142 19%	42 24%	99 18%	169 20%	142 19%	- -	27 26%	73 20%	31 24%	77 21%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All who have landline phone

	Total	Q.12/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	833	708	194	500	833	708	-	125	361	126	378
Weighted Base	834	728	178	537	834	728	-**	106	365	132	367
2 TYPES EXPERIENCED	153	133	42	87	153	133	-	21	62	23	72
	18%	18%	23% ^c	16%	18%	18%	-	19%	17%	18%	20%
3 TYPES EXPERIENCED	198	174	41	127	198	174	-	24	86	34	89
	24%	24%	23%	24%	24%	24%	-	22%	24%	26%	24%
4 TYPES EXPERIENCED	4	4	1	3	4	4	-	*	2	-	3
	1%	1%	1%	1%	1%	1%	-	*	*	-	1%
ANY UNSOLICITED CALLS (LANDLINE)	525	453	126	315	525	453	-	72	223	88	240
	63%	62%	71% ^{ace}	59%	63%	62%	-	68%	61%	67%	65%
None	308	274	52	221	308	274	-	34	141	44	127
	37%	38% ^b	29%	41% ^b	37%	38% ^b	-	32%	39%	33%	35%
Av number of issues	2.112	2.126	2.078	2.128	2.112	2.126	-	2.021	2.113	2.084	2.118
Standard Deviation	0.892	0.891	0.928	0.881	0.892	0.891	-	0.898	0.903	0.879	0.903
Error Variance	0.001	0.002	0.006	0.003	0.001	0.002	-	0.010	0.004	0.009	0.003

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All who have landline phone

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	833	380	319	318	56	539	329	809	690	679	289	415	695	398
Weighted Base	834	384	313	312	55*	548	322	807	719	709	312	447	725	430
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	282 34%	132 34%	113 36%	113 36%	17 31%	182 33%	117 36%	274 34%	238 33%	232 33%	97 31%	144 32%	238 33%	131 31%
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	433 52%	196 51%	164 52%	163 52%	33 59%	291 53%	169 52%	421 52%	370 52%	364 51%	158 51%	227 51%	374 52%	214 50%
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.	363 43%	157 41%	147 47% ^d	146 47% ^d	17 31%	229 42%	150 47% ^d	354 44%	319 44%	315 44%	132 42%	191 43%	319 44%	178 42%
Some other type of call that you didn't want or ask for - for example a market research call	35 4%	14 4%	17 5%	17 5%	2 4%	21 4%	17 5%	35 4%	30 4%	29 4%	14 4%	16 4%	30 4%	15 3%
SUMMARY CODES														
1 TYPE EXPERIENCED	169 20%	77 20%	61 19%	61 19%	16 29%	119 22%	62 19%	167 21%	138 19%	138 20%	52 17%	78 17%	141 20%	82 19%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: All who have landline phone

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	833	380	319	318	56	539	329	809	690	679	289	415	695	398
Weighted Base	834	384	313	312	55*	548	322	807	719	709	312	447	725	430
2 TYPES EXPERIENCED	153 18%	67 17%	58 18%	57 18%	15 28%	101 18%	60 19%	148 18%	132 18%	129 18%	62 20%	74 17%	132 18%	72 17%
3 TYPES EXPERIENCED	198 24%	90 24%	81 26% ^d	81 26% ^d	7 13%	126 23%	83 26% ^d	193 24%	173 24%	170 24%	69 22%	113 25%	173 24%	98 23%
4 TYPES EXPERIENCED	4 1%	2 *	3 1%	3 1%	- -	2 *	3 1%	4 1%	4 1%	4 1%	2 1%	- -	4 1%	1 *
ANY UNSOLICITED CALLS (LANDLINE)	525 63%	236 61%	202 64%	201 64%	38 70%	347 63%	207 64%	512 63%	447 62%	441 62%	186 59%	264 59%	450 62%	254 59%
None	308 37%	147 38%	112 36%	112 36%	16 30%	200 36%	114 36%	294 36%	271 38%	267 38%	126 40%	181 41%	273 38%	175 41%
Av number of issues	2.112	2.106 ^d	2.175 ^d	2.176 ^d	1.783	2.069	2.178 ^d	2.109 ^d	2.135	2.125	2.147	2.174	2.127	2.107
Standard Deviation	0.892	0.898	0.911	0.914	0.770	0.886	0.908	0.895	0.890	0.890	0.874	0.872	0.892	0.891
Error Variance	0.001	0.003	0.004	0.004	0.015	0.002	0.004	0.002	0.002	0.002	0.004	0.003	0.002	0.003

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: All who have landline phone

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	833	610	541	295	313	294	74	515	445	256	422	370	145	18	11	7
Weighted Base	834	602	525	308	300	282	77*	508	433	267	421	363	155	16**	10**	6**
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.	282 34%	282 47% ^c	282 54% ^{aci}	122 39%	282 94% ^{abcfghijkl}	282 100% ^{abcfghijkl}	59 76% ^{abcfghijkl}	248 49% ^c	243 56% ^{acgil}	113 42%	231 55% ^{acil}	224 62% ^{abcgil}	69 45%	9 54%	5 49%	4 64%
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	433 52%	433 72%	433 82% ^{acijl}	203 66%	246 82% ^{acijl}	243 86% ^{acfijkl}	58 76%	433 85% ^{acijkl}	433 100% ^{abcdefgijkl}	192 72%	306 73% ^l	288 79% ^{acijl}	98 63%	11 69%	7 68%	5 71%
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.	363 43%	363 60%	363 69% ^{acgi}	165 54%	225 75% ^{acghi}	224 79% ^{abcfghil}	51 66%	302 59%	288 67% ^{acgi}	147 55%	363 86% ^{abcd efghil}	363 100% ^{abcdefghijl}	97 63%	11 69%	7 68%	5 71%
Some other type of call that you didn't want or ask for - for example a market research call	35 4%	34 6%	34 6%	13 4%	21 7%	20 7%	3 4%	31 6%	31 7%	9 4%	27 6%	25 7%	5 3%	11 65%	10 100%	1 11%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All who have landline phone

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	833	610	541	295	313	294	74	515	445	256	422	370	145	18	11	7
Weighted Base	834	602	525	308	300	282	77*	508	433	267	421	363	155	16**	10**	6**
SUMMARY CODES																
1 TYPE EXPERIENCED	169 20%	169 28% cdefg ijkl	169 32% cdefg hijkl	66 21% defjk	18 6%	15 5%	4 5%	114 22% defjk	101 23% defjk	53 20% def	63 15% def	51 14% def	25 16% def	3 17%	3 27%	- -
2 TYPES EXPERIENCED	153 18%	153 25%	153 29% cfl	67 22%	68 23%	67 24%	13 17%	132 26%	129 30% cdfl	61 23%	117 28%	110 30% cdfl	31 20%	1 6%	* 5%	* 8%
3 TYPES EXPERIENCED	198 24%	198 33%	198 38%	97 31%	196 65% abcgh ijkl	196 69% abcgh ijkl	46 60% abcgh il	198 39% ac	198 46% abcgi	92 34%	198 47% abcgi	198 55% abcgh ijl	61 39%	7 40%	2 24%	4 64%
4 TYPES EXPERIENCED	4 1%	4 1%	4 1%	1 *	4 1%	4 2%	- -	4 1%	4 1%	1 1%	4 1%	4 1%	- -	4 26%	4 44%	- -
ANY UNSOLICITED CALLS (LANDLINE)	525 63%	525 87% cil	525 100% acdfg ijl	231 75%	287 95% acfg ijl	282 100% acdfg ijl	63 82%	448 88% cil	433 100% acdfg ijl	207 78%	382 91% cfil	363 100% acdfg ijl	116 75%	15 89%	10 100%	5 71%
None	308 37%	77 13% bdehk	-	77 25% abdegh jk	14 5% behk	-	14 k	59 12% bdehk	-	59 jk	39 9% bdehk	-	39 25% abdeg hjk	2 11%	-	2 29%
Av number of issues	2.112	2.114	2.114	2.175	2.696abc ghijkl	2.721abc ghijkl	2.705abc ghijkl	2.257ab	2.296ab	2.226	2.421abc ghi	2.477abc ghi	2.320ab	2.901	2.837	3.039
Standard Deviation	0.892	0.891	0.891	0.869	0.669	0.644	0.631	0.869	0.857	0.851	0.809	0.785	0.817	1.113	1.315	0.570
Error Variance	0.001	0.001	0.001	0.003	0.001	0.001	0.007	0.002	0.002	0.004	0.002	0.002	0.006	0.077	0.157	0.065

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All that have received recorded messages on their landline

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	370	179	191	27	45	46	61	59	77	55	87	105	71	107
Weighted Base	363	171	191	30**	51*	51*	68*	62*	59*	42*	89*	119*	72*	83*
Listen to the full message before hanging up	13 3%	7 4%	6 3%	1 5%	1 3%	1 2%	2 3%	2 3%	2 4%	3 6%	1 1%	5 4%	4 5%	2 3%
Listen to some of the message before hanging up	73 20%	36 21%	37 19%	1 3%	12 23%	7 14%	11 16%	13 20%	16 27%	13 32%ef	12 14%	26 22%	18 25%	17 21%
Hang up immediately, as soon as I realise it is a recorded message	277 76%	129 75%	149 78%	28 93%	38 74%	43 84%gi	55 81%gi	48 76%	40 69%	26 62%	76 85%kl	88 74%	50 70%	63 76%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	85 24%	43 25%	43 22%	2 7%	13 26%	8 16%	13 19%	15 24%	18 31%	16 38%ef	13 15%	31 26%	21 30%jl	20 24%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: All that have received recorded messages on their landline

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced 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	370	228	72	70	160	210	81	289	296	74	286	34	33	17
Weighted Base	363	227	74*	62*	181	182	90*	273	288	75*	294	32**	31*	6**
Listen to the full message before hanging up	13 3%	5 2%	6 8%a	2 2%	2 1%	10 6%d	2 3%	10 4%	11 4%	2 3%	12 4%	1 2%	- -	- -
Listen to some of the message before hanging up	73 20%	46 20%	9 12%	18 29%b	34 19%	39 21%	19 21%	54 20%	63 22%	10 13%	59 20%	6 18%	7 24%	1 13%
Hang up immediately, as soon as I realise it is a recorded message	277 76%	176 78%	59 80%	42 68%	144 80%	133 73%	69 77%	209 76%	214 74%	64 85%	223 76%	26 81%	24 76%	6 87%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	85 24%	51 22%	15 20%	20 32%	37 20%	49 27%	21 23%	64 24%	74 26%	12 15%	71 24%	6 19%	7 24%	1 13%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: All that have received recorded messages on their landline

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	370	22	48	29	25	30	31	32	36	33	33	34	17
Weighted Base	363	16**	47*	25**	30**	34**	34**	36*	36*	35*	31*	32**	6**
Listen to the full message before hanging up	13 3%	1 7%	2 3%	- -	- -	2 4%	2 6%	3 7%	2 5%	1 4%	- -	1 2%	- -
Listen to some of the message before hanging up	73 20%	3 21%	11 23%	10 39%	2 8%	6 18%	5 13%	5 14%	11 32%	5 15%	7 24%	6 18%	1 13%
Hang up immediately, as soon as I realise it is a recorded message	277 76%	12 72%	35 74%	15 61%	28 92%	26 77%	28 81%	28 79%	23 63%	28 81%	24 76%	26 81%	6 87%
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	85 24%	5 28%	13 26%	10 39%	2 8%	8 23%	7 19%	8 21%	13 37%	7 19%	7 24%	6 19%	1 13%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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.12/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	370	321	94	216	370	321	-	49	146	62	178
Weighted Base	363	320	82*	228	363	320	-.**	43*	149	65*	165
Listen to the full message before hanging up	13 3%	11 3%	4 5%	7 3%	13 3%	11 3%	- -	2 5%	3 2%	2 3%	7 4%
Listen to some of the message before hanging up	73 20%	59 18%	18 22%	40 17%	73 20%	59 18%	- -	14 32%ace	36 24%	11 16%	30 18%
Hang up immediately, as soon as I realise it is a recorded message	277 76%	250 78%g	60 74%	182 80%g	277 76%	250 78%g	- -	27 63%	110 74%	52 80%	127 77%
SUMMARY CODE											
LISTEN TO ANY OF MESSAGE	85 24%	69 22%	22 26%	47 20%	85 24%	69 22%	- -	16 37%ace	39 26%	13 20%	38 23%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All that have received recorded messages on their landline

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	370	156	155	154	20	226	160	362	313	308	127	180	313	169
Weighted Base	363	157	147	146	17**	229	150	354	319	315	132	191	319	178
Listen to the full message before hanging up	13 3%	3 2%	7 5%	7 5%	1 3%	5 2%	7 4%	12 3%	13 4%	13 4%	4 3%	3 1%	13 4%	6 4%
Listen to some of the message before hanging up	73 20%	37 24%	30 20%	30 21%	* 2%	47 21%	30 20%	73 21%	59 19%	59 19%	24 18%	34 18%	59 19%	38 21%
Hang up immediately, as soon as I realise it is a recorded message	277 76%	117 74%	110 75%	109 75%	16 95%	176 77%	114 76%	270 76%	247 78%	244 77%	105 79%	155 81%	247 78%	135 75%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	85 24%	40 26%	37 25%	37 25%	1 5%	52 23%	37 24%	84 24%	72 22%	72 23%	27 21%	36 19%	72 22%	44 25%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All that have received recorded messages on their landline

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	370	370	370	162	230	227	50	310	296	144	370	370	93	12	7	5
Weighted Base	363	363	363	165	225	224	51*	302	288	147	363	363	97*	11**	7**	5**
Listen to the full message before hanging up	13 3%	13 3%	13 3%	1 1%	7 3%	7 3%	- -	5 2%	5 2%	1 1%	13 3%	13 3%	1 1%	- -	- -	- -
Listen to some of the message before hanging up	73 20%	73 20%	73 20%	29 18%	40 18%	40 18%	8 15%	62 21%	59 21%	24 16%	73 20%	73 20%	15 15%	2 16%	2 26%	- -
Hang up immediately, as soon as I realise it is a recorded message	277 76%	277 76%	277 76%	135 82%	179 80%	178 79%	44 85%	235 78%	224 78%	122 83%	277 76%	277 76%	81 84%	10 84%	5 74%	5 100%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	85 24%	85 24%	85 24%	30 18%	46 20%	46 21%	8 15%	67 22%	64 22%	25 17%	85 24%	85 24%	16 16%	2 16%	2 26%	- -

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	89	46	43	2	12	7	12	13	24	19	14	29	21	25
Weighted Base	85*	43*	43*	2**	13**	8**	13**	15**	18**	16**	13**	31**	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	65 76%	33 77%	32 75%	1 62%	9 66%	6 79%	8 62%	12 79%	17 92%	12 73%	12 88%	26 83%	14 67%	13 65%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	13 15%	6 15%	7 16%	1 38%	2 14%	4 51%	- -	1 9%	3 15%	2 14%	3 26%	3 8%	3 12%	4 22%
Telling you about a competition	4 5%	2 5%	2 4%	- -	1 4%	- -	1 6%	- -	2 14%	* 3%	- -	1 2%	1 7%	2 11%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	17 20%	8 19%	9 21%	- -	2 16%	1 13%	6 43%	2 16%	4 24%	2 11%	5 35%	6 20%	3 16%	3 16%
Other type	2 3%	- -	2 6%	- -	1 4%	- -	- -	1 5%	- -	1 7%	- -	1 2%	1 5%	1 4%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	77 91%	38 90%	39 91%	2 100%	12 90%	8 100%	11 86%	14 95%	18 97%	12 77%	13 100%	29 95%	18 83%	17 86%
ANY EXC. APPOINTMENT REMINDERS	71 83%	35 83%	36 83%	2 100%	11 81%	8 100%	8 62%	13 88%	17 92%	12 77%	12 92%	27 87%	16 74%	16 82%
Can't Remember	6 7%	4 10%	2 4%	- -	1 10%	- -	2 14%	- -	1 3%	3 16%	- -	2 5%	2 12%	2 11%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	89	54	15	20	32	57	19	70	76	13	72	7	8	2
Weighted Base	85*	51*	15**	20**	37*	49*	21**	64*	74*	12**	71*	6**	7**	1**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	65 76%	38 75%	11 75%	15 78%	29 80%	35 73%	16 75%	49 76%	53 72%	12 100%	56 79%	3 45%	5 70%	1 100%
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	13 15%	7 14%	3 17%	4 18%	5 13%	9 17%	5 25%	8 12%	9 12%	4 36%	8 12%	2 36%	3 36%	- -
Telling you about a competition	4 5%	2 5%	* 3%	1 7%	2 5%	2 5%	1 4%	3 5%	4 6%	- -	4 5%	- -	- -	1 63%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	17 20%	14 27%	2 15%	1 7%	6 15%	12 24%	6 28%	11 18%	15 20%	2 19%	15 20%	1 14%	2 26%	- -
Other type	2 3%	2 3%	- -	1 4%	1 1%	2 4%	- -	2 4%	2 3%	- -	2 3%	- -	- -	1 63%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	77 91%	47 92%	13 87%	18 90%	33 92%	44 90%	20 95%	57 89%	66 89%	12 100%	66 92%	4 73%	6 88%	1 100%
ANY EXC. APPOINTMENT REMINDERS	71 83%	42 83%	12 80%	17 86%	31 86%	39 81%	19 88%	52 81%	59 80%	12 100%	59 83%	4 73%	6 88%	1 100%
Can't Remember	6 7%	3 6%	2 13%	1 6%	3 8%	3 6%	1 5%	5 8%	6 8%	- -	4 5%	2 27%	1 12%	- -

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	89	6	14	11	2	7	7	6	12	7	8	7	2
Weighted Base	85*	5**	13**	10**	2**	8**	7**	8**	13**	7**	7**	6**	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	65 76%	4 84%	10 79%	10 100%	1 57%	4 51%	7 100%	5 67%	10 73%	6 87%	5 70%	3 45%	1 100%
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	13 15%	- -	2 14%	1 14%	1 43%	- -	1 16%	- -	- -	3 47%	3 36%	2 36%	- -
Telling you about a competition	4 5%	- -	* 3%	1 7%	- -	- -	- -	- -	2 14%	1 10%	- -	- -	1 63%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	17 20%	- -	1 10%	- -	1 57%	2 20%	2 26%	1 17%	5 40%	2 31%	2 26%	1 14%	- -
Other type	2 3%	- -	- -	- -	- -	1 15%	- -	- -	1 5%	- -	- -	- -	1 63%
SUMMARY CODES													
ANY INC. APPOINTMENT REMINDERS	77 91%	4 84%	12 96%	10 100%	2 100%	5 70%	7 100%	6 83%	12 95%	7 100%	6 88%	4 73%	1 100%
ANY EXC. APPOINTMENT REMINDERS	71 83%	4 84%	11 89%	10 100%	2 100%	4 51%	7 100%	5 67%	10 73%	7 100%	6 88%	4 73%	1 100%
Can't Remember	6 7%	1 16%	1 4%	- -	- -	1 15%	- -	1 17%	- -	- -	1 12%	2 27%	- -

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

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

	Total	Q.12/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	89	71	25	45	89	71	-	18	40	14	40
Weighted Base	85*	69*	22**	47*	85*	69*	-**	16**	39*	13*	38*
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	65 76%	52 75%	18 86%	32 70%	65 76%	52 75%	- -	13 78%	31 79%	9 73%	29 78%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	13 15%	12 17%	2 9%	10 22%	13 15%	12 17%	- -	1 7%	6 15%	1 11%	6 16%
Telling you about a competition	4 5%	3 4%	2 9%	1 3%	4 5%	3 4%	- -	1 7%	2 6%	- -	2 5%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	17 20%	15 21%	4 18%	9 20%	17 20%	15 21%	- -	3 16%	8 20%	4 34%	5 13%
Other type	2 3%	2 3%	2 9%	1 1%	2 3%	2 3%	- -	- -	1 1%	- -	2 5%
SUMMARY CODES											
ANY INC. APPOINTMENT REMINDERS	77 91%	63 91%	18 86%	43 93%	77 91%	63 91%	- -	14 88%	37 94%	11 90%	33 88%
ANY EXC. APPOINTMENT REMINDERS	71 83%	58 84%	18 86%	39 83%	71 83%	58 84%	- -	13 78%	34 87%	10 80%	32 84%
Can't Remember	6 7%	4 6%	1 6%	3 7%	6 7%	4 6%	- -	2 12%	2 6%	1 10%	3 7%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

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

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	89	41	38	38	2	56	38	88	71	71	26	34	71	41
Weighted Base	85*	40*	37*	37*	1**	52*	37*	84*	72*	72*	27**	36*	72*	44*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	65 76%	32 80%	29 78%	29 78%	1 100%	41 78%	29 78%	65 77%	54 75%	54 75%	21 77%	27 74%	54 75%	34 77%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	13 15%	6 14%	6 15%	6 15%	1 62%	8 14%	6 15%	13 16%	13 18%	13 18%	4 14%	6 17%	13 18%	9 20%
Telling you about a competition	4 5%	2 6%	2 5%	2 5%	- -	2 5%	2 5%	4 5%	3 4%	3 4%	2 6%	2 5%	3 4%	2 4%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	17 20%	8 19%	5 14%	5 14%	- -	12 23%	5 14%	16 19%	17 24%	15 22%	10 37%	10 26%	17 24%	11 25%
Other type	2 3%	1 1%	2 5%	2 5%	- -	1 1%	2 5%	2 3%	2 3%	2 3%	1 5%	1 1%	2 3%	1 1%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	77 91%	38 94%	32 88%	32 88%	1 100%	49 93%	32 88%	76 90%	67 93%	67 93%	26 94%	34 94%	67 93%	42 95%
ANY EXC. APPOINTMENT REMINDERS	71 83%	35 88%	31 84%	31 84%	1 100%	45 86%	31 84%	71 84%	60 84%	60 84%	22 82%	31 86%	60 84%	38 86%
Can't Remember	6 7%	2 6%	3 7%	3 7%	- -	4 7%	3 7%	6 7%	3 4%	3 4%	1 3%	2 6%	3 4%	2 5%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

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

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	89	89	89	30	52	52	8	72	70	25	89	89	15	2	2	-
Weighted Base	85*	85*	85*	30**	46*	46*	8**	67*	64*	25**	85*	85*	16**	2**	2**	..*
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	65 76%	65 76%	65 76%	26 86%	39 85%	39 85%	8 100%	59 88%	57 88%	24 96%	65 76%	65 76%	11 72%	2 100%	2 100%	- -
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	13 15%	13 15%	13 15%	5 18%	8 17%	8 17%	2 22%	10 14%	8 13%	3 12%	13 15%	13 15%	5 35%	* 23%	* 23%	- -
Telling you about a competition	4 5%	4 5%	4 5%	2 8%	4 8%	4 8%	1 15%	4 6%	4 6%	2 7%	4 5%	4 5%	1 4%	* 23%	* 23%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	17 20%	17 20%	17 20%	6 20%	9 20%	9 20%	4 49%	14 20%	14 21%	6 24%	17 20%	17 20%	5 31%	* 23%	* 23%	- -
Other type	2 3%	2 3%	2 3%	1 2%	2 5%	2 5%	- -	2 3%	2 3%	1 2%	2 3%	2 3%	- -	- -	- -	- -
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	77 91%	77 91%	77 91%	29 97%	42 92%	42 92%	8 100%	65 96%	62 96%	25 100%	77 91%	77 91%	15 94%	2 100%	2 100%	- -
ANY EXC. APPOINTMENT REMINDERS	71 83%	71 83%	71 83%	28 94%	42 90%	42 90%	8 100%	62 92%	59 92%	24 96%	71 83%	71 83%	14 88%	2 100%	2 100%	- -
Can't Remember	6 7%	6 7%	6 7%	1 3%	2 4%	2 4%	- -	1 2%	1 2%	- -	6 7%	6 7%	1 6%	- -	- -	- -

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1127	555	572	153	177	172	182	156	158	129	211	289	219	408
Weighted Base	1127	547	580	159	202	196	187	163	122	97	232	328	235	332
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.	107 9%	62 11%	45 8%	10 6%	18 9%	31 16%cfhi	13 7%	22 13%ci	9 7%	4 4%	34 15%lm	33 10%	15 7%	25 7%
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)	260 23%	134 25%	126 22%	25 16%i	50 25%i	67 34%chi	48 26%ci	45 28%chi	20 17%i	5 5%	76 33%klm	76 23%	50 21%	58 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.	237 21%	128 23%	109 19%	33 21%i	47 23%hi	49 25%hi	43 23%hi	45 28%hi	15 12%	6 6%	63 27%lm	80 24%lm	47 20%	47 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.	208 18%	117 21%b	92 16%	26 16%i	42 21%i	48 24%hi	39 21%i	33 20%i	17 14%i	3 3%	65 28%lm	74 22%lm	28 12%	42 13%

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1127	555	572	153	177	172	182	156	158	129	211	289	219	408
Weighted Base	1127	547	580	159	202	196	187	163	122	97	232	328	235	332
Some other type of call that you didn't want or ask for - for example a market research call	16 1%	9 2%	7 1%	2 1%	3 1%	4 2%	4 2%	1 1%	3 2%	- -	8 4% _m	5 1%	3 1%	1 *
SUMMARY CODES														
1 TYPE EXPERIENCED	193 17%	88 16%	105 18%	33 21% _i	41 20% _i	33 17% _i	39 21% _i	28 17% _i	16 13% _i	3 3%	36 16%	75 23% _{lm}	33 14%	48 14%
2 TYPES EXPERIENCED	96 9%	51 9%	45 8%	15 9% _i	16 8% _i	19 10% _i	18 9% _i	14 9% _i	13 11% _i	1 1%	25 11% _m	33 10% _m	20 9%	19 6%
3 TYPES EXPERIENCED	72 6%	47 9% _b	25 4%	5 3%	13 7% _h	19 10% _{chi}	15 8% _h	14 8% _h	2 2%	3 3%	19 8%	22 7%	16 7%	15 4%
4 TYPES EXPERIENCED	55 5%	28 5%	26 5%	4 3%	11 6%	16 8% _{ci}	7 3%	12 7% _i	4 3%	1 1%	25 11% _{klm}	14 4%	5 2%	11 3%
ANY UNSOLICITED CALLS (MOBILE)	416 37%	214 39%	201 35%	57 36% _i	81 40% _{hi}	89 45% _{hi}	78 42% _{hi}	68 42% _{hi}	35 28% _i	8 8%	105 45% _{lm}	144 44% _{lm}	74 32%	92 28%
None	708 63%	331 61%	376 65%	102 64%	119 59%	108 55%	108 58%	94 58%	87 72% _{defg}	90 92% _{cdefgh}	125 54%	184 56%	158 67% _{ijk}	240 72% _{ijk}
Av number of issues	1.975	2.084	1.860	1.657	1.943	2.245 _{cf}	1.843	2.110 _c	1.852	2.323	2.315 _{klm}	1.844	1.872	1.877
Standard Deviation	1.097	1.101	1.084	0.923	1.129	1.179	1.007	1.140	1.046	1.143	1.210	1.051	0.962	1.073
Error Variance	0.003	0.006	0.006	0.015	0.017	0.018	0.013	0.021	0.025	0.109	0.016	0.009	0.013	0.010

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced 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	1127	612	308	207	530	597	329	798	939	188	912	94	58	63
Weighted Base	1127	633	312	181	593	534	353	774	934	193	949	96*	56*	26*
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.	107 9%	71 11% ^c	25 8%	10 6%	65 11%	41 8%	38 11%	69 9%	88 9%	19 10%	82 9%	13 13%	11 19% ^{jm}	1 5%
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)	260 23%	158 25%	66 21%	35 19%	176 30% ^e	84 16%	94 26%	166 22%	215 23%	45 23%	212 22%	23 24%	21 37% ^j	5 20%
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.	237 21%	142 22%	67 21%	28 16%	157 26% ^e	80 15%	80 23%	157 20%	196 21%	41 21%	191 20%	21 21%	19 34% ^j	6 23%
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.	208 18%	123 19%	60 19%	25 14%	142 24% ^e	67 12%	72 20%	136 18%	172 18%	36 19%	167 18%	16 17%	21 38% ^{jk}	4 14%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced 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	1127	612	308	207	530	597	329	798	939	188	912	94	58	63
Weighted Base	1127	633	312	181	593	534	353	774	934	193	949	96*	56*	26*
Some other type of call that you didn't want or ask for - for example a market research call	16 1%	11 2%	2 1%	2 1%	11 2%	5 1%	7 2%	9 1%	11 1%	5 3%	14 2%	1 1%	1 1%	- -
SUMMARY CODES														
1 TYPE EXPERIENCED	193 17%	108 17%	54 17%	30 17%	119 20%e	74 14%	67 19%	126 16%	156 17%	37 19%	153 16%	23 24%	9 17%	7 27%j
2 TYPES EXPERIENCED	96 9%	58 9%	30 10%	9 5%	60 10%e	36 7%	33 9%	63 8%	84 9%	13 7%	80 8%	2 3%	11 19%jk	3 13%k
3 TYPES EXPERIENCED	72 6%	43 7%	22 7%	7 4%	55 9%e	16 3%	23 7%	49 6%	59 6%	13 7%	58 6%	7 8%	5 9%	1 3%
4 TYPES EXPERIENCED	55 5%	37 6%	10 3%	8 4%	35 6%	20 4%	22 6%	33 4%	44 5%	10 5%	42 4%	6 6%	6 11%jm	- -
ANY UNSOLICITED CALLS (MOBILE)	416 37%	246 39%c	116 37%	54 30%	269 45%e	146 27%	145 41%	271 35%	343 37%	73 38%	334 35%	39 40%	32 57%j	11 43%
None	708 63%	384 61%	196 63%	127 70%a	321 54%	386 72%d	209 59%	499 65%	589 63%	118 61%	612 64%l	57 60%	24 43%	15 57%
Av number of issues	1.975	2.028	1.906	1.882	2.028	1.878	2.013	1.956	1.978	1.962	1.973	1.902	2.264	1.454
Standard Deviation	1.097	1.118	1.019	1.164	1.099	1.091	1.133	1.079	1.088	1.146	1.092	1.197	1.102	0.670
Error Variance	0.003	0.005	0.009	0.023	0.005	0.008	0.009	0.004	0.004	0.019	0.004	0.042	0.038	0.019

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

* small base

Table 8

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1127	47	128	97	72	86	99	148	150	85	58	94	63
Weighted Base	1127	41*	123	93*	82*	92*	113*	155	160	90*	56*	96*	26*
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.	107 9%	5 12%	9 8%	3 4%	12 15%ce	4 4%	8 7%	12 7%	16 10%	12 13%c	11 19%bcdfgl	13 13%ce	1 5%
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)	260 23%	6 14%	17 14%	11 12%	21 25%c	27 29%bcg	25 22%	27 17%	57 36%abcdfgl	21 24%	21 37%abcf	23 24%	5 20%
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.	237 21%	8 20%	21 17%	15 16%	19 24%	24 26%f	14 12%	25 16%	34 21%	31 35%bcdfgh	19 34%bcdf	21 21%	6 23%
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.	208 18%	4 9%	16 13%	13 14%	18 22%	13 14%	21 19%	21 13%	42 26%abcf	19 21%	21 38%abcfefg kl	16 17%	4 14%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

* small base

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1127	47	128	97	72	86	99	148	150	85	58	94	63
Weighted Base	1127	41*	123	93*	82*	92*	113*	155	160	90*	56*	96*	26*
Some other type of call that you didn't want or ask for - for example a market research call	16 1%	1 3%	- -	3 3%	2 2%	- -	2 1%	2 2%	2 1%	3 3%	1 1%	1 1%	- -
SUMMARY CODES													
1 TYPE EXPERIENCED	193 17%	2 6%	21 17%	10 11%	12 15%	17 18%	19 17%	21 14%	38 24%acg	13 14%	9 17%	23 24%ac	7 27%acg
2 TYPES EXPERIENCED	96 9%	4 10%	6 5%	4 4%	10 12%k	12 13%bck	8 7%	11 7%	13 8%	11 12%k	11 19%bcfghk	2 3%	3 13%k
3 TYPES EXPERIENCED	72 6%	2 5%	3 3%	7 7%	5 6%	4 4%	8 7%	7 4%	15 9%b	8 9%	5 9%	7 8%	1 3%
4 TYPES EXPERIENCED	55 5%	2 4%	5 4%	1 1%	6 8%	4 4%	2 2%	5 3%	10 6%	6 7%	6 11%cfgl	6 6%	- -
ANY UNSOLICITED CALLS (MOBILE)	416 37%	10 25%	35 29%	22 24%	33 40%c	36 39%c	38 34%	44 29%	77 48%abcfg	38 42%cg	32 57%abcfg	39 40%c	11 43%c
None	708 63%	30 75%hj	88 71%hj	69 75%hijkl	49 60%	56 61%	75 66%hj	109 70%hj	84 52%	52 58%	24 43%	57 60%	15 57%
Av number of issues	1.975	2.308	1.804	1.958	2.204	1.863	1.837	1.848	1.971	2.252	2.264	1.902	1.454
Standard Deviation	1.097	1.051	1.134	1.094	1.183	1.001	0.987	1.038	1.141	1.138	1.102	1.197	0.670
Error Variance	0.003	0.100	0.038	0.050	0.048	0.031	0.029	0.024	0.018	0.037	0.038	0.042	0.019

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

* small base

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	Q.12/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1127	938	272	650	833	708	230	125	437	165	535
Weighted Base	1127	963	251	698	834	728	235	106	444	175	515
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.	107 9%	107 11%g	19 8%g	86 12%g	77 9%g	77 11%g	30 13%g	- -	49 11%	12 7%	48 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)	260 23%	260 27%bg	46 18%g	209 30%bdg	199 24%g	199 27%bg	61 26%bg	- -	114 26%	48 28%	106 21%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	237 21%	237 25%bg	36 14%g	198 28%bdg	180 22%bg	180 25%bg	57 24%bg	- -	105 24%	30 17%	106 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.	208 18%	208 22%bg	31 12%g	174 25%bdg	155 19%bg	155 21%bg	54 23%bg	- -	89 20%	39 22%	89 17%

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	Q.12/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1127	938	272	650	833	708	230	125	437	165	535
Weighted Base	1127	963	251	698	834	728	235	106	444	175	515
Some other type of call that you didn't want or ask for - for example a market research call	16	16	1	15	12	12	4	-	8	5	3
	1%	2%	*	2%	1%	2%	2%	-	2%	3%	1%
SUMMARY CODES											
1 TYPE EXPERIENCED	193	193	44	145	137	137	56	-	82	33	90
	17%	20%g	18%g	21%dg	16%g	19%g	24%dg	-	18%	19%	18%
2 TYPES EXPERIENCED	96	96	17	75	75	75	21	-	32	19	43
	9%	10%g	7%g	11%g	9%g	10%g	9%g	-	7%	11%	8%
3 TYPES EXPERIENCED	72	72	8	63	56	56	16	-	38	9	24
	6%	7%bg	3%	9%bg	7%g	8%bg	7%g	-	9%	5%	5%
4 TYPES EXPERIENCED	55	55	7	47	40	40	15	-	25	8	26
	5%	6%g	3%	7%bg	5%g	6%g	6%g	-	6%	5%	5%
ANY UNSOLICITED CALLS (MOBILE)	416	416	77	330	308	308	107	-	177	69	183
	37%	43%bdg	31%g	47%bdg	37%g	42%bdg	46%bdg	-	40%	39%	36%
None	708	544	174	364	522	416	128	106	264	105	332
	63%	56%	69%acef	52%	63%acef	57%	54%	100%abcde f	60%	60%	64%
Av number of issues	1.975	1.975	1.721	2.044b	1.995	1.995	1.920	-	2.034	1.916	1.923
Standard Deviation	1.097	1.097	0.998	1.119	1.085	1.085	1.136	-	1.128	1.130	1.091
Error Variance	0.003	0.003	0.012	0.004	0.004	0.004	0.012	-	0.008	0.018	0.007

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1127	470	454	453	63	660	472	1072	892	885	378	567	918	526
Weighted Base	1127	475	441	440	61*	674	456	1068	929	922	407	610	954	568
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.	107 9%	53 11%	45 10%	45 10%	5 9%	66 10%	47 10%	101 9%	97 10%	98 11%	49 12%	75 12%	100 10%	67 12%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	260 23%	125 26%bcf	88 20%	87 20%	14 23%	175 26%bcf	91 20%	247 23%	243 26%	243 26%	127 31%	186 30%	249 26%	172 30%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	237 21%	113 24%	89 20%	88 20%	18 29%	153 23%	90 20%	228 21%	222 24%	221 24%	114 28%	163 27%	226 24%	149 26%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	208 18%	95 20%	72 16%	72 16%	14 23%	141 21%	75 17%	202 19%	197 21%	198 21%	93 23%	145 24%	202 21%	128 22%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1127	470	454	453	63	660	472	1072	892	885	378	567	918	526
Weighted Base	1127	475	441	440	61*	674	456	1068	929	922	407	610	954	568
Some other type of call that you didn't want or ask for - for example a market research call	16 1%	9 2%	2 *	2 *	- -	13 2%	3 1%	16 2%	16 2%	16 2%	7 2%	9 2%	16 2%	8 1%
SUMMARY CODES														
1 TYPE EXPERIENCED	193 17%	88 18%	81 18%	81 18%	9 14%	122 18%	83 18%	187 18%	175 19%	174 19%	85 21%	134 22%	179 19%	119 21%
2 TYPES EXPERIENCED	96 9%	35 7%	30 7%	29 7%	11 18%abcefg	62 9%	30 7%	91 9%	91 10%	91 10%	53 13%	66 11%	94 10%	61 11%
3 TYPES EXPERIENCED	72 6%	40 8%bcf	19 4%	19 4%	5 8%	52 8%bcf	20 4%	68 6%	70 8%	71 8%	34 8%	49 8%	71 7%	45 8%
4 TYPES EXPERIENCED	55 5%	29 6%	24 5%	24 5%	1 2%	35 5%	26 6%	53 5%	50 5%	50 5%	23 6%	40 7%	51 5%	36 6%
ANY UNSOLICITED CALLS (MOBILE)	416 37%	191 40%	155 35%	153 35%	26 43%	270 40%	159 35%	399 37%	386 42%	385 42%	195 48%hl	289 47%hil	395 41%	261 46%
None	708 63%	281 59%	286 65%	286 65%	35 57%	400 59%	297 65%	665 62%	540 58%ijk	533 58%ijk	209 51%	319 52%	556 58%ijk	305 54%
Av number of issues	1.975	2.045	1.911	1.911	1.958	2.004	1.931	1.972	1.988	1.993	1.978	1.986	1.987	1.991
Standard Deviation	1.097	1.135	1.127	1.131	0.868	1.105	1.141	1.103	1.092	1.093	1.064	1.105	1.091	1.101
Error Variance	0.003	0.007	0.008	0.009	0.029	0.005	0.008	0.003	0.003	0.003	0.006	0.005	0.003	0.005

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1127	715	541	400	343	294	104	599	445	340	471	370	194	19	11	8
Weighted Base	1127	709	525	416	330	282	107*	592	433	352	474	363	208	17**	10**	8**
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.	107 9%	107 15%	63 12%	107 26%abghj k	107 32%abegh jk	59 21%abhk	107 100%abcde ghijkl	96 16%	58 14%	92 26%abghj k	79 17%b	51 14%	72 35%abceg hijk	2 11%	1 8%	1 15%
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)	260 23%	260 37%b	153 29%	260 63%abdeg hjk	125 38%b	93 33%	78 73%abdeg hjk	260 44%abehj k	143 33%	260 74%abcde ghijkl	176 37%b	115 32%	129 62%abdeg hjk	4 23%	2 24%	2 21%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	237 21%	237 33%	147 28%	237 57%abdeg hjk	116 35%b	85 30%	81 75%abcde ghijkl	237 40%abehk	136 31%	237 67%abcde ghjk	167 35%b	111 31%	126 60%abdeg hjk	4 23%	1 14%	3 36%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1127	715	541	400	343	294	104	599	445	340	471	370	194	19	11	8
Weighted Base	1127	709	525	416	330	282	107*	592	433	352	474	363	208	17**	10**	8**
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.	208 18%	208 29%bh	116 22%	208 50%abdeg hk	96 29%b	69 25%	72 68%abcde ghijk	166 28%b	98 23%	160 45%abdeg hk	208 44%abdeg hk	97 27%	208 100%abcde fghijk	7 40%	4 37%	3 44%
Some other type of call that you didn't want or ask for - for example a market research call	16 1%	15 2%	9 2%	12 3%	5 2%	5 2%	2 2%	12 2%	7 2%	8 2%	12 3%	8 2%	8 4%	8 43%	- -	8 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	193 17%	193 27%bdefh jk	94 18%e	193 46%abdef ghijkl	43 13%	33 12%	11 10%	143 24%bdefh jk	76 17%	133 38%abdef ghijkl	88 18%e	56 15%	44 21%def	8 44%	3 35%	4 56%
2 TYPES EXPERIENCED	96 9%	96 14%de	58 11%	96 23%abdefg hjk	29 9%	24 9%	13 12%	94 16%bde	52 12%	92 26%abdef ghjk	73 15%bde	40 11%	52 25%abdef ghjk	3 17%	2 24%	1 8%
3 TYPES EXPERIENCED	72 6%	72 10%	44 8%	72 17%abegh k	45 14%b	29 10%	30 28%abcde ghjk	72 12%b	42 10%	72 20%abdeg hjk	61 13%b	34 9%	58 28%abcdeg hjk	- -	- -	- -
4 TYPES EXPERIENCED	55 5%	55 8%	36 7%	55 13%abh	53 16%abghk	36 13%abh	53 50%abcdeg hijkl	55 9%	34 8%	55 16%abghk	55 12%ab	35 10%	55 26%abcde ghijk	3 16%	-	3 36%
ANY UNSOLICITED CALLS (MOBILE)	416 37%	416 59%bdehk	231 44%	416 100%abdeg hjk	170 52%b	122 43%	107 100%abdeg hjk	363 61%bdehk	203 47%	352 100%abdeg hjk	277 58%behk	165 46%	208 100%abdeg hjk	13 76%	6 59%	8 100%
None	708 63%	291 41%cfil	291 55%acfgij	- -	160 48%acfgi	160 57%acfgij	- -	228 38%cfil	228 53%acfgij	- -	196 41%cfil	196 54%acfgij	- -	4 24%	4 41%	- -

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1127	715	541	400	343	294	104	599	445	340	471	370	194	19	11	8
Weighted Base	1127	709	525	416	330	282	107*	592	433	352	474	363	208	17**	10**	8**
Av number of issues	1.975	1.978	2.091	1.984	2.639abc	2.555abc	3.181abc	2.114	2.163	2.151a	2.311abc	2.297ac	2.611abc	1.834	1.409	2.166
Standard Deviation	1.097	1.097	1.118	1.098	ghijk	ghi	deg hijkl	1.109	1.115	1.110	g	1.138	1.167	ghijk	1.214	0.540
Error Variance	0.003	0.003	0.005	0.003	0.008	0.012	0.010	0.003	0.006	0.004	0.005	0.008	0.006	0.113	0.058	0.286

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All who have a mobile phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	938	455	483	141	167	157	156	138	106	73	191	252	192	303
Weighted Base	963	467	496	148	190	180	162	147	83*	54*	212	294	211	246
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.	107 11%	62 13%	45 9%	10 7%	18 10%	31 17%cf	13 8%	22 15%c	9 11%	4 8%	34 16%l	33 11%	15 7%	25 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)	260 27%	134 29%	126 25%	25 17%	50 26%i	67 37%cdhi	48 30%ci	45 31%ci	20 25%i	5 9%	76 36%klm	76 26%	50 24%	58 24%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	237 25%	128 27%	109 22%	33 22%	47 25%i	49 27%i	43 26%i	45 31%hi	15 18%	6 10%	63 30% _m	80 27% _m	47 22%	47 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.	208 22%	117 25% _b	92 19%	26 17%i	42 22%i	48 27%i	39 24%i	33 22%i	17 21%i	3 6%	65 30% _{lm}	74 25% _{lm}	28 14%	42 17%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: All who have a mobile phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	938	455	483	141	167	157	156	138	106	73	191	252	192	303
Weighted Base	963	467	496	148	190	180	162	147	83*	54*	212	294	211	246
Some other type of call that you didn't want or ask for - for example a market research call	16 2%	9 2%	7 1%	2 1%	3 1%	4 2%	4 2%	1 1%	3 3%	- -	8 4% _m	5 2%	3 1%	1 *
SUMMARY CODES														
1 TYPE EXPERIENCED	193 20%	88 19%	105 21%	33 22% _i	41 21% _i	33 19% _i	39 24% _i	28 19% _i	16 19% _i	3 5%	36 17%	75 26% _j	33 16%	48 19%
2 TYPES EXPERIENCED	96 10%	51 11%	45 9%	15 10%	16 8%	19 11% _i	18 11% _i	14 10%	13 16% _i	1 2%	25 12%	33 11%	20 9%	19 8%
3 TYPES EXPERIENCED	72 7%	47 10% _b	25 5%	5 4%	13 7%	19 11% _{ch}	15 9% _h	14 9% _h	2 2%	3 6%	19 9%	22 7%	16 8%	15 6%
4 TYPES EXPERIENCED	55 6%	28 6%	26 5%	4 3%	11 6%	16 9% _c	7 4%	12 8%	4 5%	1 2%	25 12% _{klm}	14 5%	5 2%	11 4%
ANY UNSOLICITED CALLS (MOBILE)	416 43%	214 46%	201 41%	57 39% _i	81 43% _i	89 49% _i	78 48% _i	68 46% _i	35 42% _i	8 14%	105 49% _{lm}	144 49% _{lm}	74 35%	92 37%
None	544 56%	251 54%	293 59%	90 61%	108 57%	91 51%	82 51%	78 53%	48 58%	47 86% _{cdefgh}	106 50%	150 51%	134 64% _{ijk}	154 63% _{ijk}
Av number of issues	1.975	2.084	1.860	1.657	1.943	2.245 _{cf}	1.843	2.110 _c	1.852	2.323	2.315 _{klm}	1.844	1.872	1.877
Standard Deviation	1.097	1.101	1.084	0.923	1.129	1.179	1.007	1.140	1.046	1.143	1.210	1.051	0.962	1.073
Error Variance	0.003	0.006	0.006	0.015	0.017	0.018	0.013	0.021	0.025	0.109	0.016	0.009	0.013	0.010

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: All who have a mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced 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	938	525	269	144	489	449	304	634	779	159	756	74	50	58
Weighted Base	963	557	277	129	549	414	327	636	797	166	809	81*	49*	24*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	107 11%	71 13%	25 9%	10 8%	65 12%	41 10%	38 12%	69 11%	88 11%	19 11%	82 10%	13 16%	11 22%jm	1 6%
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)	260 27%	158 28%	66 24%	35 27%	176 32%e	84 20%	94 29%	166 26%	215 27%	45 27%	212 26%	23 28%	21 42%jm	5 21%
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	237 25%	142 25%	67 24%	28 22%	157 29%e	80 19%	80 24%	157 25%	196 25%	41 24%	191 24%	21 25%	19 39%j	6 25%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	208 22%	123 22%	60 22%	25 19%	142 26%e	67 16%	72 22%	136 21%	172 22%	36 22%	167 21%	16 20%	21 43%jkm	4 15%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: All who have a mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	938	525	269	144	489	449	304	634	779	159	756	74	50	58
Weighted Base	963	557	277	129	549	414	327	636	797	166	809	81*	49*	24*
Some other type of call that you didn't want or ask for - for example a market research call	16	11	2	2	11	5	7	9	11	5	14	1	1	-
	2%	2%	1%	2%	2%	1%	2%	1%	1%	3%	2%	1%	1%	-
SUMMARY CODES														
1 TYPE EXPERIENCED	193	108	54	30	119	74	67	126	156	37	153	23	9	7
	20%	19%	20%	23%	22%	18%	20%	20%	20%	22%	19%	28%	19%	29%
2 TYPES EXPERIENCED	96	58	30	9	60	36	33	63	84	13	80	2	11	3
	10%	10%	11%	7%	11%	9%	10%	10%	10%	8%	10%	3%	22%jk	13%k
3 TYPES EXPERIENCED	72	43	22	7	55	16	23	49	59	13	58	7	5	1
	7%	8%	8%	6%	10%e	4%	7%	8%	7%	8%	7%	9%	11%	4%
4 TYPES EXPERIENCED	55	37	10	8	35	20	22	33	44	10	42	6	6	-
	6%	7%	4%	6%	6%	5%	7%	5%	6%	6%	5%	7%	13%jm	-
ANY UNSOLICITED CALLS (MOBILE)	416	246	116	54	269	146	145	271	343	73	334	39	32	11
	43%	44%	42%	42%	49%e	35%	44%	43%	43%	44%	41%	48%	65%j	46%
None	544	307	161	75	278	266	183	361	452	92	471	42	17	13
	56%	55%	58%	58%	51%	64%d	56%	57%	57%	55%	58%l	52%	35%	54%
Av number of issues	1.975	2.028	1.906	1.882	2.028	1.878	2.013	1.956	1.978	1.962	1.973	1.902	2.264	1.454
Standard Deviation	1.097	1.118	1.019	1.164	1.099	1.091	1.133	1.079	1.088	1.146	1.092	1.197	1.102	0.670
Error Variance	0.003	0.005	0.009	0.023	0.005	0.008	0.009	0.004	0.004	0.019	0.004	0.042	0.038	0.019

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

* small base

Table 9

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All who have a mobile phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	938	36	101	71	62	72	83	121	137	73	50	74	58
Weighted Base	963	33*	103*	72*	71*	78*	98*	126	147	78*	49*	81*	24*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	107 11%	5 15%	9 9%	3 5%	12 17%ce	4 5%	8 9%	12 9%	16 11%	12 15%	11 22%bcdfgl	13 16%ce	1 6%
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)	260 27%	6 18%	17 16%	11 16%	21 29%	27 35%bcg	25 26%	27 21%	57 39%abcgl	21 27%	21 42%abcgl	23 28%	5 21%
Receiving a "live sales\marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	237 25%	8 24%	21 20%	15 21%	19 27%	24 30%f	14 14%	25 20%	34 23%	31 40%bcfgh	19 39%bcfgh	21 25%	6 25%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	208 22%	4 11%	16 16%	13 18%	18 26%	13 17%	21 22%	21 16%	42 28%bg	19 24%	21 43%abcdfgkl	16 20%	4 15%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

* small base

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All who have a mobile phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	938	36	101	71	62	72	83	121	137	73	50	74	58
Weighted Base	963	33*	103*	72*	71*	78*	98*	126	147	78*	49*	81*	24*
Some other type of call that you didn't want or ask for - for example a market research call	16	1	-	3	2	-	2	2	2	3	1	1	-
	2%	4%	-	4%	3%	-	2%	2%	1%	3%	1%	1%	-
SUMMARY CODES													
1 TYPE EXPERIENCED	193	2	21	10	12	17	19	21	38	13	9	23	7
	20%	7%	20%	14%	17%	21%	20%	17%	26%a	16%	19%	28%a	29%a
2 TYPES EXPERIENCED	96	4	6	4	10	12	8	11	13	11	11	2	3
	10%	13%	6%	5%	14%k	16%bk	8%	9%	9%	14%k	22%bcfghk	3%	13%k
3 TYPES EXPERIENCED	72	2	3	7	5	4	8	7	15	8	5	7	1
	7%	6%	3%	10%	7%	5%	8%	5%	10%	10%	11%	9%	4%
4 TYPES EXPERIENCED	55	2	5	1	6	4	2	5	10	6	6	6	-
	6%	5%	5%	2%	9%	5%	2%	4%	7%	8%	13%ctgl	7%	-
ANY UNSOLICITED CALLS (MOBILE)	416	10	35	22	33	36	38	44	77	38	32	39	11
	43%	31%	34%	31%	46%	47%	39%	35%	52%abcg	48%c	65%abctg	48%	46%
None	544	23	68	49	39	42	60	80	71	41	17	42	13
	56%	69%hj	66%hj	68%hj	54%	53%	61%j	63%hj	48%	52%	35%	52%	54%
Av number of issues	1.975	2.308	1.804	1.958	2.204	1.863	1.837	1.848	1.971	2.252	2.264	1.902	1.454
Standard Deviation	1.097	1.051	1.134	1.094	1.183	1.001	0.987	1.038	1.141	1.138	1.102	1.197	0.670
Error Variance	0.003	0.100	0.038	0.050	0.048	0.031	0.029	0.024	0.018	0.037	0.038	0.042	0.019

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

* small base

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All who have a mobile phone

	Total	Q.12/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	938	938	272	650	708	708	230	-	375	144	426
Weighted Base	963	963	251	698	728	728	235	-**	388	153	427
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.	107 11%	107 11%	19 8%	86 12%	77 11%	77 11%	30 13%	- -	49 13%	12 8%	48 11%
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)	260 27%	260 27%b	46 18%	209 30%b	199 27%b	199 27%b	61 26%b	- -	114 29%	48 31%	106 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.	237 25%	237 25%b	36 14%	198 28%b	180 25%b	180 25%b	57 24%b	- -	105 27%	30 20%	106 25%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	208 22%	208 22%b	31 12%	174 25%b	155 21%b	155 21%b	54 23%b	- -	89 23%	39 25%	89 21%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All who have a mobile phone

	Total	Q.12/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	938	938	272	650	708	708	230	-	375	144	426
Weighted Base	963	963	251	698	728	728	235	-.**	388	153	427
Some other type of call that you didn't want or ask for - for example a market research call	16 2%	16 2%	1 *	15 2%	12 2%	12 2%	4 2%	- -	8 2%	5 3%	3 1%
SUMMARY CODES											
1 TYPE EXPERIENCED	193 20%	193 20%	44 18%	145 21%	137 19%	137 19%	56 24%	- -	82 21%	33 22%	90 21%
2 TYPES EXPERIENCED	96 10%	96 10%	17 7%	75 11%	75 10%	75 10%	21 9%	- -	32 8%	19 12%	43 10%
3 TYPES EXPERIENCED	72 7%	72 7%b	8 3%	63 9%b	56 8%b	56 8%b	16 7%	- -	38 10%	9 6%	24 6%
4 TYPES EXPERIENCED	55 6%	55 6%	7 3%	47 7%b	40 6%	40 6%	15 6%	- -	25 7%	8 5%	26 6%
ANY UNSOLICITED CALLS (MOBILE)	416 43%	416 43%b	77 31%	330 47%b	308 42%b	308 42%b	107 46%b	- -	177 46%	69 45%	183 43%
None	544 56%	544 56%	174 69%acdef	364 52%	416 57%	416 57%	128 54%	- -	209 54%	83 54%	244 57%
Av number of issues	1.975	1.975	1.721	2.044b	1.995	1.995	1.920	-	2.034	1.916	1.923
Standard Deviation	1.097	1.097	0.998	1.119	1.085	1.085	1.136	-	1.128	1.130	1.091
Error Variance	0.003	0.003	0.012	0.004	0.004	0.004	0.012	-	0.008	0.018	0.007

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All who have a mobile phone

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	938	403	360	359	54	568	374	890	790	788	354	544	812	505
Weighted Base	963	415	364	363	55*	591	376	911	836	834	385	588	858	547
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.	107 11%	53 13%	45 12%	45 12%	5 10%	66 11%	47 13%	101 11%	97 12%	98 12%	49 13%	75 13%	100 12%	67 12%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	260 27%	125 30%	88 24%	87 24%	14 25%	175 30%	91 24%	247 27%	243 29%	243 29%	127 33%	186 32%	249 29%	172 31%
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.	237 25%	113 27%	89 24%	88 24%	18 32%	153 26%	90 24%	228 25%	222 27%	221 26%	114 30%	163 28%	226 26%	149 27%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	208 22%	95 23%	72 20%	72 20%	14 25%	141 24%	75 20%	202 22%	197 24%	198 24%	93 24%	145 25%	202 24%	128 23%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: All who have a mobile phone

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	938	403	360	359	54	568	374	890	790	788	354	544	812	505
Weighted Base	963	415	364	363	55*	591	376	911	836	834	385	588	858	547
Some other type of call that you didn't want or ask for - for example a market research call	16	9	2	2	-	13	3	16	16	16	7	9	16	8
	2%	2%	1%	1%	-	2%	1%	2%	2%	2%	2%	2%	2%	2%
SUMMARY CODES														
1 TYPE EXPERIENCED	193	88	81	81	9	122	83	187	175	174	85	134	179	119
	20%	21%	22%	22%	16%	21%	22%	21%	21%	21%	22%	23%	21%	22%
2 TYPES EXPERIENCED	96	35	30	29	11	62	30	91	91	91	53	66	94	61
	10%	8%	8%	8%	20%abcefg	11%	8%	10%	11%	11%	14%	11%	11%	11%
3 TYPES EXPERIENCED	72	40	19	19	5	52	20	68	70	71	34	49	71	45
	7%	10%bcf	5%	5%	9%	9%	5%	7%	8%	9%	9%	8%	8%	8%
4 TYPES EXPERIENCED	55	29	24	24	1	35	26	53	50	50	23	40	51	36
	6%	7%	7%	7%	2%	6%	7%	6%	6%	6%	6%	7%	6%	7%
ANY UNSOLICITED CALLS (MOBILE)	416	191	155	153	26	270	159	399	386	385	195	289	395	261
	43%	46%	42%	42%	47%	46%	42%	44%	46%	46%	51%	49%	46%	48%
None	544	221	209	209	29	317	217	508	447	445	187	296	459	283
	56%	53%	58%	58%	53%	54%	58%	56%	53%	53%	49%	50%	54%	52%
Av number of issues	1.975	2.045	1.911	1.911	1.958	2.004	1.931	1.972	1.988	1.993	1.978	1.986	1.987	1.991
Standard Deviation	1.097	1.135	1.127	1.131	0.868	1.105	1.141	1.103	1.092	1.093	1.064	1.105	1.091	1.101
Error Variance	0.003	0.007	0.008	0.009	0.029	0.005	0.008	0.003	0.003	0.003	0.006	0.005	0.003	0.005

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: All who have a mobile phone

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	938	631	457	400	291	242	104	535	381	340	422	321	194	17	9	8
Weighted Base	963	637	453	416	286	238	107*	539	379	352	431	320	208	17**	9**	8**
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.	107 11%	107 17%	63 14%	107 26%abghj k	107 37%abceg hijk	59 25%abgh k	107 100%abcde ghijkl	96 18%	58 15%	92 26%abghj k	79 18%	51 16%	72 35%abceg hijk	2 12%	1 9%	1 15%
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)	260 27%	260 41%b	153 34%	260 63%abdeg hjk	125 44%b	93 39%	78 73%abdeg hjk	260 48%abehj k	143 38%	260 74%abcde ghijkl	176 41%b	115 36%	129 62%abdeg hjk	4 24%	2 26%	2 21%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	237 25%	237 37%	147 32%	237 57%abdeg hjk	116 41%b	85 36%	81 75%abcde ghijkl	237 44%abehk	136 36%	237 67%abcde ghjk	167 39%	111 35%	126 60%abdeg hjk	4 25%	1 15%	3 36%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All who have a mobile phone

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	938	631	457	400	291	242	104	535	381	340	422	321	194	17	9	8
Weighted Base	963	637	453	416	286	238	107*	539	379	352	431	320	208	17**	9**	8**
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.	208 22%	208 33%bh	116 26%	208 50%abdeg hk	96 34%bh	69 29%	72 68%abcde ghijk	166 31%	98 26%	160 45%abdeg hk	208 48%abdeg hk	97 30%	208 100%abcde fghijk	7 42%	4 41%	3 44%
Some other type of call that you didn't want or ask for - for example a market research call	16 2%	15 2%	9 2%	12 3%	5 2%	5 2%	2 2%	12 2%	7 2%	8 2%	12 3%	8 3%	8 4%	8 45%	- -	8 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	193 20%	193 30%bdefh jkl	94 21%ef	193 46%abdef ghijkl	43 15%	33 14%	11 10%	143 27%bdefh jk	76 20%f	133 38%abdef ghijkl	88 20%f	56 17%	44 21%f	8 46%	3 38%	4 56%
2 TYPES EXPERIENCED	96 10%	96 15%	58 13%	96 23%abdef ghijk	29 10%	24 10%	13 12%	94 17%de	52 14%	92 26%abdef ghijk	73 17%de	40 13%	52 25%abdef ghijk	3 18%	2 26%	1 8%
3 TYPES EXPERIENCED	72 7%	72 11%	44 10%	72 17%abhk	45 16%b	29 12%	30 28%abcde ghijk	72 13%	42 11%	72 20%abegh jk	61 14%b	34 11%	58 28%abcdeg hjk	- -	- -	- -
4 TYPES EXPERIENCED	55 6%	55 9%	36 8%	55 13%ab k	53 19%abghj	36 15%abh	53 50%abcde ghijkl	55 10%	34 9%	55 16%abgh	55 13%ab	35 11%	55 26%abcdeg hijk	3 16%	- -	3 36%
ANY UNSOLICITED CALLS (MOBILE)	416 43%	416 65%behk	231 51%	416 100%abdeg hjk	170 59%b	122 51%	107 100%abdeg hjk	363 67%bdehk	203 54%	352 100%abdeg hjk	277 64%behk	165 52%	208 100%abdeg hjk	13 81%	6 65%	8 100%
None	544 56%	219 34%cfil	219 48%acfgij	- -	116 41%cfgil	116 49%acfgij	- -	175 32%cfil	175 46%acfgij	- -	153 36%cfil	153 48%acfgij	- -	3 19%	3 35%	- -

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All who have a mobile phone

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	938	631	457	400	291	242	104	535	381	340	422	321	194	17	9	8
Weighted Base	963	637	453	416	286	238	107*	539	379	352	431	320	208	17**	9**	8**
Av number of issues	1.975	1.978	2.091	1.984	2.639abc ghijk	2.555abc ghi	3.181abc deg hijkl	2.114	2.163	2.151a	2.311abc g	2.297ac	2.611abc ghijk	1.834	1.409	2.166
Standard Deviation	1.097	1.097	1.118	1.098	1.180	1.192	1.016	1.109	1.115	1.110	1.138	1.167	1.118	1.214	0.540	1.514
Error Variance	0.003	0.003	0.005	0.003	0.008	0.012	0.010	0.003	0.006	0.004	0.005	0.008	0.006	0.113	0.058	0.286

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All that have received recorded messages on their mobile

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	194	106	88	23	37	42	37	30	20	5	55	62	28	49
Weighted Base	208	117*	92*	26**	42*	48*	39*	33**	17**	3**	65*	74*	28**	42*
Listen to the full message before hanging up	6 3%	4 4%	2 2%	- -	3 8%	- -	1 2%	1 4%	1 6%	- -	- -	4 5%	- -	3 7%j
Listen to some of the message before hanging up	32 16%	23 20%	10 10%	4 16%	6 14%	7 15%	11 28%	2 7%	2 9%	- -	14 22%	9 13%	3 9%	6 15%
Hang up immediately, as soon as I realise it is a recorded message	170 81%	89 77%	80 87%	21 84%	33 78%	40 85%	28 70%	29 89%	15 86%	3 100%	50 78%	61 82%	26 91%	33 78%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	39 19%	27 23%	12 13%	4 16%	9 22%	7 15%	12 30%	4 11%	3 14%	- -	14 22%	13 18%	3 9%	9 22%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: All that have received recorded messages on their mobile

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	194	114	54	26	128	66	67	127	161	33	150	15	22	7
Weighted Base	208	123	60*	25**	142	67*	72*	136	172	36*	167	16**	21**	4**
Listen to the full message before hanging up	6 3%	1 1%	6 9%a	- -	2 2%	4 6%	2 3%	4 3%	6 4%	- -	6 4%	- -	- -	- -
Listen to some of the message before hanging up	32 16%	20 16%	8 14%	5 18%	26 19%	6 9%	16 22%	17 12%	27 16%	6 16%	21 13%	7 45%	3 14%	1 19%
Hang up immediately, as soon as I realise it is a recorded message	170 81%	103 84%	46 77%	21 82%	113 80%	56 85%	54 75%	115 85%	139 81%	31 84%	140 83%	9 55%	18 86%	3 81%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	39 19%	20 16%	14 23%	5 18%	29 20%	10 15%	18 25%	21 15%	33 19%	6 16%	28 17%	7 45%	3 14%	1 19%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: All that have received recorded messages on their mobile

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	194	5	15	13	16	12	18	18	36	17	22	15	7
Weighted Base	208	4**	16**	13**	18**	13**	21**	21**	42*	19**	21**	16**	4**
Listen to the full message before hanging up	6	-	-	1	-	-	-	1	5	-	-	-	-
	3%	-	-	6%	-	-	-	3%	11%	-	-	-	-
Listen to some of the message before hanging up	32	-	3	1	-	-	5	1	9	1	3	7	1
	16%	-	21%	9%	-	-	26%	6%	21%	7%	14%	45%	19%
Hang up immediately, as soon as I realise it is a recorded message	170	4	13	11	18	13	16	19	28	17	18	9	3
	81%	100%	79%	85%	100%	100%	74%	91%	68%	93%	86%	55%	81%
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	39	-	3	2	-	-	5	2	14	1	3	7	1
	19%	-	21%	15%	-	-	26%	9%	32%	7%	14%	45%	19%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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.12/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	194	194	29	162	145	145	49	-	79	37	85
Weighted Base	208	208	31**	174	155	155	54*	-.**	89*	39*	89*
Listen to the full message before hanging up	6 3%	6 3%	3 10%	3 2%	2 1%	2 1%	5 9% cde	-	1 1%	-	5 5%
Listen to some of the message before hanging up	32 16%	32 16%	3 11%	29 17%	27 17%	27 17%	6 11%	-	18 21%	3 7%	13 15%
Hang up immediately, as soon as I realise it is a recorded message	170 81%	170 81%	24 79%	142 81%	126 82%	126 82%	43 80%	-	70 78%	36 93%	71 80%
SUMMARY CODE											
LISTEN TO ANY OF MESSAGE	39 19%	39 19%	6 21%	32 19%	28 18%	28 18%	11 20%	-	19 22%	3 7%	18 20%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All that have received recorded messages on their mobile

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	194	86	69	69	13	128	73	188	181	182	86	132	186	117
Weighted Base	208	95*	72*	72*	14**	141	75*	202	197	198	93*	145	202	128
Listen to the full message before hanging up	6 3%	1 1%	5 7%e	5 7%e	- -	1 1%	5 6%e	5 3%	4 2%	6 3%	4 4%	5 4%	6 3%	6 5%
Listen to some of the message before hanging up	32 16%	18 19%	9 13%	9 13%	4 27%	25 18%	9 12%	32 16%	29 15%	30 15%	13 14%	21 15%	31 16%	19 15%
Hang up immediately, as soon as I realise it is a recorded message	170 81%	76 80%	57 80%	57 80%	10 73%	116 82%	61 81%	164 81%	163 83%	161 81%	76 82%	119 82%	164 81%	102 80%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	39 19%	19 20%	14 20%	14 20%	4 27%	26 18%	14 19%	38 19%	33 17%	37 19%	17 18%	26 18%	38 19%	26 20%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: All that have received recorded messages on their mobile

Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	194	110	194	91	65	69	157	93	151	194	93	194	7	3	4
Weighted Base	208	116	208	96*	69*	72*	166	98*	160	208	97*	208	7**	4**	3**
Listen to the full message before hanging up	6 3%	2 1%	6 3%	1 1%	1 1%	1 1%	5 3%	2 2%	5 3%	6 3%	1 1%	6 3%	- -	- -	- -
Listen to some of the message before hanging up	32 16%	13 12%	32 16%	12 12%	7 10%	9 12%	20 12%	10 10%	19 12%	32 16%	11 11%	32 16%	2 34%	1 35%	1 32%
Hang up immediately, as soon as I realise it is a recorded message	170 81%	101 87%	170 81%	84 87%	62 89%	63 87%	141 85%	86 88%	136 85%	170 81%	85 88%	170 81%	5 66%	2 65%	2 68%
SUMMARY CODE															
LISTEN TO ANY OF MESSAGE	39 19%	15 13%	39 19%	12 13%	8 11%	10 13%	25 15%	11 12%	24 15%	39 19%	12 12%	39 19%	2 34%	1 35%	1 32%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	34	23	11	3	8	6	11	3	3	-	11	12	2	9
Weighted Base	39*	27**	12**	4**	9**	7**	12**	4**	3**	-.**	14**	13**	3**	9**
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	28 73%	19 71%	9 78%	2 52%	7 72%	6 78%	9 76%	2 63%	3 100%	-	11 76%	11 83%	1 51%	6 61%
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..	8 21%	4 16%	4 33%	3 73%	2 18%	3 37%	- -	- -	1 23%	-	3 22%	1 4%	-	4 48%
Telling you about a competition	2 5%	-	2 16%	-	1 9%	1 14%	-	-	-	-	1 8%	-	-	1 9%
Reminding you of an appointment- e.g. dentist or doctor's appointment	5 13%	2 7%	3 29%	-	1 13%	1 14%	2 17%	-	1 38%	-	3 22%	1 7%	-	1 13%
Other type	3 8%	1 3%	2 19%	-	2 24%	-	1 6%	-	-	-	-	1 11%	-	2 17%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	34 88%	24 88%	10 88%	4 100%	8 85%	7 100%	10 83%	2 63%	3 100%	-	13 90%	12 89%	1 51%	8 92%
ANY EXC. APPOINTMENT REMINDERS	32 82%	23 84%	9 78%	4 100%	7 72%	7 100%	9 76%	2 63%	3 100%	-	13 90%	11 83%	1 51%	7 79%
Can't Remember	3 7%	3 10%	-	-	-	-	1 11%	1 37%	-	-	1 10%	-	1 49%	-

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /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	34	18	12	4	24	10	16	18	29	5	23	6	4	1
Weighted Base	39*	20**	14**	5**	29**	10**	18**	21**	33**	6**	28**	7**	3**	1**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	28 73%	16 79%	11 77%	2 36%	20 72%	8 77%	17 93%	12 56%	24 73%	4 76%	20 71%	6 77%	2 71%	1 100%
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..	8 21%	1 5%	5 34%	2 49%	4 14%	4 41%	4 22%	4 20%	8 23%	1 10%	5 18%	3 34%	1 19%	- -
Telling you about a competition	2 5%	1 5%	1 6%	- -	2 7%	- -	2 11%	- -	2 6%	- -	2 7%	- -	- -	- -
Reminding you of an appointment- e.g. dentist or doctor's appointment	5 13%	3 14%	1 9%	1 23%	4 15%	1 9%	3 19%	2 9%	5 16%	- -	4 15%	- -	1 29%	- -
Other type	3 8%	2 10%	1 6%	- -	2 8%	1 7%	1 5%	2 10%	3 9%	- -	3 11%	- -	- -	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	34 88%	17 83%	14 100%	3 72%	25 86%	10 93%	18 100%	16 77%	30 90%	4 76%	23 83%	7 100%	3 100%	1 100%
ANY EXC. APPOINTMENT REMINDERS	32 82%	16 79%	13 91%	3 72%	22 79%	10 93%	17 93%	15 73%	28 84%	4 76%	22 79%	7 100%	2 71%	1 100%
Can't Remember	3 7%	1 7%	- -	1 28%	3 9%	- -	- -	3 13%	1 4%	1 24%	3 10%	- -	- -	- -

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	34	-	3	2	-	-	4	2	11	1	4	6	1
Weighted Base	39*	..	3**	2**	..	..	5**	2**	14**	1**	3**	7**	1**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	28 73%	- -	2 63%	2 100%	- -	- -	3 63%	- -	12 90%	- -	2 71%	6 77%	1 100%
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..	8 21%	- -	1 31%	1 42%	- -	- -	3 56%	- -	- -	- -	1 19%	3 34%	- -
Telling you about a competition	2 5%	- -	- -	1 42%	- -	- -	1 20%	- -	- -	- -	- -	- -	- -
Reminding you of an appointment- e.g. dentist or doctor's appointment	5 13%	- -	- -	- -	- -	- -	1 20%	1 62%	2 15%	- -	1 29%	- -	- -
Other type	3 8%	- -	- -	1 42%	- -	- -	- -	1 38%	- -	1 100%	- -	- -	- -
SUMMARY CODES													
ANY INC. APPOINTMENT REMINDERS	34 88%	- -	2 63%	2 100%	- -	- -	5 100%	1 62%	12 90%	- -	3 100%	7 100%	1 100%
ANY EXC. APPOINTMENT REMINDERS	32 82%	- -	2 63%	2 100%	- -	- -	5 100%	- -	12 90%	- -	2 71%	7 100%	1 100%
Can't Remember	3 7%	- -	1 37%	- -	- -	- -	- -	- -	1 10%	- -	- -	- -	- -

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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.12/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	34	34	6	28	25	25	9	-	17	3	15
Weighted Base	39*	39*	6**	32**	28**	28**	11**	-**	19*	3*	18*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	28 73%	28 73%	5 70%	24 74%	20 72%	20 72%	8 77%	-	13 67%	2 55%	14 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..	8 21%	8 21%	-	8 25%	6 22%	6 22%	2 18%	-	4 21%	1 21%	4 20%
Telling you about a competition	2 5%	2 5%	-	2 6%	1 4%	1 4%	1 8%	-	1 6%	-	1 5%
Reminding you of an appointment- e.g. dentist or doctor's appointment	5 13%	5 13%	1 18%	4 12%	3 10%	3 10%	2 21%	-	3 16%	1 34%	1 7%
Other type	3 8%	3 8%	1 11%	2 7%	2 7%	2 7%	1 8%	-	2 11%	-	1 5%
SUMMARY CODES											
ANY INC. APPOINTMENT REMINDERS	34 88%	34 88%	6 89%	28 88%	25 88%	25 88%	9 88%	-	16 82%	2 55%	16 92%
ANY EXC. APPOINTMENT REMINDERS	32 82%	32 82%	5 70%	27 85%	24 85%	24 85%	8 77%	-	15 77%	2 55%	15 86%
Can't Remember	3 7%	3 7%	-	3 8%	1 5%	1 5%	1 12%	-	1 7%	1 45%	1 8%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

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

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	34	17	12	12	3	23	12	33	29	32	16	23	33	23
Weighted Base	39*	19**	14**	14**	4**	26**	14**	38*	33**	37**	17**	26**	38*	26**
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	28 73%	13 67%	10 70%	10 70%	4 100%	18 70%	10 70%	27 72%	23 69%	26 72%	12 71%	17 66%	27 72%	18 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..	8 21%	4 21%	4 25%	4 25%	- -	5 18%	4 25%	8 21%	6 19%	7 19%	4 27%	8 28%	8 21%	8 32%
Telling you about a competition	2 5%	1 6%	1 6%	1 6%	- -	1 4%	1 6%	2 5%	1 3%	2 5%	2 11%	2 7%	2 5%	2 7%
Reminding you of an appointment- e.g. dentist or doctor's appointment	5 13%	3 16%	1 8%	1 8%	- -	4 15%	1 8%	5 14%	5 16%	5 14%	3 17%	4 15%	5 14%	3 11%
Other type	3 8%	2 11%	1 6%	1 6%	- -	2 8%	1 6%	3 8%	2 6%	3 8%	2 9%	2 6%	3 8%	2 6%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	34 88%	16 82%	13 90%	13 90%	4 100%	21 82%	13 90%	33 87%	29 86%	32 87%	15 88%	23 87%	33 87%	22 87%
ANY EXC. APPOINTMENT REMINDERS	32 82%	15 77%	11 82%	11 82%	4 100%	20 78%	11 82%	31 82%	27 80%	30 82%	14 82%	21 80%	31 82%	21 83%
Can't Remember	3 7%	1 7%	1 10%	1 10%	- -	3 10%	1 10%	3 7%	3 8%	3 7%	1 8%	3 10%	3 7%	3 10%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

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

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	34	34	14	34	12	8	10	23	11	22	34	11	34	2	1	1
Weighted Base	39*	39*	15**	39*	12**	8**	10**	25**	11**	24**	39*	12**	39*	2**	1**	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	28 73%	28 73%	10 69%	28 73%	12 94%	7 91%	9 92%	21 84%	9 81%	20 83%	28 73%	8 67%	28 73%	2 100%	1 100%	1 100%
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..	8 21%	8 21%	4 28%	8 21%	4 29%	3 32%	4 38%	6 25%	3 22%	6 27%	8 21%	4 36%	8 21%	-	-	-
Telling you about a competition	2 5%	2 5%	1 7%	2 5%	1 9%	1 14%	1 11%	2 8%	1 10%	2 8%	2 5%	1 9%	2 5%	-	-	-
Reminding you of an appointment- e.g. dentist or doctor's appointment	5 13%	5 13%	3 19%	5 13%	2 17%	2 26%	2 21%	3 12%	2 18%	3 13%	5 13%	3 25%	5 13%	1 45%	-	1 100%
Other type	3 8%	3 8%	2 14%	3 8%	1 6%	1 9%	1 8%	3 12%	2 19%	3 12%	3 8%	1 12%	3 8%	-	-	-
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	34 88%	34 88%	13 86%	34 88%	12 94%	7 91%	9 92%	23 92%	9 81%	22 91%	34 88%	10 88%	34 88%	2 100%	1 100%	1 100%
ANY EXC. APPOINTMENT REMINDERS	32 82%	32 82%	12 80%	32 82%	12 94%	7 91%	9 92%	23 92%	9 81%	22 91%	32 82%	9 81%	32 82%	2 100%	1 100%	1 100%
Can't Remember	3 7%	3 7%	-	3 7%	-	-	-	-	-	-	3 7%	-	3 7%	-	-	-

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1127	555	572	153	177	172	182	156	158	129	211	289	219	408
Weighted Base	1127	547	580	159	202	196	187	163	122	97	232	328	235	332
Silent Calls	330 29%	167 30%	164 28%	26 16%	36 18%	61 31%cd	64 34%cd	53 32%cd	48 39%cd	44 45%cddeg	87 37%lm	96 29%	67 28%	81 24%
Sales/marketing texts	260 23%	134 25%	126 22%	25 16%l	50 25%l	67 34%chi	48 26%ci	45 28%chi	20 17%l	5 5%	76 33%klm	76 23%	50 21%	58 17%
Sales/marketing calls	533 47%	261 48%	272 47%	57 36%	71 35%	86 44%	99 53%cd	100 61%cd	66 54%cd	54 56%cd	128 55%lm	164 50%lm	116 49%lm	125 38%
Recorded message	474 42%	232 42%	242 42%	52 33%	73 36%	79 40%	90 48%cd	77 47%cd	63 51%cd	42 43%	121 52%lm	157 48%lm	86 37%	110 33%
Other type	46 4%	23 4%	23 4%	4 2%	3 1%	6 3%	12 6%cd	8 5%	8 7%cd	6 7%cd	20 8%klm	12 4%	8 3%	7 2%
SUMMARY CODES														
1 TYPE EXPERIENCED	218 19%	106 19%	112 19%	35 22%	47 23%	29 15%	38 20%	28 17%	19 16%	23 23%	30 13%	72 22%j	47 20%	69 21%j
2 TYPES EXPERIENCED	183 16%	81 15%	101 17%	23 14%	27 14%	27 14%	27 14%	45 27%cddefhi	18 15%	15 16%	41 18%	59 18%	38 16%	45 13%
3 TYPES EXPERIENCED	179 16%	90 16%	90 16%	18 11%	20 10%	29 15%	34 18%cd	25 15%	28 23%cd	24 25%cd	43 19%	55 17%	38 16%	42 13%
4 TYPES EXPERIENCED	125 11%	65 12%	60 10%	7 4%	17 9%	32 16%cdi	29 16%cdi	21 13%cd	13 10%	6 7%	46 20%klm	34 11%	22 9%	22 7%
5 TYPES EXPERIENCED	4 *	4 1%b	- -	- -	- -	- -	- -	1 1%	3 2%def	- -	1 *	2 1%	- -	1 *
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	710 63%	346 63%	364 63%	83 52%	112 55%	117 60%	129 69%cd	120 74%cd	81 67%cd	68 70%cd	161 69%lm	224 68%lm	146 62%	180 54%
None	417 37%	201 37%	216 37%	76 48%lghi	90 45%lghi	79 40%g	59 31%	43 26%	41 33%	29 30%	71 31%	104 32%	89 38%	152 46%jkl
Mean number of mentions	2.316	2.363	2.271	1.964	2.074	2.551cdi	2.423cd	2.358c	2.524cd	2.208	2.678klm	2.260	2.244	2.117
Standard Deviation	1.105	1.138	1.072	0.996	1.105	1.140	1.140	1.058	1.119	1.014	1.097	1.099	1.071	1.080
Error Variance	0.002	0.004	0.003	0.013	0.012	0.012	0.010	0.010	0.012	0.011	0.008	0.006	0.008	0.005

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/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	1127	612	308	207	530	597	329	798	939	188	912	94	58	63
Weighted Base	1127	633	312	181	593	534	353	774	934	193	949	96*	56*	26*
Silent Calls	330	215	72	43	167	163	89	242	251	79	271	26	24	9
	29%	34%bc	23%	24%	28%	30%	25%	31%	27%	41%h	29%	27%	43%j	34%
Sales/marketing texts	260	158	66	35	176	84	94	166	215	45	212	23	21	5
	23%	25%	21%	19%	30%e	16%	26%	22%	23%	23%	22%	24%	37%j	20%
Sales/marketing calls	533	327	121	85	284	249	153	380	439	95	444	37	38	15
	47%	52%b	39%	47%	48%	47%	43%	49%	47%	49%	47%	38%	68%jk	57%k
Recorded message	474	284	115	75	259	215	140	335	383	92	387	39	39	8
	42%	45%b	37%	41%	44%	40%	40%	43%	41%	48%	41%	41%	70%jkm	33%
Other type	46	31	8	7	21	25	13	33	33	13	36	3	6	1
	4%	5%	3%	4%	3%	5%	4%	4%	4%	6%	4%	3%	10%j	3%
SUMMARY CODES														
1 TYPE EXPERIENCED	218	115	59	44	119	99	66	152	186	33	177	26	8	7
	19%	18%	19%	24%	20%	19%	19%	20%	20%	17%	19%	28%	15%	26%
2 TYPES EXPERIENCED	183	113	42	28	94	89	56	127	154	29	149	11	15	7
	16%	18%	14%	15%	16%	17%	16%	16%	16%	15%	16%	12%	27%jk	29%jk
3 TYPES EXPERIENCED	179	109	47	24	92	88	44	135	139	40	155	12	8	4
	16%	17%	15%	13%	16%	16%	12%	17%l	15%	21%	16%	13%	14%	17%
4 TYPES EXPERIENCED	125	82	25	19	79	46	43	83	97	28	97	11	16	1
	11%	13%b	8%	10%	13%e	9%	12%	11%	10%	15%	10%	11%	29%jkm	3%
5 TYPES EXPERIENCED	4	4	-	-	1	3	1	3	4	-	4	-	-	-
	*	1%	-	-	*	1%	*	*	*	-	*	-	-	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	710	423	173	114	386	324	210	500	581	130	583	61	48	19
	63%	67%b	55%	63%	65%	61%	59%	65%	62%	67%	61%	63%	85%jk	75%
None	417	210	139	67	207	210	143	274	354	63	366	35	9	6
	37%	33%	45%a	37%	35%	39%	41%	35%	38%	33%	39%l	37%l	15%	25%
Mean number of mentions	2.316	2.402c	2.214	2.149	2.350	2.274	2.321	2.313	2.277	2.490	2.318m	2.116	2.680jkm	1.955
Standard Deviation	1.105	1.112	1.069	1.111	1.132	1.072	1.141	1.091	1.105	1.093	1.097	1.164	1.130	0.876
Error Variance	0.002	0.003	0.007	0.009	0.004	0.003	0.007	0.002	0.002	0.009	0.002	0.023	0.026	0.017

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1127	47	128	97	72	86	99	148	150	85	58	94	63
Weighted Base	1127	41*	123	93*	82*	92*	113*	155	160	90*	56*	96*	26*
Silent Calls	330 29%	19 46%cfgh	38 31%g	22 24%	33 40%cfgh	31 33%g	25 22%	28 18%	41 25%	34 38%fg	24 43%cfgh	26 27%	9 34%g
Sales/marketing texts	260 23%	6 14%	17 14%	11 12%	21 25%c	27 29%bcg	25 22%	27 17%	57 36%abcfgl	21 24%	21 37%abog	23 24%	5 20%
Sales/marketing calls	533 47%	24 59%ghk	59 48%	39 42%	44 54%	51 55%ghk	50 44%	62 40%	65 40%	52 58%cgkh	38 68%bcfghk	37 38%	15 57%ghk
Recorded message	474 42%	18 44%	55 45%g	32 35%	38 47%g	41 45%g	49 43%g	45 29%	67 42%g	41 46%g	39 70%abcdefg hikl	39 41%	8 33%
Other type	46 4%	3 8%eg	5 4%	4 4%	3 4%	-	5 4%	2 2%	7 4%	7 8%eg	6 10%eg	3 3%	1 3%
SUMMARY CODES													
1 TYPE EXPERIENCED	218 19%	3 8%	21 17%	14 15%	12 15%	15 16%	23 20%	35 23%a	37 23%a	16 18%	8 15%	26 28%a	7 26%a
2 TYPES EXPERIENCED	183 16%	11 26%gh	22 18%	18 20%	10 13%	19 21%	15 13%	17 11%	20 12%	16 18%	15 27%dfghk	11 12%	7 29%dfghk
3 TYPES EXPERIENCED	179 16%	9 22%	21 17%	10 11%	15 19%	19 21%	21 18%	21 14%	20 13%	19 21%	8 14%	12 13%	4 17%
4 TYPES EXPERIENCED	125 11%	5 11%	11 9%	7 8%	14 17%gl	10 11%	10 9%	8 5%	20 13%g	13 15%gl	16 29%abcefgh ikl	11 11%	1 3%
5 TYPES EXPERIENCED	4 *	- -	- -	- -	1 1%	- -	- -	- -	3 2%	- -	- -	- -	- -
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	710 63%	28 68%	76 61%	49 53%	53 64%	63 68%g	68 60%	82 53%	101 63%	63 70%cg	48 85%bcdefgh k	61 63%	19 75%cg
None	417 37%	13 32%	47 39%j	43 47%ijl	29 36%j	29 32%j	45 40%j	74 47%eijl	59 37%j	27 30%	9 15%	35 37%j	6 25%
Mean number of mentions	2.316	2.532	2.299	2.207	2.636gkl	2.377l	2.253	2.009	2.336	2.452gl	2.680cgkl	2.116	1.955
Standard Deviation	1.105	0.931	1.040	1.018	1.154	1.017	1.076	1.038	1.256	1.088	1.130	1.164	0.876

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

* small base

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1127	47	128	97	72	86	99	148	150	85	58	94	63
Weighted Base	1127	41*	123	93*	82*	92*	113*	155	160	90*	56*	96*	26*
Error Variance	0.002	0.025	0.014	0.019	0.030	0.018	0.019	0.014	0.016	0.020	0.026	0.023	0.017

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	Q.12/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1127	938	272	650	833	708	230	125	437	165	535
Weighted Base	1127	963	251	698	834	728	235	106	444	175	515
Silent Calls	330 29%	286 30%f	73 29%f	206 30%f	300 36%abcf	256 35%acf	30 13%	44 41%abcf	147 33%	46 26%	151 29%
Sales/marketing texts	260 23%	260 27%bg	46 18%g	209 30%bdg	199 24%g	199 27%bg	61 26%bg	-	114 26%	48 28%	106 21%
Sales/marketing calls	533 47%	480 50%f	117 47%f	352 50%f	476 57%abcf	423 58%abcf	57 24%	53 50%f	228 51%	88 50%	239 46%
Recorded message	474 42%	431 45%f	102 41%f	318 46%f	421 50%abf	378 52%abcf	54 23%	43 41%f	194 44%	83 48%	215 42%
Other type	46 4%	41 4%	11 4%	30 4%	42 5%f	38 5%f	4 2%	5 4%	20 5%	8 4%	20 4%
SUMMARY CODES											
1 TYPE EXPERIENCED	218 19%	193 20%	53 21%	138 20%	162 19%	137 19%	56 24%	26 24%	95 21%	39 22%	96 19%
2 TYPES EXPERIENCED	183 16%	162 17%f	44 17%f	116 17%f	162 19%f	141 19%f	21 9%	21 20%f	65 15%	33 19%	84 16%
3 TYPES EXPERIENCED	179 16%	156 16%f	35 14%f	116 17%f	166 20%bf	143 20%f	13 6%	23 22%f	76 17%	30 17%	76 15%
4 TYPES EXPERIENCED	125 11%	123 13%fg	24 9%g	96 14%fg	108 13%fg	106 15%bfg	17 7%g	2 2%	61 14%	18 10%	57 11%
5 TYPES EXPERIENCED	4 *	4 *	2 1%	2 *	4 *	4 1%	- -	- -	1 *	1 1%	2 *
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	710 63%	638 66%f	157 63%f	469 67%f	603 72%abcf	531 73%abcf	107 46%	72 68%f	299 67%	122 70%	316 61%
None	417 37%	325 34%de	94 37%de	229 33%de	231 28%	197 27%	128 54%abcde g	34 32%	145 33%	53 30%	199 39%
Mean number of mentions	2.316	2.350fg	2.223f	2.379fg	2.386fg	2.437bfg	1.920	2.011	2.357	2.243	2.320
Standard Deviation	1.105	1.122	1.107	1.126	1.085	1.100	1.136	0.893	1.142	1.086	1.110
Error Variance	0.002	0.002	0.007	0.003	0.002	0.002	0.012	0.009	0.004	0.010	0.004

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1127	470	454	453	63	660	472	1072	892	885	378	567	918	526
Weighted Base	1127	475	441	440	61*	674	456	1068	929	922	407	610	954	568
Silent Calls	330 29%	156 33%	131 30%	131 30%	18 29%	210 31%	137 30%	320 30%	278 30%	274 30%	118 29%	177 29%	281 29%	161 28%
Sales/marketing texts	260 23%	125 26%bcf	88 20%	87 20%	14 23%	175 26%bcf	91 20%	247 23%	243 26%	243 26%	127 31%	186 30%	249 26%	172 30%
Sales/marketing calls	533 47%	241 51%	201 46%	200 45%	37 61%bcf	351 52%bcf	207 45%	519 49%	462 50%	454 49%	209 51%	299 49%	469 49%	278 49%
Recorded message	474 42%	204 43%	182 41%	181 41%	28 46%	303 45%	188 41%	461 43%	421 45%	419 45%	184 45%	272 45%	426 45%	247 44%
Other type	46 4%	21 4%	17 4%	17 4%	2 4%	30 4%	18 4%	46 4%	42 5%	40 4%	19 5%	22 4%	42 4%	20 4%
SUMMARY CODES														
1 TYPE EXPERIENCED	218 19%	98 21%	85 19%	85 19%	12 20%	144 21%	85 19%	211 20%	179 19%	178 19%	71 18%	121 20%	184 19%	114 20%
2 TYPES EXPERIENCED	183 16%	71 15%	66 15%	66 15%	16 27%abcf	115 17%	68 15%	177 17%	158 17%	157 17%	70 17%	90 15%	162 17%	86 15%
3 TYPES EXPERIENCED	179 16%	79 17%	64 14%	63 14%	12 20%	118 17%	64 14%	173 16%	154 17%	152 16%	72 18%	110 18%	156 16%	97 17%
4 TYPES EXPERIENCED	125 11%	66 14%	51 11%	51 11%	4 7%	83 12%	54 12%	123 11%	117 13%	116 13%	53 13%	79 13%	118 12%	71 12%
5 TYPES EXPERIENCED	4 *	1 *	2 *	2 *	- -	2 *	2 *	4 *	4 *	4 *	3 1%	2 *	4 *	3 1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	710 63%	315 66%	268 61%	266 61%	45 74%cf	462 68%bcf	274 60%	687 64%	612 66%	607 66%	270 66%	402 66%	624 65%	372 65%
None	417 37%	160 34%	173 39%e	173 39%e	16 26%	213 32%	183 40%de	380 36%	317 34%	316 34%	137 34%	208 34%	331 35%	196 35%
Mean number of mentions	2.316	2.369	2.321	2.318	2.187	2.317	2.342	2.320	2.362	2.359	2.434	2.380	2.353	2.364
Standard Deviation	1.105	1.141	1.132	1.134	0.950	1.109	1.137	1.107	1.113	1.115	1.118	1.125	1.113	1.133
Error Variance	0.002	0.004	0.005	0.005	0.019	0.003	0.005	0.002	0.002	0.002	0.005	0.003	0.002	0.004

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

	Total	Q6A 6B UNSOLICITED CALLS - (4 WEEKS)														
		Any 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	1127	715	541	400	343	294	104	599	445	340	471	370	194	19	11	8
Weighted Base	1127	709	525	416	330	282	107*	592	433	352	474	363	208	17**	10**	8**
Silent Calls	330 29%	330 47%	287 55%aci	170 41%	330 100%abcq hijkl	282 100%abcq hijkl	107 100%abcgh ijkl	287 48%c	246 57%acgil	151 43%	258 54%aci	225 62%abogi jl	96 46%	10 56%	6 56%	4 55%
Sales/marketing texts	260 23%	260 37%b	153 29%	260 63%abdeg hjk	125 38%b	93 33%	78 73%abdeg hjk	260 44%abehj k	143 33%	260 74%abcde ghijkl	176 37%b	115 32%	129 62%abdeg hjk	4 23%	2 24%	2 21%
Sales/marketing calls	533 47%	533 75%	443 84%acjl	304 73%	280 85%acjl	246 87%acjl	91 85%aci	533 90%abcd ijkl	433 100%abcde fgijkl	293 83%acjl	363 77%	298 82%aci	151 72%	12 71%	7 68%	6 76%
Recorded message	474 42%	474 67%	382 73%agi	277 67%	258 78%acghi	231 82%abcgh i	79 74%	381 64%	306 71%g	225 64%	474 100%abcd efghi	363 100%abcd efghi	208 100%abcde fghi	14 82%	8 81%	6 83%
Other type	46 4%	45 6%	39 8%	24 6%	22 7%	22 8%	4 4%	39 7%	34 8%	16 5%	35 7%	30 8%	12 6%	17 100%	10 100%	8 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	218 19%	217 31%bdefg hijkl	119 23%defhj k	120 29%bdefgh ijkl	20 6%	12 4%	8 7%	127 21%defhj k	67 15%def	73 21%defjk	68 14%de	39 11%de	38 18%defk	2 11%	1 6%	1 17%
2 TYPES EXPERIENCED	183 16%	183 26%def	144 27%defl	94 23%f	58 18%	52 18%	11 11%	157 26%defl	110 26%def	83 24%f	113 24%df	84 23%f	39 19%	3 18%	3 26%	1 8%
3 TYPES EXPERIENCED	179 16%	179 25%	154 29%ci	83 20%	133 40%abcfg il	117 42%abcfg il	25 24%	179 30%cil	151 35%acfil	80 23%	164 35%acfil	140 38%abcfg il	46 22%	1 8%	1 14%	- -
4 TYPES EXPERIENCED	125 11%	125 18%	104 20%	114 27%abg	115 35%abcgh jk	97 34%abghj k	60 57%abcde ghijkl	125 21%	101 23%a	112 32%abgh	125 26%ab	97 27%ab	84 41%abcgh jk	9 51%	4 40%	5 66%
5 TYPES EXPERIENCED	4 *	4 1%	4 1%	4 1%	4 1%	4 1%	2 2%	4 1%	4 1%	3 1%	4 1%	4 1%	1 *	2 12%	1 14%	1 9%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1127	715	541	400	343	294	104	599	445	340	471	370	194	19	11	8
Weighted Base	1127	709	525	416	330	282	107*	592	433	352	474	363	208	17**	10**	8**
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	710 63%	709 100%	525 100%	416 100%	330 100%	282 100%	107 100%	592 100%	433 100%	352 100%	474 100%	363 100%	208 100%	17 100%	10 100%	8 100%
None	417 37%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Mean number of mentions	2.316	2.318	2.487a	2.491a	3.077abc	3.101abc	3.357abc	2.533a	2.688abc	2.685abc	2.756abc	2.844abc	2.865abc	3.349	3.287	3.432
Standard Deviation	1.105	1.105	1.072	1.200	0.903	0.868	0.958	1.070	1.024	1.154	1.028	0.975	1.150	1.253	1.241	1.355
Error Variance	0.002	0.002	0.002	0.004	0.002	0.003	0.009	0.002	0.002	0.004	0.002	0.003	0.007	0.083	0.140	0.230

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1063	522	541	147	168	163	172	152	140	121	208	278	206	371
Weighted Base	1069	518	551	154	192	187	177	159	108	92	229	316	224	301
Silent Calls	330 31%	167 32%	164 30%	26 17%	36 19%	61 33%cd	64 36%cd	53 33%cd	48 44%cd	44 48%cddeg	87 38% <i>m</i>	96 30%	67 30%	81 27%
Sales/marketing texts	260 24%	134 26%	126 23%	25 16% <i>i</i>	50 26% <i>ci</i>	67 36% <i>chi</i>	48 27% <i>ci</i>	45 28% <i>ci</i>	20 19% <i>i</i>	5 5%	76 33% <i>klm</i>	76 24%	50 23%	58 19%
Sales/marketing calls	533 50%	261 50%	272 49%	57 37%	71 37%	86 46%	99 56% <i>cd</i>	100 63% <i>cde</i>	66 61% <i>cde</i>	54 59% <i>cde</i>	128 56% <i>m</i>	164 52% <i>m</i>	116 52% <i>m</i>	125 42%
Recorded message	474 44%	232 45%	242 44%	52 34%	73 38%	79 43%	90 51% <i>cd</i>	77 48% <i>c</i>	63 58% <i>cde</i>	42 45%	121 53% <i>lm</i>	157 50% <i>lm</i>	86 39%	110 37%
Other type	46 4%	23 4%	23 4%	4 2%	3 1%	6 3%	12 7% <i>d</i>	8 5%	8 7% <i>d</i>	6 7% <i>d</i>	20 9% <i>klm</i>	12 4%	8 3%	7 2%
SUMMARY CODES														
1 TYPE EXPERIENCED	218 20%	106 21%	112 20%	35 23%	47 24%	29 16%	38 22%	28 17%	19 18%	23 25%	30 13%	72 23% <i>j</i>	47 21% <i>j</i>	69 23% <i>j</i>
2 TYPES EXPERIENCED	183 17%	81 16%	101 18%	23 15%	27 14%	27 14%	27 15%	45 28% <i>cdefhi</i>	18 17%	15 17%	41 18%	59 19%	38 17%	45 15%
3 TYPES EXPERIENCED	179 17%	90 17%	90 16%	18 12%	20 11%	29 16%	34 19% <i>d</i>	25 16%	28 26% <i>cdegh</i>	24 26% <i>cdegh</i>	43 19%	55 18%	38 17%	42 14%
4 TYPES EXPERIENCED	125 12%	65 13%	60 11%	7 5%	17 9%	32 17% <i>cdi</i>	29 16% <i>cdi</i>	21 13% <i>c</i>	13 12% <i>c</i>	6 7%	46 20% <i>klm</i>	34 11%	22 10%	22 7%
5 TYPES EXPERIENCED	4 *	4 1% <i>b</i>	- -	- -	- -	- -	- -	1 1%	3 3% <i>def</i>	- -	1 *	2 1%	- -	1 *
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	710 66%	346 67%	364 66%	83 54%	112 58%	117 63%	129 73% <i>cd</i>	120 75% <i>cde</i>	81 75% <i>cde</i>	68 74% <i>cd</i>	161 70% <i>m</i>	224 71% <i>m</i>	146 65%	180 60%
None	359 34%	172 33%	187 34%	71 46% <i>fghi</i>	80 42% <i>fghi</i>	69 37% <i>gh</i>	49 27%	40 25%	27 25%	24 26%	68 30%	93 29%	78 35%	121 40% <i>jk</i>
Mean number of mentions	2.316	2.363	2.271	1.964	2.074	2.551 <i>cdi</i>	2.423 <i>cd</i>	2.358 <i>c</i>	2.524 <i>cd</i>	2.208	2.678 <i>klm</i>	2.260	2.244	2.117
Standard Deviation	1.105	1.138	1.072	0.996	1.105	1.140	1.140	1.058	1.119	1.014	1.097	1.099	1.071	1.080
Error Variance	0.002	0.004	0.003	0.013	0.012	0.012	0.010	0.010	0.012	0.011	0.008	0.006	0.008	0.005

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/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	1063	584	291	188	509	554	315	748	883	180	855	88	57	63
Weighted Base	1069	606	296	167	572	497	339	731	883	186	897	91*	55*	26*
Silent Calls	330	215	72	43	167	163	89	242	251	79	271	26	24	9
	31%	35%bc	24%	26%	29%	33%	26%	33% ^f	28%	42% ^h	30%	29%	44% ^j	34%
Sales/marketing texts	260	158	66	35	176	84	94	166	215	45	212	23	21	5
	24%	26%	22%	21%	31% ^e	17%	28%	23%	24%	24%	24%	25%	37% ^j	20%
Sales/marketing calls	533	327	121	85	284	249	153	380	439	95	444	37	38	15
	50%	54% ^b	41%	51% ^b	50%	50%	45%	52%	50%	51%	50%	40%	69% ^j ^k	57%
Recorded message	474	284	115	75	259	215	140	335	383	92	387	39	39	8
	44%	47% ^b	39%	45%	45%	43%	41%	46%	43%	49%	43%	43%	71% ^j ^{km}	33%
Other type	46	31	8	7	21	25	13	33	33	13	36	3	6	1
	4%	5%	3%	4%	4%	5%	4%	4%	4%	7%	4%	4%	10% ^j	3%
SUMMARY CODES														
1 TYPE EXPERIENCED	218	115	59	44	119	99	66	152	186	33	177	26	8	7
	20%	19%	20%	26% ^a	21%	20%	20%	21%	21%	17%	20%	29%	15%	26%
2 TYPES EXPERIENCED	183	113	42	28	94	89	56	127	154	29	149	11	15	7
	17%	19%	14%	16%	16%	18%	16%	17%	17%	16%	17%	12%	27% ^j ^k	29% ^j ^k
3 TYPES EXPERIENCED	179	109	47	24	92	88	44	135	139	40	155	12	8	4
	17%	18%	16%	14%	16%	18%	13%	19% ^f	16%	21%	17%	13%	14%	17%
4 TYPES EXPERIENCED	125	82	25	19	79	46	43	83	97	28	97	11	16	1
	12%	14% ^b	8%	11%	14% ^e	9%	13%	11%	11%	15%	11%	12%	30% ^j ^{km}	3%
5 TYPES EXPERIENCED	4	4	-	-	1	3	1	3	4	-	4	-	-	-
	*	1%	-	-	*	1%	*	*	*	-	*	-	-	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	710	423	173	114	386	324	210	500	581	130	583	61	48	19
	66%	70% ^b	58%	68% ^b	67%	65%	62%	68%	66%	69%	65%	66%	86% ^j ^k	75%
None	359	183	123	53	186	173	128	231	302	57	314	31	8	6
	34%	30%	42% ^a ^c	32%	33%	35%	38%	32%	34%	31%	35% ^l	34% ^l	14%	25%
Mean number of mentions	2.316	2.402 ^c	2.214	2.149	2.350	2.274	2.321	2.313	2.277	2.490	2.318 ^m	2.116	2.680 ^j ^{km}	1.955
Standard Deviation	1.105	1.112	1.069	1.111	1.132	1.072	1.141	1.091	1.105	1.093	1.097	1.164	1.130	0.876
Error Variance	0.002	0.003	0.007	0.009	0.004	0.003	0.007	0.002	0.002	0.009	0.002	0.023	0.026	0.017

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1063	45	119	84	69	81	96	138	143	80	57	88	63
Weighted Base	1069	39*	116	82*	79*	87*	110*	144	153	85*	55*	91*	26*
Silent Calls	330 31%	19 47%cfgh	38 33%g	22 27%	33 41%fgh	31 35%g	25 23%	28 20%	41 27%	34 40%fg	24 44%fgh	26 29%	9 34%g
Sales/marketing texts	260 24%	6 15%	17 14%	11 14%	21 26%	27 31%bcg	25 23%	27 18%	57 37%abcfgl	21 25%	21 37%abcg	23 25%	5 20%
Sales/marketing calls	533 50%	24 61%ghk	59 50%	39 47%	44 55%	51 58%ghk	50 45%	62 43%	65 42%	52 61%fghk	38 69%bcfghk	37 40%	15 57%
Recorded message	474 44%	18 45%	55 48%g	32 40%	38 48%g	41 47%g	49 44%	45 31%	67 44%g	41 48%g	39 71%abcdefg hikl	39 43%	8 33%
Other type	46 4%	3 9%eg	5 4%	4 5%	3 4%	- -	5 4%	2 2%	7 4%	7 8%eg	6 10%eg	3 4%	1 3%
SUMMARY CODES													
1 TYPE EXPERIENCED	218 20%	3 9%	21 18%	14 17%	12 15%	15 17%	23 21%	35 25%a	37 24%a	16 19%	8 15%	26 29%a	7 26%a
2 TYPES EXPERIENCED	183 17%	11 27%gh	22 19%	18 22%	10 13%	19 22%	15 14%	17 12%	20 13%	16 19%	15 27%dfghk	11 12%	7 29%dfghk
3 TYPES EXPERIENCED	179 17%	9 23%	21 18%	10 12%	15 19%	19 22%	21 19%	21 15%	20 13%	19 22%	8 14%	12 13%	4 17%
4 TYPES EXPERIENCED	125 12%	5 12%	11 10%	7 9%	14 18%gl	10 11%	10 9%	8 5%	20 13%gl	13 15%gl	16 30%abcdfgh kl	11 12%	1 3%
5 TYPES EXPERIENCED	4 *	- -	- -	- -	1 1%	- -	- -	- -	3 2%	- -	- -	- -	- -
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	710 66%	28 70%	76 65%	49 60%	53 66%	63 72%g	68 62%	82 57%	101 66%	63 74%g	48 86%bcdfghk	61 66%	19 75%g
None	359 34%	12 30%	40 35%j	33 40%j	27 34%j	24 28%	42 38%j	62 43%eijl	52 34%j	22 26%	8 14%	31 34%j	6 25%
Mean number of mentions	2.316	2.532	2.299	2.207	2.636gkl	2.377l	2.253	2.009	2.336	2.452gl	2.680cgkl	2.116	1.955
Standard Deviation	1.105	0.931	1.040	1.018	1.154	1.017	1.076	1.038	1.256	1.088	1.130	1.164	0.876
Error Variance	0.002	0.025	0.014	0.019	0.030	0.018	0.019	0.014	0.016	0.020	0.026	0.023	0.017

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l
 * small base

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

	Total	Q.12/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1063	938	272	650	833	708	230	125	422	158	493
Weighted Base	1069	963	251	698	834	728	235	106	430	168	479
Silent Calls	330 31%	286 30% <i>f</i>	73 29% <i>f</i>	206 30% <i>f</i>	300 36% <i>abcf</i>	256 35% <i>acf</i>	30 13%	44 41% <i>abcf</i>	147 34%	46 28%	151 32%
Sales/marketing texts	260 24%	260 27% <i>abg</i>	46 18% <i>g</i>	209 30% <i>bdg</i>	199 24% <i>g</i>	199 27% <i>bg</i>	61 26% <i>bg</i>	- -	114 27%	48 29%	106 22%
Sales/marketing calls	533 50%	480 50% <i>f</i>	117 47% <i>f</i>	352 50% <i>f</i>	476 57% <i>abcf</i>	423 58% <i>abcf</i>	57 24%	53 50% <i>f</i>	228 53%	88 52%	239 50%
Recorded message	474 44%	431 45% <i>f</i>	102 41% <i>f</i>	318 46% <i>f</i>	421 50% <i>abf</i>	378 52% <i>abcf</i> <i>g</i>	54 23%	43 41% <i>f</i>	194 45%	83 50%	215 45%
Other type	46 4%	41 4%	11 4%	30 4%	42 5% <i>f</i>	38 5% <i>f</i>	4 2%	5 4%	20 5%	8 5%	20 4%
SUMMARY CODES											
1 TYPE EXPERIENCED	218 20%	193 20%	53 21%	138 20%	162 19%	137 19%	56 24%	26 24%	95 22%	39 23%	96 20%
2 TYPES EXPERIENCED	183 17%	162 17% <i>f</i>	44 17% <i>f</i>	116 17% <i>f</i>	162 19% <i>f</i>	141 19% <i>f</i>	21 9%	21 20% <i>f</i>	65 15%	33 20%	84 18%
3 TYPES EXPERIENCED	179 17%	156 16% <i>f</i>	35 14% <i>f</i>	116 17% <i>f</i>	166 20% <i>bf</i>	143 20% <i>f</i>	13 6%	23 22% <i>f</i>	76 18%	30 18%	76 16%
4 TYPES EXPERIENCED	125 12%	123 13% <i>fg</i>	24 9% <i>g</i>	96 14% <i>fg</i>	108 13% <i>fg</i>	106 15% <i>bfg</i>	17 7% <i>g</i>	2 2%	61 14%	18 11%	57 12%
5 TYPES EXPERIENCED	4 *	4 *	2 1%	2 *	4 *	4 1%	- -	- -	1 *	1 1%	2 *
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	710 66%	638 66% <i>f</i>	157 63% <i>f</i>	469 67% <i>f</i>	603 72% <i>abcf</i>	531 73% <i>abcf</i>	107 46%	72 68% <i>f</i>	299 69%	122 73%	316 66%
None	359 34%	325 34% <i>de</i>	94 37% <i>de</i>	229 33% <i>de</i>	231 28%	197 27%	128 54% <i>abcde</i> g	34 32%	131 31%	46 27%	163 34%
Mean number of mentions	2.316	2.350 <i>fg</i>	2.223 <i>f</i>	2.379 <i>fg</i>	2.386 <i>fg</i>	2.437 <i>bfg</i>	1.920	2.011	2.357	2.243	2.320
Standard Deviation	1.105	1.122	1.107	1.126	1.085	1.100	1.136	0.893	1.142	1.086	1.110
Error Variance	0.002	0.002	0.007	0.003	0.002	0.002	0.012	0.009	0.004	0.010	0.004

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All who have a landline or mobile phone

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1063	451	419	418	60	635	434	1011	852	849	366	556	876	517
Weighted Base	1069	457	411	410	59*	651	423	1013	892	889	395	599	915	559
Silent Calls	330 31%	156 34%	131 32%	131 32%	18 30%	210 32%	137 32%	320 32%	278 31%	274 31%	118 30%	177 30%	281 31%	161 29%
Sales/marketing texts	260 24%	125 27%	88 22%	87 21%	14 24%	175 27%	91 21%	247 24%	243 27%	243 27%	127 32%	186 31%	249 27%	172 31%
Sales/marketing calls	533 50%	241 53%	201 49%	200 49%	37 63%	351 54%	207 49%	519 51%	462 52%	454 51%	209 53%	299 50%	469 51%	278 50%
Recorded message	474 44%	204 45%	182 44%	181 44%	28 48%	303 47%	188 44%	461 46%	421 47%	419 47%	184 47%	272 45%	426 47%	247 44%
Other type	46 4%	21 5%	17 4%	17 4%	2 4%	30 5%	18 4%	46 5%	42 5%	40 5%	19 5%	22 4%	42 5%	20 4%
SUMMARY CODES														
1 TYPE EXPERIENCED	218 20%	98 21%	85 21%	85 21%	12 21%	144 22%	85 20%	211 21%	179 20%	178 20%	71 18%	121 20%	184 20%	114 20%
2 TYPES EXPERIENCED	183 17%	71 16%	66 16%	66 16%	16 28%abcf	115 18%	68 16%	177 17%	158 18%	157 18%	70 18%	90 15%	162 18%	86 15%
3 TYPES EXPERIENCED	179 17%	79 17%	64 15%	63 15%	12 21%	118 18%	64 15%	173 17%	154 17%	152 17%	72 18%	110 18%	156 17%	97 17%
4 TYPES EXPERIENCED	125 12%	66 15%	51 12%	51 12%	4 7%	83 13%	54 13%	123 12%	117 13%	116 13%	53 13%	79 13%	118 13%	71 13%
5 TYPES EXPERIENCED	4 *	1 *	2 *	2 1%	- -	2 *	2 *	4 *	4 *	4 *	3 1%	2 *	4 *	3 1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	710 66%	315 69%	268 65%	266 65%	45 77%	462 71% ^f	274 65%	687 68%	612 69%	607 68%	270 68%	402 67%	624 68%	372 67%
None	359 34%	142 31%	143 35%	143 35%	14 23%	189 29%	150 35% ^e	326 32%	279 31%	282 32%	125 32%	197 33%	291 32%	187 33%
Mean number of mentions	2.316	2.369	2.321	2.318	2.187	2.317	2.342	2.320	2.362	2.359	2.434	2.380	2.353	2.364
Standard Deviation	1.105	1.141	1.132	1.134	0.950	1.109	1.137	1.107	1.113	1.115	1.118	1.125	1.113	1.133
Error Variance	0.002	0.004	0.005	0.005	0.019	0.003	0.005	0.002	0.002	0.002	0.005	0.003	0.002	0.004

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

	Total	Q6A 6B UNSOLICITED CALLS - (4 WEEKS)														
		Any 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	1063	715	541	400	343	294	104	599	445	340	471	370	194	19	11	8
Weighted Base	1069	709	525	416	330	282	107*	592	433	352	474	363	208	17**	10**	8**
Silent Calls	330 31%	330 47%	287 55%aci	170 41%	330 100%abcghijkl	282 100%abcghijkl	107 100%abcghijkl	287 48%c	246 57%acgil	151 43%	258 54%aci	225 62%abogijl	96 46%	10 56%	6 56%	4 55%
Sales/marketing texts	260 24%	260 37%b	153 29%	260 63%abdeg hjk	125 38%b	93 33%	78 73%abdeg hjk	260 44%abehj k	143 33%	260 74%abcde ghijkl	176 37%b	115 32%	129 62%abdeg hjk	4 23%	2 24%	2 21%
Sales/marketing calls	533 50%	533 75%	443 84%acjl	304 73%	280 85%acjl	246 87%acjl	91 85%aci	533 90%abcd ijkl	433 100%abcde fgijkl	293 83%acjl	363 77%	298 82%aci	151 72%	12 71%	7 68%	6 76%
Recorded message	474 44%	474 67%	382 73%agi	277 67%	258 78%acghi	231 82%abcghi	79 74%	381 64%	306 71%g	225 64%	474 100%abcd efghi	363 100%abcd efghi	208 100%abcde fghi	14 82%	8 81%	6 83%
Other type	46 4%	45 6%	39 8%	24 6%	22 7%	22 8%	4 4%	39 7%	34 8%	16 5%	35 7%	30 8%	12 6%	17 100%	10 100%	8 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	218 20%	217 31%bdefghijkl	119 23%defhjk	120 29%bdefghijkl	20 6%	12 4%	8 7%	127 21%defhjk	67 15%def	73 21%defjk	68 14%de	39 11%de	38 18%defk	2 11%	1 6%	1 17%
2 TYPES EXPERIENCED	183 17%	183 26%def	144 27%defl	94 23%f	58 18%	52 18%	11 11%	157 26%defl	110 26%def	83 24%f	113 24%df	84 23%f	39 19%	3 18%	3 26%	1 8%
3 TYPES EXPERIENCED	179 17%	179 25%	154 29%ci	83 20%	133 40%abcfg il	117 42%abcfg il	25 24%	179 30%ciil	151 35%acfil	80 23%	164 35%acfil	140 38%abcfg il	46 22%	1 8%	1 14%	-
4 TYPES EXPERIENCED	125 12%	125 18%	104 20%	114 27%abg	115 35%abcghjk	97 34%abghjk	60 57%abcde ghijkl	125 21%	101 23%a	112 32%abgh	125 26%ab	97 27%ab	84 41%abcghjk	9 51%	4 40%	5 66%
5 TYPES EXPERIENCED	4 *	4 1%	4 1%	4 1%	4 1%	4 1%	2 2%	4 1%	4 1%	3 1%	4 1%	4 1%	1 *	2 12%	1 14%	1 9%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All who have a landline or mobile phone

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1063	715	541	400	343	294	104	599	445	340	471	370	194	19	11	8
Weighted Base	1069	709	525	416	330	282	107*	592	433	352	474	363	208	17**	10**	8**
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	710	709	525	416	330	282	107	592	433	352	474	363	208	17	10	8
	66%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
None	359	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	34%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean number of mentions	2.316	2.318	2.487a	2.491a	3.077abc	3.101abc	3.357abc	2.533a	2.688abc	2.685abc	2.756abc	2.844abc	2.865abc	3.349	3.287	3.432
Standard Deviation	1.105	1.105	1.072	1.200	0.903	0.868	0.958	1.070	1.024	1.154	1.028	0.975	1.150	1.253	1.241	1.355
Error Variance	0.002	0.002	0.002	0.004	0.002	0.003	0.009	0.002	0.002	0.004	0.002	0.003	0.007	0.083	0.140	0.230

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1127	555	572	153	177	172	182	156	158	129	211	289	219	408
Weighted Base	1127	547	580	159	202	196	187	163	122	97	232	328	235	332
Listen to the full message before hanging up	18 2%	10 2%	8 1%	1 1%	5 2%	1 *	3 2%	3 2%	2 2%	3 3%	1 1%	8 2%	4 2%	5 2%
Listen to some of the message before hanging up	97 9%	52 10%	45 8%	5 3%	17 8%	12 6%	18 10% _c	14 9%	17 14% _{ce}	13 14% _{ce}	24 10%	33 10%	20 9%	20 6%
Hang up immediately, as soon as I realise it is a recorded message	368 33%	172 31%	196 34%	45 28%	55 27%	69 35%	70 37% _d	59 36%	45 37%	26 26%	98 42% _{lm}	121 37% _{lm}	64 27%	86 26%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	115 10%	62 11%	52 9%	6 4%	22 11% _c	13 6%	21 11% _c	17 11% _c	19 16% _{ce}	16 16% _{ce}	25 11%	40 12%	24 10%	25 8%
None	653 58%	315 58%	338 58%	107 67% _{fgh}	129 64% _{fgh}	117 60%	98 52%	86 53%	59 49%	56 57%	111 48%	171 52%	149 63% _{jk}	222 67% _{jk}

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced 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	1127	612	308	207	530	597	329	798	939	188	912	94	58	63
Weighted Base	1127	633	312	181	593	534	353	774	934	193	949	96*	56*	26*
Listen to the full message before hanging up	18 2%	6 1%	10 3%a	2 1%	5 1%	13 2%d	4 1%	14 2%	16 2%	2 1%	17 2%	1 1%	- -	- -
Listen to some of the message before hanging up	97 9%	60 9%b	17 5%	21 11%b	56 9%	41 8%	31 9%	66 8%	83 9%	14 7%	77 8%	9 10%	9 16%	2 6%
Hang up immediately, as soon as I realise it is a recorded message	368 33%	224 35%	90 29%	55 30%	205 35%	163 31%	108 30%	261 34%	291 31%	77 40%h	301 32%	29 31%	31 56%jkm	7 27%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	115 10%	66 10%	27 9%	22 12%	61 10%	54 10%	36 10%	79 10%	99 11%	16 8%	94 10%	10 10%	9 16%	2 6%
None	653 58%	349 55%	197 63%a	107 59%	334 56%	319 60%	214 60%	439 57%	552 59%	101 52%	562 59%l	56 59%l	17 30%	17 67%l

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1127	47	128	97	72	86	99	148	150	85	58	94	63
Weighted Base	1127	41*	123	93*	82*	92*	113*	155	160	90*	56*	96*	26*
Listen to the full message before hanging up	18 2%	1 3%	2 1%	1 1%	- -	2 2%	2 2%	3 2%	6 3%	1 1%	- -	1 1%	- -
Listen to some of the message before hanging up	97 9%	3 8%	14 12% ^{dg}	11 12% ^g	2 3%	6 7%	8 7%	6 4%	19 12% ^{dg}	7 7%	9 16% ^{dg}	9 10%	2 6%
Hang up immediately, as soon as I realise it is a recorded message	368 33%	13 32%	41 34%	22 24%	36 44% ^{cgh}	34 37% ^g	39 34%	35 23%	45 28%	35 39% ^{cg}	31 56% ^{abcfe^{gh} kl}	29 31%	7 27%
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	115 10%	5 11%	16 13% ^d	12 13% ^d	2 3%	8 8%	10 9%	10 6%	24 15% ^{dg}	8 9%	9 16% ^{dg}	10 10%	2 6%
None	653 58%	23 56% ^j	68 55% ^j	60 65% ^j	44 53% ^j	51 55% ^j	64 57% ^j	110 71% ^{bdefhij}	93 58% ^j	49 54% ^j	17 30%	56 59% ^j	17 67% ^j

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

* small base

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	Q.12/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1127	938	272	650	833	708	230	125	437	165	535
Weighted Base	1127	963	251	698	834	728	235	106	444	175	515
Listen to the full message before hanging up	18 2%	16 2%	7 3%	9 1%	13 2%	11 2%	5 2%	2 2%	4 1%	2 1%	12 2%
Listen to some of the message before hanging up	97 9%	83 9% ^f	20 8% ^f	62 9% ^f	91 11% ^f	77 11% ^f	6 3%	14 13% ^f	49 11%	13 7%	41 8%
Hang up immediately, as soon as I realise it is a recorded message	368 33%	341 35% ^f ^g	75 30% ^f	255 37% ^f ^g	325 39% ^b ^f ^g	298 41% ^a ^b ^f ^g	43 18%	27 26%	144 32%	72 41%	164 32%
SUMMARY CODE											
LISTEN TO ANY OF MESSAGE	115 10%	99 10% ^f	27 11% ^f	70 10% ^f	104 12% ^f	88 12% ^f	11 4%	16 15% ^f	53 12%	15 9%	53 10%
None	653 58%	532 55% ^c ^d ^e	149 59% ^c ^d ^e	379 54% ^e	414 50%	351 48%	181 77% ^a ^b ^c ^d ^e ^g	63 59% ^e	250 56%	92 52%	300 58%

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1127	470	454	453	63	660	472	1072	892	885	378	567	918	526
Weighted Base	1127	475	441	440	61*	674	456	1068	929	922	407	610	954	568
Listen to the full message before hanging up	18 2%	4 1%	11 3%ae	11 3%ae	1 1%	6 1%	11 3%ae	17 2%	16 2%	18 2%	6 2%	8 1%	18 2%	12 2%
Listen to some of the message before hanging up	97 9%	51 11%	37 8%	37 8%	4 7%	66 10%	37 8%	97 9%	81 9%	82 9%	33 8%	49 8%	83 9%	50 9%
Hang up immediately, as soon as I realise it is a recorded message	368 33%	154 32%	136 31%	135 31%	24 39%	237 35%	141 31%	356 33%	333 36%	327 35%	148 36%	219 36%	333 35%	190 33%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	115 10%	54 11%	48 11%	48 11%	5 8%	72 11%	48 11%	114 11%	97 10%	100 11%	39 10%	57 9%	101 11%	62 11%
None	653 58%	271 57%	258 59%	258 59%	33 54%	372 55%	269 59%	607 57%	508 55%	504 55%	223 55%	338 55%	528 55%	320 56%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

	Total	Q6A/6B UNSOLICITED CALLS - 4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1127	715	541	400	343	294	104	599	445	340	471	370	194	19	11	8
Weighted Base	1127	709	525	416	330	282	107*	592	433	352	474	363	208	17**	10**	8**
Listen to the full message before hanging up	18 2%	18 3%	13 3%	6 2%	7 2%	7 3%	1 1%	9 2%	6 1%	5 1%	18 4%gh	13 3%	6 3%	- -	- -	- -
Listen to some of the message before hanging up	97 9%	97 14%	78 15%	53 13%	46 14%	42 15%	13 12%	77 13%	63 15%	39 11%	97 20%abcdg hi	75 21%abcdg hi	39 19%i	4 24%	3 31%	1 14%
Hang up immediately, as soon as I realise it is a recorded message	368 33%	368 52%	300 57%	226 54%	208 63%acgi	185 66%abcogh i	68 64%ag	303 51%	244 56%	189 54%	368 78%abcde fghi	284 78%abcde fghi	172 83%abcde fghi	10 58%	5 50%	5 69%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	115 10%	115 16%	91 17%	60 14%	54 16%	49 17%	14 13%	86 14%	69 16%	44 12%	115 24%abcde fghi	88 24%abcde fghi	45 22%cgi	4 24%	3 31%	1 14%
None	653 58%	235 33%bdejk l	143 27%ejkl	139 33%dejkl	72 22%jkl	51 18%jkl	28 26%jkl	211 36%bdehj kl	126 29%dejkl	127 36%bdejkl	- -	- -	- -	3 18%	2 19%	1 17%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

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

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

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	471	233	238	46	64	70	83	72	81	55	112	135	85	139
Weighted Base	474	232	242	52*	73*	79*	90*	77*	63*	42*	121	157	86*	110
Listen to the full message before hanging up	18 4%	10 4%	8 3%	1 3%	5 6%	1 1%	3 3%	3 4%	2 3%	3 6%	1 1%	8 5%	4 5%	5 5%
Listen to some of the message before hanging up	97 20%	52 23%	45 18%	5 10%	17 23%	12 15%	18 20%	14 18%	17 27% <i>c</i>	13 32% <i>ce</i>	24 20%	33 21%	20 23%	20 18%
Hang up immediately, as soon as I realise it is a recorded message	368 78%	172 74%	196 81%	45 87% <i>ci</i>	55 75%	69 87% <i>hi</i>	70 78%	59 77%	45 72%	26 62%	98 81%	121 77%	64 74%	86 78%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	115 24%	62 27%	52 22%	6 13%	22 30% <i>c</i>	13 16%	21 24%	17 23%	19 31% <i>ce</i>	16 38% <i>ce</i>	25 21%	40 26%	24 28%	25 23%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced 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	471	280	109	82	231	240	128	343	383	88	368	40	42	21
Weighted Base	474	284	115*	75*	259	215	140	335	383	92*	387	39*	39*	8**
Listen to the full message before hanging up	18 4%	6 2%	10 9%a	2 2%	5 2%	13 6%d	4 3%	14 4%	16 4%	2 2%	17 4%	1 1%	- -	- -
Listen to some of the message before hanging up	97 20%	60 21%	17 14%	21 27%b	56 22%	41 19%	31 22%	66 20%	83 22%	14 15%	77 20%	9 24%	9 23%	2 18%
Hang up immediately, as soon as I realise it is a recorded message	368 78%	224 79%	90 78%	55 73%	205 79%	163 76%	108 77%	261 78%	291 76%	77 84%	301 78%	29 75%	31 79%	7 82%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	115 24%	66 23%	27 23%	22 30%	61 23%	54 25%	36 25%	79 24%	99 26%	16 17%	94 24%	10 25%	9 23%	2 18%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	471	24	55	37	32	37	42	40	62	39	42	40	21
Weighted Base	474	18**	55*	32*	38*	41*	49*	45*	67*	41*	39*	39*	8**
Listen to the full message before hanging up	18 4%	1 7%	2 3%	1 3%	- -	2 4%	2 4%	3 7%	6 8%	1 3%	- -	1 1%	- -
Listen to some of the message before hanging up	97 20%	3 19%	14 26% ^d	11 33% ^d	2 7%	6 15%	8 16%	6 14%	19 28% ^d	7 16%	9 23%	9 24%	2 18%
Hang up immediately, as soon as I realise it is a recorded message	368 78%	13 75%	41 75%	22 68%	36 93% ^b chk	34 81%	39 79%	35 79%	45 67%	35 86% ^h	31 79%	29 75%	7 82%
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	115 24%	5 25%	16 29% ^d	12 36% ^d	2 7%	8 19%	10 21%	10 21%	24 36% ^d	8 19%	9 23%	10 25% ^d	2 18%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

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

	Total	Q.1'2'3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	471	422	113	297	422	373	49	49	186	79	224
Weighted Base	474	431	102*	318	421	378	54*	43*	194	83*	215
Listen to the full message before hanging up	18 4%	16 4%	7 7%	9 3%	13 3%	11 3%	5 9%	2 5%	4 2%	2 3%	12 6%
Listen to some of the message before hanging up	97 20%	83 19%	20 20%	62 19%	91 22%	77 20%	6 11%	14 32%af	49 25%	13 15%	41 19%
Hang up immediately, as soon as I realise it is a recorded message	368 78%	341 79%g	75 74%	255 80%g	325 77%g	298 79%g	43 80%	27 63%	144 74%	72 87%	164 76%
SUMMARY CODE											
LISTEN TO ANY OF MESSAGE	115 24%	99 23%	27 26%	70 22%	104 25%	88 23%	11 20%	16 37%ac	53 27%	15 18%	53 25%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

* small base

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

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

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	471	198	188	187	30	292	195	459	404	401	171	251	409	229
Weighted Base	474	204	182	181	28**	303	188	461	421	419	184	272	426	247
Listen to the full message before hanging up	18 4%	4 2%	11 6%ae	11 6%ae	1 2%	6 2%	11 6%ae	17 4%	16 4%	18 4%	6 4%	8 3%	18 4%	12 5%
Listen to some of the message before hanging up	97 20%	51 25%	37 20%	37 20%	4 15%	66 22%	37 20%	97 21%	81 19%	82 20%	33 18%	49 18%	83 20%	50 20%
Hang up immediately, as soon as I realise it is a recorded message	368 78%	154 75%	136 75%	135 75%	24 84%	237 78%	141 75%	356 77%	333 79%	327 78%	148 80%	219 81%	333 78%	190 77%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	115 24%	54 27%	48 26%	48 27%	5 16%	72 24%	48 26%	114 25%	97 23%	100 24%	39 21%	57 21%	101 24%	62 25%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

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

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	471	471	387	263	262	234	78	383	312	216	471	370	194	15	8	7
Weighted Base	474	474	382	277	258	231	79*	381	306	225	474	363	208	14**	8**	6**
Listen to the full message before hanging up	18 4%	18 4%	13 3%	6 2%	7 3%	7 3%	1 1%	9 2%	6 2%	5 2%	18 4%	13 3%	6 3%	- -	- -	- -
Listen to some of the message before hanging up	97 20%	97 20%	78 20%	53 19%	46 18%	42 18%	13 16%	77 20%	63 21%	39 17%	97 20%	75 21%	39 19%	4 29%	3 38%	1 17%
Hang up immediately, as soon as I realise it is a recorded message	368 78%	368 78%	300 78%	226 82%	208 80%	185 80%	68 86%	303 80%	244 80%	189 84%	368 78%	284 78%	172 83%	10 71%	5 62%	5 83%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	115 24%	115 24%	91 24%	60 22%	54 21%	49 21%	14 17%	86 22%	69 22%	44 19%	115 24%	88 24%	45 22%	4 29%	3 38%	1 17%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

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

Base: ALL THAT HAVE LISTENED TO RECORDED MESSAGE ON THEIR LANDLINE OR MOBILE

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	114	62	52	5	19	11	20	15	25	19	23	37	23	31
Weighted Base	115	62*	52*	6**	22**	13**	21**	17**	19**	16**	25**	40*	24**	25**
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	87 76%	48 77%	39 74%	4 56%	15 67%	11 87%	14 68%	13 74%	19 97%	12 73%	20 80%	35 86%	16 66%	17 65%
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	18 16%	8 14%	9 18%	4 61%	4 17%	4 32%	- -	1 8%	3 14%	2 14%	5 22%	3 6%	3 11%	7 28%
Telling you about a competition	6 5%	2 4%	4 7%	- -	1 6%	1 8%	1 3%	- -	2 13%	* 3%	1 4%	1 1%	1 6%	3 12%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	21 19%	10 16%	11 22%	- -	3 15%	1 8%	7 35%	2 14%	5 28%	2 11%	7 27%	7 17%	3 14%	4 17%
Other type	5 5%	1 1%	5 9%	- -	3 13%	- -	1 3%	1 4%	- -	1 7%	- -	2 5%	1 5%	2 9%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	103 90%	55 89%	47 90%	6 100%	19 88%	13 100%	18 86%	15 88%	19 97%	12 77%	24 95%	38 95%	19 80%	22 86%
ANY EXC. APPOINTMENT REMINDERS	95 83%	53 84%	43 82%	6 100%	16 76%	13 100%	14 68%	14 82%	19 97%	12 77%	23 90%	36 89%	17 71%	20 78%
Can't Remember	9 8%	7 11%	2 4%	- -	1 6%	- -	3 15%	1 8%	1 3%	3 16%	1 5%	2 4%	4 16%	2 8%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: ALL THAT HAVE LISTENED TO RECORDED MESSAGE ON THEIR LANDLINE OR MOBILE

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced 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	114	67	25	22	52	62	32	82	98	16	91	10	10	3
Weighted Base	115	66*	27**	22**	61*	54*	36*	79*	99*	16**	94*	10**	9**	2**
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	87 76%	50 76%	21 78%	16 75%	46 76%	41 76%	29 82%	58 73%	73 73%	14 91%	72 77%	7 67%	7 75%	2 100%
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	18 16%	7 11%	7 27%	4 16%	7 12%	10 19%	8 22%	10 13%	14 14%	4 27%	12 13%	3 31%	3 29%	- -
Telling you about a competition	6 5%	4 5%	1 5%	1 6%	4 6%	2 4%	3 7%	3 4%	6 6%	- -	6 6%	- -	- -	1 36%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	21 19%	16 24%	3 13%	2 11%	9 14%	13 24%	8 23%	13 17%	19 19%	2 14%	18 19%	1 9%	3 31%	- -
Other type	5 5%	4 6%	1 3%	1 3%	3 5%	3 5%	1 2%	4 6%	5 5%	- -	5 5%	- -	- -	1 36%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	103 90%	59 90%	25 93%	19 86%	55 90%	48 89%	35 97%	68 86%	89 89%	14 91%	84 89%	8 83%	9 100%	2 100%
ANY EXC. APPOINTMENT REMINDERS	95 83%	53 81%	24 88%	18 82%	50 83%	45 83%	32 90%	63 80%	81 82%	14 91%	78 82%	8 83%	8 90%	2 100%
Can't Remember	9 8%	4 7%	2 7%	2 11%	6 9%	3 6%	1 3%	8 10%	8 8%	1 9%	6 7%	2 17%	1 10%	- -

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: ALL THAT HAVE LISTENED TO RECORDED MESSAGE ON THEIR LANDLINE OR MOBILE

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	114	6	17	13	2	7	9	8	21	8	10	10	3
Weighted Base	115	5**	16**	12**	2**	8**	10**	10**	24**	8**	9**	10**	2**
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	87 76%	4 84%	12 75%	12 100%	1 57%	4 51%	8 80%	5 54%	20 84%	6 72%	7 75%	7 67%	2 100%
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	18 16%	- -	3 18%	2 19%	1 43%	- -	3 31%	- -	- -	3 39%	3 29%	3 31%	- -
Telling you about a competition	6 5%	- -	* 3%	2 13%	- -	- -	1 11%	- -	2 8%	1 8%	- -	- -	1 36%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	21 19%	- -	1 7%	- -	1 57%	2 20%	2 17%	2 26%	7 30%	2 25%	3 31%	1 9%	- -
Other type	5 5%	- -	- -	1 7%	- -	1 15%	- -	1 7%	1 3%	1 17%	- -	- -	1 36%
SUMMARY CODES													
ANY INC. APPOINTMENT REMINDERS	103 90%	4 84%	14 89%	12 100%	2 100%	5 70%	10 100%	8 79%	22 91%	7 83%	9 100%	8 83%	2 100%
ANY EXC. APPOINTMENT REMINDERS	95 83%	4 84%	13 84%	12 100%	2 100%	4 51%	10 100%	5 54%	20 84%	7 83%	8 90%	8 83%	2 100%
Can't Remember	9 8%	1 16%	2 11%	- -	- -	1 15%	- -	1 13%	1 6%	- -	1 10%	2 17%	- -

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: ALL THAT HAVE LISTENED TO RECORDED MESSAGE ON THEIR LANDLINE OR MOBILE

	Total	Q.12/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	114	96	30	65	105	87	9	18	52	16	53
Weighted Base	115	99*	27**	70*	104*	88*	11**	16**	53*	15*	53*
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	87 76%	75 75%	22 82%	51 73%	79 76%	67 75%	8 77%	13 78%	39 74%	10 69%	42 80%
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	18 16%	17 17%	2 7%	15 21%	16 15%	15 17%	2 18%	1 7%	9 16%	1 9%	8 15%
Telling you about a competition	6 5%	5 5%	2 7%	3 4%	5 5%	4 5%	1 8%	1 7%	4 7%	- -	3 5%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	21 19%	19 19%	5 19%	12 17%	19 18%	16 19%	2 21%	3 16%	10 18%	5 35%	6 12%
Other type	5 5%	5 5%	3 10%	3 4%	4 4%	4 5%	1 8%	- -	3 5%	- -	3 5%
SUMMARY CODES											
ANY INC. APPOINTMENT REMINDERS	103 90%	89 90%	23 86%	64 91%	94 90%	80 90%	9 88%	14 88%	48 91%	12 83%	47 89%
ANY EXC. APPOINTMENT REMINDERS	95 83%	83 84%	22 82%	59 84%	87 84%	75 85%	8 77%	13 78%	44 84%	11 74%	44 84%
Can't Remember	9 8%	7 7%	1 5%	6 8%	8 7%	6 6%	1 12%	2 12%	4 7%	3 17%	4 7%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

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

Base: ALL THAT HAVE LISTENED TO RECORDED MESSAGE ON THEIR LANDLINE OR MOBILE

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	114	53	48	48	5	73	48	113	92	95	37	52	96	57
Weighted Base	115	54*	48*	48*	5**	72*	48*	114	97*	100*	39*	57*	101*	62*
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	87 76%	41 75%	37 78%	37 78%	5 100%	54 75%	37 78%	86 76%	72 75%	75 75%	30 76%	41 72%	77 76%	47 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	18 16%	9 16%	7 15%	7 15%	1 11%	10 14%	7 15%	18 16%	16 16%	16 16%	7 17%	11 19%	18 17%	13 22%
Telling you about a competition	6 5%	4 6%	3 5%	3 5%	- -	4 5%	3 5%	6 5%	4 4%	5 5%	4 9%	4 6%	5 5%	4 6%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	21 19%	10 18%	6 13%	6 13%	- -	15 21%	6 13%	20 18%	21 22%	20 20%	12 30%	13 22%	21 21%	13 21%
Other type	5 5%	3 5%	3 6%	3 6%	- -	3 4%	3 6%	5 5%	4 5%	5 5%	3 7%	2 4%	5 5%	2 3%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	103 90%	49 91%	42 88%	42 88%	5 100%	65 90%	42 88%	102 89%	88 91%	91 91%	36 93%	52 92%	92 91%	57 93%
ANY EXC. APPOINTMENT REMINDERS	95 83%	46 84%	40 82%	40 82%	5 100%	60 83%	40 82%	94 83%	80 83%	84 84%	33 85%	47 83%	85 84%	53 86%
Can't Remember	9 8%	4 7%	4 8%	4 8%	- -	6 9%	4 8%	9 8%	6 6%	6 6%	2 6%	5 8%	6 6%	5 8%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

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

Base: ALL THAT HAVE LISTENED TO RECORDED MESSAGE ON THEIR LANDLINE OR MOBILE

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	114	114	94	55	59	55	14	88	74	41	114	91	40	4	3	1
Weighted Base	115	115	91*	60*	54*	49*	14**	86*	69*	44*	115	88*	45*	4**	3**	1**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	87 76%	87 76%	69 76%	48 81%	46 86%	42 85%	13 95%	75 87%	60 87%	39 91%	87 76%	67 76%	34 75%	4 100%	3 100%	1 100%
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	18 16%	18 16%	14 15%	10 17%	10 18%	9 17%	4 26%	14 17%	9 13%	8 18%	18 16%	14 16%	10 23%	* 10%	* 13%	- -
Telling you about a competition	6 5%	6 5%	5 6%	4 7%	5 9%	5 9%	2 16%	6 7%	5 8%	4 8%	6 5%	5 6%	3 6%	* 10%	* 13%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	21 19%	21 19%	19 21%	10 17%	10 19%	10 21%	5 34%	16 18%	15 21%	8 18%	21 19%	19 22%	9 20%	1 36%	* 13%	1 100%
Other type	5 5%	5 5%	4 5%	3 6%	3 6%	3 6%	1 5%	5 5%	4 5%	3 8%	5 5%	4 4%	3 6%	- -	- -	- -
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	103 90%	103 90%	82 90%	55 92%	49 92%	45 91%	13 95%	81 95%	64 93%	42 95%	103 90%	79 90%	40 90%	4 100%	3 100%	1 100%
ANY EXC. APPOINTMENT REMINDERS	95 83%	95 83%	76 83%	53 89%	48 90%	44 89%	13 95%	79 93%	62 91%	42 95%	95 83%	73 83%	38 85%	4 100%	3 100%	1 100%
Can't Remember	9 8%	9 8%	6 7%	4 6%	2 4%	2 4%	- -	1 1%	1 2%	- -	9 8%	6 7%	4 8%	- -	- -	- -

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

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

Table 17

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

Q. TV

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1127	470	454	453	63	660	472	1072	892	885	378	567	918	526
Weighted Base	1127	475	441	440	61*	674	456	1068	929	922	407	610	954	568
Sky - Digital Satellite TV for a monthly subscription	444 39%	444 93%bcdefg	52 12%d	52 12%d	1 2%	444 66%bcdfg	52 11%d	444 42%bcd	401 43%	397 43%	171 42%	282 46%	403 42%	257 45%
Satellite TV from someone other than Sky	6 1%	6 1%bcef	- -	- -	- -	- -	- -	6 1%	6 1%	6 1%	3 1%	3 1%	6 1%	2 *
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	27 2%	27 6%bcecg	11 2%e	11 2%e	- -	2 *	27 6%bcecg	27 3%e	22 2%	23 3%	10 2%	13 2%	24 2%	12 2%
Virgin Media through cable	175 16%	4 1%	10 2%	10 2%	- -	175 26%abcdfg	10 2%	175 16%abcf	162 17%	162 18%	71 17%	107 18%	162 17%	94 17%
Freeview through a TV aerial and set-top box	164 15%	19 4%	164 37%adeg	164 37%adeg	2 3%	17 3%	164 36%adeg	164 15%ade	128 14%	126 14%	51 12%	88 14%	133 14%	86 15%
TV set which has Freeview channels built in (without a separate set-top box)	282 25%	43 9%	282 64%adeg	282 64%adeg	11 19%ae	58 9%	282 62%adeg	282 26%ae	191 21%	185 20%	87 21%	121 20%	203 21%	114 20%
YouView set top box	3 *	- -	3 1%	2 1%	1 2%ae	1 *	2 1%	3 *	3 *	3 *	2 1%	2 *	3 *	2 *
BT Vision	30 3%	1 *	6 1%	4 1%	30 50%abcefg	30 4%abcf	4 1%	30 3%acf	28 3%	27 3%	15 4%	16 3%	28 3%	16 3%
Talk Talk TV	31 3%	* *	9 2%a	9 2%a	31 50%abcefg	31 5%abcf	9 2%a	31 3%a	28 3%	27 3%	11 3%	10 2%	29 3%	10 2%
Other	12 1%	2 *	6 1%	6 1%	1 1%	3 *	6 1%	12 1%	11 1%	11 1%	7 2%	6 1%	11 1%	9 2%
NO TV	52 5%	- -	- -	- -	- -	- -	- -	- -	46 5%	49 5%	28 7%	31 5%	49 5%	34 6%
Don't know	7 1%	- -	- -	- -	- -	- -	- -	- -	4 *	4 *	1 *	1 *	4 *	1 *

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

Q.INTERNET

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1127	470	454	453	63	660	472	1072	892	885	378	567	918	526
Weighted Base	1127	475	441	440	61*	674	456	1068	929	922	407	610	954	568
Using a Wi-Fi (wireless) connection to broadband	908	421	304	303	53	604	313	859	908	908	375	566	908	523
	81%	89%bcfg	69%	69%	88%bcf	90%bcfg	69%	80%bcf	98%jklm	99%jklm	92%	93%	95%lm	92%
Using a wired (Ethernet) connection to broadband	112	37	50	50	11	65	50	103	112	93	112	71	112	69
	10%	8%	11%	11%	19%aeg	10%	11%	10%	12%	10%	28%hiklm	12%	12%	12%
Using a mobile network e.g. using 3G/4G on a smartphone/tablet/dongle	401	196	129	128	15	268	132	380	376	384	244	401	401	307
	36%	41%bcdfg	29%	29%	24%	40%bcdg	29%	36%bcf	40%	42%	60%hil	66%hilm	42%	54%hil
Using a dial-up connection to the internet i.e. you cannot make phone calls at the same time	3	1	1	1	-	1	1	2	3	3	3	3	3	3
	*	*	*	*	-	*	*	*	*	*	1%	*	*	*
While travelling using a Wi-Fi (wireless) network	231	112	77	77	11	149	81	211	226	231	231	210	231	231
	20%	24%bcf	18%	18%	17%	22%	18%	20%	24%	25%	57%hiklm	34%hil	24%	41%hikl
While travelling using a mobile network e.g. using 3G/4G on a smartphone/tablet/dongle	474	226	166	165	22	319	168	448	446	449	286	474	462	474
	42%	48%bcf	38%	38%	36%	47%bcfg	37%	42%	48%	49%	70%hil	78%hijl	48%	83%hijkl
At work or place of study	226	105	67	66	13	159	66	212	219	218	226	202	223	226
	20%	22%bcf	15%	15%	22%	24%bcf	15%	20%bcf	24%	24%	55%hiklm	33%hil	23%	40%hikl
In a public place (e.g. café or library) using a Wi-Fi (wireless) network	181	76	64	64	14	126	65	174	170	181	160	167	178	181
	16%	16%	14%	15%	22%	19%	14%	16%	18%	20%	39%hiklm	27%hil	19%	32%hil
In a public place (e.g. café or library) using a wired (Ethernet) connection to broadband	51	19	14	13	3	34	13	47	49	51	51	48	51	51
	4%	4%	3%	3%	5%	5%	3%	4%	5%	5%	12%hikl	8%	5%	9%hil
In a public place (e.g. café or library) using a mobile network e.g. using 3G/4G on a smartphone/tablet/dongle	131	58	48	48	6	88	49	128	125	128	113	131	131	131
	12%	12%	11%	11%	10%	13%	11%	12%	13%	14%	28%hikl	22%hil	14%	23%hil

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

Q.INTERNET

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1127	470	454	453	63	660	472	1072	892	885	378	567	918	526
Weighted Base	1127	475	441	440	61*	674	456	1068	929	922	407	610	954	568
Home/personal email address	838 74%	377 79%bcfg	303 69%	301 69%	48 79%	537 80%bcfg	311 68%	787 74% <i>f</i>	813 87%	804 87%	383 94%hil	556 91%hil	828 87%	530 93%hil
Work email address	174 15%	82 17%bcf	48 11%	48 11%	15 25%bcf	132 20%bcfg	50 11%	166 16%bcf	170 18%	169 18%	143 35%hiklm	148 24%hil	173 18%	158 28%hil
None of these/Don't access the internet	154 14%	42 9%	94 21%adeg	94 21%adeg	5 7%	55 8%	98 21%adeg	149 14%ae	- -	- -	- -	- -	- -	- -

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

* small base

Table 19

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1127	555	572	153	177	172	182	156	158	129	211	289	219	408
Weighted Base	1127	547	580	159	202	196	187	163	122	97	232	328	235	332
GENDER														
Male	547	547	-	81	92	106	93	77	56	41	108	166	126	147
	49%	100%b	-	51%	45%	54%i	50%	47%	46%	42%	46%	51%	54%m	44%
Female	580	-	580	78	110	90	94	86	66	57	124	162	109	185
	51%	-	100%a	49%	55%	46%	50%	53%	54%	58%e	54%	49%	46%	56%l
AGE														
16-24	159	81	78	159	-	-	-	-	-	-	29	52	33	46
	14%	15%	13%	100%defghi	-	-	-	-	-	-	12%	16%	14%	14%
25-34	202	92	110	-	202	-	-	-	-	-	36	73	41	51
	18%	17%	19%	-	100%cefgghi	-	-	-	-	-	16%	22%m	18%	15%
35-44	196	106	90	-	-	196	-	-	-	-	41	64	43	48
	17%	19%	16%	-	-	100%cdfghi	-	-	-	-	18%	20%	18%	14%
45-54	187	93	94	-	-	-	187	-	-	-	43	53	42	49
	17%	17%	16%	-	-	-	100%cddegghi	-	-	-	19%	16%	18%	15%
55-64	163	77	86	-	-	-	-	163	-	-	36	46	37	44
	14%	14%	15%	-	-	-	-	100%cddefhi	-	-	15%	14%	16%	13%
65-74	122	56	66	-	-	-	-	-	122	-	27	24	25	46
	11%	10%	11%	-	-	-	-	-	100%cddefgi	-	12%	7%	10%	14%k
75+	97	41	57	-	-	-	-	-	-	97	19	17	14	47
	9%	7%	10%	-	-	-	-	-	-	100%cddefgh	8%	5%	6%	14%ijkl
SOCIAL GRADE														
AB	232	108	124	29	36	41	43	36	27	19	232	-	-	-
	21%	20%	21%	18%	18%	21%	23%	22%	22%	20%	100%klm	-	-	-
C1	328	166	162	52	73	64	53	46	24	17	-	328	-	-
	29%	30%	28%	32%hi	36%hi	33%hi	28%i	28%	20%	17%	-	100%jlm	-	-
C2	235	126	109	33	41	43	42	37	25	14	-	-	235	-
	21%	23%	19%	21%	21%	22%	23%	23%	20%	14%	-	-	100%jkm	-
DE	332	147	185	46	51	48	49	44	46	47	-	-	-	332
	29%	27%	32%	29%	25%	25%	26%	27%	38%defg	49%cddefg	-	-	-	100%jkli

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

Q. Breaks x Breaks

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1127	555	572	153	177	172	182	156	158	129	211	289	219	408
Weighted Base	1127	547	580	159	202	196	187	163	122	97	232	328	235	332
MARITAL STATUS														
Married/Living as married	633	327	307	36	129	128	110	118	73	38	156	195	152	130
	56%	60%b	53%	23%	64%ci	65%ci	59%ci	72%cfhi	60%ci	39%c	67%lm	59%lm	65%lm	39%
Single	312	165	147	123	69	45	46	12	9	8	42	101	52	117
	28%	30%	25%	77%defghi	34%eghi	23%ghi	25%ghi	7%	7%	8%	18%	31%jl	22%	35%jl
Widow/Divorced/Separated	181	56	126	-	4	23	31	33	39	51	33	32	31	85
	16%	10%	22%a	-	2%	12%cd	16%cd	20%cde	32%cddefg	52%cddefgh	14%	10%	13%	26%ijkl
WORKING STATUS														
Working	593	326	267	70	148	150	130	82	12	1	141	206	152	94
	53%	60%b	46%	44%hi	73%cgghi	77%cgghi	70%cgghi	50%hi	10%i	1%	61%lm	63%lm	64%lm	28%
Not working	534	221	313	89	54	46	57	81	110	96	90	122	83	238
	47%	40%	54%a	56%def	27%	23%	30%	50%def	90%cddefg	99%cddefgh	39%	37%	36%	72%ijkl
CHILDREN IN HOUSEHOLD														
Any	353	150	203	50	103	122	58	16	1	3	81	98	76	98
	31%	27%	35%a	31%ghi	51%cfghi	62%cdfghi	31%ghi	10%hi	1%	3%	35%	30%	32%	30%
None	774	397	377	109	99	74	129	147	121	94	151	230	159	234
	69%	73%b	65%	69%de	49%e	38%	69%de	90%cdef	99%cddefg	97%cddefg	65%	70%	68%	70%
AREA														
Urban	934	450	484	144	172	153	149	135	101	81	179	271	186	298
	83%	82%	84%	91%efh	85%	78%	80%	83%	82%	83%	77%	82%	79%	90%ijkl
Rural	193	97	96	15	30	43	38	28	21	16	52	58	49	34
	17%	18%	16%	9%	15%	22%c	20%c	17%	18%c	17%	23%lm	18%lm	21%lm	10%
COUNTRY														
England	949	465	484	130	172	168	155	139	102	85	214	275	190	271
	84%	85%	83%	82%	85%	85%	83%	85%	84%	87%	92%klm	84%	81%	81%
Scotland	96	45	51	16	19	16	20	12	10	4	7	28	25	36
	9%	8%	9%	10%	9%	8%	11%i	8%	8%	4%	3%	8%j	11%j	11%j
Wales	56	24	32	10	8	9	6	8	9	7	7	17	16	16
	5%	4%	6%	6%	4%	4%	3%	5%	7%	7%	3%	5%	7%	5%
Northern Ireland	26	13	13	3	4	4	7	4	1	2	4	8	4	9
	2%	2%	2%	2%	2%	2%	4%	3%	1%	2%	2%	2%	2%	3%

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

Q. Breaks x Breaks

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1127	555	572	153	177	172	182	156	158	129	211	289	219	408
Weighted Base	1127	547	580	159	202	196	187	163	122	97	232	328	235	332
GOVERNMENT REGIONS														
North East	41	18	23	2	1	4	6	14	7	7	15	7	5	14
	4%	3%	4%	1%	1%	2%	3%	9% <i>cdef</i>	6% <i>cd</i>	7% <i>cde</i>	6% <i>kl</i>	2%	2%	4%
North West	123	60	64	20	28	16	17	17	10	15	29	36	15	43
	11%	11%	11%	13%	14%	8%	9%	10%	8%	15%	12%	11%	7%	13% <i>l</i>
Yorkshire and The Humber	93	46	46	16	14	23	11	9	13	6	17	15	34	26
	8%	8%	8%	10%	7%	12%	6%	6%	11%	6%	7%	4%	15% <i>ijk</i>	8%
East Midlands	82	42	40	9	14	19	19	9	6	5	16	26	22	18
	7%	8%	7%	6%	7%	10%	10%	5%	5%	5%	7%	8%	9%	5%
West Midlands	92	44	48	15	17	12	17	15	9	7	13	20	17	42
	8%	8%	8%	9%	8%	6%	9%	9%	8%	8%	5%	6%	7%	13% <i>ijkl</i>
East of England	113	57	56	12	16	22	22	15	13	12	28	38	21	26
	10%	10%	10%	8%	8%	11%	12%	9%	11%	13%	12%	11%	9%	8%
London	155	81	74	18	35	37	21	20	13	10	31	45	33	46
	14%	15%	13%	11%	17%	19% <i>h</i>	11%	13%	11%	11%	13%	14%	14%	14%
South East	160	77	83	30	27	17	26	26	21	13	38	57	25	41
	14%	14%	14%	19% <i>e</i>	13%	9%	14%	16%	17% <i>e</i>	13%	16%	17% <i>l</i>	10%	12%
South West	90	40	50	7	19	18	15	12	10	8	28	30	17	15
	8%	7%	9%	4%	9%	9%	8%	8%	8%	9%	12% <i>m</i>	9% <i>m</i>	7%	4%
Wales	56	24	32	10	8	9	6	8	9	7	7	17	16	16
	5%	4%	6%	6%	4%	4%	3%	5%	7%	7%	3%	5%	7%	5%
Scotland	96	45	51	16	19	16	20	12	10	4	7	28	25	36
	9%	8%	9%	10%	9%	8%	11% <i>i</i>	8%	8%	4%	3%	8% <i>j</i>	11% <i>j</i>	11% <i>j</i>
Northern Ireland	26	13	13	3	4	4	7	4	1	2	4	8	4	9
	2%	2%	2%	2%	2%	2%	4%	3%	1%	2%	2%	2%	2%	3%
Q.1/2/3 PHONES OWN														
Mobile (any)	963	467	496	148	190	180	162	147	83	54	212	294	211	246
	85%	85%	86%	93% <i>hi</i>	94% <i>fhi</i>	91% <i>hi</i>	86% <i>hi</i>	90% <i>hi</i>	68%	56%	92% <i>m</i>	90% <i>m</i>	90% <i>m</i>	74%
Mobile - Pre-pay	251	110	140	34	33	24	38	42	41	38	36	57	50	108
	22%	20%	24%	21% <i>e</i>	16%	12%	21% <i>e</i>	26% <i>cde</i>	34% <i>cdef</i>	39% <i>cdefg</i>	15%	17%	21%	33% <i>ijkl</i>

Table 19

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1127	555	572	153	177	172	182	156	158	129	211	289	219	408
Weighted Base	1127	547	580	159	202	196	187	163	122	97	232	328	235	332
Mobile - contract	698	348	350	114	157	154	117	101	40	14	172	232	159	135
	62%	64%	60%	72%hi	78%efghi	79%efghi	62%hi	62%hi	33%ai	14%	74%lm	71%lm	68%lm	41%
Landline	834	405	429	99	123	143	151	133	99	86	204	244	176	209
	74%	74%	74%	62%	61%	73%cd	80%cd	82%cd	81%cd	88%cd	88%klm	74%lm	75%lm	63%
Mobile & Landline	728	354	374	93	121	136	135	120	74	48	188	222	163	155
	65%	65%	64%	59%	60%	69%ai	72%cdhi	74%cdhi	60%	50%	81%klm	68%lm	69%lm	47%
Mobile only	235	113	122	54	69	44	27	26	9	6	24	72	48	91
	21%	21%	21%	34%efghi	34%efghi	22%hi	14%ai	16%hi	7%	6%	10%	22%j	20%j	27%j
Landline only	106	51	55	6	2	7	16	13	25	38	16	22	13	55
	9%	9%	10%	4%	1%	4%	8%cd	8%cd	21%cd	39%cd	7%	7%	6%	16%ijkl
PAY TV SERVICE														
Sky	444	211	233	61	95	77	84	67	34	25	90	147	98	110
	39%	39%	40%	38%ai	47%hi	39%hi	45%hi	41%hi	28%	26%	39%	45%lm	42%lm	33%
Virgin Media	175	81	94	31	32	39	26	22	19	6	39	52	42	43
	16%	15%	16%	20%ai	16%ai	20%ai	14%	14%	15%ai	6%	17%	16%	18%	13%
Other	515	258	258	64	66	78	79	85	75	69	105	135	94	181
	46%	47%	44%	40%	33%	40%	42%	52%cd	61%cd	70%cd	45%	41%	40%	55%ijkl
TV														
ANY SATELLITE	475	231	243	67	103	81	86	72	38	28	94	153	108	119
	42%	42%	42%	42%ai	51%hi	41%ai	46%hi	44%hi	31%	29%	41%	47%lm	46%lm	36%
ANY FREEVIEW INC. YOUVIEW	441	210	231	56	55	67	62	75	61	65	84	120	76	160
	39%	38%	40%	35%	27%	34%	33%	46%cd	50%cd	66%cd	36%	37%	32%	48%ijkl
ANY FREEVIEW EXC. YOUVIEW	440	209	231	55	55	67	62	75	61	65	83	120	76	160
	39%	38%	40%	35%	27%	34%	33%	46%cd	50%cd	66%cd	36%	37%	32%	48%ijkl
ANY IPTV	61	32	29	8	5	9	17	8	12	1	25	11	13	12
	5%	6%	5%	5%	3%	5%	9%di	5%	10%di	1%	11%km	3%	6%	4%
ANY PAY TV	674	323	351	100	130	123	127	97	64	33	152	205	153	165
	60%	59%	61%	63%ai	64%hi	63%ai	68%hi	60%ai	52%ai	33%	66%lm	63%lm	65%lm	50%
ANY FTA	456	222	235	58	57	68	64	77	65	67	85	123	82	166
	40%	41%	40%	37%	28%	35%	34%	47%cd	53%cd	68%cd	37%	37%	35%	50%ijkl

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

Table 19

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

Q. Breaks x Breaks

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1127	555	572	153	177	172	182	156	158	129	211	289	219	408
Weighted Base	1127	547	580	159	202	196	187	163	122	97	232	328	235	332
ANY TV SERVICE	1068	520	548	143	186	184	180	158	120	97	222	306	222	317
	95%	95%	94%	90%	92%	94%	96% ^c	97% ^{cd}	98% ^{cde}	99% ^{cde}	96%	93%	94%	96%
INTERNET														
FIXED BROADBAND AT HOME	929	465	464	144	176	183	164	141	84	37	217	295	208	209
	82%	85% ^b	80%	90% ^{hi}	87% ^{hi}	93% ^{hi}	88% ^{hi}	87% ^{hi}	69% ⁱ	38%	94% ^m	90% ^m	89% ^m	63%
ANY WIFI ACCESS	922	462	460	143	179	185	165	140	77	33	214	293	205	210
	82%	84% ^b	79%	90% ^{hi}	88% ^{hi}	94% ^{ghi}	88% ^{hi}	86% ^{hi}	63% ⁱ	34%	92% ^m	89% ^m	87% ^m	63%
ANY WIRED (ETHERNET) ACCESS	407	213	193	77	83	88	70	57	27	5	116	152	71	69
	36%	39%	33%	49% ^{ghi}	41% ^{hi}	45% ^{hi}	37% ^{hi}	35% ^{hi}	22% ⁱ	5%	50% ^{lm}	46% ^{lm}	30% ^m	21%
ANY MOBILE (3G/4G) ACCESS	610	311	299	121	155	138	89	72	27	8	142	215	126	127
	54%	57%	52%	76% ^{fghi}	77% ^{fghi}	70% ^{fghi}	48% ^{hi}	44% ^{hi}	22% ⁱ	8%	61% ^m	66% ^{lm}	54% ^m	38%
INTERNET ACCESS AT HOME	954	476	478	149	186	188	167	141	84	39	219	299	212	224
	85%	87% ^b	82%	94% ^{ghi}	92% ^{hi}	96% ^{fghi}	89% ^{hi}	87% ^{hi}	69% ⁱ	40%	95% ^m	91% ^m	90% ^m	67%
INTERNET ACCESS OUTSIDE OF HOME	568	291	277	113	134	137	83	70	26	6	142	205	116	104
	50%	53%	48%	71% ^{fghi}	66% ^{fghi}	70% ^{fghi}	44% ^{hi}	43% ^{hi}	22% ⁱ	6%	61% ^{lm}	63% ^{lm}	50% ^m	31%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

Q. Breaks x Breaks

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced 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	1127	612	308	207	530	597	329	798	939	188	912	94	58	63
Weighted Base	1127	633	312	181	593	534	353	774	934	193	949	96*	56*	26*
GENDER														
Male	547	327	165	56	326	221	150	397	450	97	465	45	24	13
	49%	52% ^c	53% ^c	31%	55% ^e	41%	42%	51% ^f	48%	50%	49%	47%	43%	50%
Female	580	307	147	126	267	313	203	377	484	96	484	51	32	13
	51%	48%	47%	69% ^{ab}	45%	59% ^d	58% ^g	49%	52%	50%	51%	53%	57%	50%
AGE														
16-24	159	36	123	-	70	89	50	109	144	15	130	16	10	3
	14%	6% ^c	39% ^{ac}	-	12%	17% ^d	14%	14%	15% ^l	8%	14%	16%	18%	13%
25-34	202	129	69	4	148	54	103	99	172	30	172	19	8	4
	18%	20% ^c	22% ^c	2%	25% ^e	10%	29% ^g	13%	18%	16%	18%	19%	14%	15%
35-44	196	128	45	23	150	46	122	74	153	43	168	16	9	4
	17%	20% ^{bc}	14%	13%	25% ^e	9%	35% ^g	10%	16%	22%	18%	17%	16%	15%
45-54	187	110	46	31	130	57	58	129	149	38	155	20	6	7
	17%	17%	15%	17%	22% ^e	11%	16%	17%	16%	20%	16%	21%	11%	26% ^l
55-64	163	118	12	33	82	81	16	147	135	28	139	12	8	4
	14%	19% ^b	4%	18% ^b	14%	15%	5%	19% ^f	14%	15%	15%	13%	14%	17%
65-74	122	73	9	39	12	110	1	121	101	21	102	10	9	1
	11%	12% ^b	3%	22% ^{ab}	2%	21% ^d	*	16% ^f	11%	11%	11%	10%	16%	5%
75+	97	38	8	51	1	96	3	94	81	16	85	4	7	2
	9%	6% ^b	3%	28% ^{ab}	*	18% ^d	1%	12% ^f	9%	9%	9%	4%	12%	9%
SOCIAL GRADE														
AB	232	156	42	33	141	90	81	151	179	52	214	7	7	4
	21%	25% ^b	14%	18%	24% ^e	17%	23%	19%	19%	27% ^h	23% ^k	7%	12%	17%
C1	328	195	101	32	206	122	98	230	271	58	275	28	17	8
	29%	31% ^c	32% ^c	18%	35% ^e	23%	28%	30%	29%	30%	29%	29%	31%	32%
C2	235	152	52	31	152	83	76	159	186	49	190	25	16	4
	21%	24% ^{bc}	17%	17%	26% ^e	16%	21%	21%	20%	25%	20%	27%	28%	15%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

Q. Breaks x Breaks

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced 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	1127	612	308	207	530	597	329	798	939	188	912	94	58	63
Weighted Base	1127	633	312	181	593	534	353	774	934	193	949	96*	56*	26*
DE	332	130	117	85	94	238	98	234	298	34	271	36	16	9
	29%	21%	37%a	47%ab	16%	45%d	28%	30%	32%i	18%	29%	38%	29%	36%
MARITAL STATUS														
Married/Living as married	633	633	-	-	386	247	242	392	508	126	545	43	32	14
	56%	100%bc	-	-	65%e	46%	68%g	51%	54%	65%h	57%k	45%	56%	53%
Single	312	-	312	-	153	159	81	231	277	35	250	39	14	9
	28%	-	100%ac	-	26%	30%	23%	30%f	30%i	18%	26%	41%j	25%	34%
Widow/Divorced/Separated	181	-	-	181	54	128	31	151	150	31	154	14	10	3
	16%	-	-	100%ab	9%	24%d	9%	19%f	16%	16%	16%	14%	18%	13%
WORKING STATUS														
Working	593	386	153	54	593	-	237	355	488	105	504	44	29	16
	53%	61%bc	49%c	30%	100%e	-	67%g	46%	52%	55%	53%	46%	51%	64%k
Not working	534	247	159	128	-	534	116	418	447	87	445	52	27	9
	47%	39%	51%a	70%ab	-	100%d	33%	54%f	48%	45%	47%	54%lm	49%	36%
CHILDREN IN HOUSEHOLD														
Any	353	242	81	31	237	116	353	-	295	58	300	25	20	8
	31%	38%bc	26%c	17%	40%e	22%	100%g	-	32%	30%	32%	26%	35%	31%
None	774	392	231	151	355	418	-	774	639	134	649	71	36	18
	69%	62%	74%a	83%ab	60%	78%d	-	100%f	68%	70%	68%	74%	65%	69%
AREA														
Urban	934	508	277	150	488	447	295	639	934	-	787	80	50	17
	83%	80%	89%a	83%	82%	84%	84%	83%	100%i	-	83%lm	84%lm	89%lm	67%
Rural	193	126	35	31	105	87	58	134	-	193	162	16	6	8
	17%	20%b	11%	17%	18%	16%	16%	17%	-	100%h	17%	16%	11%	33%jkl
COUNTRY														
England	949	545	250	154	504	445	300	649	787	162	949	-	-	-
	84%	86%b	80%	85%	85%	83%	85%	84%	84%	84%	100%klm	-	-	-
Scotland	96	43	39	14	44	52	25	71	80	16	-	96	-	-
	9%	7%	13%a	8%	7%	10%	7%	9%	9%	8%	-	100%jlm	-	-

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

Q. Breaks x Breaks

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1127	612	308	207	530	597	329	798	939	188	912	94	58	63
Weighted Base	1127	633	312	181	593	534	353	774	934	193	949	96*	56*	26*
Wales	56	32	14	10	29	27	20	36	50	6	-	-	56	-
	5%	5%	5%	6%	5%	5%	6%	5%	5%	3%	-	-	100%jkm	-
Northern Ireland	26	14	9	3	16	9	8	18	17	8	-	-	-	26
	2%	2%	3%	2%	3%	2%	2%	2%	2%	4%	-	-	-	100%jkl
GOVERNMENT REGIONS														
North East	41	23	7	11	16	25	9	32	41	-	41	-	-	-
	4%	4%	2%	6%b	3%	5%	2%	4%	4%i	-	4%	-	-	-
North West	123	65	35	23	71	52	35	88	123	-	123	-	-	-
	11%	10%	11%	13%	12%	10%	10%	11%	13%i	-	13%klm	-	-	-
Yorkshire and The Humber	93	43	26	23	50	43	40	53	61	31	93	-	-	-
	8%	7%	8%	13%a	8%	8%	11%g	7%	7%	16%h	10%klm	-	-	-
East Midlands	82	53	21	7	45	36	23	59	61	21	82	-	-	-
	7%	8%	7%	4%	8%	7%	6%	8%	7%	11%	9%klm	-	-	-
West Midlands	92	49	23	20	40	52	35	58	63	30	92	-	-	-
	8%	8%	8%	11%	7%	10%	10%	7%	7%	15%h	10%klm	-	-	-
East of England	113	77	24	13	64	49	35	78	72	41	113	-	-	-
	10%	12%b	8%	7%	11%	9%	10%	10%	8%	21%h	12%klm	-	-	-
London	155	82	51	23	81	74	50	105	155	-	155	-	-	-
	14%	13%	16%	13%	14%	14%	14%	14%	17%i	-	16%klm	-	-	-
South East	160	94	43	23	85	75	49	111	151	9	160	-	-	-
	14%	15%	14%	13%	14%	14%	14%	14%	16%i	5%	17%klm	-	-	-
South West	90	58	20	12	52	38	25	65	60	30	90	-	-	-
	8%	9%	6%	7%	9%	7%	7%	8%	6%	16%h	9%klm	-	-	-
Wales	56	32	14	10	29	27	20	36	50	6	-	-	56	-
	5%	5%	5%	6%	5%	5%	6%	5%	5%	3%	-	-	100%jkm	-
Scotland	96	43	39	14	44	52	25	71	80	16	-	96	-	-
	9%	7%	13%a	8%	7%	10%	7%	9%	9%	8%	-	100%jlm	-	-

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

Q. Breaks x Breaks

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced 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	1127	612	308	207	530	597	329	798	939	188	912	94	58	63
Weighted Base	1127	633	312	181	593	534	353	774	934	193	949	96*	56*	26*
Northern Ireland	26	14	9	3	16	9	8	18	17	8	-	-	-	26
	2%	2%	3%	2%	3%	2%	2%	2%	2%	4%	-	-	-	100%jkl
Q.1/2/3 PHONES OWN														
Mobile (any)	963	557	277	129	549	414	327	636	797	166	809	81	49	24
	85%	88% ^c	89% ^c	71%	93% ^e	77%	93% ^g	82%	85%	86%	85%	84%	88%	94%
Mobile - Pre-pay	251	122	76	53	77	174	53	198	218	33	205	28	11	6
	22%	19%	24%	29% ^a	13%	32% ^d	15%	26% ^f	23%	17%	22%	29%	20%	25%
Mobile - contract	698	426	200	72	464	234	268	429	568	130	591	53	37	18
	62%	67% ^c	64% ^c	40%	78% ^e	44%	76% ^g	55%	61%	67%	62%	55%	65%	69%
Landline	834	491	204	140	441	393	250	585	678	156	697	65	50	23
	74%	77% ^b	65%	77% ^b	74%	74%	71%	76%	73%	81% ^h	73%	68%	88% ^{jk}	88% ^{jk}
Mobile & Landline	728	441	185	102	418	310	238	490	592	136	609	55	44	21
	65%	70% ^{bc}	59%	56%	71% ^e	58%	67%	63%	63%	71%	64%	57%	78% ^{jk}	82% ^{jk}
Mobile only	235	116	92	27	131	104	89	146	204	30	200	26	6	3
	21%	18%	30% ^{ac}	15%	22%	19%	25% ^g	19%	22%	16%	21% ^l	27% ^{lm}	10%	12%
Landline only	106	49	19	38	23	83	11	95	86	20	88	10	6	2
	9%	8%	6%	21% ^{ab}	4%	16% ^d	3%	12% ^f	9%	11%	9%	11%	10%	6%
PAY TV SERVICE														
Sky	444	285	111	48	261	183	161	283	351	93	369	33	28	14
	39%	45% ^{bc}	36% ^c	26%	44% ^e	34%	46% ^g	37%	38%	48% ^h	39%	34%	49%	55% ^{jk}
Virgin Media	175	99	51	25	105	70	62	113	159	16	148	10	13	5
	16%	16%	16%	14%	18% ^e	13%	17%	15%	17% ⁱ	8%	16%	10%	22%	20%
Other	515	273	135	107	229	286	142	373	412	103	432	49	28	7
	46%	43%	43%	59% ^{ab}	39%	54% ^d	40%	48% ^f	44%	54% ^h	46% ^m	51% ^m	49% ^m	26%
TV														
ANY SATELLITE	475	303	120	51	275	199	170	304	380	95	395	36	29	14
	42%	48% ^{bc}	39% ^c	28%	46% ^e	37%	48% ^g	39%	41%	49% ^h	42%	38%	52%	55% ^k

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

Q. Breaks x Breaks

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1127	612	308	207	530	597	329	798	939	188	912	94	58	63
Weighted Base	1127	633	312	181	593	534	353	774	934	193	949	96*	56*	26*
ANY FREEVIEW INC. YOUVIEW	441 39%	224 35%	123 39%	93 51%ab	194 33%	247 46%d	114 32%	327 42%f	349 37%	92 48%h	369 39% m	41 42% m	26 47% m	5 21%
ANY FREEVIEW EXC. YOUVIEW	440 39%	224 35%	122 39%	93 51%ab	193 33%	247 46%d	114 32%	326 42%f	348 37%	92 48%h	368 39% m	41 42% m	26 47% m	5 21%
ANY IPTV	61 5%	40 6%b	9 3%	12 7%b	34 6%	27 5%	25 7%	36 5%	47 5%	14 7%	51 5%	6 6%	3 5%	1 4%
ANY PAY TV	674 60%	420 66%bc	170 54%	85 47%	396 67%e	278 52%	244 69%g	431 56%	552 59%	123 64%	562 59%	49 51%	43 77% jk	20 79% jk
ANY FTA	456 40%	234 37%	127 41%	95 53%ab	197 33%	259 49%d	117 33%	339 44%f	363 39%	94 49%h	381 40% m	42 44% m	27 48% m	5 21%
ANY TV SERVICE	1068 95%	608 96%b	282 90%	178 98%b	561 95%	506 95%	345 98%g	722 93%	877 94%	191 99%h	900 95%	86 90%	56 100% k	26 100% k
INTERNET														
FIXED BROADBAND AT HOME	929 82%	559 88%bc	256 82%c	114 63%	542 91%e	388 73%	322 91%g	607 78%	763 82%	166 86%	785 83%	74 78%	47 84%	22 87%
ANY WIFI ACCESS	922 82%	550 87%c	259 83%c	113 62%	544 92%e	378 71%	325 92%g	598 77%	758 81%	164 85%	779 82%	74 78%	46 81%	23 89%
ANY WIRED (ETHERNET) ACCESS	407 36%	232 37%c	135 43%c	40 22%	273 46%e	134 25%	148 42%g	259 33%	346 37%	61 32%	350 37%	26 27%	22 39%	9 36%
ANY MOBILE (3G/4G) ACCESS	610 54%	350 55%c	209 67%ac	51 28%	396 67%e	214 40%	249 71%g	361 47%	497 53%	113 59%	519 55%k	34 35%	40 71% jk	17 67% k
INTERNET ACCESS AT HOME	954 85%	567 90%c	271 87%c	116 64%	555 94%e	399 75%	334 94%g	621 80%	783 84%	172 89%	810 85%	74 78%	47 84%	23 89%
INTERNET ACCESS OUTSIDE OF HOME	568 50%	323 51% c	197 63% ac	48 27%	373 63% e	194 36%	222 63% g	346 45%	469 50%	99 51%	486 51% k	30 32%	35 63% k	17 64% k

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

Q. Breaks x Breaks

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1127	47	128	97	72	86	99	148	150	85	58	94	63
Weighted Base	1127	41*	123	93*	82*	92*	113*	155	160	90*	56*	96*	26*
GENDER													
Male	547	18	60	46	42	44	57	81	77	40	24	45	13
	49%	44%	48%	50%	51%	48%	51%	52%	48%	44%	43%	47%	50%
Female	580	23	64	46	40	48	56	74	83	50	32	51	13
	51%	56%	52%	50%	49%	52%	49%	48%	52%	56%	57%	53%	50%
AGE													
16-24	159	2	20	16	9	15	12	18	30	7	10	16	3
	14%	5%	16%	17%	11%	16%	11%	12%	19%ai	8%	18%	16%	13%
25-34	202	1	28	14	14	17	16	35	27	19	8	19	4
	18%	3%	23%a	16%a	18%a	18%a	14%	23%a	17%a	21%a	14%	19%a	15%a
35-44	196	4	16	23	19	12	22	37	17	18	9	16	4
	17%	9%	13%	25%abeh	23%h	13%	19%	24%abeh	11%	20%	16%	17%	15%
45-54	187	6	17	11	19	17	22	21	26	15	6	20	7
	17%	14%	14%	12%	23%	19%	19%	14%	16%	17%	11%	21%	26%bcg
55-64	163	14	17	9	9	15	15	20	26	12	8	12	4
	14%	34%bcdefgh ijk	14%	10%	11%	17%	13%	13%	16%	14%	14%	13%	17%
65-74	122	7	10	13	6	9	13	13	21	10	9	10	1
	11%	17%	8%	14%	7%	10%	12%	8%	13%	11%	16%	10%	5%
75+	97	7	15	6	5	7	12	10	13	8	7	4	2
	9%	18%gk	12%k	7%	6%	8%	11%	7%	8%	9%	12%	4%	9%
SOCIAL GRADE													
AB	232	15	29	17	16	13	28	31	38	28	7	7	4
	21%	36%cegijkl	23%k	19%k	20%k	14%	25%k	20%k	24%k	31%ejk	12%	7%	17%
C1	328	7	36	15	26	20	38	45	57	30	17	28	8
	29%	18%	29%c	16%	32%c	22%	33%c	29%c	36%ace	34%c	31%c	29%c	32%c
C2	235	5	15	34	22	17	21	33	25	17	16	25	4
	21%	13%	13%	37%abefghi L	26%b	18%	19%	21%	15%	19%	28%bh	27%bh	15%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

* small base

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

Q. Breaks x Breaks

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1127	47	128	97	72	86	99	148	150	85	58	94	63
Weighted Base	1127	41*	123	93*	82*	92*	113*	155	160	90*	56*	96*	26*
DE	332	14	43	26	18	42	26	46	41	15	16	36	9
	29%	34% <i>i</i>	35% <i>i</i>	29%	22%	46% <i>cd</i> fghi	23%	29% <i>i</i>	25%	16%	29%	38% <i>df</i> <i>i</i>	36% <i>i</i>
MARITAL STATUS													
Married/Living as married	633	23	65	43	53	49	77	82	94	58	32	43	14
	56%	56%	53%	47%	65% <i>ck</i>	53%	68% <i>bc</i> egk	53%	59% <i>k</i>	65% <i>ck</i>	56%	45%	53%
Single	312	7	35	26	21	23	24	51	43	20	14	39	9
	28%	18%	29%	28%	26%	25%	21%	33%	27%	22%	25%	41% <i>ae</i> fhi	34%
Widow/Divorced/Separated	181	11	23	23	7	20	13	23	23	12	10	14	3
	16%	26% <i>df</i>	18%	25% <i>df</i>	9%	21% <i>d</i>	11%	15%	14%	13%	18%	14%	13%
WORKING STATUS													
Working	593	16	71	50	45	40	64	81	85	52	29	44	16
	53%	39%	58% <i>a</i>	54%	55%	44%	57%	52%	53%	57%	51%	46%	64% <i>ae</i> k
Not working	534	25	52	43	36	52	49	74	75	38	27	52	9
	47%	61% <i>bl</i>	42%	46%	45%	56% <i>l</i>	43%	48%	47%	43%	49%	54% <i>l</i>	36%
CHILDREN IN HOUSEHOLD													
Any	353	9	35	40	23	35	35	50	49	25	20	25	8
	31%	21%	28%	43% <i>ab</i> k	28%	37%	31%	32%	31%	28%	35%	26%	31%
None	774	32	88	53	59	58	78	105	111	65	36	71	18
	69%	79% <i>c</i>	72% <i>c</i>	57%	72%	63%	69%	68%	69%	72%	65%	74% <i>c</i>	69%
AREA													
Urban	934	41	123	61	61	63	72	155	151	60	50	80	17
	83%	100% <i>cd</i> efij <i>kl</i>	100% <i>cd</i> efhij <i>kl</i>	66%	74%	68%	64%	100% <i>cd</i> efhij <i>kl</i>	94% <i>cd</i> efikl	67%	89% <i>cd</i> efil	84% <i>ce</i> fil	67%
Rural	193	-	-	31	21	30	41	-	9	30	6	16	8
	17%	-	-	34% <i>ab</i> ghjk	26% <i>ab</i> ghj	32% <i>ab</i> ghjk	36% <i>ab</i> ghjk	-	6% <i>bg</i>	33% <i>ab</i> ghjk	11% <i>ab</i> g	16% <i>ab</i> gh	33% <i>ab</i> ghjk
COUNTRY													
England	949	41	123	93	82	92	113	155	160	90	-	-	-
	84%	100% <i>ij</i> kl	100% <i>ij</i> kl	100% <i>ij</i> kl	100% <i>ij</i> kl	100% <i>ij</i> kl	100% <i>ij</i> kl	100% <i>ij</i> kl	100% <i>ij</i> kl	100% <i>ij</i> kl	-	-	-
Scotland	96	-	-	-	-	-	-	-	-	-	-	96	-
	9%	-	-	-	-	-	-	-	-	-	-	100% <i>ab</i> cd ef <i>qh</i> ijl	-

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1127	47	128	97	72	86	99	148	150	85	58	94	63
Weighted Base	1127	41*	123	93*	82*	92*	113*	155	160	90*	56*	96*	26*
Wales	56 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	56 100%abcdefgh ikl	- -	- -
Northern Ireland	26 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	26 100%abcdefghi jk
GOVERNMENT REGIONS													
North East	41 4%	41 100%bcdefghi jkl	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
North West	123 11%	- -	123 100%acdefghi jkl	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yorkshire and The Humber	93 8%	- -	- -	93 100%abdefghi jkl	- -	- -	- -	- -	- -	- -	- -	- -	- -
East Midlands	82 7%	- -	- -	- -	82 100%abcefghi jkl	- -	- -	- -	- -	- -	- -	- -	- -
West Midlands	92 8%	- -	- -	- -	- -	92 100%abcdffghi jkl	- -	- -	- -	- -	- -	- -	- -
East of England	113 10%	- -	- -	- -	- -	- -	113 100%abcdegghi jkl	- -	- -	- -	- -	- -	- -
London	155 14%	- -	- -	- -	- -	- -	- -	155 100%abcdefhi jkl	- -	- -	- -	- -	- -
South East	160 14%	- -	- -	- -	- -	- -	- -	- -	160 100%abcdefgi jkl	- -	- -	- -	- -

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

Q. Breaks x Breaks

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1127	47	128	97	72	86	99	148	150	85	58	94	63
Weighted Base	1127	41*	123	93*	82*	92*	113*	155	160	90*	56*	96*	26*
South West	90 8%	- -	- -	- -	- -	- -	- -	- -	- -	90 100%abcdefgh jkl	- -	- -	- -
Wales	56 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	56 100%abcdefgh ikl	- -	- -
Scotland	96 9%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	96 100%abcdef ghijl	- -
Northern Ireland	26 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	26 100%abcdefghi jk
Q.1/2/3 PHONES OWN													
Mobile (any)	963 85%	33 81%	103 84%	72 78%	71 87%	78 84%	98 87%	126 81%	147 92%cg	78 87%	49 88%	81 84%	24 94%cg
Mobile - Pre-pay	251 22%	12 30%	26 21%	21 22%	16 20%	21 23%	27 24%	24 16%	39 24%	18 20%	11 20%	28 29%g	6 25%
Mobile - contract	698 62%	20 49%	76 62%	50 54%	52 64%	57 62%	70 62%	101 65%	103 64%	61 68%	37 65%	53 55%	18 69%
Landline	834 74%	34 84%h	94 76%h	67 73%	59 73%	73 79%h	92 82%ghk	107 69%	100 62%	71 79%h	50 88%cdghk	65 68%	23 88%cdghk
Mobile & Landline	728 65%	28 68%	81 66%	58 62%	51 63%	63 69%	80 71%g	89 57%	94 59%	64 72%g	44 78%ghk	55 57%	21 82%bcdghk
Mobile only	235 21%	5 13%	22 18%	15 16%	20 25%j	15 16%	18 16%	37 24%j	53 33%abcfeij l	14 16%	6 10%	26 27%jl	3 12%
Landline only	106 9%	6 15%h	13 10%h	10 10%h	8 10%	9 10%	12 11%h	18 12%h	6 4%	7 7%	6 10%	10 11%h	2 6%
PAY TV SERVICE													
Sky	444 39%	16 39%	48 39%	47 51%cdghik	27 33%	34 36%	58 51%cdghik	56 36%	55 34%	29 32%	28 49%i	33 34%	14 55%bddeghik

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

* small base

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

Q. Breaks x Breaks

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1127	47	128	97	72	86	99	148	150	85	58	94	63
Weighted Base	1127	41*	123	93*	82*	92*	113*	155	160	90*	56*	96*	26*
Virgin Media	175	6	34	11	10	7	14	25	20	21	13	10	5
	16%	16%	27% ^{cdefghk}	11%	12%	7%	13%	16%	12%	23% ^{ehk}	22% ^e	10%	20% ^e
Other	515	19	42	43	40	63	47	62	78	38	28	49	7
	46%	47% ^l	34%	47% ^l	49% ^{bl}	68% ^{abcd fgh ijkl}	41%	40%	48% ^{bl}	43%	49% ^l	51% ^{bl}	26%
TV													
ANY SATELLITE	475	16	52	47	28	37	60	65	61	29	29	36	14
	42%	39%	42%	51% ^l	35%	41%	53% ^{d h i k}	42%	38%	32%	52% ⁱ	38%	55% ^{d h i k}
ANY FREEVIEW INC. YOUVIEW	441	17	41	38	34	52	43	42	68	33	26	41	5
	39%	41% ^l	33%	41% ^{gl}	41% ^{gl}	57% ^{b f g h i l}	38% ^l	27%	42% ^{gl}	37%	47% ^{gl}	42% ^{gl}	21%
ANY FREEVIEW EXC. YOUVIEW	440	17	40	38	34	52	43	42	68	33	26	41	5
	39%	41% ^l	32%	41% ^{gl}	41% ^{gl}	57% ^{b f g h i l}	38% ^l	27%	42% ^{gl}	37%	47% ^{gl}	42% ^{gl}	21%
ANY IPTV	61	5	2	6	5	9	3	9	8	5	3	6	1
	5%	12% ^{bf}	2%	6%	6%	9% ^b	2%	6%	5%	5%	5%	6%	4%
ANY PAY TV	674	27	82	62	41	49	75	88	83	55	43	49	20
	60%	67%	67% ^{d h k}	67% ^{d h k}	50%	53%	67% ^{d h k}	57%	52%	61%	77% ^{d e g h k}	51%	79% ^{d e g h k}
ANY FTA	456	17	40	38	36	53	45	48	71	33	27	42	5
	40%	41% ^l	33%	41% ^l	43% ^l	58% ^{b c f g i l}	40% ^l	31%	44% ^{gl}	37%	48% ^{gl}	44% ^{gl}	21%
ANY TV SERVICE	1068	40	118	93	75	91	112	141	145	85	56	86	26
	95%	98%	96%	100% ^{d g h i k}	91%	99% ^{d g h k}	99% ^{d g h k}	91%	91%	95%	100% ^{d g h k}	90%	100% ^{d g h k}
INTERNET													
FIXED BROADBAND AT HOME	929	30	100	74	64	67	98	131	135	85	47	74	22
	82%	75%	81%	80%	79%	72%	87% ^e	84% ^e	84% ^e	94% ^{a b c d e g h k}	84%	78%	87%
ANY WIFI ACCESS	922	29	100	73	64	67	99	132	132	83	46	74	23
	82%	72%	81%	79%	79%	72%	87% ^{a e}	85% ^e	82%	92% ^{a b c d e k}	81%	78%	89% ^{a e}
ANY WIRED (ETHERNET) ACCESS	407	14	30	26	32	30	42	68	76	32	22	26	9
	36%	35%	24%	28%	39% ^b	32%	37%	44% ^{b c k}	48% ^{b c e k}	36%	39%	27%	36%
ANY MOBILE (3G/4G) ACCESS	610	18	61	46	42	50	60	98	100	45	40	34	17
	54%	43%	49%	49%	52% ^k	54% ^k	53% ^k	63% ^{a b c k}	62% ^{a b k}	50%	71% ^{a b c d f i k}	35%	67% ^{a b c k}

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

* small base

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

Q. Breaks x Breaks

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1127	47	128	97	72	86	99	148	150	85	58	94	63
Weighted Base	1127	41*	123	93*	82*	92*	113*	155	160	90*	56*	96*	26*
INTERNET ACCESS AT HOME	954	32	102	78	67	69	100	136	141	85	47	74	23
	85%	79%	83%	84%	82%	75%	89%e	87%e	88%ek	94%abcdek	84%	78%	89%e
INTERNET ACCESS OUTSIDE OF HOME	568	16	54	45	47	38	52	89	94	50	35	30	17
	50%	39%	44%	48%k	57%k	41%	46%	58%abek	59%abek	55%k	63%abek	32%	64%abekl

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

* small base

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

Q. Breaks x Breaks

Base: All adults UK

	Total	Q.12/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1127	938	272	650	833	708	230	125	437	165	535
Weighted Base	1127	963	251	698	834	728	235	106	444	175	515
GENDER											
Male	547	467	110	348	405	354	113	51	211	81	258
	49%	48%	44%	50%	49%	49%	48%	48%	48%	46%	50%
Female	580	496	140	350	429	374	122	55	233	94	258
	51%	52%	56%	50%	51%	51%	52%	52%	52%	54%	50%
AGE											
16-24	159	148	34	114	99	93	54	6	61	31	64
	14%	15%dg	13%g	16%dg	12%g	13%g	23%abcdeg	6%	14%	18%	12%
25-34	202	190	33	157	123	121	69	2	95	32	66
	18%	20%bdg	13%g	23%bdeg	15%g	17%g	29%abdeg	2%	21%	18%	13%
35-44	196	180	24	154	143	136	44	7	77	39	78
	17%	19%bg	9%	22%bdg	17%bg	19%bg	19%bg	7%	17%	22%	15%
45-54	187	162	38	117	151	135	27	16	84	26	79
	17%	17%	15%	17%	18%cf	19%cf	11%	15%	19%	15%	15%
55-64	163	147	42	101	133	120	26	13	67	22	85
	14%	15%	17%	15%	16%	17%	11%	12%	15%	13%	16%
65-74	122	83	41	40	99	74	9	25	34	19	75
	11%	9%cf	17%acef	6%	12%acf	10%cf	4%	24%acdef	8%	11%	15%
75+	97	54	38	14	86	48	6	38	25	6	69
	9%	6%c	15%acdef	2%	10%acef	7%cf	3%	36%abdef	6%	3%	13%
SOCIAL GRADE											
AB	232	212	36	172	204	188	24	16	90	39	105
	21%	22%bf	14%	25%bfg	25%bfg	26%bfg	10%	15%	20%	22%	20%
C1	328	294	57	232	244	222	72	22	147	52	135
	29%	31%bg	23%	33%bg	29%b	31%bg	31%	21%	33%	29%	26%
C2	235	211	50	159	176	163	48	13	98	42	94
	21%	22%g	20%	23%g	21%g	22%g	20%	12%	22%	24%	18%
DE	332	246	108	135	209	155	91	55	110	43	181
	29%	26%c	43%acde	19%	25%c	21%	39%acde	51%acdef	25%	24%	35%

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

Q. Breaks x Breaks

Base: All adults UK

	Total	Q.12/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1127	938	272	650	833	708	230	125	437	165	535
Weighted Base	1127	963	251	698	834	728	235	106	444	175	515
MARITAL STATUS											
Married\Living as married	633 56%	557 58%bfg	122 49%	426 61%bfg	491 59%bfg	441 61%bfg	116 49%	49 46%	285 64%	99 56%	273 53%
Single	312 28%	277 29%g	76 30%g	200 29%g	204 24%	185 25%	92 39%acdeg	19 18%	111 25%	51 29%	135 26%
Widow\Divorced\Separated	181 16%	129 13%	53 21%acef	72 10%	140 17%c	102 14%c	27 12%	38 36%abcde f	48 11%	25 14%	107 21%
WORKING STATUS											
Working	593 53%	549 57%bg	77 31%	464 67%abdef g	441 53%bg	418 57%bg	131 56%bg	23 22%	261 59%	105 60%	229 44%
Not working	534 47%	414 43%c	174 69%acdef	234 33%	393 47%c	310 43%c	104 44%c	83 78%acdef	183 41%	70 40%	286 56%
CHILDREN IN HOUSEHOLD											
Any	353 31%	327 34%bg	53 21%g	268 38%bdeg	250 30%bg	238 33%bg	89 38%bdg	11 10%	161 36%	62 35%	142 28%
None	774 69%	636 66%	198 79%acdef	429 62%	585 70%cf	490 67%c	146 62%	95 90%abcde f	283 64%	113 65%	373 72%
AREA											
Urban	934 83%	797 83%	218 87%de	568 81%	678 81%	592 81%	204 87%	86 81%	351 79%	159 91%	412 80%
Rural	193 17%	166 17%	33 13%	130 19%	156 19%b	136 19%b	30 13%	20 19%	93 21%	16 9%	103 20%
COUNTRY											
England	949 84%	809 84%	205 82%	591 85%	697 84%	609 84%	200 85%	88 83%	369 83%	148 84%	432 84%
Scotland	96 9%	81 8%	28 11%	53 8%	65 8%	55 7%	26 11%	10 10%	33 7%	10 6%	49 9%
Wales	56 5%	49 5%	11 5%	37 5%	50 6%cf	44 6%cf	6 2%	6 5%	28 6%	13 7%	28 5%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

Q. Breaks x Breaks

Base: All adults UK

	Total	Q.1/2/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1127	938	272	650	833	708	230	125	437	165	535
Weighted Base	1127	963	251	698	834	728	235	106	444	175	515
Northern Ireland	26	24	6	18	23	21	3	2	14	5	7
	2%	3%	3%	3%	3%	3%	1%	2%	3%	3%	1%
GOVERNMENT REGIONS											
North East	41	33	12	20	34	28	5	6	16	6	19
	4%	3%	5%	3%	4%	4%	2%	6%	4%	4%	4%
North West	123	103	26	76	94	81	22	13	48	34	42
	11%	11%	10%	11%	11%	11%	10%	12%	11%	19%	8%
Yorkshire and The Humber	93	72	21	50	67	58	15	10	47	11	43
	8%	8%	8%	7%	8%	8%	6%	9%	11%	6%	8%
East Midlands	82	71	16	52	59	51	20	8	27	10	40
	7%	7%	7%	7%	7%	7%	9%	8%	6%	6%	8%
West Midlands	92	78	21	57	73	63	15	9	34	7	63
	8%	8%	8%	8%	9%	9%	6%	9%	8%	4%	12%
East of England	113	98	27	70	92	80	18	12	58	14	47
	10%	10%	11%	10%	11%	11%	8%	11%	13%	8%	9%
London	155	126	24	101	107	89	37	18	56	25	62
	14%	13%	10%	14%	13%	12%	16%	17%	13%	14%	12%
South East	160	147	39	103	100	94	53	6	55	20	78
	14%	15%g	15%g	15%g	12%g	13%g	23%acdeg	6%	12%	11%	15%
South West	90	78	18	61	71	64	14	7	29	21	38
	8%	8%	7%	9%	9%	9%	6%	6%	7%	12%	7%
Wales	56	49	11	37	50	44	6	6	28	13	28
	5%	5%	5%	5%	6%f	6%f	2%	5%	6%	7%	5%
Scotland	96	81	28	53	65	55	26	10	33	10	49
	9%	8%	11%	8%	8%	7%	11%	10%	7%	6%	9%
Northern Ireland	26	24	6	18	23	21	3	2	14	5	7
	2%	3%	3%	3%	3%	3%	1%	2%	3%	3%	1%
Q.1/2/3 PHONES OWN											
Mobile (any)	963	963	251	698	728	728	235	-	388	153	427
	85%	100%dg	100%dg	100%dg	87%g	100%dg	100%dg	-	87%	88%	83%

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

Q. Breaks x Breaks

Base: All adults UK

	Total	Q.12/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1127	938	272	650	833	708	230	125	437	165	535
Weighted Base	1127	963	251	698	834	728	235	106	444	175	515
Mobile - Pre-pay	251	251	251	-	178	178	72	-	69	30	145
	22%	26%cdg	100%acdefg	-	21%cg	24%cg	31%cdg	-	15%	17%	28%
Mobile - contract	698	698	-	698	537	537	160	-	311	122	276
	62%	72%bdg	-	100%abdefg	64%bg	74%bdg	68%bg	-	70%	70%	54%
Landline	834	728	178	537	834	728	-	106	365	132	367
	74%	76%cf	71%fg	77%fg	100%abcf	100%abcf	-	100%abcf	82%	75%	71%
Mobile & Landline	728	728	178	537	728	728	-	-	324	118	315
	65%	76%efg	71%fg	77%fg	87%abcf	100%abcdfg	-	-	73%	67%	61%
Mobile only	235	235	72	160	-	-	235	-	65	36	112
	21%	24%deg	29%deg	23%deg	-	-	100%abcdeg	-	15%	20%	22%
Landline only	106	-	-	-	106	-	-	106	42	14	52
	9%	-	-	-	13%abcef	-	-	100%abcdef	9%	8%	10%
PAY TV SERVICE											
Sky	444	388	69	311	365	324	65	42	444	4	53
	39%	40%bf	27%	45%bf	44%bf	44%bf	28%	39%bf	100%	2%	10%
Virgin Media	175	153	30	122	132	118	36	14	4	175	10
	16%	16%	12%	18%b	16%	16%	15%	13%	1%	100%	2%
Other	515	427	145	276	367	315	112	52	53	10	515
	46%	44%	58%acdef	40%	44%	43%	48%c	49%	12%	6%	100%
TV											
ANY SATELLITE	475	415	79	327	384	341	73	42	444	4	84
	42%	43%bf	31%	47%bf	46%bf	47%bf	31%	40%	100%	2%	16%
ANY FREEVIEW INC. YOUVIEW	441	364	124	235	313	266	97	47	52	10	441
	39%	38%	49%acde	34%	38%	37%	41%c	44%c	12%	6%	86%
ANY FREEVIEW EXC. YOUVIEW	440	363	124	233	312	265	97	47	52	10	440
	39%	38%	49%acde	33%	37%	36%	41%c	44%c	12%	6%	85%
ANY IPTV	61	55	16	39	55	51	4	4	1	-	61
	5%	6%fg	6%fg	6%fg	7%fg	7%fg	2%	3%	*	-	12%

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

Q. Breaks x Breaks

Base: All adults UK

	Total	Q.12/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1127	938	272	650	833	708	230	125	437	165	535
Weighted Base	1127	963	251	698	834	728	235	106	444	175	515
ANY PAY TV	674 60%	591 61%bf	113 45%	468 67%abfg	548 66%bf	488 67%abfg	103 44%	60 56%f	444 100%	175 100%	122 24%
ANY FTA	456 40%	376 39%	130 52%acde	240 34%	322 39%	274 38%	102 43%c	58 45%c	52 12%	10 6%	456 89%
ANY TV SERVICE	1068 95%	911 95%f	237 94%f	659 95%f	807 97%af	705 97%af	206 88%	102 96%f	444 100%	175 100%	515 100%
INTERNET											
FIXED BROADBAND AT HOME	929 82%	836 87%bfg	167 67%g	657 94%abdefg	719 86%bfg	664 91%abdfg	173 74%g	55 52%	401 90%	162 93%	378 73%
ANY WIFI ACCESS	922 82%	834 87%bfg	167 67%g	655 94%abdefg	709 85%bfg	654 90%bdfg	180 77%bg	55 52%	397 89%	162 93%	371 72%
ANY WIRED (ETHERNET) ACCESS	407 36%	385 40%bg	59 23%g	319 46%abdfg	312 37%bg	302 41%bg	83 35%bg	11 10%	171 38%	71 40%	166 32%
ANY MOBILE (3G/4G) ACCESS	610 54%	588 61%bdg	83 33%g	497 71%abdeg	447 54%bg	436 60%bdg	152 65%bdg	11 11%	282 64%	107 61%	235 46%
INTERNET ACCESS AT HOME	954 85%	858 89%bfg	176 70%g	669 96%abdefg	725 87%bfg	667 92%bdfg	190 81%bg	57 54%	403 91%	162 93%	398 77%
INTERNET ACCESS OUTSIDE OF HOME	568 50%	547 57%bdg	73 29%g	467 67%abdefg	430 51%bg	417 57%bdg	129 55%bg	12 11%	257 58%	94 54%	226 44%

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

Q. Breaks x Breaks

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1127	470	454	453	63	660	472	1072	892	885	378	567	918	526
Weighted Base	1127	475	441	440	61*	674	456	1068	929	922	407	610	954	568
GENDER														
Male	547	231	210	209	32	323	222	520	465	462	213	311	476	291
	49%	49%	48%	48%	52%	48%	49%	49%	50%	50%	52%	51%	50%	51%
Female	580	243	231	231	29	351	235	548	464	460	193	299	478	277
	51%	51%	52%	52%	48%	52%	51%	51%	50%	50%	48%	49%	50%	49%
AGE														
16-24	159	67	56	55	8	100	58	143	144	143	77	121	149	113
	14%	14%	13%	13%	13%	15%	13%	13%	15%	16%	19%	20%hil	16%	20%h
25-34	202	103	55	55	5	130	57	186	176	179	83	155	186	134
	18%	22%bcdf	12%	13%	8%	19%bcdf	13%	17%bcf	19%	19%	20%	25%hil	20%	24%
35-44	196	81	67	67	9	123	68	184	183	185	88	138	188	137
	17%	17%	15%	15%	15%	18%	15%	17%	20%	20%	22%	23%	20%	24%
45-54	187	86	62	62	17	127	64	180	164	165	70	89	167	83
	17%	18%	14%	14%	28%bcfg	19%bcf	14%	17%	18%	18%	17%	15%	18%	15%
55-64	163	72	75	75	8	97	77	158	141	140	57	72	141	70
	14%	15%	17%	17%	13%	14%	17%	15%	15%	15%	14%	12%	15%	12%
65-74	122	38	61	61	12	64	65	120	84	77	27	27	84	26
	11%	8%	14%ae	14%ae	20%aeg	9%	14%ae	11%	9%km	8%km	7%	4%	9%km	5%
75+	97	28	65	65	1	33	67	97	37	33	5	8	39	6
	9%	6%	15%adeg	15%adeg	2%	5%	15%adeg	9%e	4%jkm	4%jkm	1%	1%	4%jkm	1%
SOCIAL GRADE														
AB	232	94	84	83	25	152	85	222	217	214	116	142	219	142
	21%	20%	19%	19%	41%abcdfg	22%	19%	21%	23%	23%	28%	23%	23%	25%
C1	328	153	120	120	11	205	123	306	295	293	152	215	299	205
	29%	32%cd	27%	27%	17%	30%cd	27%	29%	32%	32%	37%	35%	31%	36%
C2	235	108	76	76	13	153	82	222	208	205	71	126	212	116
	21%	23%	17%	17%	22%	23%abc	18%	21%	22%	22%	17%	21%	22%	20%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

Q. Breaks x Breaks

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1127	470	454	453	63	660	472	1072	892	885	378	567	918	526
Weighted Base	1127	475	441	440	61*	674	456	1068	929	922	407	610	954	568
DE	332	119	160	160	12	165	166	317	209	210	69	127	224	104
	29%	25%	36%adeg	36%adeg	20%	24%	36%adeg	30%e	22%j	23%j	17%	21%	23%jm	18%
MARITAL STATUS														
Married/Living as married	633	303	224	224	40	420	234	608	559	550	232	350	567	323
	56%	64%bcfg	51%	51%	66%bcf	62%bcfg	51%	57%bc	60%	60%	57%	57%	59%	57%
Single	312	120	123	122	9	170	127	282	256	259	135	209	271	197
	28%	25%	28%d	28%d	14%	25%	28%d	26%d	28%	28%	33%	34%hil	28%	35%hil
Widow/Divorced/Separated	181	51	93	93	12	85	95	178	114	113	40	51	116	48
	16%	11%	21%ae	21%aeg	20%	13%	21%ae	17%ae	12%km	12%km	10%	8%	12%km	8%
WORKING STATUS														
Working	593	275	194	193	34	396	197	561	542	544	273	396	555	373
	53%	58%bcf	44%	44%	56%	59%bcfg	43%	53%bcf	58%	59%	67%hil	65%hil	58%	66%hil
Not working	534	199	247	247	27	278	259	506	388	378	134	214	399	194
	47%	42%	56%aeg	56%aeg	44%	41%	57%aeg	47%e	42%jkm	41%jkm	33%	35%	42%jkm	34%
CHILDREN IN HOUSEHOLD														
Any	353	170	114	114	25	244	117	345	322	325	148	249	334	222
	31%	36%bcf	26%	26%	41%bcf	36%bcf	26%	32%bcf	35%	35%	36%	41%hil	35%	39%
None	774	304	327	326	36	431	339	722	607	598	259	361	621	346
	69%	64%	74%adeg	74%adeg	59%	64%	74%adeg	68%	65%k	65%k	64%	59%	65%k	61%
AREA														
Urban	934	380	349	348	47	552	363	877	763	758	346	497	783	469
	83%	80%	79%	79%	77%	82%	79%	82%	82%	82%	85%	81%	82%	83%
Rural	193	95	92	92	14	123	94	191	166	164	61	113	172	99
	17%	20%	21%	21%	23%	18%	21%	18%	18%	18%	15%	19%	18%	17%
COUNTRY														
England	949	395	369	368	51	562	381	900	785	779	350	519	810	486
	84%	83%	84%	84%	83%	83%	84%	84%	85%	85%	86%	85%	85%	86%
Scotland	96	36	41	41	6	49	42	86	74	74	26	34	74	30
	9%	8%	9%	9%	10%	7%	9%	8%	8%	8%	6%	6%	8%	5%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

Q. Breaks x Breaks

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1127	470	454	453	63	660	472	1072	892	885	378	567	918	526
Weighted Base	1127	475	441	440	61*	674	456	1068	929	922	407	610	954	568
Wales	56	29	26	26	3	43	27	56	47	46	22	40	47	35
	5%	6%	6%	6%	5%	6%	6%	5%	5%	5%	5%	7%	5%	6%
Northern Ireland	26	14	5	5	1	20	5	26	22	23	9	17	23	17
	2%	3%	1%	1%	2%	3%	1%	2%	2%	2%	2%	3%	2%	3%
GOVERNMENT REGIONS														
North East	41	16	17	17	5	27	17	40	30	29	14	18	32	16
	4%	3%	4%	4%	8%	4%	4%	4%	3%	3%	4%	3%	3%	3%
North West	123	52	41	40	2	82	40	118	100	100	30	61	102	54
	11%	11%	9%	9%	3%	12% ^d	9%	11%	11%	11%	7%	10%	11%	10%
Yorkshire and The Humber	93	47	38	38	6	62	38	93	74	73	26	46	78	45
	8%	10%	9%	9%	10%	9%	8%	9%	8%	8%	6%	7%	8%	8%
East Midlands	82	28	34	34	5	41	36	75	64	64	32	42	67	47
	7%	6%	8%	8%	8%	6%	8%	7%	7%	7%	8%	7%	7%	8%
West Midlands	92	37	52	52	9	49	53	91	67	67	30	50	69	38
	8%	8%	12% ^e	12% ^e	14%	7%	12% ^e	9%	7%	7%	7%	8%	7%	7%
East of England	113	60	43	43	3	75	45	112	98	99	42	60	100	52
	10%	13%	10%	10%	5%	11%	10%	10%	11%	11%	10%	10%	11%	9%
London	155	65	42	42	9	88	48	141	131	132	68	98	136	89
	14%	14%	10%	10%	14%	13%	10%	13%	14%	14%	17%	16%	14%	16%
South East	160	61	68	68	8	83	71	145	135	132	76	100	141	94
	14%	13%	15%	15%	13%	12%	16%	14%	15%	14%	19%	16%	15%	17%
South West	90	29	33	33	5	55	33	85	85	83	32	45	85	50
	8%	6%	8%	8%	8%	8%	7%	8%	9%	9%	8%	7%	9%	9%
Wales	56	29	26	26	3	43	27	56	47	46	22	40	47	35
	5%	6%	6%	6%	5%	6%	6%	5%	5%	5%	5%	7%	5%	6%
Scotland	96	36	41	41	6	49	42	86	74	74	26	34	74	30
	9%	8%	9%	9%	10%	7%	9%	8%	8%	8%	6%	6%	8%	5%
Northern Ireland	26	14	5	5	1	20	5	26	22	23	9	17	23	17
	2%	3%	1%	1%	2%	3%	1%	2%	2%	2%	2%	3%	2%	3%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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 10 (QS9593 - 731302)

Q. Breaks x Breaks

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1127	470	454	453	63	660	472	1072	892	885	378	567	918	526
Weighted Base	1127	475	441	440	61*	674	456	1068	929	922	407	610	954	568
Q.1/2/3 PHONES OWN														
Mobile (any)	963	415	364	363	55	591	376	911	836	834	385	588	858	547
	85%	87% ^f	83%	82%	91%	88% ^b ^c ^f	82%	85%	90%	90%	95% ^h ⁱ ^l	96% ^h ⁱ ^l	90%	96% ^h ⁱ ^l
Mobile - Pre-pay	251	79	124	124	16	113	130	237	167	167	59	83	176	73
	22%	17%	28% ^a ^e ^g	28% ^a ^e ^g	26%	17%	28% ^a ^e ^g	22% ^a ^e	18% ^k ^m	18% ^k ^m	14%	14%	18% ^k ^m	13%
Mobile - contract	698	327	235	233	39	468	240	659	657	655	319	497	669	467
	62%	69% ^b ^c ^f ^g	53%	53%	64%	69% ^b ^c ^f ^g	53%	62% ^b ^c ^f	71%	71%	78% ^h ⁱ ^l	81% ^h ⁱ ^l	70%	82% ^h ⁱ ^l
Landline	834	384	313	312	55	548	322	807	719	709	312	447	725	430
	74%	81% ^b ^c ^f ^g	71%	71%	90% ^b ^c ^f ^g	81% ^b ^c ^f ^g	71%	76%	77%	77%	77%	73%	76%	76%
Mobile & Landline	728	341	266	265	51	488	274	705	664	654	302	436	667	417
	65%	72% ^b ^c ^f ^g	60%	60%	84% ^b ^c ^f ^g	72% ^b ^c ^f ^g	60%	66% ^c ^f	71%	71%	74%	71%	70%	74%
Mobile only	235	73	97	97	4	103	102	206	173	180	83	152	190	129
	21%	15%	22% ^a ^d ^e	22% ^a ^d ^e	7%	15%	22% ^a ^d ^e	19% ^d ^e	19%	20%	20%	25% ^h ⁱ ^l	20%	23%
Landline only	106	42	47	47	4	60	48	102	55	55	11	11	57	12
	9%	9%	11%	11%	6%	9%	10%	10%	6% ^j ^k ^m	6% ^j ^k ^m	3%	2%	6% ^j ^k ^m	2%
PAY TV SERVICE														
Sky	444	444	52	52	1	444	52	444	401	397	171	282	403	257
	39%	93% ^b ^c ^d ^e ^f ^g	12% ^d	12% ^d	2%	66% ^b ^c ^d ^e ^f ^g	11% ^d	42% ^b ^c ^d ^e ^f	43%	43%	42%	46%	42%	45%
Virgin Media	175	4	10	10	-	175	10	175	162	162	71	107	162	94
	16%	1%	2%	2%	-	26% ^a ^b ^c ^d ^e ^f ^g	2%	16% ^a ^b ^c ^d ^e ^f	17%	18%	17%	18%	17%	17%
Other	515	84	441	440	61	122	456	515	378	371	166	235	398	226
	46%	18%	100% ^a ^e ^g	100% ^a ^e ^g	100% ^a ^e ^g	18%	100% ^a ^e ^g	48% ^a ^e	41%	40%	41%	39%	42%	40%
TV														
ANY SATELLITE	475	475	60	60	1	444	77	475	426	424	181	296	431	269
	42%	100% ^b ^c ^d ^e ^f ^g	14% ^d	14% ^d	2%	66% ^b ^c ^d ^e ^f ^g	17% ^d	44% ^b ^c ^d ^e ^f	46%	46%	45%	49%	45%	47%
ANY FREEVIEW INC. YOUVIEW	441	60	441	440	14	75	440	441	316	309	137	208	333	198
	39%	13%	100% ^a ^d ^e ^f ^g	100% ^a ^d ^e ^f ^g	24% ^a ^e	11%	96% ^a ^d ^e ^g	41% ^a ^d ^e	34%	34%	34%	34%	35%	35%
ANY FREEVIEW EXC. YOUVIEW	440	60	440	440	13	74	440	440	315	308	136	206	332	197
	39%	13%	100% ^a ^d ^e ^f ^g	100% ^a ^d ^e ^f ^g	22% ^a ^e	11%	96% ^a ^d ^e ^g	41% ^a ^d ^e	34%	33%	33%	34%	35%	35%

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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* small base

Consumer Complaints Study - Wave 10 (QS9593 - 731302)

Q. Breaks x Breaks

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1127	470	454	453	63	660	472	1072	892	885	378	567	918	526
Weighted Base	1127	475	441	440	61*	674	456	1068	929	922	407	610	954	568
ANY IPTV	61	1	14	13	61	61	13	61	55	54	26	26	56	27
	5%	*	3%a	3%a	100%abcefg	9%abcfg	3%a	6%acf	6%	6%	6%	4%	6%	5%
ANY PAY TV	674	444	75	74	61	674	74	674	612	608	264	411	616	373
	60%	93%bcfg	17%	17%	100%bcfg	100%abcfg	16%	63%bcf	66%	66%	65%	67%	65%	66%
ANY FTA	456	77	440	440	13	74	456	456	326	320	140	211	345	203
	40%	16%e	100%adeg	100%adeg	22%e	11%	100%adeg	43%ade	35%	35%	34%	35%	36%	36%
ANY TV SERVICE	1068	475	441	440	61	674	456	1068	878	869	378	578	901	533
	95%	100%	100%	100%	100%	100%	100%	100%	95%	94%	93%	95%	94%	94%
INTERNET														
FIXED BROADBAND AT HOME	929	426	316	315	55	612	326	878	929	910	396	572	929	532
	82%	90%bcfg	72%	72%	91%bcf	91%bcfg	71%	82%bcf	100%ijklm	99%km	97%km	94%	97%km	94%
ANY WIFI ACCESS	922	424	309	308	54	608	320	869	910	922	384	577	919	536
	82%	89%bcfg	70%	70%	88%bcf	90%bcfg	70%	81%bcf	98%ijklm	100%hijklm	94%	95%	96%	94%
ANY WIRED (ETHERNET) ACCESS	407	181	137	136	26	264	140	378	396	384	407	330	404	364
	36%	38%bcf	31%	31%	43%	39%bcf	31%	35%	43%	42%	100%hiklm	54%hil	42%	64%hikl
ANY MOBILE (3G/4G) ACCESS	610	296	208	206	26	411	211	578	572	577	330	610	597	516
	54%	62%bcdfg	47%	47%	42%	61%bcdfg	46%	54%bcf	62%	63%	81%hil	100%hijlm	63%	91%hiji
INTERNET ACCESS AT HOME	954	431	333	332	56	616	345	901	929	919	404	597	954	550
	85%	91%bcfg	76%	76%	93%bcf	91%bcfg	76%	84%bcf	100%ijkm	100%km	99%lm	98%	100%ijkm	97%
INTERNET ACCESS OUTSIDE OF HOME	568	269	198	197	27	373	203	533	532	536	364	516	550	568
	50%	57%bcfg	45%	45%	44%	55%bcfg	44%	50%	57%	58%	90%hikl	85%hil	58%	100%hijkl

Fieldwork : 07/01/2015 - 18/01/2015 (Week 02)

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* small base