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● 21	3	3	Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?	Base: All adults UK	1051
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Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	1051	501	550	139	155	154	146	151	166	140	213	250	212	376
Weighted Base	1051	511	540	148	185	186	163	161	112	97	245	289	216	301
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	682 65%	338 66%	345 64%	129 87%ghi	155 84%ghi	151 81%ghi	125 77%ghi	80 50%hi	35 31%i	7 7%	172 70%m	202 70%m	148 69%m	159 53%
A mobile phone (not a Smartphone) with internet access	132 13%	67 13%	64 12%	16 11%	26 14%	20 11%	21 13%	28 18%i	12 11%	7 8%	29 12%	35 12%	32 15%	35 12%
A mobile phone without internet access	204 19%	93 18%	111 21%	12 8%	22 12%	22 12%	13 8%	48 30%cdef	42 38%cdef	45 47%cdefg	46 19%	50 17%	31 14%	77 26%kl
A tablet (e.g. iPad, Samsung Galaxy)	503 48%	230 45%	274 51%	82 55%hi	95 51%hi	111 59%ghi	84 52%hi	72 45%i	42 38%i	17 18%	142 58%lm	172 60%lm	93 43%m	96 32%
A desktop computer	302 29%	166 32%b	136 25%	43 29%di	33 18%	54 29%di	69 42%cdehi	59 37%dhi	27 24%	17 17%	104 42%lm	102 35%lm	55 25%m	42 14%
A laptop or netbook	628 60%	314 61%	314 58%	100 68%ghi	127 69%ghi	132 71%ghi	120 74%ghi	85 53%i	46 41%i	18 18%	171 70%lm	187 65%lm	133 61%lm	136 45%
An e- reader (e.g. Kindle, Kobo)	140 13%	57 11%	83 15%	12 8%	19 10%	26 14%	41 25%cddeghi	24 15%i	13 11%	6 6%	56 23%klm	41 14%lm	25 12%lm	18 6%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	233 22%	144 28%b	89 16%	76 51%efghi	71 39%efghi	38 21%ghi	33 21%ghi	9 5%	4 4%	1 1%	55 23%	71 25%lm	55 26%lm	51 17%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	76 7%	45 9%	31 6%	28 19%defghi	19 10%eghi	7 4%	15 9%hi	6 4%	1 1%	- -	16 7%	28 10%	15 7%	17 6%
Other mobile device	2 *	2 *	- -	- -	2 1%	- -	- -	- -	* *	- -	* *	- -	2 1%	- -
SUMMARY CODES														
ANY MOBILE PHONE	941 90%	452 88%	489 90%	141 95%hi	176 95%hi	177 95%hi	152 94%hi	149 93%hi	87 78%i	57 59%	226 92%lm	267 93%lm	194 90%	254 84%
ANY MOBILE WITH INTERNET ACCESS	779 74%	383 75%	396 73%	136 92%ghi	170 92%ghi	164 88%ghi	144 88%ghi	104 65%hi	47 42%i	14 14%	192 78%lm	230 80%lm	171 79%lm	187 62%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

KANTAR MEDIA

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Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	1051	501	550	139	155	154	146	151	166	140	213	250	212	376
Weighted Base	1051	511	540	148	185	186	163	161	112	97	245	289	216	301
ANY COMPUTER INC. TABLET	818 78%	398 78%	420 78%	126 85%hi	157 85%ghi	162 87%ghi	144 89%ghi	120 74%i	72 64%i	38 40%	220 90%lm	251 87%lm	166 77%lm	182 60%
ANY COMPUTER EXC. TABLET	723 69%	361 71%	363 67%	109 74%hi	135 73%hi	145 78%ghi	140 86%cdghi	107 66%hi	59 53%i	29 30%	208 85%klm	212 73%lm	149 69%lm	154 51%
ANY GAMING DEVICE	251 24%	153 30%b	98 18%	80 54%defghi	74 40%efghi	39 21%ghi	39 24%ghi	13 8%i	6 5%	1 1%	59 24%	81 28%lm	58 27%lm	53 18%
ANY DEVICE	989 94%	477 93%	511 95%	144 97%hi	184 99%hi	180 97%hi	160 99%hi	155 97%hi	99 89%i	67 69%	236 97%lm	279 97%lm	206 95%lm	268 89%
None	54 5%	28 5%	27 5%	1 1%	- -	6 3%d	1 1%	6 3%d	12 11%cdelfg	28 29%cdelfgh	5 2%	7 3%	10 5%	32 11%ijkl
Don't know	8 1%	6 1%	2 *	3 2%	1 1%	- -	1 1%	- -	1 1%	2 2%	3 1%	2 1%	1 1%	2 1%

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \ Living as married (a)	Single (b)	Widow \ Divorced \ Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1051	572	268	211	477	574	289	762	824	227	852	90	47	62
Weighted Base	1051	585	282	184	571	480	333	718	840	211	885	89*	52*	24*
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	682 65%	396 68% ^c	220 78% ^{ac}	66 36%	463 81% ^e	219 46%	272 82% ^g	410 57%	579 69% ⁱ	103 49%	571 64%	57 64%	38 73%	16 67%
A mobile phone (not a Smartphone) with internet access	132 13%	56 10%	41 15%	34 19% ^a	69 12%	63 13%	43 13%	89 12%	105 12%	27 13%	109 12%	19 21% ^{lm}	2 5%	1 5%
A mobile phone without internet access	204 19%	110 19% ^b	36 13%	58 32% ^{ab}	69 12%	135 28% ^d	27 8%	177 25% ^f	143 17%	61 29% ^h	173 19%	15 16%	10 19%	7 29%
A tablet (e.g. iPad, Samsung Galaxy)	503 48%	314 54% ^c	134 47% ^c	56 31%	337 59% ^e	166 35%	200 60% ^g	304 42%	411 49%	93 44%	418 47%	46 52%	26 49%	13 53%
A desktop computer	302 29%	195 33% ^{bc}	65 23%	41 22%	192 34% ^e	110 23%	90 27%	212 29%	260 31% ⁱ	41 19%	258 29% ^m	24 27% ^m	17 32% ^m	2 10%
A laptop or netbook	628 60%	376 64% ^c	168 59% ^c	84 46%	411 72% ^e	217 45%	234 70% ^g	393 55%	523 62% ⁱ	104 49%	521 59%	60 67%	35 66%	12 50%
An e- reader (e.g. Kindle, Kobo)	140 13%	109 19% ^{bc}	17 6%	14 8%	98 17% ^e	42 9%	50 15%	91 13%	118 14%	22 10%	118 13%	16 18%	3 6%	3 12%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	233 22%	127 22% ^c	93 33% ^{ac}	13 7%	159 28% ^e	74 15%	116 35% ^g	116 16%	193 23%	39 19%	195 22%	23 26%	10 19%	4 16%
A portable gaming device (e.g. SonyPSP\Vita, Nintendo DS)	76 7%	31 5%	40 14% ^{ac}	5 2%	46 8%	30 6%	33 10%	43 6%	63 8%	13 6%	63 7%	9 10%	4 8%	- -
Other mobile device	2 *	2 *	- -	- -	2 *	* *	2 *	* *	* *	2 1%	2 *	* *	- -	- -
SUMMARY CODES														
ANY MOBILE PHONE	941 90%	530 91% ^c	265 94% ^c	147 80%	547 96% ^e	394 82%	312 94% ^g	629 88%	759 90%	182 86%	786 89%	81 91%	51 96%	23 97%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1051	572	268	211	477	574	289	762	824	227	852	90	47	62
Weighted Base	1051	585	282	184	571	480	333	718	840	211	885	89*	52*	24*
ANY MOBILE WITH INTERNET ACCESS	779	441	244	94	506	273	298	481	652	127	651	71	41	17
	74%	75% ^c	86% ^{ac}	51%	89% ^e	57%	89% ^g	67%	78% ⁱ	60%	73%	79%	77%	70%
ANY COMPUTER INC. TABLET	818	488	218	112	507	312	293	525	672	146	678	79	45	17
	78%	83% ^c	77% ^c	61%	89% ^e	65%	88% ^g	73%	80% ⁱ	69%	77%	88% ^{jm}	86%	69%
ANY COMPUTER EXC. TABLET	723	437	186	101	457	266	258	466	604	120	608	65	37	14
	69%	75% ^{bc}	66% ^c	55%	80% ^e	55%	77% ^g	65%	72% ⁱ	57%	69%	72%	71%	57%
ANY GAMING DEVICE	251	132	104	15	171	80	119	132	207	44	213	23	11	4
	24%	23% ^c	37% ^{ac}	8%	30% ^e	17%	36% ^g	18%	25%	21%	24%	26%	21%	16%
ANY DEVICE	989	560	273	155	562	427	328	661	799	190	827	87	51	23
	94%	96% ^c	97% ^c	85%	98% ^e	89%	98% ^g	92%	95% ⁱ	90%	93%	97%	98%	98%
None	54	22	6	26	4	50	4	51	35	20	51	2	1	*
	5%	4%	2%	14% ^{ab}	1%	11% ^d	1%	7% ^f	4%	9% ^h	6%	2%	2%	2%
Don't know	8	3	4	2	6	2	2	6	6	2	8	*	-	-
	1%	*	1%	1%	1%	*	*	1%	1%	1%	1%	*	-	-

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	1051	46	105	90	73	84	102	126	141	85	47	90	62
Weighted Base	1051	42*	102*	93*	75*	92*	105*	135	156	86*	52*	89*	24*
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	682 65%	28 68%	62 61%	58 62%	47 62%	64 69%	60 57%	92 68%	106 68%	54 62%	38 73%	57 64%	16 67%
A mobile phone (not a Smartphone) with internet access	132 13%	3 6%	12 11%	19 20%ejl	15 20%ejl	5 6%	13 12%	14 11%	21 13%	9 10%	2 5%	19 21%ejl	1 5%
A mobile phone without internet access	204 19%	8 19%	21 21%	15 16%	14 19%	22 24%	25 23%	26 20%	24 15%	18 21%	10 19%	15 16%	7 29%h
A tablet (e.g. iPad, Samsung Galaxy)	503 48%	25 59%abc	36 35%	35 37%	43 57%bcfg	48 53%b	43 40%	56 42%	92 59%bcfg	41 48%	26 49%	46 52%b	13 53%
A desktop computer	302 29%	9 22%	32 31%cl	15 16%	17 23%	23 25%	30 29%l	31 23%	71 45%abcdegfk l	30 35%cl	17 32%l	24 27%l	2 10%
A laptop or netbook	628 60%	23 55%	56 55%	52 56%	46 62%	54 58%	54 52%	80 59%	104 67%fl	52 60%	35 66%	60 67%	12 50%
An e- reader (e.g. Kindle, Kobo)	140 13%	11 26%cddefgj	15 15%	11 11%	6 8%	10 10%	9 8%	15 11%	31 20%dfj	12 14%	3 6%	16 18%	3 12%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	233 22%	11 26%f	27 27%fgi	26 28%fgi	21 28%fgi	38 42%fghijkl	12 12%	18 13%	30 19%	11 13%	10 19%	23 26%fgi	4 16%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	76 7%	- -	6 6%	12 13%afll	4 6%	7 7%	2 2%	12 9%af	13 9%	6 7%	4 8%	9 10%f	- -
Other mobile device	2 *	- -	- -	- -	- -	- -	- -	- -	- -	2 2%	- -	* *	- -
SUMMARY CODES													
ANY MOBILE PHONE	941 90%	37 88%	89 88%	85 92%	66 88%	86 94%	89 85%	120 89%	139 89%	73 85%	51 96%	81 91%	23 97%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	1051	46	105	90	73	84	102	126	141	85	47	90	62
Weighted Base	1051	42*	102*	93*	75*	92*	105*	135	156	86*	52*	89*	24*
ANY MOBILE WITH INTERNET ACCESS	779 74%	31 74%	72 71%	74 79%	56 76%	69 75%	68 64%	100 74%	124 79% ^f	58 67%	41 77%	71 79% ^f	17 70%
ANY COMPUTER INC. TABLET	818 78%	31 73%	71 70%	68 73%	61 82%	64 70%	80 75%	101 75%	137 88% ^{abcefgil}	65 76%	45 86%	79 88% ^{abcefgil}	17 69%
ANY COMPUTER EXC. TABLET	723 69%	25 59%	66 65%	58 62%	50 67%	58 64%	73 69%	91 67%	128 82% ^{abcdefgijl}	59 69%	37 71%	65 72%	14 57%
ANY GAMING DEVICE	251 24%	11 26%	27 27% ^f	30 32% ^{fgi}	21 28% ^f	40 44% ^{bfgghijkl}	13 12%	22 17%	34 22%	14 16%	11 21%	23 26% ^f	4 16%
ANY DEVICE	989 94%	40 95%	94 92%	89 96%	68 91%	87 95%	96 92%	129 96%	148 95%	76 89%	51 98%	87 97% ⁱ	23 98%
None	54 5%	1 1%	7 7%	4 4%	7 9%	4 4%	7 7%	4 3%	8 5%	9 10%	1 2%	2 2%	* 2%
Don't know	8 1%	1 4% ^h	1 1%	- -	- -	1 1%	2 2%	1 1%	- -	1 1%	- -	* -	- -

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1051	912	751	651	261	100	385	141	515
Weighted Base	1051	941	748	675	266	74*	394	174	480
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	682	682	488	488	194	-	287	137	263
	65%	72%be	65%e	72%be	73%be	-	73%	79%	55%
A mobile phone (not a Smartphone) with internet access	132	132	89	89	42	-	41	21	64
	13%	14%e	12%e	13%e	16%e	-	10%	12%	13%
A mobile phone without internet access	204	204	153	153	51	-	62	23	125
	19%	22%e	20%e	23%e	19%e	-	16%	13%	26%
A tablet (e.g. iPad, Samsung Galaxy)	503	484	385	371	113	14	214	107	196
	48%	51%de	51%de	55%de	42%e	18%	54%	61%	41%
A desktop computer	302	282	241	227	55	14	116	63	125
	29%	30%de	32%de	34%de	21%	18%	30%	36%	26%
A laptop or netbook	628	607	453	440	167	14	259	126	244
	60%	64%e	61%e	65%e	63%e	18%	66%	73%	51%
An e- reader (e.g. Kindle, Kobo)	140	137	110	109	28	*	70	28	47
	13%	15%e	15%e	16%e	11%e	1%	18%	16%	10%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	233	230	182	180	49	2	107	53	88
	22%	24%e	24%e	27%de	19%e	2%	27%	31%	18%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	76	74	56	56	18	-	30	19	29
	7%	8%e	8%e	8%e	7%e	-	8%	11%	6%
Other mobile device	2	2	2	2	-	-	2	-	*
	*	*	*	*	-	-	1%	-	*
SUMMARY CODES									
ANY MOBILE PHONE	941	941	675	675	266	-	364	168	414
	90%	100%be	90%e	100%be	100%be	-	92%	97%	86%
ANY MOBILE WITH INTERNET ACCESS	779	779	551	551	228	-	317	156	308
	74%	83%be	74%e	82%be	86%be	-	80%	90%	64%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

* small base

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1051	912	751	651	261	100	385	141	515
Weighted Base	1051	941	748	675	266	74*	394	174	480
ANY COMPUTER INC. TABLET	818	771	604	573	198	31	332	156	335
	78%	82%de	81%e	85%de	74%e	42%	84%	90%	70%
ANY COMPUTER EXC. TABLET	723	687	532	508	180	24	295	142	288
	69%	73%e	71%e	75%de	67%e	33%	75%	82%	60%
ANY GAMING DEVICE	251	247	194	192	55	2	114	58	94
	24%	26%e	26%e	28%de	21%e	2%	29%	33%	20%
ANY DEVICE	989	941	706	675	266	32	375	171	445
	94%	100%be	94%e	100%be	100%be	43%	95%	98%	93%
None	54	-	40	-	-	40	14	2	34
	5%	-	5%acd	-	-	55%abcd	4%	1%	7%
Don't know	8	-	2	-	-	2	4	1	1
	1%	-	*	-	-	2%abcd	1%	1%	*

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

* small base

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	1051	419	419	418	61	578	446	990	832	830	392	557	854	532
Weighted Base	1051	431	376	373	66*	624	401	995	879	881	435	617	902	600
A Smartphone (e.g. iPhone, BlackBerry, HTC, etc)	682 65%	309 72%bcfg	196 52%	194 52%	45 68%bcf	462 74%bcfg	207 51%	647 65%bcf	647 74%	653 74%	370 85%hil	527 85%hil	663 74%	520 87%hil
A mobile phone (not a Smartphone) with internet access	132 13%	50 12%	45 12%	45 12%	10 14%	71 11%	52 13%	124 12%	119 13%	118 13%	48 11%	69 11%	120 13%	68 11%
A mobile phone without internet access	204 19%	71 17%	103 27%aeg	103 28%aeg	14 21%	98 16%	110 27%aeg	200 20%e	135 15%km	131 15%km	48 11%	53 9%	137 15%km	53 9%
A tablet (e.g. iPad, Samsung Galaxy)	503 48%	229 53%bcf	142 38%	142 38%	37 56%bcf	354 57%bcfg	154 38%	487 49%bcf	483 55%	485 55%	268 62%hil	353 57%	496 55%	362 60%
A desktop computer	302 29%	128 30%	88 23%	88 23%	26 39%bcf	204 33%bcf	94 23%	283 28%	296 34%	294 33%	172 40%l	210 34%	297 33%	214 36%
A laptop or netbook	628 60%	278 65%bcf	175 47%	175 47%	49 73%bcf	425 68%bcfg	187 46%	595 60%bcf	614 70%	614 70%	327 75%l	445 72%	619 69%	445 74%l
An e- reader (e.g. Kindle, Kobo)	140 13%	71 17%bcf	33 9%	33 9%	14 21%bcf	111 18%bcf	34 8%	138 14%bcf	136 15%	137 16%	86 20%	102 16%	137 15%	104 17%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	233 22%	113 26%bcf	62 17%	62 17%	18 26%	175 28%bcfg	66 16%	228 23%bcf	223 25%	225 25%	158 36%hil	200 32%hil	229 25%	196 33%hil
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	76 7%	34 8%	19 5%	19 5%	6 9%	54 9%	22 6%	73 7%	71 8%	74 8%	54 12%hil	60 10%	73 8%	66 11%
Other mobile device	2 *	2 *	- -	- -	* 1%	2 *	- -	2 *	2 *	2 *	2 *	2 *	2 *	2 *
SUMMARY CODES														
ANY MOBILE PHONE	941 90%	398 92%bcf	321 85%	319 85%	59 89%	582 93%bcf	343 86%	896 90%bcf	825 94%	827 94%	420 96%	593 96%	845 94%	578 96%hl

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

* small base

KANTAR MEDIA

Powering Informed Decisions

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE	ANY FREEVIEW INC. YOUVIEW	ANY FREEVIEW EXC. YOUVIEW	ANY IPTV	ANY PAY TV	ANY FTA	ANY TV SERVICE	FIXED BROADBAND AT HOME	ANY WIFI ACCESS	ANY WIRED (ETHERNET) ACCESS	ANY MOBILE (3G/4G) ACCESS	INTERNET ACCESS AT HOME	INTERNET ACCESS OUTSIDE OF HOME
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)
Unweighted Base	1051	419	419	418	61	578	446	990	832	830	392	557	854	532
Weighted Base	1051	431	376	373	66*	624	401	995	879	881	435	617	902	600
ANY MOBILE WITH INTERNET ACCESS	779 74%	343 80%bcf	231 61%	228 61%	51 76%bcf	516 83%bcfg	245 61%	738 74%bcf	732 83%	737 84%	394 91%hil	567 92%hil	749 83%	556 93%hil
ANY COMPUTER INC. TABLET	818 78%	359 83%bcfg	251 67%	251 67%	56 85%bcf	536 86%bcfg	270 67%	778 78%bcf	790 90%	788 89%	403 93%	547 89%	804 89%	545 91%
ANY COMPUTER EXC. TABLET	723 69%	315 73%bcf	214 57%	214 57%	52 78%bcf	481 77%bcfg	227 56%	683 69%bcf	708 81%	705 80%	368 85%l	493 80%	715 79%	495 83%
ANY GAMING DEVICE	251 24%	121 28%bcf	67 18%	67 18%	18 26%	186 30%bcfg	71 18%	245 25%bcf	239 27%	241 27%	164 38%hil	209 34%hil	245 27%	207 34%hil
ANY DEVICE	989 94%	412 96%bcf	343 91%	341 91%	64 96%	601 96%bcf	369 92%	939 94%	865 98%	867 98%	432 99%	606 98%	888 98%	592 99%
None	54 5%	14 3%	31 8%aeg	31 8%aeg	2 4%	18 3%	31 8%ae	49 5%	8 1%	8 1%	2 *	5 1%	8 1%	2 *
Don't know	8 1%	4 1%	1 *	1 *	- -	6 1%	1 *	7 1%	6 1%	6 1%	1 *	6 1%	6 1%	6 1%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	1051	501	550	139	155	154	146	151	166	140	213	250	212	376
Weighted Base	1051	511	540	148	185	186	163	161	112	97	245	289	216	301
Landline phone	748 71%	359 70%	390 72%	92 62%	105 57%	133 72% ^d	126 77% ^{cd}	122 76% ^{cd}	90 81% ^{cd}	81 83% ^{cde}	185 76% ^m	209 73%	157 73%	197 65%
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.	836 80%	419 82%	418 77%	126 85% ^{hi}	168 91% ^{ghi}	162 87% ^{ghi}	144 88% ^{ghi}	122 76% ⁱ	79 71% ⁱ	35 36%	222 91% ^{lm}	251 87% ^m	177 82% ^m	186 62%
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	233 22%	125 25%	108 20%	43 29% ^{hi}	47 25% ^{hi}	51 27% ^{hi}	44 27% ^{hi}	33 20% ^{hi}	12 11% ⁱ	2 2%	62 26% ^m	74 25% ^m	49 22%	48 16%
SUMMARY CODES														
ANY MOBILE PHONE	941 90%	452 88%	489 90%	141 95% ^{hi}	176 95% ^{hi}	177 95% ^{hi}	152 94% ^{hi}	149 93% ^{hi}	87 78% ⁱ	57 59%	226 92% ^m	267 93% ^m	194 90%	254 84%
NONE	21 2%	14 3%	7 1%	4 3%	1 1%	1 1%	3 2%	1 1%	3 2%	6 7% ^{deg}	4 2%	3 1%	4 2%	10 3%
ANY SERVICE	979 93%	474 93%	504 93%	138 93%	177 95% ⁱ	178 96% ⁱ	152 94%	146 91%	101 91%	86 89%	238 97% ^m	278 96% ^m	206 95% ^m	257 85%
ANY SERVICE (INC. MOBILE)	1030 98%	496 97%	534 99%	144 97%	184 99% ⁱ	185 99% ⁱ	159 98%	159 99% ⁱ	109 98%	91 93%	240 98%	286 99%	212 98%	291 97%

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	1051	501	550	139	155	154	146	151	166	140	213	250	212	376
Weighted Base	1051	511	540	148	185	186	163	161	112	97	245	289	216	301
SERVICES HAVE														
MOBILE NOT LANDLINE	266	128	138	50	75	48	31	37	16	9	51	72	50	93
	25%	25%	26%	34% ^{fhi}	41% ^{efghi}	26% ^{hi}	19% ⁱ	23% ⁱ	14%	9%	21%	25%	23%	31% ^j
LANDLINE NOT MOBILE	74	35	38	1	4	3	5	10	19	32	10	14	13	36
	7%	7%	7%	1%	2%	2%	3%	6% ^c	17% ^{cdefg}	33% ^{cdefgh}	4%	5%	6%	12% ^{ijk}
LANDLINE AND MOBILE	675	323	351	91	101	130	121	112	71	49	175	195	144	161
	64%	63%	65%	62%	55%	70% ^{di}	74% ^{cdi}	70% ^{di}	64% ⁱ	50%	71% ^m	68% ^m	66% ^m	53%
LANDLINE OR MOBILE	1015	487	527	142	180	181	157	159	106	89	236	282	207	290
	97%	95%	98%	96%	97% ⁱ	97% ⁱ	97%	99% ^{hi}	95%	92%	97%	97%	96%	96%
None	72	36	36	10	8	8	10	14	10	11	7	11	10	44
	7%	7%	7%	7%	5%	4%	6%	9%	9%	11% ^{de}	3%	4%	5%	15% ^{kl}
Av number of services (inc mobile)	2.092	2.194	2.013	2.403	2.128	2.591	1.925	1.961	2.063	1.905	2.271	2.203	2.388	1.874
Standard Deviation	0.885	1.029	0.754	0.683	1.027	1.185	0.885	1.006	0.751	0.421	0.738	0.770	0.983	0.857
Error Variance	0.004	0.013	0.006	0.036	0.056	0.100	0.046	0.027	0.014	0.005	0.039	0.027	0.025	0.007

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	1051	572	268	211	477	574	289	762	824	227	852	90	47	62
Weighted Base	1051	585	282	184	571	480	333	718	840	211	885	89*	52*	24*
Landline phone	748	447	171	131	403	346	240	508	592	156	616	71	41	20
	71%	76%b	60%	71%b	71%	72%	72%	71%	71%	74%	70%	79%	78%	84%j
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	836	495	228	113	518	318	293	544	682	154	690	82	46	18
	80%	85%c	81%c	61%	91%e	66%	88%g	76%	81%i	73%	78%	92%jm	88%	75%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	233	136	71	26	161	71	89	144	196	37	199	27	7	-
	22%	23%c	25%c	14%	28%e	15%	27%g	20%	23%	17%	22%lm	31%lm	13%lm	-
SUMMARY CODES														
ANY MOBILE PHONE	941	530	265	147	547	394	312	629	759	182	786	81	51	23
	90%	91%c	94%c	80%	96%e	82%	94%g	88%	90%	86%	89%	91%	96%	97%
NONE	21	6	9	6	7	14	3	18	13	8	20	*	-	*
	2%	1%	3%	3%	1%	3%	1%	2%	2%	4%	2%	*	-	1%
ANY SERVICE	979	561	253	164	552	427	319	660	790	189	821	87	50	21
	93%	96%bc	90%	90%	97%e	89%	96%g	92%	94%i	90%	93%	97%lm	96%	87%
ANY SERVICE (INC. MOBILE)	1030	579	273	178	564	466	330	700	827	203	865	89	52	24
	98%	99%	97%	97%	99%	97%	99%	98%	98%	96%	98%	100%	100%	99%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	1051	572	268	211	477	574	289	762	824	227	852	90	47	62
Weighted Base	1051	585	282	184	571	480	333	718	840	211	885	89*	52*	24*
SERVICES HAVE														
MOBILE NOT LANDLINE	266	124	99	43	152	114	83	183	221	45	235	16	11	4
	25%	21%	35%ac	24%	27%	24%	25%	26%	26%	22%	27%	18%	22%	15%
LANDLINE NOT MOBILE	74	41	5	28	8	66	11	63	54	20	66	5	2	*
	7%	7%b	2%	15%ab	1%	14%cd	3%	9%ef	6%	9%	7%	6%	4%	2%
LANDLINE AND MOBILE	675	406	166	103	395	279	229	446	538	136	550	66	39	20
	64%	69%bc	59%	56%	69%de	58%	69%	62%	64%	65%	62%	73%	75%	82%j
LANDLINE OR MOBILE	1015	571	270	174	555	460	323	692	813	201	852	87	52	24
	97%	98%	95%	95%	97%	96%	97%	96%	97%	96%	96%	97%	100%	99%
None	72	24	29	19	20	53	14	58	50	22	64	3	2	3
	7%	4%	10%a	10%a	3%	11%cd	4%	8%ef	6%	10%gh	7%	3%	4%	13%k
Av number of services (inc mobile)	2.092	2.307	1.944	1.899	2.451	1.928	2.337	2.031	2.074	2.144	2.114	2.120	1.854	1.841
Standard Deviation	0.885	0.997	0.833	0.661	1.076	0.732	1.086	0.822	0.854	0.980	0.894	1.018	0.779	0.796
Error Variance	0.004	0.013	0.015	0.008	0.024	0.004	0.038	0.005	0.006	0.021	0.006	0.148	0.076	0.035

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	1051	46	105	90	73	84	102	126	141	85	47	90	62
Weighted Base	1051	42*	102*	93*	75*	92*	105*	135	156	86*	52*	89*	24*
Landline phone	748	34	81	58	48	72	66	68	126	63	41	71	20
	71%	81%g	80%cdfg	62%	64%	79%cfg	63%	51%	81%cdfg	73%g	78%g	79%cfg	84%cdfg
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.	836	32	77	70	64	75	80	97	134	61	46	82	18
	80%	77%	76%	75%	85%	82%	76%	72%	85%gi	71%	88%	92%abcfg il	75%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	233	3	22	37	11	28	13	32	28	25	7	27	-
	22%	6%	22%al	39%abdfghjl	14%l	31%adfhjl	13%l	24%al	18%l	29%adfl	13%l	31%adfhjl	-
SUMMARY CODES													
ANY MOBILE PHONE	941	37	89	85	66	86	89	120	139	73	51	81	23
	90%	89%	88%	92%	88%	94%	85%	89%	89%	85%	96%	91%	97%
NONE	21	-	4	2	1	2	5	1	4	1	-	*	*
	2%	-	4%	3%	1%	2%	4%	1%	2%	1%	-	*	1%
ANY SERVICE	979	41	91	82	73	84	97	121	150	81	50	87	21
	93%	97%	90%	88%	98%cl	92%	92%	90%	96%cl	95%	96%	97%l	87%
ANY SERVICE (INC. MOBILE)	1030	42	97	91	74	90	101	133	153	85	52	89	24
	98%	100%	96%	97%	99%	98%	96%	99%	98%	99%	100%	100%	99%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	1051	46	105	90	73	84	102	126	141	85	47	90	62
	Weighted Base	1051	42*	102*	93*	75*	92*	105*	135	156	86*	52*	89*	24*
	SERVICES HAVE													
	MOBILE NOT LANDLINE	266	7	16	32	26	18	33	60	23	22	11	16	4
		25%	16%	16%	34%abhkl	34%abhkl	19%	31%bh	44%abehijkl	15%	25%	22%	18%	15%
	LANDLINE NOT MOBILE	74	3	8	5	8	4	10	8	11	11	2	5	*
		7%	7%	8%	5%	10%	4%	9%	6%	7%	13%	4%	6%	2%
	LANDLINE AND MOBILE	675	31	73	54	40	69	57	60	116	52	39	66	20
		64%	74%fg	72%dfg	57%	54%	75%cdfg	54%	45%	74%cdfgi	60%g	75%dfg	73%dfg	82%cdtfgi
	LANDLINE OR MOBILE	1015	40	97	90	73	90	99	128	150	85	52	87	24
		97%	96%	96%	97%	98%	98%	94%	95%	96%	99%	100%	97%	99%
	None	72	1	10	11	2	7	9	13	6	5	2	3	3
	7%	3%	10%	12%dh	2%	8%	8%	10%	4%	5%	4%	3%	13%dhk	
Av number of services (inc mobile)	2.092	2.022	2.126	2.363	2.136	2.016	2.158	1.842	2.398	2.287	1.854	2.120	1.841	
Standard Deviation	0.885	0.607	0.816	1.301	0.758	0.916	1.144	0.590	0.843	0.744	0.779	1.018	0.796	
Error Variance	0.004	0.028	0.027	0.081	0.082	0.052	0.069	0.013	0.079	0.061	0.076	0.148	0.035	

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1051	912	751	651	261	100	385	141	515
Weighted Base	1051	941	748	675	266	74*	394	174	480
Landline phone	748	675	748	675	-	74	296	134	338
	71%	72% ^d	100% ^{ad}	100% ^{ad}	-	100% ^{ad}	75%	77%	70%
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.	836	791	640	606	184	34	338	164	343
	80%	84% ^{de}	85% ^{de}	90% ^{abde}	69% ^e	46%	86%	94%	71%
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	233	220	165	157	63	8	95	39	91
	22%	23% ^e	22% ^e	23% ^e	24% ^e	11%	24%	23%	19%
SUMMARY CODES									
ANY MOBILE PHONE	941	941	675	675	266	-	364	168	414
	90%	100% ^{be}	90% ^e	100% ^{be}	100% ^{be}	-	92%	97%	86%
NONE	21	-	-	-	-	-	6	1	12
	2%	-	-	-	-	-	1%	*	2%
ANY SERVICE	979	889	748	675	215	74	382	168	431
	93%	95% ^d	100% ^{ad}	100% ^{ad}	81%	100% ^{ad}	97%	97%	90%
ANY SERVICE (INC. MOBILE)	1030	941	748	675	266	74	388	173	468
	98%	100%	100%	100%	100%	100%	99%	100%	98%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

* small base

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1051	912	751	651	261	100	385	141	515
Weighted Base	1051	941	748	675	266	74*	394	174	480
SERVICES HAVE									
MOBILE NOT LANDLINE	266	266	-	-	266	-	88	36	123
	25%	28%bce	-	-	100%abce	-	22%	21%	26%
LANDLINE NOT MOBILE	74	-	74	-	-	74	20	2	46
	7%	-	10%acd	-	-	100%abcd	5%	1%	10%
LANDLINE AND MOBILE	675	675	675	675	-	-	276	131	291
	64%	72%de	90%ade	100%abde	-	-	70%	76%	61%
LANDLINE OR MOBILE	1015	941	748	675	266	74	384	170	461
	97%	100%	100%	100%	100%	100%	98%	98%	96%
None	72	51	-	-	51	-	12	6	49
	7%	5%bce	-	-	19%abce	-	3%	3%	10%
Av number of services (inc mobile)	2.092	2.092	2.559	2.559	1.399	-	2.353	2.712	1.954
Standard Deviation	0.885	0.885	0.711	0.711	0.627	-	0.786	1.043	0.859
Error Variance	0.004	0.004	0.005	0.005	0.005	-	0.014	0.099	0.006

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

* small base

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	1051	419	419	418	61	578	446	990	832	830	392	557	854	532
Weighted Base	1051	431	376	373	66*	624	401	995	879	881	435	617	902	600
Landline phone	748 71%	315 73%	272 73%	270 72%	47 71%	472 76%	283 71%	727 73%	647 74%	642 73%	321 74%	429 70%	653 72%	429 72%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	836 80%	366 85%bcf	254 68%	251 67%	60 90%bcf	552 88%bcfg	272 68%	797 80%bcf	815 93%	811 92%	415 96%iklm	556 90%	822 91%	550 92%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	233 22%	104 24%bcf	63 17%	63 17%	17 25%	151 24%bcf	66 17%	218 22%bf	215 24%	218 25%	135 31%hil	195 32%hil	226 25%	180 30%h
SUMMARY CODES														
ANY MOBILE PHONE	941 90%	398 92%bcf	321 85%	319 85%	59 89%	582 93%bcf	343 86%	896 90%bcf	825 94%	827 94%	420 96%	593 96%	845 94%	578 96%hl
NONE	21 2%	6 1%	10 3%	10 3%	1 2%	8 1%	10 3%	18 2%	8 1%	8 1%	- -	5 1%	8 1%	5 1%
ANY SERVICE	979 93%	416 97%bcfg	332 88%	330 88%	64 96%	604 97%bcfg	355 88%	930 94%bcf	860 98%	859 97%	426 98%	593 96%	877 97%	580 97%
ANY SERVICE (INC. MOBILE)	1030 98%	425 99%	365 97%	363 97%	65 98%	617 99%	391 97%	976 98%	871 99%	873 99%	435 100%	611 99%	894 99%	594 99%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	1051	419	419	418	61	578	446	990	832	830	392	557	854	532
Weighted Base	1051	431	376	373	66*	624	401	995	879	881	435	617	902	600
SERVICES HAVE														
MOBILE NOT LANDLINE	266	104	90	90	16	136	103	236	211	217	108	174	226	157
	25%	24%	24%	24%	24%	22%	26%	24%	24%	25%	25%	28%	25%	26%
LANDLINE NOT MOBILE	74	21	41	41	4	26	43	67	34	32	9	10	35	8
	7%	5%	11%aeg	11%aeg	5%	4%	11%aeg	7%	4%km	4%km	2%	2%	4%km	1%
LANDLINE AND MOBILE	675	294	231	229	43	446	241	660	613	610	312	419	619	422
	64%	68%f	61%	61%	65%	71%bcf	60%	66%f	70%	69%	72%	68%	69%	70%
LANDLINE OR MOBILE	1015	419	362	360	63	608	386	963	859	859	428	602	880	586
	97%	97%	96%	96%	94%	97%	96%	97%	98%	98%	98%	98%	98%	98%
None	72	15	43	43	2	20	47	64	19	22	9	23	25	20
	7%	3%	12%aeg	12%aeg	4%	3%	12%aeg	6%ae	2%	3%	2%	4%	3%	3%
Av number of services (inc mobile)	2.092	2.235	1.940	1.909	2.558	2.459	1.897	2.118	2.727	2.662	2.866	2.524	2.591	2.584
Standard Deviation	0.885	0.785	0.868	0.861	0.944	0.863	0.845	0.890	0.846	0.887	1.018	1.090	0.921	0.999
Error Variance	0.004	0.012	0.007	0.007	0.223	0.013	0.006	0.005	0.012	0.012	0.058	0.028	0.012	0.030

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

* small base

KANTAR MEDIA

Powering Informed Decisions

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	1051	501	550	139	155	154	146	151	166	140	213	250	212	376
Weighted Base	1051	511	540	148	185	186	163	161	112	97	245	289	216	301
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.	224	107	117	13	17	42	43	37	41	31	69	49	45	61
	21%	21%	22%	9%	9%	23%cd	26%cd	23%cd	37%cdeg	32%cd	28%klm	17%	21%	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	353	159	193	25	39	59	67	62	53	48	106	95	61	91
	34%	31%	36%	17%	21%	32%cd	41%cd	39%cd	48%cde	49%cdde	43%klm	33%	28%	30%
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.	281	131	150	21	27	49	60	50	46	27	91	73	50	67
	27%	26%	28%	14%	15%	26%cd	37%cd	31%cd	41%cdei	28%cd	37%klm	25%	23%	22%
Some other type of call that you didn't want or ask for - for example a market research call	21	13	9	1	-	5	2	4	7	2	7	4	6	4
	2%	3%	2%	*	-	3%	1%	2%	6%cdf	2%cd	3%	1%	3%	1%
SUMMARY CODES														
1 TYPE EXPERIENCED	169	81	88	18	28	24	27	28	17	25	35	49	44	42
	16%	16%	16%	12%	15%	13%	17%	18%	15%	26%cddeh	14%	17%	20%	14%
2 TYPES EXPERIENCED	127	59	69	13	8	17	31	22	17	20	46	31	20	31
	12%	11%	13%	9%	4%	9%	19%cdde	13%cd	15%cd	21%cdde	19%klm	11%	9%	10%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	1051	501	550	139	155	154	146	151	166	140	213	250	212	376
Weighted Base	1051	511	540	148	185	186	163	161	112	97	245	289	216	301
3 TYPES EXPERIENCED	140 13%	65 13%	75 14%	5 3%	13 7%	31 17%cd	26 16%cd	25 16%cd	27 25%cdi	12 13%cd	44 18%l	36 12%	22 10%	38 13%
4 TYPES EXPERIENCED	9 1%	4 1%	5 1%	- -	- -	1 1%	1 1%	2 1%	3 3%cd	1 2%	3 1%	1 *	3 1%	1 *
ANY UNSOLICITED CALLS (LANDLINE)	445 42%	209 41%	236 44%	36 25%	49 27%	73 39%cd	86 53%cde	77 48%cd	65 58%cde	59 61%cddeg	128 52%klm	116 40%	89 41%	112 37%
None	606 58%	302 59%	304 56%	112 75%efghi	136 73%efghi	113 61%fhi	77 47%	84 52%i	46 42%	38 39%	116 48%	173 60%j	128 59%j	189 63%j
Av number of issues	1.975	1.965	1.983	1.639	1.690	2.123d	2.013	1.999	2.264di	1.829	2.126i	1.905	1.827	1.991
Standard Deviation	0.880	0.885	0.878	0.719	0.876	0.901	0.832	0.890	0.914	0.846	0.839	0.872	0.929	0.878
Error Variance	0.002	0.003	0.003	0.018	0.019	0.014	0.009	0.011	0.009	0.008	0.006	0.007	0.010	0.005

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	1051	572	268	211	477	574	289	762	824	227	852	90	47	62
Weighted Base	1051	585	282	184	571	480	333	718	840	211	885	89*	52*	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.	224 21%	155 26%b	32 11%	37 20%b	102 18%	121 25% ^d	62 19%	161 22%	166 20%	58 28% ^h	179 20%	28 31% ^j _m	14 26%	3 14%
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	353 34%	226 39% ^b	62 22%	65 35% ^b	191 33%	162 34%	99 30%	254 35%	268 32%	85 40% ^h	287 32%	36 41%	23 43%	7 28%
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.	281 27%	199 34% ^{bc}	40 14%	42 23% ^b	153 27%	128 27%	91 27%	189 26%	214 26%	66 31%	227 26% ^m	39 43% ^j _m	13 24%	2 10%
Some other type of call that you didn't want or ask for - for example a market research call	21 2%	14 2%	4 2%	3 2%	7 1%	14 3%	4 1%	17 2%	19 2%	3 1%	20 2%	1 1%	1 1%	- -

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	1051	572	268	211	477	574	289	762	824	227	852	90	47	62
Weighted Base	1051	585	282	184	571	480	333	718	840	211	885	89*	52*	24*
SUMMARY CODES														
1 TYPE EXPERIENCED	169	96	36	37	86	82	50	119	133	36	143	11	12	4
	16%	16%	13%	20%b	15%	17%	15%	17%	16%	17%	16%	12%	22%	15%
2 TYPES EXPERIENCED	127	74	25	28	73	54	30	97	99	29	106	16	4	2
	12%	13%	9%	15%	13%	11%	9%	14%	12%	14%	12%	18%	7%	8%
3 TYPES EXPERIENCED	140	106	17	17	71	69	46	94	102	37	107	21	10	2
	13%	18%bc	6%	9%	12%	14%	14%	13%	12%	18%	12%	23%jm	19%	7%
4 TYPES EXPERIENCED	9	7	1	1	2	7	2	7	7	1	9	-	-	-
	1%	1%	*	*	*	1%	1%	1%	1%	1%	1%	-	-	-
ANY UNSOLICITED CALLS (LANDLINE)	445	284	79	83	232	213	128	317	341	104	365	47	26	7
	42%	49%b	28%	45%b	41%	44%	38%	44%	41%	49%h	41%	52%m	49%	30%
None	606	301	204	101	339	267	205	401	499	107	520	42	27	17
	58%	51%	72%ac	55%	59%	56%	62%	56%	59%l	51%	59%	48%	51%	70%k
Av number of issues	1.975	2.088bc	1.771	1.777	1.950	2.001	2.002	1.964	1.955	2.039	1.951	2.211	1.945	1.724
Standard Deviation	0.880	0.901	0.809	0.809	0.845	0.918	0.907	0.870	0.881	0.878	0.885	0.796	0.939	0.881
Error Variance	0.002	0.003	0.009	0.006	0.004	0.003	0.008	0.002	0.002	0.007	0.002	0.012	0.037	0.035

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	1051	46	105	90	73	84	102	126	141	85	47	90	62
Weighted Base	1051	42*	102*	93*	75*	92*	105*	135	156	86*	52*	89*	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.	224 21%	15 35%fgl	20 19%	17 19%	24 32%fgl	17 18%	18 17%	17 13%	35 23%g	16 19%	14 26%	28 31%fgl	3 14%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	353 34%	20 48%efg	35 34%	30 32%	34 45%efg	25 28%	28 27%	29 22%	60 39%g	26 30%	23 43%g	36 41%g	7 28%
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.	281 27%	12 29%gl	32 32%gl	23 25%g	23 30%gl	24 27%gl	31 30%gl	10 7%	53 34%gl	19 22%g	13 24%g	39 43%cegil	2 10%
Some other type of call that you didn't want or ask for - for example a market research call	21 2%	3 7%cgi	2 2%	- -	2 3%	1 1%	5 5%g	- -	8 5%g	- -	1 1%	1 1%	- -
SUMMARY CODES													
1 TYPE EXPERIENCED	169 16%	5 13%	24 24%c	5 5%	10 14%	12 13%	20 19%c	26 19%c	22 14%	17 20%c	12 22%c	11 12%	4 15%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	1051	46	105	90	73	84	102	126	141	85	47	90	62
Weighted Base	1051	42*	102*	93*	75*	92*	105*	135	156	86*	52*	89*	24*
2 TYPES EXPERIENCED	127	7	11	12	10	11	12	8	27	7	4	16	2
	12%	17%g	10%	13%	14%	13%	12%	6%	17%g	8%	7%	18%g	8%
3 TYPES EXPERIENCED	140	9	12	13	16	10	9	5	23	10	10	21	2
	13%	21%g	12%g	14%g	22%fg	11%	9%	4%	15%g	12%g	19%g	23%fgl	7%
4 TYPES EXPERIENCED	9	1	2	-	1	1	2	-	3	-	-	-	-
	1%	2%	2%	-	1%	1%	2%	-	2%	-	-	-	-
ANY UNSOLICITED CALLS (LANDLINE)	445	22	49	31	38	34	44	39	75	34	26	47	7
	42%	53%gl	48%g	33%	50%gl	37%	42%	29%	48%gl	40%	49%g	52%cgl	30%
None	606	20	53	62	37	58	61	96	81	52	27	42	17
	58%	47%	52%	67%k	50%	63%	58%	71%abdhjk	52%	60%	51%	48%	70%adnhk
Av number of issues	1.975	2.230	1.824	2.268	2.200g	1.970	1.850	1.458	2.080g	1.780	1.945	2.211gi	1.724
Standard Deviation	0.880	0.882	0.934	0.737	0.876	0.866	0.928	0.722	0.866	0.880	0.939	0.796	0.881
Error Variance	0.002	0.028	0.017	0.015	0.020	0.026	0.020	0.015	0.011	0.023	0.037	0.012	0.035

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1051	912	751	651	261	100	385	141	515
Weighted Base	1051	941	748	675	266	74*	394	174	480
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.	224 21%	196 21%d	224 30%ad	196 29%ad	-	28 38%ad	79 20%	44 25%	111 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	353 34%	316 34%d	353 47%ad	316 47%ad	-	37 51%ad	120 31%	65 38%	178 37%
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.	281 27%	258 27%d	281 37%ad	258 38%ad	-	23 31%d	103 26%	49 28%	135 28%
Some other type of call that you didn't want or ask for - for example a market research call	21 2%	19 2%d	21 3%d	19 3%d	-	3 4%d	8 2%	3 2%	14 3%
SUMMARY CODES									
1 TYPE EXPERIENCED	169 16%	152 16%d	169 23%ad	152 22%ad	-	17 24%d	62 16%	27 15%	82 17%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

* small base

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1051	912	751	651	261	100	385	141	515
Weighted Base	1051	941	748	675	266	74*	394	174	480
2 TYPES EXPERIENCED	127	113	127	113	-	14	40	20	72
	12%	12% ^d	17% ^{ad}	17% ^{ad}	-	19% ^d	10%	12%	15%
3 TYPES EXPERIENCED	140	126	140	126	-	14	52	29	63
	13%	13% ^d	19% ^{ad}	19% ^{ad}	-	19% ^d	13%	17%	13%
4 TYPES EXPERIENCED	9	8	9	8	-	1	3	1	6
	1%	1%	1%	1%	-	1%	1%	1%	1%
ANY UNSOLICITED CALLS (LANDLINE)	445	399	445	399	-	46	157	78	223
	42%	42% ^d	59% ^{ad}	59% ^{ad}	-	63% ^{ad}	40%	45%	46%
None	606	542	303	276	266	27	236	96	257
	58%	58% ^{abce}	41%	41%	100% ^{abce}	37%	60%	55%	54%
Av number of issues	1.975	1.976	1.975	1.976	-	1.965	1.974	2.069	1.965
Standard Deviation	0.880	0.882	0.880	0.882	-	0.873	0.898	0.894	0.872
Error Variance	0.002	0.002	0.002	0.002	-	0.012	0.005	0.012	0.003

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

* small base

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	1051	419	419	418	61	578	446	990	832	830	392	557	854	532
Weighted Base	1051	431	376	373	66*	624	401	995	879	881	435	617	902	600
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.	224 21%	84 20%	86 23%	86 23%	17 26%	139 22%	90 22%	218 22%	182 21%	181 20%	86 20%	115 19%	183 20%	116 19%
Receiving a "live sales\marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	353 34%	133 31%	139 37%	139 37%	27 40%	212 34%	147 37%	346 35%	295 34%	292 33%	143 33%	186 30%	298 33%	187 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.	281 27%	109 25%	109 29%	107 29%	21 31%	173 28%	111 28%	273 27%	239 27%	238 27%	112 26%	148 24%	241 27%	143 24%
Some other type of call that you didn't want or ask for - for example a market research call	21 2%	8 2%	12 3%	12 3%	- -	10 2%	13 3%	21 2%	17 2%	18 2%	9 2%	13 2%	18 2%	12 2%
SUMMARY CODES														
1 TYPE EXPERIENCED	169 16%	68 16%	63 17%	60 16%	12 19%	100 16%	64 16%	166 17%	138 16%	135 15%	53 12%	94 15%	140 15%	89 15%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	1051	419	419	418	61	578	446	990	832	830	392	557	854	532
Weighted Base	1051	431	376	373	66*	624	401	995	879	881	435	617	902	600
2 TYPES EXPERIENCED	127 12%	44 10%	61 16%ae	61 16%ae	8 12%	69 11%	65 16%ae	124 12%	110 13%	110 12%	61 14%	62 10%	111 12%	66 11%
3 TYPES EXPERIENCED	140 13%	55 13%	47 13%	47 13%	12 18%	93 15%	49 12%	136 14%	116 13%	116 13%	55 13%	76 12%	117 13%	74 12%
4 TYPES EXPERIENCED	9 1%	3 1%	5 1%	5 1%	- -	5 1%	5 1%	9 1%	7 1%	7 1%	3 1%	4 1%	7 1%	4 1%
ANY UNSOLICITED CALLS (LANDLINE)	445 42%	171 40%	176 47%	174 47%	33 49%	266 43%	183 46%	435 44%	371 42%	367 42%	172 39%	236 38%	375 42%	233 39%
None	606 58%	260 60%	199 53%	199 53%	34 51%	359 57%	218 54%	559 56%	509 58%	514 58%	263 61%	381 62%	527 58%	367 61%
Av number of issues	1.975	1.960	1.967	1.980	1.988	2.007	1.973	1.973	1.978	1.985	2.046	1.956	1.974	1.968
Standard Deviation	0.880	0.895	0.858	0.856	0.879	0.892	0.853	0.881	0.871	0.871	0.834	0.885	0.871	0.873
Error Variance	0.002	0.005	0.004	0.004	0.024	0.003	0.003	0.002	0.002	0.002	0.004	0.004	0.002	0.004

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	Q6A6B 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	1051	633	460	359	315	241	114	539	372	311	378	283	146	31	24	8
Weighted Base	1051	633	445	388	302	224	115	529	353	335	391	281	164	30**	21**	10**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	224 21%	224 35%ci	224 50%acfgi l	97 25%	224 74%abcf ghijkl	224 100%abcdf ghijkl	37 32%	189 36%ci	181 51%acfgi l	84 25%	170 43%acfgi l	161 57%acfgi jl	45 27%	15 49%	13 61%	3 28%
Receiving a "live sales/marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	353 34%	353 56%cfil	353 79%acdfg ijl	175 45%	194 64%acfil	181 81%acdfg ijl	45 40%	353 67%acfi l	353 100%abcde fgijkl	159 47%	235 60%cfil	215 77%acdfg ijl	68 41%	19 63%	17 81%	3 28%
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.	281 27%	281 44%cfil	281 63%acfgi l	123 32%	171 57%acfgi l	161 72%abcdf ghil	38 33%	230 43%cil	215 61%acfgi l	110 33%	281 72%abcd fghil	281 100%abcde fghijl	54 33%	15 51%	14 64%	3 28%
Some other type of call that you didn't want or ask for - for example a market research call	21 2%	21 3%	21 5%	12 3%	15 5%	13 6%	4 3%	18 3%	17 5%	10 3%	15 4%	14 5%	6 4%	21 72%	21 100%	1 12%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

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

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	Q6A6B 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	1051	633	460	359	315	241	114	539	372	311	378	283	146	31	24	8
Weighted Base	1051	633	445	388	302	224	115	529	353	335	391	281	164	30**	21**	10**
SUMMARY CODES																
1 TYPE EXPERIENCED	169 16%	169 27% cdefij kl	169 38% acdef ghijkl	69 18% dfi	30 10%	25 11%	6 5%	113 21% defijl	96 27% cdefij kl	62 19% defi	60 15% df	47 17% df	16 10%	1 2%	1 2%	- -
2 TYPES EXPERIENCED	127 12%	127 20%	127 29% acdfg il	63 16%	60 20%	52 23%	18 16%	113 21%	110 31% acdef gil	55 16%	95 24% cil	87 31% acdfg il	25 15%	7 22%	7 31%	- -
3 TYPES EXPERIENCED	140 13%	140 22%	140 31% acil	64 17%	139 46% abcfg ijl	138 62% abcdf ghijkl	25 22%	138 26% ci	138 39% abcfg il	59 18%	138 35% acfgi l	138 49% abcfg hijl	31 19%	7 23%	5 25%	2 17%
4 TYPES EXPERIENCED	9 1%	9 1%	9 2%	5 1%	9 3%	9 4% aci	1 1%	9 2%	9 3%	4 1%	9 2%	9 3%	3 2%	9 30%	9 41%	1 12%
ANY UNSOLICITED CALLS (LANDLINE)	445 42%	445 70% cfil	445 100% acdfg ijl	201 52%	238 79% acfg il	224 100% acdfg ijl	51 44%	374 71% cfil	353 100% acdfg ijl	180 54%	303 77% acfg il	281 100% acdfg ijl	76 46%	23 77%	21 100%	3 28%
None	606 58%	188 30% bdehjk	- -	188 48% abdeg hjk	64 21% behk	- -	64 56% abdeg hjk	156 29% bdehjk	- -	156 46% abdeg hjk	88 23% behk	- -	88 54% abdeg hjk	7 23%	- -	7 72%
Av number of issues	1.975	1.975	1.975	2.025	2.535abc ghijkl	2.582abc ghijkl	2.437abc ghi	2.115ab	2.170ab	2.021	2.314abc ghi	2.387abc ghi	2.275ab	3.051	3.054	3.412
Standard Deviation	0.880	0.880	0.880	0.872	0.758	0.743	0.743	0.870	0.859	0.870	0.822	0.798	0.846	0.893	0.927	0.621
Error Variance	0.002	0.002	0.002	0.004	0.002	0.002	0.011	0.002	0.002	0.005	0.002	0.002	0.010	0.031	0.036	0.129

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

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

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	751	358	393	79	88	109	109	115	133	118	163	183	151	254
Weighted Base	748	359	390	92*	105*	133*	126*	122*	90	81	185	209	157	197
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.	224 30%	107 30%	117 30%	13 14%	17 16%	42 32%cd	43 34%cd	37 30%cd	41 45%cddeg	31 38%cd	69 37%k	49 23%	45 29%	61 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	353 47%	159 44%	193 50%	25 27%	39 37%	59 44%cd	67 53%cd	62 51%cd	53 59%cdde	48 59%cdde	106 57%klm	95 46%	61 39%	91 46%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	281 37%	131 36%	150 38%	21 22%	27 26%	49 37%	60 48%cdi	50 41%cd	46 51%cddei	27 34%	91 49%klm	73 35%	50 32%	67 34%
Some other type of call that you didn't want or ask for - for example a market research call	21 3%	13 4%	9 2%	1 1%	- -	5 4%	2 2%	4 3%	7 8%cdf	2 3%	7 4%	4 2%	6 4%	4 2%
SUMMARY CODES														
1 TYPE EXPERIENCED	169 23%	81 23%	88 23%	18 20%	28 27%	24 18%	27 22%	28 23%	17 19%	25 31%eh	35 19%	49 23%	44 28%	42 21%
2 TYPES EXPERIENCED	127 17%	59 16%	69 18%	13 14%	8 7%	17 13%	31 25%de	22 18%cd	17 19%cd	20 25%de	46 25%klm	31 15%	20 12%	31 16%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	751	358	393	79	88	109	109	115	133	118	163	183	151	254
Weighted Base	748	359	390	92*	105*	133*	126*	122*	90	81	185	209	157	197
3 TYPES EXPERIENCED	140 19%	65 18%	75 19%	5 5%	13 13%	31 23% ^c	26 21% ^c	25 21% ^c	27 30% ^{cdi}	12 15% ^c	44 24%	36 17%	22 14%	38 19%
4 TYPES EXPERIENCED	9 1%	4 1%	5 1%	- -	- -	1 1%	1 1%	2 1%	3 4%	1 2%	3 2%	1 1%	3 2%	1 1%
ANY UNSOLICITED CALLS (LANDLINE)	445 59%	209 58%	236 61%	36 39%	49 47%	73 55%	86 68% ^{cd}	77 63% ^{cd}	65 72% ^{cde}	59 73% ^{cde}	128 69% ^{klm}	116 55%	89 57%	112 57%
None	303 41%	150 42%	153 39%	56 61% ^{fghi}	55 53% ^{fghi}	60 45% ^{hi}	40 32%	45 37%	25 28%	22 27%	57 31%	93 45% ^j	68 43% ^j	85 43% ^j
Av number of issues	1.975	1.965	1.983	1.639	1.690	2.123^d	2.013	1.999	2.264^{di}	1.829	2.126ⁱ	1.905	1.827	1.991
Standard Deviation	0.880	0.885	0.878	0.719	0.876	0.901	0.832	0.890	0.914	0.846	0.839	0.872	0.929	0.878
Error Variance	0.002	0.003	0.003	0.018	0.019	0.014	0.009	0.011	0.009	0.008	0.006	0.007	0.010	0.005

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	751	437	157	157	328	423	204	547	587	164	591	74	37	49
Weighted Base	748	447	171	131	403	346	240	508	592	156	616	71*	41**	20*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	224 30%	155 35%b	32 19%	37 28%	102 25%	121 35% ^d	62 26%	161 32%	166 28%	58 37% ^h	179 29%	28 40% ^m	14 33%	3 16%
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	353 47%	226 51% ^b	62 36%	65 49% ^b	191 47%	162 47%	99 41%	254 50%	268 45%	85 54%	287 47%	36 51%	23 55%	7 33%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	281 37%	199 44% ^{bc}	40 24%	42 32%	153 38%	128 37%	91 38%	189 37%	214 36%	66 42%	227 37% ^m	39 55% ^{jm}	13 31%	2 12%
Some other type of call that you didn't want or ask for - for example a market research call	21 3%	14 3%	4 3%	3 2%	7 2%	14 4%	4 2%	17 3%	19 3%	3 2%	20 3%	1 1%	1 2%	- -
SUMMARY CODES														
1 TYPE EXPERIENCED	169 23%	96 21%	36 21%	37 28%	86 21%	82 24%	50 21%	119 23%	133 22%	36 23%	143 23%	11 15%	12 28%	4 18%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	751	437	157	157	328	423	204	547	587	164	591	74	37	49
Weighted Base	748	447	171	131	403	346	240	508	592	156	616	71*	41**	20*
2 TYPES EXPERIENCED	127	74	25	28	73	54	30	97	99	29	106	16	4	2
	17%	17%	15%	21%	18%	16%	13%	19%	17%	18%	17%	22%	9%	9%
3 TYPES EXPERIENCED	140	106	17	17	71	69	46	94	102	37	107	21	10	2
	19%	24%bc	10%	13%	18%	20%	19%	18%	17%	24%	17%	29%jm	25%	8%
4 TYPES EXPERIENCED	9	7	1	1	2	7	2	7	7	1	9	-	-	-
	1%	2%	*	1%	1%	2%	1%	1%	1%	1%	1%	-	-	-
ANY UNSOLICITED CALLS (LANDLINE)	445	284	79	83	232	213	128	317	341	104	365	47	26	7
	59%	64%b	46%	63%b	58%	62%	53%	62% ^f	58%	67%	59% ^m	66% ^m	62%	36%
None	303	163	92	48	171	133	112	192	251	52	251	24	15	13
	41%	36%	54% ^{ac}	37%	42%	38%	47% ^g	38%	42%	33%	41%	34%	38%	64% ^{ijk}
Av number of issues	1.975	2.088bc	1.771	1.777	1.950	2.001	2.002	1.964	1.955	2.039	1.951	2.211	1.945	1.724
Standard Deviation	0.880	0.901	0.809	0.809	0.845	0.918	0.907	0.870	0.881	0.878	0.885	0.796	0.939	0.881
Error Variance	0.002	0.003	0.009	0.006	0.004	0.003	0.008	0.002	0.002	0.007	0.002	0.012	0.037	0.035

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	751	39	84	55	49	64	65	62	112	61	37	74	49
Weighted Base	748	34*	81*	58*	48*	72*	66*	68*	126	63*	41**	71*	20*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	224 30%	15 43%l	20 24%	17 30%	24 51%befghil	17 23%	18 27%	17 25%	35 28%	16 25%	14 33%	28 40%l	3 16%
Receiving a "live sales\marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	353 47%	20 59%el	35 43%	30 51%	34 71%befghikl	25 35%	28 42%	29 43%	60 48%	26 41%	23 55%	36 51%	7 33%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	281 37%	12 36%gl	32 40%gl	23 40%gl	23 47%gl	24 34%gl	31 47%gl	10 15%	53 42%gl	19 30%	13 31%	39 55%egil	2 12%
Some other type of call that you didn't want or ask for - for example a market research call	21 3%	3 8%cgi	2 3%	- -	2 4%	1 1%	5 7%gi	- -	8 6%	- -	1 2%	1 1%	- -
SUMMARY CODES													
1 TYPE EXPERIENCED	169 23%	5 16%	24 30%c	5 9%	10 21%	12 17%	20 31%c	26 38%acehk	22 18%	17 28%c	12 28%	11 15%	4 18%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

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Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	751	39	84	55	49	64	65	62	112	61	37	74	49
Weighted Base	748	34*	81*	58*	48*	72*	66*	68*	126	63*	41**	71*	20*
2 TYPES EXPERIENCED	127 17%	7 21%	11 13%	12 21%	10 22%	11 16%	12 19%	8 11%	27 21%	7 11%	4 9%	16 22%	2 9%
3 TYPES EXPERIENCED	140 19%	9 26%g	12 15%	13 23%g	16 34%bdfghil	10 13%	9 14%	5 7%	23 18%	10 16%	10 25%	21 29%egl	2 8%
4 TYPES EXPERIENCED	9 1%	1 3%	2 2%	- -	1 2%	1 1%	2 3%	- -	3 2%	- -	- -	- -	- -
ANY UNSOLICITED CALLS (LANDLINE)	445 59%	22 66%l	49 60%l	31 53%	38 79%ceghil	34 47%	44 67%el	39 57%	75 59%l	34 54%	26 62%	47 66%el	7 36%
None	303 41%	12 34%	32 40%	27 47%d	10 21%	38 53%dfk	22 33%	30 43%d	51 41%d	29 46%d	15 38%	24 34%	13 64%abdfhk
Av number of issues	1.975	2.230	1.824	2.268	2.200g	1.970	1.850	1.458	2.080g	1.780	1.945	2.211gi	1.724
Standard Deviation	0.880	0.882	0.934	0.737	0.876	0.866	0.928	0.722	0.866	0.880	0.939	0.796	0.881
Error Variance	0.002	0.028	0.017	0.015	0.020	0.026	0.020	0.015	0.011	0.023	0.037	0.012	0.035

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

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KANTAR MEDIA

Powering Informed Decisions

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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

Base: All who have landline phone

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	751	651	751	651	-	100	293	107	365
Weighted Base	748	675	748	675	-**	74*	296	134*	338
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.	224 30%	196 29%	224 30%	196 29%	- -	28 38%	79 27%	44 33%	111 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	353 47%	316 47%	353 47%	316 47%	- -	37 51%	120 41%	65 49%	178 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.	281 37%	258 38%	281 37%	258 38%	- -	23 31%	103 35%	49 37%	135 40%
Some other type of call that you didn't want or ask for - for example a market research call	21 3%	19 3%	21 3%	19 3%	- -	3 4%	8 3%	3 2%	14 4%
SUMMARY CODES									
1 TYPE EXPERIENCED	169 23%	152 22%	169 23%	152 22%	- -	17 24%	62 21%	27 20%	82 24%
2 TYPES EXPERIENCED	127 17%	113 17%	127 17%	113 17%	- -	14 19%	40 14%	20 15%	72 21%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

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

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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

Base: All who have landline phone

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	751	651	751	651	-	100	293	107	365
Weighted Base	748	675	748	675	-**	74*	296	134*	338
3 TYPES EXPERIENCED	140	126	140	126	-	14	52	29	63
	19%	19%	19%	19%	-	19%	18%	22%	19%
4 TYPES EXPERIENCED	9	8	9	8	-	1	3	1	6
	1%	1%	1%	1%	-	1%	1%	1%	2%
ANY UNSOLICITED CALLS (LANDLINE)	445	399	445	399	-	46	157	78	223
	59%	59%	59%	59%	-	63%	53%	58%	66%
None	303	276	303	276	-	27	139	56	115
	41%	41%	41%	41%	-	37%	47%	42%	34%
Av number of issues	1.975	1.976	1.975	1.976	-	1.965	1.974	2.069	1.965
Standard Deviation	0.880	0.882	0.880	0.882	-	0.873	0.898	0.894	0.872
Error Variance	0.002	0.002	0.002	0.002	-	0.012	0.005	0.012	0.003

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

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

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	751	310	304	303	44	440	317	726	617	609	288	385	624	375
Weighted Base	748	315	272	270	47*	472	283	727	647	642	321	429	653	429
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.	224 30%	84 27%	86 32%	86 32%	17 37%	139 29%	90 32%	218 30%	182 28%	181 28%	86 27%	115 27%	183 28%	116 27%
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	353 47%	133 42%	139 51%	139 52%a	27 57%	212 45%	147 52%a	346 48%	295 46%	292 46%	143 45%	186 43%	298 46%	187 43%
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.	281 37%	109 35%	109 40%	107 40%	21 45%	173 37%	111 39%	273 38%	239 37%	238 37%	112 35%	148 34%	241 37%	143 33%
Some other type of call that you didn't want or ask for - for example a market research call	21 3%	8 3%	12 4%	12 4%	- -	10 2%	13 4%	21 3%	17 3%	18 3%	9 3%	13 3%	18 3%	12 3%
SUMMARY CODES														
1 TYPE EXPERIENCED	169 23%	68 22%	63 23%	60 22%	12 27%	100 21%	64 23%	166 23%	138 21%	135 21%	53 16%	94 22%	140 21%	89 21%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	751	310	304	303	44	440	317	726	617	609	288	385	624	375
Weighted Base	748	315	272	270	47*	472	283	727	647	642	321	429	653	429
2 TYPES EXPERIENCED	127 17%	44 14%	61 23%ae	61 23%ae	8 18%	69 15%	65 23%ae	124 17%	110 17%	110 17%	61 19%	62 15%	111 17%	66 15%
3 TYPES EXPERIENCED	140 19%	55 18%	47 17%	47 18%	12 26%	93 20%	49 17%	136 19%	116 18%	116 18%	55 17%	76 18%	117 18%	74 17%
4 TYPES EXPERIENCED	9 1%	3 1%	5 2%	5 2%	- -	5 1%	5 2%	9 1%	7 1%	7 1%	3 1%	4 1%	7 1%	4 1%
ANY UNSOLICITED CALLS (LANDLINE)	445 59%	171 54%	176 65%ae	174 64%ae	33 70%	266 56%	183 65%ae	435 60%	371 57%	367 57%	172 54%	236 55%	375 57%	233 54%
None	303 41%	144 46%bcf	96 35%	96 36%	14 30%	207 44%bcf	101 35%	292 40%	277 43%	275 43%	149 46%	193 45%	279 43%	197 46%
Av number of issues	1.975	1.960	1.967	1.980	1.988	2.007	1.973	1.973	1.978	1.985	2.046	1.956	1.974	1.968
Standard Deviation	0.880	0.895	0.858	0.856	0.879	0.892	0.853	0.881	0.871	0.871	0.834	0.885	0.871	0.873
Error Variance	0.002	0.005	0.004	0.004	0.024	0.003	0.003	0.002	0.002	0.002	0.004	0.004	0.002	0.004

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	Q6A6B 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	751	516	460	242	268	241	67	441	372	213	327	283	95	26	24	3
Weighted Base	748	511	445	266	254	224	67*	430	353	236	335	281	108*	23**	21**	3**
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.	224 30%	224 44%	224 50%ci	97 36%	224 88%abcf ghijkl	224 100%abdcf ghijkl	37 55%ci	189 44%	181 51%ci	84 35%	170 51%ci	161 57%acgil	45 42%	15 63%	13 61%	3 100%
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	353 47%	353 69%	353 79%acfi l	175 66%	194 76%cil	181 81%acfi l	45 68%	353 82%acfi jl	353 100%abcde fgijkl	159 67%	235 70%	215 77%acil	68 63%	19 82%	17 81%	3 100%
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.	281 37%	281 55%c	281 63%acgil	123 46%	171 67%acgil	161 72%abcf ghil	38 56%	230 53%	215 61%ci	110 47%	281 84%abcd efghil	281 100%abcde fghijl	54 50%	15 66%	14 64%	3 100%
Some other type of call that you didn't want or ask for - for example a market research call	21 3%	21 4%	21 5%	12 4%	15 6%	13 6%	4 6%	18 4%	17 5%	10 4%	15 5%	14 5%	6 6%	21 93%	21 100%	1 41%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	Q6A6B 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	751	516	460	242	268	241	516	441	372	213	327	283	95	26	24	3
Weighted Base	748	511	445	266	254	224	67*	430	353	236	335	281	108*	23**	21**	3**
SUMMARY CODES																
1 TYPE EXPERIENCED	169 23%	169 33%defg kl	169 38%cddefg hijkl	69 26%defjk	30 12%	25 11%	6 9%	113 26%defjk l	96 27%defjk l	62 26%defjk	60 18%de	47 17%	16 15%	1 2%	1 2%	- -
2 TYPES EXPERIENCED	127 17%	127 25%	127 29%	63 24%	60 24%	52 23%	18 27%	113 26%	110 31%e	55 23%	95 29%	87 31%	25 23%	7 29%	7 31%	- -
3 TYPES EXPERIENCED	140 19%	140 27%	140 31%	64 24%	139 55%abcfg hijl	138 62%abcfg hijkl	25 38%c	138 32%c	138 39%abci	59 25%	138 41%abcgi	138 49%abcgh il	31 29%	7 30%	5 25%	2 59%
4 TYPES EXPERIENCED	9 1%	9 2%	9 2%	5 2%	9 3%	9 4%	1 2%	9 2%	9 3%	4 2%	9 3%	9 3%	3 3%	9 38%	9 41%	1 41%
ANY UNSOLICITED CALLS (LANDLINE)	445 59%	445 87%cfil ijl	445 100%acdfg ijl	201 75%	238 94%acfg il	224 100%acdfg ijl	51 76%	374 87%cfil ijl	353 100%acdfg ijl	180 76%	303 90%cfil ijl	281 100%acdfg ijl	76 70%	23 100%	21 100%	3 100%
None	303 41%	66 13%bdehk	- -	66 25%abdegh jk	16 6%behk	- -	16 24%abdeg hjk	57 13%bdehk	- -	57 24%abdeg hjk	32 10%behk	- -	32 30%abdegh jk	- -	- -	- -
Av number of issues	1.975	1.975	1.975	2.025	2.535abc ghijkl	2.582abc ghijkl	2.437abc ghi	2.115ab	2.170ab	2.021	2.314abc ghi	2.387abc ghi	2.275ab	3.051	3.054	3.412
Standard Deviation	0.880	0.880	0.880	0.872	0.758	0.743	0.743	0.870	0.859	0.870	0.822	0.798	0.846	0.893	0.927	0.621
Error Variance	0.002	0.002	0.002	0.004	0.002	0.002	0.011	0.002	0.002	0.005	0.002	0.002	0.010	0.031	0.036	0.129

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	283	139	144	17	21	41	48	49	67	40	81	64	49	89
Weighted Base	281	131	150	21**	27**	49*	60*	50*	46*	27*	91*	73*	50*	67*
Listen to the full message before hanging up	14	7	7	-	-	5	3	2	2	2	4	4	3	3
	5%	5%	5%	-	-	11%	4%	4%	5%	8%	4%	6%	5%	5%
Listen to some of the message before hanging up	50	23	27	3	5	9	5	11	11	5	14	12	9	15
	18%	17%	18%	15%	19%	18%	8%	23%	24% ^f	20%	15%	16%	18%	22%
Hang up immediately, as soon as I realise it is a recorded message	216	100	116	18	22	35	53	37	32	19	72	57	38	48
	77%	77%	77%	85%	81%	71%	87% ^h	74%	70%	72%	80%	78%	77%	73%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	64	30	34	3	5	14	8	13	13	8	18	16	12	18
	23%	23%	23%	15%	19%	29%	13%	26%	28%	28%	20%	22%	23%	27%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	283	191	39	53	125	158	77	206	216	67	218	43	14	8
Weighted Base	281	199	40**	42*	153	128	91*	189	214	66*	227	39*	13**	2**
Listen to the full message before hanging up	14 5%	11 5%	1 3%	2 5%	7 5%	7 5%	5 6%	9 5%	11 5%	3 5%	12 5%	2 5%	1 5%	- -
Listen to some of the message before hanging up	50 18%	34 17%	10 26%	6 14%	18 11%	32 25% ^d	16 17%	34 18%	34 16%	16 23%	45 20%	3 7%	2 16%	- -
Hang up immediately, as soon as I realise it is a recorded message	216 77%	153 77%	29 72%	34 81%	128 84% ^e	88 69%	70 77%	146 77%	168 79%	48 72%	169 75%	34 88%	10 79%	2 100%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	64 23%	44 22%	11 28%	8 19%	25 16%	39 31% ^d	21 23%	43 23%	45 21%	19 28%	57 25%	4 12%	3 21%	- -

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	283	14	31	27	23	20	29	10	46	18	14	43	8
Weighted Base	281	12**	32**	23**	23**	24**	31**	10**	53*	19**	13**	39*	2**
Listen to the full message before hanging up	14 5%	1 13%	3 9%	1 5%	1 7%	- -	2 7%	1 5%	1 2%	1 3%	1 5%	2 5%	- -
Listen to some of the message before hanging up	50 18%	2 16%	3 8%	4 17%	3 15%	5 21%	9 30%	1 13%	12 22%	6 32%	2 16%	3 7%	- -
Hang up immediately, as soon as I realise it is a recorded message	216 77%	9 72%	27 83%	18 78%	18 78%	19 79%	19 61%	8 82%	40 75%	12 65%	10 79%	34 88%	2 100%
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	64 23%	3 28%	5 17%	5 22%	5 22%	5 21%	11 36%	2 18%	13 25%	7 35%	3 21%	4 12%	- -

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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

Base: All that have received recorded messages on their landline

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	283	252	283	252	-	31	98	42	149
Weighted Base	281	258	281	258	-**	23**	103*	49*	135
Listen to the full message before hanging up	14 5%	13 5%	14 5%	13 5%	- -	1 5%	6 6%	1 3%	6 4%
Listen to some of the message before hanging up	50 18%	47 18%	50 18%	47 18%	- -	2 10%	19 18%	8 16%	27 20%
Hang up immediately, as soon as I realise it is a recorded message	216 77%	196 76%	216 77%	196 76%	- -	20 86%	79 76%	40 81%	101 75%
SUMMARY CODE									
LISTEN TO ANY OF MESSAGE	64 23%	60 23%	64 23%	60 23%	- -	3 14%	25 24%	9 19%	33 25%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

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

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	283	103	124	123	21	160	127	274	230	227	101	134	232	125
Weighted Base	281	109*	109	107	21**	173	111	273	239	238	112*	148	241	143
Listen to the full message before hanging up	14 5%	6 5%	4 4%	4 4%	1 7%	9 5%	4 4%	13 5%	10 4%	10 4%	4 4%	7 5%	10 4%	7 5%
Listen to some of the message before hanging up	50 18%	19 18%	26 24%	26 24%	1 6%	28 16%	26 24%	50 18%	41 17%	40 17%	20 17%	29 20%	41 17%	22 16%
Hang up immediately, as soon as I realise it is a recorded message	216 77%	83 77%	79 72%	76 72%	17 84%	136 78%	80 73%	210 77%	187 78%	186 78%	88 79%	110 75%	189 78%	113 79%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	64 23%	25 23%	30 28%	30 28%	3 13%	37 21%	30 27%	63 23%	52 22%	51 21%	24 21%	37 25%	52 21%	30 21%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	Q6A6B 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	283	283	283	113	179	171	37	235	222	100	283	283	51	18	16	3
Weighted Base	281	281	281	123*	171	161	38*	230	215	110*	281	281	54*	15**	14**	3**
Listen to the full message before hanging up	14 5%	14 5%	14 5%	6 5%	9 5%	6 4%	3 7%	10 5%	10 5%	4 4%	14 5%	14 5%	3 5%	2 12%	2 13%	- -
Listen to some of the message before hanging up	50 18%	50 18%	50 18%	20 16%	32 19%	32 20%	7 18%	43 19%	38 18%	20 18%	50 18%	50 18%	9 17%	4 23%	4 25%	- -
Hang up immediately, as soon as I realise it is a recorded message	216 77%	216 77%	216 77%	97 79%	130 76%	122 76%	28 74%	176 77%	167 78%	87 79%	216 77%	216 77%	42 78%	10 65%	8 61%	3 100%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	64 23%	64 23%	64 23%	26 21%	41 24%	39 24%	10 26%	54 23%	48 22%	24 21%	64 23%	64 23%	12 22%	5 35%	5 39%	- -

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	66	35	31	3	4	11	6	13	20	9	17	15	11	23
Weighted Base	64*	30**	34**	3**	5**	14**	8**	13**	13**	8**	18**	16**	12**	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	45	22	23	3	3	8	5	11	10	5	12	13	7	13
	70%	74%	68%	100%	54%	56%	65%	83%	80%	63%	67%	82%	62%	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	12	5	7	-	1	7	1	-	3	-	2	3	4	2
	19%	16%	21%	-	15%	47%	17%	-	25%	-	13%	22%	32%	12%
Telling you about a competition	10	4	6	-	3	5	-	1	1	-	2	4	1	3
	15%	13%	18%	-	54%	35%	-	8%	8%	-	12%	24%	5%	18%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	16	7	10	-	-	2	-	8	3	3	9	2	3	2
	26%	22%	29%	-	-	17%	-	64%	22%	36%	48%	15%	28%	13%
Other type	3	3	-	-	2	-	-	-	*	1	-	-	2	1
	4%	9%	-	-	31%	-	-	-	3%	8%	-	-	14%	6%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	54	23	31	3	4	11	6	13	11	6	16	13	9	15
	85%	78%	91%	100%	69%	82%	82%	100%	83%	76%	92%	82%	81%	84%
ANY EXC. APPOINTMENT REMINDERS	50	22	28	3	4	10	6	11	10	5	13	13	9	14
	78%	74%	81%	100%	69%	74%	82%	83%	80%	63%	73%	82%	81%	77%
Can't Remember	7	4	3	-	-	3	1	-	2	1	1	3	1	2
	11%	13%	9%	-	-	18%	18%	-	13%	16%	8%	18%	6%	10%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	66	45	13	8	21	45	16	50	47	19	57	5	4	-
Weighted Base	64*	44*	11**	8**	25**	39*	21**	43*	45*	19**	57*	4**	3**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	45 70%	29 66%	9 81%	7 83%	16 64%	29 75%	11 53%	34 79%	37 83%	8 41%	42 75%	2 43%	1 26%	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	12 19%	9 21%	2 15%	1 9%	6 24%	6 15%	5 23%	7 17%	11 25%	1 4%	10 17%	2 51%	- -	- -
Telling you about a competition	10 15%	7 16%	3 23%	- -	5 21%	5 12%	5 24%	5 11%	9 19%	1 6%	8 15%	1 33%	- -	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	16 26%	14 31%	1 11%	1 18%	7 29%	9 24%	3 12%	14 32%	10 22%	7 35%	16 29%	- -	- -	- -
Other type	3 4%	3 6%	- -	- -	2 6%	1 3%	2 8%	1 2%	* 1%	2 12%	2 4%	- -	1 24%	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	54 85%	38 87%	9 81%	7 83%	19 79%	35 89%	15 74%	39 91%	42 94%	12 65%	51 90%	3 61%	1 26%	- -
ANY EXC. APPOINTMENT REMINDERS	50 78%	34 76%	9 81%	7 83%	17 70%	32 83%	14 69%	35 82%	41 90%	9 47%	46 81%	3 61%	1 26%	- -
Can't Remember	7 11%	3 7%	2 19%	1 17%	4 14%	3 8%	4 19%	3 7%	2 5%	4 23%	4 7%	2 39%	1 50%	- -

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	66	3	7	7	4	5	11	2	12	6	4	5	-
Weighted Base	64*	3**	5**	5**	5**	5**	11**	2**	13**	7**	3**	4**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	45 70%	2 56%	5 92%	4 67%	5 100%	3 60%	7 63%	2 100%	12 90%	3 52%	1 26%	2 43%	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	12 19%	- -	2 29%	1 18%	- -	1 27%	- -	- -	5 38%	1 11%	- -	2 51%	- -
Telling you about a competition	10 15%	- -	- -	2 37%	1 21%	- -	3 22%	1 29%	2 18%	- -	- -	1 33%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	16 26%	2 56%	1 21%	2 33%	2 37%	1 18%	6 49%	- -	3 26%	- -	- -	- -	- -
Other type	3 4%	- -	* 8%	- -	- -	- -	- -	- -	- -	2 24%	1 24%	- -	- -
SUMMARY CODES													
ANY INC. APPOINTMENT REMINDERS	54 85%	2 56%	5 92%	5 100%	5 100%	5 87%	11 100%	2 100%	13 100%	3 52%	1 26%	3 61%	- -
ANY EXC. APPOINTMENT REMINDERS	50 78%	2 56%	5 92%	4 67%	5 100%	5 87%	8 73%	2 100%	13 100%	3 52%	1 26%	3 61%	- -
Can't Remember	7 11%	1 44%	- -	- -	- -	1 13%	- -	- -	- -	2 24%	1 50%	2 39%	- -

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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

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

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	66	61	66	61	-	5	24	8	37
Weighted Base	64*	60*	64*	60*	-**	3**	25*	9*	33*
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	45 70%	43 71%	45 70%	43 71%	- -	2 64%	17 68%	7 76%	24 74%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	12 19%	11 19%	12 19%	11 19%	- -	1 16%	9 35%	- -	3 10%
Telling you about a competition	10 15%	9 14%	10 15%	9 14%	- -	1 33%	7 26%	1 15%	2 6%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	16 26%	15 25%	16 26%	15 25%	- -	1 31%	3 12%	3 31%	11 34%
Other type	3 4%	3 4%	3 4%	3 4%	- -	- -	2 6%	- -	1 3%
SUMMARY CODES									
ANY INC. APPOINTMENT REMINDERS	54 85%	52 86%	54 85%	52 86%	- -	2 64%	20 81%	9 100%	28 86%
ANY EXC. APPOINTMENT REMINDERS	50 78%	47 78%	50 78%	47 78%	- -	2 64%	20 81%	7 76%	26 78%
Can't Remember	7 11%	6 9%	7 11%	6 9%	- -	1 36%	3 12%	- -	4 11%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

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

KANTAR MEDIA

Powering Informed Decisions

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	66	25	34	34	3	35	34	65	50	48	24	33	50	27
Weighted Base	64*	25**	30**	30**	3**	37*	30**	63*	52*	51*	24**	37**	52*	30**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	45 70%	17 66%	23 76%	23 76%	1 44%	25 68%	23 76%	44 70%	36 70%	35 69%	16 64%	26 72%	36 70%	20 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	12 19%	9 34%	3 10%	3 10%	- -	9 24%	3 10%	12 19%	10 20%	9 19%	6 25%	8 21%	10 20%	7 23%
Telling you about a competition	10 15%	7 26%	2 6%	2 6%	- -	8 22%	2 6%	10 16%	10 19%	9 18%	3 12%	8 21%	10 19%	5 18%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	16 26%	3 12%	11 37%	11 37%	- -	6 16%	11 37%	16 26%	13 25%	13 26%	6 23%	10 26%	13 25%	6 21%
Other type	3 4%	2 6%	1 3%	1 3%	- -	2 4%	1 3%	3 4%	2 3%	2 3%	2 7%	2 4%	2 3%	2 5%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	54 85%	20 79%	27 89%	27 89%	1 44%	30 83%	27 89%	53 85%	45 87%	44 87%	19 80%	31 85%	45 87%	24 81%
ANY EXC. APPOINTMENT REMINDERS	50 78%	20 79%	25 81%	25 81%	1 44%	28 77%	25 81%	48 77%	41 79%	40 78%	17 70%	29 78%	41 79%	22 73%
Can't Remember	7 11%	4 15%	2 7%	2 7%	1 56%	5 12%	2 7%	7 11%	5 10%	5 10%	3 14%	4 11%	5 10%	4 13%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	Q6A16B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	66	66	66	24	42	40	10	55	50	21	66	66	11	6	6	-
Weighted Base	64*	64*	64*	26**	41*	39*	10**	54*	48*	24**	64*	64*	12**	5**	5**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	45 70%	45 70%	45 70%	18 71%	32 77%	30 79%	8 84%	39 73%	36 75%	18 75%	45 70%	45 70%	12 100%	4 75%	4 75%	-
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	12 19%	12 19%	12 19%	8 33%	11 27%	11 29%	4 44%	11 21%	11 22%	8 34%	12 19%	12 19%	6 53%	1 25%	1 25%	-
Telling you about a competition	10 15%	10 15%	10 15%	7 29%	8 19%	7 18%	4 46%	9 16%	7 15%	6 27%	10 15%	10 15%	4 32%	-	-	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	16 26%	16 26%	16 26%	7 26%	11 27%	11 28%	4 40%	15 28%	15 31%	7 28%	16 26%	16 26%	3 25%	1 24%	1 24%	-
Other type	3 4%	3 4%	3 4%	-	1 2%	1 2%	-	1 1%	1 1%	-	3 4%	3 4%	-	-	-	-
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	54 85%	54 85%	54 85%	23 89%	37 90%	34 89%	9 96%	48 89%	44 90%	21 90%	54 85%	54 85%	12 100%	5 100%	5 100%	-
ANY EXC. APPOINTMENT REMINDERS	50 78%	50 78%	50 78%	22 84%	35 87%	33 86%	9 96%	43 80%	39 80%	20 85%	50 78%	50 78%	12 100%	5 100%	5 100%	-
Can't Remember	7 11%	7 11%	7 11%	3 11%	4 9%	4 9%	* 4%	5 10%	4 9%	2 10%	7 11%	7 11%	-	-	-	-

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	1051	501	550	139	155	154	146	151	166	140	213	250	212	376
Weighted Base	1051	511	540	148	185	186	163	161	112	97	245	289	216	301
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.	115 11%	62 12%	53 10%	12 8%	20 11% <i>i</i>	28 15% <i>i</i>	26 16% <i>hi</i>	17 11% <i>i</i>	9 8%	2 2%	35 14% <i>m</i>	37 13%	17 8%	26 8%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	231 22%	113 22%	118 22%	25 17% <i>i</i>	40 22% <i>i</i>	61 33% <i>cdhi</i>	52 32% <i>chi</i>	36 22% <i>hi</i>	14 13% <i>i</i>	2 2%	70 28% <i>lm</i>	72 25% <i>m</i>	41 19%	48 16%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	250 24%	125 25%	125 23%	30 20% <i>i</i>	53 29% <i>hi</i>	64 35% <i>cg</i> <i>hi</i>	50 31% <i>ghi</i>	31 19% <i>i</i>	15 13%	6 6%	70 28% <i>m</i>	72 25%	51 23%	57 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.	164 16%	97 19% <i>b</i>	67 12%	16 11% <i>i</i>	38 21% <i>chi</i>	39 21% <i>chi</i>	30 18% <i>i</i>	29 18% <i>i</i>	12 11% <i>i</i>	- -	46 19% <i>m</i>	52 18% <i>m</i>	38 17% <i>m</i>	28 9%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	1051	501	550	139	155	154	146	151	166	140	213	250	212	376
Weighted Base	1051	511	540	148	185	186	163	161	112	97	245	289	216	301
Some other type of call that you didn't want or ask for - for example a market research call	10 1%	3 1%	6 1%	2 1%	2 1%	2 1%	3 2%	- -	1 1%	- -	3 1%	1 1%	3 2%	2 1%
SUMMARY CODES														
1 TYPE EXPERIENCED	176 17%	82 16%	94 17%	21 14%i	32 17%i	36 20%i	38 23%hi	30 19%i	14 13%i	5 5%	48 20%m	58 20%m	34 16%	36 12%
2 TYPES EXPERIENCED	91 9%	40 8%	51 10%	12 8%i	18 10%i	22 12%hi	17 10%i	15 9%i	5 5%	2 2%	24 10%	27 9%	19 9%	21 7%
3 TYPES EXPERIENCED	76 7%	41 8%	35 6%	9 6%i	22 12%hi	15 8%i	15 9%i	9 6%i	5 5%	1 1%	22 9%	22 8%	17 8%	16 5%
4 TYPES EXPERIENCED	44 4%	29 6%b	15 3%	3 2%	5 3%	17 9%cdhi	9 6%i	7 4%i	3 2%	- -	14 6%	14 5%	7 3%	9 3%
ANY UNSOLICITED CALLS (MOBILE)	388 37%	192 38%	197 36%	46 31%i	76 41%hi	90 49%chi	81 50%chi	60 38%hi	27 25%i	8 8%	109 45%m	121 42%m	76 35%	82 27%
None	663 63%	319 62%	344 64%	102 69%ef	109 59%	96 51%	82 50%	100 62%	84 75%defg	89 92%cdefgh	135 55%	168 58%	140 65%	219 73%ijk
Av number of issues	1.979	2.085	1.876	1.874	2.011	2.136	2.001	1.879	1.861	1.406	2.047	1.937	1.957	1.972
Standard Deviation	1.065	1.113	1.008	0.961	0.995	1.142	1.139	1.046	1.052	0.709	1.125	1.067	1.021	1.036
Error Variance	0.003	0.007	0.005	0.021	0.015	0.017	0.019	0.020	0.026	0.042	0.014	0.011	0.014	0.011

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	1051	572	268	211	477	574	289	762	824	227	852	90	47	62
Weighted Base	1051	585	282	184	571	480	333	718	840	211	885	89*	52*	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.	115 11%	65 11%	33 12%	16 9%	78 14% ^e	37 8%	43 13%	72 10%	98 12%	17 8%	97 11%	10 11%	5 9%	3 13%
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)	231 22%	140 24%	59 21%	32 17%	153 27% ^e	78 16%	92 28% ^g	139 19%	200 24% ⁱ	31 15%	194 22%	22 24%	10 19%	5 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.	250 24%	160 27% ^c	68 24% ^c	23 12%	174 30% ^e	76 16%	100 30% ^g	151 21%	225 27% ⁱ	25 12%	212 24%	22 25%	11 21%	5 22%
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.	164 16%	103 18% ^c	45 16% ^c	16 9%	124 22% ^e	40 8%	53 16%	110 15%	148 18% ⁱ	16 8%	137 15%	15 17%	7 14%	4 18%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	1051	572	268	211	477	574	289	762	824	227	852	90	47	62
Weighted Base	1051	585	282	184	571	480	333	718	840	211	885	89*	52*	24*
Some other type of call that you didn't want or ask for - for example a market research call	10 1%	6 1%	1 1%	2 1%	8 1%	2 *	1 *	8 1%	10 1%	- -	8 1%	2 2%	- -	- -
SUMMARY CODES														
1 TYPE EXPERIENCED	176 17%	96 16%	48 17%	32 17%	114 20%e	62 13%	57 17%	119 17%	139 17%	37 18%	151 17%	10 11%	13 24%	2 10%
2 TYPES EXPERIENCED	91 9%	61 10% ^c	24 9% ^c	6 3%	59 10% ^e	32 7%	38 11%	54 7%	77 9%	14 7%	78 9%	10 12%	1 2%	2 8%
3 TYPES EXPERIENCED	76 7%	51 9%	16 6%	9 5%	57 10% ^e	20 4%	30 9%	47 6%	71 8% ⁱ	5 3%	63 7%	11 12%	1 1%	2 7%
4 TYPES EXPERIENCED	44 4%	26 4%	14 5%	4 2%	32 6% ^e	12 3%	17 5%	26 4%	42 5% ⁱ	2 1%	36 4%	2 2%	4 8%	2 7%
ANY UNSOLICITED CALLS (MOBILE)	388 37%	234 40% ^c	103 36%	51 28%	263 46% ^e	125 26%	141 42% ^g	248 34%	330 39% ⁱ	58 28%	329 37%	33 37%	19 36%	8 32%
None	663 63%	351 60%	179 64%	132 72% ^a	308 54%	354 74% ^d	192 58%	470 66% ^f	510 61%	153 72% ^h	556 63%	56 63%	34 64%	16 68%
Av number of issues	1.979	2.026	2.000	1.721	2.039	1.854	2.051	1.938	2.060ⁱ	1.518	1.966	2.131	1.779	2.352
Standard Deviation	1.065	1.036	1.135	1.035	1.087	1.011	1.050	1.074	1.086	0.799	1.063	0.923	1.267	1.240
Error Variance	0.003	0.005	0.014	0.021	0.005	0.007	0.009	0.005	0.004	0.011	0.004	0.028	0.107	0.085

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	1051	46	105	90	73	84	102	126	141	85	47	90	62
Weighted Base	1051	42*	102*	93*	75*	92*	105*	135	156	86*	52*	89*	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.	115 11%	5 11%	9 9%	8 8%	10 14% ^f	9 10%	3 3%	21 15% ^f	24 15% ^f	8 9%	5 9%	10 11%	3 13% ^f
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)	231 22%	9 21%	24 23%	11 12%	12 16%	17 19%	15 14%	33 25% ^c	53 34% ^{cdef}	20 23%	10 19%	22 24%	5 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.	250 24%	9 21%	32 32% ^d	18 19%	11 15%	23 25%	27 25%	31 23%	44 28%	17 20%	11 21%	22 25%	5 22%
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.	164 16%	5 12%	20 20% ^f	14 15%	8 11%	14 16%	8 8%	22 17%	31 20% ^f	14 16%	7 14%	15 17%	4 18%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	1051	46	105	90	73	84	102	126	141	85	47	90	62
Weighted Base	1051	42*	102*	93*	75*	92*	105*	135	156	86*	52*	89*	24*
Some other type of call that you didn't want or ask for - for example a market research call	10	-	3	-	2	1	1	1	-	-	-	2	-
	1%	-	3%	-	2%	1%	1%	1%	-	-	-	2%	-
SUMMARY CODES													
1 TYPE EXPERIENCED	176	11	16	8	8	13	22	26	27	19	13	10	2
	17%	26% ^c	16%	9%	11%	15%	21% ^c	19%	17%	22% ^c	24% ^c	11%	10%
2 TYPES EXPERIENCED	91	3	13	10	3	10	6	13	14	4	1	10	2
	9%	7%	13%	11%	5%	11%	6%	10%	9%	5%	2%	12%	8%
3 TYPES EXPERIENCED	76	1	7	7	7	5	6	8	13	9	1	11	2
	7%	3%	7%	8%	9%	5%	6%	6%	8%	11%	1%	12%	7%
4 TYPES EXPERIENCED	44	1	6	1	2	4	1	6	15	1	4	2	2
	4%	3%	6%	1%	3%	5%	1%	4%	9% ^{cfik}	1%	8% ^f	2%	7% ^{cfi}
ANY UNSOLICITED CALLS (MOBILE)	388	17	43	26	20	32	35	55	68	33	19	33	8
	37%	40%	42%	28%	27%	35%	33%	41%	44% ^{cd}	39%	36%	37%	32%
None	663	25	59	67	55	59	71	80	88	53	34	56	16
	63%	60%	58%	72% ^h	73% ^h	65%	67%	59%	56%	61%	64%	63%	68%
Av number of issues	1.979	1.609	2.062	1.995	2.131	1.999	1.574	1.969	2.216	1.764	1.779	2.131	2.352
Standard Deviation	1.065	0.988	1.067	0.835	1.086	1.058	0.846	1.140	1.192	0.950	1.267	0.923	1.240
Error Variance	0.003	0.057	0.031	0.029	0.059	0.040	0.023	0.025	0.024	0.032	0.107	0.028	0.085

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1051	912	751	651	261	100	385	141	515
Weighted Base	1051	941	748	675	266	74*	394	174	480
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.	115 11%	115 12%e	67 9%e	67 10%e	47 18%abce	-	59 15%	17 10%	42 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)	231 22%	231 25%e	158 21%e	158 23%e	72 27%e	-	112 28%	48 27%	78 16%
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	250 24%	250 27%e	179 24%e	179 27%e	71 27%e	-	113 29%	54 31%	91 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.	164 16%	164 17%e	108 14%e	108 16%e	56 21%be	-	71 18%	35 20%	63 13%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

* small base

KANTAR MEDIA

Powering Informed Decisions

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1051	912	751	651	261	100	385	141	515
Weighted Base	1051	941	748	675	266	74*	394	174	480
Some other type of call that you didn't want or ask for - for example a market research call	10 1%	10 1%	3 *	3 *	7 3%bc	-	4 1%	2 1%	4 1%
SUMMARY CODES									
1 TYPE EXPERIENCED	176 17%	176 19%e	129 17%e	129 19%e	47 18%e	-	68 17%	33 19%	86 18%
2 TYPES EXPERIENCED	91 9%	91 10%e	57 8%e	57 8%e	35 13%be	-	45 11%	14 8%	33 7%
3 TYPES EXPERIENCED	76 7%	76 8%e	50 7%e	50 7%e	26 10%e	-	39 10%	19 11%	22 5%
4 TYPES EXPERIENCED	44 4%	44 5%e	31 4%	31 5%e	13 5%e	-	21 5%	8 4%	15 3%
ANY UNSOLICITED CALLS (MOBILE)	388 37%	388 41%be	266 36%e	266 39%e	122 46%be	-	173 44%	75 43%	157 33%
None	663 63%	552 59%	482 64%ad	409 61%	144 54%	74 100%abcd	221 56%	98 57%	323 67%
Av number of issues	1.979	1.979	1.935	1.935	2.075	-	2.076	2.072	1.778
Standard Deviation	1.065	1.065	1.065	1.065	1.064	-	1.055	1.131	1.013
Error Variance	0.003	0.003	0.005	0.005	0.010	-	0.007	0.020	0.007

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

* small base

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	1051	419	419	418	61	578	446	990	832	830	392	557	854	532
Weighted Base	1051	431	376	373	66*	624	401	995	879	881	435	617	902	600
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.	115 11%	59 14%	38 10%	38 10%	3 5%	79 13%	38 9%	111 11%	105 12%	107 12%	65 15%	79 13%	108 12%	78 13%
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)	231 22%	115 27%bcf	63 17%	63 17%	16 24%	172 28%bcfg	64 16%	223 22%bcf	218 25%	219 25%	129 30%	166 27%	219 24%	170 28%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	250 24%	121 28%bcf	67 18%	67 18%	16 24%	180 29%bcf	71 18%	246 25%bcf	234 27%	237 27%	131 30%	185 30%	241 27%	184 31%
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.	164 16%	74 17%	54 14%	54 14%	7 11%	112 18%	56 14%	158 16%	153 17%	154 18%	91 21%	121 20%	157 17%	121 20%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	1051	419	419	418	61	578	446	990	832	830	392	557	854	532
Weighted Base	1051	431	376	373	66*	624	401	995	879	881	435	617	902	600
Some other type of call that you didn't want or ask for - for example a market research call	10 1%	6 1%	3 1%	3 1%	- -	6 1%	3 1%	10 1%	8 1%	8 1%	5 1%	8 1%	8 1%	8 1%
SUMMARY CODES														
1 TYPE EXPERIENCED	176 17%	77 18%	61 16%	61 16%	15 23%	114 18%	66 16%	171 17%	163 19%	163 18%	80 18%	121 20%	164 18%	124 21%
2 TYPES EXPERIENCED	91 9%	46 11%f	26 7%	26 7%	8 12%	67 11%f	26 6%	87 9%	85 10%	86 10%	50 12%	64 10%	88 10%	66 11%
3 TYPES EXPERIENCED	76 7%	40 9%d	21 5%	21 6%	* 1%	58 9%bcdf	22 5%	76 8%	73 8%	73 8%	43 10%	56 9%	74 8%	54 9%
4 TYPES EXPERIENCED	44 4%	21 5%	12 3%	12 3%	2 4%	30 5%	12 3%	41 4%	40 5%	41 5%	28 6%	33 5%	41 5%	33 6%
ANY UNSOLICITED CALLS (MOBILE)	388 37%	185 43%bcf	120 32%	120 32%	26 39%	271 43%bcf	126 31%	377 38%f	362 41%	364 41%	201 46%	276 45%	369 41%	279 47%
None	663 63%	246 57%	256 68%ae	254 68%ae	40 61%	354 57%	276 69%aeg	617 62%	517 59%	517 59%	234 54%	341 55%	534 59%	320 53%
Av number of issues	1.979	2.030	1.867	1.867	1.627	2.033	1.846	1.980	1.984	1.992	2.093	2.026	1.989	2.005
Standard Deviation	1.065	1.050	1.039	1.039	0.934	1.067	1.034	1.063	1.064	1.066	1.077	1.086	1.062	1.080
Error Variance	0.003	0.006	0.010	0.010	0.036	0.005	0.009	0.003	0.003	0.003	0.007	0.005	0.003	0.005

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	1051	633	460	359	315	241	114	539	372	311	378	283	146	31	24	8
Weighted Base	1051	633	445	388	302	224	115	529	353	335	391	281	164	30**	21**	10**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	115 11%	115 18%bh	51 11%	115 29%abegh jk	115 38%abceg hijk	37 16%	115 100%abcde ghijkl	93 18%b	45 13%	87 26%abegh k	82 21%bhk	38 13%	70 42%abceg hijk	5 18%	4 18%	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)	231 22%	231 36%beh	116 26%	231 59%abdeg hjk	109 36%b	64 28%	74 64%abdeg hjk	231 44%abdeh k	101 29%	231 69%abcde ghjk	150 38%behk	83 29%	102 62%abdeg hjk	12 39%	5 22%	7 72%
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.	250 24%	250 40%bek	138 31%	250 64%abdeg hjk	111 37%e	62 28%	74 65%abdeg hjk	250 47%abdeh jk	127 36%	250 75%abcde ghjk	154 39%bek	85 30%	112 68%abdeg hjk	15 52%	10 48%	6 66%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

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

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Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	Q6A6B 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	1051	633	460	359	315	241	114	539	372	311	378	283	146	31	24	8
Weighted Base	1051	633	445	388	302	224	115	529	353	335	391	281	164	30**	21**	10**
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	164 16%	164 26%bkh	76 17%	164 42%abdeg hk	89 29%behk	45 20%	70 61%abcde ghijk	140 26%bkh	68 19%	128 38%abdeg hk	164 42%abdeg hk	54 19%	164 100%abcde fghijk	11 35%	6 28%	6 60%
Some other type of call that you didn't want or ask for - for example a market research call	10 1%	10 2%	3 1%	10 2%b	4 1%	3 1%	1 1%	8 2%	3 1%	8 2%	7 2%	3 1%	6 3%bh	10 32%	1 5%	10 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	176 17%	176 28%defjkl	100 22%	176 45%abdef ghijkl	50 17%	37 17%	16 14%	148 28%defjkl	81 23%j	134 40%abdef ghijkl	65 17%	47 17%	24 15%	8 26%	6 28%	2 16%
2 TYPES EXPERIENCED	91 9%	91 14%b	41 9%	91 23%abdeg hjk	41 14%	25 11%	23 20%behk	82 15%b	39 11%	80 24%abdeg hjk	59 15%b	30 11%	37 23%abdehk	1 3%	1 4%	- -
3 TYPES EXPERIENCED	76 7%	76 12%	37 8%	76 20%abdeh k	40 13%be	16 7%	32 28%abdeg hjk	76 14%beh	34 10%	76 23%abdeg hk	65 17%behk	26 9%	57 35%abcde ghijk	6 19%	2 9%	5 52%
4 TYPES EXPERIENCED	44 4%	44 7%	22 5%	44 11%abh	42 14%abghk	19 8%	42 37%abcdeg hijk	44 8%	21 6%	44 13%abghk	44 11%abh	19 7%	44 27%abcde ghijk	5 15%	3 14%	1 16%
ANY UNSOLICITED CALLS (MOBILE)	388 37%	388 61%behk	201 45%	388 100%abdeg hjk	175 58%behk	97 43%	115 100%abdeg hjk	351 66%bdehk	175 50%	335 100%abdeg hjk	233 60%behk	123 44%	164 100%abdeg hjk	20 68%	12 56%	10 100%
None	663 63%	244 39%cfil	244 55%acdfgi jl	- -	127 42%cfgil	127 57%acdfgi jl	- -	178 34%cfil	178 50%acdfgi jl	- -	158 40%cfil	158 56%acdfgi jl	- -	10 32%	10 44%	- -

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

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

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	1051	633	460	359	315	241	114	539	372	311	378	283	146	31	24	8
Weighted Base	1051	633	445	388	302	224	115	529	353	335	391	281	164	30**	21**	10**
Av number of issues	1.979	1.979	1.911	1.979	2.448abc	2.167	2.907abc	2.057	1.967	2.102	2.392abc	2.137	2.760abc	2.573	2.163	3.137
Standard Deviation	1.065	1.065	1.062	1.065	1.167	1.147	1.091	1.083	1.070	1.086	1.101	1.101	1.035	1.407	1.352	1.257
Error Variance	0.003	0.003	0.006	0.003	0.008	0.014	0.010	0.004	0.007	0.004	0.006	0.011	0.007	0.110	0.166	0.197

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

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

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Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	912	421	491	133	147	147	135	140	129	81	194	227	185	306
Weighted Base	941	452	489	141*	176	177	152	149	87	57*	226	267	194	254
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.	115	62	53	12	20	28	26	17	9	2	35	37	17	26
	12%	14%	11%	9%	11%	16% _i	17% _i	11%	10%	4%	16%	14%	9%	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)	231	113	118	25	40	61	52	36	14	2	70	72	41	48
	25%	25%	24%	18% _i	23% _i	34% _{cdhi}	34% _{chi}	24% _i	16% _i	4%	31% _m	27%	21%	19%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	250	125	125	30	53	64	50	31	15	6	70	72	51	57
	27%	28%	26%	22%	30% _{hi}	36% _{cg} _{hi}	33% _{ghi}	21%	17%	11%	31%	27%	26%	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.	164	97	67	16	38	39	30	29	12	-	46	52	38	28
	17%	21% _b	14%	11% _i	22% _{ci}	22% _{ci}	20% _i	20% _i	14% _i	-	20% _m	19% _m	19% _m	11%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

* small base

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Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	912	421	491	133	147	147	135	140	129	81	194	227	185	306
Weighted Base	941	452	489	141*	176	177	152	149	87	57*	226	267	194	254
Some other type of call that you didn't want or ask for - for example a market research call	10	3	6	2	2	2	3	-	1	-	3	1	3	2
	1%	1%	1%	1%	1%	1%	2%	-	1%	-	1%	1%	2%	1%
SUMMARY CODES														
1 TYPE EXPERIENCED	176	82	94	21	32	36	38	30	14	5	48	58	34	36
	19%	18%	19%	15%	18%	20%i	25%i	20%	16%	9%	21%	22%m	18%	14%
2 TYPES EXPERIENCED	91	40	51	12	18	22	17	15	5	2	24	27	19	21
	10%	9%	11%	9%	10%	13%i	11%	10%	6%	3%	11%	10%	10%	8%
3 TYPES EXPERIENCED	76	41	35	9	22	15	15	9	5	1	22	22	17	16
	8%	9%	7%	7%	12%i	9%i	10%i	6%	6%	1%	10%	8%	9%	6%
4 TYPES EXPERIENCED	44	29	15	3	5	17	9	7	3	-	14	14	7	9
	5%	6%b	3%	2%	3%	9%cdi	6%i	5%	3%	-	6%	5%	4%	3%
ANY UNSOLICITED CALLS (MOBILE)	388	192	197	46	76	90	81	60	27	8	109	121	76	82
	41%	42%	40%	32%i	43%i	51%chi	53%chi	40%i	31%i	13%	48%m	45%m	39%	32%
None	552	260	292	95	100	87	71	89	60	50	117	146	117	172
	59%	58%	60%	68%ef	57%	49%	47%	60%	69%ef	87%cdefgh	52%	55%	61%	68%ijk
Av number of issues	1.979	2.085	1.876	1.874	2.011	2.136	2.001	1.879	1.861	1.406	2.047	1.937	1.957	1.972
Standard Deviation	1.065	1.113	1.008	0.961	0.995	1.142	1.139	1.046	1.052	0.709	1.125	1.067	1.021	1.036
Error Variance	0.003	0.007	0.005	0.021	0.015	0.017	0.019	0.020	0.026	0.042	0.014	0.011	0.014	0.011

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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/ Divorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	912	501	249	162	456	456	270	642	723	189	731	78	44	59
Weighted Base	941	530	265	147	547	394	312	629	759	182	786	81*	51*	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.	115 12%	65 12%	33 12%	16 11%	78 14% ^e	37 9%	43 14%	72 11%	98 13%	17 9%	97 12%	10 12%	5 9%	3 14%
Receiving a sales/ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	231 25%	140 26%	59 22%	32 22%	153 28% ^e	78 20%	92 29% ^g	139 22%	200 26% ⁱ	31 17%	194 25%	22 27%	10 20%	5 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.	250 27%	160 30% ^c	68 26% ^c	23 15%	174 32% ^e	76 19%	100 32% ^g	151 24%	225 30% ⁱ	25 14%	212 27%	22 27%	11 22%	5 22%
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.	164 17%	103 19% ^c	45 17%	16 11%	124 23% ^e	40 10%	53 17%	110 18%	148 19% ⁱ	16 9%	137 17%	15 19%	7 15%	4 18%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	912	501	249	162	456	456	270	642	723	189	731	78	44	59
Weighted Base	941	530	265	147	547	394	312	629	759	182	786	81*	51*	23*
Some other type of call that you didn't want or ask for - for example a market research call	10	6	1	2	8	2	1	8	10	-	8	2	-	-
	1%	1%	1%	1%	1%	*	*	1%	1%	-	1%	2%	-	-
SUMMARY CODES														
1 TYPE EXPERIENCED	176	96	48	32	114	62	57	119	139	37	151	10	13	2
	19%	18%	18%	22%	21%	16%	18%	19%	18%	20%	19%	12%	25%	11%
2 TYPES EXPERIENCED	91	61	24	6	59	32	38	54	77	14	78	10	1	2
	10%	12% ^c	9%	4%	11%	8%	12%	9%	10%	8%	10%	13%	2%	8%
3 TYPES EXPERIENCED	76	51	16	9	57	20	30	47	71	5	63	11	1	2
	8%	10%	6%	6%	10% ^e	5%	10%	7%	9% ⁱ	3%	8%	13%	1%	7%
4 TYPES EXPERIENCED	44	26	14	4	32	12	17	26	42	2	36	2	4	2
	5%	5%	5%	3%	6%	3%	5%	4%	5% ⁱ	1%	5%	2%	8%	8%
ANY UNSOLICITED CALLS (MOBILE)	388	234	103	51	263	125	141	248	330	58	329	33	19	8
	41%	44%	39%	35%	48% ^e	32%	45%	39%	43% ⁱ	32%	42%	41%	37%	33%
None	552	295	162	95	284	268	171	381	429	123	457	48	32	16
	59%	56%	61%	65%	52%	68% ^d	55%	61%	57%	68% ^h	58%	59%	63%	67%
Av number of issues	1.979	2.026	2.000	1.721	2.039	1.854	2.051	1.938	2.060 ⁱ	1.518	1.966	2.131	1.779	2.352
Standard Deviation	1.065	1.036	1.135	1.035	1.087	1.011	1.050	1.074	1.086	0.799	1.063	0.923	1.267	1.240
Error Variance	0.003	0.005	0.014	0.021	0.005	0.007	0.009	0.005	0.004	0.011	0.004	0.028	0.107	0.085

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	912	41	89	78	61	77	85	111	120	69	44	78	59
Weighted Base	941	37*	89*	85*	66*	86*	89*	120	139	73*	51*	81*	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.	115 12%	5 12%	9 10%	8 9%	10 16% ^f	9 11%	3 4%	21 17% ^f	24 17% ^f	8 11%	5 9%	10 12%	3 14% ^f
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)	231 25%	9 23%	24 27%	11 13%	12 18%	17 20%	15 17%	33 28% ^c	53 38% ^{cdefj}	20 27%	10 20%	22 27%	5 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.	250 27%	9 23%	32 36% ^d	18 21%	11 17%	23 27%	27 30%	31 26%	44 31%	17 24%	11 22%	22 27%	5 22%
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.	164 17%	5 14%	20 23% ^f	14 17%	8 12%	14 17%	8 9%	22 19%	31 22% ^f	14 19%	7 15%	15 19%	4 18%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	912	41	89	78	61	77	85	111	120	69	44	78	59
Weighted Base	941	37*	89*	85*	66*	86*	89*	120	139	73*	51*	81*	23*
Some other type of call that you didn't want or ask for - for example a market research call	10	-	3	-	2	1	1	1	-	-	-	2	-
	1%	-	3%	-	2%	1%	2%	1%	-	-	-	2%	-
SUMMARY CODES													
1 TYPE EXPERIENCED	176	11	16	8	8	13	22	26	27	19	13	10	2
	19%	29%ck	18%	10%	12%	15%	25% ^c	22%	20%	26% ^c	25% ^c	12%	11%
2 TYPES EXPERIENCED	91	3	13	10	3	10	6	13	14	4	1	10	2
	10%	8%	15%	12%	5%	11%	7%	11%	10%	6%	2%	13%	8%
3 TYPES EXPERIENCED	76	1	7	7	7	5	6	8	13	9	1	11	2
	8%	4%	8%	8%	10%	6%	6%	7%	9%	13%	1%	13%	7%
4 TYPES EXPERIENCED	44	1	6	1	2	4	1	6	15	1	4	2	2
	5%	4%	7%	1%	3%	5%	1%	5%	11% ^{cfik}	1%	8%	2%	8% ^{cfi}
ANY UNSOLICITED CALLS (MOBILE)	388	17	43	26	20	32	35	55	68	33	19	33	8
	41%	45%	48%	30%	31%	37%	39%	46%	49% ^{cd}	45%	37%	41%	33%
None	552	21	47	60	46	54	55	65	71	40	32	48	16
	59%	55%	52%	70% ^h	69% ^h	63%	61%	54%	51%	55%	63%	59%	67%
Av number of issues	1.979	1.609	2.062	1.995	2.131	1.999	1.574	1.969	2.216	1.764	1.779	2.131	2.352
Standard Deviation	1.065	0.988	1.067	0.835	1.086	1.058	0.846	1.140	1.192	0.950	1.267	0.923	1.240
Error Variance	0.003	0.057	0.031	0.029	0.059	0.040	0.023	0.025	0.024	0.032	0.107	0.028	0.085

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

* small base

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Powering Informed Decisions

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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

Base: All who have a mobile phone

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	912	912	651	651	261	-	349	134	429
Weighted Base	941	941	675	675	266	-.**	364	168	414
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.	115 12%	115 12%	67 10%	67 10%	47 18%abc	- -	59 16%	17 10%	42 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)	231 25%	231 25%	158 23%	158 23%	72 27%	- -	112 31%	48 28%	78 19%
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	250 27%	250 27%	179 27%	179 27%	71 27%	- -	113 31%	54 32%	91 22%
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.	164 17%	164 17%	108 16%	108 16%	56 21%	- -	71 20%	35 21%	63 15%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

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

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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

Base: All who have a mobile phone

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	912	912	651	651	261	-	349	134	429
Weighted Base	941	941	675	675	266	-.**	364	168	414
Some other type of call that you didn't want or ask for - for example a market research call	10 1%	10 1%	3 *	3 *	7 3%bc	-	4 1%	2 1%	4 1%
SUMMARY CODES									
1 TYPE EXPERIENCED	176 19%	176 19%	129 19%	129 19%	47 18%	-	68 19%	33 20%	86 21%
2 TYPES EXPERIENCED	91 10%	91 10%	57 8%	57 8%	35 13%	-	45 12%	14 8%	33 8%
3 TYPES EXPERIENCED	76 8%	76 8%	50 7%	50 7%	26 10%	-	39 11%	19 11%	22 5%
4 TYPES EXPERIENCED	44 5%	44 5%	31 5%	31 5%	13 5%	-	21 6%	8 4%	15 4%
ANY UNSOLICITED CALLS (MOBILE)	388 41%	388 41%	266 39%	266 39%	122 46%	-	173 48%	75 45%	157 38%
None	552 59%	552 59%	409 61%	409 61%	144 54%	-	191 52%	92 55%	258 62%
Av number of issues	1.979	1.979	1.935	1.935	2.075	-	2.076	2.072	1.778
Standard Deviation	1.065	1.065	1.065	1.065	1.064	-	1.055	1.131	1.013
Error Variance	0.003	0.003	0.005	0.005	0.010	-	0.007	0.020	0.007

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

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

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	912	380	344	343	54	529	367	866	768	769	375	534	788	512
Weighted Base	941	398	321	319	59*	582	343	896	825	827	420	593	845	578
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.	115 12%	59 15%	38 12%	38 12%	3 6%	79 14%	38 11%	111 12%	105 13%	107 13%	65 15%	79 13%	108 13%	78 14%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	231 25%	115 29%bcf	63 19%	63 20%	16 27%	172 30%bcf	64 19%	223 25%f	218 26%	219 26%	129 31%	166 28%	219 26%	170 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.	250 27%	121 30%bcf	67 21%	67 21%	16 27%	180 31%bcf	71 21%	246 27%bcf	234 28%	237 29%	131 31%	185 31%	241 28%	184 32%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	164 17%	74 19%	54 17%	54 17%	7 12%	112 19%	56 16%	158 18%	153 19%	154 19%	91 22%	121 20%	157 19%	121 21%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	912	380	344	343	54	529	367	866	768	769	375	534	788	512
Weighted Base	941	398	321	319	59*	582	343	896	825	827	420	593	845	578
Some other type of call that you didn't want or ask for - for example a market research call	10	6	3	3	-	6	3	10	8	8	5	8	8	8
	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%
SUMMARY CODES														
1 TYPE EXPERIENCED	176	77	61	61	15	114	66	171	163	163	80	121	164	124
	19%	19%	19%	19%	26%	20%	19%	19%	20%	20%	19%	20%	19%	21%
2 TYPES EXPERIENCED	91	46	26	26	8	67	26	87	85	86	50	64	88	66
	10%	12%	8%	8%	13%	11%	8%	10%	10%	10%	12%	11%	10%	11%
3 TYPES EXPERIENCED	76	40	21	21	*	58	22	76	73	73	43	56	74	54
	8%	10% ^d	6%	6%	1%	10% ^d	6%	9%	9%	9%	10%	9%	9%	9%
4 TYPES EXPERIENCED	44	21	12	12	2	30	12	41	40	41	28	33	41	33
	5%	5%	4%	4%	4%	5%	4%	5%	5%	5%	7%	6%	5%	6%
ANY UNSOLICITED CALLS (MOBILE)	388	185	120	120	26	271	126	377	362	364	201	276	369	279
	41%	46% ^{bcf}	37%	38%	44%	46% ^{bcf}	37%	42%	44%	44%	48%	46%	44%	48%
None	552	213	201	199	33	312	218	519	462	463	218	317	477	299
	59%	54%	63% ^{ae}	62% ^{ae}	56%	54%	63% ^{ae}	58%	56%	56%	52%	54%	56%	52%
Av number of issues	1.979	2.030	1.867	1.867	1.627	2.033	1.846	1.980	1.984	1.992	2.093	2.026	1.989	2.005
Standard Deviation	1.065	1.050	1.039	1.039	0.934	1.067	1.034	1.063	1.064	1.066	1.077	1.086	1.062	1.080
Error Variance	0.003	0.006	0.010	0.010	0.036	0.005	0.009	0.003	0.003	0.003	0.007	0.005	0.003	0.005

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	912	568	395	359	278	204	114	486	319	311	347	252	146	28	21	8
Weighted Base	941	587	399	388	274	196	115	492	316	335	368	258	164	27**	19**	10**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	115 12%	115 20%b	51 13%	115 29%abegh jk	115 42%abcegh hijk	37 19%	115 100%abcde ghijkl	93 19%b	45 14%	87 26%abghk	82 22%bhk	38 15%	70 42%abcegh hijk	5 20%	4 21%	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)	231 25%	231 39%bh	116 29%	231 59%abdeg hjk	109 40%b	64 32%	74 64%abdeg hjk	231 47%abehk	101 32%	231 69%abcde ghjk	150 41%bh	83 32%	102 62%abdeg hjk	12 43%	5 25%	7 72%
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.	250 27%	250 43%bek	138 35%	250 64%abdeg hjk	111 41%	62 32%	74 65%abdeg hjk	250 51%abdeh jk	127 40%	250 75%abcde ghjk	154 42%ek	85 33%	112 68%abdeg hjk	15 57%	10 55%	6 66%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

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

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Powering Informed Decisions

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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

Base: All who have a mobile phone

	Total	Q6A16B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	912	568	395	359	278	204	114	486	319	311	347	252	146	28	21	8
Weighted Base	941	587	399	388	274	196	115	492	316	335	368	258	164	27**	19**	10**
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	164 17%	164 28%bk	76 19%	164 42%abdeg hk	89 33%behk	45 23%	70 61%abcde ghijk	140 28%bhk	68 22%	128 38%abegh k	164 45%abdeg hk	54 21%	164 100%abcde fghijk	11 39%	6 32%	6 60%
Some other type of call that you didn't want or ask for - for example a market research call	10 1%	10 2%	3 1%	10 2%	4 2%	3 1%	1 1%	8 2%	3 1%	8 2%	7 2%	3 1%	6 3%b	10 35%	1 6%	10 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	176 19%	176 30%defjkl	100 25%fjl	176 45%abdef ghijkl	50 18%	37 19%	16 14%	148 30%defjkl	81 26%dfjl	134 40%abdef ghijkl	65 18%	47 18%	24 15%	8 28%	6 33%	2 16%
2 TYPES EXPERIENCED	91 10%	91 16%b	41 10%	91 23%abdeg hjk	41 15%	25 13%	23 20%bk	82 17%b	39 12%	80 24%abdeg hjk	59 16%b	30 12%	37 23%behk	1 3%	1 5%	-
3 TYPES EXPERIENCED	76 8%	76 13%	37 9%	76 20%abehk	40 15%e	16 8%	32 28%abdeg hjk	76 16%be	34 11%	76 23%abdeg hk	65 18%behk	26 10%	57 35%abcde ghijk	6 21%	2 10%	5 52%
4 TYPES EXPERIENCED	44 5%	44 7%	22 6%	44 11%b	42 15%abghk	19 10%	42 37%abcdeg hijk	44 9%	21 7%	44 13%abhk	44 12%abh	19 7%	44 27%abcde ghijk	5 17%	3 17%	1 16%
ANY UNSOLICITED CALLS (MOBILE)	388 41%	388 66%behk	201 50%	388 100%abdeg hjk	175 64%bek	97 49%	115 100%abdeg hjk	351 71%bdehj k	175 55%	335 100%abdeg hjk	233 63%bek	123 48%	164 100%abdeg hjk	20 75%	12 64%	10 100%
None	552 59%	198 34%cfil	198 50%acdfgi jl	-	99 36%cfgil	99 51%acdfgi jl	-	141 29%cfil	141 45%acfgil	-	135 37%cfgil	135 52%acdfgi jl	-	7 25%	7 36%	-

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

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

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Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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

Base: All who have a mobile phone

Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	912	568	395	359	278	204	114	486	319	311	347	252	146	28	21
Weighted Base	941	587	399	388	274	196	115	492	316	335	368	258	164	27**	19**
Av number of issues	1.979	1.979	1.911	1.979	2.448abc ghik	2.167	2.907abc deg hijk	2.057	1.967	2.102	2.392abc ghi	2.137	2.760abc deg hijk	2.573	2.163
Standard Deviation	1.065	1.065	1.062	1.065	1.167	1.147	1.091	1.083	1.070	1.086	1.101	1.101	1.035	1.407	1.352
Error Variance	0.003	0.003	0.006	0.003	0.008	0.014	0.010	0.004	0.007	0.004	0.006	0.011	0.007	0.110	0.166
															0.197

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

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

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Powering Informed Decisions

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	146	80	66	15	29	35	23	26	18	-	39	42	35	30
Weighted Base	164	97*	67*	16**	38**	39*	30**	29**	12**	-.**	46*	52*	38**	28**
Listen to the full message before hanging up	7 4%	6 6%	2 3%	- -	2 6%	1 3%	- -	3 10%	1 5%	- -	1 2%	6 12%	- -	- -
Listen to some of the message before hanging up	35 21%	21 22%	14 21%	3 18%	9 22%	8 22%	6 21%	4 15%	5 40%	- -	10 21%	10 19%	7 19%	8 28%
Hang up immediately, as soon as I realise it is a recorded message	121 74%	70 72%	52 77%	13 82%	27 71%	29 75%	24 79%	22 75%	7 55%	- -	35 76%	36 69%	30 81%	20 72%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	42 26%	27 28%	16 23%	3 18%	11 29%	10 25%	6 21%	7 25%	5 45%	- -	11 24%	16 31%	7 19%	8 28%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

KANTAR MEDIA

Powering Informed Decisions

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	146	88	41	17	102	44	46	100	131	15	118	14	6	8
Weighted Base	164	103*	45*	16**	124*	40*	53*	110*	148	16**	137	15**	7**	4**
Listen to the full message before hanging up	7 4%	6 6%	1 3%	- -	4 3%	4 9%	4 7%	4 3%	7 5%	- -	7 5%	1 4%	- -	- -
Listen to some of the message before hanging up	35 21%	17 16%	13 30%	5 33%	24 20%	11 27%	9 17%	26 24%	32 22%	3 18%	32 23%	1 9%	2 30%	- -
Hang up immediately, as soon as I realise it is a recorded message	121 74%	80 78%	30 68%	11 67%	96 77%	26 64%	41 77%	80 73%	108 73%	13 82%	99 72%	13 86%	5 70%	4 100%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	42 26%	23 22%	15 32%	5 33%	28 23%	14 36%	13 23%	30 27%	40 27%	3 18%	38 28%	2 14%	2 30%	- -

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	146	5	15	12	7	13	7	20	28	11	6	14	8
	Weighted Base	164	5**	20**	14**	8**	14**	8**	22**	31**	14**	7**	15**	4**
	Listen to the full message before hanging up	7 4%	- -	- -	- -	1 14%	- -	- -	1 6%	4 14%	- -	- -	1 4%	- -
	Listen to some of the message before hanging up	35 21%	1 11%	6 28%	4 25%	3 34%	1 9%	- -	6 27%	8 25%	4 28%	2 30%	1 9%	- -
	Hang up immediately, as soon as I realise it is a recorded message	121 74%	5 89%	14 72%	11 75%	4 52%	13 91%	8 100%	15 67%	19 61%	10 72%	5 70%	13 86%	4 100%
	SUMMARY CODE													
	LISTEN TO ANY OF MESSAGE	42 26%	1 11%	6 28%	4 25%	4 48%	1 9%	- -	7 33%	12 39%	4 28%	2 30%	2 14%	- -

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

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

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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

Base: All that have received recorded messages on their mobile

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	146	146	95	95	51	-	68	26	55
Weighted Base	164	164	108*	108*	56*	-.**	71*	35*	63*
Listen to the full message before hanging up	7 4%	7 4%	6 6%	6 6%	1 2%	-	2 3%	4 12%	1 2%
Listen to some of the message before hanging up	35 21%	35 21%	18 17%	18 17%	17 31%	-	20 28%	5 14%	13 20%
Hang up immediately, as soon as I realise it is a recorded message	121 74%	121 74%	84 78%	84 78%	38 67%	-	49 69%	26 74%	49 78%
SUMMARY CODE									
LISTEN TO ANY OF MESSAGE	42 26%	42 26%	24 22%	24 22%	19 33%	-	22 31%	9 26%	14 22%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

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

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	146	70	47	47	6	98	49	140	134	135	79	105	138	104
Weighted Base	164	74*	54*	54*	7**	112*	56*	158	153	154	91*	121*	157	121*
Listen to the full message before hanging up	7 4%	2 3%	1 2%	1 2%	- -	6 5%	1 2%	7 5%	7 5%	7 5%	2 3%	5 4%	7 5%	4 3%
Listen to some of the message before hanging up	35 21%	20 27%	11 21%	11 21%	2 21%	26 23%	11 20%	34 22%	31 20%	32 21%	23 25%	27 22%	32 20%	30 25%
Hang up immediately, as soon as I realise it is a recorded message	121 74%	52 70%	41 77%	41 77%	6 79%	80 72%	44 78%	116 73%	115 75%	115 74%	66 73%	89 74%	118 75%	87 72%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	42 26%	22 30%	12 23%	12 23%	2 21%	32 28%	12 22%	42 27%	38 25%	39 26%	25 27%	32 26%	39 25%	33 28%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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

Base: All that have received recorded messages on their mobile

	Total	Q6A16B UNSOLICITED CALLS - (4 WEEKS)														
		Any 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	146	146	72	146	86	46	67	126	63	116	146	51	146	9	6	4
Weighted Base	164	164	76*	164	89*	45*	70*	140	68*	128	164	54*	164	11**	6**	6**
Listen to the full message before hanging up	7 4%	7 4%	5 6%	7 4%	6 7%	2 4%	5 7%	6 4%	5 7%	5 4%	7 4%	1 2%	7 4%	1 12%	1 22%	- -
Listen to some of the message before hanging up	35 21%	35 21%	18 24%	35 21%	21 24%	10 22%	18 26%	31 22%	15 22%	30 23%	35 21%	11 20%	35 21%	5 48%	4 60%	3 46%
Hang up immediately, as soon as I realise it is a recorded message	121 74%	121 74%	53 70%	121 74%	62 69%	33 74%	47 67%	103 73%	49 72%	93 73%	121 74%	42 78%	121 74%	4 40%	1 19%	3 54%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	42 26%	42 26%	22 30%	42 26%	27 31%	12 26%	23 33%	37 27%	19 28%	35 27%	42 26%	12 22%	42 26%	6 60%	5 81%	3 46%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	40	23	17	3	9	8	6	6	8	-	10	13	9	8
Weighted Base	42*	27**	16**	3**	11**	10**	6**	7**	5**	..**	11**	16**	7**	8**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	33	20	13	2	7	9	6	6	3	-	8	11	6	8
	79%	76%	83%	81%	64%	89%	100%	80%	61%	-	73%	69%	83%	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	5	4	2	-	3	1	1	1	-	3	4	1	1
	20%	18%	23%	77%	-	35%	21%	12%	13%	-	28%	24%	7%	11%
Telling you about a competition	9	6	3	-	-	4	1	3	1	-	1	4	1	3
	21%	24%	16%	-	-	41%	18%	37%	20%	-	12%	24%	15%	32%
Reminding you of an appointment- e.g. dentist or doctor's appointment	11	10	1	-	1	4	1	4	1	-	2	6	1	2
	26%	37%	7%	-	12%	38%	19%	57%	12%	-	22%	34%	9%	30%
Other type	1	-	1	-	1	-	-	-	-	-	1	-	-	-
	3%	-	7%	-	10%	-	-	-	-	-	10%	-	-	-
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	39	25	15	3	8	10	6	7	5	-	10	14	7	8
	92%	92%	93%	100%	76%	100%	100%	100%	87%	-	90%	86%	100%	100%
ANY EXC. APPOINTMENT REMINDERS	35	21	14	3	7	9	6	6	4	-	9	11	7	8
	81%	79%	86%	100%	64%	89%	100%	80%	74%	-	80%	69%	91%	100%
Can't Remember	2	2	-	-	1	-	-	-	1	-	-	2	-	-
	5%	8%	-	-	14%	-	-	-	13%	-	-	14%	-	-

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	40	22	13	5	25	15	12	28	37	3	36	2	2	-
Weighted Base	42*	23**	15**	5**	28**	14**	13**	30**	40*	3**	38*	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	33 79%	16 71%	13 88%	4 86%	24 84%	10 67%	8 62%	26 85%	31 79%	2 74%	29 76%	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..	8 20%	3 13%	4 31%	1 17%	6 21%	3 18%	2 18%	6 20%	8 21%	- -	8 22%	- -	- -	- -
Telling you about a competition	9 21%	7 29%	2 16%	- -	4 13%	5 36%	3 21%	6 21%	9 22%	- -	9 23%	- -	- -	- -
Reminding you of an appointment- e.g. dentist or doctor's appointment	11 26%	7 32%	4 26%	- -	5 18%	6 41%	4 28%	7 25%	11 28%	- -	11 29%	- -	- -	- -
Other type	1 3%	1 5%	- -	- -	1 4%	- -	1 9%	- -	1 3%	- -	1 3%	- -	- -	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	39 92%	20 89%	15 100%	4 86%	25 91%	14 95%	11 91%	28 93%	37 93%	2 74%	35 91%	2 100%	2 100%	- -
ANY EXC. APPOINTMENT REMINDERS	35 81%	17 74%	13 91%	4 86%	24 86%	10 72%	9 72%	26 85%	33 82%	2 74%	30 79%	2 100%	2 100%	- -
Can't Remember	2 5%	1 7%	- -	1 14%	1 5%	1 5%	- -	2 7%	1 4%	1 26%	2 6%	- -	- -	- -

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	40	1	6	4	3	1	-	7	10	4	2	2	-
Weighted Base	42*	1**	6**	4**	4**	1**	-.**	7**	12**	4**	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	33 79%	1 100%	6 100%	2 44%	3 71%	1 100%	- -	6 82%	9 73%	2 61%	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..	8 20%	- -	1 22%	1 15%	2 42%	- -	- -	2 27%	2 19%	1 19%	- -	- -	- -
Telling you about a competition	9 21%	- -	1 19%	- -	1 29%	- -	- -	1 16%	4 33%	1 37%	- -	- -	- -
Reminding you of an appointment- e.g. dentist or doctor's appointment	11 26%	- -	- -	- -	- -	- -	- -	4 51%	7 60%	- -	- -	- -	- -
Other type	1 3%	- -	- -	- -	1 29%	- -	- -	- -	- -	- -	- -	- -	- -
SUMMARY CODES													
ANY INC. APPOINTMENT REMINDERS	39 92%	1 100%	6 100%	2 58%	3 71%	1 100%	- -	7 100%	12 100%	3 81%	2 100%	2 100%	- -
ANY EXC. APPOINTMENT REMINDERS	35 81%	1 100%	6 100%	2 58%	3 71%	1 100%	- -	6 82%	9 73%	3 81%	2 100%	2 100%	- -
Can't Remember	2 5%	- -	- -	1 42%	- -	- -	- -	- -	- -	1 19%	- -	- -	- -

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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

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

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	40	40	23	23	17	-	22	8	12
Weighted Base	42*	42*	24**	24**	19**	-.**	22*	9*	14*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	33 79%	33 79%	20 83%	20 83%	14 73%	-	20 90%	6 71%	10 75%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	8 20%	8 20%	3 14%	3 14%	5 28%	-	7 31%	1 10%	1 9%
Telling you about a competition	9 21%	9 21%	8 32%	8 32%	1 6%	-	4 17%	3 33%	3 25%
Reminding you of an appointment- e.g. dentist or doctor's appointment	11 26%	11 26%	7 31%	7 31%	4 19%	-	4 19%	3 34%	4 26%
Other type	1 3%	1 3%	1 5%	1 5%	-	-	-	1 12%	-
SUMMARY CODES									
ANY INC. APPOINTMENT REMINDERS	39 92%	39 92%	22 92%	22 92%	17 92%	-	22 100%	8 88%	12 84%
ANY EXC. APPOINTMENT REMINDERS	35 81%	35 81%	20 83%	20 83%	15 79%	-	20 92%	6 71%	10 75%
Can't Remember	2 5%	2 5%	1 3%	1 3%	1 8%	-	-	-	2 16%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

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

KANTAR MEDIA

Powering Informed Decisions

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	40	22	11	11	1	30	11	39	35	36	23	29	36	31
Weighted Base	42*	22**	12**	12**	2**	32**	12**	42*	38*	39*	25**	32**	39*	33**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	33 79%	20 90%	9 72%	9 72%	2 100%	27 85%	9 72%	33 80%	29 76%	30 77%	23 91%	27 86%	30 77%	29 88%
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 20%	7 31%	1 10%	1 10%	- -	8 24%	1 10%	8 18%	8 22%	8 21%	8 34%	8 24%	8 22%	8 25%
Telling you about a competition	9 21%	4 17%	3 28%	3 28%	- -	7 21%	3 28%	9 21%	7 17%	8 20%	6 25%	8 25%	7 17%	8 23%
Reminding you of an appointment- e.g. dentist or doctor's appointment	11 26%	4 19%	4 30%	4 30%	- -	7 23%	4 30%	11 26%	10 26%	11 28%	4 15%	10 31%	10 25%	8 25%
Other type	1 3%	- -	- -	- -	- -	1 3%	- -	1 3%	1 3%	1 3%	1 4%	- -	1 3%	1 3%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	39 92%	22 100%	10 82%	10 82%	2 100%	31 97%	10 82%	38 92%	35 91%	36 92%	24 96%	32 100%	36 91%	32 97%
ANY EXC. APPOINTMENT REMINDERS	35 81%	20 92%	9 72%	9 72%	2 100%	27 86%	9 72%	34 81%	30 79%	32 80%	24 96%	28 90%	31 80%	31 92%
Can't Remember	2 5%	- -	2 18%	2 18%	- -	- -	2 18%	2 5%	2 6%	2 6%	- -	- -	2 6%	- -

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	Q6A16B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	40	40	22	40	27	13	22	35	18	32	40	11	40	6	5	2
Weighted Base	42*	42*	22**	42*	27**	12**	23**	37*	19**	35**	42*	12**	42*	6**	5**	3**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	33 79%	33 79%	18 82%	33 79%	21 76%	9 79%	17 76%	30 79%	15 79%	28 81%	33 79%	10 88%	33 79%	6 89%	4 86%	3 100%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	8 20%	8 20%	3 14%	8 20%	7 27%	3 28%	7 33%	8 23%	2 12%	8 24%	8 20%	2 20%	8 20%	- -	- -	- -
Telling you about a competition	9 21%	9 21%	6 28%	9 21%	9 33%	4 32%	6 28%	9 24%	6 32%	9 25%	9 21%	5 43%	9 21%	4 56%	4 73%	1 43%
Reminding you of an appointment- e.g. dentist or doctor's appointment	11 26%	11 26%	6 27%	11 26%	7 27%	3 28%	7 32%	10 26%	5 25%	10 28%	11 26%	4 37%	11 26%	1 11%	1 14%	- -
Other type	1 3%	1 3%	1 5%	1 3%	1 4%	1 9%	- -	1 3%	1 6%	- -	1 3%	- -	1 3%	- -	- -	- -
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	39 92%	39 92%	21 92%	39 92%	24 88%	10 84%	20 90%	34 91%	17 90%	33 94%	39 92%	11 94%	39 92%	6 100%	5 100%	3 100%
ANY EXC. APPOINTMENT REMINDERS	35 81%	35 81%	18 82%	35 81%	22 81%	9 79%	18 81%	31 82%	15 79%	30 84%	35 81%	10 88%	35 81%	6 89%	4 86%	3 100%
Can't Remember	2 5%	2 5%	1 3%	2 5%	2 8%	1 6%	2 10%	2 6%	1 4%	2 6%	2 5%	1 6%	2 5%	- -	- -	- -

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	1051	501	550	139	155	154	146	151	166	140	213	250	212	376
Weighted Base	1051	511	540	148	185	186	163	161	112	97	245	289	216	301
Silent Calls	302 29%	147 29%	155 29%	23 16%	32 17%	62 33%cd	62 38%cd	46 28%cd	45 40%cdg	33 34%cd	94 38%klm	73 25%	56 26%	78 26%
Sales/marketing texts	231 22%	113 22%	118 22%	25 17%i	40 22%i	61 33%cdhi	52 32%chi	36 22%hi	14 13%i	2 2%	70 28%lm	72 25%lm	41 19%	48 16%
Sales/marketing calls	476 45%	212 42%	264 49%a	40 27%	69 37%	92 49%cd	86 53%cd	78 49%cd	61 55%cd	51 52%cd	132 54%lm	132 46%	87 40%	126 42%
Recorded message	391 37%	192 38%	199 37%	34 23%	59 32%	69 37%cd	78 48%cdi	72 45%cdi	52 47%cdi	27 28%	123 50%klm	105 36%lm	79 37%	84 28%
Other type	30 3%	16 3%	14 3%	2 1%	2 1%	7 4%	5 3%	4 2%	7 6%cd	2 2%	10 4%	6 2%	9 4%	5 2%
SUMMARY CODES														
1 TYPE EXPERIENCED	202 19%	103 20%	98 18%	25 17%	33 18%	29 15%	36 22%	30 19%	22 20%	26 26%e	46 19%	51 17%	52 24%	54 18%
2 TYPES EXPERIENCED	157 15%	62 12%	95 18%a	22 15%	18 10%	26 14%	24 15%	26 16%	19 17%	21 22%cd	41 17%	49 17%	22 10%	45 15%
3 TYPES EXPERIENCED	178 17%	87 17%	91 17%	13 9%	34 19%cd	27 15%	35 21%cd	30 18%cd	25 23%cd	14 14%	52 21%lm	47 16%	37 17%	43 14%
4 TYPES EXPERIENCED	80 8%	41 8%	39 7%	5 3%	6 3%	30 16%cdhi	17 10%cdi	14 9%cd	8 7%cd	- -	33 13%klm	19 7%	15 7%	14 4%
5 TYPES EXPERIENCED	10 1%	4 1%	5 1%	- -	1 1%	1 1%	1 1%	2 2%	3 2%	1 1%	3 1%	3 1%	2 1%	2 1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	633 60%	301 59%	332 61%	65 44%	93 50%	114 61%cd	118 72%cd	102 64%cd	78 70%cd	62 64%cd	176 72%klm	170 59%	128 59%	159 53%
None	418 40%	209 41%	209 39%	83 56%efghi	92 50%fghi	72 39%	45 28%	58 36%	33 30%	35 36%	69 28%	119 41%j	88 41%j	142 47%j
Mean number of mentions	2.306	2.311	2.301	1.951	2.187	2.595cdi	2.451ci	2.343i	2.383ci	1.889	2.501lm	2.304	2.190	2.185
Standard Deviation	1.153	1.190	1.119	0.941	1.047	1.217	1.288	1.116	1.160	0.966	1.177	1.140	1.174	1.100
Error Variance	0.002	0.005	0.004	0.015	0.014	0.016	0.017	0.013	0.012	0.010	0.009	0.009	0.011	0.006

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \ Living as married (a)	Single (b)	Widow \ Divorced \ Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1051	572	268	211	477	574	289	762	824	227	852	90	47	62
Weighted Base	1051	585	282	184	571	480	333	718	840	211	885	89*	52*	24*
Silent Calls	302	195	59	47	155	147	95	206	232	69	248	33	17	4
	29%	33%b	21%	26%	27%	31%	29%	29%	28%	33%	28%	37% ^m	32%	16%
Sales/marketing texts	231	140	59	32	153	78	92	139	200	31	194	22	10	5
	22%	24%	21%	17%	27% ^e	16%	28% ^g	19%	24% ⁱ	15%	22%	24%	19%	23%
Sales/marketing calls	476	300	99	77	265	211	150	326	378	98	399	42	27	9
	45%	51% ^{bc}	35%	42%	46%	44%	45%	45%	45%	46%	45%	47%	51%	36%
Recorded message	391	261	76	54	232	159	122	269	313	78	325	45	16	5
	37%	45% ^{bc}	27%	30%	41% ^e	33%	37%	37%	37%	37%	37% ^m	51% ^o ^{lm}	30%	22%
Other type	30	19	6	5	15	15	5	24	27	3	27	2	1	-
	3%	3%	2%	3%	3%	3%	2%	3%	3%	1%	3%	2%	1%	-
SUMMARY CODES														
1 TYPE EXPERIENCED	202	109	51	42	102	99	52	150	155	47	169	10	17	5
	19%	19%	18%	23%	18%	21%	16%	21%	18%	22%	19%	12%	33% ^{jk}	21%
2 TYPES EXPERIENCED	157	79	41	36	80	77	44	113	121	35	135	16	4	2
	15%	14%	15%	20% ^a	14%	16%	13%	16%	14%	17%	15%	18%	7%	8%
3 TYPES EXPERIENCED	178	127	33	18	104	74	52	126	139	39	147	21	7	2
	17%	22% ^{bc}	12%	10%	18%	15%	16%	17%	17%	18%	17%	24%	13%	10%
4 TYPES EXPERIENCED	80	56	14	11	54	26	37	43	70	10	62	10	6	2
	8%	10% ^b	5%	6%	9% ^e	5%	11% ^g	6%	8%	5%	7%	11%	11%	7%
5 TYPES EXPERIENCED	10	8	1	2	4	6	2	8	9	1	10	-	-	-
	1%	1%	*	1%	1%	1%	1%	1%	1%	*	1%	-	-	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	633	383	141	109	348	285	190	443	500	132	530	58	34	11
	60%	65% ^b	50%	59%	61%	59%	57%	62%	60%	63%	60%	65% ^m	65%	46%
None	418	202	141	75	223	195	143	275	340	78	355	32	18	13
	40%	35%	50% ^a	41%	39%	41%	43%	38%	40%	37%	40%	35%	35%	54% ^k
Mean number of mentions	2.306	2.442 ^{bc}	2.149	2.028	2.399 ^e	2.191	2.474 ^g	2.233	2.352	2.130	2.301	2.536	2.052	2.089
Standard Deviation	1.153	1.168	1.136	1.050	1.168	1.125	1.182	1.133	1.177	1.039	1.163	0.987	1.206	1.202
Error Variance	0.002	0.004	0.010	0.009	0.005	0.004	0.009	0.003	0.003	0.008	0.003	0.016	0.047	0.050

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	1051	46	105	90	73	84	102	126	141	85	47	90	62
Weighted Base	1051	42*	102*	93*	75*	92*	105*	135	156	86*	52*	89*	24*
Silent Calls	302	19	23	24	30	22	21	34	53	22	17	33	4
	29%	45%bcefgil	23%	26%	40%befgl	24%	20%	25%	34%fl	26%	32%	37%fl	16%
Sales/marketing texts	231	9	24	11	12	17	15	33	53	20	10	22	5
	22%	21%	23%	12%	16%	19%	14%	25% <i>c</i>	34% <i>cdef</i>	23%	19%	24%	23%
Sales/marketing calls	476	23	51	40	41	34	42	50	82	37	27	42	9
	45%	56% <i>g</i>	50%	42%	54% <i>g</i>	38%	40%	37%	52% <i>eg</i>	43%	51%	47%	36%
Recorded message	391	15	45	35	30	35	37	29	70	27	16	45	5
	37%	37%	45% <i>gl</i>	38% <i>g</i>	40% <i>g</i>	38% <i>g</i>	35% <i>g</i>	22%	45% <i>gl</i>	32%	30%	51% <i>gjil</i>	22%
Other type	30	3	4	-	4	2	6	1	8	-	1	2	-
	3%	7% <i>ci</i>	4%	-	5%	2%	6% <i>ci</i>	1%	5%	-	1%	2%	-
SUMMARY CODES													
1 TYPE EXPERIENCED	202	7	28	4	14	17	24	30	21	23	17	10	5
	19%	17% <i>c</i>	28% <i>chk</i>	4%	18% <i>c</i>	19% <i>c</i>	23% <i>c</i>	22% <i>c</i>	14% <i>c</i>	27% <i>chk</i>	33% <i>chk</i>	12%	21% <i>c</i>
2 TYPES EXPERIENCED	157	6	16	16	10	12	18	20	27	11	4	16	2
	15%	14%	15%	18%	14%	13%	17%	15%	17%	13%	7%	18%	8%
3 TYPES EXPERIENCED	178	10	13	24	20	10	15	12	28	15	7	21	2
	17%	24% <i>g</i>	13%	26% <i>beg</i>	26% <i>begl</i>	11%	14%	9%	18% <i>g</i>	18%	13%	24% <i>eg</i>	10%
4 TYPES EXPERIENCED	80	5	9	1	4	8	2	8	22	4	6	10	2
	8%	11% <i>cf</i>	9% <i>c</i>	1%	5%	8% <i>c</i>	2%	6%	14% <i>cfi</i>	5%	11% <i>cf</i>	11% <i>cf</i>	7% <i>c</i>
5 TYPES EXPERIENCED	10	1	3	-	-	1	2	-	3	-	-	-	-
	1%	2%	3%	-	-	1%	2%	-	2%	-	-	-	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	633	29	69	45	49	49	61	72	103	53	34	58	11
	60%	68% <i>cl</i>	68% <i>cgl</i>	48%	66% <i>cl</i>	53%	58%	54%	66% <i>cgl</i>	62%	65%	65% <i>l</i>	46%
None	418	13	32	49	25	43	44	63	53	33	18	32	13
	40%	32%	32%	52% <i>abdh</i>	34%	47%	42%	46% <i>bh</i>	34%	38%	35%	35%	54% <i>abdhk</i>
Mean number of mentions	2.306	2.513	2.183	2.478 <i>i</i>	2.418	2.279	2.085	2.066	2.649 <i>bfgi</i>	2.000	2.052	2.536 <i>fgi</i>	2.089
Standard Deviation	1.153	1.144	1.240	0.671	1.197	1.243	1.148	1.183	1.214	1.018	1.206	0.987	1.202
Error Variance	0.002	0.038	0.023	0.009	0.029	0.036	0.022	0.021	0.016	0.021	0.047	0.016	0.050

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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

Base: All adults UK

	Total	Q.1\2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1051	912	751	651	261	100	385	141	515
Weighted Base	1051	941	748	675	266	74*	394	174	480
Silent Calls	302 29%	274 29% ^d	254 34% ^d	226 34% ^d	47 18%	28 38% ^d	122 31%	53 30%	141 29%
Sales/marketing texts	231 22%	231 25% ^e	158 21% ^e	158 23% ^e	72 27% ^e	-	112 28%	48 27%	78 16%
Sales/marketing calls	476 45%	439 47% ^d	405 54% ^{ad}	368 55% ^{ad}	71 27%	37 51% ^d	178 45%	88 51%	224 47%
Recorded message	391 37%	368 39% ^d	335 45% ^{ade}	312 46% ^{ade}	56 21%	23 31%	151 38%	74 42%	177 37%
Other type	30 3%	27 3%	23 3%	20 3%	7 3%	3 4%	11 3%	5 3%	17 4%
SUMMARY CODES									
1 TYPE EXPERIENCED	202 19%	185 20%	156 21%	139 21%	46 17%	17 23%	72 18%	30 17%	101 21%
2 TYPES EXPERIENCED	157 15%	142 15%	121 16%	106 16%	36 14%	14 20%	54 14%	19 11%	84 18%
3 TYPES EXPERIENCED	178 17%	165 18% ^d	154 21% ^d	141 21% ^d	24 9%	13 17% ^d	73 19%	37 21%	78 16%
4 TYPES EXPERIENCED	80 8%	79 8% ^e	66 9% ^e	65 10% ^{de}	14 5%	2 2%	37 9%	18 10%	28 6%
5 TYPES EXPERIENCED	10 1%	9 1%	8 1%	8 1%	1 1%	1 1%	4 1%	1 1%	6 1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	633 60%	587 62% ^d	511 68% ^{ad}	464 69% ^{ad}	122 46%	46 63% ^d	244 62%	108 62%	299 62%
None	418 40%	354 38% ^{bc}	238 32%	210 31%	144 54% ^{abce}	27 37%	150 38%	66 38%	181 38%
Mean number of mentions	2.306	2.328	2.347 ^e	2.380 ^e	2.131	2.025	2.399	2.520	2.190
Standard Deviation	1.153	1.164	1.152	1.165	1.145	0.965	1.173	1.221	1.104
Error Variance	0.002	0.002	0.003	0.003	0.011	0.014	0.006	0.016	0.004

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

* small base

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	1051	419	419	418	61	578	446	990	832	830	392	557	854	532
Weighted Base	1051	431	376	373	66*	624	401	995	879	881	435	617	902	600
Silent Calls	302 29%	127 29%	115 31%	115 31%	19 29%	191 31%	119 30%	294 30%	252 29%	251 29%	129 30%	170 28%	256 28%	169 28%
Sales/marketing texts	231 22%	115 27%bcf	63 17%	63 17%	16 24%	172 28%bcfg	64 16%	223 22%bcf	218 25%	219 25%	129 30%	166 27%	219 24%	170 28%
Sales/marketing calls	476 45%	193 45%	174 46%	174 47%	37 55%	300 48%	184 46%	467 47%	408 46%	407 46%	205 47%	275 45%	415 46%	273 46%
Recorded message	391 37%	158 37%	146 39%	144 38%	26 40%	250 40%	149 37%	379 38%	342 39%	342 39%	175 40%	233 38%	347 38%	226 38%
Other type	30 3%	13 3%	14 4%	14 4%	- -	16 3%	14 4%	30 3%	26 3%	26 3%	14 3%	20 3%	26 3%	20 3%
SUMMARY CODES														
1 TYPE EXPERIENCED	202 19%	81 19%	75 20%	72 19%	16 24%	118 19%	79 20%	194 19%	165 19%	162 18%	72 16%	117 19%	167 18%	115 19%
2 TYPES EXPERIENCED	157 15%	58 13%	69 18%	69 18%e	11 17%	83 13%	70 18%	150 15%	133 15%	132 15%	65 15%	82 13%	136 15%	83 14%
3 TYPES EXPERIENCED	178 17%	77 18%	63 17%	63 17%	12 18%	122 19%	68 17%	176 18%	156 18%	156 18%	82 19%	108 18%	157 17%	107 18%
4 TYPES EXPERIENCED	80 8%	38 9%	22 6%	22 6%	6 9%	60 10%f	22 5%	78 8%	73 8%	75 8%	44 10%	55 9%	74 8%	54 9%
5 TYPES EXPERIENCED	10 1%	4 1%	5 1%	5 1%	- -	5 1%	5 1%	10 1%	8 1%	8 1%	5 1%	4 1%	8 1%	4 1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	633 60%	262 61%	235 63%	233 62%	45 68%	393 63%	245 61%	614 62%	541 62%	539 61%	270 62%	372 60%	549 61%	370 62%
None	418 40%	169 39%	141 37%	141 38%	21 32%	232 37%	157 39%	381 38%	338 38%	342 39%	165 38%	244 40%	353 39%	230 38%
Mean number of mentions	2.306	2.365	2.230	2.243	2.167	2.405	2.222	2.318	2.347	2.360	2.466	2.375	2.346	2.372
Standard Deviation	1.153	1.170	1.106	1.104	1.071	1.176	1.099	1.155	1.160	1.162	1.169	1.195	1.159	1.193
Error Variance	0.002	0.005	0.005	0.005	0.027	0.004	0.004	0.002	0.003	0.003	0.006	0.004	0.003	0.004

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	1051	633	460	359	315	241	114	539	372	311	378	283	146	31	24	8
Weighted Base	1051	633	445	388	302	224	115	529	353	335	391	281	164	30**	21**	10**
Silent Calls	302 29%	302 48%	238 53%ci	175 45%	302 100%abcbg hijkl	224 100%abcbg hijkl	115 100%abcbg ijkl	248 47%	194 55%acgi	139 42%	220 56%acgi	171 61%acgi	89 54%i	18 62%	15 72%	4 44%
Sales/marketing texts	231 22%	231 36%beh	116 26%	231 59%abdeg hjk	109 36%b	64 28%	74 64%abdeg hjk	231 44%abdeh k	101 29%	231 69%abcde ghjk	150 38%behk	83 29%	102 62%abdeg hjk	12 39%	5 22%	7 72%
Sales/marketing calls	476 45%	476 75%	364 82%a	298 77%	235 78%	183 82%	86 75%	476 90%abcd efijkl	353 100%abcde fgijkl	282 84%acfj	301 77%	225 80%	127 78%	23 79%	18 85%	6 66%
Recorded message	391 37%	391 62%	303 68%cgi	233 60%	220 73%acgi	170 76%acghi	82 72%cgi	318 60%	235 67%i	194 58%	391 100%abcd efghi	281 100%abcd efghi	164 100%abcde fghi	22 72%	15 72%	7 76%
Other type	30 3%	30 5%	23 5%	20 5%	18 6%	15 7%	5 5%	25 5%	19 5%	17 5%	22 6%	15 5%	11 6%	30 100%	21 100%	10 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	202 19%	202 32%defgh ijkl	127 29%defh kl	102 26%defjkl	29 9%	19 8%	11 9%	126 24%defjk l	74 21%defjk l	78 23%defjk l	47 12%	35 12%	13 8%	- -	- -	- -
2 TYPES EXPERIENCED	157 15%	157 25%	105 24%	93 24%	58 19%	41 18%	19 17%	131 25%	77 22%	74 22%	91 23%	64 23%	33 20%	2 7%	1 2%	2 16%
3 TYPES EXPERIENCED	178 17%	178 28%	141 32%	105 27%	124 41%abcf i	102 46%abcf i	31 27%	177 34%	135 38%acfi	95 28%	158 41%abcf i	118 42%abcf i	61 37%ac	4 13%	4 19%	- -
4 TYPES EXPERIENCED	80 8%	80 13%	58 13%	77 20%ab	77 26%abgh	52 23%abgh	48 42%abcde ghijk	78 15%	54 15%	76 23%abgh	77 20%ab	52 18%a	49 30%abcgh jk	7 24%	5 22%	2 24%
5 TYPES EXPERIENCED	10 1%	10 2%	8 2%	6 1%	7 2%	7 3%	- -	10 2%	7 2%	5 1%	10 3%	8 3%	4 2%	10 33%	8 39%	3 27%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

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

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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

Base: All adults UK

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1051	633	460	359	315	241	114	539	372	311	378	283	146	31	24	8
Weighted Base	1051	633	445	388	302	224	115	529	353	335	391	281	164	30**	21**	10**
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	633	633	445	388	302	224	115	529	353	335	391	281	164	30	21	10
	60%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
None	418	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	40%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean number of mentions	2.306	2.306	2.398	2.516a	2.991abc	2.989abc	3.202abc	2.499a	2.607ab	2.627ab	2.827abc	2.815abc	3.070abc	4.515	4.509	4.585
Standard Deviation	1.153	1.153	1.155	1.213	1.065	1.004	1.164	1.136	1.131	1.219	1.070	1.064	1.075	1.204	1.089	1.446
Error Variance	0.002	0.002	0.003	0.004	0.004	0.004	0.012	0.002	0.003	0.005	0.003	0.004	0.008	0.047	0.049	0.261

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

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

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	1012	476	536	134	151	150	140	150	158	129	205	243	204	360
Weighted Base	1015	487	527	142*	180	181	157	159	106	89	236	282	207	290
Silent Calls	302 30%	147 30%	155 29%	23 16%	32 18%	62 34%cd	62 40%cd	46 29%cd	45 42%cdg	33 37%cd	94 40%klm	73 26%	56 27%	78 27%
Sales/marketing texts	231 23%	113 23%	118 22%	25 18%i	40 22%i	61 34%cdhi	52 33%chi	36 23%i	14 13%i	2 3%	70 29%lm	72 25%lm	41 20%	48 17%
Sales/marketing calls	476 47%	212 44%	264 50%	40 28%	69 38%	92 51%cd	86 55%cd	78 49%cd	61 57%cd	51 57%cd	132 56%lm	132 47%	87 42%	126 43%
Recorded message	391 39%	192 39%	199 38%	34 24%	59 33%	69 38%cd	78 50%cdi	72 45%cdi	52 49%cdi	27 30%	123 52%klm	105 37%	79 38%	84 29%
Other type	30 3%	16 3%	14 3%	2 2%	2 1%	7 4%	5 3%	4 3%	7 7%cd	2 2%	10 4%	6 2%	9 4%	5 2%
SUMMARY CODES														
1 TYPE EXPERIENCED	202 20%	103 21%	98 19%	25 18%	33 18%	29 16%	36 23%	30 19%	22 21%	26 29%e	46 19%	51 18%	52 25%	54 19%
2 TYPES EXPERIENCED	157 15%	62 13%	95 18%a	22 15%	18 10%	26 14%	24 15%	26 16%	19 18%	21 24%de	41 17%	49 17%	22 11%	45 16%
3 TYPES EXPERIENCED	178 18%	87 18%	91 17%	13 9%	34 19%cd	27 15%	35 22%cd	30 19%	25 24%cd	14 15%	52 22%	47 17%	37 18%	43 15%
4 TYPES EXPERIENCED	80 8%	41 8%	39 7%	5 3%	6 3%	30 17%cdhi	17 11%cdi	14 9%cd	8 8%cd	- -	33 14%klm	19 7%	15 7%	14 5%
5 TYPES EXPERIENCED	10 1%	4 1%	5 1%	- -	1 1%	1 1%	1 1%	2 2%	3 3%	1 1%	3 1%	3 1%	2 1%	2 1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	633 62%	301 62%	332 63%	65 46%	93 52%	114 63%cd	118 75%cd	102 64%cd	78 74%cd	62 69%cd	176 74%klm	170 60%	128 62%	159 55%
None	382 38%	186 38%	196 37%	77 54%efghi	87 48%fghi	67 37%cd	39 25%	57 36%	28 26%	27 31%	61 26%	111 40%j	79 38%j	131 45%j
Mean number of mentions	2.306	2.311	2.301	1.951	2.187	2.595cdi	2.451ci	2.343i	2.383ci	1.889	2.501lm	2.304	2.190	2.185
Standard Deviation	1.153	1.190	1.119	0.941	1.047	1.217	1.288	1.116	1.160	0.966	1.177	1.140	1.174	1.100
Error Variance	0.002	0.005	0.004	0.015	0.014	0.016	0.017	0.013	0.012	0.010	0.009	0.009	0.011	0.006

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	1012	556	255	201	464	548	280	732	796	216	817	87	47	61
Weighted Base	1015	571	270	174	555	460	323	692	813	201	852	87*	52*	24*
Silent Calls	302 30%	195 34%b	59 22%	47 27%	155 28%	147 32%	95 30%	206 30%	232 29%	69 34%	248 29%	33 39% ^m	17 32%	4 16%
Sales/marketing texts	231 23%	140 25%	59 22%	32 18%	153 28% ^e	78 17%	92 28% ^g	139 20%	200 25% ⁱ	31 15%	194 23%	22 25%	10 19%	5 23%
Sales/marketing calls	476 47%	300 53% ^b	99 37%	77 44%	265 48%	211 46%	150 46%	326 47%	378 47%	98 48%	399 47%	42 48%	27 51%	9 36%
Recorded message	391 39%	261 46% ^{bc}	76 28%	54 31%	232 42% ^e	159 35%	122 38%	269 39%	313 38%	78 39%	325 38% ^m	45 52% ^{ijlm}	16 30%	5 22%
Other type	30 3%	19 3%	6 2%	5 3%	15 3%	15 3%	5 2%	24 4%	27 3%	3 1%	27 3%	2 2%	1 1%	-
SUMMARY CODES														
1 TYPE EXPERIENCED	202 20%	109 19%	51 19%	42 24%	102 18%	99 22%	52 16%	150 22%	155 19%	47 23%	169 20%	10 12%	17 33% ^k	5 21%
2 TYPES EXPERIENCED	157 15%	79 14%	41 15%	36 21% ^a	80 14%	77 17%	44 14%	113 16%	121 15%	35 18%	135 16%	16 18%	4 7%	2 8%
3 TYPES EXPERIENCED	178 18%	127 22% ^{bc}	33 12%	18 10%	104 19%	74 16%	52 16%	126 18%	139 17%	39 19%	147 17%	21 25%	7 13%	2 10%
4 TYPES EXPERIENCED	80 8%	56 10% ^b	14 5%	11 6%	54 10% ^e	26 6%	37 12% ^g	43 6%	70 9%	10 5%	62 7%	10 12%	6 11%	2 8%
5 TYPES EXPERIENCED	10 1%	8 1%	1 *	2 1%	4 1%	6 1%	2 1%	8 1%	9 1%	1 *	10 1%	-	-	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	633 62%	383 67% ^b	141 52%	109 62%	348 63%	285 62%	190 59%	443 64%	500 62%	132 66%	530 62% ^m	58 67% ^m	34 65%	11 46%
None	382 38%	188 33%	128 48% ^a	66 38%	207 37%	175 38%	133 41%	249 36%	313 38%	69 34%	322 38%	29 33%	18 35%	13 54% ^{ijk}
Mean number of mentions	2.306	2.442 ^{bc}	2.149	2.028	2.399 ^e	2.191	2.474 ^g	2.233	2.352	2.130	2.301	2.536	2.052	2.089
Standard Deviation	1.153	1.168	1.136	1.050	1.168	1.125	1.182	1.133	1.177	1.039	1.163	0.987	1.206	1.202
Error Variance	0.002	0.004	0.010	0.009	0.005	0.004	0.009	0.003	0.003	0.008	0.003	0.016	0.047	0.050

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	1012	45	100	85	71	82	96	120	134	84	47	87	61
Weighted Base	1015	40*	97*	90*	73*	90*	99*	128	150	85*	52*	87*	24*
Silent Calls	302	19	23	24	30	22	21	34	53	22	17	33	4
	30%	46%bcefgil	24%	27%	41%befl	24%	22%	26%	35%fl	26%	32%	39%fl	16%
Sales/marketing texts	231	9	24	11	12	17	15	33	53	20	10	22	5
	23%	21%	24%	13%	16%	19%	15%	26% ^c	35% ^{cdef}	24%	19%	25%	23%
Sales/marketing calls	476	23	51	40	41	34	42	50	82	37	27	42	9
	47%	58% ^g	52%	44%	55% ^g	38%	42%	39%	54% ^{egl}	43%	51%	48%	36%
Recorded message	391	15	45	35	30	35	37	29	70	27	16	45	5
	39%	38%	47% ^{gl}	39% ^g	40% ^g	39% ^g	37% ^g	23%	47% ^{gil}	32%	30%	52% ^{gjil}	22%
Other type	30	3	4	-	4	2	6	1	8	-	1	2	-
	3%	7% ^{ci}	4%	-	5%	2%	6% ^{ci}	1%	5%	-	1%	2%	-
SUMMARY CODES													
1 TYPE EXPERIENCED	202	7	28	4	14	17	24	30	21	23	17	10	5
	20%	18% ^c	29% ^{chk}	4%	19% ^c	19% ^c	24% ^c	24% ^c	14% ^c	27% ^{chk}	33% ^{chk}	12%	21% ^c
2 TYPES EXPERIENCED	157	6	16	16	10	12	18	20	27	11	4	16	2
	15%	14%	16%	18%	14%	13%	18%	15%	18%	13%	7%	18%	8%
3 TYPES EXPERIENCED	178	10	13	24	20	10	15	12	28	15	7	21	2
	18%	25% ^g	13%	27% ^{egl}	27% ^{begl}	11%	15%	10%	19% ^g	18%	13%	25% ^{eg}	10%
4 TYPES EXPERIENCED	80	5	9	1	4	8	2	8	22	4	6	10	2
	8%	11% ^{cf}	10% ^c	1%	5%	9% ^c	2%	7%	14% ^{cfi}	5%	11% ^c	12% ^{cf}	8% ^c
5 TYPES EXPERIENCED	10	1	3	-	-	1	2	-	3	-	-	-	-
	1%	2%	3%	-	-	1%	2%	-	2%	-	-	-	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	633	29	69	45	49	49	61	72	103	53	34	58	11
	62%	71% ^{cl}	71% ^{cegl}	50%	67% ^l	54%	62%	56%	69% ^{cegl}	63%	65%	67% ^l	46%
None	382	12	28	45	24	41	38	56	47	32	18	29	13
	38%	29%	29%	50% ^{abh}	33%	46% ^{bh}	38%	44% ^{bh}	31%	37%	35%	33%	54% ^{abdhk}
Mean number of mentions	2.306	2.513	2.183	2.478i	2.418	2.279	2.085	2.066	2.649bfgi	2.000	2.052	2.536fgi	2.089
Standard Deviation	1.153	1.144	1.240	0.671	1.197	1.243	1.148	1.183	1.214	1.018	1.206	0.987	1.202
Error Variance	0.002	0.038	0.023	0.009	0.029	0.036	0.022	0.021	0.016	0.021	0.047	0.016	0.050

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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

Base: All who have a landline or mobile phone

	Total	Q.1\2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1012	912	751	651	261	100	376	137	493
Weighted Base	1015	941	748	675	266	74*	384	170	461
Silent Calls	302 30%	274 29% ^d	254 34% ^d	226 34% ^d	47 18%	28 38% ^d	122 32%	53 31%	141 31%
Sales/marketing texts	231 23%	231 25% ^e	158 21% ^e	158 23% ^e	72 27% ^e	-	112 29%	48 28%	78 17%
Sales/marketing calls	476 47%	439 47% ^d	405 54% ^{ad}	368 55% ^{ad}	71 27%	37 51% ^d	178 46%	88 52%	224 49%
Recorded message	391 39%	368 39% ^d	335 45% ^{ade}	312 46% ^{ade}	56 21%	23 31%	151 39%	74 43%	177 38%
Other type	30 3%	27 3%	23 3%	20 3%	7 3%	3 4%	11 3%	5 3%	17 4%
SUMMARY CODES									
1 TYPE EXPERIENCED	202 20%	185 20%	156 21%	139 21%	46 17%	17 23%	72 19%	30 18%	101 22%
2 TYPES EXPERIENCED	157 15%	142 15%	121 16%	106 16%	36 14%	14 20%	54 14%	19 11%	84 18%
3 TYPES EXPERIENCED	178 18%	165 18% ^d	154 21% ^d	141 21% ^d	24 9%	13 17% ^d	73 19%	37 22%	78 17%
4 TYPES EXPERIENCED	80 8%	79 8% ^e	66 9% ^e	65 10% ^{de}	14 5%	2 2%	37 10%	18 11%	28 6%
5 TYPES EXPERIENCED	10 1%	9 1%	8 1%	8 1%	1 1%	1 1%	4 1%	1 1%	6 1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	633 62%	587 62% ^d	511 68% ^{ad}	464 69% ^{ad}	122 46%	46 63% ^d	244 63%	108 64%	299 65%
None	382 38%	354 38% ^{bc}	238 32%	210 31%	144 54% ^{abce}	27 37%	140 37%	62 36%	162 35%
Mean number of mentions	2.306	2.328	2.347 ^e	2.380 ^e	2.131	2.025	2.399	2.520	2.190
Standard Deviation	1.153	1.164	1.152	1.165	1.145	0.965	1.173	1.221	1.104
Error Variance	0.002	0.002	0.003	0.003	0.011	0.014	0.006	0.016	0.004

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

* small base

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	1012	408	402	401	58	563	427	956	812	809	386	545	833	521
Weighted Base	1015	419	362	360	63*	608	386	963	859	859	428	602	880	586
Silent Calls	302	127	115	115	19	191	119	294	252	251	129	170	256	169
	30%	30%	32%	32%	30%	31%	31%	30%	29%	29%	30%	28%	29%	29%
Sales/marketing texts	231	115	63	63	16	172	64	223	218	219	129	166	219	170
	23%	27%bcf	17%	17%	25%	28%bcfg	17%	23%bcf	25%	25%	30%	28%	25%	29%
Sales/marketing calls	476	193	174	174	37	300	184	467	408	407	205	275	415	273
	47%	46%	48%	48%	58%	49%	48%	48%	47%	47%	48%	46%	47%	47%
Recorded message	391	158	146	144	26	250	149	379	342	342	175	233	347	226
	39%	38%	40%	40%	42%	41%	38%	39%	40%	40%	41%	39%	39%	39%
Other type	30	13	14	14	-	16	14	30	26	26	14	20	26	20
	3%	3%	4%	4%	-	3%	4%	3%	3%	3%	3%	3%	3%	3%
SUMMARY CODES														
1 TYPE EXPERIENCED	202	81	75	72	16	118	79	194	165	162	72	117	167	115
	20%	19%	21%	20%	26%	19%	20%	20%	19%	19%	17%	19%	19%	20%
2 TYPES EXPERIENCED	157	58	69	69	11	83	70	150	133	132	65	82	136	83
	15%	14%	19%e	19%e	18%	14%	18%	16%	15%	15%	15%	14%	15%	14%
3 TYPES EXPERIENCED	178	77	63	63	12	122	68	176	156	156	82	108	157	107
	18%	18%	17%	18%	19%	20%	17%	18%	18%	18%	19%	18%	18%	18%
4 TYPES EXPERIENCED	80	38	22	22	6	60	22	78	73	75	44	55	74	54
	8%	9%	6%	6%	10%	10%f	6%	8%	8%	9%	10%	9%	8%	9%
5 TYPES EXPERIENCED	10	4	5	5	-	5	5	10	8	8	5	4	8	4
	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	633	262	235	233	45	393	245	614	541	539	270	372	549	370
	62%	62%	65%	65%	72%	65%	63%	64%	63%	63%	63%	62%	62%	63%
None	382	157	127	127	18	216	141	349	317	320	158	230	331	216
	38%	38%	35%	35%	28%	35%	37%	36%	37%	37%	37%	38%	38%	37%
Mean number of mentions	2.306	2.365	2.230	2.243	2.167	2.405	2.222	2.318	2.347	2.360	2.466	2.375	2.346	2.372
Standard Deviation	1.153	1.170	1.106	1.104	1.071	1.176	1.099	1.155	1.160	1.162	1.169	1.195	1.159	1.193
Error Variance	0.002	0.005	0.005	0.005	0.027	0.004	0.004	0.002	0.003	0.003	0.006	0.004	0.003	0.004

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	1012	633	460	359	315	241	114	539	372	311	378	283	146	31	24	8
Weighted Base	1015	633	445	388	302	224	115	529	353	335	391	281	164	30**	21**	10**
Silent Calls	302 30%	302 48%	238 53%ci	175 45%	302 100%abcghijkl	224 100%abcghijkl	115 100%abcghijkl	248 47%	194 55%acgi	139 42%	220 56%acgi	171 61%acgi	89 54%ai	18 62%	15 72%	4 44%
Sales/marketing texts	231 23%	231 36%beh	116 26%	231 59%abdeg hjk	109 36%b	64 28%	74 64%abdeg hjk	231 44%abdeh k	101 29%	231 69%abcde ghjk	150 38%behk	83 29%	102 62%abdeg hjk	12 39%	5 22%	7 72%
Sales/marketing calls	476 47%	476 75%	364 82%a	298 77%	235 78%	183 82%	86 75%	476 90%abcd efijkl	353 100%abcde fgijkl	282 84%acfj	301 77%	225 80%	127 78%	23 79%	18 85%	6 66%
Recorded message	391 39%	391 62%	303 68%cgi	233 60%	220 73%acgi	170 76%acghi	82 72%cgi	318 60%	235 67%i	194 58%	391 100%abcd efghi	281 100%abcd efghi	164 100%abcde fghi	22 72%	15 72%	7 76%
Other type	30 3%	30 5%	23 5%	20 5%	18 6%	15 7%	5 5%	25 5%	19 5%	17 5%	22 6%	15 5%	11 6%	30 100%	21 100%	10 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	202 20%	202 32%defghijkl	127 29%defh kl	102 26%defjkl	29 9%	19 8%	11 9%	126 24%defjkl	74 21%defjkl	78 23%defjkl	47 12%	35 12%	13 8%	- -	- -	- -
2 TYPES EXPERIENCED	157 15%	157 25%	105 24%	93 24%	58 19%	41 18%	19 17%	131 25%	77 22%	74 22%	91 23%	64 23%	33 20%	2 7%	1 2%	2 16%
3 TYPES EXPERIENCED	178 18%	178 28%	141 32%	105 27%	124 41%abcf i	102 46%abcf i	31 27%	177 34%	135 38%acfi	95 28%	158 41%abcf i	118 42%abcf i	61 37%ac	4 13%	4 19%	- -
4 TYPES EXPERIENCED	80 8%	80 13%	58 13%	77 20%ab	77 26%abgh	52 23%abgh	48 42%abcde ghijk	78 15%	54 15%	76 23%abgh	77 20%ab	52 18%a	49 30%abcgh jk	7 24%	5 22%	2 24%
5 TYPES EXPERIENCED	10 1%	10 2%	8 2%	6 1%	7 2%	7 3%	- -	10 2%	7 2%	5 1%	10 3%	8 3%	4 2%	10 33%	8 39%	3 27%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

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

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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 (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	1012	633	460	359	315	241	114	539	372	311	378	283	146	31	24	8
Weighted Base	1015	633	445	388	302	224	115	529	353	335	391	281	164	30**	21**	10**
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	633	633	445	388	302	224	115	529	353	335	391	281	164	30	21	10
62%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
None	382	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
38%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean number of mentions	2.306	2.306	2.398	2.516a	2.991abc	2.989abc	3.202abc	2.499a	2.607ab	2.627ab	2.827abc	2.815abc	3.070abc	4.515	4.509	4.585
Standard Deviation	1.153	1.153	1.155	1.213	1.065	1.004	1.164	1.136	1.131	1.219	1.070	1.064	1.075	1.204	1.089	1.446
Error Variance	0.002	0.002	0.003	0.004	0.004	0.004	0.012	0.002	0.003	0.005	0.003	0.004	0.008	0.047	0.049	0.261

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

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

KANTAR MEDIA

Powering Informed Decisions

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

Q.7Ai\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	1051	501	550	139	155	154	146	151	166	140	213	250	212	376
Weighted Base	1051	511	540	148	185	186	163	161	112	97	245	289	216	301
Listen to the full message before hanging up	20	11	9	-	2	5	3	5	3	2	5	9	3	3
	2%	2%	2%	-	1%	3%	2%	3%	2%	2%	2%	3%	1%	1%
Listen to some of the message before hanging up	78	40	38	6	14	12	11	16	14	5	21	20	16	21
	7%	8%	7%	4%	7%	6%	7%	10%	12% ^c	6%	9%	7%	7%	7%
Hang up immediately, as soon as I realise it is a recorded message	299	145	154	28	44	53	67	52	36	19	96	78	62	63
	28%	28%	28%	19%	24%	28%	41% ^{cdei}	33% ^{ci}	32% ^{ci}	20%	39% ^{klm}	27%	29%	21%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	98	51	47	6	16	17	14	21	17	8	26	29	18	24
	9%	10%	9%	4%	9%	9%	8%	13% ^c	15% ^c	8%	11%	10%	8%	8%
None	661	319	342	114	126	117	85	88	60	70	123	184	137	217
	63%	63%	63%	77% ^{efgh}	68% ^{fgh}	63%	52%	55%	54%	72% ^{fgh}	50%	64% ^j	63% ^j	72% ^{ik}

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

KANTAR MEDIA

Powering Informed Decisions

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1051	572	268	211	477	574	289	762	824	227	852	90	47	62
Weighted Base	1051	585	282	184	571	480	333	718	840	211	885	89*	52*	24*
Listen to the full message before hanging up	20 2%	16 3%	2 1%	2 1%	9 2%	11 2%	8 2%	12 2%	17 2%	3 1%	17 2%	3 3%	1 1%	- -
Listen to some of the message before hanging up	78 7%	46 8%	22 8%	10 6%	39 7%	39 8%	22 7%	56 8%	60 7%	18 8%	70 8%	4 4%	4 8%	- -
Hang up immediately, as soon as I realise it is a recorded message	299 28%	205 35%bc	53 19%	42 23%	190 33%e	110 23%	96 29%	203 28%	242 29%	58 27%	242 27%	42 47%ijlm	11 20%	5 22%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	98 9%	61 10%	24 9%	12 7%	48 8%	50 10%	30 9%	68 10%	77 9%	21 10%	87 10%lm	7 7%	5 9%	- -
None	661 63%	325 56%	207 73%a	129 70%a	340 59%	321 67%cd	211 63%	450 63%	528 63%	133 63%	561 63%k	44 49%	37 70%k	19 78%jk

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

Q.7Ai\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	1051	46	105	90	73	84	102	126	141	85	47	90	62
Weighted Base	1051	42*	102*	93*	75*	92*	105*	135	156	86*	52*	89*	24*
Listen to the full message before hanging up	20 2%	1 4%	3 3%	1 1%	3 3%	- -	2 2%	2 1%	4 3%	1 1%	1 1%	3 3%	- -
Listen to some of the message before hanging up	78 7%	2 6%	8 8%	8 8%	6 8%	6 7%	9 9%	7 5%	15 10%l	8 9%	4 8%	4 4%	- -
Hang up immediately, as soon as I realise it is a recorded message	299 28%	11 27%	37 37%g	27 28%g	21 28%	30 32%g	25 24%	21 16%	51 32%g	19 22%	11 20%	42 47%cdfigj	5 22%
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	98 9%	4 9%	11 10%l	9 9%	9 12%l	6 7%	11 11%l	9 7%	20 13%l	8 9%	5 9%	7 7%	- -
None	661 63%	26 63%	56 55%	58 62%	45 60%	57 62%	69 65%k	105 78%bcd efhk	86 55%	58 68%k	37 70%k	44 49%	19 78%b h k

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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

Base: All adults UK

	Total	Q.1\2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1051	912	751	651	261	100	385	141	515
Weighted Base	1051	941	748	675	266	74*	394	174	480
Listen to the full message before hanging up	20 2%	19 2%	19 3%	18 3%	1 *	1 1%	7 2%	5 3%	7 1%
Listen to some of the message before hanging up	78 7%	76 8%	61 8%	58 9%	17 7%	2 3%	34 9%	11 7%	39 8%
Hang up immediately, as soon as I realise it is a recorded message	299 28%	280 30%d	262 35%ad	242 36%ad	38 14%	20 27%d	115 29%	58 34%	133 28%
SUMMARY CODE									
LISTEN TO ANY OF MESSAGE	98 9%	95 10%	79 11%	76 11%	19 7%	3 4%	41 10%	17 10%	46 10%
None	661 63%	574 61%bc	415 55%	364 54%	210 79%abc	51 69%bc	242 62%	100 58%	304 63%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

* small base

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

Q.7Ai\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	1051	419	419	418	61	578	446	990	832	830	392	557	854	532
Weighted Base	1051	431	376	373	66*	624	401	995	879	881	435	617	902	600
Listen to the full message before hanging up	20 2%	7 2%	6 1%	6 1%	1 2%	13 2%	6 1%	19 2%	16 2%	16 2%	6 1%	11 2%	16 2%	10 2%
Listen to some of the message before hanging up	78 7%	35 8%	37 10%	37 10%	3 4%	47 8%	37 9%	77 8%	66 7%	66 7%	37 9%	50 8%	66 7%	46 8%
Hang up immediately, as soon as I realise it is a recorded message	299 28%	121 28%	107 29%	105 28%	21 32%	194 31%	110 27%	289 29%	265 30%	264 30%	133 31%	176 29%	268 30%	173 29%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	98 9%	41 10%	42 11%	42 11%	4 6%	61 10%	42 10%	96 10%	82 9%	82 9%	43 10%	61 10%	83 9%	56 9%
None	661 63%	272 63%	230 61%	230 62%	41 62%	375 60%	253 63%	616 62%	538 61%	540 61%	260 60%	385 62%	556 62%	374 62%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

Q.7Ai\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	1051	633	460	359	315	241	114	539	372	311	378	283	146	31	24	8
Weighted Base	1051	633	445	388	302	224	115	529	353	335	391	281	164	30**	21**	10**
Listen to the full message before hanging up	20 2%	20 3%	17 4%	12 3%	13 4%	8 4%	6 5%	15 3%	14 4%	8 2%	20 5%	14 5%	9 5%	2 6%	2 9%	- -
Listen to some of the message before hanging up	78 7%	78 12%	61 14%	48 12%	47 16%	36 16%	20 17%	68 13%	46 13%	43 13%	78 20%abcgh i	53 19%acg	37 23%abcgh i	8 26%	6 30%	3 27%
Hang up immediately, as soon as I realise it is a recorded message	299 28%	299 47%	231 52%	181 46%	165 55%gi	131 58%acgi	57 50%	242 46%	181 51%	151 45%	299 77%abcde fghi	220 78%abcde fghi	125 76%abcde fghi	13 44%	8 39%	6 61%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	98 9%	98 15%	78 18%	60 15%	60 20%	43 19%	26 23%	83 16%	60 17%	51 15%	98 25%abcqh i	67 24%abcqh i	46 28%abcqh i	10 32%	8 38%	3 27%
None	661 63%	243 38%deijkl	143 32%ejkl	155 40%bdefj kl	82 27%ijkl	54 24%ijkl	32 28%ijkl	211 40%bdefj kl	118 33%ejkl	141 42%bdefhj kl	1 *	1 *	- -	8 28%	6 28%	2 24%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

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

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

Q.7Ai/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	378	185	193	29	44	60	62	68	75	40	107	89	76	106
Weighted Base	391	192	199	34**	59*	69*	78*	72*	52*	27*	123*	105*	79*	84*
Listen to the full message before hanging up	20	11	9	-	2	5	3	5	3	2	5	9	3	3
	5%	6%	4%	-	4%	8%	3%	7%	5%	8%	4%	9%	3%	4%
Listen to some of the message before hanging up	78	40	38	6	14	12	11	16	14	5	21	20	16	21
	20%	21%	19%	18%	23%	17%	14%	22%	26%	20%	17%	19%	20%	25%
Hang up immediately, as soon as I realise it is a recorded message	299	145	154	28	44	53	67	52	36	19	96	78	62	63
	77%	76%	78%	82%	75%	77%	86%h	73%	69%	72%	78%	75%	79%	75%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	98	51	47	6	16	17	14	21	17	8	26	29	18	24
	25%	26%	24%	18%	28%	25%	18%	29%	32%	28%	22%	28%	23%	29%
None	1	1	-	-	-	-	-	-	1	-	1	-	-	-
	*	*	-	-	-	-	-	-	1%	-	1%	-	-	-

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

Q.7Ai\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/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	378	243	69	66	190	188	103	275	300	78	300	49	17	12
Weighted Base	391	261	76*	54*	232	159	122*	269	313	78*	325	45*	16**	5**
Listen to the full message before hanging up	20 5%	16 6%	2 3%	2 4%	9 4%	11 7%	8 6%	12 5%	17 5%	3 4%	17 5%	3 6%	1 4%	- -
Listen to some of the message before hanging up	78 20%	46 18%	22 29%	10 19%	39 17%	39 25%	22 18%	56 21%	60 19%	18 23%	70 21%	4 9%	4 27%	- -
Hang up immediately, as soon as I realise it is a recorded message	299 77%	205 78%	53 70%	42 77%	190 82%e	110 69%	96 79%	203 76%	242 77%	58 74%	242 74%	42 92%j	11 69%	5 100%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	98 25%	61 24%	24 32%	12 23%	48 21%	50 31%d	30 24%	68 25%	77 25%	21 26%	87 27%	7 15%	5 31%	- -
None	1 *	1 *	- -	- -	- -	1 *	- -	1 *	1 *	- -	1 *	- -	- -	- -

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

Q.7Ai/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	378	17	40	36	29	30	34	27	62	25	17	49	12
Weighted Base	391	15**	45**	35**	30**	35**	37**	29**	70*	27**	16**	45*	5**
Listen to the full message before hanging up	20 5%	1 10%	3 6%	1 4%	3 9%	- -	2 6%	2 6%	4 6%	1 2%	1 4%	3 6%	- -
Listen to some of the message before hanging up	78 20%	2 16%	8 17%	8 21%	6 21%	6 18%	9 25%	7 25%	15 22%	8 28%	4 27%	4 9%	- -
Hang up immediately, as soon as I realise it is a recorded message	299 77%	11 75%	37 82%	27 75%	21 71%	30 84%	25 67%	21 73%	51 72%	19 70%	11 69%	42 92%h	5 100%
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	98 25%	4 25%	11 23%	9 25%	9 29%	6 18%	11 30%	9 31%	20 28%	8 30%	5 31%	7 15%	- -
None	1 *	- -	- -	- -	- -	- -	1 2%	- -	- -	- -	- -	- -	- -

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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

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

	Total	Q.1\2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	378	347	327	296	51	31	143	60	182
Weighted Base	391	368	335	312	56*	23**	151	74*	177
Listen to the full message before hanging up	20 5%	19 5%	19 6%	18 6%	1 2%	1 5%	7 4%	5 7%	7 4%
Listen to some of the message before hanging up	78 20%	76 21%	61 18%	58 19%	17 31%b	2 10%	34 23%	11 15%	39 22%
Hang up immediately, as soon as I realise it is a recorded message	299 77%	280 76%	262 78%	242 78%	38 67%	20 86%	115 76%	58 79%	133 75%
SUMMARY CODE									
LISTEN TO ANY OF MESSAGE	98 25%	95 26%	79 24%	76 24%	19 33%	3 14%	41 27%	17 23%	46 26%
None	1 *	1 *	1 *	1 *	- -	- -	- -	- -	1 *

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

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

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

Q.7Ai\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	378	149	153	152	25	226	157	365	317	315	152	207	322	195
Weighted Base	391	158	146	144	26**	250	149	379	342	342	175	233	347	226
Listen to the full message before hanging up	20 5%	7 4%	6 4%	6 4%	1 6%	13 5%	6 4%	19 5%	16 5%	16 5%	6 3%	11 5%	16 5%	10 4%
Listen to some of the message before hanging up	78 20%	35 22%	37 25%	37 25%	3 10%	47 19%	37 25%	77 20%	66 19%	66 19%	37 21%	50 22%	66 19%	46 20%
Hang up immediately, as soon as I realise it is a recorded message	299 77%	121 76%	107 73%	105 73%	21 81%	194 77%	110 74%	289 76%	265 77%	264 77%	133 76%	176 76%	268 77%	173 77%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	98 25%	41 26%	42 29%	42 29%	4 16%	61 24%	42 28%	96 25%	82 24%	82 24%	43 25%	61 26%	83 24%	56 25%
None	1 *	- -	- -	- -	1 3%	1 *	- -	1 *	1 *	1 *	- -	1 *	1 *	1 *

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

Q.7Ai\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	378	378	304	208	226	181	79	313	240	174	378	283	146	23	18	6
Weighted Base	391	391	303	233	220	170	82*	318	235	194	391	281	164	22**	15**	7**
Listen to the full message before hanging up	20 5%	20 5%	17 6%	12 5%	13 6%	8 5%	6 8%	15 5%	14 6%	8 4%	20 5%	14 5%	9 5%	2 8%	2 12%	- -
Listen to some of the message before hanging up	78 20%	78 20%	61 20%	48 21%	47 21%	36 21%	20 24%	68 21%	46 20%	43 22%	78 20%	53 19%	37 23%	8 36%	6 41%	3 36%
Hang up immediately, as soon as I realise it is a recorded message	299 77%	299 77%	231 76%	181 77%	165 75%	131 77%	57 69%	242 76%	181 77%	151 78%	299 77%	220 78%	125 76%	13 60%	8 54%	6 79%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	98 25%	98 25%	78 26%	60 26%	60 27%	43 26%	26 32%	83 26%	60 26%	51 26%	98 25%	67 24%	46 28%	10 45%	8 53%	3 36%
None	1 *	1 *	1 *	- -	- -	- -	- -	- -	- -	- -	1 *	1 *	- -	- -	- -	- -

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	98	52	46	6	13	14	12	19	25	9	25	25	19	29
Weighted Base	98*	51*	47*	6**	16**	17**	14**	21**	17**	8**	26**	29**	18**	24**
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	72	38	34	5	10	10	11	17	13	5	18	22	13	19
	73%	75%	71%	91%	61%	58%	81%	82%	80%	63%	66%	75%	73%	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	18	8	10	2	1	8	3	1	4	-	3	7	4	3
	18%	16%	20%	36%	5%	44%	19%	4%	24%	-	12%	26%	24%	13%
Telling you about a competition	19	10	9	-	3	9	1	4	2	-	3	8	2	6
	19%	20%	18%	-	17%	51%	8%	18%	13%	-	13%	27%	9%	24%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	25	15	11	-	1	5	1	13	3	3	11	7	3	5
	26%	29%	23%	-	8%	27%	9%	61%	17%	36%	41%	23%	18%	19%
Other type	4	3	1	-	3	-	-	-	*	1	1	-	2	1
	4%	5%	2%	-	17%	-	-	-	3%	8%	4%	-	9%	4%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	86	43	43	6	12	15	12	21	14	6	24	25	16	22
	88%	84%	91%	100%	74%	85%	90%	100%	87%	76%	90%	85%	88%	88%
ANY EXC. APPOINTMENT REMINDERS	77	39	39	6	11	13	12	17	14	5	19	22	16	20
	79%	76%	82%	100%	66%	73%	90%	82%	84%	63%	73%	75%	88%	83%
Can't Remember	9	6	3	-	1	3	1	-	2	1	1	5	1	2
	9%	12%	6%	-	9%	15%	10%	-	15%	16%	6%	17%	4%	7%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	98	62	24	12	42	56	25	73	77	21	85	7	6	-
Weighted Base	98*	61*	24**	12**	48*	50*	30**	68*	77*	21**	87*	7**	5**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	72 73%	40 65%	20 83%	11 89%	35 72%	37 73%	15 51%	56 83%	62 80%	10 47%	65 75%	4 61%	3 60%	- -
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 18%	10 17%	6 25%	2 13%	10 21%	8 15%	6 20%	12 17%	17 22%	1 4%	16 18%	2 35%	- -	- -
Telling you about a competition	19 19%	14 22%	5 21%	- -	9 18%	10 20%	8 26%	11 16%	18 23%	1 5%	17 20%	1 23%	- -	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	25 26%	20 33%	4 16%	1 12%	11 23%	15 29%	6 21%	19 28%	19 24%	7 32%	25 29%	- -	- -	- -
Other type	4 4%	4 6%	- -	- -	3 6%	1 2%	3 9%	1 2%	2 2%	2 11%	3 4%	- -	1 13%	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	86 88%	53 86%	22 91%	11 89%	41 84%	45 91%	23 78%	63 92%	72 93%	14 68%	78 90%	5 73%	3 60%	- -
ANY EXC. APPOINTMENT REMINDERS	77 79%	46 74%	21 86%	11 89%	37 76%	40 81%	20 66%	58 84%	67 86%	11 52%	70 80%	5 73%	3 60%	- -
Can't Remember	9 9%	5 8%	2 9%	2 17%	5 10%	4 8%	4 13%	5 8%	4 5%	5 25%	6 7%	2 27%	1 27%	- -

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	98	4	12	11	7	6	11	9	17	8	6	7	-
Weighted Base	98*	4**	11**	9**	9**	6**	11**	9**	20**	8**	5**	7**	..**
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	72 73%	2 62%	10 96%	5 58%	8 87%	4 68%	7 63%	8 86%	16 80%	4 52%	3 60%	4 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	18 18%	- -	3 27%	1 17%	2 18%	1 22%	- -	2 21%	5 25%	1 18%	- -	2 35%	- -
Telling you about a competition	19 19%	- -	1 10%	2 22%	2 25%	- -	3 22%	2 19%	6 33%	1 17%	- -	1 23%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	25 26%	2 48%	1 10%	2 19%	2 20%	1 15%	6 49%	4 40%	9 45%	- -	- -	- -	- -
Other type	4 4%	- -	* 4%	- -	1 13%	- -	- -	- -	- -	2 19%	1 13%	- -	- -
SUMMARY CODES													
ANY INC. APPOINTMENT REMINDERS	86 88%	2 62%	10 96%	7 83%	8 87%	6 90%	11 100%	9 100%	20 100%	5 61%	3 60%	5 73%	- -
ANY EXC. APPOINTMENT REMINDERS	77 79%	2 62%	10 96%	6 64%	8 87%	6 90%	8 73%	8 86%	17 87%	5 61%	3 60%	5 73%	- -
Can't Remember	9 9%	1 38%	- -	1 17%	- -	1 10%	- -	- -	- -	2 28%	1 27%	2 27%	- -

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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

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

	Total	Q.1\2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	98	93	81	76	17	5	40	15	48
Weighted Base	98*	95*	79*	76*	19**	3**	41*	17*	46*
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	72 73%	69 73%	58 73%	56 73%	14 73%	2 64%	31 77%	12 71%	35 75%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	18 18%	17 18%	13 16%	12 16%	5 28%	1 16%	13 32%	1 5%	4 10%
Telling you about a competition	19 19%	18 19%	18 22%	16 22%	1 6%	1 33%	10 25%	4 26%	5 12%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	25 26%	24 26%	22 28%	21 27%	4 19%	1 31%	5 13%	6 35%	15 32%
Other type	4 4%	4 4%	4 5%	4 5%	- -	- -	2 4%	1 7%	1 2%
SUMMARY CODES									
ANY INC. APPOINTMENT REMINDERS	86 88%	84 89%	69 87%	67 88%	17 92%	2 64%	36 89%	16 93%	40 86%
ANY EXC. APPOINTMENT REMINDERS	77 79%	75 79%	63 79%	61 79%	15 79%	2 64%	35 86%	12 71%	36 78%
Can't Remember	9 9%	8 8%	8 9%	6 8%	1 8%	1 36%	3 7%	- -	6 13%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

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

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	98	41	44	44	4	58	44	96	78	77	42	56	79	52
Weighted Base	98*	41*	42*	42*	4**	61*	42*	96*	82*	82*	43*	61*	83*	56*
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	72 73%	31 75%	32 76%	32 76%	3 64%	45 74%	32 76%	70 73%	59 72%	59 72%	32 74%	47 77%	60 72%	44 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	18 18%	13 32%bcf	4 11%	4 11%	- -	14 23%	4 11%	17 18%	16 20%	15 19%	12 28%	13 21%	16 20%	13 23%
Telling you about a competition	19 19%	10 25%	5 13%	5 13%	- -	15 24%	5 13%	19 19%	16 20%	17 21%	9 21%	15 25%	16 20%	13 23%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	25 26%	5 13%	15 35%a	15 35%a	- -	11 18%	15 35%a	25 26%	21 25%	22 27%	8 19%	17 28%	21 25%	12 22%
Other type	4 4%	2 4%	1 2%	1 2%	- -	3 4%	1 2%	4 4%	3 3%	3 3%	3 6%	2 3%	3 3%	3 5%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	86 88%	36 87%	37 89%	37 89%	3 64%	54 88%	37 89%	84 87%	73 89%	73 89%	37 86%	56 91%	74 89%	50 88%
ANY EXC. APPOINTMENT REMINDERS	77 79%	35 85%	33 80%	33 80%	3 64%	49 80%	33 80%	76 79%	65 79%	65 79%	35 81%	51 83%	65 79%	46 82%
Can't Remember	9 9%	4 9%	4 11%	4 11%	1 36%	5 7%	4 11%	9 9%	7 9%	7 9%	3 8%	4 6%	7 9%	4 7%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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 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	98	98	80	56	61	46	26	83	61	46	98	69	43	10	9	2
Weighted Base	98*	98*	78*	60*	60*	43*	26**	83*	60*	51*	98*	67*	46*	10**	8**	3**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	72 73%	72 73%	56 72%	45 75%	46 76%	34 79%	21 79%	63 75%	45 75%	40 78%	72 73%	49 72%	38 83%	8 86%	7 84%	3 100%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	18 18%	18 18%	13 16%	15 24%	16 27%	12 27%	9 36%	18 21%	11 18%	14 28%	18 18%	12 18%	12 27%	1 14%	1 16%	- -
Telling you about a competition	19 19%	19 19%	16 21%	16 27%	17 28%	11 24%	11 42%	18 21%	14 23%	15 30%	19 19%	15 22%	13 28%	4 36%	4 43%	1 43%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	25 26%	25 26%	20 26%	16 26%	16 27%	12 28%	9 35%	23 27%	18 30%	14 28%	25 26%	19 28%	12 26%	1 13%	1 16%	- -
Other type	4 4%	4 4%	4 5%	1 2%	2 3%	2 4%	- -	2 2%	2 3%	- -	4 4%	3 4%	1 2%	- -	- -	- -
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	86 88%	86 88%	67 86%	55 91%	53 89%	38 88%	24 93%	75 90%	54 90%	47 92%	86 88%	58 86%	44 94%	10 100%	8 100%	3 100%
ANY EXC. APPOINTMENT REMINDERS	77 79%	77 79%	61 78%	49 82%	51 84%	37 85%	23 88%	67 81%	48 80%	43 85%	77 79%	53 79%	40 86%	10 100%	8 100%	3 100%
Can't Remember	9 9%	9 9%	8 10%	5 8%	6 10%	4 10%	3 10%	8 9%	5 8%	5 9%	9 9%	8 11%	2 5%	- -	- -	- -

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	1051	419	419	418	61	578	446	990	832	830	392	557	854	532
Weighted Base	1051	431	376	373	66*	624	401	995	879	881	435	617	902	600
Sky - Digital Satellite TV for a monthly subscription	394 37%	394 91%bcdefg	27 7%	27 7%	7 10%	394 63%bcdifg	28 7%	394 40%bcdif	357 41%	356 40%	188 43%	266 43%	362 40%	268 45%
Satellite TV from someone other than Sky	8 1%	8 2%e	2 1%	2 1%	- -	1 *	2 *	8 1%	6 1%	6 1%	6 1%	8 1%	8 1%	6 1%
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	30 3%	30 7%bceg	2 *	2 *	- -	2 *	30 7%bcdeg	30 3%bce	22 3%	22 3%	12 3%	16 3%	22 2%	17 3%
Virgin Media through cable	174 17%	5 1%	13 3%a	13 4%a	- -	174 28%abcdfg	14 3%a	174 17%abcd	167 19%	167 19%	86 20%	119 19%	168 19%	117 20%
Freeview through a TV aerial and set-top box	139 13%	6 1%	139 37%adeg	139 37%adeg	1 2%	7 1%	139 35%adeg	139 14%ade	94 11%	96 11%	40 9%	64 10%	98 11%	61 10%
TV set which has Freeview channels built in (without a separate set-top box)	239 23%	25 6%	239 64%adeg	239 64%adeg	2 3%	37 6%	239 59%adeg	239 24%ade	165 19%	166 19%	75 17%	102 16%	175 19%	91 15%
YouView set top box	4 *	- -	4 1%ae	2 *	- -	- -	2 *	4 *	4 *	4 *	2 1%	2 *	4 *	2 *
BT Vision	38 4%	4 1%	1 *	1 *	38 57%abcefg	38 6%abcf	1 *	38 4%abcf	35 4%	35 4%	22 5%	25 4%	36 4%	30 5%
Talk Talk TV	29 3%	3 1%	2 *	2 *	29 43%abcefg	29 5%abcf	2 *	29 3%abcf	29 3%	29 3%	15 3%	17 3%	29 3%	18 3%
Other	9 1%	1 *	2 *	2 *	- -	- -	2 1%	9 1%e	8 1%	6 1%	5 1%	4 1%	8 1%	3 1%
NO TV	48 5%	- -	- -	- -	- -	- -	- -	- -	40 5%	39 4%	16 4%	30 5%	42 5%	25 4%
Don't know	9 1%	- -	- -	- -	- -	- -	- -	- -	6 1%	6 1%	2 *	5 1%	6 1%	3 1%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

* small base

KANTAR MEDIA

Powering Informed Decisions

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	1051	419	419	418	61	578	446	990	832	830	392	557	854	532
Weighted Base	1051	431	376	373	66*	624	401	995	879	881	435	617	902	600
Using a Wi-Fi (wireless) connection to broadband	872	383	257	254	64	576	275	826	872	872	419	584	872	575
	83%	89%bcfg	68%	68%	96%bcfg	92%bcfg	69%	83%bcf	99%jklm	99%jklm	96%	95%	97%	96%
Using a wired (Ethernet) connection to broadband	88	40	29	29	7	60	31	83	88	81	88	70	88	70
	8%	9%	8%	8%	11%	10%	8%	8%	10%	9%	20%hiklm	11%	10%	12%
Using a mobile network e.g. using 3G/4G on a smartphone/tablet/dongle	411	187	116	113	24	282	125	389	389	394	243	411	411	339
	39%	43%bcf	31%	30%	36%	45%bcfg	31%	39%bcf	44%	45%	56%hil	67%hijlm	46%	57%hil
Using a dial-up connection to the internet i.e. you cannot make phone calls at the same time	20	14	5	5	-	16	5	20	20	20	20	19	20	20
	2%	3%	1%	1%	-	3%	1%	2%	2%	2%	5%hil	3%	2%	3%
While travelling using a Wi-Fi (wireless) network	305	150	77	77	25	229	79	295	297	305	305	267	302	305
	29%	35%bcf	20%	21%	38%bcf	37%bcfg	20%	30%bcf	34%	35%	70%hiklm	43%hil	34%	51%hikl
While travelling using a mobile network e.g. using 3G/4G on a smartphone/tablet/dongle	513	246	134	132	36	356	145	487	492	498	336	513	504	513
	49%	57%bcfg	36%	35%	53%bcf	57%bcfg	36%	49%bcf	56%	57%	77%hil	83%hijl	56%	85%hijl
At work or place of study	270	135	66	64	15	195	72	257	265	270	270	248	268	270
	26%	31%bcf	18%	17%	23%	31%bcfg	18%	26%bcf	30%	31%	62%hiklm	40%hil	30%	45%hil
In a public place (e.g. café or library) using a Wi-Fi (wireless) network	207	99	57	57	14	143	67	200	201	207	196	198	206	207
	20%	23%bcf	15%	15%	21%	23%bcf	17%	20%	23%	23%	45%hiklm	32%hil	23%	34%hil
In a public place (e.g. café or library) using a wired (Ethernet) connection to broadband	66	24	13	13	4	53	14	66	63	66	66	59	66	66
	6%	6%	3%	3%	6%	8%bcf	4%	7%bcf	7%	7%	15%hikl	10%	7%	11%hil
In a public place (e.g. café or library) using a mobile network e.g. using 3G/4G on a smartphone/tablet/dongle	218	102	55	55	18	160	61	212	213	216	188	218	218	218
	21%	24%bcf	15%	15%	27%bcf	26%bcf	15%	21%bcf	24%	25%	43%hikl	35%hil	24%	36%hil

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

* small base

KANTAR MEDIA

Powering Informed Decisions

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	1051	419	419	418	61	578	446	990	832	830	392	557	854	532
Weighted Base	1051	431	376	373	66*	624	401	995	879	881	435	617	902	600
Home\personal email address	825 79%	356 83%bcf	243 65%	241 65%	61 92%bcfg	543 87%bcfg	259 64%	779 78%bcf	804 91%	804 91%	418 96%hil	585 95%hil	818 91%	572 95%hil
Work email address	215 20%	108 25%bcf	50 13%	50 13%	17 26%bcf	160 26%bcfg	54 13%	202 20%bcf	213 24%	215 24%	180 41%hiklm	187 30%hil	215 24%	201 34%hil
None of these\Don't access the internet	136 13%	36 8%	94 25%adeg	94 25%adeg	1 2%	34 6%	100 25%adeg	129 13%ade	- -	- -	- -	- -	- -	- -

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	1051	501	550	139	155	154	146	151	166	140	213	250	212	376
Weighted Base	1051	511	540	148	185	186	163	161	112	97	245	289	216	301
GENDER														
Male	511	511	-	77	89	95	72	85	52	40	131	130	115	135
	49%	100%b	-	52%	48%	51%	45%	53%	46%	42%	53%	45%	53%	45%
Female	540	-	540	71	96	92	90	75	60	57	114	159	101	166
	51%	-	100%a	48%	52%	49%	55%	47%	54%	58%	47%	55%	47%	55%
AGE														
16-24	148	77	71	148	-	-	-	-	-	-	26	49	32	41
	14%	15%	13%	100%defghi	-	-	-	-	-	-	10%	17%	15%	14%
25-34	185	89	96	-	185	-	-	-	-	-	38	59	44	44
	18%	18%	18%	-	100%cefgghi	-	-	-	-	-	15%	20%	21%	15%
35-44	186	95	92	-	-	186	-	-	-	-	58	48	36	45
	18%	19%	17%	-	-	100%cdfghi	-	-	-	-	24% ^m	17%	17%	15%
45-54	163	72	90	-	-	-	163	-	-	-	37	54	38	34
	15%	14%	17%	-	-	-	100%cddegghi	-	-	-	15%	19% ^m	18%	11%
55-64	161	85	75	-	-	-	-	161	-	-	42	41	30	48
	15%	17%	14%	-	-	-	-	100%cdefghi	-	-	17%	14%	14%	16%
65-74	112	52	60	-	-	-	-	-	112	-	23	25	21	43
	11%	10%	11%	-	-	-	-	-	100%cddefgi	-	9%	9%	10%	14% ^k
75+	97	40	57	-	-	-	-	-	-	97	23	14	15	46
	9%	8%	10%	-	-	-	-	-	-	100%cddefgh	9%	5%	7%	15% ^{jkl}
SOCIAL GRADE														
AB	245	131	114	26	38	58	37	42	23	23	245	-	-	-
	23%	26%	21%	17%	20%	31% ^{cd}	22%	26%	21%	23%	100% ^{klm}	-	-	-
C1	289	130	159	49	59	48	54	41	25	14	-	289	-	-
	27%	25%	29%	33% ⁱ	32% ⁱ	26% ⁱ	33% ^{hi}	26% ⁱ	22%	14%	-	100% ^{ijlm}	-	-
C2	216	115	101	32	44	36	38	30	21	15	-	-	216	-
	21%	23%	19%	21%	24%	19%	24%	19%	19%	15%	-	-	100% ^{ijkm}	-
DE	301	135	166	41	44	45	34	48	43	46	-	-	-	301
	29%	26%	31%	28%	24%	24%	21%	30%	38% ^{def}	47% ^{cdefg}	-	-	-	100% ^{jkl}

Table 18

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	1051	501	550	139	155	154	146	151	166	140	213	250	212	376
Weighted Base	1051	511	540	148	185	186	163	161	112	97	245	289	216	301
MARITAL STATUS														
Married/Living as married	585 56%	294 58%	291 54%	16 11%	115 62%ci	134 72%cgi	110 68%ci	91 56%c	72 65%ci	47 48%c	165 67%km	145 50%	141 65%km	135 45%
Single	282 27%	152 30%	130 24%	132 89%defghi	66 36%efghi	32 17%hi	23 14%hi	20 12%i	7 6%	2 2%	48 20%	99 34%jl	42 19%	94 31%jl
Widow/Divorced/Separated	184 17%	65 13%	119 22%a	- -	3 2%	20 11%cd	30 18%cd	50 31%cdef	32 29%cdef	48 50%cdefgh	32 13%	45 16%	34 16%	72 24%jkl
WORKING STATUS														
Working	571 54%	297 58%b	274 51%	60 40%hi	152 82%cggi	153 82%cggi	125 77%cggi	75 46%hi	7 6%i	1 1%	151 62%m	191 66%m	138 64%m	92 30%
Not working	480 46%	213 42%	266 49%a	88 60%def	33 18%	34 18%	38 23%	86 54%def	105 94%cdefg	96 99%cdefgh	93 38%	98 34%	79 36%	210 70%jkl
CHILDREN IN HOUSEHOLD														
Any	333 32%	139 27%	194 36%a	55 37%ghi	97 52%cfghi	115 62%cfghi	52 32%ghi	11 7%hi	2 2%	* *	80 33%	95 33%	77 35%	81 27%
None	718 68%	372 73%b	346 64%	93 63%de	88 48%	71 38%	110 68%de	149 93%cdef	110 98%cdefg	97 100%cdefg	164 67%	194 67%	140 65%	220 73%
AREA														
Urban	840 80%	411 81%	429 79%	120 81%i	151 82%hi	159 86%hi	138 85%hi	126 78%	80 72%	66 68%	190 78%	244 85%l	163 75%	243 81%
Rural	211 20%	99 19%	112 21%	28 19%	34 18%	27 14%	24 15%	35 22%	32 28%def	31 32%cdef	55 22%	44 15%	54 25%k	58 19%
COUNTRY														
England	885 84%	435 85%	450 83%	128 86%	160 87%	155 83%	132 81%	135 84%	93 83%	82 85%	211 86%	246 85%	169 78%	258 86%l
Scotland	89 9%	41 8%	48 9%	12 8%	12 7%	18 10%	15 9%	11 7%	14 12%	8 8%	22 9%	28 10%	21 10%	18 6%
Wales	52 5%	23 4%	30 5%	4 3%	9 5%	10 5%	11 7%	7 5%	5 4%	6 6%	11 4%	10 4%	20 9%km	11 4%
Northern Ireland	24 2%	11 2%	13 2%	4 2%	3 2%	4 2%	5 3%	7 4%	1 1%	1 1%	1 *	4 1%	5 2%	14 5%jk

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

Table 18

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	1051	501	550	139	155	154	146	151	166	140	213	250	212	376
Weighted Base	1051	511	540	148	185	186	163	161	112	97	245	289	216	301
GOVERNMENT REGIONS														
North East	42	18	24	5	7	7	6	5	8	4	10	13	3	16
	4%	3%	4%	3%	4%	4%	4%	3%	7%	4%	4%	5%	1%	5%l
North West	102	47	55	12	15	14	24	12	13	11	21	32	17	32
	10%	9%	10%	8%	8%	8%	15%	8%	12%	11%	9%	11%	8%	11%
Yorkshire and The Humber	93	51	42	19	24	15	7	14	9	5	21	12	29	31
	9%	10%	8%	13%fi	13%fi	8%	4%	8%	8%	5%	9%	4%	13%k	10%k
East Midlands	75	38	37	13	14	9	7	14	10	8	11	26	12	26
	7%	7%	7%	9%	8%	5%	4%	9%	9%	8%	5%	9%	6%	9%
West Midlands	92	45	46	13	17	15	11	20	9	7	30	20	16	26
	9%	9%	9%	9%	9%	8%	7%	12%	8%	7%	12%	7%	8%	9%
East of England	105	52	54	14	14	21	18	16	10	12	21	27	22	35
	10%	10%	10%	10%	8%	11%	11%	10%	9%	13%	9%	9%	10%	12%
London	135	70	65	25	30	35	15	15	3	12	23	43	20	49
	13%	14%	12%	17%h	16%h	19%fgh	9%h	9%h	3%	12%h	9%	15%	9%	16%jl
South East	156	75	81	14	25	31	27	27	17	15	53	52	26	26
	15%	15%	15%	10%	13%	17%	17%	17%	16%	15%	22%lm	18%lm	12%	9%
South West	86	39	47	12	14	8	16	13	13	10	22	21	24	19
	8%	8%	9%	8%	7%	4%	10%	8%	12%e	11%e	9%	7%	11%	6%
Wales	52	23	30	4	9	10	11	7	5	6	11	10	20	11
	5%	4%	5%	3%	5%	5%	7%	5%	4%	6%	4%	4%	9%km	4%
Scotland	89	41	48	12	12	18	15	11	14	8	22	28	21	18
	9%	8%	9%	8%	7%	10%	9%	7%	12%	8%	9%	10%	10%	6%
Northern Ireland	24	11	13	4	3	4	5	7	1	1	1	4	5	14
	2%	2%	2%	2%	2%	2%	3%	4%	1%	1%	*	1%	2%	5%jk
Q.1/2 PHONES OWN														
Mobile (any)	941	452	489	141	176	177	152	149	87	57	226	267	194	254
	90%	88%	90%	95%hi	95%hi	95%hi	94%hi	93%hi	78%i	59%	92%lm	93%lm	90%	84%
Landline	748	359	390	92	105	133	126	122	90	81	185	209	157	197
	71%	70%	72%	62%	57%	72%cd	77%cd	76%cd	81%cd	83%cdde	76%lm	73%	73%	65%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	1051	501	550	139	155	154	146	151	166	140	213	250	212	376
Weighted Base	1051	511	540	148	185	186	163	161	112	97	245	289	216	301
Mobile & Landline	675	323	351	91	101	130	121	112	71	49	175	195	144	161
	64%	63%	65%	62%	55%	70%di	74%cdi	70%di	64%i	50%	71% <i>m</i>	68% <i>m</i>	66% <i>m</i>	53%
Mobile only	266	128	138	50	75	48	31	37	16	9	51	72	50	93
	25%	25%	26%	34% <i>fhi</i>	41% <i>efghi</i>	26% <i>hi</i>	19% <i>i</i>	23% <i>i</i>	14%	9%	21%	25%	23%	31% <i>j</i>
Landline only	74	35	38	1	4	3	5	10	19	32	10	14	13	36
	7%	7%	7%	1%	2%	2%	3%	6% <i>c</i>	17% <i>cdefg</i>	33% <i>cdefgh</i>	4%	5%	6%	12% <i>jk</i>
PAY TV SERVICE														
Sky	394	194	199	57	76	81	69	51	39	21	104	119	80	90
	37%	38%	37%	38% <i>i</i>	41% <i>i</i>	43% <i>i</i>	43% <i>i</i>	32%	35% <i>i</i>	22%	43% <i>m</i>	41% <i>m</i>	37%	30%
Virgin Media	174	87	86	30	36	29	38	30	8	2	42	49	41	41
	17%	17%	16%	20% <i>hi</i>	19% <i>hi</i>	16% <i>hi</i>	24% <i>hi</i>	19% <i>hi</i>	7% <i>i</i>	2%	17%	17%	19%	14%
Other	480	225	254	50	62	77	67	81	67	75	105	112	98	165
	46%	44%	47%	34%	34%	42%	41%	51% <i>cd</i>	60% <i>cdef</i>	77% <i>cdefgh</i>	43%	39%	45%	55% <i>ijk</i>
TV														
ANY SATELLITE	431	219	211	60	82	92	71	54	48	23	117	129	86	99
	41%	43%	39%	41% <i>i</i>	44% <i>i</i>	49% <i>gi</i>	44% <i>i</i>	34%	43% <i>i</i>	24%	48% <i>m</i>	45% <i>m</i>	40%	33%
ANY FREEVIEW INC. YOUVIEW	376	167	209	39	47	46	53	69	54	67	76	83	80	138
	36%	33%	39%	26%	26%	25%	32%	43% <i>cde</i>	49% <i>cdef</i>	70% <i>cdefgh</i>	31%	29%	37%	46% <i>jk</i>
ANY FREEVIEW EXC. YOUVIEW	373	167	206	37	47	46	53	69	54	67	76	80	80	138
	36%	33%	38%	25%	26%	25%	32%	43% <i>cde</i>	49% <i>cdef</i>	70% <i>cdefgh</i>	31%	28%	37%	46% <i>jk</i>
ANY IPTV	66	35	31	7	9	17	12	13	5	4	15	16	13	22
	6%	7%	6%	5%	5%	9%	7%	8%	4%	4%	6%	6%	6%	7%
ANY PAY TV	624	315	309	93	119	126	115	93	52	27	159	182	132	151
	59%	62%	57%	63% <i>hi</i>	64% <i>hi</i>	67% <i>hi</i>	71% <i>ghi</i>	58% <i>i</i>	46% <i>i</i>	28%	65% <i>m</i>	63% <i>m</i>	61% <i>m</i>	50%
ANY FTA	401	182	219	40	52	52	55	70	62	71	85	90	84	142
	38%	36%	41%	27%	28%	28%	34%	44% <i>cde</i>	56% <i>cdefg</i>	73% <i>cdefgh</i>	35%	31%	39%	47% <i>ijk</i>
ANY TV SERVICE	995	483	512	132	169	181	154	157	107	94	239	266	205	285
	95%	95%	95%	89%	91%	97% <i>cd</i>	95%	98% <i>cd</i>	96%	97% <i>ac</i>	98% <i>k</i>	92%	95%	95%
INTERNET														
FIXED BROADBAND AT HOME	879	437	442	137	175	175	150	126	79	38	233	263	186	198
	84%	86%	82%	92% <i>ghi</i>	95% <i>ghi</i>	94% <i>ghi</i>	92% <i>ghi</i>	78% <i>i</i>	71% <i>i</i>	39%	95% <i>lm</i>	91% <i>m</i>	86% <i>m</i>	66%

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	1051	501	550	139	155	154	146	151	166	140	213	250	212	376
Weighted Base	1051	511	540	148	185	186	163	161	112	97	245	289	216	301
ANY WIFI ACCESS	881	437	444	140	175	175	150	128	76	36	232	266	185	198
	84%	85%	82%	95%ghi	95%ghi	94%ghi	92%ghi	80%hi	68%i	37%	95%lm	92%lm	86%m	66%
ANY WIRED (ETHERNET) ACCESS	435	218	217	84	96	99	79	46	23	7	126	135	88	86
	41%	43%	40%	57%ghi	52%ghi	53%ghi	49%ghi	29%i	21%i	7%	52%lm	47%lm	41%lm	29%
ANY MOBILE (3G/4G) ACCESS	617	315	301	122	141	132	117	62	34	8	160	183	139	135
	59%	62%	56%	83%eghi	76%ghi	71%ghi	72%ghi	38%i	31%i	9%	65%lm	63%lm	64%lm	45%
INTERNET ACCESS AT HOME	902	446	456	144	181	178	152	129	80	38	233	269	188	212
	86%	87%	84%	97%ghi	98%ghi	96%ghi	93%ghi	80%i	72%i	39%	95%lm	93%lm	87%lm	70%
INTERNET ACCESS OUTSIDE OF HOME	600	299	301	123	131	134	116	61	29	6	161	179	130	130
	57%	59%	56%	83%defghi	71%ghi	72%ghi	71%ghi	38%hi	26%i	6%	66%lm	62%lm	60%lm	43%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

KANTAR MEDIA

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Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	1051	572	268	211	477	574	289	762	824	227	852	90	47	62
Weighted Base	1051	585	282	184	571	480	333	718	840	211	885	89*	52*	24*
GENDER														
Male	511	294	152	65	297	213	139	372	411	99	435	41	23	11
	49%	50% ^c	54% ^c	35%	52% ^e	44%	42%	52% ^f	49%	47%	49%	46%	43%	48%
Female	540	291	130	119	274	266	194	346	429	112	450	48	30	13
	51%	50%	46%	65% ^{ab}	48%	56% ^d	58% ^g	48%	51%	53%	51%	54%	57%	52%
AGE														
16-24	148	16	132	-	60	88	55	93	120	28	128	12	4	4
	14%	3% ^c	47% ^{ac}	-	10%	18% ^d	17%	13%	14%	13%	14%	14%	8%	15%
25-34	185	115	66	3	152	33	97	88	151	34	160	12	9	3
	18%	20% ^c	24% ^c	2%	27% ^e	7%	29% ^g	12%	18%	16%	18%	14%	18%	13%
35-44	186	134	32	20	153	34	115	71	159	27	155	18	10	4
	18%	23% ^{bc}	11%	11%	27% ^e	7%	34% ^g	10%	19%	13%	17%	20%	18%	17%
45-54	163	110	23	30	125	38	52	110	138	24	132	15	11	5
	15%	19% ^b	8%	16% ^b	22% ^e	8%	16%	15%	16%	12%	15%	17%	21%	20%
55-64	161	91	20	50	75	86	11	149	126	35	135	11	7	7
	15%	15% ^b	7%	27% ^{ab}	13%	18% ^d	3%	21% ^f	15%	16%	15%	12%	14%	28% ^{jk}
65-74	112	72	7	32	7	105	2	110	80	32	93	14	5	1
	11%	12% ^b	3%	17% ^b	1%	22% ^d	1%	15% ^f	10%	15% ^h	10%	15%	9%	4%
75+	97	47	2	48	1	96	*	97	66	31	82	8	6	1
	9%	8% ^b	1%	26% ^{ab}	*	20% ^d	*	13% ^f	8%	15% ^h	9%	8%	12%	4%
SOCIAL GRADE														
AB	245	165	48	32	151	93	80	164	190	55	211	22	11	1
	23%	28% ^{bc}	17%	17%	27% ^e	19%	24%	23%	23%	26%	24% ^m	24% ^m	21% ^m	4%
C1	289	145	99	45	191	98	95	194	244	44	246	28	10	4
	27%	25%	35% ^{ac}	25%	33% ^e	20%	29%	27%	29% ⁱ	21%	28%	32%	19%	16%
C2	216	141	42	34	138	79	77	140	163	54	169	21	20	5
	21%	24% ^b	15%	19%	24% ^e	16%	23%	19%	19%	25%	19%	24%	39% ^j	23%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	1051	572	268	211	477	574	289	762	824	227	852	90	47	62
Weighted Base	1051	585	282	184	571	480	333	718	840	211	885	89*	52*	24*
DE	301	135	94	72	92	210	81	220	243	58	258	18	11	14
	29%	23%	33%a	39%a	16%	44%d	24%	31%	29%	28%	29%	20%	21%	57%jkl
MARITAL STATUS														
Married/Living as married	585	585	-	-	373	212	232	353	457	128	498	41	36	9
	56%	100%bc	-	-	65%e	44%	70%g	49%	54%	61%	56%km	46%	69%km	39%
Single	282	-	282	-	139	143	82	200	240	42	243	23	8	9
	27%	-	100%ac	-	24%	30%	25%	28%	29%l	20%	27%	25%	15%	36%l
Widow/Divorced/Separated	184	-	-	184	59	125	20	164	143	41	144	25	8	6
	17%	-	-	100%ab	10%	26%d	6%	23%f	17%	19%	16%	28%j	16%	25%
WORKING STATUS														
Working	571	373	139	59	571	-	235	336	476	95	473	53	36	9
	54%	64%bc	49%c	32%	100%e	-	71%g	47%	57%l	45%	53%km	60%km	69%km	37%
Not working	480	212	143	125	-	480	98	382	364	116	412	36	16	15
	46%	36%	51%a	68%ab	-	100%d	29%	53%f	43%	55%h	47%	40%	31%	63%jkl
CHILDREN IN HOUSEHOLD														
Any	333	232	82	20	235	98	333	-	277	56	282	22	24	5
	32%	40%bc	29%c	11%	41%e	20%	100%g	-	33%	27%	32%	25%	45%km	21%
None	718	353	200	164	336	382	-	718	563	155	603	67	29	19
	68%	60%	71%a	89%ab	59%	80%d	-	100%l	67%	73%	68%	75%l	55%	79%l
AREA														
Urban	840	457	240	143	476	364	277	563	840	-	715	77	30	18
	80%	78%	85%a	78%	83%e	76%	83%	78%	100%l	-	81%l	86%l	57%	76%
Rural	211	128	42	41	95	116	56	155	-	211	170	12	23	6
	20%	22%b	15%	22%	17%	24%d	17%	22%	-	100%h	19%	14%	43%jk	24%
COUNTRY														
England	885	498	243	144	473	412	282	603	715	170	885	-	-	-
	84%	85%c	86%c	78%	83%	86%	85%	84%	85%	81%	100%klm	-	-	-
Scotland	89	41	23	25	53	36	22	67	77	12	-	89	-	-
	9%	7%	8%	14%a	9%	8%	7%	9%	9%	6%	-	100%jlm	-	-

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	1051	572	268	211	477	574	289	762	824	227	852	90	47	62
Weighted Base	1051	585	282	184	571	480	333	718	840	211	885	89*	52*	24*
Wales	52	36	8	8	36	16	24	29	30	23	-	-	52	-
	5%	6%	3%	5%	6%	3%	7%	4%	4%	11%h	-	-	100%jkm	-
Northern Ireland	24	9	9	6	9	15	5	19	18	6	-	-	-	24
	2%	2%	3%	3%	2%	3%	2%	3%	2%	3%	-	-	-	100%jkl
GOVERNMENT REGIONS														
North East	42	26	6	10	21	21	16	26	42	-	42	-	-	-
	4%	4%	2%	5%	4%	4%	5%	4%	5%l	-	5%	-	-	-
North West	102	59	25	18	50	52	37	64	98	3	102	-	-	-
	10%	10%	9%	10%	9%	11%	11%	9%	12%i	2%	11%klm	-	-	-
Yorkshire and The Humber	93	58	22	12	52	41	31	62	57	36	93	-	-	-
	9%	10%	8%	7%	9%	9%	9%	9%	7%	17%h	11%klm	-	-	-
East Midlands	75	43	19	13	45	30	18	57	54	20	75	-	-	-
	7%	7%	7%	7%	8%	6%	5%	8%	6%	10%	8%km	-	-	-
West Midlands	92	53	23	16	49	43	29	63	70	21	92	-	-	-
	9%	9%	8%	9%	9%	9%	9%	9%	8%	10%	10%klm	-	-	-
East of England	105	52	32	21	56	50	33	73	79	26	105	-	-	-
	10%	9%	11%	12%	10%	10%	10%	10%	9%	12%	12%klm	-	-	-
London	135	53	66	16	82	53	45	89	135	-	135	-	-	-
	13%	9%	23%ac	9%	14%	11%	14%	12%	16%i	-	15%klm	-	-	-
South East	156	101	32	23	79	77	50	106	135	21	156	-	-	-
	15%	17%	11%	12%	14%	16%	15%	15%	16%i	10%	18%klm	-	-	-
South West	86	53	18	16	40	46	22	63	44	42	86	-	-	-
	8%	9%	6%	9%	7%	9%	7%	9%	5%	20%h	10%klm	-	-	-
Wales	52	36	8	8	36	16	24	29	30	23	-	-	52	-
	5%	6%	3%	5%	6%	3%	7%	4%	4%	11%h	-	-	100%jkm	-
Scotland	89	41	23	25	53	36	22	67	77	12	-	89	-	-
	9%	7%	8%	14%a	9%	8%	7%	9%	9%	6%	-	100%ilm	-	-

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

* small base

Table 18

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	1051	572	268	211	477	574	289	762	824	227	852	90	47	62
Weighted Base	1051	585	282	184	571	480	333	718	840	211	885	89*	52*	24*
Northern Ireland	24	9	9	6	9	15	5	19	18	6	-	-	-	24
	2%	2%	3%	3%	2%	3%	2%	3%	2%	3%	-	-	-	100%jkl
Q.1/2 PHONES OWN														
Mobile (any)	941	530	265	147	547	394	312	629	759	182	786	81	51	23
	90%	91% ^c	94% ^c	80%	96% ^e	82%	94% ^g	88%	90%	86%	89%	91%	96%	97%
Landline	748	447	171	131	403	346	240	508	592	156	616	71	41	20
	71%	76% ^b	60%	71% ^b	71%	72%	72%	71%	71%	74%	70%	79%	78%	84% ^j
Mobile & Landline	675	406	166	103	395	279	229	446	538	136	550	66	39	20
	64%	69% ^{bc}	59%	56%	69% ^e	58%	69%	62%	64%	65%	62%	73%	75%	82% ^j
Mobile only	266	124	99	43	152	114	83	183	221	45	235	16	11	4
	25%	21%	35% ^{ac}	24%	27%	24%	25%	26%	26%	22%	27%	18%	22%	15%
Landline only	74	41	5	28	8	66	11	63	54	20	66	5	2	*
	7%	7% ^b	2%	15% ^{ab}	1%	14% ^d	3%	9% ^f	6%	9%	7%	6%	4%	2%
PAY TV SERVICE														
Sky	394	228	104	61	235	159	145	248	323	70	318	42	20	13
	37%	39%	37%	33%	41% ^e	33%	44% ^g	35%	38%	33%	36%	47%	39%	55% ^j
Virgin Media	174	111	48	14	119	55	63	111	147	26	151	16	7	-
	17%	19% ^c	17% ^c	8%	21% ^e	11%	19%	15%	18%	12%	17% ^m	18% ^m	13% ^m	-
Other	480	261	112	107	213	267	127	353	378	102	415	29	26	10
	46%	45%	40%	58% ^{ab}	37%	56% ^d	38%	49% ^f	45%	48%	47% ^k	32%	49%	43%
TV														
ANY SATELLITE	431	245	118	68	255	176	158	272	353	78	345	47	25	14
	41%	42%	42%	37%	45% ^e	37%	48% ^g	38%	42%	37%	39%	53% ^j	47%	57% ^j
ANY FREEVIEW INC. YOUVIEW	376	201	83	92	157	219	87	289	288	87	330	19	17	9
	36%	34%	29%	50% ^{ab}	27%	46% ^d	26%	40% ^f	34%	41%	37% ^k	22%	32%	39% ^k
ANY FREEVIEW EXC. YOUVIEW	373	201	80	92	157	216	87	287	286	87	328	19	17	9
	36%	34%	28%	50% ^{ab}	27%	45% ^d	26%	40% ^f	34%	41%	37% ^k	22%	32%	39% ^k
ANY IPTV	66	45	14	8	35	31	27	40	59	8	57	4	5	1
	6%	8%	5%	4%	6%	6%	8%	6%	7%	4%	6%	5%	9%	3%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	1051	572	268	211	477	574	289	762	824	227	852	90	47	62
Weighted Base	1051	585	282	184	571	480	333	718	840	211	885	89*	52*	24*
ANY PAY TV	624	379	166	80	384	241	233	392	521	103	519	62	30	14
	59%	65% ^c	59% ^c	43%	67% ^e	50%	70% ^g	55%	62% ⁱ	49%	59%	70%	57%	58%
ANY FTA	401	212	92	98	169	233	93	308	309	93	351	23	18	10
	38%	36%	33%	53% ^{ab}	30%	48% ^d	28%	43% ^f	37%	44%	40% ^k	25%	35%	40%
ANY TV SERVICE	995	567	256	171	539	455	321	674	801	194	836	86	50	24
	95%	97% ^{bc}	91%	93%	94%	95%	96%	94%	95%	92%	94%	96%	95%	98%
INTERNET FIXED BROADBAND AT HOME	879	516	245	119	536	343	310	569	719	160	734	82	46	19
	84%	88% ^c	87% ^c	65%	94% ^e	72%	93% ^g	79%	86% ⁱ	76%	83%	91% ^m	87%	77%
ANY WIFI ACCESS	881	517	246	118	539	342	312	569	721	160	734	82	47	19
	84%	88% ^c	87% ^c	64%	94% ^e	71%	94% ^g	79%	86% ⁱ	76%	83%	91% ^m	89%	77%
ANY WIRED (ETHERNET) ACCESS	435	264	129	42	311	124	176	259	368	67	357	45	21	12
	41%	45% ^c	46% ^c	23%	54% ^e	26%	53% ^g	36%	44% ⁱ	32%	40%	50%	40%	51%
ANY MOBILE (3G/4G) ACCESS	617	359	196	61	416	201	236	380	522	95	520	62	22	13
	59%	61% ^c	69% ^{ac}	33%	73% ^e	42%	71% ^g	53%	62% ⁱ	45%	59% ^l	69% ^l	42%	55%
INTERNET ACCESS AT HOME	902	525	256	121	552	351	319	584	736	166	754	83	47	19
	86%	90% ^c	91% ^c	66%	97% ^e	73%	96% ^g	81%	88% ⁱ	79%	85%	93% ^m	89%	77%
INTERNET ACCESS OUTSIDE OF HOME	600	358	185	57	415	185	242	358	509	91	504	53	30	13
	57%	61% ^c	66% ^c	31%	73% ^e	38%	73% ^g	50%	61% ⁱ	43%	57%	59%	57%	54%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

* small base

Table 18

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	1051	46	105	90	73	84	102	126	141	85	47	90	62
Weighted Base	1051	42*	102*	93*	75*	92*	105*	135	156	86*	52*	89*	24*
GENDER													
Male	511	18	47	51	38	45	52	70	75	39	23	41	11
	49%	42%	46%	55%	51%	50%	49%	52%	48%	45%	43%	46%	48%
Female	540	24	55	42	37	46	54	65	81	47	30	48	13
	51%	58%	54%	45%	49%	50%	51%	48%	52%	55%	57%	54%	52%
AGE													
16-24	148	5	12	19	13	13	14	25	14	12	4	12	4
	14%	11%	12%	21%h	17%	14%	14%	19%h	9%	14%	8%	14%	15%
25-34	185	7	15	24	14	17	14	30	25	14	9	12	3
	18%	17%	15%	26%	19%	19%	13%	22%	16%	16%	18%	14%	13%
35-44	186	7	14	15	9	15	21	35	31	8	10	18	4
	18%	17%	14%	16%	12%	17%	20%	26%di	20%	10%	18%	20%	17%
45-54	163	6	24	7	7	11	18	15	27	16	11	15	5
	15%	15%	23%cdg	7%	10%	12%	17%	11%	17%	19%c	21%	17%	20%cc
55-64	161	5	12	14	14	20	16	15	27	13	7	11	7
	15%	12%	12%	15%	19%	22%	15%	11%	17%	15%	14%	12%	28%bkg
65-74	112	8	13	9	10	9	10	3	17	13	5	14	1
	11%	20%gl	13%g	10%g	14%g	9%g	9%g	2%	11%g	15%g	9%	15%g	4%
75+	97	4	11	5	8	7	12	12	15	10	6	8	1
	9%	8%	11%	5%	10%	7%	12%	9%	9%	12%	12%	8%	4%
SOCIAL GRADE													
AB	245	10	21	21	11	30	21	23	53	22	11	22	1
	23%	24%l	20%l	23%l	15%	32%dgl	20%l	17%l	34%bdfgl	26%l	21%l	24%l	4%
C1	289	13	32	12	26	20	27	43	52	21	10	28	4
	27%	32%c	32%c	13%	34%cl	22%	26%	32%cl	33%cl	25%	19%	32%c	16%
C2	216	3	17	29	12	16	22	20	26	24	20	21	5
	21%	7%	17%	31%abgh	16%	18%	21%	15%	16%	28%ag	39%abdefgh	24%a	23%a

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	1051	46	105	90	73	84	102	126	141	85	47	90	62
Weighted Base	1051	42*	102*	93*	75*	92*	105*	135	156	86*	52*	89*	24*
DE	301	16	32	31	26	26	35	49	26	19	11	18	14
	29%	37%h	31%h	33%h	35%h	28%	33%h	36%hik	17%	22%	21%	20%	57% bdefgh ijk
MARITAL STATUS													
Married\Living as married	585	26	59	58	43	53	52	53	101	53	36	41	9
	56%	62%gl	58%gl	63%gl	58%g	58%gl	49%	39%	65%fgkl	61%gl	69%fgkl	46%	39%
Single	282	6	25	22	19	23	32	66	32	18	8	23	9
	27%	15%	25%	24%	25%	25%	30%	49% abcdefghi jk	21%	20%	15%	25%	36% ahj
Widow\Divorced\Separated	184	10	18	12	13	16	21	16	23	16	8	25	6
	17%	23%	17%	13%	17%	17%	20%	12%	15%	18%	16%	28% cgh	25% g
WORKING STATUS													
Working	571	21	50	52	45	49	56	82	79	40	36	53	9
	54%	51%	49%	55%	60%l	54%	53%	61%l	50%	47%	69%il	60%l	37%
Not working	480	21	52	41	30	43	50	53	77	46	16	36	15
	46%	49%	51%	45%	40%	46%	47%	39%	50%	53%j	31%	40%	63% dgjk
CHILDREN IN HOUSEHOLD													
Any	333	16	37	31	18	29	33	45	50	22	24	22	5
	32%	37%	37%	33%	24%	32%	31%	34%	32%	26%	45% dikl	25%	21%
None	718	26	64	62	57	63	73	89	106	63	29	67	19
	68%	63%	63%	67%	76%j	68%	69%	66%	68%	74%j	55%	75%j	79% j
AREA													
Urban	840	42	98	57	54	70	79	135	135	44	30	77	18
	80%	100% cdefhijk l	97% cdefhijk l	61%	73%i	77%ij	75%i	100% cdefhijk l	87% cdfij	51%	57%	86% cij	76% i
Rural	211	-	3	36	20	21	26	-	21	42	23	12	6
	20%	-	3%	39% abghk	27% abgh	23% abg	25% abgh	-	13% abg	49% abdefghk l	43% abeghk	14% abg	24% abg
COUNTRY													
England	885	42	102	93	75	92	105	135	156	86	-	-	-
	84%	100% jkl	100% jkl	100% jkl	100% jkl	100% jkl	100% jkl	100% jkl	100% jkl	100% jkl	-	-	-

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

* small base

Table 18

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	1051	46	105	90	73	84	102	126	141	85	47	90	62
Weighted Base	1051	42*	102*	93*	75*	92*	105*	135	156	86*	52*	89*	24*
Scotland	89 9%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	89 100%abcdef ghijl	- -
Wales	52 5%	- -	- -	- -	- -	- -	- -	- -	- -	- -	52 100%abcdefghi kl	- -	- -
Northern Ireland	24 2%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	24 100%abcdefg hijk
GOVERNMENT REGIONS													
North East	42 4%	42 100%bcdefghij kl	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
North West	102 10%	- -	102 100%acdefghij kl	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yorkshire and The Humber	93 9%	- -	- -	93 100%abdefghij kl	- -	- -	- -	- -	- -	- -	- -	- -	- -
East Midlands	75 7%	- -	- -	- -	75 100%abcefghij kl	- -	- -	- -	- -	- -	- -	- -	- -
West Midlands	92 9%	- -	- -	- -	- -	92 100%abcdfghij kl	- -	- -	- -	- -	- -	- -	- -
East of England	105 10%	- -	- -	- -	- -	- -	105 100%abcdeghij kl	- -	- -	- -	- -	- -	- -
London	135 13%	- -	- -	- -	- -	- -	- -	135 100%abcdefhij kl	- -	- -	- -	- -	- -

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	1051	46	105	90	73	84	102	126	141	85	47	90	62
Weighted Base	1051	42*	102*	93*	75*	92*	105*	135	156	86*	52*	89*	24*
South East	156	-	-	-	-	-	-	-	156	-	-	-	-
	15%	-	-	-	-	-	-	-	100%abcdefgij kl	-	-	-	-
South West	86	-	-	-	-	-	-	-	-	86	-	-	-
	8%	-	-	-	-	-	-	-	-	100%abcdefghj kl	-	-	-
Wales	52	-	-	-	-	-	-	-	-	-	52	-	-
	5%	-	-	-	-	-	-	-	-	-	100%abcdefghi kl	-	-
Scotland	89	-	-	-	-	-	-	-	-	-	-	89	-
	9%	-	-	-	-	-	-	-	-	-	-	100%abcdef ghijl	-
Northern Ireland	24	-	-	-	-	-	-	-	-	-	-	-	24
	2%	-	-	-	-	-	-	-	-	-	-	-	100%abcdefg hijk
Q.1/2 PHONES OWN													
Mobile (any)	941	37	89	85	66	86	89	120	139	73	51	81	23
	90%	89%	88%	92%	88%	94%	85%	89%	89%	85%	96%	91%	97%
Landline	748	34	81	58	48	72	66	68	126	63	41	71	20
	71%	81%g	80%cdfg	62%	64%	79%cfg	63%	51%	81%cdfg	73%g	78%g	79%cfg	84%cdfg
Mobile & Landline	675	31	73	54	40	69	57	60	116	52	39	66	20
	64%	74%fg	72%dfg	57%	54%	75%cdfg	54%	45%	74%cdfgi	60%g	75%dfg	73%dfg	82%cdfgi
Mobile only	266	7	16	32	26	18	33	60	23	22	11	16	4
	25%	16%	16%	34%abhkl	34%abhkl	19%	31%bh	44%abehijkl	15%	25%	22%	18%	15%
Landline only	74	3	8	5	8	4	10	8	11	11	2	5	*
	7%	7%	8%	5%	10%	4%	9%	6%	7%	13%	4%	6%	2%
PAY TV SERVICE													
Sky	394	15	29	33	27	25	36	47	70	36	20	42	13
	37%	36%	29%	36%	36%	27%	34%	35%	45%be	42%	39%	47%be	55%bcefg
Virgin Media	174	6	24	17	18	23	22	12	22	8	7	16	-
	17%	15%l	23%qil	18%l	24%qil	25%qil	20%qil	9%	14%l	10%	13%l	18%l	-

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

* small base

KANTAR MEDIA

Powering Informed Decisions

Table 18

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	1051	46	105	90	73	84	102	126	141	85	47	90	62
Weighted Base	1051	42*	102*	93*	75*	92*	105*	135	156	86*	52*	89*	24*
Other	480	30	51	43	33	50	47	60	66	35	26	29	10
	46%	72%bcd fghij kl	50%k	46%	44%	55%k	45%	44%	42%	40%	49%	32%	43%
TV													
ANY SATELLITE	431	15	33	35	27	26	36	57	73	42	25	47	14
	41%	37%	33%	38%	36%	28%	34%	43%e	47%be	48%be	47%	53%bef	57%bcdef
ANY FREEVIEW INC. YOUVIEW	376	27	39	38	29	43	38	41	55	22	17	19	9
	36%	64%bcd fghij kl	38%k	40%k	39%k	46%gik	36%	30%	35%	26%	32%	22%	39%k
ANY FREEVIEW EXC. YOUVIEW	373	27	36	38	29	43	38	41	55	22	17	19	9
	36%	64%bcd fghij kl	36%	40%k	39%k	46%gik	36%	30%	35%	26%	32%	22%	39%k
ANY IPTV	66	3	9	5	4	4	8	8	9	7	5	4	1
	6%	7%	9%	5%	5%	5%	7%	6%	6%	9%	9%	5%	3%
ANY PAY TV	624	24	62	54	49	52	64	65	101	49	30	62	14
	59%	57%	61%	58%	65%g	56%	60%	48%	64%g	58%	57%	70%g	58%
ANY FTA	401	27	38	38	29	44	38	51	57	27	18	23	10
	38%	65%bcd fghij kl	38%	41%	39%	47%k	37%	38%	37%	32%	35%	25%	40%
ANY TV SERVICE	995	41	96	92	73	91	101	115	151	76	50	86	24
	95%	97%	94%	99%gi	98%gi	99%gi	96%g	85%	97%gi	88%	95%	96%g	98%g
INTERNET													
FIXED BROADBAND AT HOME	879	33	83	72	64	73	87	108	143	70	46	82	19
	84%	79%	82%	77%	86%	79%	83%	80%	91%abc egil	82%	87%	91%cgl	77%
ANY WIFI ACCESS	881	33	81	75	64	73	86	112	141	70	47	82	19
	84%	79%	80%	80%	86%	79%	82%	83%	90%bel	82%	89%	91%l	77%
ANY WIRED (ETHERNET) ACCESS	435	19	30	44	27	50	37	49	69	32	21	45	12
	41%	46%	29%	48%b	36%	54%bd fgi	35%	36%	44%b	38%	40%	50%b	51%b
ANY MOBILE (3G/4G) ACCESS	617	22	55	66	37	55	59	87	94	44	22	62	13
	59%	53%	54%	70%bd ij	50%	60%	56%	65%j	60%j	52%	42%	69%dj i	55%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

* small base

Table 18

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	1051	46	105	90	73	84	102	126	141	85	47	90	62
Weighted Base	1051	42*	102*	93*	75*	92*	105*	135	156	86*	52*	89*	24*
INTERNET ACCESS AT HOME	902	34	84	81	64	73	90	112	146	71	47	83	19
	86%	80%	83%	87%	86%	79%	85%	83%	93%abegil	83%	89%	93%el	77%
INTERNET ACCESS OUTSIDE OF HOME	600	23	44	57	38	56	56	89	94	48	30	53	13
	57%	54%	43%	61%b	51%	61%b	54%	66%b	60%b	55%	57%	59%	54%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

Q. Breaks x Breaks

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1051	912	751	651	261	100	385	141	515
Weighted Base	1051	941	748	675	266	74*	394	174	480
GENDER									
Male	511	452	359	323	128	35	194	87	225
	49%	48%	48%	48%	48%	48%	49%	50%	47%
Female	540	489	390	351	138	38	199	86	254
	51%	52%	52%	52%	52%	52%	51%	50%	53%
AGE									
16-24	148	141	92	91	50	1	57	30	50
	14%	15%e	12%e	14%e	19%be	2%	14%	17%	10%
25-34	185	176	105	101	75	4	76	36	62
	18%	19%be	14%e	15%e	28%abce	5%	19%	20%	13%
35-44	186	177	133	130	48	3	81	29	77
	18%	19%e	18%e	19%e	18%e	5%	20%	17%	16%
45-54	163	152	126	121	31	5	69	38	67
	15%	16%e	17%e	18%de	12%	7%	18%	22%	14%
55-64	161	149	122	112	37	10	51	30	81
	15%	16%	16%	17%	14%	13%	13%	17%	17%
65-74	112	87	90	71	16	19	39	8	67
	11%	9%	12%cd	11%	6%	26%abcd	10%	5%	14%
75+	97	57	81	49	9	32	21	2	75
	9%	6%	11%acd	7%cd	3%	43%abcd	5%	1%	16%
SOCIAL GRADE									
AB	245	226	185	175	51	10	104	42	105
	23%	24%e	25%e	26%e	19%	14%	26%	24%	22%
C1	289	267	209	195	72	14	119	49	112
	27%	28%	28%	29%	27%	19%	30%	28%	23%
C2	216	194	157	144	50	13	80	41	98
	21%	21%	21%	21%	19%	18%	20%	24%	20%
DE	301	254	197	161	93	36	90	41	165
	29%	27%	26%	24%	35%abc	49%abcd	23%	24%	34%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

* small base

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

Q. Breaks x Breaks

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1051	912	751	651	261	100	385	141	515
Weighted Base	1051	941	748	675	266	74*	394	174	480
MARITAL STATUS									
Married/Living as married	585	530	447	406	124	41	228	111	261
	56%	56% ^d	60% ^d	60% ^d	47%	56%	58%	64%	54%
Single	282	265	171	166	99	5	104	48	112
	27%	28% ^{be}	23% ^e	25% ^e	37% ^{abce}	7%	27%	28%	23%
Widow/Divorced/Separated	184	147	131	103	43	28	61	14	107
	17%	16%	17%	15%	16%	38% ^{abcd}	16%	8%	22%
WORKING STATUS									
Working	571	547	403	395	152	8	235	119	213
	54%	58% ^e	54% ^e	59% ^e	57% ^e	10%	60%	68%	44%
Not working	480	394	346	279	114	66	159	55	267
	46%	42%	46%	41%	43%	90% ^{abcd}	40%	32%	56%
CHILDREN IN HOUSEHOLD									
Any	333	312	240	229	83	11	145	63	127
	32%	33% ^e	32% ^e	34% ^e	31% ^e	15%	37%	36%	26%
None	718	629	508	446	183	63	248	111	353
	68%	67%	68%	66%	69%	85% ^{abcd}	63%	64%	74%
AREA									
Urban	840	759	592	538	221	54	323	147	378
	80%	81%	79%	80%	83% ^e	73%	82%	85%	79%
Rural	211	182	156	136	45	20	70	26	102
	20%	19%	21%	20%	17%	27% ^d	18%	15%	21%
COUNTRY									
England	885	786	616	550	235	66	318	151	415
	84%	84%	82%	82%	88% ^{bc}	90%	81%	87%	87%
Scotland	89	81	71	66	16	5	42	16	29
	9%	9%	9%	10%	6%	7%	11%	9%	6%
Wales	52	51	41	39	11	2	20	7	26
	5%	5%	5%	6%	4%	3%	5%	4%	5%
Northern Ireland	24	23	20	20	4	*	13	-	10
	2%	2%	3%	3%	1%	1%	3%	-	2%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

* small base

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

Q. Breaks x Breaks

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1051	912	751	651	261	100	385	141	515
Weighted Base	1051	941	748	675	266	74*	394	174	480
GOVERNMENT REGIONS									
North East	42	37	34	31	7	3	15	6	30
	4%	4%	4%	5%	2%	4%	4%	4%	6%
North West	102	89	81	73	16	8	29	24	51
	10%	9%	11%d	11%d	6%	11%	7%	14%	11%
Yorkshire and The Humber	93	85	58	54	32	5	33	17	43
	9%	9%	8%	8%	12%	6%	8%	10%	9%
East Midlands	75	66	48	40	26	8	27	18	33
	7%	7%	6%	6%	10%	10%	7%	10%	7%
West Midlands	92	86	72	69	18	4	25	23	50
	9%	9%	10%	10%	7%	5%	6%	13%	10%
East of England	105	89	66	57	33	10	36	22	47
	10%	10%	9%	8%	12%	13%	9%	12%	10%
London	135	120	68	60	60	8	47	12	60
	13%	13%bc	9%	9%	22%abce	11%	12%	7%	12%
South East	156	139	126	116	23	11	70	22	66
	15%	15%d	17%d	17%d	9%	15%	18%	13%	14%
South West	86	73	63	52	22	11	36	8	35
	8%	8%	8%	8%	8%	15%abc	9%	5%	7%
Wales	52	51	41	39	11	2	20	7	26
	5%	5%	5%	6%	4%	3%	5%	4%	5%
Scotland	89	81	71	66	16	5	42	16	29
	9%	9%	9%	10%	6%	7%	11%	9%	6%
Northern Ireland	24	23	20	20	4	*	13	-	10
	2%	2%	3%	3%	1%	1%	3%	-	2%
Q.1/2 PHONES OWN									
Mobile (any)	941	941	675	675	266	-	364	168	414
	90%	100%be	90%e	100%be	100%be	-	92%	97%	86%
Landline	748	675	748	675	-	74	296	134	338
	71%	72%d	100%ad	100%ad	-	100%ad	75%	77%	70%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

* small base

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

Q. Breaks x Breaks

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1051	912	751	651	261	100	385	141	515
Weighted Base	1051	941	748	675	266	74*	394	174	480
Mobile & Landline	675	675	675	675	-	-	276	131	291
	64%	72%de	90%ade	100%abde	-	-	70%	76%	61%
Mobile only	266	266	-	-	266	-	88	36	123
	25%	28%bce	-	-	100%abce	-	22%	21%	26%
Landline only	74	-	74	-	-	74	20	2	46
	7%	-	10%acd	-	-	100%abcd	5%	1%	10%
PAY TV SERVICE									
Sky	394	364	296	276	88	20	394	3	35
	37%	39%e	40%e	41%de	33%	27%	100%	2%	7%
Virgin Media	174	168	134	131	36	2	3	174	15
	17%	18%e	18%e	19%e	14%e	3%	1%	100%	3%
Other	480	414	338	291	123	46	35	15	480
	46%	44%	45%	43%	46%	63%abcd	9%	9%	100%
TV									
ANY SATELLITE	431	398	315	294	104	21	394	5	72
	41%	42%e	42%e	44%e	39%	28%	100%	3%	15%
ANY FREEVIEW INC. YOUVIEW	376	321	272	231	90	41	27	13	376
	36%	34%	36%	34%	34%	56%abcd	7%	8%	78%
ANY FREEVIEW EXC. YOUVIEW	373	319	270	229	90	41	27	13	373
	36%	34%	36%	34%	34%	56%abcd	7%	8%	78%
ANY IPTV	66	59	47	43	16	4	7	-	66
	6%	6%	6%	6%	6%	5%	2%	-	14%
ANY PAY TV	624	582	472	446	136	26	394	174	110
	59%	62%de	63%de	66%de	51%e	35%	100%	100%	23%
ANY FTA	401	343	283	241	103	43	28	14	401
	38%	36%	38%	36%	39%	58%abcd	7%	8%	84%
ANY TV SERVICE	995	896	727	660	236	67	394	174	480
	95%	95%de	97%de	98%ade	89%	90%	100%	100%	100%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

* small base

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

Q. Breaks x Breaks

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1051	912	751	651	261	100	385	141	515
Weighted Base	1051	941	748	675	266	74*	394	174	480
INTERNET									
FIXED BROADBAND AT HOME	879	825	647	613	211	34	357	167	354
	84%	88%de	86%de	91%bde	79%e	46%	91%	96%	74%
ANY WIFI ACCESS	881	827	642	610	217	32	356	167	357
	84%	88%de	86%e	90%bde	81%e	43%	91%	96%	74%
ANY WIRED (ETHERNET) ACCESS	435	420	321	312	108	9	188	86	174
	41%	45%e	43%e	46%e	40%e	12%	48%	50%	36%
ANY MOBILE (3G/4G) ACCESS	617	593	429	419	174	10	266	119	232
	59%	63%be	57%e	62%e	65%be	13%	68%	68%	48%
INTERNET ACCESS AT HOME	902	845	653	619	226	35	362	168	370
	86%	90%e	87%e	92%bde	85%e	47%	92%	97%	77%
INTERNET ACCESS OUTSIDE OF HOME	600	578	429	422	157	8	268	117	225
	57%	61%e	57%e	62%e	59%e	10%	68%	68%	47%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

* small base

Table 18

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	1051	419	419	418	61	578	446	990	832	830	392	557	854	532
Weighted Base	1051	431	376	373	66*	624	401	995	879	881	435	617	902	600
GENDER														
Male	511	219	167	167	35	315	182	483	437	437	218	315	446	299
	49%	51%	44%	45%	53%	50%	45%	49%	50%	50%	50%	51%	49%	50%
Female	540	211	209	206	31	309	219	512	442	444	217	301	456	301
	51%	49%	56%	55%	47%	50%	55%	51%	50%	50%	50%	49%	51%	50%
AGE														
16-24	148	60	39	37	7	93	40	132	137	140	84	122	144	123
	14%	14%	10%	10%	10%	15%cf	10%	13%	16%	16%	19%	20%	16%	20%h
25-34	185	82	47	47	9	119	52	169	175	175	96	141	181	131
	18%	19%bcf	13%	13%	13%	19%bcf	13%	17%	20%	20%	22%	23%	20%	22%
35-44	186	92	46	46	17	126	52	181	175	175	99	132	178	134
	18%	21%bcf	12%	12%	25%bcf	20%bcf	13%	18%bcf	20%	20%	23%	21%	20%	22%
45-54	163	71	53	53	12	115	55	154	150	150	79	117	152	116
	15%	17%	14%	14%	18%	18%	14%	15%	17%	17%	18%	19%	17%	19%
55-64	161	54	69	69	13	93	70	157	126	128	46	62	129	61
	15%	13%	18%a	18%a	19%	15%	17%	16%	14%km	15%km	11%	10%	14%km	10%
65-74	112	48	54	54	5	52	62	107	79	76	23	34	80	29
	11%	11%	14%e	15%e	7%	8%	15%eg	11%	9%jkm	9%km	5%	6%	9%jkm	5%
75+	97	23	67	67	4	27	71	94	38	36	7	8	38	6
	9%	5%	18%adeg	18%adeg	6%	4%	18%adeg	9%ae	4%jkm	4%jkm	2%	1%	4%jkm	1%
SOCIAL GRADE														
AB	245	117	76	76	15	159	85	239	233	232	126	160	233	161
	23%	27%bc	20%	20%	22%	25%	21%	24%	27%	26%	29%	26%	26%	27%
C1	289	129	83	80	16	182	90	266	263	266	135	183	269	179
	27%	30%bcf	22%	22%	24%	29%bcf	22%	27%	30%	30%	31%	30%	30%	30%
C2	216	86	80	80	13	132	84	205	186	185	88	139	188	130
	21%	20%	21%	21%	20%	21%	21%	21%	21%	21%	20%	22%	21%	22%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

* small base

Table 18

Consumer Complaints Study - Wave 20 (QS9999 - 311536)

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	1051	419	419	418	61	578	446	990	832	830	392	557	854	532
Weighted Base	1051	431	376	373	66*	624	401	995	879	881	435	617	902	600
DE	301	99	138	138	22	151	142	285	198	198	86	135	212	130
	29%	23%	37%aeg	37%aeg	33%	24%	35%aeg	29%a	22%	22%	20%	22%	24%	22%
MARITAL STATUS														
Married/Living as married	585	245	201	201	45	379	212	567	516	517	264	359	525	358
	56%	57%	54%	54%	67%	61%baf	53%	57%	59%	59%	61%	58%	58%	60%
Single	282	118	83	80	14	166	92	256	245	246	129	196	256	185
	27%	27%	22%	22%	21%	27%	23%	26%	28%	28%	30%	32%	28%	31%
Widow/Divorced/Separated	184	68	92	92	8	80	98	171	119	118	42	61	121	57
	17%	16%	24%aeg	25%adeg	12%	13%	24%aeg	17%e	14%am	13%	10%	10%	13%am	10%
WORKING STATUS														
Working	571	255	157	157	35	384	169	539	536	539	311	416	552	415
	54%	59%bcf	42%	42%	53%	61%bcfg	42%	54%bcf	61%	61%	72%hil	67%hil	61%	69%hil
Not working	480	176	219	216	31	241	233	455	343	342	124	201	351	185
	46%	41%	58%aeg	58%aeg	47%	39%	58%aeg	46%e	39%ijkm	39%ijkm	28%	33%	39%ijkm	31%
CHILDREN IN HOUSEHOLD														
Any	333	158	87	87	27	233	93	321	310	312	176	236	319	242
	32%	37%bcf	23%	23%	40%bcf	37%bcf	23%	32%bcf	35%	35%	41%	38%	35%	40%
None	718	272	289	287	40	392	308	674	569	569	259	380	584	358
	68%	63%	77%adeg	77%adeg	60%	63%	77%adeg	68%	65%	65%	59%	62%	65%	60%
AREA														
Urban	840	353	288	286	59	521	309	801	719	721	368	522	736	509
	80%	82%	77%	77%	88%	83%bcf	77%	81%	82%	82%	85%	85%	82%	85%
Rural	211	78	87	87	8	103	93	194	160	160	67	95	166	91
	20%	18%	23%e	23%e	12%	17%	23%e	19%	18%	18%	15%	15%	18%	15%
COUNTRY														
England	885	345	330	328	57	519	351	836	734	734	357	520	754	504
	84%	80%	88%a	88%a	86%	83%	87%a	84%	83%	83%	82%	84%	84%	84%
Scotland	89	47	19	19	4	62	23	86	82	82	45	62	83	53
	9%	11%bcf	5%	5%	7%	10%bcf	6%	9%bc	9%	9%	10%	10%	9%	9%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	1051	419	419	418	61	578	446	990	832	830	392	557	854	532
Weighted Base	1051	431	376	373	66*	624	401	995	879	881	435	617	902	600
Wales	52	25	17	17	5	30	18	50	46	47	21	22	47	30
	5%	6%	4%	4%	7%	5%	5%	5%	5%	5%	5%	4%	5%	5%
Northern Ireland	24	14	9	9	1	14	10	24	19	19	12	13	19	13
	2%	3%	2%	2%	1%	2%	2%	2%	2%	2%	3%	2%	2%	2%
GOVERNMENT REGIONS														
North East	42	15	27	27	3	24	27	41	33	33	19	22	34	23
	4%	4%	7%aeg	7%aeg	5%	4%	7%	4%	4%	4%	4%	4%	4%	4%
North West	102	33	39	36	9	62	38	96	83	81	30	55	84	44
	10%	8%	10%	10%	13%	10%	10%	10%	9%	9%	7%	9%	9%	7%
Yorkshire and The Humber	93	35	38	38	5	54	38	92	72	75	44	66	81	57
	9%	8%	10%	10%	7%	9%	10%	9%	8%	8%	10%	11%	9%	9%
East Midlands	75	27	29	29	4	49	29	73	64	64	27	37	64	38
	7%	6%	8%	8%	6%	8%	7%	7%	7%	7%	6%	6%	7%	6%
West Midlands	92	26	43	43	4	52	44	91	73	73	50	55	73	56
	9%	6%	11%a	11%a	7%	8%	11%a	9%	8%	8%	11%	9%	8%	9%
East of England	105	36	38	38	8	64	38	101	87	86	37	59	90	56
	10%	8%	10%	10%	11%	10%	10%	10%	10%	10%	9%	10%	10%	9%
London	135	57	41	41	8	65	51	115	108	112	49	87	112	89
	13%	13%	11%	11%	13%	10%	13%	12%	12%	13%	11%	14%	12%	15%
South East	156	73	55	55	9	101	57	151	143	141	69	94	146	94
	15%	17%	15%	15%	13%	16%	14%	15%	16%	16%	16%	15%	16%	16%
South West	86	42	22	22	7	49	27	76	70	70	32	44	71	48
	8%	10%	6%	6%	11%	8%	7%	8%	8%	8%	7%	7%	8%	8%
Wales	52	25	17	17	5	30	18	50	46	47	21	22	47	30
	5%	6%	4%	4%	7%	5%	5%	5%	5%	5%	5%	4%	5%	5%
Scotland	89	47	19	19	4	62	23	86	82	82	45	62	83	53
	9%	11%bcf	5%	5%	7%	10%bcf	6%	9%bc	9%	9%	10%	10%	9%	9%
Northern Ireland	24	14	9	9	1	14	10	24	19	19	12	13	19	13
	2%	3%	2%	2%	1%	2%	2%	2%	2%	2%	3%	2%	2%	2%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

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	1051	419	419	418	61	578	446	990	832	830	392	557	854	532
Weighted Base	1051	431	376	373	66*	624	401	995	879	881	435	617	902	600
Q.1/2 PHONES OWN														
Mobile (any)	941	398	321	319	59	582	343	896	825	827	420	593	845	578
	90%	92%bcf	85%	85%	89%	93%bcf	86%	90%bcf	94%	94%	96%	96%	94%	96%hl
Landline	748	315	272	270	47	472	283	727	647	642	321	429	653	429
	71%	73%	73%	72%	71%	76%	71%	73%	74%	73%	74%	70%	72%	72%
Mobile & Landline	675	294	231	229	43	446	241	660	613	610	312	419	619	422
	64%	68%f	61%	61%	65%	71%bcf	60%	66%f	70%	69%	72%	68%	69%	70%
Mobile only	266	104	90	90	16	136	103	236	211	217	108	174	226	157
	25%	24%	24%	24%	24%	22%	26%	24%	24%	25%	25%	28%	25%	26%
Landline only	74	21	41	41	4	26	43	67	34	32	9	10	35	8
	7%	5%	11%aeg	11%aeg	5%	4%	11%aeg	7%	4%km	4%km	2%	2%	4%km	1%
PAY TV SERVICE														
Sky	394	394	27	27	7	394	28	394	357	356	188	266	362	268
	37%	91%bcdefg	7%	7%	10%	63%bcdfg	7%	40%bcdj	41%	40%	43%	43%	40%	45%
Virgin Media	174	5	13	13	-	174	14	174	167	167	86	119	168	117
	17%	1%	3%a	4%a	-	28%abcdfg	3%a	17%abcdf	19%	19%	20%	19%	19%	20%
Other	480	72	376	373	66	110	401	480	354	357	174	232	370	225
	46%	17%	100%aeg	100%aeg	100%aeg	18%	100%aeg	48%ae	40%	40%	40%	38%	41%	37%
TV														
ANY SATELLITE	431	431	31	31	7	396	59	431	385	385	206	289	392	291
	41%	100%bcdefg	8%	8%	10%	63%bcdfg	15%bc	43%bcdj	44%	44%	47%	47%	43%	48%
ANY FREEVIEW INC. YOUVIEW	376	31	376	373	3	43	373	376	260	263	117	167	274	153
	36%	7%	100%adefg	100%adefg	5%	7%	93%adeg	38%ade	30%	30%	27%	27%	30%	26%
ANY FREEVIEW EXC. YOUVIEW	373	31	373	373	3	43	373	373	257	261	114	165	272	151
	36%	7%	99%adefg	100%adefg	5%	7%	93%adeg	38%ade	29%	30%	26%	27%	30%	25%
ANY IPTV	66	7	3	3	66	66	3	66	64	64	37	43	65	48
	6%	2%	1%	1%	100%abcefg	11%abcfg	1%	7%abcj	7%	7%	8%	7%	7%	8%
ANY PAY TV	624	396	43	43	66	624	45	624	579	578	305	421	586	424
	59%	92%bcfg	11%	12%	100%abcfg	100%abcfg	11%	63%bcf	66%	66%	70%	68%	65%	71%

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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 20 (QS9999 - 311536)

Q. Breaks x Breaks

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE	ANY FREEVIEW INC. YOUVIEW	ANY FREEVIEW EXC. YOUVIEW	ANY IPTV	ANY PAY TV	ANY FTA	ANY TV SERVICE	FIXED BROADBAND AT HOME	ANY WIFI ACCESS	ANY WIRED (ETHERNET) ACCESS	ANY MOBILE (3G/4G) ACCESS	INTERNET ACCESS AT HOME	INTERNET ACCESS OUTSIDE OF HOME
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)
Unweighted Base	1051	419	419	418	61	578	446	990	832	830	392	557	854	532
Weighted Base	1051	431	376	373	66*	624	401	995	879	881	435	617	902	600
ANY FTA	401	59	373	373	3	45	401	401	278	282	127	179	293	167
	38%	14%e	99%adeg	100%adeg	5%	7%	100%adeg	40%ade	32%	32%	29%	29%	32%	28%
ANY TV SERVICE	995	431	376	373	66	624	401	995	833	835	417	582	854	572
	95%	100%	100%	100%	100%	100%	100%	100%	95%	95%	96%	94%	95%	95%
INTERNET														
FIXED BROADBAND AT HOME	879	385	260	257	64	579	278	833	879	872	426	585	879	576
	84%	90%bcfg	69%	69%	96%bcfg	93%bcfg	69%	84%bcf	100%ijklm	99%klm	98%k	95%	97%k	96%
ANY WIFI ACCESS	881	385	263	261	64	578	282	835	872	881	427	592	879	584
	84%	89%bcfg	70%	70%	96%bcfg	93%bcfg	70%	84%bcf	99%klm	100%hijklm	98%	96%	97%	97%
ANY WIRED (ETHERNET) ACCESS	435	206	117	114	37	305	127	417	426	427	435	364	431	417
	41%	48%bcf	31%	31%	55%bcf	49%bcfg	32%	42%bcf	48%	48%	100%hiklm	59%hil	48%	69%hikl
ANY MOBILE (3G/4G) ACCESS	617	289	167	165	43	421	179	582	585	592	364	617	608	545
	59%	67%bcfg	44%	44%	64%bcf	67%bcfg	45%	59%bcf	67%	67%	84%hil	100%hijlm	67%	91%hijl
INTERNET ACCESS AT HOME	902	392	274	272	65	586	293	854	879	879	431	608	902	589
	86%	91%bcfg	73%	73%	98%bcfg	94%bcfg	73%	86%bcf	100%jkm	100%km	99%	99%	100%jkm	98%
INTERNET ACCESS OUTSIDE OF HOME	600	291	153	151	48	424	167	572	576	584	417	545	589	600
	57%	68%bcfg	41%	40%	73%bcfg	68%bcfg	42%	57%bcf	66%	66%	96%hikl	88%hil	65%	100%hijkl

Fieldwork : 07/09/2016 - 11/09/2016 (Week 36)

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

* small base

KANTAR MEDIA

Powering Informed Decisions