

## Broadband Price Differentials 2019

### Data Collection

- Face-to-face interviews
- Conducted by Kantar using our CAPI Omnibus
- The Omnibus uses a comprehensive address based system using the Postal Address File (PAF) cross referenced to census data. For each wave, 143 sample points are selected and, within the selected primary sampling points, a postcode sector is chosen. Postcode selection within primary sampling points alternates between A and B halves to reduce clustering effects. All interviews are conducted via the field team and in accordance with strict quality control procedures
- Fieldwork from 24<sup>th</sup> March – 09<sup>th</sup> April 2019

### Sample

- Screening 4,253 adults aged 16+ in the UK (inc. NI) across 2 waves (c. 2,100 per wave)
- Quotas (by gender, working status and presence of children) set during interviewing to ensure a representative sample
- Total sample screened for those who are primary or joint decision maker for any broadband, which makes up 2,313 of the sample (c. 1,150 per wave)

### Data Reporting

- Total sample weighted to be nationally representative of the UK
- Natural fallout of those with internet access at home from Total sample
- Data available in pdf tables and .csv format (aggregated), combining the 2 waves of omnibus
- Significance testing applied at the 95% confidence level

### Caveat

- Within our survey we sort to identify those who were decision makers for different broadband tiers (i.e. standard, superfast and ultrafast). When the survey data was analysed there appeared to be some misattribution of tier level from a sub set of our respondents as we could not consistently identify those who were answering incorrectly we took the decision to remove this question from our data set.

	Page	Table	Title	Base Description	Base
● 1	1	1	Q. INTERNET ACCESS	Base: All Adults 16+ in UK	4253
● 7	2	2	Q.2 Which ONE provider do you use for your fixed broadband service?	Base: All who are primary or joint decision maker for any broadband	2313
● 19	3	3	Q.3 Do you also receive any of these other services, from your fixed broadband service provider?	Base: All who are primary or joint decision maker for any broadband	2313
● 25	4	4	Q.4 How long have you been with your fixed broadband service provider for your broadband service?	Base: All who are primary or joint decision maker for any broadband	2313
● 31	5	5	Q.5 Are you still within a minimum contract period for your broadband service from your fixed broadband service provider?	Base: All who are primary or joint decision maker for any broadband	2313
● 37	6	6	Q.6A Do you have a good idea of how long you have been in your current contract?	Base: All who are within minimum contract period	1349
● 43	7	7	Q.6B How long have you been in your current contract?	Base: All who are within minimum contract period	1349
● 49	8	8	Q.7A Do you have a good idea when your minimum contract period ended?	Base: All who are out of minimum contract period	734
● 55	9	9	Q.7B How long ago did your minimum contract period end?	Base: All who are out of minimum contract period	734
● 61	10	10	Q.8A If you don't make any changes when your current contract for your broadband service with your fixed broadband service provider comes to an end...? The price you pay will...	Base: All who are within minimum contract period	1349
● 67	11	11	Q.8B When your broadband contract with your fixed broadband service provider came to an end...? The price ...	Base: All who are out of minimum contract period	734
● 73	12	12	Q.9 When your broadband contract ends, most providers will automatically move you onto their standard price for your service. The standard price may be higher than the 'deal' you signed up to. Before now, were you aware that at the end of your minimum contract period most providers move you onto their standard price?	Base: All who are primary or joint decision maker for any broadband	2313
● 79	13	13	Q.10 When your broadband contract ends, you can sign up to a new minimum contract period with either your existing provider or another provider, instead of automatically moving onto their standard price. Before now, were you aware of this?	Base: All who are primary or joint decision maker for any broadband	2313
● 85	14	14	Q.11 Thinking about when you signed up to your current broadband contract, did you switch from another provider, or sign up to a new contract with when your previous contract ended?	Base: All who are within minimum contract period	1349

	Page	Table	Title	Base Description	Base
●	91	15	Q.12A When you signed up to your current broadband contract, did you try to negotiate a better deal with your provider than the one you were offered or had seen advertised?	Base: All who are within minimum contract period	1349
●	97	16	Q.12B Why didn't you try to negotiate a better deal with your fixed broadband service provider?	Base: All who did not try and negotiate a better deal	429
●	103	17		Base: All who are out of minimum contract period	734
●	115	18	Q.13A Why haven't you made any changes since your broadband contract with your fixed broadband service provider ended.....?	Base: All who are out of minimum contract period	734
●	127	19	Q.13B Do any of these reasons apply?	Base: All who are out of minimum contract period	734
●	139	20	Q.14 Which of these, if any, limit your daily activities or the work you can do?	Base: All who are primary or joint decision maker for any broadband	2313
	151	21	Q.15 Just thinking about your broadband service, how confident are you about ...- SUMMARY TABLE	Base: All who are primary or joint decision maker for any broadband	2313
●	152	22	Q.15 Just thinking about your broadband service, how confident are you about ... VERY CONFIDENT - SUMMARY TABLE	Base: All who are primary or joint decision maker for any broadband	2313
●	158	23	Q.15 Just thinking about your broadband service, how confident are you about ... NOT VERY CONFIDENT - SUMMARY TABLE	Base: All who are primary or joint decision maker for any broadband	2313
●	164	24	Q.15_01 Just thinking about your broadband service, how confident are you about Comparing costs	Base: All who are primary or joint decision maker for any broadband	2313
●	170	25	Q.15_02 Just thinking about your broadband service, how confident are you about Speaking to your current provider about new deals	Base: All who are primary or joint decision maker for any broadband	2313
●	176	26	Q.15_03 Just thinking about your broadband service, how confident are you about Speaking to other providers about new deals	Base: All who are primary or joint decision maker for any broadband	2313
●	182	27	Q.15_04 Just thinking about your broadband service, how confident are you about Understanding the language and terminology used by providers	Base: All who are primary or joint decision maker for any broadband	2313
●	188	28	Q.16 And which of these options best describes how you feel about your ability to use maths in your day-to-day life?	Base: All who are primary or joint decision maker for any broadband	2313
●	194	29	Q. Break X Break	Base: All Adults 16+ in UK	4253

Table 1

## Broadband Contracts (QS0879 - 598412/598413)

## Q. INTERNET ACCESS

Base: All Adults 16+ in UK

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	4253	2024	2229	483	647	578	542	605	743	655	764	1105	872	1512	1869	2384
Weighted Base	4253	2064	2189	600	784	706	634	701	441	387	834	1280	883	1255	2115	2138
Internet access at home	3703	1819	1884	571	736	672	596	613	337	178	804	1207	783	909	2011	1692
	87%	88%	86%	95%ghi	94%ghi	95%ghi	94%ghi	87%hi	76%i	46%	96%lm	94%lm	89%lm	72%	95%o	79%
Internet access at work (through workplace network connection)	1119	593	526	156	286	273	231	164	9	1	361	463	207	89	823	296
	26%	29%b	24%	26%hi	36%cghi	39%cgghi	36%cgghi	23%hi	2%i	*	43%klm	36%lm	23%lm	7%	39%o	14%
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	2897	1434	1462	498	661	584	480	448	170	55	644	981	604	667	1626	1271
	68%	69%	67%	83%fghi	84%fghi	83%fghi	76%ghi	64%hi	39%i	14%	77%lm	77%lm	68%lm	53%	77%o	59%
Internet access on publicly accessible computers (e.g. internet café, library)	514	269	245	114	101	118	80	79	17	5	130	202	86	95	332	182
	12%	13%	11%	19%dfghi	13%hi	17%ghi	13%hi	11%hi	4%i	1%	16%lm	16%lm	10%	8%	16%o	9%
Other type of internet access	73	35	39	15	17	13	12	11	5	1	14	33	13	13	46	27
	2%	2%	2%	2%i	2%i	2%i	2%i	2%i	1%i	*	2%	3%lm	2%	1%	2%o	1%
<b>SUMMARY CODE</b>																
ANY INTERNET ACCESS	3852	1894	1958	596	769	695	618	647	347	181	815	1226	814	997	2041	1811
	91%	92%b	89%	99%fghi	98%ghi	99%ghi	97%ghi	92%hi	79%i	47%	98%klm	96%lm	92%lm	79%	97%o	85%
None of these \ Don't access the internet	401	170	231	4	16	11	16	55	94	206	19	55	70	258	74	327
	9%	8%	11%a	1%	2%	1%	3%c	8%cdelfg	21%cdelfg	53%cdelfgh	2%	4%j	8%jk	21%jkl	3%	15%n

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

## Broadband Contracts (QS0879 - 598412/598413)

## Q. INTERNET ACCESS

Base: All Adults 16+ in UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	4253	2344	1128	781	1794	2459	1019	3234
Weighted Base	4253	2408	1255	590	2198	2055	1206	3047
Internet access at home	3703	2245	1088	370	2113	1590	1152	2551
	87%	93%bc	87%c	63%	96%e	77%	96%g	84%
Internet access at work (through workplace network connection)	1119	738	312	70	1044	76	406	713
	26%	31%bc	25%c	12%	47%e	4%	34%g	23%
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	2897	1748	887	262	1796	1100	987	1910
	68%	73%c	71%c	44%	82%e	54%	82%g	63%
Internet access on publicly accessible computers (e.g. internet café, library)	514	300	180	34	307	207	182	332
	12%	12%c	14%c	6%	14%e	10%	15%g	11%
Other type of internet access	73	40	26	7	39	35	20	53
	2%	2%	2%	1%	2%	2%	2%	2%
<b>SUMMARY CODE</b>								
ANY INTERNET ACCESS	3852	2292	1160	400	2170	1682	1192	2660
	91%	95%bc	92%c	68%	99%e	82%	99%g	87%
None of these \ Don't access the internet	401	117	94	190	28	372	14	387
	9%	5%	8%a	32%ab	1%	18%d	1%	13%f

## Broadband Contracts (QS0879 - 598412/598413)

## Q. INTERNET ACCESS

Base: All Adults 16+ in UK

	Total	TENURE				AREA	
		Own/Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	4253	2379	993	830	51	3282	971
Weighted Base	4253	2315	936	948	54*	3322	932
Internet access at home	3703	2078	708	867	50	2901	801
	87%	90%b	76%	91%b	93%b	87%	86%
Internet access at work (through workplace network connection)	1119	697	128	290	5	892	227
	26%	30%bd	14%	31%bd	9%	27%	24%
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	2897	1492	578	792	35	2287	609
	68%	64%	62%	84%abd	65%	69%	65%
Internet access on publicly accessible computers (e.g. internet café, library)	514	276	83	151	3	421	93
	12%	12%b	9%	16%ab	6%	13%f	10%
Other type of internet access	73	44	16	12	2	58	15
	2%	2%	2%	1%	4%	2%	2%
<b>SUMMARY CODE</b>							
ANY INTERNET ACCESS	3852	2102	781	916	52	3025	827
	91%	91%b	84%	97%ab	97%b	91%f	89%
None of these \ Don't access the internet	401	213	154	32	2	296	104
	9%	9%c	16%acd	3%	3%	9%	11%e

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

Table 1

## Broadband Contracts (QS0879 - 598412/598413)

## Q. INTERNET ACCESS

Base: All Adults 16+ in UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	4253	3555	371	206	121	190	492	351	316	375	386	505	590	350	206	371	121
Weighted Base	4253	3582	362	212	97	196	474	345	332	359	402	530	599	345	212	362	97
Internet access at home	3703 87%	3158 88%cd	308 85%d	168 79%	69 71%	169 86%p	394 83%p	300 87%np	293 88%np	304 85%p	358 89%frnp	482 91%fin op	551 92%efg inop	305 88%frnp	168 79%	308 85%p	69 71%
Internet access at work (through workplace network connection)	1119 26%	979 27%cd	95 26%cd	34 16%	11 12%	52 27%inp	123 26%inp	93 27%inp	86 26%inp	58 16%	117 29%inp	159 30%inp	197 33%fhi nop	93 27%inp	34 16%	95 26%inp	11 12%
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	2897 68%	2479 69%bc	229 63%	115 54%	74 76%bc	146 75%fik no	303 64%in	255 74%fikno	257 77%fikmn o	189 53%	295 73%fik no	336 63%in	457 76%fik mno	240 70%in	115 54%	229 63%i	74 76%fikno
Internet access on publicly accessible computers (e.g. internet café, library)	514 12%	464 13%bc	15 4%	9 4%	26 26%abc	15 7%	52 11%ikno	28 8%o	50 15%egikno	20 6%	73 18%efgi kno	36 7%	127 21%efg hikno	62 18%efgi kno	9 4%	15 4%	26 26%efghikno
Other type of internet access	73 2%	60 2%	5 1%	8 4%	- -	- -	27 6%eghijkl op	4 1%	- -	2 *	5 1%	5 1%	5 1%	12 4%ehij kl	8 4%ehikl	5 1%h	- -
<b>SUMMARY CODE</b>																	
ANY INTERNET ACCESS	3852 91%	3267 91%cd	322 89%	180 85%	83 86%	179 91%	416 88%	312 90%	301 91%	311 87%	367 91%in	497 94%fin op	565 94%lgi nop	320 93%fin p	180 85%	322 89%	83 86%
None of these \ Don't access the internet	401 9%	315 9%	39 11%	33 15%a	14 14%a	17 9%	59 12%klm	33 10%l	31 9%	48 13%klm	35 9%	33 6%	34 6%	25 7%	33 15%jklm	39 11%kl	14 14%klm

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

KANTAR

## Broadband Contracts (QS0879 - 598412/598413)

## Q. INTERNET ACCESS

Base: All Adults 16+ in UK

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	4253	401	82	37	285	1913	731	729	781
Weighted Base	4253	356	86*	37*	237	2055	825	764	757
Internet access at home	3703 87%	356 100%	86 100%	37 100%	237 100%	2055 100%	825 100%	764 100%	757 100%
Internet access at work (through workplace network connection)	1119 26%	45 13%	15 17% <sup>d</sup>	10 27% <sup>ad</sup>	20 8%	760 37% <sup>abd</sup>	305 37% <sup>h</sup>	254 33%	240 32%
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	2897 68%	238 67%	67 78% <sup>d</sup>	25 69%	150 63%	1601 78% <sup>ad</sup>	679 82% <sup>gh</sup>	586 77% <sup>h</sup>	543 72%
Internet access on publicly accessible computers (e.g. internet café, library)	514 12%	44 12%	13 15%	6 15%	25 10%	270 13%	121 15%	93 12%	97 13%
Other type of internet access	73 2%	9 2%	2 2%	- -	6 2%	35 2%	11 1%	9 1%	24 3% <sup>fg</sup>
SUMMARY CODE									
ANY INTERNET ACCESS	3852 91%	356 100%	86 100%	37 100%	237 100%	2055 100%	825 100%	764 100%	757 100%
None of these \ Don't access the internet	401 9%	- -	- -	- -	- -	- -	- -	- -	- -



## Broadband Contracts (QS0879 - 598412/598413)

## Q. INTERNET ACCESS

Base: All Adults 16+ in UK

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	4253	1173	275	1220	255	1160	288	1038	338	1255	225
Weighted Base	4253	1289	251	1339	235	1277	266	1155	309	1359	209
Internet access at home	3703	1289	251	1339	235	1277	266	1155	309	1359	209
	87%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Internet access at work (through workplace network connection)	1119	521	51	524	56	510	59	470	69	542	38
	26%	40%b	21%	39% <sup>d</sup>	24%	40%f	22%	41% <sup>h</sup>	22%	40% <sup>j</sup>	18%
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	2897	1050	148	1092	143	1040	155	943	184	1083	134
	68%	81% <sup>b</sup>	59%	82% <sup>d</sup>	61%	81% <sup>f</sup>	58%	82% <sup>h</sup>	60%	80% <sup>j</sup>	64%
Internet access on publicly accessible computers (e.g. internet café, library)	514	204	26	216	26	206	31	184	28	208	27
	12%	16% <sup>b</sup>	11%	16%	11%	16%	12%	16% <sup>h</sup>	9%	15%	13%
Other type of internet access	73	30	4	31	3	29	-	27	4	27	4
	2%	2%	2%	2%	1%	2% <sup>f</sup>	-	2%	1%	2%	2%
<b>SUMMARY CODE</b>											
ANY INTERNET ACCESS	3852	1289	251	1339	235	1277	266	1155	309	1359	209
	91%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
None of these \ Don't access the internet	401	-	-	-	-	-	-	-	-	-	-
	9%	-	-	-	-	-	-	-	-	-	-

## Broadband Contracts (QS0879 - 598412/598413)

Q.2 Which ONE provider do you use for your fixed broadband service?

Base: All who are primary or joint decision maker for any broadband

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	2313	1223	1090	132	388	410	373	369	415	226	514	649	470	680	1163	1150
Weighted Base	2410	1305	1105	162	485	510	438	441	242	131	567	766	490	587	1333	1077
BT	506 21%	268 21%	237 21%	18 11%	78 16%	76 15%	103 24%cde	110 25%cde	80 33%cddefg	40 30%cde	131 23%	161 21%	101 21%	113 19%	292 22%	214 20%
EE	101 4%	48 4%	53 5%	9 5%	14 3%	20 4%	22 5%	18 4%	9 4%	8 6%	19 3%	33 4%	17 4%	32 6%	51 4%	50 5%
First Utility	7 *	- -	7 1%a	- -	4 1%	3 1%	- -	- -	- -	- -	- -	6 1% <sup>m</sup>	1 *	- -	6 *	1 *
GiffGaff	4 *	- -	4 *	- -	2 *	- -	1 *	- -	1 *	- -	1 *	2 *	- -	1 *	3 *	1 *
John Lewis	7 *	4 *	3 *	- -	1 *	1 *	1 *	- -	1 1%	2 1%g	2 *	3 *	1 *	- -	6 *	1 *
KCOM	12 1%	7 1%	5 *	- -	2 *	1 *	3 1%	3 1%	1 1%	2 2%e	5 1%	3 *	1 *	3 1%	8 1%	4 *
NOW TV\ NOW Broadband	24 1%	10 1%	14 1%	9 5%defghi	8 2%h	2 *	5 1%	1 *	- -	- -	4 1%	9 1%	2 *	8 1%	14 1%	11 1%
The Phone Co-op	1 *	1 *	- -	- -	- -	- -	- -	- -	1 *	1 *	- -	1 *	- -	- -	1 *	- -
Plusnet	96 4%	55 4%	42 4%	2 1%	22 5%	21 4%	13 3%	20 4%	10 4%	8 6%cf	36 6%lm	29 4%	14 3%	18 3%	65 5%o	32 3%
POP Telecom	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Post Office	20 1%	14 1%	7 1%	1 1%	1 *	7 1%	2 *	8 2% <sup>d</sup>	1 *	1 1%	2 *	5 1%	6 1%	8 1%	7 1%	14 1%
Relish	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Sky	556 23%	296 23%	261 24%	37 23%	135 28%ghi	141 28%ghi	104 24%hi	80 18%	38 16%	21 16%	133 23%	161 21%	131 27% <sup>k</sup>	131 22%	294 22%	263 24%
SSE	12 1%	5 *	7 1%	- -	4 1%	5 1%	1 *	1 *	- -	1 1%	1 *	3 *	3 1%	6 1%	4 *	8 1%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

Table 2

## Broadband Contracts (QS0879 - 598412/598413)

Q.2 Which ONE provider do you use for your fixed broadband service?

Base: All who are primary or joint decision maker for any broadband

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	2313	1223	1090	132	388	410	373	369	415	226	514	649	470	680	1163	1150
Weighted Base	2410	1305	1105	162	485	510	438	441	242	131	567	766	490	587	1333	1077
TalkTalk	274	150	125	26	58	46	49	45	28	22	54	81	50	89	136	139
	11%	11%	11%	16%e	12%	9%	11%	10%	12%	17%eg	10%	11%	10%	15%jk	10%	13%
Utility Warehouse	29	9	20	1	3	1	4	10	6	3	6	9	6	9	14	15
	1%	1%	2%a	1%	1%	*	1%	2%e	2%de	3%de	1%	1%	1%	2%	1%	1%
Virgin Media	620	363	257	49	135	147	107	115	51	15	152	227	119	122	379	241
	26%	28%b	23%	30%hi	28%hi	29%hi	25%i	26%i	21%i	12%	27%lm	30%lm	24%	21%	28%o	22%
Vodafone	55	27	28	3	9	14	14	11	3	-	11	14	17	13	24	30
	2%	2%	3%	2%	2%	3%i	3%i	2%i	1%	-	2%	2%	3%	2%	2%	3%
I Talk	5	1	4	-	-	3	1	1	1	-	-	-	1	4	-	5
	*	*	*	-	-	1%	*	*	*	-	-	-	*	1%k	-	*n
Zen	5	3	2	-	-	1	-	4	-	-	2	-	1	2	2	3
	*	*	*	-	-	*	-	1%	-	-	*	-	*	*	*	*
Three	4	2	1	-	-	2	-	1	1	-	-	-	1	3	-	4
	*	*	*	-	-	*	-	*	*	-	-	-	*	*	-	*n
Other supplier	30	21	9	2	7	5	3	7	5	1	4	12	7	8	16	15
	1%	2%	1%	1%	1%	1%	1%	2%	2%f	1%	1%	2%	1%	1%	1%	1%
SUMMARY CODE																
ANY PROVIDER	2339	1263	1076	156	477	491	432	427	231	124	559	745	473	562	1304	1034
	97%	97%	97%	96%	98%hi	96%	99%ehi	97%	95%	95%	99%lm	97%	96%	96%	98%o	96%
Don't know	38	20	18	4	1	13	3	5	6	5	4	8	10	16	12	26
	2%	2%	2%	3%d	*	3%cd	1%	1%	2%df	4%dfg	1%	1%	2%	3%jk	1%	2%n
Refused	3	1	2	-	-	1	-	2	-	-	-	-	1	2	-	3
	*	*	*	-	-	-	-	*	-	-	-	-	*	*	-	*

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

## Broadband Contracts (QS0879 - 598412/598413)

Q.2 Which ONE provider do you use for your fixed broadband service?

Base: All who are primary or joint decision maker for any broadband

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	2313	1415	530	368	1174	1139	627	1686
Weighted Base	2410	1515	593	302	1460	950	756	1654
BT	506 21%	321 21%	106 18%	79 26%b	287 20%	218 23%	124 16%	382 23%f
EE	101 4%	55 4%	34 6%	12 4%	54 4%	47 5%	30 4%	71 4%
First Utility	7 *	4 *	3 *	- -	6 *	1 *	3 *	4 *
GiffGaff	4 *	2 *	1 *	- -	2 *	2 *	2 *	2 *
John Lewis	7 *	2 *	3 *	2 1%	4 *	3 *	- -	7 *
KCOM	12 1%	7 *	5 1%	1 *	1 *	11 1%d	1 *	11 1%
NOW TV\ NOW Broadband	24 1%	13 1%	10 2%	1 *	11 1%	13 1%	8 1%	16 1%
The Phone Co-op	1 *	1 *	1 *	- -	1 *	1 *	- -	1 *
Plusnet	96 4%	59 4%	23 4%	14 5%	55 4%	41 4%	31 4%	65 4%
POP Telecom	- -	- -	- -	- -	- -	- -	- -	- -
Post Office	20 1%	9 1%	8 1%	4 1%	8 1%	12 1%	6 1%	14 1%
Relish	- -	- -	- -	- -	- -	- -	- -	- -
Sky	556 23%	377 25%c	124 21%	55 18%	376 26%e	180 19%	208 28%g	348 21%
SSE	12 1%	5 *	1 *	5 2%ab	8 1%	4 *	5 1%	7 *

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

**Broadband Contracts (QS0879 - 598412/598413)****Q.2 Which ONE provider do you use for your fixed broadband service?****Base: All who are primary or joint decision maker for any broadband**

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	2313	1415	530	368	1174	1139	627	1686
Weighted Base	2410	1515	593	302	1460	950	756	1654
TalkTalk	274 11%	153 10%	77 13%	45 15%a	144 10%	131 14%d	85 11%	190 11%
Utility Warehouse	29 1%	19 1%	2 *	8 3%b	14 1%	15 2%	6 1%	23 1%
Virgin Media	620 26%	405 27%c	155 26%c	60 20%	415 28%e	205 22%	202 27%	418 25%
Vodafone	55 2%	35 2%	13 2%	6 2%	37 3%	18 2%	21 3%	34 2%
I Talk	5 *	2 *	3 1%	- -	2 *	3 *	3 *	2 *
Zen	5 *	3 *	1 *	1 *	1 *	4 *	- -	5 *
Three	4 *	- -	3 1%a	1 *	2 *	2 *	- -	4 *
Other supplier	30 1%	22 1%	6 1%	2 1%	15 1%	15 2%	9 1%	21 1%
<b>SUMMARY CODE</b>								
ANY PROVIDER	2339 97%	1473 97%	572 97%	294 97%	1428 98%e	911 96%	735 97%	1604 97%
Don't know	38 2%	19 1%	13 2%	6 2%	16 1%	22 2%d	11 1%	27 2%
Refused	3 *	2 *	1 *	- -	1 *	2 *	1 *	2 *

## Broadband Contracts (QS0879 - 598412/598413)

Q.2 Which ONE provider do you use for your fixed broadband service?

Base: All who are primary or joint decision maker for any broadband

	Total	TENURE				AREA	
		Own/Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	2313	1354	482	462	15	1751	562
Weighted Base	2410	1376	485	533	16**	1846	564
BT	506 21%	343 25%abc	84 17%	72 14%	6 41%	343 19%	162 29%e
EE	101 4%	57 4%	23 5%	18 3%	2 14%	81 4%	20 3%
First Utility	7 *	3 *	1 *	2 *	- -	7 *	- -
GiffGaff	4 *	- -	2 *a	2 *a	- -	1 *	2 *
John Lewis	7 *	7 1%	- -	- -	- -	4 *	3 *
KCOM	12 1%	7 *	3 1%	3 1%	- -	8 *	4 1%
NOW TV\ NOW Broadband	24 1%	6 *	3 1%	15 3%ab	- -	20 1%	4 1%
The Phone Co-op	1 *	1 *	- -	- -	- -	1 *	- -
Plusnet	96 4%	54 4%	19 4%	23 4%	- -	72 4%	25 4%
POP Telecom	- -	- -	- -	- -	- -	- -	- -
Post Office	20 1%	8 1%	8 2%a	5 1%	- -	17 1%	4 1%
Relish	- -	- -	- -	- -	- -	- -	- -
Sky	556 23%	304 22%	128 26%	124 23%	- -	427 23%	129 23%
SSE	12 1%	4 *	3 1%	5 1%	- -	8 *	4 1%
TalkTalk	274 11%	140 10%	64 13%	69 13%	2 11%	210 11%	65 11%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Broadband Contracts (QS0879 - 598412/598413)

Q.2 Which ONE provider do you use for your fixed broadband service?

Base: All who are primary or joint decision maker for any broadband

	Total	TENURE				AREA	
		Own/Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	2313	1354	482	462	15	1751	562
Weighted Base	2410	1376	485	533	16**	1846	564
Utility Warehouse	29 1%	25 2%abc	2 *	2 *	- -	13 1%	16 3%e
Virgin Media	620 26%	351 25%	113 23%	151 28%	5 34%	527 29%f	93 16%
Vodafone	55 2%	29 2%	9 2%	17 3%	- -	47 3%	8 1%
I Talk	5 *	1 *	3 1%a	2 *	- -	5 *	1 *
Zen	5 *	4 *	1 *	- -	- -	3 *	2 *
Three	4 *	2 *	1 *	1 *	- -	2 *	2 *
Other supplier	30 1%	13 1%	8 2%	9 2%	- -	21 1%	10 2%
<b>SUMMARY CODE</b>							
ANY PROVIDER	2339 97%	1344 98%	467 96%	512 96%	16 100%	1795 97%	543 96%
Don't know	38 2%	19 1%	7 1%	12 2%	- -	29 2%	10 2%
Refused	3 *	- -	3 1%a	- -	- -	1 *	2 *

## Broadband Contracts (QS0879 - 598412/598413)

Q.2 Which ONE provider do you use for your fixed broadband service?

Base: All who are primary or joint decision maker for any broadband

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2313	1918	217	108	70	117	234	171	168	186	220	268	353	201	108	217	70
Weighted Base	2410	2005	225	119*	61*	129	232	173	181	191	248	289	361	201	119*	225	61*
BT	506 21%	379 19%	68 30%a	35 29%a	23 38%a	7 5%	38 16%e	35 20%e	31 17%e	30 16%e	41 16%e	67 23%e	84 23%e	46 23%e	35 29%efhij	68 30%efghi j	23 38%efghijklm
EE	101 4%	88 4%	8 4%	5 -	-	13 10%ijlmo p	13 5%j	8 5%	7 4%	13 7%jmp	3 1%	14 5%j	13 4%	4 2%	5 5%	8 4%	-
First Utility	7 *	7 *	- -	- -	-	-	-	-	2 1%	-	-	4 1%l	-	1 1%	-	-	-
GiffGaff	4 *	4 *	- -	- -	-	-	-	-	1 1%	2 1%	1 *	-	-	-	-	-	-
John Lewis	7 *	6 *	* *	- -	-	-	-	1 *	-	* *	1 *	1 *	2 1%	1 *	-	* *	-
KCOM	12 1%	12 1%	- -	- -	-	-	-	12 7%efhijk lmnop	-	-	-	-	1 *	-	-	-	-
NOW TV\ NOW Broadband	24 1%	19 1%	6 3%a	- -	-	1 1%	7 3%hkl	1 1%	-	1 *	4 2%k	-	2 1%	3 1%	-	6 3%k	-
The Phone Co-op	1 *	1 *	- -	1 *	-	-	-	-	-	-	-	-	* -	-	* -	-	-
Plusnet	96 4%	74 4%	8 4%	9 8%a	5 9%a	5 4%	9 4%	3 2%	8 4%	4 2%	3 1%	9 3%	23 6%gij	10 5%j	9 8%gijk	8 4%	5 9%gijk
POP Telecom	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Post Office	20 1%	17 1%	1 *	1 1%	2 3%	1 1%	4 2%	1 1%	2 1%	-	3 1%	2 1%	2 1%	2 1%	1 1%	1 *	2 3%i
Relish	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sky	556 23%	449 22%	59 26%	36 30%	13 21%	24 19%	67 29%km	42 24%	44 24%	52 27%km	55 22%	50 17%	82 23%	32 16%	36 30%km	59 26%km	13 21%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base



## Broadband Contracts (QS0879 - 598412/598413)

Q.2 Which ONE provider do you use for your fixed broadband service?

Base: All who are primary or joint decision maker for any broadband

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2313	1918	217	108	70	117	234	171	168	186	220	268	353	201	108	217	70
Weighted Base	2410	2005	225	119*	61*	129	232	173	181	191	248	289	361	201	119*	225	61*
SSE	12 1%	10 *	2 1%	- -	- -	1 1%	1 *	1 1%	- -	2 1%	- -	1 *	2 1%	1 *	- -	2 1%	- -
TalkTalk	274 11%	230 11%	27 12%	11 9%	7 11%	25 19%jkl	31 13%	20 12%	21 12%	22 11%	18 7%	31 11%	39 11%	24 12%	11 9%	27 12%	7 11%
Utility Warehouse	29 1%	25 1%	2 1%	2 2%	- -	2 1%	3 1%	3 2%	3 2%k	3 1%	1 1%	- -	4 1%	7 3%jk	2 2%	2 1%	- -
Virgin Media	620 26%	566 28%bcd	36 16%cd	8 7%	10 16%	44 34%gln op	55 24%nd	34 19%nd	49 27%no	51 27%no	109 44%efgh iklmno p	89 31%gln op	81 22%nd	53 26%no	8 7%	36 16%nd	10 16%
Vodafone	55 2%	48 2%	2 1%	4 3%	1 1%	5 4%	2 1%	5 3%	4 2%	3 2%	2 1%	7 2%	16 4%fjo	4 2%	4 3%	2 1%	1 1%
I Talk	5 *	3 *	1 1%	- -	1 1%	- -	- -	- -	- -	- -	- -	1 *	1 *	1 *	- -	1 1%	1 1%
Zen	5 *	3 *	- -	2 2%a	- -	- -	1 *	- -	- -	1 *	- -	- -	- -	1 *	2 2%l	- -	- -
Three	4 *	4 *	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	2 1%	1 1%	- -	- -	- -
Other supplier	30 1%	28 1%	- -	2 2%	- -	- -	- -	6 3%lko	5 2%lo	3 2%	3 1%	1 *	5 1%	6 3%lko	2 2%	- -	- -
<b>SUMMARY CODE</b>																	
ANY PROVIDER	2339 97%	1941 97%	222 99%	115 96%	61 100%	127 99%	231 99%ghikm	166 96%	173 95%	184 96%	241 97%	276 96%	353 98%lm	190 94%	115 96%	222 99%nm	61 100%
Don't know	38 2%	33 2%	3 1%	2 2%	- -	2 1%	1 1%	1 1%	3 1%	4 2%	3 1%	10 4%fl	3 1%	6 3%	2 2%	3 1%	- -
Refused	3 *	3 *	- -	- -	- -	- -	- -	- -	2 1%	- -	- -	1 *	- -	- -	- -	- -	- -

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

## Broadband Contracts (QS0879 - 598412/598413)

Q.2 Which ONE provider do you use for your fixed broadband service?

Base: All who are primary or joint decision maker for any broadband

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	2313	401	82	37	285	1913	731	729	781
Weighted Base	2410	356	86*	37*	237	2055	825	764	757
BT	506 21%	77 22%	14 16%	8 22%	55 23%	429 21%	128 15%	173 23% <sup>f</sup>	191 25% <sup>f</sup>
EE	101 4%	19 5%	6 7%	1 3%	14 6%	83 4%	44 5%	29 4%	27 4%
First Utility	7 *	- *	- *	- *	- *	7 *	5 1% <sup>h</sup>	1 *	- *
GiffGaff	4 *	1 *	- *	- *	- *	3 *	3 *	1 *	- *
John Lewis	7 *	1 *	- *	- *	1 *	6 *	5 1%	1 *	1 *
KCOM	12 1%	4 1% <sup>e</sup>	- *	- *	4 2% <sup>e</sup>	8 *	4 *	- *	8 1% <sup>g</sup>
NOW TV\ NOW Broadband	24 1%	4 1%	2 2%	1 2%	2 1%	20 1%	23 3% <sup>gh</sup>	1 *	- *
The Phone Co-op	1 *	- *	- *	- *	- *	1 *	- *	- *	1 *
Plusnet	96 4%	18 5%	8 10% <sup>e</sup>	2 5%	10 4%	78 4%	45 5% <sup>h</sup>	32 4%	19 3%
POP Telecom	-	-	-	-	-	-	-	-	-
Post Office	20 1%	8 2% <sup>e</sup>	3 4% <sup>e</sup>	-	4 2%	13 1%	12 1% <sup>g</sup>	2 *	5 1%
Relish	-	-	-	-	-	-	-	-	-
Sky	556 23%	67 19%	17 20%	10 27%	45 19%	489 24% <sup>a</sup>	182 22%	188 25%	182 24%
SSE	12 1%	- *	- *	- *	- *	12 1%	9 1% <sup>h</sup>	3 *	- *

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h  
 \* small base

## Broadband Contracts (QS0879 - 598412/598413)

Q.2 Which ONE provider do you use for your fixed broadband service?

Base: All who are primary or joint decision maker for any broadband

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	2313	401	82	37	285	1913	731	729	781
Weighted Base	2410	356	86*	37*	237	2055	825	764	757
TalkTalk	274	43	12	7	23	232	119	85	66
	11%	12%	14%	19%	10%	11%	14%h	11%	9%
Utility Warehouse	29	6	1	1	5	23	11	12	5
	1%	2%	1%	1%	2%	1%	1%	2%	1%
Virgin Media	620	89	21	7	61	531	161	210	237
	26%	25%	24%	19%	26%	26%	20%	27%f	31%f
Vodafone	55	5	1	-	3	49	43	11	1
	2%	2%	1%	-	1%	2%	5%gh	1%h	*
I Talk	5	3	1	-	1	2	3	3	-
	*	1%e	1%e	-	*	*	*	*	-
Zen	5	1	-	-	1	4	1	2	2
	*	*	-	-	*	*	*	*	*
Three	4	1	-	-	1	2	3	1	-
	*	*	-	-	1%	*	*	*	-
Other supplier	30	3	-	1	2	27	17	6	5
	1%	1%	-	2%	1%	1%	2%h	1%	1%
<b>SUMMARY CODE</b>									
ANY PROVIDER	2339	347	86	36	230	1993	802	754	746
	97%	97%	100%	98%	97%	97%	97%	99%	99%
Don't know	38	5	-	-	4	33	6	4	5
	2%	1%	-	-	2%	2%	1%	*	1%
Refused	3	1	-	-	1	2	-	-	1
	*	*	-	-	*	*	-	-	*

## Broadband Contracts (QS0879 - 598412/598413)

Q.2 Which ONE provider do you use for your fixed broadband service?

Base: All who are primary or joint decision maker for any broadband

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	2313	1173	275	1220	255	1160	288	1038	338	1255	225
Weighted Base	2410	1289	251	1339	235	1277	266	1155	309	1359	209
BT	506 21%	275 21%	54 22%	282 21%	52 22%	273 21%	54 20%	250 22%	67 22%	294 22%	43 20%
EE	101 4%	49 4%	11 4%	56 4%	11 5%	47 4%	8 3%	47 4%	17 6%	54 4%	8 4%
First Utility	7 *	4 *	1 1%	4 *	-	4 *	-	4 *	1 *	4 *	-
GiffGaff	4 *	-	-	2 *	-	2 *	1 *	-	-	4 *	-
John Lewis	7 *	3 *	-	2 *	-	4 *	-	2 *	1 *	4 *	-
KCOM	12 1%	7 1%	2 1%	7 1%	1 *	6 *	1 *	4 *	2 1%	4 *	2 1%
NOW TV\ NOW Broadband	24 1%	13 1%	3 1%	13 1%	2 1%	17 1%	2 1%	12 1%	3 1%	16 1%	3 2%
The Phone Co-op	1 *	1 *	-	1 *	-	1 *	-	1 *	-	1 *	-
Plusnet	96 4%	57 4%	11 4%	57 4%	10 4%	56 4%	14 5%	44 4%	15 5%	59 4%	7 3%
POP Telecom	-	-	-	-	-	-	-	-	-	-	-
Post Office	20 1%	11 1%	3 1%	10 1%	2 1%	9 1%	4 2%	10 1%	2 1%	9 1%	3 1%
Relish	-	-	-	-	-	-	-	-	-	-	-
Sky	556 23%	309 24%	47 19%	330 25%	43 18%	310 24%	46 17%	284 25%	57 18%	302 22%	56 27%
SSE	12 1%	7 1%	2 1%	6 *	3 1%	5 *	3 1%	3 *	5 1%	7 1%	1 *

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

## Broadband Contracts (QS0879 - 598412/598413)

Q.2 Which ONE provider do you use for your fixed broadband service?

Base: All who are primary or joint decision maker for any broadband

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	2313	1173	275	1220	255	1160	288	1038	338	1255	225
Weighted Base	2410	1289	251	1339	235	1277	266	1155	309	1359	209
TalkTalk	274 11%	155 12%	30 12%	166 12%	33 14%	155 12%	33 12%	139 12%	36 12%	163 12%	24 11%
Utility Warehouse	29 1%	14 1%	7 3%	16 1%	4 2%	14 1%	7 3%	12 1%	5 2%	14 1%	4 2%
Virgin Media	620 26%	323 25%	58 23%	325 24%	56 24%	316 25%	65 25%	290 25%	78 25%	355 26% <sup>j</sup>	40 19%
Vodafone	55 2%	29 2%	6 3%	31 2%	4 2%	28 2%	8 3%	26 2%	7 2%	29 2%	8 4%
I Talk	5 *	1 *	2 1% <sup>a</sup>	1 *	2 1% <sup>c</sup>	1 *	3 1% <sup>e</sup>	1 *	1 *	1 *	2 1% <sup>i</sup>
Zen	5 *	2 *	- -	2 *	2 1%	2 *	3 1% <sup>e</sup>	1 *	- -	3 *	- -
Three	4 *	1 *	- -	1 *	- -	1 *	- -	2 *	1 *	2 *	1 *
Other supplier	30 1%	16 1%	3 1%	16 1%	1 1%	16 1%	3 1%	13 1%	2 1%	18 1%	1 *
<b>SUMMARY CODE</b>											
ANY PROVIDER	2339 97%	1261 98% <sup>b</sup>	239 95%	1311 98% <sup>d</sup>	224 95%	1251 98% <sup>f</sup>	252 95%	1130 98%	298 96%	1325 98%	200 96%
Don't know	38 2%	11 1%	9 3% <sup>a</sup>	12 1%	10 4% <sup>c</sup>	11 1%	10 4% <sup>e</sup>	11 1%	8 3% <sup>g</sup>	14 1%	8 4% <sup>i</sup>
Refused	3 *	1 *	- -	- -	- -	- -	2 1% <sup>e</sup>	- -	1 *	1 *	- -

## Broadband Contracts (QS0879 - 598412/598413)

Q.3 Do you also receive any of these other services, from your fixed broadband service provider?

Base: All who are primary or joint decision maker for any broadband

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	2313	1223	1090	132	388	410	373	369	415	226	514	649	470	680	1163	1150
Weighted Base	2410	1305	1105	162	485	510	438	441	242	131	567	766	490	587	1333	1077
TV	1089	588	500	68	194	252	224	192	108	50	272	354	238	225	625	463
	45%	45%	45%	42%	40%	49% <sup>cdi</sup>	51% <sup>dgi</sup>	44%	45%	38%	48% <sup>m</sup>	46% <sup>m</sup>	49% <sup>m</sup>	38%	47%	43%
Landline\line rental	1762	932	831	81	307	360	334	366	205	110	456	541	354	411	997	765
	73%	71%	75%	50%	63% <sup>c</sup>	70% <sup>cd</sup>	76% <sup>cd</sup>	83% <sup>cdef</sup>	85% <sup>cdef</sup>	84% <sup>cdef</sup>	80% <sup>klm</sup>	71%	72%	70%	75%	71%
I don't receive any other services from this provider	456	268	187	56	127	106	71	58	26	11	77	157	91	130	234	221
	19%	21% <sup>b</sup>	17%	35% <sup>efghi</sup>	26% <sup>fghi</sup>	21% <sup>ghi</sup>	16% <sup>hi</sup>	13%	11%	8%	14%	20% <sup>j</sup>	19% <sup>j</sup>	22% <sup>j</sup>	18%	21%
<b>SUMMARY CODES</b>																
DUAL-PLAY	824	426	398	33	154	143	138	187	105	65	212	241	151	220	453	371
	34%	33%	36%	21%	32% <sup>c</sup>	28%	31% <sup>c</sup>	42% <sup>cdef</sup>	43% <sup>cdef</sup>	49% <sup>cdef</sup>	37% <sup>kl</sup>	31%	31%	37% <sup>kl</sup>	34%	34%
TRIPLE-PLAY	938	505	433	47	154	217	196	178	101	45	244	300	203	191	544	394
	39%	39%	39%	29%	32%	42% <sup>cd</sup>	45% <sup>cdi</sup>	40% <sup>cd</sup>	42% <sup>cd</sup>	34%	43% <sup>m</sup>	39% <sup>m</sup>	41% <sup>m</sup>	33%	41% <sup>o</sup>	37%
BROADBAND ONLY	456	268	187	56	127	106	71	58	26	11	77	157	91	130	234	221
	19%	21% <sup>b</sup>	17%	35% <sup>efghi</sup>	26% <sup>fghi</sup>	21% <sup>ghi</sup>	16% <sup>hi</sup>	13%	11%	8%	14%	20% <sup>j</sup>	19% <sup>j</sup>	22% <sup>j</sup>	18%	21%
Don't know	41	21	20	5	10	9	5	3	4	6	5	15	9	12	20	21
	2%	2%	2%	3%	2%	2%	1%	1%	2%	4% <sup>efgh</sup>	1%	2%	2%	2%	2%	2%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

**Broadband Contracts (QS0879 - 598412/598413)****Q.3 Do you also receive any of these other services, from your fixed broadband service provider?****Base: All who are primary or joint decision maker for any broadband**

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	2313	1415	530	368	1174	1139	627	1686
Weighted Base	2410	1515	593	302	1460	950	756	1654
TV	1089	731	225	133	700	389	387	701
	45%	48%b	38%	44%	48%e	41%	51%g	42%
Landline\line rental	1762	1139	380	243	1040	723	538	1224
	73%	75%b	64%	81%ab	71%	76%d	71%	74%
I don't receive any other services from this provider	456	260	158	38	294	161	142	313
	19%	17%c	27%ac	13%	20%	17%	19%	19%
<b>SUMMARY CODES</b>								
DUAL-PLAY	824	502	196	127	446	378	218	606
	34%	33%	33%	42%ab	31%	40%d	29%	37%f
TRIPLE-PLAY	938	637	184	117	594	344	320	618
	39%	42%b	31%	39%b	41%e	36%	42%g	37%
BROADBAND ONLY	456	260	158	38	294	161	142	313
	19%	17%c	27%ac	13%	20%	17%	19%	19%
Don't know	41	22	14	5	20	21	8	33
	2%	1%	2%	2%	1%	2%	1%	2%

**Broadband Contracts (QS0879 - 598412/598413)****Q.3 Do you also receive any of these other services, from your fixed broadband service provider?****Base: All who are primary or joint decision maker for any broadband**

	Total	TENURE				AREA	
		Own/Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	2313	1354	482	462	15	1751	562
Weighted Base	2410	1376	485	533	16**	1846	564
TV	1089	683	222	179	5	861	228
	45%	50% <sup>c</sup>	46% <sup>c</sup>	34%	33%	47% <sup>f</sup>	40%
Landline/line rental	1762	1092	353	311	7	1325	437
	73%	79% <sup>abc</sup>	73% <sup>c</sup>	58%	43%	72%	77% <sup>de</sup>
I don't receive any other services from this provider	456	191	94	163	8	373	83
	19%	14%	19% <sup>a</sup>	30% <sup>ab</sup>	48%	20% <sup>f</sup>	15%
<b>SUMMARY CODES</b>							
DUAL-PLAY	824	489	160	173	3	581	243
	34%	36%	33%	32%	19%	31%	43% <sup>de</sup>
TRIPLE-PLAY	938	603	193	138	4	744	194
	39%	44% <sup>c</sup>	40% <sup>c</sup>	26%	25%	40% <sup>f</sup>	34%
BROADBAND ONLY	456	191	94	163	8	373	83
	19%	14%	19% <sup>a</sup>	30% <sup>ab</sup>	48%	20% <sup>f</sup>	15%
Don't know	41	14	9	19	-	31	10
	2%	1%	2%	4% <sup>a</sup>	-	2%	2%



## Broadband Contracts (QS0879 - 598412/598413)

Q.3 Do you also receive any of these other services, from your fixed broadband service provider?

Base: All who are primary or joint decision maker for any broadband

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2313	1918	217	108	70	117	234	171	168	186	220	268	353	201	108	217	70
Weighted Base	2410	2005	225	119*	61*	129	232	173	181	191	248	289	361	201	119*	225	61*
TV	1089 45%	905 45%d	116 51%d	49 41%	19 31%	66 51%kp	119 51%kmp	72 42%	76 42%	104 54%ghkl mnp	116 47%p	113 39%	160 44%p	81 40%	49 41%	116 51%kmp	19 31%
Landline\line rental	1762 73%	1431 71%	188 84%a	95 80%	48 79%	101 79%ljk	178 77%ljk	125 72%	127 70%	147 77%ljk	159 64%	191 66%	270 75%ljk	132 66%	95 80%ljk	188 84%ghkl m	48 79%j
I don't receive any other services from this provider	456 19%	404 20%b	26 11%	16 13%	10 16%	16 13%	33 14%	29 17%	41 23%efo	28 15%	62 25%efi no	73 25%efi no	72 20%o	50 25%efi no	16 13%	26 11%	10 16%
<b>SUMMARY CODES</b>																	
DUAL-PLAY	824 34%	658 33%	83 37%	51 43%a	32 53%ab	44 35%	77 33%	70 41%j	60 33%	57 30%	61 25%	96 33%	125 35%j	67 33%	51 43%ij	83 37%j	32 53%efhijkmo
TRIPLE-PLAY	938 39%	773 39%d	106 47%ad	44 37%	16 26%	57 44%gkp	101 43%gkmp	55 32%	66 36%	90 47%gkmp	98 39%	95 33%	145 40%p	66 33%	44 37%	106 47%gkmp	16 26%
BROADBAND ONLY	456 19%	404 20%b	26 11%	16 13%	10 16%	16 13%	33 14%	29 17%	41 23%efo	28 15%	62 25%efi no	73 25%efi no	72 20%o	50 25%efi no	16 13%	26 11%	10 16%
Don't know	41 2%	37 2%	1 *	3 3%	- -	2 2%	4 2%	1 1%	4 2%	3 1%	8 3%o	7 2%	5 1%	4 2%	3 3%	1 *	- -

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

**Broadband Contracts (QS0879 - 598412/598413)****Q.3 Do you also receive any of these other services, from your fixed broadband service provider?****Base: All who are primary or joint decision maker for any broadband**

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	2313	401	82	37	285	1913	731	729	781
Weighted Base	2410	356	86*	37*	237	2055	825	764	757
TV	1089	142	35	20	96	946	302	357	411
	45%	40%	40%	53%	40%	46%a	37%	47%f	54%fg
Landline\line rental	1762	275	66	27	185	1488	509	590	635
	73%	77%	77%	74%	78%	72%	62%	77%f	84%fg
I don't receive any other services from this provider	456	60	13	6	41	396	242	116	80
	19%	17%	15%	17%	17%	19%	29%gh	15%h	11%
SUMMARY CODES									
DUAL-PLAY	824	149	35	11	98	676	271	279	262
	34%	42%ae	41%	29%	42%e	33%	33%	36%	35%
TRIPLE-PLAY	938	126	31	17	87	812	238	312	373
	39%	35%	36%	45%	36%	40%	29%	41%f	49%fg
BROADBAND ONLY	456	60	13	6	41	396	242	116	80
	19%	17%	15%	17%	17%	19%	29%gh	15%h	11%
Don't know	41	5	3	1	2	36	11	12	5
	2%	1%	4%	2%	1%	2%	1%	2%	1%

## Broadband Contracts (QS0879 - 598412/598413)

**Q.3 Do you also receive any of these other services, from your fixed broadband service provider?**

**Base: All who are primary or joint decision maker for any broadband**

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	2313	1173	275	1220	255	1160	288	1038	338	1255	225
Weighted Base	2410	1289	251	1339	235	1277	266	1155	309	1359	209
TV	1089	605	100	637	89	606	98	562	122	632	88
	45%	47% <sup>b</sup>	40%	48% <sup>d</sup>	38%	47% <sup>f</sup>	37%	49% <sup>h</sup>	40%	46%	42%
Landline\line rental	1762	978	179	1029	158	962	187	866	216	1020	151
	73%	76%	71%	77% <sup>d</sup>	67%	75%	70%	75%	70%	75%	72%
I don't receive any other services from this provider	456	218	55	223	54	225	60	203	67	243	41
	19%	17%	22%	17%	23% <sup>c</sup>	18%	22%	18%	22%	18%	20%
<b>SUMMARY CODES</b>											
DUAL-PLAY	824	450	89	469	81	433	98	377	111	465	74
	34%	35%	36%	35%	35%	34%	37%	33%	36%	34%	36%
TRIPLE-PLAY	938	528	89	560	77	529	89	489	105	556	77
	39%	41%	36%	42% <sup>d</sup>	33%	41% <sup>f</sup>	34%	42% <sup>h</sup>	34%	41%	37%
BROADBAND ONLY	456	218	55	223	54	225	60	203	67	243	41
	19%	17%	22%	17%	23% <sup>c</sup>	18%	22%	18%	22%	18%	20%
Don't know	41	16	7	11	10	13	11	13	8	19	6
	2%	1%	3%	1%	4% <sup>c</sup>	1%	4% <sup>e</sup>	1%	3%	1%	3%

## Broadband Contracts (QS0879 - 598412/598413)

Q.4 How long have you been with your fixed broadband service provider for your broadband service?

Base: All who are primary or joint decision maker for any broadband

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	2313	1223	1090	132	388	410	373	369	415	226	514	649	470	680	1163	1150
Weighted Base	2410	1305	1105	162	485	510	438	441	242	131	567	766	490	587	1333	1077
Under 12 months	460 19%	251 19%	209 19%	68 42%defgh i	136 28%efghi	96 19%hi	71 16%hi	63 14%hi	17 7%	8 6%	80 14%	164 21%j	93 19%	122 21%j	244 18%	216 20%
1 year, up to 2 years	366 15%	192 15%	174 16%	42 26%efghi	98 20%fghi	82 16%hi	59 13%h	53 12%	21 9%	11 8%	78 14%	120 16%	74 15%	93 16%	199 15%	167 15%
2 years, up to 4 years	450 19%	242 19%	209 19%	33 20%	115 24%fghi	104 20%g	77 18%	59 13%	42 17%	19 14%	118 21%	123 16%	96 20%	112 19%	242 18%	209 19%
4 years, up to 6 years	314 13%	186 14%	128 12%	10 6%	73 15%c	65 13%	59 14%c	56 13%	32 13%c	19 14%c	75 13%	98 13%	64 13%	77 13%	173 13%	142 13%
6 years, up to 10 years	269 11%	155 12%	113 10%	1 1%	38 8%c	60 12%c	58 13%cd	59 13%cd	33 14%cd	20 15%cd	64 11%	92 12%	53 11%	60 10%	156 12%	112 10%
More than 10 years	489 20%	240 18%	249 22%a	4 2%	15 3%	87 17%cd	107 24%cde	143 32%cd	88 36%cd	45 35%cd	144 25%klm	151 20%	94 19%	99 17%	296 22%o	193 18%
<b>SUMMARY CODES</b>																
UP TO 2 YEARS	825 34%	442 34%	383 35%	110 68%defgh i	234 48%efghi	178 35%ghi	129 29%hi	116 26%hi	38 16%	19 15%	158 28%	284 37%j	167 34%j	215 37%j	443 33%	382 35%
BETWEEN 2 AND 6 YEARS	764 32%	427 33%	337 30%	43 27%	188 39%cfghi	169 33%g	136 31%	116 26%	74 31%	38 29%	193 34%	221 29%	160 33%	190 32%	414 31%	350 33%
6+ YEARS	757 31%	396 30%	362 33%	5 3%	53 11%c	148 29%cd	164 38%cde	202 46%cd	121 50%cd	65 50%cd	209 37%lm	244 32%	147 30%	159 27%	452 34%o	305 28%
Don't know	63 3%	40 3%	23 2%	4 2%	9 2%	15 3%	8 2%	8 2%	10 4%	9 7%defg f	7 1%	16 2%	16 3%j	24 4%j	23 2%	39 4%n

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

**Broadband Contracts (QS0879 - 598412/598413)****Q.4 How long have you been with your fixed broadband service provider for your broadband service?****Base: All who are primary or joint decision maker for any broadband**

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	2313	1415	530	368	1174	1139	627	1686
Weighted Base	2410	1515	593	302	1460	950	756	1654
Under 12 months	460 19%	267 18%	149 25%ac	43 14%	292 20%	168 18%	140 19%	319 19%
1 year, up to 2 years	366 15%	225 15%	102 17%	38 13%	230 16%	136 14%	143 19%g	223 13%
2 years, up to 4 years	450 19%	305 20%c	100 17%	45 15%	304 21%e	147 15%	155 20%	296 18%
4 years, up to 6 years	314 13%	202 13%	80 14%	31 10%	196 13%	118 12%	104 14%	210 13%
6 years, up to 10 years	269 11%	165 11%	66 11%	37 12%	156 11%	113 12%	77 10%	192 12%
More than 10 years	489 20%	308 20%b	81 14%	99 33%ab	252 17%	237 25%d	117 15%	372 22%f
<b>SUMMARY CODES</b>								
UP TO 2 YEARS	825 34%	493 33%c	251 42%ac	81 27%	522 36%	304 32%	283 37%g	542 33%
BETWEEN 2 AND 6 YEARS	764 32%	507 33%c	181 31%	76 25%	500 34%e	264 28%	258 34%	506 31%
6+ YEARS	757 31%	474 31%b	147 25%	137 45%ab	408 28%	349 37%d	194 26%	563 34%f
Don't know	63 3%	41 3%	13 2%	8 3%	30 2%	33 3%d	20 3%	42 3%

## Broadband Contracts (QS0879 - 598412/598413)

**Q.4 How long have you been with your fixed broadband service provider for your broadband service?**

**Base: All who are primary or joint decision maker for any broadband**

	Total	TENURE				AREA	
		Own/Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	2313	1354	482	462	15	1751	562
Weighted Base	2410	1376	485	533	16**	1846	564
Under 12 months	460 19%	202 15%	84 17%	173 33%ab	- -	345 19%	115 20%
1 year, up to 2 years	366 15%	159 12%	89 18%a	115 22%a	3 19%	292 16%	74 13%
2 years, up to 4 years	450 19%	246 18%	89 18%	111 21%	5 34%	354 19%	97 17%
4 years, up to 6 years	314 13%	191 14%c	71 15%c	52 10%	1 5%	248 13%	66 12%
6 years, up to 10 years	269 11%	171 12%c	65 13%c	30 6%	3 16%	192 10%	77 14%
More than 10 years	489 20%	370 27%abc	78 16%c	38 7%	4 23%	370 20%	119 21%
<b>SUMMARY CODES</b>							
UP TO 2 YEARS	825 34%	361 26%	173 36%a	288 54%ab	3 19%	637 34%	189 33%
BETWEEN 2 AND 6 YEARS	764 32%	437 32%	159 33%	163 30%	6 39%	602 33%	162 29%
6+ YEARS	757 31%	541 39%bc	142 29%c	68 13%	6 39%	562 30%	195 35%
Don't know	63 3%	38 3%	10 2%	14 3%	1 3%	45 2%	18 3%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

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

## Broadband Contracts (QS0879 - 598412/598413)

Q.4 How long have you been with your fixed broadband service provider for your broadband service?

Base: All who are primary or joint decision maker for any broadband

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2313	1918	217	108	70	117	234	171	168	186	220	268	353	201	108	217	70
Weighted Base	2410	2005	225	119*	61*	129	232	173	181	191	248	289	361	201	119*	225	61*
Under 12 months	460 19%	379 19%	50 22%	18 15%	14 23%	28 22%	37 16%	48 28% fijkl mn	36 20%	28 15%	45 18%	50 17%	69 19%	36 18%	18 15%	50 22%	14 23%
1 year, up to 2 years	366 15%	312 16%	29 13%	16 14%	8 14%	26 20%	31 13%	29 17%	27 15%	27 14%	34 14%	45 16%	59 16%	34 17%	16 14%	29 13%	8 14%
2 years, up to 4 years	450 19%	365 18%	50 22%	21 18%	15 25%	14 11%	43 19%	24 14%	27 15%	39 20%e	56 22%eg	60 21%e	71 20%e	31 15%	21 18%	50 22%e	15 25%e
4 years, up to 6 years	314 13%	259 13%	35 15%	12 10%	8 14%	23 18%g	23 10%	13 8%	28 16%g	27 14%	28 11%	47 16%g	49 14%	21 10%	12 10%	35 15%g	8 14%
6 years, up to 10 years	269 11%	228 11%	21 9%	16 14%	3 5%	10 8%	33 14%	26 15%	19 11%	22 11%	32 13%	28 10%	38 11%	22 11%	16 14%	21 9%	3 5%
More than 10 years	489 20%	410 20%	38 17%	29 25%	11 19%	27 21%	62 27%klo	31 18%	35 19%	42 22%	48 19%	44 15%	69 19%	51 25%ko	29 25%	38 17%	11 19%
<b>SUMMARY CODES</b>																	
UP TO 2 YEARS	825 34%	691 34%	78 35%	34 29%	22 36%	54 42%fi	68 29%	77 45% fijkl n	63 35%	55 29%	79 32%	96 33%	127 35%	71 35%	34 29%	78 35%	22 36%
BETWEEN 2 AND 6 YEARS	764 32%	624 31%	84 37%	33 28%	23 38%	36 28%	67 29%	37 21%	55 31%	66 35%g	83 34%g	107 37%gm	120 33%g	52 26%	33 28%	84 37%gm	23 38%g
6+ YEARS	757 31%	639 32%	59 26%	45 38%b	15 24%	37 29%	94 41%ehklop	57 33%	54 30%	64 33%	80 32%	72 25%	108 30%	72 36%ko	45 38%ko	59 26%	15 24%
Don't know	63 3%	52 3%	4 2%	7 6%	1 1%	1 *	3 1%	2 1%	8 5%	6 3%	5 2%	14 5%efgl	6 2%	6 3%	7 6%efgl	4 2%	1 1%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

## Broadband Contracts (QS0879 - 598412/598413)

Q.4 How long have you been with your fixed broadband service provider for your broadband service?

Base: All who are primary or joint decision maker for any broadband

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	2313	401	82	37	285	1913	731	729	781
Weighted Base	2410	356	86*	37*	237	2055	825	764	757
Under 12 months	460 19%	69 19%	17 19%	12 32% <sup>d</sup>	41 17%	391 19%	460 56% <sup>gh</sup>	- -	- -
1 year, up to 2 years	366 15%	51 14%	13 15%	4 11%	32 14%	314 15%	366 44% <sup>gh</sup>	- -	- -
2 years, up to 4 years	450 19%	56 16%	15 18%	6 15%	35 15%	394 19%	- -	450 59% <sup>fh</sup>	- -
4 years, up to 6 years	314 13%	46 13%	13 15%	3 7%	31 13%	268 13%	- -	314 41% <sup>fh</sup>	- -
6 years, up to 10 years	269 11%	44 12%	14 17%	3 8%	31 13%	225 11%	- -	- -	269 35% <sup>fg</sup>
More than 10 years	489 20%	81 23%	14 16%	8 22%	60 25%	408 20%	- -	- -	489 65% <sup>fg</sup>
<b>SUMMARY CODES</b>									
UP TO 2 YEARS	825 34%	121 34%	30 34%	16 43%	73 31%	706 34%	825 100% <sup>gh</sup>	- -	- -
BETWEEN 2 AND 6 YEARS	764 32%	103 29%	28 32%	8 22%	67 28%	662 32%	- -	764 100% <sup>fh</sup>	- -
6+ YEARS	757 31%	124 35%	28 33%	11 30%	90 38% <sup>ee</sup>	633 31%	- -	- -	757 100% <sup>fg</sup>
Don't know	63 3%	8 2%	- -	2 4%	7 3%	54 3%	- -	- -	- -



## Broadband Contracts (QS0879 - 598412/598413)

Q.4 How long have you been with your fixed broadband service provider for your broadband service?

Base: All who are primary or joint decision maker for any broadband

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	2313	1173	275	1220	255	1160	288	1038	338	1255	225
Weighted Base	2410	1289	251	1339	235	1277	266	1155	309	1359	209
Under 12 months	460 19%	243 19%	45 18%	251 19%	53 22%	253 20%	54 20%	216 19%	71 23%	251 18%	47 22%
1 year, up to 2 years	366 15%	201 16%	30 12%	203 15%	33 14%	195 15%	32 12%	182 16%h	32 10%	196 14%	26 13%
2 years, up to 4 years	450 19%	245 19%	39 15%	254 19%	39 17%	246 19%	39 15%	219 19%	47 15%	252 19%	37 18%
4 years, up to 6 years	314 13%	180 14%	30 12%	183 14%	31 13%	176 14%	34 13%	159 14%	42 14%	179 13%	18 9%
6 years, up to 10 years	269 11%	137 11%	30 12%	143 11%	19 8%	129 10%	26 10%	118 10%	33 11%	161 12%	23 11%
More than 10 years	489 20%	263 20%	60 24%	282 21%	46 20%	258 20%	65 24%	241 21%	67 22%	294 22%	44 21%
<b>SUMMARY CODES</b>											
UP TO 2 YEARS	825 34%	444 34%	76 30%	454 34%	86 36%	448 35%	86 32%	398 34%	103 33%	447 33%	73 35%
BETWEEN 2 AND 6 YEARS	764 32%	425 33%	69 27%	437 33%	69 30%	421 33%	74 28%	378 33%	89 29%	431 32%	55 27%
6+ YEARS	757 31%	400 31%	90 36%	425 32%	66 28%	387 30%	91 34%	358 31%	100 32%	455 34%	67 32%
Don't know	63 3%	20 2%	17 7%a	23 2%	14 6%c	21 2%	15 6%e	20 2%	17 6%g	26 2%	14 6%i

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

**Broadband Contracts (QS0879 - 598412/598413)****Q.5 Are you still within a minimum contract period for your broadband service from your fixed broadband service provider?****Base: All who are primary or joint decision maker for any broadband**

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	2313	1223	1090	132	388	410	373	369	415	226	514	649	470	680	1163	1150
Weighted Base	2410	1305	1105	162	485	510	438	441	242	131	567	766	490	587	1333	1077
Yes, I am within a minimum contract period	1446	771	675	117	336	310	264	251	105	63	299	484	295	368	783	663
	60%	59%	61%	72%efghi	69%efghi	61%hi	60%hi	57%hi	43%	48%	53%	63%j	60%j	63%j	59%	62%
No, I am out of a minimum contract period	745	416	329	27	117	161	140	152	105	43	213	218	154	160	431	314
	31%	32%	30%	16%	24%	32%cd	32%cd	34%cd	43%cddefg i	33%cd	38%km	29%	31%	27%	32%	29%
Don't know	219	118	101	19	32	39	34	38	32	26	55	63	41	59	119	100
	9%	9%	9%	12%	7%	8%	8%	9%	13%defg gh	19%def gh	10%	8%	8%	10%	9%	9%

**Broadband Contracts (QS0879 - 598412/598413)****Q.5 Are you still within a minimum contract period for your broadband service from your fixed broadband service provider?****Base: All who are primary or joint decision maker for any broadband**

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	2313	1415	530	368	1174	1139	627	1686
Weighted Base	2410	1515	593	302	1460	950	756	1654
Yes, I am within a minimum contract period	1446 60%	918 61% <sup>c</sup>	369 62% <sup>c</sup>	158 52%	918 63% <sup>e</sup>	528 56%	481 64% <sup>g</sup>	964 58%
No, I am out of a minimum contract period	745 31%	472 31%	161 27%	112 37% <sup>b</sup>	441 30%	304 32%	215 28%	530 32%
Don't know	219 9%	124 8%	62 11%	32 11%	102 7%	118 12% <sup>d</sup>	60 8%	160 10%

**Broadband Contracts (QS0879 - 598412/598413)**

**Q.5 Are you still within a minimum contract period for your broadband service from your fixed broadband service provider?**

**Base: All who are primary or joint decision maker for any broadband**

	Total	TENURE				AREA	
		Own/Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	2313	1354	482	462	15	1751	562
Weighted Base	2410	1376	485	533	16**	1846	564
Yes, I am within a minimum contract period	1446 60%	771 56%	305 63%a	362 68%a	7 48%	1116 60%	330 58%
No, I am out of a minimum contract period	745 31%	472 34%abc	140 29%	128 24%	5 31%	563 31%	181 32%
Don't know	219 9%	133 10%	40 8%	43 8%	3 21%	166 9%	53 9%

## Broadband Contracts (QS0879 - 598412/598413)

Q.5 Are you still within a minimum contract period for your broadband service from your fixed broadband service provider?

Base: All who are primary or joint decision maker for any broadband

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2313	1918	217	108	70	117	234	171	168	186	220	268	353	201	108	217	70
Weighted Base	2410	2005	225	119*	61*	129	232	173	181	191	248	289	361	201	119*	225	61*
Yes, I am within a minimum contract period	1446 60%	1193 59%	146 65% <sup>c</sup>	61 51%	47 77% <sup>ac</sup>	66 51%	139 60%	88 51%	113 62%	111 58%	153 62% <sup>g</sup>	180 62% <sup>g</sup>	232 64% <sup>egm n</sup>	110 55%	61 51%	146 65% <sup>egmn</sup>	47 77% <sup>efghijklmn</sup>
No, I am out of a minimum contract period	745 31%	614 31%	67 30%	50 42% <sup>abd</sup>	13 22%	47 37% <sup>hl</sup>	70 30%	70 41% <sup>fhjkl op</sup>	45 25%	64 33%	73 29%	78 27%	92 26%	74 37% <sup>hkl p</sup>	50 42% <sup>hjklo p</sup>	67 30%	13 22%
Don't know	219 9%	198 10% <sup>d</sup>	13 6%	8 7%	* 1%	16 12% <sup>p</sup>	23 10% <sup>p</sup>	14 8% <sup>p</sup>	23 13% <sup>op</sup>	16 8% <sup>p</sup>	22 9% <sup>p</sup>	31 11% <sup>p</sup>	37 10% <sup>p</sup>	17 9% <sup>p</sup>	8 7%	13 6%	* 1%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

**Broadband Contracts (QS0879 - 598412/598413)****Q.5 Are you still within a minimum contract period for your broadband service from your fixed broadband service provider?****Base: All who are primary or joint decision maker for any broadband**

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	2313	401	82	37	285	1913	731	729	781
Weighted Base	2410	356	86*	37*	237	2055	825	764	757
Yes, I am within a minimum contract period	1446 60%	203 57%	51 59%	24 64%	130 55%	1243 61%	679 82% <sup>g</sup> <sub>h</sub>	410 54% <sup>h</sup>	350 46%
No, I am out of a minimum contract period	745 31%	123 35%	30 34%	8 22%	86 36% <sup>e</sup>	622 30%	100 12%	291 38% <sup>f</sup>	347 46% <sup>f</sup> <sub>g</sub>
Don't know	219 9%	29 8%	6 6%	5 14%	21 9%	190 9%	46 6%	63 8%	60 8%

**Broadband Contracts (QS0879 - 598412/598413)****Q.5 Are you still within a minimum contract period for your broadband service from your fixed broadband service provider?****Base: All who are primary or joint decision maker for any broadband**

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	2313	1173	275	1220	255	1160	288	1038	338	1255	225
Weighted Base	2410	1289	251	1339	235	1277	266	1155	309	1359	209
Yes, I am within a minimum contract period	1446	803	119	844	121	802	134	721	157	803	118
	60%	62% <sup>b</sup>	48%	63% <sup>d</sup>	51%	63% <sup>f</sup>	51%	62% <sup>h</sup>	51%	59%	57%
No, I am out of a minimum contract period	745	403	84	411	72	393	91	356	98	452	56
	31%	31%	33%	31%	31%	31%	34%	31%	32%	33%	27%
Don't know	219	83	48	84	42	83	41	78	54	104	35
	9%	6%	19% <sup>a</sup>	6%	18% <sup>c</sup>	7%	15% <sup>e</sup>	7%	18% <sup>g</sup>	8%	17% <sup>i</sup>

## Broadband Contracts (QS0879 - 598412/598413)

Q.6A Do you have a good idea of how long you have been in your current contract?

Base: All who are within minimum contract period

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	1349	697	652	97	270	251	226	214	184	107	254	396	276	423	650	699
Weighted Base	1446	771	675	117*	336	310	264	251	105	63	299	484	295	368	783	663
Yes, I know the exact month I signed up	529 37%	272 35%	257 38%	48 41%i	133 40%i	117 38%	90 34%	93 37%	32 30%	17 27%	104 35%	194 40%	109 37%	123 33%	298 38%	232 35%
Yes, I have a good idea	710 49%	412 53%b	299 44%	46 40%	156 46%	155 50%	132 50%	135 54%c	55 52%	32 50%	153 51%	229 47%	145 49%	182 50%	382 49%	328 49%
No, I am not sure	207 14%	87 11%	120 18%a	23 19%g	47 14%	38 12%	42 16%	24 10%	19 18%g	14 23%deg	42 14%	61 13%	40 14%	63 17%	103 13%	104 16%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base



**Broadband Contracts (QS0879 - 598412/598413)****Q.6A Do you have a good idea of how long you have been in your current contract?****Base: All who are within minimum contract period**

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	1349	829	329	191	739	610	403	946
Weighted Base	1446	918	369	158	918	528	481	964
Yes, I know the exact month I signed up	529 37%	331 36%	148 40%	50 32%	343 37%	186 35%	155 32%	374 39% <sup>f</sup>
Yes, I have a good idea	710 49%	450 49%	170 46%	90 57% <sup>b</sup>	449 49%	261 49%	243 50%	468 48%
No, I am not sure	207 14%	137 15%	52 14%	18 11%	125 14%	81 15%	84 17% <sup>g</sup>	123 13%

## Broadband Contracts (QS0879 - 598412/598413)

Q.6A Do you have a good idea of how long you have been in your current contract?

Base: All who are within minimum contract period

	Total	TENURE				AREA	
		Own/Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	1349	725	304	313	7	1036	313
Weighted Base	1446	771	305	362	7**	1116	330
Yes, I know the exact month I signed up	529 37%	290 38%	95 31%	142 39% <sup>b</sup>	2 29%	398 36%	131 40%
Yes, I have a good idea	710 49%	374 49%	168 55% <sup>c</sup>	165 46%	3 42%	560 50%	150 46%
No, I am not sure	207 14%	107 14%	43 14%	55 15%	2 29%	158 14%	49 15%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband Contracts (QS0879 - 598412/598413)****Q.6A Do you have a good idea of how long you have been in your current contract?****Base: All who are within minimum contract period**

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	1349	1109	137	50	53	59	139	86	101	105	133	165	214	107	50	137	53
Weighted Base	1446	1193	146	61*	47*	66*	139	88*	113*	111*	153	180	232	110*	61*	146	47*
Yes, I know the exact month I signed up	529 37%	447 37%	45 31%	23 37%	15 32%	30 45%ik	52 37%i	51 58%fijkl mnop	64 56%fijkl mnop	22 20%	61 40%i	51 29%	78 33%i	39 35%i	23 37%i	45 31%	15 32%
Yes, I have a good idea	710 49%	573 48%	82 57%	27 45%	28 59%	30 46%g	71 51%gh	23 26%	37 33%	77 69%efgh jkl	65 42%g	84 47%gh	125 54%ghj	61 56%ghj	27 45%g	82 57%ghj	28 59%gh
No, I am not sure	207 14%	173 14%	18 13%	11 18%	4 9%	6 9%	16 12%	15 16%	12 11%	12 11%	28 18%	44 25%efh ilmop	29 13%	10 9%	11 18%	18 13%	4 9%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

## Broadband Contracts (QS0879 - 598412/598413)

Q.6A Do you have a good idea of how long you have been in your current contract?

Base: All who are within minimum contract period

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	1349	222	49	23	151	1128	606	388	348
Weighted Base	1446	203	51*	24**	130	1243	679	410	350
Yes, I know the exact month I signed up	529 37%	73 36%	25 49% <sup>d</sup>	8 34%	42 32%	457 37%	314 46% <sup>gh</sup>	101 25%	115 33% <sup>g</sup>
Yes, I have a good idea	710 49%	99 49%	23 44%	10 43%	66 51%	611 49%	294 43%	230 56% <sup>f</sup>	183 52% <sup>f</sup>
No, I am not sure	207 14%	32 16%	4 7%	5 23%	22 17%	175 14%	72 11%	79 19% <sup>f</sup>	53 15%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Broadband Contracts (QS0879 - 598412/598413)

Q.6A Do you have a good idea of how long you have been in your current contract?

Base: All who are within minimum contract period

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	1349	725	128	761	127	723	143	645	170	731	120
Weighted Base	1446	803	119	844	121	802	134	721	157	803	118
Yes, I know the exact month I signed up	529 37%	327 41%	38 32%	347 41%	40 33%	335 42% <sup>f</sup>	40 30%	305 42%	53 34%	337 42% <sup>j</sup>	37 31%
Yes, I have a good idea	710 49%	390 49%	59 49%	409 48%	54 44%	380 47%	64 48%	343 48%	69 44%	375 47%	53 45%
No, I am not sure	207 14%	86 11%	22 19% <sup>a</sup>	87 10%	27 23% <sup>c</sup>	87 11%	30 23% <sup>ee</sup>	74 10%	35 22% <sup>g</sup>	91 11%	28 24% <sup>i</sup>

## Broadband Contracts (QS0879 - 598412/598413)

Q.6B How long have you been in your current contract?

Base: All who are within minimum contract period

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	1349	697	652	97	270	251	226	214	184	107	254	396	276	423	650	699
Weighted Base	1446	771	675	117*	336	310	264	251	105	63	299	484	295	368	783	663
Less than 1 month ago	103 7%	51 7%	51 8%	6 5%	28 8%	24 8%	14 5%	20 8%	9 8%	2 4%	16 5%	39 8%	24 8%	24 6%	55 7%	48 7%
1 month up to 3 months ago	164 11%	73 9%	91 14%a	11 9%	41 12%	37 12%	30 11%	28 11%	12 11%	6 10%	34 11%	62 13%	28 10%	40 11%	96 12%	68 10%
3 months up to 6 months ago	253 17%	144 19%	109 16%	24 21%hi	58 17%i	54 17%i	58 22%hi	43 17%i	11 10%	5 8%	57 19%	90 19%	50 17%	55 15%	147 19%	106 16%
6 months up to 12 months ago	399 28%	219 28%	181 27%	43 37%hi	98 29%	89 29%	68 26%	66 26%	22 21%	13 21%	85 29%	129 27%	89 30%	96 26%	214 27%	185 28%
1 year, up to 2 years ago	304 21%	177 23%	127 19%	22 19%	70 21%	67 22%	52 20%	47 19%	29 28%g	17 27%	71 24%	94 19%	55 19%	85 23%	164 21%	140 21%
2 years or more	152 11%	74 10%	79 12%	4 4%	26 8%	25 8%	31 12%c	35 14%cd	19 18%cde	13 20%cdef	27 9%	46 9%	33 11%	46 13%	73 9%	79 12%
<b>SUMMARY CODES</b>																
UP TO 6 MONTHS	519 36%	268 35%	251 37%	42 36%i	127 38%i	114 37%i	101 38%i	90 36%i	31 30%	14 22%	106 35%	192 40%am	103 35%	118 32%	298 38%	221 33%
UP TO 12 MONTHS	919 64%	487 63%	432 64%	84 72%hi	225 67%hi	203 66%hi	169 64%hi	156 62%hi	54 51%	27 43%	192 64%	321 66%am	192 65%	215 58%	512 65%	406 61%
1 YEAR OR MORE	457 32%	251 33%	206 30%	26 22%	95 28%	93 30%	83 32%	82 33%	48 45%cdelfg	29 47%cde fg	98 33%	139 29%	88 30%	131 36%k	238 30%	219 33%
Don't Know	70 5%	33 4%	38 6%	6 5%	15 5%	14 4%	12 4%	13 5%	4 4%	6 10%defh	9 3%	24 5%	15 5%	22 6%	33 4%	37 6%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

## Broadband Contracts (QS0879 - 598412/598413)

Q.6B How long have you been in your current contract?

Base: All who are within minimum contract period

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	1349	829	329	191	739	610	403	946
Weighted Base	1446	918	369	158	918	528	481	964
Less than 1 month ago	103 7%	63 7%	29 8%	10 7%	63 7%	40 8%	31 7%	71 7%
1 month up to 3 months ago	164 11%	90 10%	52 14%a	21 13%	103 11%	61 12%	54 11%	110 11%
3 months up to 6 months ago	253 17%	160 17%	64 17%	28 18%	160 17%	93 18%	95 20%	158 16%
6 months up to 12 months ago	399 28%	258 28%	100 27%	41 26%	276 30%e	123 23%	133 28%	266 28%
1 year, up to 2 years ago	304 21%	197 21%	70 19%	37 24%	190 21%	114 22%	110 23%	194 20%
2 years or more	152 11%	102 11%	34 9%	16 10%	78 8%	75 14%d	35 7%	117 12%f
<b>SUMMARY CODES</b>								
UP TO 6 MONTHS	519 36%	313 34%	146 40%	60 38%	325 35%	194 37%	180 37%	339 35%
UP TO 12 MONTHS	919 64%	572 62%	246 67%	100 63%	601 66%	317 60%	313 65%	606 63%
1 YEAR OR MORE	457 32%	299 33%	104 28%	54 34%	268 29%	188 36%d	145 30%	311 32%
Don't Know	70 5%	47 5%	19 5%	4 3%	48 5%	22 4%	23 5%	48 5%

**Broadband Contracts (QS0879 - 598412/598413)****Q.6B How long have you been in your current contract?****Base: All who are within minimum contract period**

	Total	TENURE				AREA	
		Own/Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	1349	725	304	313	7	1036	313
Weighted Base	1446	771	305	362	7**	1116	330
Less than 1 month ago	103 7%	56 7%	20 7%	27 7%	-	82 7%	20 6%
1 month up to 3 months ago	164 11%	91 12%	33 11%	41 11%	-	122 11%	42 13%
3 months up to 6 months ago	253 17%	131 17%	43 14%	77 21%b	2 28%	203 18%	50 15%
6 months up to 12 months ago	399 28%	213 28%	89 29%	97 27%	1 13%	310 28%	89 27%
1 year, up to 2 years ago	304 21%	160 21%	71 23%	72 20%	1 9%	229 21%	75 23%
2 years or more	152 11%	88 11%	36 12%	26 7%	3 34%	122 11%	31 9%
<b>SUMMARY CODES</b>							
UP TO 6 MONTHS	519 36%	278 36%	96 31%	144 40%b	2 28%	407 36%	112 34%
UP TO 12 MONTHS	919 64%	490 64%	184 60%	241 67%	3 41%	718 64%	201 61%
1 YEAR OR MORE	457 32%	248 32%	107 35%c	98 27%	3 43%	350 31%	106 32%
Don't Know	70 5%	32 4%	14 5%	23 6%	1 17%	48 4%	23 7%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



## Broadband Contracts (QS0879 - 598412/598413)

Q.6B How long have you been in your current contract?

Base: All who are within minimum contract period

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	1349	1109	137	50	53	59	139	86	101	105	133	165	214	107	50	137	53
Weighted Base	1446	1193	146	61*	47*	66*	139	88*	113*	111*	153	180	232	110*	61*	146	47*
Less than 1 month ago	103 7%	85 7%	11 8%	4 7%	2 4%	9 13%	15 11%	10 11%	6 5%	5 4%	9 6%	12 6%	14 6%	7 6%	4 7%	11 8%	2 4%
1 month up to 3 months ago	164 11%	133 11%	13 9%	8 13%	9 20%	13 20% <sup>l</sup> <sup>fk</sup>	11 8%	15 17%	12 11%	12 11%	16 10%	15 8%	20 9%	19 17% <sup>l</sup> <sup>fk</sup>	8 13%	13 9%	9 20% <sup>l</sup> <sup>fk</sup>
3 months up to 6 months ago	253 17%	205 17%	30 21%	11 18%	6 12%	12 18%	24 17%	12 14%	29 26% <sup>jk</sup>	22 20%	20 13%	22 12%	44 19%	18 17%	11 18%	30 21%	6 12%
6 months up to 12 months ago	399 28%	332 28% <sup>c</sup>	43 29% <sup>c</sup>	6 10%	19 40% <sup>c</sup>	16 24%	36 26% <sup>n</sup>	26 29% <sup>n</sup>	29 26% <sup>n</sup>	30 27% <sup>n</sup>	38 25% <sup>n</sup>	50 28% <sup>n</sup>	82 35% <sup>jm</sup> <sup>n</sup>	26 23%	6 10%	43 29% <sup>n</sup>	19 40% <sup>mn</sup>
1 year, up to 2 years ago	304 21%	253 21%	26 18%	15 25%	9 19%	8 12%	31 22%	16 18%	28 24%	23 21%	39 25%	46 25%	45 20%	17 16%	15 25%	26 18%	9 19%
2 years or more	152 11%	125 10%	17 12%	8 14%	2 5%	5 7%	16 11%	6 7%	9 8%	13 12%	17 11%	23 13%	19 8%	18 16% <sup>lp</sup>	8 14%	17 12%	2 5%
<b>SUMMARY CODES</b>																	
UP TO 6 MONTHS	519 36%	424 36%	55 38%	23 38%	17 37%	34 51% <sup>ijkl</sup>	50 36%	37 42% <sup>k</sup>	47 42% <sup>k</sup>	39 35%	45 29%	49 27%	79 34%	44 40% <sup>k</sup>	23 38%	55 38%	17 37%
UP TO 12 MONTHS	919 64%	756 63% <sup>c</sup>	98 67% <sup>c</sup>	29 47%	36 76% <sup>c</sup>	49 75% <sup>ijkn</sup>	87 62%	63 71% <sup>ijkn</sup>	76 67% <sup>n</sup>	70 63%	83 54%	99 55%	160 69% <sup>ijkn</sup>	69 63%	29 47%	98 67% <sup>ijkn</sup>	36 76% <sup>ijkn</sup>
1 YEAR OR MORE	457 32%	378 32%	44 30%	24 39%	11 24%	13 20%	47 34%	22 25%	36 32%	36 33%	55 36% <sup>e</sup>	69 38% <sup>el</sup>	64 28%	35 32%	24 39% <sup>e</sup>	44 30%	11 24%
Don't Know	70 5%	58 5%	4 3%	8 14% <sup>abd</sup>	-	3 5%	5 4%	3 4%	1 1%	5 5%	15 10% <sup>hlop</sup>	12 7% <sup>h</sup>	7 3%	5 5%	8 14% <sup>fhlop</sup>	4 3%	-

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

**Broadband Contracts (QS0879 - 598412/598413)****Q.6B How long have you been in your current contract?****Base: All who are within minimum contract period**

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	1349	222	49	23	151	1128	606	388	348
Weighted Base	1446	203	51*	24**	130	1243	679	410	350
Less than 1 month ago	103 7%	17 8%	4 8%	2 10%	7 6%	86 7%	71 11%gh	15 4%	16 5%
1 month up to 3 months ago	164 11%	24 12%	11 21%e	4 17%	14 10%	140 11%	92 14%	40 10%	32 9%
3 months up to 6 months ago	253 17%	39 19%	17 33%ade	4 18%	23 18%	215 17%	141 21%h	64 15%	48 14%
6 months up to 12 months ago	399 28%	46 23%	11 21%	8 34%	29 22%	353 28%	186 27%	108 26%	105 30%
1 year, up to 2 years ago	304 21%	45 22%	7 14%	1 5%	30 23%	259 21%	162 24%h	88 21%h	53 15%
2 years or more	152 11%	25 12%b	1 2%	4 15%	19 15%b	128 10%	10 1%	72 18%f	68 20%f
SUMMARY CODES									
UP TO 6 MONTHS	519 36%	80 39%	31 62%ade	11 46%	44 34%	441 35%	304 45%gh	119 29%	97 28%
UP TO 12 MONTHS	919 64%	126 62%	42 83%ade	19 80%	73 56%	794 64%	490 72%gh	227 55%	202 58%
1 YEAR OR MORE	457 32%	69 34%b	8 16%	5 20%	50 38%b	387 31%b	172 25%	160 39%f	122 35%f
Don't Know	70 5%	8 4%	1 2%	- -	8 6%	62 5%	17 3%	24 6%f	27 8%f

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

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

## Broadband Contracts (QS0879 - 598412/598413)

Q.6B How long have you been in your current contract?

Base: All who are within minimum contract period

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	1349	725	128	761	127	723	143	645	170	731	120
Weighted Base	1446	803	119	844	121	802	134	721	157	803	118
Less than 1 month ago	103	58	9	59	8	58	11	44	16	54	8
	7%	7%	8%	7%	6%	7%	8%	6%	10%	7%	7%
1 month up to 3 months ago	164	85	14	94	10	89	19	78	22	89	12
	11%	11%	12%	11%	8%	11%	14%	11%	14%	11%	10%
3 months up to 6 months ago	253	142	21	146	23	135	18	123	29	151	17
	17%	18%	18%	17%	19%	17%	14%	17%	19%	19%	15%
6 months up to 12 months ago	399	251	25	256	34	258	27	228	34	255	28
	28%	31% <sup>b</sup>	21%	30%	28%	32% <sup>f</sup>	20%	32% <sup>h</sup>	21%	32%	23%
1 year, up to 2 years ago	304	164	27	174	27	160	33	153	26	156	19
	21%	20%	23%	21%	22%	20%	24%	21%	16%	19%	16%
2 years or more	152	77	17	89	11	76	18	73	22	73	28
	11%	10%	14%	11%	9%	9%	14%	10%	14%	9%	24% <sup>i</sup>
<b>SUMMARY CODES</b>											
UP TO 6 MONTHS	519	285	45	299	41	282	48	244	67	295	38
	36%	35%	37%	35%	34%	35%	36%	34%	42%	37%	32%
UP TO 12 MONTHS	919	535	70	555	75	540	76	472	100	550	66
	64%	67%	58%	66%	62%	67% <sup>f</sup>	56%	65%	64%	68% <sup>j</sup>	55%
1 YEAR OR MORE	457	241	44	263	38	236	51	227	48	229	47
	32%	30%	37%	31%	32%	29%	38%	31%	30%	28%	40% <sup>i</sup>
Don't Know	70	26	6	26	8	25	8	23	9	25	6
	5%	3%	5%	3%	6%	3%	6%	3%	6%	3%	5%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

## Broadband Contracts (QS0879 - 598412/598413)

Q.7A Do you have a good idea when your minimum contract period ended?

Base: All who are out of minimum contract period

	Total	GENDER		AGE						SOCIAL GRADE				SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	734	402	332	21	92	129	117	122	178	75	202	193	152	187	395	339
Weighted Base	745	416	329	27**	117*	161	140	152	105	43*	213	218	154	160	431	314
Yes, I know the exact month	83 11%	54 13%	28 9%	6 21%	20 17%fh	22 13%	10 7%	14 9%	8 8%	3 8%	20 9%	37 17%gl	8 5%	18 11%	56 13%	26 8%
Yes, I have a good idea	226 30%	131 32%	95 29%	14 51%	40 34%ih	52 32%ih	45 32%ih	44 29%ih	25 24%	6 15%	79 37%lm	62 28%	42 27%	43 27%	141 33%	85 27%
No, I am not sure	436 59%	230 55%	206 63%	8 28%	57 49%	88 54%	85 60%	94 62%	72 69%de	33 77%defg	113 53%	120 55%	104 68%jk	99 62%	233 54%	203 65%no

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

**Broadband Contracts (QS0879 - 598412/598413)****Q.7A Do you have a good idea when your minimum contract period ended?****Base: All who are out of minimum contract period**

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	734	455	145	134	351	383	176	558
Weighted Base	745	472	161	112	441	304	215	530
Yes, I know the exact month	83 11%	58 12%	15 9%	10 9%	54 12%	29 9%	31 15%	51 10%
Yes, I have a good idea	226 30%	156 33% <sup>c</sup>	48 30%	21 19%	143 32%	83 27%	62 29%	164 31%
No, I am not sure	436 59%	258 55%	98 61%	80 72% <sup>a</sup>	243 55%	193 63% <sup>d</sup>	122 57%	314 59%

**Broadband Contracts (QS0879 - 598412/598413)****Q.7A Do you have a good idea when your minimum contract period ended?****Base: All who are out of minimum contract period**

	Total	TENURE				AREA	
		Own\Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	734	480	138	111	5	546	188
Weighted Base	745	472	140	128	5**	563	181
Yes, I know the exact month	83 11%	48 10%	15 11%	20 16%	- -	68 12%	14 8%
Yes, I have a good idea	226 30%	147 31%	34 25%	44 34%	1 17%	175 31%	51 28%
No, I am not sure	436 59%	278 59%	91 65% <sup>c</sup>	64 50%	4 83%	320 57%	116 64%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Broadband Contracts (QS0879 - 598412/598413)

Q.7A Do you have a good idea when your minimum contract period ended?

Base: All who are out of minimum contract period

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	734	604	67	47	16	45	70	70	43	63	64	71	100	78	47	67	16
Weighted Base	745	614	67*	50*	13**	47*	70*	70*	45*	64*	73*	78*	92*	74*	50*	67*	13**
Yes, I know the exact month	83 11%	68 11%	5 7%	9 17%	1 7%	5 9%	9 13%	8 11%	10 23%ij	4 6%	5 6%	7 9%	14 15%	7 10%	9 17%	5 7%	1 7%
Yes, I have a good idea	226 30%	195 32%	14 20%	15 30%	2 16%	17 35%h	24 34%h	17 24%	6 14%	32 51%ghjlo	21 29%	30 38%ho	22 23%	26 35%h	15 30%	14 20%	2 16%
No, I am not sure	436 59%	351 57%	49 73%ac	26 52%	10 78%	26 55%	37 53%	45 64%i	29 63%	28 44%	47 64%il	41 53%	57 62%il	41 55%	26 52%	49 73%fikmn	10 78%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

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

**Broadband Contracts (QS0879 - 598412/598413)****Q.7A Do you have a good idea when your minimum contract period ended?****Base: All who are out of minimum contract period**

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	734	141	28	8	106	593	85	280	360
Weighted Base	745	123	30**	8**	86*	622	100*	291	347
Yes, I know the exact month	83 11%	10 8%	1 4%	2 28%	9 10%	73 12%	22 22% <sup>h</sup>	37 13% <sup>h</sup>	23 7%
Yes, I have a good idea	226 30%	29 23%	14 49%	3 42%	16 18%	197 32% <sup>d</sup>	37 37%	99 34% <sup>h</sup>	90 26%
No, I am not sure	436 59%	84 68% <sup>e</sup>	14 47%	2 30%	62 72% <sup>e</sup>	352 57%	42 42%	155 53%	234 67% <sup>fg</sup>

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Broadband Contracts (QS0879 - 598412/598413)****Q.7A Do you have a good idea when your minimum contract period ended?****Base: All who are out of minimum contract period**

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	734	368	93	378	79	359	95	320	106	422	63
Weighted Base	745	403	84*	411	72*	393	91*	356	98*	452	56*
Yes, I know the exact month	83	58	6	55	10	56	10	47	8	54	5
	11%	14%	7%	13%	14%	14%	11%	13%	8%	12%	8%
Yes, I have a good idea	226	145	17	152	14	147	15	130	22	165	8
	30%	36%b	20%	37% <sup>d</sup>	20%	37% <sup>f</sup>	17%	37% <sup>h</sup>	23%	36% <sup>j</sup>	14%
No, I am not sure	436	201	61	204	48	190	66	179	67	233	44
	59%	50%	73% <sup>a</sup>	50%	66% <sup>c</sup>	48%	73% <sup>e</sup>	50%	69% <sup>g</sup>	51%	78% <sup>i</sup>

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

## Broadband Contracts (QS0879 - 598412/598413)

Q.7B How long ago did your minimum contract period end?

Base: All who are out of minimum contract period

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	734	402	332	21	92	129	117	122	178	75	202	193	152	187	395	339
Weighted Base	745	416	329	27**	117*	161	140	152	105	43*	213	218	154	160	431	314
Less than 1 month ago	31 4%	22 5%	9 3%	3 12%	3 2%	12 7%g	9 6%g	1 1%	2 2%	2 4%	8 4%	7 3%	5 3%	11 7%	15 4%	16 5%
1 month up to 3 months ago	42 6%	26 6%	17 5%	2 8%	13 11%eh	5 3%	7 5%	9 6%	4 3%	2 6%	14 7%	15 7%l	3 2%	10 6%	30 7%	13 4%
3 months up to 6 months ago	62 8%	41 10%	21 6%	3 11%	19 17%eghi	11 7%	16 11%hi	7 5%	5 5%	1 2%	18 9%	22 10%	13 8%	9 5%	41 9%	21 7%
6 months up to 12 months ago	63 8%	31 8%	31 9%	9 34%	9 7%	13 8%	13 9%	11 7%	6 6%	3 6%	10 5%	18 8%	18 12%j	16 10%	28 7%	34 11%n
1 year, up to 2 years ago	88 12%	46 11%	42 13%	3 11%	17 14%	22 14%	12 8%	21 14%	12 11%	2 5%	28 13%	20 9%	19 12%	21 13%	48 11%	40 13%
2 years or more	267 36%	152 37%	115 35%	4 16%	27 23%	66 41%cd	45 32%	65 43%cd	43 41%cd	17 40%cd	90 42%cm	79 36%	51 33%	47 29%	169 39%co	98 31%
<b>SUMMARY CODES</b>																
UP TO 6 MONTHS	136 18%	89 21%b	47 14%	8 31%	35 30%eghi	27 17%	32 23%gh	18 12%	11 10%	5 11%	41 19%	45 21%	20 13%	29 18%	86 20%	50 16%
UP TO TO 12 MONTHS	198 27%	120 29%	78 24%	17 65%	44 37%ghi	40 25%	45 32%ghi	29 19%	17 16%	7 17%	51 24%	63 29%	39 25%	46 29%	114 26%	84 27%
1 YEAR OR MORE	355 48%	198 48%	157 48%	7 28%	43 37%	89 55%cdf	56 40%	85 56%df	55 52%cdf	19 44%	118 55%cm	99 46%	70 45%	68 43%	217 50%	138 44%
Don't Know	191 26%	97 23%	94 29%	2 8%	30 26%	33 20%	39 28%	38 25%	33 31%e	17 39%eg	44 20%	56 26%	46 30%	46 29%	99 23%	92 29%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

**Broadband Contracts (QS0879 - 598412/598413)****Q.7B How long ago did your minimum contract period end?****Base: All who are out of minimum contract period**

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	734	455	145	134	351	383	176	558
Weighted Base	745	472	161	112	441	304	215	530
Less than 1 month ago	31 4%	18 4%	11 7% <sup>c</sup>	2 1%	19 4%	12 4%	13 6%	19 4%
1 month up to 3 months ago	42 6%	22 5%	12 7%	8 8%	31 7%	11 4%	11 5%	31 6%
3 months up to 6 months ago	62 8%	47 10% <sup>c</sup>	12 8% <sup>c</sup>	2 2%	46 10% <sup>e</sup>	17 5%	25 11%	38 7%
6 months up to 12 months ago	63 8%	43 9%	12 7%	8 7%	39 9%	24 8%	20 9%	42 8%
1 year, up to 2 years ago	88 12%	58 12%	19 12%	11 10%	58 13%	30 10%	19 9%	69 13%
2 years or more	267 36%	162 34%	56 35%	49 44% <sup>a</sup>	144 33%	123 41% <sup>d</sup>	72 34%	195 37%
<b>SUMMARY CODES</b>								
UP TO 6 MONTHS	136 18%	88 19%	36 22% <sup>c</sup>	12 11%	96 22% <sup>e</sup>	40 13%	48 22%	88 17%
UP TO TO 12 MONTHS	198 27%	131 28% <sup>c</sup>	47 29% <sup>c</sup>	20 18%	135 31% <sup>e</sup>	64 21%	68 32%	130 25%
1 YEAR OR MORE	355 48%	220 47%	75 47%	60 54%	202 46%	153 50%	92 43%	264 50%
Don't Know	191 26%	121 26%	39 24%	31 28%	104 24%	87 29%	55 26%	136 26%

## Broadband Contracts (QS0879 - 598412/598413)

Q.7B How long ago did your minimum contract period end?

Base: All who are out of minimum contract period

	Total	TENURE				AREA	
		Own\Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	734	480	138	111	5	546	188
Weighted Base	745	472	140	128	5**	563	181
Less than 1 month ago	31 4%	11 2%	10 7%a	9 7%a	1 17%	29 5%f	2 1%
1 month up to 3 months ago	42 6%	21 4%	7 5%	15 11%a	-	37 6%	6 3%
3 months up to 6 months ago	62 8%	37 8%	9 7%	16 13%	-	55 10%f	7 4%
6 months up to 12 months ago	63 8%	33 7%	10 7%	18 14%a	1 25%	55 10%f	8 4%
1 year, up to 2 years ago	88 12%	62 13%b	8 6%	18 14%b	-	65 12%	23 13%
2 years or more	267 36%	184 39%c	52 37%c	29 23%	2 47%	198 35%	69 38%
<b>SUMMARY CODES</b>							
UP TO 6 MONTHS	136 18%	69 15%	27 19%	40 31%ab	1 17%	121 21%f	15 8%
UP TO TO 12 MONTHS	198 27%	102 22%	36 26%	58 45%ab	2 42%	175 31%f	23 13%
1 YEAR OR MORE	355 48%	246 52%c	60 43%	47 37%	2 47%	263 47%	93 51%
Don't Know	191 26%	124 26%	44 31%c	23 18%	1 11%	126 22%	66 36%e

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)  
Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f  
\* small base; \*\* very small base (under 30) ineligible for sig testing

## Broadband Contracts (QS0879 - 598412/598413)

Q.7B How long ago did your minimum contract period end?

Base: All who are out of minimum contract period

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	734	604	67	47	16	45	70	70	43	63	64	71	100	78	47	67	16
Weighted Base	745	614	67*	50*	13**	47*	70*	70*	45*	64*	73*	78*	92*	74*	50*	67*	13**
Less than 1 month ago	31 4%	29 5%	1 2%	1 1%	-	1 3%	4 6%	4 6%	1 3%	2 3%	5 7%	4 5%	6 6%	2 2%	1 1%	1 2%	-
1 month up to 3 months ago	42 6%	36 6%	4 7%	2 4%	-	4 8%	5 7%	4 6%	-	6 9%	3 4%	6 7%	6 6%	3 4%	2 4%	4 7%	-
3 months up to 6 months ago	62 8%	60 10%b	1 2%	1 2%	-	4 8%	5 7%	3 4%	4 8%	8 12%jo	1 1%	12 16%gjn o	14 15%gjn o	10 14%jno	1 2%	1 2%	-
6 months up to 12 months ago	63 8%	58 9%c	4 6%	-	1 7%	3 6%	5 8%	6 8%	3 6%	5 9%	9 13%n	13 16%n	7 8%	6 8%	-	4 6%	1 7%
1 year, up to 2 years ago	88 12%	69 11%	11 16%	7 13%	2 15%	3 7%	11 15%	5 8%	6 13%	9 14%	5 6%	10 13%	8 9%	12 16%	7 13%	11 16%	2 15%
2 years or more	267 36%	199 32%	34 50%a	26 51%a	9 64%	20 42%l	26 37%	25 36%	15 34%	26 41%l	21 28%	20 26%	22 24%	24 32%	26 51%jklm	34 50%jklm	9 64%
<b>SUMMARY CODES</b>																	
UP TO 6 MONTHS	136 18%	125 20%	7 11%	4 7%	-	9 19%	14 20%	11 16%	5 11%	15 24%n	9 12%	22 28%jno	25 27%jno	15 20%	4 7%	7 11%	-
UP TO TO 12 MONTHS	198 27%	183 30%bc	11 16%	4 7%	1 7%	12 25%n	19 28%n	17 24%n	8 17%	21 32%n	18 25%n	34 44%ghj mno	32 35%no	21 28%n	4 7%	11 16%	1 7%
1 YEAR OR MORE	355 48%	268 44%	44 66%a	33 65%a	11 79%	23 49%	37 52%l	31 43%	21 48%	35 54%jl	25 35%	31 39%	30 33%	35 47%	33 65%gjkl	44 66%gjklm	11 79%
Don't Know	191 26%	164 27%	12 17%	14 28%	2 14%	12 26%	14 20%	23 32%ik	16 35%ik	8 13%	29 40%fik	13 17%	30 32%iko	18 25%	14 28%	12 17%	2 14%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

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

**Broadband Contracts (QS0879 - 598412/598413)**

**Q.7B How long ago did your minimum contract period end?**  
**Base: All who are out of minimum contract period**

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	734	141	28	8	106	593	85	280	360
Weighted Base	745	123	30**	8**	86*	622	100*	291	347
Less than 1 month ago	31 4%	5 4%	1 3%	2 20%	5 6%	26 4%	9 9%h	14 5%	8 2%
1 month up to 3 months ago	42 6%	10 8%	1 5%	1 9%	8 10%	33 5%	19 19%gh	12 4%	10 3%
3 months up to 6 months ago	62 8%	5 4%	2 6%	- -	4 4%	58 9%a	20 20%gh	29 10%h	13 4%
6 months up to 12 months ago	63 8%	8 7%	5 15%	- -	6 7%	54 9%	20 20%gh	32 11%h	10 3%
1 year, up to 2 years ago	88 12%	12 10%	5 17%	- -	8 9%	76 12%	14 14%h	55 19%h	20 6%
2 years or more	267 36%	45 37%	12 39%	5 57%	29 33%	222 36%	2 2%	79 27%f	185 53%fg
SUMMARY CODES									
UP TO 6 MONTHS	136 18%	19 16%	4 14%	2 29%	17 20%	117 19%	48 48%gh	55 19%h	31 9%
UP TO TO 12 MONTHS	198 27%	28 22%	9 29%	2 29%	23 26%	171 27%	68 68%gh	87 30%h	42 12%
1 YEAR OR MORE	355 48%	58 47%	17 56%	5 57%	37 42%	298 48%	16 16%	134 46%f	205 59%fg
Don't Know	191 26%	38 31%	5 15%	1 14%	27 31%	154 25%	16 16%	70 24%	100 29%f

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Broadband Contracts (QS0879 - 598412/598413)

Q.7B How long ago did your minimum contract period end?

Base: All who are out of minimum contract period

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	734	368	93	378	79	359	95	320	106	422	63
Weighted Base	745	403	84*	411	72*	393	91*	356	98*	452	56*
Less than 1 month ago	31 4%	24 6%	1 1%	23 6%	2 2%	22 6%	2 2%	19 5%	3 3%	25 6%	- -
1 month up to 3 months ago	42 6%	29 7%	3 3%	25 6%	3 4%	28 7%	3 4%	20 6%	5 5%	28 6%	1 2%
3 months up to 6 months ago	62 8%	42 10%	5 6%	44 11%	5 7%	45 12%	4 5%	41 12%	6 6%	45 10%	2 4%
6 months up to 12 months ago	63 8%	33 8%	8 10%	35 8%	9 13%	34 9%	10 10%	29 8%	5 5%	42 9%	4 7%
1 year, up to 2 years ago	88 12%	54 13%	8 10%	51 12%	9 12%	50 13%	7 8%	46 13%	10 11%	51 11%	11 19%
2 years or more	267 36%	150 37%	25 29%	159 39% <sup>d</sup>	19 26%	139 35%	32 35%	131 37%	34 35%	172 38%	16 29%
<b>SUMMARY CODES</b>											
UP TO 6 MONTHS	136 18%	95 23% <sup>b</sup>	8 10%	92 22%	9 13%	95 24% <sup>f</sup>	10 11%	80 22%	14 14%	98 22% <sup>j</sup>	4 7%
UP TO TO 12 MONTHS	198 27%	128 32% <sup>b</sup>	17 20%	126 31%	19 26%	129 33% <sup>f</sup>	19 21%	109 31% <sup>h</sup>	19 20%	140 31% <sup>j</sup>	8 13%
1 YEAR OR MORE	355 48%	204 51%	33 39%	210 51% <sup>d</sup>	27 38%	190 48%	39 43%	178 50%	45 46%	223 49%	27 48%
Don't Know	191 26%	71 18%	35 41% <sup>a</sup>	75 18%	26 36% <sup>c</sup>	74 19%	33 36% <sup>e</sup>	69 19%	34 34% <sup>g</sup>	89 20%	22 39% <sup>i</sup>

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

**Broadband Contracts (QS0879 - 598412/598413)****Q.8A If you don't make any changes when your current contract for your broadband service with your fixed broadband service provider comes to an end...?****The price you pay will...****Base: All who are within minimum contract period**

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	1349	697	652	97	270	251	226	214	184	107	254	396	276	423	650	699
Weighted Base	1446	771	675	117*	336	310	264	251	105	63	299	484	295	368	783	663
Stay the same when the contract ends	325 22%	157 20%	168 25%	33 29%g	79 24%	63 20%	68 26%g	43 17%	22 21%	16 26%	55 19%	121 25%l	54 18%	94 26%jl	177 23%	148 22%
Go up when the contract ends	922 64%	507 66%	415 62%	58 50%	209 62%c	213 69%c	167 63%c	169 67%c	67 64%c	39 63%	210 70%am	309 64%am	195 66%am	209 57%	519 66%o	403 61%
Go down when the contract ends	76 5%	46 6%	29 4%	15 13%defgi	14 4%	19 6%	10 4%	11 4%	7 6%	1 1%	11 4%	24 5%	19 6%	22 6%	35 4%	41 6%
Don't know	123 8%	61 8%	62 9%	10 9%	35 10%e	15 5%	19 7%	29 11%e	9 9%	6 10%	23 8%	29 6%	27 9%	43 12%k	52 7%	71 11%on

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base



**Broadband Contracts (QS0879 - 598412/598413)**

**Q.8A If you don't make any changes when your current contract for your broadband service with your fixed broadband service provider comes to an end...?**

**The price you pay will...**

**Base: All who are within minimum contract period**

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	1349	829	329	191	739	610	403	946
Weighted Base	1446	918	369	158	918	528	481	964
Stay the same when the contract ends	325 22%	182 20%	116 32%ac	27 17%	198 22%	127 24%	99 21%	226 23%
Go up when the contract ends	922 64%	610 66%b	202 55%	111 70%b	597 65%	325 62%	320 66%	602 62%
Go down when the contract ends	76 5%	52 6%	16 4%	8 5%	54 6%	22 4%	24 5%	52 5%
Don't know	123 8%	75 8%	35 9%	13 8%	69 8%	54 10%	38 8%	84 9%

**Broadband Contracts (QS0879 - 598412/598413)**

**Q.8A If you don't make any changes when your current contract for your broadband service with your fixed broadband service provider comes to an end...?**  
**The price you pay will...**  
**Base: All who are within minimum contract period**

	Total	TENURE				AREA	
		Own/Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	1349	725	304	313	7	1036	313
Weighted Base	1446	771	305	362	7**	1116	330
Stay the same when the contract ends	325 22%	160 21%	76 25%	87 24%	2 20%	257 23%	68 21%
Go up when the contract ends	922 64%	525 68%abc	187 61%	208 57%	2 33%	708 63%	214 65%
Go down when the contract ends	76 5%	36 5%	13 4%	25 7%	1 13%	63 6%	13 4%
Don't know	123 8%	50 6%	29 9%	42 11%a	3 34%	89 8%	34 10%

**Broadband Contracts (QS0879 - 598412/598413)****Q.8A If you don't make any changes when your current contract for your broadband service with your fixed broadband service provider comes to an end...?****The price you pay will...****Base: All who are within minimum contract period**

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	1349	1109	137	50	53	59	139	86	101	105	133	165	214	107	50	137	53
Weighted Base	1446	1193	146	61*	47*	66*	139	88*	113*	111*	153	180	232	110*	61*	146	47*
Stay the same when the contract ends	325 22%	281 24%b	20 14%	14 23%	10 22%	22 34%jo	31 22%	24 28%o	26 23%	25 22%	25 16%	51 29%jo	53 23%o	23 21%	14 23%	20 14%	10 22%
Go up when the contract ends	922 64%	743 62%	109 75%a	38 63%	32 68%	40 61%	91 65%gk	42 48%	80 71%gk	82 73%gk	95 62%g	96 53%	146 63%g	70 64%g	38 63%	109 75%gikl	32 68%g
Go down when the contract ends	76 5%	64 5%	7 5%	3 4%	3 6%	1 2%	12 9%il	7 8%	4 3%	2 2%	13 9%il	11 6%	8 3%	5 4%	3 4%	7 5%	3 6%
Don't know	123 8%	106 9%	10 7%	6 9%	2 4%	2 3%	5 4%	15 17%efhiop	3 3%	3 2%	20 13%fhi	21 12%fhi	24 11%fhi	12 11%fhi	6 9%	10 7%	2 4%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

**Broadband Contracts (QS0879 - 598412/598413)****Q.8A If you don't make any changes when your current contract for your broadband service with your fixed broadband service provider comes to an end...?****The price you pay will...****Base: All who are within minimum contract period**

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	1349	222	49	23	151	1128	606	388	348
Weighted Base	1446	203	51*	24**	130	1243	679	410	350
Stay the same when the contract ends	325 22%	49 24%	11 21%	4 17%	34 26%	276 22%	151 22%	87 21%	83 24%
Go up when the contract ends	922 64%	127 62%	32 63%	12 53%	82 63%	796 64%	422 62%	265 64%	232 66%
Go down when the contract ends	76 5%	8 4%	1 1%	1 5%	5 4%	68 5%	31 5%	27 7%	17 5%
Don't know	123 8%	20 10%	7 14%	6 25%	9 7%	103 8%	74 11%	31 8%	17 5%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband Contracts (QS0879 - 598412/598413)**

**Q.8A If you don't make any changes when your current contract for your broadband service with your fixed broadband service provider comes to an end...?**  
**The price you pay will...**  
**Base: All who are within minimum contract period**

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	1349	725	128	761	127	723	143	645	170	731	120
Weighted Base	1446	803	119	844	121	802	134	721	157	803	118
Stay the same when the contract ends	325 22%	146 18%	32 27%a	166 20%	34 28%c	155 19%	41 31%e	145 20%	37 24%	148 18%	27 23%
Go up when the contract ends	922 64%	577 72%b	63 53%	588 70%d	57 48%	564 70%f	66 49%	498 69%h	86 55%	569 71%j	62 52%
Go down when the contract ends	76 5%	43 5%	9 7%	46 5%	7 6%	42 5%	9 6%	40 6%	9 6%	37 5%	10 8%
Don't know	123 8%	38 5%	16 13%a	43 5%	22 19%c	41 5%	19 14%e	38 5%	25 16%g	49 6%	19 16%i

**Broadband Contracts (QS0879 - 598412/598413)****Q.8B When your broadband contract with your fixed broadband service provider came to an end...?****The price ...****Base: All who are out of minimum contract period**

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	734	402	332	21	92	129	117	122	178	75	202	193	152	187	395	339
Weighted Base	745	416	329	27**	117*	161	140	152	105	43*	213	218	154	160	431	314
Stayed the same when the contract ended	330	193	137	9	59	69	65	67	44	18	92	100	68	70	192	138
	44%	46%	42%	34%	50%	43%	46%	44%	42%	41%	43%	46%	44%	44%	45%	44%
Went up when the contract ended	246	134	112	13	35	58	49	48	32	11	78	71	48	50	148	97
	33%	32%	34%	49%	30%	36%	35%	32%	31%	25%	36%	32%	31%	31%	34%	31%
Went down when the contract ended	71	36	35	5	13	16	12	13	9	3	18	25	16	13	43	29
	10%	9%	11%	17%	11%	10%	9%	9%	9%	8%	8%	11%	10%	8%	10%	9%
Don't know/Can't remember	98	52	45	-	11	18	14	24	20	11	25	23	23	27	48	50
	13%	13%	14%	-	9%	11%	10%	16%	19%df	26%del	12%	10%	15%	17%	11%	16%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

**Broadband Contracts (QS0879 - 598412/598413)****Q.8B When your broadband contract with your fixed broadband service provider came to an end...?****The price ...****Base: All who are out of minimum contract period**

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	734	455	145	134	351	383	176	558
Weighted Base	745	472	161	112	441	304	215	530
Stayed the same when the contract ended	330 44%	214 45%	73 45%	43 38%	204 46%	126 41%	92 43%	238 45%
Went up when the contract ended	246 33%	153 32%	56 35%	36 32%	144 33%	102 34%	82 38%	163 31%
Went down when the contract ended	71 10%	50 11%	14 9%	8 7%	45 10%	26 9%	18 8%	53 10%
Don't know/Can't remember	98 13%	55 12%	18 11%	25 22%ab	47 11%	50 17%cd	22 10%	76 14%

**Broadband Contracts (QS0879 - 598412/598413)****Q.8B When your broadband contract with your fixed broadband service provider came to an end...?****The price ...****Base: All who are out of minimum contract period**

Total	TENURE				AREA	
	Own/Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	734	480	138	111	5	546
Weighted Base	745	472	140	128	5**	563
Stayed the same when the contract ended	330	214	63	51	2	250
	44%	45%	45%	40%	43%	44%
Went up when the contract ended	246	141	52	51	2	187
	33%	30%	37%	40%	46%	33%
Went down when the contract ended	71	46	11	15	-	53
	10%	10%	8%	12%	-	9%
Don't know/Can't remember	98	72	14	11	1	73
	13%	15%	10%	9%	11%	13%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



**Broadband Contracts (QS0879 - 598412/598413)****Q.8B When your broadband contract with your fixed broadband service provider came to an end...?****The price ...****Base: All who are out of minimum contract period**

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	734	604	67	47	16	45	70	70	43	63	64	71	100	78	47	67	16
Weighted Base	745	614	67*	50*	13**	47*	70*	70*	45*	64*	73*	78*	92*	74*	50*	67*	13**
Stayed the same when the contract ended	330 44%	275 45%	28 41%	19 38%	8 61%	22 47%	35 50%	32 45%	27 59% <sub>ijkl</sub>	22 35%	27 37%	28 36%	47 51%	35 47%	19 38%	28 41%	8 61%
Went up when the contract ended	246 33%	199 32%	28 42%	16 32%	2 17%	15 33%	22 31%	15 21%	11 25%	24 37%	20 28%	33 42% <sub>g</sub>	29 32%	29 39% <sub>g</sub>	16 32%	28 42% <sub>g</sub>	2 17%
Went down when the contract ended	71 10%	64 10%	2 3%	5 11%	-	4 8%	7 10%	6 9%	3 7%	10 15% <sub>o</sub>	13 17% <sub>o</sub>	7 9%	8 8%	6 9%	5 11%	2 3%	-
Don't know/Can't remember	98 13%	76 12%	9 14%	9 19%	3 21%	6 12%	6 9%	17 24% <sub>lm</sub>	4 9%	8 13%	13 18% <sub>lm</sub>	10 13%	8 8%	4 5%	9 19% <sub>lm</sub>	9 14%	3 21%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

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

**Broadband Contracts (QS0879 - 598412/598413)****Q.8B When your broadband contract with your fixed broadband service provider came to an end...?****The price ...****Base: All who are out of minimum contract period**

	Total	DISABILITY				TIME WITH PROVIDER			
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	734	141	28	8	106	593	85	280	360
Weighted Base	745	123	30**	8**	86*	622	100*	291	347
Stayed the same when the contract ended	330 44%	58 47%	14 47%	6 70%	38 44%	272 44%	55 55%h	132 46%	140 40%
Went up when the contract ended	246 33%	37 30%	9 30%	1 12%	23 26%	208 34%	32 32%	100 34%	113 33%
Went down when the contract ended	71 10%	11 9%	4 12%	1 18%	10 12%	60 10%	6 6%	28 10%	37 11%
Don't know/Can't remember	98 13%	17 14%	3 10%	- -	15 17%	81 13%	8 8%	30 10%	57 16%g

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

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

## Broadband Contracts (QS0879 - 598412/598413)

Q.8B When your broadband contract with your fixed broadband service provider came to an end...?

The price ...

Base: All who are out of minimum contract period

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	734	368	93	378	79	359	95	320	106	422	63
Weighted Base	745	403	84*	411	72*	393	91*	356	98*	452	56*
Stayed the same when the contract ended	330 44%	193 48%	33 39%	196 48%	26 36%	189 48%	35 38%	170 48%h	33 34%	207 46%	25 44%
Went up when the contract ended	246 33%	140 35%	26 31%	140 34%	26 36%	136 35%	31 35%	120 34%	40 41%	161 36%	20 36%
Went down when the contract ended	71 10%	38 10%	5 6%	40 10%	7 10%	33 8%	8 9%	37 10%	5 5%	44 10%	2 3%
Don't know/Can't remember	98 13%	32 8%	20 24%a	36 9%	14 19%ac	34 9%	17 18%e	28 8%	20 20%g	40 9%	9 17%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

**Broadband Contracts (QS0879 - 598412/598413)**

**Q.9 When your broadband contract ends, most providers will automatically move you onto their standard price for your service. The standard price may be higher than the 'deal' you signed up to. Before now, were you aware that at the end of your minimum contract period most providers move you onto their standard price?**

**Base: All who are primary or joint decision maker for any broadband**

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	2313	1223	1090	132	388	410	373	369	415	226	514	649	470	680	1163	1150
Weighted Base	2410	1305	1105	162	485	510	438	441	242	131	567	766	490	587	1333	1077
Yes	1728	957	771	112	366	362	317	337	158	76	447	561	332	387	1009	719
	72%	73%	70%	69% <sup>i</sup>	76% <sup>hi</sup>	71% <sup>i</sup>	72% <sup>hi</sup>	76% <sup>hi</sup>	65%	58%	79% <sup>klm</sup>	73% <sup>lm</sup>	68%	66%	76% <sup>o</sup>	67%
No	570	293	277	45	95	126	102	84	72	46	106	175	129	161	280	290
	24%	22%	25%	28% <sup>g</sup>	20%	25%	23%	19%	30% <sup>dfg</sup>	35% <sup>defi</sup>	19%	23%	26% <sup>j</sup>	27% <sup>j</sup>	21%	27% <sup>n</sup>
Don't know	112	55	57	5	23	22	20	20	13	9	14	30	29	39	43	68
	5%	4%	5%	3%	5%	4%	5%	5%	5%	7%	2%	4%	6% <sup>j</sup>	7% <sup>jk</sup>	3%	6% <sup>n</sup>

**Broadband Contracts (QS0879 - 598412/598413)**

**Q.9 When your broadband contract ends, most providers will automatically move you onto their standard price for your service. The standard price may be higher than the 'deal' you signed up to. Before now, were you aware that at the end of your minimum contract period most providers move you onto their standard price?**

**Base: All who are primary or joint decision maker for any broadband**

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	2313	1415	530	368	1174	1139	627	1686
Weighted Base	2410	1515	593	302	1460	950	756	1654
Yes	1728	1115	401	212	1093	635	545	1183
	72%	74% <sup>b</sup>	68%	70%	75% <sup>ee</sup>	67%	72%	72%
No	570	334	162	74	305	265	179	391
	24%	22%	27% <sup>a</sup>	25%	21%	28% <sup>d</sup>	24%	24%
Don't know	112	66	30	16	61	50	32	80
	5%	4%	5%	5%	4%	5%	4%	5%

**Broadband Contracts (QS0879 - 598412/598413)**

**Q.9 When your broadband contract ends, most providers will automatically move you onto their standard price for your service. The standard price may be higher than the 'deal' you signed up to. Before now, were you aware that at the end of your minimum contract period most providers move you onto their standard price?**

**Base: All who are primary or joint decision maker for any broadband**

	Total	TENURE				AREA	
		Own/Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	2313	1354	482	462	15	1751	562
Weighted Base	2410	1376	485	533	16**	1846	564
Yes	1728	1020	326	373	9	1300	428
	72%	74% <sup>b</sup>	67%	70%	57%	70%	76% <sup>e</sup>
No	570	302	134	129	5	466	104
	24%	22%	28% <sup>a</sup>	24%	32%	25% <sup>f</sup>	18%
Don't know	112	54	24	31	2	80	32
	5%	4%	5%	6%	12%	4%	6%

**Broadband Contracts (QS0879 - 598412/598413)**

**Q.9 When your broadband contract ends, most providers will automatically move you onto their standard price for your service. The standard price may be higher than the 'deal' you signed up to. Before now, were you aware that at the end of your minimum contract period most providers move you onto their standard price?**

**Base: All who are primary or joint decision maker for any broadband**

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2313	1918	217	108	70	117	234	171	168	186	220	268	353	201	108	217	70
Weighted Base	2410	2005	225	119*	61*	129	232	173	181	191	248	289	361	201	119*	225	61*
Yes	1728	1424	177	81	46	97	163	130	137	142	169	182	253	150	81	177	46
	72%	71%	79%a	68%	76%	75%k	70%	75%k	76%k	74%k	68%	63%	70%	75%k	68%	79%kl	76%k
No	570	491	42	23	14	30	66	35	36	41	58	87	102	36	23	42	14
	24%	24%	19%	19%	24%	23%	28%mo	21%	20%	22%	23%	30%ghm no	28%mo	18%	19%	19%	24%
Don't know	112	91	6	15	-	2	4	7	8	8	20	21	6	15	15	6	-
	5%	5%	3%	13%abd	-	1%	2%	4%	5%	4%	8%eflo p	7%eflo p	2%	7%efl op	13%efghil op	3%	-

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

**Broadband Contracts (QS0879 - 598412/598413)**

**Q.9 When your broadband contract ends, most providers will automatically move you onto their standard price for your service. The standard price may be higher than the 'deal' you signed up to. Before now, were you aware that at the end of your minimum contract period most providers move you onto their standard price?**

**Base: All who are primary or joint decision maker for any broadband**

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	2313	401	82	37	285	1913	731	729	781
Weighted Base	2410	356	86*	37*	237	2055	825	764	757
Yes	1728 72%	243 68%	56 65%	29 77%	159 67%	1486 72%	629 76%g	532 70%	549 72%
No	570 24%	94 26%	26 31%	8 21%	63 27%	476 23%	175 21%	200 26%f	173 23%
Don't know	112 5%	19 5%	4 5%	1 2%	15 6%	93 5%	20 2%	33 4%	36 5%f



**Broadband Contracts (QS0879 - 598412/598413)**

**Q.9 When your broadband contract ends, most providers will automatically move you onto their standard price for your service. The standard price may be higher than the 'deal' you signed up to. Before now, were you aware that at the end of your minimum contract period most providers move you onto their standard price?**

**Base: All who are primary or joint decision maker for any broadband**

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	2313	1173	275	1220	255	1160	288	1038	338	1255	225
Weighted Base	2410	1289	251	1339	235	1277	266	1155	309	1359	209
Yes	1728	1025	138	1062	127	1011	154	919	167	1057	122
	72%	80% <sup>b</sup>	55%	79% <sup>d</sup>	54%	79% <sup>f</sup>	58%	80% <sup>h</sup>	54%	78% <sup>j</sup>	59%
No	570	233	97	244	89	231	94	207	122	267	70
	24%	18%	39% <sup>a</sup>	18%	38% <sup>c</sup>	18%	35% <sup>e</sup>	18%	40% <sup>g</sup>	20%	34% <sup>i</sup>
Don't know	112	31	16	33	19	36	18	29	19	35	16
	5%	2%	6% <sup>a</sup>	2%	8% <sup>c</sup>	3%	7% <sup>e</sup>	2%	6% <sup>g</sup>	3%	8% <sup>i</sup>

**Broadband Contracts (QS0879 - 598412/598413)**

**Q.10 When your broadband contract ends, you can sign up to a new minimum contract period with either your existing provider or another provider, instead of automatically moving onto their standard price. Before now, were you aware of this?**

**Base: All who are primary or joint decision maker for any broadband**

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	2313	1223	1090	132	388	410	373	369	415	226	514	649	470	680	1163	1150
Weighted Base	2410	1305	1105	162	485	510	438	441	242	131	567	766	490	587	1333	1077
Yes, aware I can sign up to a new deal with my existing provider	1704 71%	919 70%	785 71%	112 69%	345 71% <sub>i</sub>	357 70% <sub>i</sub>	316 72% <sub>i</sub>	329 75% <sub>hi</sub>	164 68%	80 61%	424 75% <sub>lm</sub>	541 71%	335 68%	404 69%	965 72%	739 69%
Yes, aware I can sign up to a new deal with another provider	1377 57%	762 58%	615 56%	85 53%	277 57%	290 57%	269 61% <sub>hi</sub>	268 61% <sub>hi</sub>	123 51%	64 49%	359 63% <sub>klm</sub>	431 56%	265 54%	322 55%	790 59% <sub>o</sub>	587 55%
No	411 17%	214 16%	197 18%	31 19%	74 15%	85 17%	69 16%	70 16%	49 20%	33 25% <sub>defg</sub>	80 14%	128 17%	96 20% <sub>j</sub>	107 18%	207 16%	204 19% <sub>n</sub>
<b>SUMMARY CODE</b>																
AWARE OF SIGNING UP WITH EITHER EXISTING OR ANOTHER PROVIDER	1885 78%	1031 79%	854 77%	123 76%	385 79% <sub>i</sub>	397 78% <sub>i</sub>	353 80% <sub>hi</sub>	359 81% <sub>hi</sub>	179 74%	89 68%	470 83% <sub>lm</sub>	599 78%	370 75%	446 76%	1069 80% <sub>o</sub>	816 76%
Don't know	114 5%	60 5%	54 5%	7 5%	25 5%	29 6% <sub>g</sub>	16 4%	12 3%	15 6% <sub>g</sub>	10 7% <sub>fg</sub>	17 3%	38 5%	24 5%	34 6% <sub>j</sub>	56 4%	58 5%

**Broadband Contracts (QS0879 - 598412/598413)**

**Q.10 When your broadband contract ends, you can sign up to a new minimum contract period with either your existing provider or another provider, instead of automatically moving onto their standard price. Before now, were you aware of this?**

**Base: All who are primary or joint decision maker for any broadband**

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	2313	1415	530	368	1174	1139	627	1686
Weighted Base	2410	1515	593	302	1460	950	756	1654
Yes, aware I can sign up to a new deal with my existing provider	1704 71%	1088 72%	408 69%	208 69%	1055 72%e	649 68%	523 69%	1181 71%
Yes, aware I can sign up to a new deal with another provider	1377 57%	875 58%	324 55%	178 59%	870 60%e	507 53%	438 58%	939 57%
No	411 17%	243 16%	107 18%	61 20%	231 16%	180 19%	130 17%	281 17%
<b>SUMMARY CODE</b>								
AWARE OF SIGNING UP WITH EITHER EXISTING OR ANOTHER PROVIDER	1885 78%	1206 80%c	455 77%	225 74%	1169 80%e	716 75%	581 77%	1304 79%
Don't know	114 5%	66 4%	31 5%	17 6%	61 4%	53 6%	45 6%	69 4%

**Broadband Contracts (QS0879 - 598412/598413)**

**Q.10 When your broadband contract ends, you can sign up to a new minimum contract period with either your existing provider or another provider, instead of automatically moving onto their standard price. Before now, were you aware of this?**

**Base: All who are primary or joint decision maker for any broadband**

	Total	TENURE				AREA	
		Own/Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	2313	1354	482	462	15	1751	562
Weighted Base	2410	1376	485	533	16**	1846	564
Yes, aware I can sign up to a new deal with my existing provider	1704 71%	1005 73%b	313 65%	376 70%	9 58%	1268 69%	436 77%e
Yes, aware I can sign up to a new deal with another provider	1377 57%	809 59%b	257 53%	306 57%	5 30%	1011 55%	366 65%e
No	411 17%	225 16%	98 20%	87 16%	2 10%	334 18%f	77 14%
<b>SUMMARY CODE</b>							
AWARE OF SIGNING UP WITH EITHER EXISTING OR ANOTHER PROVIDER	1885 78%	1103 80%b	357 74%	415 78%	10 67%	1426 77%	459 81%
Don't know	114 5%	49 4%	30 6%a	32 6%a	4 23%	85 5%	29 5%

## Broadband Contracts (QS0879 - 598412/598413)

**Q.10 When your broadband contract ends, you can sign up to a new minimum contract period with either your existing provider or another provider, instead of automatically moving onto their standard price. Before now, were you aware of this?**

**Base:** All who are primary or joint decision maker for any broadband

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2313	1918	217	108	70	117	234	171	168	186	220	268	353	201	108	217	70
Weighted Base	2410	2005	225	119*	61*	129	232	173	181	191	248	289	361	201	119*	225	61*
Yes, aware I can sign up to a new deal with my existing provider	1704 71%	1377 69%	177 79%a	89 75%	61 100%abc	92 72%k	161 70%k	115 66%k	137 76%km	137 71%k	188 76%gkm	158 55%	256 71%k	132 65%k	89 75%k	177 79%fgkm	61 100%efghijklmno
Yes, aware I can sign up to a new deal with another provider	1377 57%	1096 55%	150 67%a	71 59%	61 100%abc	70 54%k	129 56%k	96 55%k	120 66%kl	115 60%k	154 62%kl	107 37%	191 53%k	115 57%k	71 59%k	150 67%efgk l	61 100%efghijklmno
No	411 17%	359 18%d	32 14%d	20 17%d	- -	25 20%hp	46 20%hp	31 18%p	19 10%p	39 20%hp	36 15%p	75 26%hjl mop	56 15%p	31 15%p	20 17%p	32 14%p	- -
<b>SUMMARY CODE</b>																	
AWARE OF SIGNING UP WITH EITHER EXISTING OR ANOTHER PROVIDER	1885 78%	1544 77%	189 84%a	91 77%	61 100%abc	97 75%	181 78%k	130 75%k	153 85%k	149 78%k	196 79%k	190 66%	292 81%k	155 77%k	91 77%	189 84%gk	61 100%efghijklmno
Don't know	114 5%	102 5%b	4 2%	8 7%bd	- -	6 5%	4 2%	11 6%fiop	9 5%	3 2%	16 6%fiop	23 8%filo p	14 4%	15 8%fiop	8 7%fiop	4 2%	- -

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

**Broadband Contracts (QS0879 - 598412/598413)**

**Q.10 When your broadband contract ends, you can sign up to a new minimum contract period with either your existing provider or another provider, instead of automatically moving onto their standard price. Before now, were you aware of this?**

**Base: All who are primary or joint decision maker for any broadband**

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	2313	401	82	37	285	1913	731	729	781
Weighted Base	2410	356	86*	37*	237	2055	825	764	757
Yes, aware I can sign up to a new deal with my existing provider	1704 71%	257 72%	65 76%	28 75%	168 71%	1448 70%	601 73%	525 69%	556 73%
Yes, aware I can sign up to a new deal with another provider	1377 57%	204 57%	45 53%	20 53%	133 56%	1173 57%	489 59%	445 58%	428 57%
No	411 17%	68 19%	15 18%	5 14%	51 22%	343 17%	123 15%	139 18%	130 17%
SUMMARY CODE									
AWARE OF SIGNING UP WITH EITHER EXISTING OR ANOTHER PROVIDER	1885 78%	273 77%	68 79%	31 83%	177 74%	1613 78%	663 80%	594 78%	604 80%
Don't know	114 5%	15 4%	3 4%	1 3%	9 4%	99 5%	39 5%	32 4%	23 3%

**Broadband Contracts (QS0879 - 598412/598413)**

**Q.10 When your broadband contract ends, you can sign up to a new minimum contract period with either your existing provider or another provider, instead of automatically moving onto their standard price. Before now, were you aware of this?**

**Base: All who are primary or joint decision maker for any broadband**

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	2313	1173	275	1220	255	1160	288	1038	338	1255	225
Weighted Base	2410	1289	251	1339	235	1277	266	1155	309	1359	209
Yes, aware I can sign up to a new deal with my existing provider	1704 71%	1006 78%b	125 50%	1052 79% <i>d</i>	122 52%	1003 79% <i>f</i>	138 52%	900 78% <i>h</i>	166 54%	1033 76% <i>j</i>	115 55%
Yes, aware I can sign up to a new deal with another provider	1377 57%	808 63% <i>b</i>	103 41%	837 62% <i>d</i>	98 42%	793 62% <i>f</i>	110 41%	706 61% <i>h</i>	143 46%	818 60% <i>j</i>	90 43%
No	411 17%	145 11%	87 35% <i>a</i>	153 11%	77 33% <i>c</i>	142 11%	88 33% <i>e</i>	121 10%	101 33% <i>g</i>	178 13%	60 29% <i>i</i>
<b>SUMMARY CODE</b>											
AWARE OF SIGNING UP WITH EITHER EXISTING OR ANOTHER PROVIDER	1885 78%	1108 86% <i>b</i>	140 56%	1147 86% <i>d</i>	136 58%	1096 86% <i>f</i>	155 58%	993 86% <i>h</i>	188 61%	1136 84% <i>j</i>	128 61%
Don't know	114 5%	36 3%	24 10% <i>a</i>	39 3%	22 9% <i>c</i>	39 3%	23 8% <i>e</i>	41 4%	20 6% <i>g</i>	45 3%	20 10% <i>i</i>

## Broadband Contracts (QS0879 - 598412/598413)

**Q.11 Thinking about when you signed up to your current broadband contract, did you switch from another provider, or sign up to a new contract with when your previous contract ended?**

**Base: All who are within minimum contract period**

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	1349	697	652	97	270	251	226	214	184	107	254	396	276	423	650	699
Weighted Base	1446	771	675	117*	336	310	264	251	105	63	299	484	295	368	783	663
Switched from another provider	512	273	239	35	122	120	89	85	38	23	120	151	108	134	271	242
	35%	35%	35%	30%	36%	39%	34%	34%	36%	37%	40%k	31%	37%	36%	35%	36%
Signed up to a new contract with same provider	751	394	357	51	160	157	148	141	58	35	149	258	153	191	407	345
	52%	51%	53%	44%	48%	51%	56%	56%	55%	56%	50%	53%	52%	52%	52%	52%
First contract	25	9	16	9	6	4	1	3	1	-	2	10	6	8	11	14
	2%	1%	2%	7%defghi	2%	1%	*	1%	1%	-	1%	2%	2%	2%	1%	2%
New contract (no further detail)	13	7	5	3	6	3	1	-	-	-	3	6	2	2	9	4
	1%	1%	1%	3%g	2%	1%	1%	-	-	-	1%	1%	1%	*	1%	1%
Just moved in	6	4	2	-	5	1	-	-	-	-	-	3	1	2	3	3
	*	*	*	-	1%	*	-	-	-	-	-	1%	*	1%	*	*
Other	3	3	-	-	-	1	1	-	-	1	1	-	-	2	1	2
	*	*	-	-	-	*	*	-	-	1%d	*	-	-	1%	*	*
None	5	3	2	-	1	-	2	2	-	1	-	3	2	1	3	2
	*	*	*	-	*	-	1%	1%	-	1%e	-	1%	1%	*	*	*
Don't know	131	77	54	18	36	23	22	21	8	3	25	55	23	28	80	51
	9%	10%	8%	16%ehi	11%	7%	8%	8%	7%	6%	8%	11%	8%	8%	10%	8%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base



**Broadband Contracts (QS0879 - 598412/598413)**

**Q.11 Thinking about when you signed up to your current broadband contract, did you switch from another provider, or sign up to a new contract with when your previous contract ended?**

**Base: All who are within minimum contract period**

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	1349	829	329	191	739	610	403	946
Weighted Base	1446	918	369	158	918	528	481	964
Switched from another provider	512 35%	332 36%	119 32%	61 39%	324 35%	189 36%	169 35%	343 36%
Signed up to a new contract with same provider	751 52%	479 52%	187 51%	85 54%	486 53%	266 50%	259 54%	493 51%
First contract	25 2%	10 1%	11 3%a	4 3%	13 1%	13 2%	7 1%	18 2%
New contract (no further detail)	13 1%	6 1%	6 2%	1 *	7 1%	6 1%	4 1%	9 1%
Just moved in	6 *	2 *	4 1%	- -	4 *	1 *	- -	6 1%
Other	3 *	2 *	1 *	- -	2 *	1 *	1 *	2 *
None	5 *	4 *	- -	1 *	3 *	2 *	2 *	3 *
Don't know	131 9%	84 9% <sup>c</sup>	40 11% <sup>c</sup>	6 4%	79 9%	52 10%	40 8%	91 9%

## Broadband Contracts (QS0879 - 598412/598413)

**Q.11 Thinking about when you signed up to your current broadband contract, did you switch from another provider, or sign up to a new contract with when your previous contract ended?**  
**Base: All who are within minimum contract period**

	Total	TENURE				AREA	
		Own/Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	1349	725	304	313	7	1036	313
Weighted Base	1446	771	305	362	7**	1116	330
Switched from another provider	512 35%	272 35%	104 34%	135 37%	2 26%	390 35%	123 37%
Signed up to a new contract with same provider	751 52%	418 54% <sup>c</sup>	175 57% <sup>c</sup>	155 43%	3 46%	598 54% <sup>f</sup>	153 46%
First contract	25 2%	6 1%	6 2%	12 3% <sup>a</sup>	1 12%	17 2%	9 3%
New contract (no further detail)	13 1%	3 *	1 *	9 2% <sup>ab</sup>	- -	9 1%	4 1%
Just moved in	6 *	4 1%	- -	1 *	- -	6 *	- -
Other	3 *	2 *	- -	1 *	- -	2 *	1 *
None	5 *	5 1%	- -	- -	- -	5 *	- -
Don't know	131 9%	60 8%	19 6%	50 14% <sup>ab</sup>	1 17%	90 8%	41 12% <sup>e</sup>

## Broadband Contracts (QS0879 - 598412/598413)

**Q.11 Thinking about when you signed up to your current broadband contract, did you switch from another provider, or sign up to a new contract with when your previous contract ended?**

**Base: All who are within minimum contract period**

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	1349	1109	137	50	53	59	139	86	101	105	133	165	214	107	50	137	53
Weighted Base	1446	1193	146	61*	47*	66*	139	88*	113*	111*	153	180	232	110*	61*	146	47*
Switched from another provider	512 35%	414 35%	60 41%	20 33%	19 40%	29 44%km	41 30%	42 48%fk	42 37%km	44 40%km	52 34%	50 28%	87 37%km	26 24%	20 33%	60 41%km	19 40%km
Signed up to a new contract with same provider	751 52%	625 52%	69 47%	30 49%	27 57%	27 41%	82 59%eg	37 41%	64 56%	61 55%	75 49%	105 59%eg	123 53%	52 47%	30 49%	69 47%	27 57%
First contract	25 2%	21 2%	3 2%	-	* 1%	2 2%	3 2%	-	1 1%	2 1%	5 3%k	-	6 3%k	4 4%k	-	3 2%	* 1%
New contract (no further detail)	13 1%	6 *	6 4%a	-	1 2%	-	-	1 1%	-	-	2 1%	-	2 1%	1 1%	-	6 4%kl	1 2%
Just moved in	6 *	6 *	-	-	-	1 2%	-	-	1 1%	-	-	-	4 2%	-	-	-	-
Other	3 *	3 *	-	-	-	-	-	-	-	-	-	-	1 *	2 2%	-	-	-
None	5 *	5 *	-	-	-	2 2%l	1 1%	-	1 1%	2 2%	-	-	-	-	-	-	-
Don't know	131 9%	113 9%d	7 5%	11 18%bd	-	6 9%p	12 9%ip	8 9%ip	4 4%	2 2%	20 13%hilop	25 14%hilo	11 5%	25 22%efghilop	11 18%hilop	7 5%	-

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

## Broadband Contracts (QS0879 - 598412/598413)

**Q.11 Thinking about when you signed up to your current broadband contract, did you switch from another provider, or sign up to a new contract with when your previous contract ended?**

**Base: All who are within minimum contract period**

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	1349	222	49	23	151	1128	606	388	348
Weighted Base	1446	203	51*	24**	130	1243	679	410	350
Switched from another provider	512 35%	82 40%	16 31%	10 42%	48 37%	431 35%	381 56%gh	107 26%h	25 7%
Signed up to a new contract with same provider	751 52%	100 49%	29 56%	12 51%	66 51%	653 52%	185 27%	265 65%fg	298 85%fg
First contract	25 2%	5 2%	1 2%	- -	4 3%	20 2%	25 4%gh	- -	- -
New contract (no further detail)	13 1%	1 *	1 2%	1 3%	- -	12 1%	10 2%h	3 1%	- -
Just moved in	6 *	2 1%	1 2%e	1 4%	- -	3 *	6 1%	- -	- -
Other	3 *	- -	- -	- -	- -	3 *	1 *	2 *	- -
None	5 *	- -	- -	- -	- -	5 *	2 *	- -	3 1%
Don't know	131 9%	14 7%	3 6%	- -	12 9%	116 9%	70 10%	34 8%	24 7%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Broadband Contracts (QS0879 - 598412/598413)

**Q.11 Thinking about when you signed up to your current broadband contract, did you switch from another provider, or sign up to a new contract with when your previous contract ended?**

**Base: All who are within minimum contract period**

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	1349	725	128	761	127	723	143	645	170	731	120
Weighted Base	1446	803	119	844	121	802	134	721	157	803	118
Switched from another provider	512 35%	298 37%	39 33%	312 37%	49 41%	298 37%	45 34%	264 37%	63 40%	291 36%	45 38%
Signed up to a new contract with same provider	751 52%	439 55%	63 53%	464 55% <sup>d</sup>	48 40%	439 55%	66 49%	397 55% <sup>h</sup>	66 42%	437 54%	58 49%
First contract	25 2%	11 1%	4 4%	13 2%	6 5% <sup>c</sup>	11 1%	3 3%	9 1%	11 7% <sup>g</sup>	11 1%	1 1%
New contract (no further detail)	13 1%	5 1%	1 1%	4 *	1 1%	6 1%	1 1%	4 1%	2 1%	4 1%	2 1%
Just moved in	6 *	3 *	- -	3 *	- -	3 *	- -	3 *	- -	3 *	2 2%
Other	3 *	- -	1 1% <sup>a</sup>	1 *	1 1%	1 *	1 1%	1 *	1 1%	1 *	- -
None	5 *	2 *	1 1%	2 *	1 1%	2 *	1 *	2 *	1 *	2 *	2 1% <sup>i</sup>
Don't know	131 9%	46 6%	11 9%	47 6%	15 12% <sup>c</sup>	42 5%	17 13% <sup>e</sup>	43 6%	14 9%	54 7%	9 8%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

## Broadband Contracts (QS0879 - 598412/598413)

**Q.12A When you signed up to your current broadband contract, did you try to negotiate a better deal with your provider than the one you were offered or had seen advertised?**

**Base: All who are within minimum contract period**

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	1349	697	652	97	270	251	226	214	184	107	254	396	276	423	650	699
Weighted Base	1446	771	675	117*	336	310	264	251	105	63	299	484	295	368	783	663
Yes, tried and was successful	763	397	367	41	163	176	151	140	58	33	172	256	158	176	429	335
	53%	51%	54%	35%	49% <sup>c</sup>	57% <sup>c</sup>	57% <sup>c</sup>	56% <sup>c</sup>	55% <sup>c</sup>	52% <sup>c</sup>	58% <sup>m</sup>	53%	54%	48%	55%	51%
Yes, tried but was not successful	154	87	67	7	36	35	25	34	12	6	39	55	27	33	94	60
	11%	11%	10%	6%	11%	11%	10%	13%	12%	9%	13%	11%	9%	9%	12%	9%
No did not try	452	245	207	59	115	84	76	67	28	22	69	147	99	138	216	236
	31%	32%	31%	51% <sup>defgh</sup>	34%	27%	29%	27%	27%	35%	23%	30%	34% <sup>j</sup>	37% <sup>ijk</sup>	28%	36% <sup>n</sup>
<b>SUMMARY CODE</b>																
NEGOTIATED	917	484	433	48	199	211	177	174	70	39	211	311	185	209	523	395
	63%	63%	64%	41%	59% <sup>c</sup>	68% <sup>cd</sup>	67% <sup>c</sup>	69% <sup>cd</sup>	67% <sup>c</sup>	62% <sup>c</sup>	71% <sup>m</sup>	64% <sup>m</sup>	63%	57%	67% <sup>o</sup>	60%
Don't know	76	42	34	10	21	14	12	10	7	2	19	25	11	21	44	32
	5%	5%	5%	8%	6%	5%	4%	4%	6%	4%	6%	5%	4%	6%	6%	5%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

**Broadband Contracts (QS0879 - 598412/598413)**

**Q.12A When you signed up to your current broadband contract, did you try to negotiate a better deal with your provider than the one you were offered or had seen advertised?**

**Base: All who are within minimum contract period**

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	1349	829	329	191	739	610	403	946
Weighted Base	1446	918	369	158	918	528	481	964
Yes, tried and was successful	763 53%	526 57% <sup>b</sup>	158 43%	79 50%	494 54%	270 51%	274 57%	490 51%
Yes, tried but was not successful	154 11%	100 11%	31 8%	23 15% <sup>b</sup>	96 10%	58 11%	51 11%	103 11%
No did not try	452 31%	242 26%	160 43% <sup>ac</sup>	50 31%	276 30%	176 33%	135 28%	317 33%
<b>SUMMARY CODE</b>								
NEGOTIATED	917 63%	626 68% <sup>b</sup>	189 51%	103 65% <sup>b</sup>	589 64%	328 62%	325 67% <sup>g</sup>	592 61%
Don't know	76 5%	50 5%	20 5%	6 4%	52 6%	24 5%	21 4%	55 6%

**Broadband Contracts (QS0879 - 598412/598413)****Q.12A When you signed up to your current broadband contract, did you try to negotiate a better deal with your provider than the one you were offered or had seen advertised?****Base: All who are within minimum contract period**

	Total	TENURE				AREA	
		Own\Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	1349	725	304	313	7	1036	313
Weighted Base	1446	771	305	362	7**	1116	330
Yes, tried and was successful	763 53%	440 57% <sup>c</sup>	159 52%	161 45%	3 41%	594 53%	169 51%
Yes, tried but was not successful	154 11%	97 13% <sup>c</sup>	28 9%	29 8%	- -	113 10%	41 13%
No did not try	452 31%	200 26%	111 36% <sup>a</sup>	139 38% <sup>a</sup>	3 34%	357 32%	95 29%
<b>SUMMARY CODE</b>							
NEGOTIATED	917 63%	538 70% <sup>abc</sup>	187 61% <sup>c</sup>	190 52%	3 41%	707 63%	211 64%
Don't know	76 5%	34 4%	8 3%	33 9% <sup>ab</sup>	2 25%	52 5%	24 7%



## Broadband Contracts (QS0879 - 598412/598413)

**Q.12A When you signed up to your current broadband contract, did you try to negotiate a better deal with your provider than the one you were offered or had seen advertised?**

**Base: All who are within minimum contract period**

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	1349	1109	137	50	53	59	139	86	101	105	133	165	214	107	50	137	53
Weighted Base	1446	1193	146	61*	47*	66*	139	88*	113*	111*	153	180	232	110*	61*	146	47*
Yes, tried and was successful	763 53%	636 53% <sup>c</sup>	87 60% <sup>c</sup>	20 34%	21 44%	31 48%	66 47%	47 53% <sup>n</sup>	65 58% <sup>mn</sup>	59 53% <sup>n</sup>	88 58% <sup>mn</sup>	100 55% <sup>n</sup>	133 57% <sup>mn</sup>	47 43%	20 34%	87 60% <sup>mn</sup>	21 44%
Yes, tried but was not successful	154 11%	125 11%	11 8%	11 18%	6 14%	2 3%	22 15% <sup>ej</sup>	14 16% <sup>ej</sup>	19 16% <sup>ej</sup>	5 5%	8 5%	15 8%	30 13% <sup>ej</sup>	11 10%	11 18% <sup>ej</sup>	11 8%	6 14% <sup>ee</sup>
No did not try	452 31%	366 31%	44 30%	23 37%	19 41%	30 46% <sup>ghj kl</sup>	45 33%	24 27%	28 25%	46 41% <sup>hijkl</sup>	42 28%	49 27%	67 29%	34 31%	23 37%	44 30%	19 41%
<b>SUMMARY CODE</b>																	
NEGOTIATED	917 63%	761 64%	98 67%	32 52%	27 58%	34 51%	87 63%	60 68% <sup>m</sup>	84 74% <sup>eimnp</sup>	64 57%	96 63%	114 64%	163 70% <sup>eim n</sup>	59 53%	32 52%	98 67% <sup>em</sup>	27 58%
Don't know	76 5%	66 6%	3 2%	7 11% <sup>b</sup>	1 1%	2 3%	7 5% <sup>l</sup>	4 4%	1 1%	1 1%	15 10% <sup>hilo</sup>	16 9% <sup>hilo</sup>	2 1%	17 16% <sup>efg hilop</sup>	7 11% <sup>hilo</sup>	3 2%	1 1%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

**Broadband Contracts (QS0879 - 598412/598413)****Q.12A When you signed up to your current broadband contract, did you try to negotiate a better deal with your provider than the one you were offered or had seen advertised?****Base: All who are within minimum contract period**

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	1349	222	49	23	151	1128	606	388	348
Weighted Base	1446	203	51*	24**	130	1243	679	410	350
Yes, tried and was successful	763 53%	105 52%	29 57%	13 55%	67 52%	659 53%	264 39%	254 62% <sup>f</sup>	244 70% <sup>fg</sup>
Yes, tried but was not successful	154 11%	19 10%	2 3%	3 11%	13 10%	135 11%	92 14% <sup>gh</sup>	37 9%	24 7%
No did not try	452 31%	74 36%	18 35%	7 29%	45 35%	379 31%	283 42% <sup>gh</sup>	96 23%	72 20%
SUMMARY CODE									
NEGOTIATED	917 63%	124 61%	31 60%	16 66%	80 62%	793 64%	356 52%	291 71% <sup>f</sup>	267 76% <sup>f</sup>
Don't know	76 5%	5 3%	2 4%	1 5%	5 4%	71 6%	40 6%	23 6%	11 3%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

**Broadband Contracts (QS0879 - 598412/598413)****Q.12A When you signed up to your current broadband contract, did you try to negotiate a better deal with your provider than the one you were offered or had seen advertised?****Base: All who are within minimum contract period**

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	1349	725	128	761	127	723	143	645	170	731	120
Weighted Base	1446	803	119	844	121	802	134	721	157	803	118
Yes, tried and was successful	763 53%	473 59%b	38 32%	500 59%d	29 24%	467 58%f	46 34%	434 60%h	48 31%	462 58%j	44 37%
Yes, tried but was not successful	154 11%	90 11%	15 13%	90 11%	19 16%	96 12%	15 11%	72 10%	21 13%	91 11%	11 9%
No did not try	452 31%	211 26%	59 49%a	227 27%	62 51%c	214 27%	65 48%e	190 26%	83 53%g	222 28%	54 46%i
<b>SUMMARY CODE</b>											
NEGOTIATED	917 63%	563 70%b	53 45%	589 70%d	48 40%	563 70%f	60 45%	506 70%h	69 44%	553 69%j	54 46%
Don't know	76 5%	29 4%	8 6%	28 3%	11 9%c	25 3%	9 7%	25 3%	6 4%	28 4%	10 8%i

## Broadband Contracts (QS0879 - 598412/598413)

Q.12B Why didn't you try to negotiate a better deal with your fixed broadband service provider?

Base: All who did not try and negotiate a better deal

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	429	226	203	49	93	72	68	59	50	38	62	123	90	154	185	244
Weighted Base	452	245	207	59*	115*	84*	76*	67*	28*	22*	69*	147	99*	138	216	236
Price was a fair price	201	120	81	25	53	35	32	35	12	8	43	57	37	64	100	102
	45%	49%	39%	43%	46%	42%	42%	52%	44%	37%	63%kl	39%	38%	47%	46%	43%
Couldn't be bothered	98	53	45	15	26	17	15	16	6	5	10	32	27	29	43	55
	22%	22%	22%	25%	22%	20%	19%	23%	20%	21%	15%	22%	27%	21%	20%	23%
Wasn't aware that I could	59	32	28	8	19	13	5	6	5	3	3	21	9	26	24	35
	13%	13%	13%	14%	17%	15%	7%	9%	16%	16%	5%	14%	9%	19%j	11%	15%
Don't know how to negotiate	20	6	14	1	2	5	6	3	1	2	2	5	5	7	8	12
	4%	3%	7%	2%	2%	6%	7%	5%	3%	9%	4%	4%	5%	5%	4%	5%
Not confident enough to try and negotiate	15	6	9	1	3	5	2	1	1	1	4	5	3	4	8	7
	3%	2%	5%	2%	3%	6%	2%	2%	5%	7%	5%	3%	3%	3%	4%	3%
Had (previous) problems/ unhappy with them	13	5	8	1	3	2	1	3	1	1	1	4	3	5	5	7
	3%	2%	4%	2%	3%	2%	2%	5%	4%	4%	2%	3%	3%	3%	2%	3%
Got a good deal elsewhere	9	8	1	-	3	-	4	1	1	-	4	4	1	1	8	2
	2%	3%b	*	-	3%	-	6%e	2%	2%	-	5%lm	3%	1%	*	4%o	1%
New contract/first contract/just moved in	8	3	5	2	3	1	-	1	-	-	-	4	3	1	4	4
	2%	1%	3%	4%	3%	1%	-	2%	-	-	-	3%	4%	1%	2%	2%
Wanted to leave/wanted another service	5	4	2	-	2	-	2	1	-	-	-	1	2	2	1	4
	1%	2%	1%	-	2%	-	3%	2%	-	-	-	1%	2%	1%	1%	2%
Other	14	10	4	2	3	1	4	2	2	-	2	5	4	4	7	7
	3%	4%	2%	4%	2%	1%	6%	3%	6%	-	3%	3%	4%	3%	3%	3%
None	4	4	-	1	-	1	1	-	-	1	2	-	1	1	2	2
	1%	2%	-	2%	-	1%	2%	-	-	3%d	3%	-	1%	1%	1%	1%
Don't know	31	14	17	2	6	7	6	5	2	3	-	15	7	9	15	16
	7%	6%	8%	4%	5%	8%	8%	7%	8%	13%	-	10%j	7%j	6%	7%	7%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

**Broadband Contracts (QS0879 - 598412/598413)****Q.12B Why didn't you try to negotiate a better deal with your fixed broadband service provider?****Base: All who did not try and negotiate a better deal**

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	429	226	139	64	225	204	116	313
Weighted Base	452	242	160	50*	276	176	135	317
Price was a fair price	201 45%	108 45%	66 41%	27 55%	127 46%	74 42%	54 40%	148 47%
Couldn't be bothered	98 22%	47 20%	42 26%	9 17%	61 22%	37 21%	33 24%	65 20%
Wasn't aware that I could	59 13%	32 13%	24 15%	4 8%	30 11%	29 17%	19 14%	41 13%
Don't know how to negotiate	20 4%	11 4%	7 5%	2 3%	10 4%	10 5%	5 4%	15 5%
Not confident enough to try and negotiate	15 3%	10 4%	3 2%	2 5%	10 4%	5 3%	6 5%	9 3%
Had (previous) problems/ unhappy with them	13 3%	6 2%	4 2%	3 6%	6 2%	7 4%	5 4%	8 2%
Got a good deal elsewhere	9 2%	5 2%	4 3%	- -	7 3%	2 1%	2 1%	7 2%
New contract/first contract/just moved in	8 2%	3 1%	3 2%	1 3%	7 2%	1 1%	1 1%	7 2%
Wanted to leave/wanted another service	5 1%	4 2%	2 1%	- -	5 2%	- -	- -	5 2%
Other	14 3%	9 4%	4 2%	2 3%	6 2%	8 4%	5 4%	9 3%
None	4 1%	3 1%	1 1%	- -	2 1%	2 1%	1 1%	2 1%
Don't know	31 7%	19 8%	9 5%	3 7%	15 5%	16 9%	9 7%	21 7%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e - f/g  
 \* small base

## Broadband Contracts (QS0879 - 598412/598413)

Q.12B Why didn't you try to negotiate a better deal with your fixed broadband service provider?

Base: All who did not try and negotiate a better deal

	Total	TENURE				AREA	
		Own/Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	429	200	109	118	2	335	94
Weighted Base	452	200	111	139	3**	357	95*
Price was a fair price	201 45%	90 45%	43 38%	69 49%	-	153 43%	48 51%
Couldn't be bothered	98 22%	42 21%	29 26%	26 18%	1 50%	82 23%	16 16%
Wasn't aware that I could	59 13%	22 11%	16 15%	21 15%	-	48 13%	12 12%
Don't know how to negotiate	20 4%	8 4%	8 7%	4 3%	-	18 5%	2 2%
Not confident enough to try and negotiate	15 3%	10 5%	2 2%	3 2%	-	15 4%	* *
Had (previous) problems/unhappy with them	13 3%	4 2%	4 3%	4 3%	-	11 3%	2 2%
Got a good deal elsewhere	9 2%	8 4%b	-	1 1%	-	8 2%	1 1%
New contract/first contract/just moved in	8 2%	1 1%	4 3%	3 2%	-	3 1%	5 5%e
Wanted to leave/wanted another service	5 1%	3 1%	1 1%	2 1%	-	4 1%	1 1%
Other	14 3%	4 2%	3 3%	6 5%	-	14 4%	* 1%
None	4 1%	3 1%	1 1%	-	-	4 1%	-
Don't know	31 7%	15 7%	9 8%	6 4%	1 50%	20 6%	10 11%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Broadband Contracts (QS0879 - 598412/598413)

Q.12B Why didn't you try to negotiate a better deal with your fixed broadband service provider?

Base: All who did not try and negotiate a better deal

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	429	347	42	18	22	25	47	22	27	45	39	46	62	34	18	42	22
Weighted Base	452	366	44*	23**	19**	30**	45*	24**	28**	46*	42*	49*	67*	34*	23**	44*	19**
Price was a fair price	201	150	26	12	13	17	23	11	7	31	16	14	21	11	12	26	13
	45%	41%	58%a	55%	67%	56%	50%	46%	23%	66%ijklm	38%	29%	31%	32%	55%	58%klm	67%
Couldn't be bothered	98	87	7	2	2	3	10	6	8	8	9	15	21	6	2	7	2
	22%	24%	15%	8%	10%	11%	23%	25%	30%	18%	21%	30%	32%	18%	8%	15%	10%
Wasn't aware that I could	59	54	4	1	1	9	6	4	10	1	4	4	12	4	1	4	1
	13%	15%	8%	4%	6%	30%	13%	15%	34%	2%	10%	7%	18%i	13%	4%	8%	6%
Don't know how to negotiate	20	18	1	1	-	2	-	2	1	3	3	5	2	-	1	1	-
	4%	5%	2%	3%	-	5%	-	10%	5%	6%	8%	10%f	3%	-	3%	2%	-
Not confident enough to try and negotiate	15	15	*	-	-	1	2	-	3	1	1	2	3	1	-	*	-
	3%	4%	1%	-	-	4%	5%	-	10%	2%	3%	4%	5%	4%	-	1%	-
Had (previous) problems/unhappy with them	13	11	1	-	1	-	-	-	-	1	3	1	4	3	-	1	1
	3%	3%	1%	-	7%	-	-	-	-	3%	6%	1%	5%	8%	-	1%	7%
Got a good deal elsewhere	9	6	1	2	-	-	2	-	-	-	-	-	4	-	2	1	-
	2%	2%	3%	8%	-	-	4%	-	-	-	-	-	6%	-	8%	3%	-
New contract/first contract/just moved in	8	5	4	-	-	-	-	-	-	-	1	-	1	2	-	4	-
	2%	1%	8%a	-	-	-	-	-	-	-	2%	-	2%	7%	-	8%	-
Wanted to leave/wanted another service	5	3	-	-	2	-	-	-	1	-	-	-	-	2	-	-	2
	1%	1%	-	-	10%	-	-	-	3%	-	-	-	-	7%l	-	-	10%
Other	14	10	2	2	-	-	1	1	2	2	-	4	-	1	2	2	-
	3%	3%	5%	8%	-	-	1%	5%	7%	4%	-	7%l	-	3%	8%	5%	-
None	4	4	-	-	-	-	-	-	-	-	1	1	2	-	-	-	-
	1%	1%	-	-	-	-	-	-	-	-	2%	3%	2%	-	-	-	-
Don't know	31	25	2	3	-	-	2	2	1	1	5	7	4	4	3	2	-
	7%	7%	6%	13%	-	-	4%	10%	2%	1%	12%	14%i	6%	13%	13%	6%	-

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

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

## Broadband Contracts (QS0879 - 598412/598413)

Q.12B Why didn't you try to negotiate a better deal with your fixed broadband service provider?

Base: All who did not try and negotiate a better deal

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	429	81	18	8	53	349	252	98	78
Weighted Base	452	74*	18**	7**	45*	379	283	96*	72*
Price was a fair price	201	41	13	3	23	162	132	38	31
	45%	55%	72%	37%	51%	43%	47%	39%	44%
Couldn't be bothered	98	9	2	1	5	89	44	33	20
	22%	13%	13%	12%	11%	23%a	15%	34%f	28%f
Wasn't aware that I could	59	15	3	2	9	44	43	7	10
	13%	21%e	15%	30%	19%	12%	15%	7%	13%
Don't know how to negotiate	20	3	-	-	3	17	11	3	6
	4%	4%	-	-	7%	4%	4%	3%	8%
Not confident enough to try and negotiate	15	5	2	-	4	10	9	2	4
	3%	7%	14%	-	8%	3%	3%	2%	6%
Had (previous) problems/ unhappy with them	13	1	-	1	-	12	11	2	-
	3%	1%	-	14%	-	3%	4%	2%	-
Got a good deal elsewhere	9	1	-	1	1	9	7	2	-
	2%	1%	-	8%	1%	2%	3%	2%	-
New contract/first contract/just moved in	8	1	-	-	-	7	8	-	-
	2%	2%	-	-	-	2%	3%	-	-
Wanted to leave/wanted another service	5	-	-	-	-	5	4	1	-
	1%	-	-	-	-	1%	1%	1%	-
Other	14	4	-	-	4	10	10	2	2
	3%	5%	-	-	8%	3%	4%	2%	3%
None	4	-	-	-	-	4	3	1	-
	1%	-	-	-	-	1%	1%	1%	-
Don't know	31	3	-	-	3	28	17	9	4
	7%	3%	-	-	6%	7%	6%	10%	5%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing



## Broadband Contracts (QS0879 - 598412/598413)

Q.12B Why didn't you try to negotiate a better deal with your fixed broadband service provider?

Base: All who did not try and negotiate a better deal

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	429	194	62	207	65	197	70	175	86	206	57
Weighted Base	452	211	59*	227	62*	214	65*	190	83*	222	54*
Price was a fair price	201	95	19	106	20	100	19	85	38	107	19
	45%	45%	33%	47% <sup>d</sup>	32%	47% <sup>f</sup>	30%	45%	45%	48%	35%
Couldn't be bothered	98	52	4	53	6	51	9	45	10	53	6
	22%	25% <sup>b</sup>	7%	23% <sup>d</sup>	9%	24%	14%	24% <sup>h</sup>	12%	24%	12%
Wasn't aware that I could	59	23	15	22	16	21	14	19	18	21	12
	13%	11%	25% <sup>a</sup>	10%	26% <sup>c</sup>	10%	21% <sup>e</sup>	10%	22% <sup>g</sup>	10%	23% <sup>i</sup>
Don't know how to negotiate	20	8	8	9	9	8	9	7	7	9	7
	4%	4%	14% <sup>a</sup>	4%	14% <sup>c</sup>	4%	13% <sup>e</sup>	4%	8%	4%	13% <sup>i</sup>
Not confident enough to try and negotiate	15	5	3	6	5	4	5	7	2	8	4
	3%	2%	5%	3%	7%	2%	7% <sup>e</sup>	4%	3%	3%	7%
Had (previous) problems/unhappy with them	13	8	-	10	1	10	1	10	-	10	1
	3%	4%	-	5%	1%	4%	1%	5% <sup>h</sup>	-	4%	1%
Got a good deal elsewhere	9	2	4	4	3	2	1	-	3	6	1
	2%	1%	7% <sup>a</sup>	2%	4%	1%	2%	-	3% <sup>g</sup>	3%	3%
New contract/first contract/just moved in	8	6	1	7	1	7	1	6	2	4	1
	2%	3%	2%	3%	2%	3%	2%	3%	3%	2%	3%
Wanted to leave/wanted another service	5	4	-	3	-	4	-	3	-	3	1
	1%	2%	-	1%	-	2%	-	2%	-	1%	2%
Other	14	6	3	9	1	8	1	8	2	6	2
	3%	3%	5%	4%	1%	4%	2%	4%	3%	3%	4%
None	4	3	-	3	-	3	-	3	-	2	-
	1%	1%	-	1%	-	1%	-	2%	-	1%	-
Don't know	31	12	3	11	4	10	7	11	3	9	4
	7%	6%	6%	5%	6%	5%	11%	6%	4%	4%	7%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

Table 17

## Broadband Contracts (QS0879 - 598412/598413)

Q.13a X Q.13b Why haven't you made any changes since your broadband contract with ended?

**Base: All who are out of minimum contract period**

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	734	402	332	21	92	129	117	122	178	75	202	193	152	187	395	339
Weighted Base	745	416	329	27**	117*	161	140	152	105	43*	213	218	154	160	431	314
I am happy with my current service/didn't see the point	340 46%	205 49%b	135 41%	13 49%	54 46%	81 50%	65 46%	64 42%	46 44%	18 41%	100 47%	96 44%	72 47%	72 45%	196 46%	144 46%
I am happy with the price I am currently paying	282 38%	150 36%	132 40%	6 23%	52 44%	53 33%	60 43%	56 37%	41 39%	14 32%	82 39%	82 37%	52 34%	66 41%	164 38%	118 38%
It's too much hassle to change provider	171 23%	107 26%	64 19%	7 26%	19 16%	39 24%	23 16%	38 25%	28 27% f	17 39% del g	42 20%	50 23%	34 22%	44 28%	93 22%	78 25%
I just haven't got round to it yet	135 18%	62 15%	73 22%a	3 10%	26 22%	29 18%	26 18%	30 20%	16 15%	6 14%	39 18%	41 19%	35 23% m	21 13%	79 18%	56 18%
I would rather stick with what I know	123 17%	74 18%	50 15%	4 16%	22 19%	22 14%	14 10%	27 18%	24 22% f	11 25% ef	36 17%	27 12%	24 16%	36 23% k	63 15%	60 19%
Looking for a better deal isn't a priority	104 14%	68 16%b	36 11%	6 22%	17 15%	21 13%	16 11%	23 15%	17 16%	4 8%	36 17%	30 14%	15 10%	22 14%	66 15%	38 12%
It is difficult to compare all the different deals available	78 10%	46 11%	32 10%	3 11%	6 5%	16 10%	13 9%	16 10%	18 17% df	7 15% d	20 9%	20 9%	17 11%	22 14%	40 9%	38 12%
It's too time consuming to compare deals	75 10%	40 10%	35 11%	3 11%	9 8%	18 11%	15 10%	16 11%	9 8%	6 14%	22 10%	26 12%	11 7%	16 10%	48 11%	27 9%
I trust that my provider makes sure I am on their best deal	59 8%	32 8%	27 8%	1 5%	11 9%	8 5%	13 9%	12 8%	9 9%	5 11%	13 6%	18 8%	13 8%	15 9%	31 7%	28 9%
I value the flexibility of being out of contract	47 6%	29 7%	17 5%	1 4%	4 3%	7 4%	16 11% dei	10 7%	8 8%	1 2%	15 7%	16 7%	5 3%	11 7%	31 7%	15 5%
I don't want to have to speak to my provider	30 4%	16 4%	15 4%	1 4%	5 4%	9 6%	3 2%	7 5%	4 4%	1 3%	12 6%	6 3%	9 6%	4 2%	18 4%	12 4%
I don't want to tie myself to my provider	28 4%	14 3%	14 4%	- -	6 6%	7 5%	2 2%	7 4%	5 5%	* 1%	9 4%	8 4%	7 5%	4 2%	17 4%	11 3%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

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

Table 17

## Broadband Contracts (QS0879 - 598412/598413)

Q.13a X Q.13b Why haven't you made any changes since your broadband contract with ended?

**Base: All who are out of minimum contract period**

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	734	402	332	21	92	129	117	122	178	75	202	193	152	187	395	339
Weighted Base	745	416	329	27**	117*	161	140	152	105	43*	213	218	154	160	431	314
I am not confident enough to make any changes	16 2%	6 1%	10 3%	- -	1 1%	2 1%	1 1%	7 5%	3 2%	2 5%	7 3%k	1 *	2 2%	5 3%k	8 2%	8 2%
Other reason	28 4%	15 4%	13 4%	- -	6 5%	7 4%	8 6%	5 3%	3 3%	- -	4 2%	14 6%	5 3%	5 3%	18 4%	10 3%
None of these	243 33%	134 32%	109 33%	8 30%	40 34%	52 32%	55 39%	47 31%	31 30%	11 26%	73 35%	64 29%	56 36%	50 31%	138 32%	106 34%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

**Broadband Contracts (QS0879 - 598412/598413)**

Q.13a X Q.13b Why haven't you made any changes since your broadband contract with ended?

**Base: All who are out of minimum contract period**

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	734	455	145	134	351	383	176	558
Weighted Base	745	472	161	112	441	304	215	530
I am happy with my current service/didn't see the point	340 46%	219 46%	72 44%	50 44%	207 47%	133 44%	102 47%	238 45%
I am happy with the price I am currently paying	282 38%	181 38%	62 39%	39 35%	161 37%	121 40%	80 37%	202 38%
It's too much hassle to change provider	171 23%	100 21%	37 23%	34 31% <sup>a</sup>	95 22%	76 25%	49 23%	122 23%
I just haven't got round to it yet	135 18%	77 16%	36 23%	22 20%	90 20%	45 15%	43 20%	92 17%
I would rather stick with what I know	123 17%	65 14%	35 22% <sup>a</sup>	23 20%	63 14%	61 20%	25 12%	98 18% <sup>f</sup>
Looking for a better deal isn't a priority	104 14%	58 12%	24 15%	21 19%	64 14%	40 13%	19 9%	85 16% <sup>f</sup>
It is difficult to compare all the different deals available	78 10%	47 10%	11 7%	20 18% <sup>a,b</sup>	38 9%	40 13%	17 8%	61 12%
It's too time consuming to compare deals	75 10%	51 11%	15 9%	10 9%	54 12% <sup>e</sup>	22 7%	19 9%	57 11%
I trust that my provider makes sure I am on their best deal	59 8%	39 8%	15 10%	5 4%	26 6%	33 11% <sup>d</sup>	15 7%	44 8%
I value the flexibility of being out of contract	47 6%	28 6%	10 6%	9 8%	24 5%	23 8%	10 5%	36 7%
I don't want to have to speak to my provider	30 4%	18 4%	7 4%	5 5%	22 5%	9 3%	12 5%	19 4%
I don't want to tie myself to my provider	28 4%	18 4%	5 3%	6 5%	16 4%	12 4%	6 3%	23 4%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

Q.13a X Q.13b Why haven't you made any changes since your broadband contract with ended?

**Base: All who are out of minimum contract period**

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married\ Living as married (a)	Single (b)	Widow\ Divorced\ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	734	455	145	134	351	383	176	558
Weighted Base	745	472	161	112	441	304	215	530
I am not confident enough to make any changes	16 2%	8 2%	4 2%	5 4%	5 1%	11 4% <sup>d</sup>	1 1%	14 3%
Other reason	28 4%	18 4%	3 2%	8 7% <sup>b</sup>	18 4%	10 3%	8 4%	21 4%
None of these	243 33%	153 32%	57 35%	33 30%	147 33%	96 31%	83 38%	161 30%

Table 17

## Broadband Contracts (QS0879 - 598412/598413)

Q.13a X Q.13b Why haven't you made any changes since your broadband contract with ended?

**Base: All who are out of minimum contract period**

	Total	TENURE				AREA	
		Own/Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	734	480	138	111	5	546	188
Weighted Base	745	472	140	128	5**	563	181
I am happy with my current service/didn't see the point	340 46%	225 48% <sup>lc</sup>	67 48%	46 36%	2 34%	263 47%	77 42%
I am happy with the price I am currently paying	282 38%	178 38%	52 37%	51 40%	1 25%	210 37%	71 39%
It's too much hassle to change provider	171 23%	107 23%	33 23%	31 24%	1 17%	120 21%	51 28%
I just haven't got round to it yet	135 18%	82 17%	26 18%	27 21%	1 18%	112 20%	23 13%
I would rather stick with what I know	123 17%	76 16%	29 20%	18 14%	1 11%	95 17%	28 16%
Looking for a better deal isn't a priority	104 14%	69 15%	17 12%	17 14%	-	87 15%	17 9%
It is difficult to compare all the different deals available	78 10%	46 10%	16 12%	15 11%	1 11%	54 10%	24 13%
It's too time consuming to compare deals	75 10%	50 10%	10 7%	16 12%	-	57 10%	18 10%
I trust that my provider makes sure I am on their best deal	59 8%	33 7%	17 12%	7 5%	1 25%	40 7%	19 10%
I value the flexibility of being out of contract	47 6%	26 5%	10 7%	11 9%	-	26 5%	21 11% <sup>e</sup>
I don't want to have to speak to my provider	30 4%	21 4%	4 3%	5 4%	-	22 4%	8 5%
I don't want to tie myself to my provider	28 4%	17 4%	5 4%	6 4%	-	22 4%	6 3%
I am not confident enough to make any changes	16 2%	9 2%	2 1%	5 4%	-	12 2%	4 2%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

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

Table 17

**Broadband Contracts (QS0879 - 598412/598413)**

Q.13a X Q.13b Why haven't you made any changes since your broadband contract with ended?

**Base: All who are out of minimum contract period**

	Total	TENURE				AREA	
		Own/Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	734	480	138	111	5	546	188
Weighted Base	745	472	140	128	5**	563	181
Other reason	28	20	6	1	1	20	8
	4%	4%	4%	1%	30%	4%	5%
None of these	243	160	45	36	1	183	60
	33%	34%	33%	29%	30%	32%	33%

Table 17

## Broadband Contracts (QS0879 - 598412/598413)

Q.13a X Q.13b Why haven't you made any changes since your broadband contract with ended?

**Base: All who are out of minimum contract period**

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	734	604	67	47	16	45	70	70	43	63	64	71	100	78	47	67	16
Weighted Base	745	614	67*	50*	13**	47*	70*	70*	45*	64*	73*	78*	92*	74*	50*	67*	13**
I am happy with my current service/didn't see the point	340 46%	274 45%	29 44%	27 54%	10 73%	22 46%	30 43%	21 30%	24 54%g	27 42%	40 55%g	29 38%	45 48%g	36 48%g	27 54%g	29 44%	10 73%
I am happy with the price I am currently paying	282 38%	229 37%	30 45%	16 32%	6 48%	21 44%	29 41%	33 47%j	16 36%	20 31%	20 27%	28 36%	33 36%	30 40%	16 32%	30 45%j	6 48%
It's too much hassle to change provider	171 23%	142 23%	16 24%	13 26%	-	6 13%	23 33%ei	15 21%	13 29%	8 13%	18 25%	17 22%	24 26%	17 23%	13 26%	16 24%	-
I just haven't got round to it yet	135 18%	114 19%	11 16%	11 21%	-	9 19%h	11 16%h	9 13%	1 1%	11 18%h	11 15%h	26 34%fghjmo	23 25%h	13 17%h	11 21%h	11 16%h	-
I would rather stick with what I know	123 17%	91 15%	12 18%	15 29%a	6 44%	2 4%	18 25%egjk	5 7%	9 21%e	9 14%	8 11%	8 10%	17 18%e	15 20%eg	15 29%egjk	12 18%e	6 44%
Looking for a better deal isn't a priority	104 14%	86 14%	14 21%	4 8%	-	8 17%	11 16%	11 16%	5 11%	4 6%	16 22%i	10 13%	10 11%	10 13%	4 8%	14 21%i	-
It is difficult to compare all the different deals available	78 10%	66 11%	5 7%	7 15%	-	8 16%i	8 11%	6 8%	5 12%	2 4%	16 22%ilm o	9 12%	7 8%	5 6%	7 15%	5 7%	-
It's too time consuming to compare deals	75 10%	65 11%	8 12%	2 5%	-	2 4%	10 14%g	2 3%	2 5%	6 9%	12 17%g	6 8%	19 20%eghkmn	6 9%	2 5%	8 12%	-
I trust that my provider makes sure I am on their best deal	59 8%	50 8%	2 2%	6 12%	2 12%	1 3%	7 9%	10 14%ko	7 15%o	3 5%	4 6%	3 4%	8 8%	7 10%	6 12%	2 2%	2 12%
I value the flexibility of being out of contract	47 6%	36 6%	4 6%	4 9%	2 13%	2 5%	7 10%	3 4%	3 6%	4 7%	3 4%	2 3%	7 8%	5 7%	4 9%	4 6%	2 13%
I don't want to have to speak to my provider	30 4%	28 4%	2 2%	1 3%	-	2 3%	4 6%lm	2 3%	* 1%	5 8%lm	7 9%lm	5 6%lm	3 3%	-	1 3%	2 2%	-
I don't want to tie myself to my provider	28 4%	23 4%	3 4%	1 1%	2 13%	3 6%	3 4%	* 1%	-	-	5 6%	3 3%	6 6%	4 5%	1 1%	3 4%	2 13%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

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



Table 17

## Broadband Contracts (QS0879 - 598412/598413)

Q.13a X Q.13b Why haven't you made any changes since your broadband contract with ended?

**Base: All who are out of minimum contract period**

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	734	604	67	47	16	45	70	70	43	63	64	71	100	78	47	67	16
Weighted Base	745	614	67*	50*	13**	47*	70*	70*	45*	64*	73*	78*	92*	74*	50*	67*	13**
I am not confident enough to make any changes	16 2%	12 2%	2 3%	1 3%	- -	* 1%	3 5%	- -	2 4%	1 2%	1 2%	1 2%	1 1%	2 3%	1 3%	2 3%	- -
Other reason	28 4%	22 4%	5 7%	2 3%	- -	3 7%gl	2 4%	- -	2 4%	2 3%	8 11%gkl	1 2%	- -	4 5%l	2 3%	5 7%gl	- -
None of these	243 33%	193 31%	24 36%	16 32%	9 70%	20 41%	22 31%	24 34%	15 32%	30 47%klm	17 24%	20 26%	24 26%	21 29%	16 32%	24 36%	9 70%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

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

Table 17

## Broadband Contracts (QS0879 - 598412/598413)

Q.13a X Q.13b Why haven't you made any changes since your broadband contract with ended?

**Base: All who are out of minimum contract period**

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	734	141	28	8	106	593	85	280	360
Weighted Base	745	123	30**	8**	86*	622	100*	291	347
I am happy with my current service/didn't see the point	340 46%	52 43%	16 52%	3 32%	37 43%	288 46%	31 31%	132 46% <sup>f</sup>	175 50% <sup>f</sup>
I am happy with the price I am currently paying	282 38%	45 36%	15 49%	4 51%	30 35%	237 38%	42 41%	113 39%	126 36%
It's too much hassle to change provider	171 23%	35 29%	10 34%	2 20%	30 35% <sup>e</sup>	136 22%	20 20%	72 25%	76 22%
I just haven't got round to it yet	135 18%	22 18%	5 17%	1 10%	17 19%	114 18%	21 21%	56 19%	57 16%
I would rather stick with what I know	123 17%	24 19%	7 23%	1 10%	17 19%	99 16%	14 14%	43 15%	64 18%
Looking for a better deal isn't a priority	104 14%	14 12%	3 11%	1 10%	11 13%	90 14%	18 18%	39 13%	46 13%
It is difficult to compare all the different deals available	78 10%	22 18% <sup>e</sup>	3 11%	- -	18 21% <sup>e</sup>	56 9%	11 11%	29 10%	36 10%
It's too time consuming to compare deals	75 10%	15 12%	2 8%	- -	9 11%	61 10%	9 9%	31 11%	33 10%
I trust that my provider makes sure I am on their best deal	59 8%	16 13% <sup>e</sup>	5 18%	3 37%	10 12%	43 7%	10 10%	18 6%	31 9%
I value the flexibility of being out of contract	47 6%	9 8%	3 10%	1 10%	6 7%	37 6%	6 6%	11 4%	28 8% <sup>g</sup>
I don't want to have to speak to my provider	30 4%	6 5%	4 14%	1 10%	4 5%	24 4%	4 3%	13 5%	14 4%
I don't want to tie myself to my provider	28 4%	4 3%	2 8%	- -	2 2%	24 4%	4 4%	10 4%	14 4%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

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

Table 17

**Broadband Contracts (QS0879 - 598412/598413)**

Q.13a X Q.13b Why haven't you made any changes since your broadband contract with ended?

**Base: All who are out of minimum contract period**

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	734	141	28	8	106	593	85	280	360
Weighted Base	745	123	30**	8**	86*	622	100*	291	347
I am not confident enough to make any changes	16 2%	3 2%	1 3%	- -	3 3%	13 2%	3 3%	6 2%	7 2%
Other reason	28 4%	7 6%	2 7%	3 32%	2 3%	21 3%	3 3%	12 4%	14 4%
None of these	243 33%	36 29%	9 31%	4 49%	24 27%	208 33%	34 33%	89 31%	120 35%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

Table 17

## Broadband Contracts (QS0879 - 598412/598413)

Q.13a X Q.13b Why haven't you made any changes since your broadband contract with ended?

**Base: All who are out of minimum contract period**

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	734	368	93	378	79	359	95	320	106	422	63
Weighted Base	745	403	84*	411	72*	393	91*	356	98*	452	56*
I am happy with my current service/didn't see the point	340 46%	196 49%b	30 36%	198 48%	26 36%	186 47%	38 42%	172 48%	39 40%	218 48%	23 41%
I am happy with the price I am currently paying	282 38%	156 39%	26 31%	162 39%	21 30%	152 39%	33 37%	137 38%	33 34%	171 38%	19 34%
It's too much hassle to change provider	171 23%	67 17%	33 39%a	70 17%	31 44%c	70 18%	36 40%e	65 18%	36 37%g	96 21%	16 28%
I just haven't got round to it yet	135 18%	73 18%	17 20%	71 17%	15 21%	71 18%	15 16%	64 18%	20 21%	76 17%	14 25%
I would rather stick with what I know	123 17%	57 14%	14 16%	57 14%	12 17%	57 14%	19 21%	50 14%	19 19%	68 15%	10 18%
Looking for a better deal isn't a priority	104 14%	58 14%	12 15%	55 13%	14 20%	53 13%	20 22%e	48 14%	17 17%	64 14%	9 17%
It is difficult to compare all the different deals available	78 10%	23 6%	24 28%a	30 7%	14 19%c	24 6%	20 22%e	21 6%	23 24%g	32 7%	10 18%i
It's too time consuming to compare deals	75 10%	39 10%	13 16%	40 10%	11 15%	39 10%	11 12%	33 9%	12 12%	48 11%	6 11%
I trust that my provider makes sure I am on their best deal	59 8%	30 7%	5 6%	34 8%	4 6%	33 8%	8 8%	27 8%	5 6%	33 7%	4 7%
I value the flexibility of being out of contract	47 6%	27 7%	6 7%	27 6%	2 3%	26 7%	2 2%	18 5%	6 6%	28 6%	4 6%
I don't want to have to speak to my provider	30 4%	14 3%	5 6%	12 3%	8 11%c	13 3%	6 7%	15 4%	7 7%	16 4%	3 6%
I don't want to tie myself to my provider	28 4%	17 4%	1 1%	15 4%	1 2%	15 4%	1 1%	12 4%	2 2%	14 3%	3 5%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

Table 17

## Broadband Contracts (QS0879 - 598412/598413)

Q.13a X Q.13b Why haven't you made any changes since your broadband contract with ended?

**Base: All who are out of minimum contract period**

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	734	368	93	378	79	359	95	320	106	422	63
Weighted Base	745	403	84*	411	72*	393	91*	356	98*	452	56*
I am not confident enough to make any changes	16	3	9	3	4	3	10	2	8	6	5
	2%	1%	10%a	1%	6%c	1%	11%e	1%	8%g	1%	9%i
Other reason	28	20	3	19	1	21	3	18	4	17	5
	4%	5%	4%	5%	2%	5%	4%	5%	4%	4%	10%i
None of these	243	138	20	145	16	132	20	122	26	149	13
	33%	34%	24%	35%d	22%	34%f	22%	34%	27%	33%	23%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

## Broadband Contracts (QS0879 - 598412/598413)

Q.13A Why haven't you made any changes since your broadband contract with your fixed broadband service provider ended.....?

Base: All who are out of minimum contract period

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	734	402	332	21	92	129	117	122	178	75	202	193	152	187	395	339
Weighted Base	745	416	329	27**	117*	161	140	152	105	43*	213	218	154	160	431	314
I am happy with my current service\didn't see the point	219 29%	140 34%b	78 24%	6 24%	33 28%	53 33%	47 34%	43 28%	27 25%	9 22%	60 28%	61 28%	51 33%	46 29%	121 28%	97 31%
I am happy with the price I am currently paying	196 26%	100 24%	96 29%	5 20%	39 33%e	33 21%	43 31%	36 24%	29 28%	9 22%	61 29%l	57 26%	29 19%	48 30%l	119 28%	77 25%
It's too much hassle to change provider	93 12%	54 13%	39 12%	1 3%	11 9%	22 14%	10 7%	27 18%l	16 15%l	7 16%l	23 11%	27 12%	20 13%	23 14%	50 11%	43 14%
I just haven't got round to it yet	75 10%	34 8%	41 12%	2 6%	15 12%	15 9%	16 12%	15 10%	7 7%	5 11%	24 11%	17 8%	23 15%km	11 7%	41 9%	34 11%
I would rather stick with what I know	57 8%	33 8%	24 7%	4 16%	10 9%	10 6%	5 3%	8 5%	13 13%fg	6 14%fg	17 8%	13 6%	13 8%	14 8%	30 7%	27 8%
Looking for a better deal isn't a priority	46 6%	31 8%	14 4%	4 14%	5 5%	12 7%	9 6%	8 5%	6 5%	1 3%	20 9%l	11 5%	5 3%	9 6%	31 7%	14 5%
It is difficult to compare all the different deals available	42 6%	29 7%	13 4%	1 5%	3 2%	8 5%	9 6%	8 6%	9 8%	5 11%l	10 5%	13 6%	7 5%	12 8%	23 5%	19 6%
It's too time consuming to compare deals	40 5%	24 6%	15 5%	1 4%	3 3%	12 7%	8 6%	9 6%	4 3%	3 6%	13 6%	13 6%	3 2%	10 6%	27 6%	13 4%
I trust that my provider makes sure I am on their best deal	33 4%	20 5%	13 4%	1 5%	4 3%	6 4%	8 6%	6 4%	5 4%	3 7%	7 3%	12 5%	8 5%	6 4%	19 4%	13 4%
I value the flexibility of being out of contract	22 3%	14 3%	9 3%	1 4%	2 2%	1 1%	9 6%e	5 3%	4 4%e	* 1%	6 3%	8 3%	1 1%	8 5%l	14 3%	9 3%
I don't want to tie myself to my provider	18 2%	9 2%	9 3%	- -	4 3%	5 3%	1 1%	4 2%	4 4%	* 1%	6 3%	4 2%	6 4%	2 1%	10 2%	8 3%
I don't want to have to speak to my provider	16 2%	6 2%	10 3%	1 4%	2 2%	3 2%	- -	6 4%l	3 3%l	1 3%l	7 3%	4 2%	3 2%	3 2%	11 2%	6 2%
I have signed a new deal/changed provider	10 1%	6 1%	4 1%	1 3%	- -	3 2%	2 1%	3 2%	1 1%	1 1%	4 2%	2 1%	3 2%	1 1%	6 1%	4 1%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

## Broadband Contracts (QS0879 - 598412/598413)

**Q.13A Why haven't you made any changes since your broadband contract with your fixed broadband service provider ended.....?**

**Base: All who are out of minimum contract period**

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	734	402	332	21	92	129	117	122	178	75	202	193	152	187	395	339
Weighted Base	745	416	329	27**	117*	161	140	152	105	43*	213	218	154	160	431	314
No alternative/no other option	8 1%	4 1%	5 1%	-	-	1 1%	4 3%	1 1%	1 1%	1 2%	6 3% <sup>m</sup>	1 1%	1 *	-	8 2%	1 *
(Considering) Moving house	7 1%	6 1%	1 *	2 8%	2 1%	1 1%	-	1 1%	1 1%	-	5 2%	1 *	1 1%	-	6 1%	1 *
I am not confident enough to make any changes	6 1%	2 1%	4 1%	-	-	-	-	6 4% <sup>efh</sup>	-	1 1%	2 1%	-	2 1%	2 1%	2 1%	4 1%
Someone else in the family sorts the contract	5 1%	3 1%	2 1%	-	-	2 1%	-	3 2%	1 1%	*	1 1%	*	3 2%	1 *	2 *	4 1%
I am on a rolling contract	3 *	1 *	2 1%	-	1 1%	1 1%	-	-	1 1%	-	-	1 *	1 1%	1 *	1 *	2 1%
Other reason	28 4%	15 4%	13 4%	-	6 5%	7 4%	8 6%	5 3%	3 3%	-	4 2%	14 6%	5 3%	5 3%	18 4%	10 3%
N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	4 1%	1 *	3 1%	-	2 1%	-	2 2%	-	-	-	1 1%	1 1%	-	2 1%	2 1%	2 1%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

**Broadband Contracts (QS0879 - 598412/598413)****Q.13A Why haven't you made any changes since your broadband contract with your fixed broadband service provider ended.....?****Base: All who are out of minimum contract period**

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	734	455	145	134	351	383	176	558
Weighted Base	745	472	161	112	441	304	215	530
I am happy with my current service/didn't see the point	219 29%	142 30%	48 30%	29 26%	136 31%	82 27%	67 31%	151 29%
I am happy with the price I am currently paying	196 26%	120 25%	48 30%	27 24%	111 25%	85 28%	56 26%	140 26%
It's too much hassle to change provider	93 12%	55 12%	17 10%	21 19%	51 12%	42 14%	28 13%	65 12%
I just haven't got round to it yet	75 10%	44 9%	19 12%	12 11%	51 12%	24 8%	23 11%	51 10%
I would rather stick with what I know	57 8%	31 7%	14 9%	11 10%	29 7%	28 9%	12 6%	44 8%
Looking for a better deal isn't a priority	46 6%	26 6%	13 8%	7 6%	34 8%	12 4%	11 5%	35 7%
It is difficult to compare all the different deals available	42 6%	26 6%	8 5%	8 7%	21 5%	21 7%	7 3%	35 7%
It's too time consuming to compare deals	40 5%	28 6%	7 4%	5 4%	31 7%	9 3%	11 5%	29 5%
I trust that my provider makes sure I am on their best deal	33 4%	21 4%	11 7%	1 1%	15 4%	17 6%	9 4%	24 5%
I value the flexibility of being out of contract	22 3%	12 2%	4 3%	6 6%	8 2%	14 5%	7 3%	15 3%
I don't want to tie myself to my provider	18 2%	13 3%	2 1%	3 2%	9 2%	9 3%	5 2%	14 3%
I don't want to have to speak to my provider	16 2%	7 2%	4 2%	5 5%	9 2%	7 2%	7 3%	9 2%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base



## Broadband Contracts (QS0879 - 598412/598413)

**Q.13A Why haven't you made any changes since your broadband contract with your fixed broadband service provider ended.....?**

**Base: All who are out of minimum contract period**

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	734	455	145	134	351	383	176	558
Weighted Base	745	472	161	112	441	304	215	530
I have signed a new deal/changed provider	10 1%	7 2%	2 1%	1 1%	7 2%	3 1%	4 2%	6 1%
No alternative/no other option	8 1%	8 2%	1 *	- -	5 1%	3 1%	4 2%	4 1%
(Considering) Moving house	7 1%	6 1%	1 *	- -	5 1%	2 1%	- -	7 1%
I am not confident enough to make any changes	6 1%	2 *	2 1%	3 3%a	3 1%	3 1%	- -	6 1%
Someone else in the family sorts the contract	5 1%	5 1%	- -	* *	4 1%	1 *	2 1%	4 1%
I am on a rolling contract	3 *	2 *	- -	1 1%	2 *	1 *	- -	3 1%
Other reason	28 4%	18 4%	3 2%	8 7%b	18 4%	10 3%	8 4%	21 4%
N/A	-	-	-	-	-	-	-	-
Don't know	4 1%	4 1%	- -	- -	2 1%	2 1%	4 2%g	- -

## Broadband Contracts (QS0879 - 598412/598413)

**Q.13A Why haven't you made any changes since your broadband contract with your fixed broadband service provider ended.....?**

**Base: All who are out of minimum contract period**

	Total	TENURE				AREA	
		Own\Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	734	480	138	111	5	546	188
Weighted Base	745	472	140	128	5**	563	181
I am happy with my current service\didn't see the point	219 29%	142 30%	48 34% <sup>c</sup>	28 22%	1 18%	167 30%	51 28%
I am happy with the price I am currently paying	196 26%	118 25%	40 28%	37 29%	1 25%	151 27%	44 24%
It's too much hassle to change provider	93 12%	64 14%	15 10%	13 10%	1 17%	64 11%	29 16%
I just haven't got round to it yet	75 10%	46 10%	13 9%	16 13%	-	58 10%	17 9%
I would rather stick with what I know	57 8%	34 7%	14 10%	9 7%	1 11%	43 8%	14 7%
Looking for a better deal isn't a priority	46 6%	31 7%	5 4%	9 7%	-	40 7%	6 3%
It is difficult to compare all the different deals available	42 6%	24 5%	11 8%	7 5%	-	27 5%	15 8%
It's too time consuming to compare deals	40 5%	25 5%	6 4%	8 7%	-	29 5%	10 6%
I trust that my provider makes sure I am on their best deal	33 4%	23 5%	9 6% <sup>c</sup>	1 1%	-	20 4%	13 7%
I value the flexibility of being out of contract	22 3%	12 2%	5 3%	6 4%	-	13 2%	9 5%
I don't want to tie myself to my provider	18 2%	11 2%	3 2%	3 3%	-	12 2%	6 3%
I don't want to have to speak to my provider	16 2%	11 2%	4 3%	1 1%	-	11 2%	5 3%
I have signed a new deal/changed provider	10 1%	6 1%	1 1%	3 2%	-	6 1%	4 2%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

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

**Broadband Contracts (QS0879 - 598412/598413)****Q.13A Why haven't you made any changes since your broadband contract with your fixed broadband service provider ended.....?****Base: All who are out of minimum contract period**

	Total	TENURE				AREA	
		Own/Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	734	480	138	111	5	546	188
Weighted Base	745	472	140	128	5**	563	181
No alternative/no other option	8	8	-	-	-	6	3
	1%	2%	-	-	-	1%	1%
(Considering) Moving house	7	3	-	4	-	6	1
	1%	1%	-	3%	-	1%	1%
I am not confident enough to make any changes	6	5	1	1	-	4	2
	1%	1%	*	1%	-	1%	1%
Someone else in the family sorts the contract	5	3	-	2	-	4	1
	1%	1%	-	2%	-	1%	1%
I am on a rolling contract	3	1	-	2	-	1	2
	*	*	-	2%a	-	*	1%
Other reason	28	20	6	1	1	20	8
	4%	4%	4%	1%	30%	4%	5%
N/A	-	-	-	-	-	-	-
	-	-	-	-	-	-	-
Don't know	4	1	3	-	-	4	-
	1%	*	2%a	-	-	1%	-

## Broadband Contracts (QS0879 - 598412/598413)

Q.13A Why haven't you made any changes since your broadband contract with your fixed broadband service provider ended.....?

Base: All who are out of minimum contract period

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	734	604	67	47	16	45	70	70	43	63	64	71	100	78	47	67	16
Weighted Base	745	614	67*	50*	13**	47*	70*	70*	45*	64*	73*	78*	92*	74*	50*	67*	13**
I am happy with my current service/didn't see the point	219 29%	179 29%	15 23%	16 31%	9 65%	15 32%g	21 30%g	6 8%	14 32%g	21 33%g	20 28%g	24 31%g	34 36%g	22 30%g	16 31%g	15 23%g	9 65%
I am happy with the price I am currently paying	196 26%	152 25%	25 37%a	13 26%	5 39%	14 30%	18 26%	28 39%ijm	11 24%	9 15%	12 17%	20 26%	22 24%	17 23%	13 26%	25 37%ij	5 39%
It's too much hassle to change provider	93 12%	77 13%	10 15%	5 11%	-	3 6%	13 18%	8 11%	8 18%	5 8%	9 13%	10 13%	12 13%	10 13%	5 11%	10 15%	-
I just haven't got round to it yet	75 10%	58 10%	8 12%	8 16%	-	5 11%	9 13%	5 8%	1 1%	7 11%	3 5%	9 11%	10 11%	8 11%	8 16%h	8 12%	-
I would rather stick with what I know	57 8%	39 6%	3 5%	9 18%a	5 38%	* 1%	8 11%g	-	4 8%g	6 9%g	3 5%	2 2%	6 7%g	10 14%egk	9 18%egjk	3 5%	5 38%
Looking for a better deal isn't a priority	46 6%	41 7%	3 4%	2 4%	-	5 10%l	5 7%	8 12%il	2 4%	1 1%	7 10%l	6 8%	2 2%	5 6%	2 4%	3 4%	-
It is difficult to compare all the different deals available	42 6%	35 6%	1 2%	6 12%b	-	3 6%	4 6%	4 5%	3 7%	1 1%	10 14%ikmo	3 4%	5 6%	2 3%	6 12%io	1 2%	-
It's too time consuming to compare deals	40 5%	35 6%	3 5%	2 3%	-	1 2%	8 11%g	1 1%	2 4%	2 3%	7 10%	2 3%	10 11%g	3 4%	2 3%	3 5%	-
I trust that my provider makes sure I am on their best deal	33 4%	26 4%	2 2%	5 9%	1 5%	* 1%	4 6%k	5 7%k	5 11%k	1 2%	3 4%	-	3 3%	4 5%	5 9%k	2 2%	1 5%
I value the flexibility of being out of contract	22 3%	17 3%	3 4%	1 1%	2 13%	* 1%	3 4%	-	2 4%	4 7%g	-	2 3%	2 2%	4 5%	1 1%	3 4%	2 13%
I don't want to tie myself to my provider	18 2%	14 2%	1 2%	1 1%	2 13%	3 6%	2 2%	* 1%	-	-	-	3 3%	4 5%	2 3%	1 1%	1 2%	2 13%
I don't want to have to speak to my provider	16 2%	16 3%	-	-	-	2 3%	3 4%	2 3%	* 1%	2 4%	3 4%	2 3%	2 2%	-	-	-	-

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

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

## Broadband Contracts (QS0879 - 598412/598413)

**Q.13A Why haven't you made any changes since your broadband contract with your fixed broadband service provider ended.....?**

**Base: All who are out of minimum contract period**

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	734	604	67	47	16	45	70	70	43	63	64	71	100	78	47	67	16
Weighted Base	745	614	67*	50*	13**	47*	70*	70*	45*	64*	73*	78*	92*	74*	50*	67*	13**
I have signed a new deal/changed provider	10 1%	10 2%	* 1%	- -	- -	- -	2 3%	- -	1 2%	6 9%gjkim o	- -	- -	1 1%	- -	- -	* 1%	- -
No alternative/no other option	8 1%	7 1%	1 2%	- -	- -	- -	- -	6 8%fijkm	- -	- -	- -	- -	1 1%	- -	- -	1 2%	- -
(Considering) Moving house	7 1%	4 1%	1 2%	2 4%a	- -	- -	- -	2 2%	- -	- -	- -	1 1%	- -	1 2%	2 4%	1 2%	- -
I am not confident enough to make any changes	6 1%	6 1%	- -	- -	- -	- -	3 4%	- -	- -	1 2%	1 1%	- -	- -	1 2%	- -	- -	- -
Someone else in the family sorts the contract	5 1%	5 1%	- -	- -	- -	- -	- -	3 4%	- -	* 1%	2 3%	- -	- -	- -	- -	- -	- -
I am on a rolling contract	3 *	3 *	- -	- -	- -	- -	1 2%	- -	- -	1 2%	- -	- -	1 1%	- -	- -	- -	- -
Other reason	28 4%	22 4%	5 7%	2 3%	-	3 7%gl	2 4%	-	2 4%	2 3%	8 11%gkl	1 2%	-	4 5%l	2 3%	5 7%gl	-
N/A	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	4 1%	4 1%	- -	- -	- -	- -	- -	- -	- -	1 1%	2 3%	-	1 1%	- -	- -	- -	- -

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

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

## Broadband Contracts (QS0879 - 598412/598413)

**Q.13A Why haven't you made any changes since your broadband contract with your fixed broadband service provider ended.....?**

**Base: All who are out of minimum contract period**

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	734	141	28	8	106	593	85	280	360
Weighted Base	745	123	30**	8**	86*	622	100*	291	347
I am happy with my current service\didn't see the point	219 29%	35 28%	14 46%	- -	25 29%	183 30%	19 19%	82 28%	115 33%f
I am happy with the price I am currently paying	196 26%	30 25%	11 36%	2 23%	19 22%	165 27%	34 34%	75 26%	85 25%
It's too much hassle to change provider	93 12%	18 15%	5 17%	2 20%	15 18%	75 12%	11 11%	36 12%	45 13%
I just haven't got round to it yet	75 10%	15 12%	4 14%	- -	11 13%	60 10%	12 12%	24 8%	39 11%
I would rather stick with what I know	57 8%	10 8%	2 7%	- -	6 7%	46 7%	9 8%	20 7%	27 8%
Looking for a better deal isn't a priority	46 6%	6 5%	1 3%	1 10%	5 6%	40 6%	8 8%	19 7%	18 5%
It is difficult to compare all the different deals available	42 6%	12 10%e	1 4%	- -	11 12%e	30 5%	4 4%	18 6%	18 5%
It's too time consuming to compare deals	40 5%	8 6%	2 8%	- -	5 5%	32 5%	4 4%	16 5%	19 5%
I trust that my provider makes sure I am on their best deal	33 4%	6 5%	1 3%	2 28%	5 6%	27 4%	2 2%	12 4%	19 5%
I value the flexibility of being out of contract	22 3%	5 4%	2 8%	1 10%	2 2%	17 3%	3 3%	4 2%	15 4%
I don't want to tie myself to my provider	18 2%	2 2%	2 8%	- -	- -	16 3%	2 2%	7 2%	9 3%
I don't want to have to speak to my provider	16 2%	3 3%	2 7%	- -	1 2%	13 2%	2 2%	5 2%	9 3%
I have signed a new deal/changed provider	10 1%	1 1%	1 3%	1 8%	1 1%	9 1%	1 1%	4 1%	5 1%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

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

## Broadband Contracts (QS0879 - 598412/598413)

**Q.13A Why haven't you made any changes since your broadband contract with your fixed broadband service provider ended.....?**

**Base: All who are out of minimum contract period**

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	734	141	28	8	106	593	85	280	360
Weighted Base	745	123	30**	8**	86*	622	100*	291	347
No alternative/no other option	8 1%	3 2%	-	-	1 2%	5 1%	1 1%	1 *	6 2%
(Considering) Moving house	7 1%	2 2%	-	-	1 1%	5 1%	2 2%	3 1%	2 1%
I am not confident enough to make any changes	6 1%	1 1%	1 3%	-	1 1%	5 1%	-	3 1%	3 1%
Someone else in the family sorts the contract	5 1%	1 1%	-	-	-	5 1%	-	1 *	5 1%
I am on a rolling contract	3 *	-	-	-	-	3 *	1 1%	1 *	1 *
Other reason	28 4%	7 6%	2 7%	3 32%	2 3%	21 3%	3 3%	12 4%	14 4%
N/A	-	-	-	-	-	-	-	-	-
Don't know	4 1%	1 1%	-	-	-	3 1%	-	1 *	3 1%

## Broadband Contracts (QS0879 - 598412/598413)

**Q.13A Why haven't you made any changes since your broadband contract with your fixed broadband service provider ended.....?**

**Base: All who are out of minimum contract period**

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	734	368	93	378	79	359	95	320	106	422	63
Weighted Base	745	403	84*	411	72*	393	91*	356	98*	452	56*
I am happy with my current service/didn't see the point	219 29%	122 30%	19 22%	128 31% <sup>d</sup>	13 18%	119 30%	20 22%	107 30%	21 22%	138 31%	16 28%
I am happy with the price I am currently paying	196 26%	107 27%	19 23%	115 28%	17 24%	104 26%	26 28%	93 26%	26 26%	117 26%	10 17%
It's too much hassle to change provider	93 12%	30 7%	19 22% <sup>a</sup>	32 8%	17 24% <sup>c</sup>	31 8%	19 21% <sup>e</sup>	30 8%	20 20% <sup>g</sup>	52 12%	10 17%
I just haven't got round to it yet	75 10%	40 10%	7 9%	41 10%	10 13%	40 10%	9 10%	36 10%	13 13%	42 9%	7 12%
I would rather stick with what I know	57 8%	32 8%	4 5%	29 7%	5 8%	27 7%	10 11%	26 7%	7 7%	36 8%	5 9%
Looking for a better deal isn't a priority	46 6%	31 8%	3 3%	27 7%	6 9%	27 7%	8 9%	26 7%	7 7%	32 7%	3 5%
It is difficult to compare all the different deals available	42 6%	15 4%	9 11% <sup>a</sup>	16 4%	5 8%	12 3%	9 10% <sup>e</sup>	10 3%	10 10% <sup>g</sup>	16 4%	6 10% <sup>i</sup>
It's too time consuming to compare deals	40 5%	27 7%	4 4%	25 6%	2 3%	26 7%	2 2%	21 6%	4 4%	26 6%	5 8%
I trust that my provider makes sure I am on their best deal	33 4%	23 6%	2 3%	22 5%	2 2%	23 6%	3 3%	21 6%	3 4%	24 5%	- -
I value the flexibility of being out of contract	22 3%	9 2%	3 3%	12 3%	1 1%	11 3%	1 1%	7 2%	1 1%	12 3%	2 4%
I don't want to tie myself to my provider	18 2%	11 3%	1 1%	11 3%	1 2%	11 3%	1 1%	7 2%	1 1%	8 2%	3 5%
I don't want to have to speak to my provider	16 2%	6 2%	3 3%	6 1%	2 3%	7 2%	2 2%	6 2%	4 4%	6 1%	3 6% <sup>i</sup>

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base



## Broadband Contracts (QS0879 - 598412/598413)

Q.13A Why haven't you made any changes since your broadband contract with your fixed broadband service provider ended.....?

Base: All who are out of minimum contract period

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	734	368	93	378	79	359	95	320	106	422	63
Weighted Base	745	403	84*	411	72*	393	91*	356	98*	452	56*
I have signed a new deal/changed provider	10 1%	7 2%	-	9 2%	1 1%	7 2%	1 1%	7 2%	1 1%	9 2%	-
No alternative/no other option	8 1%	6 1%	1 1%	6 1%	1 1%	6 1%	1 1%	6 2%	1 1%	6 1%	-
(Considering) Moving house	7 1%	6 1%	-	4 1%	-	4 1%	-	3 1%	-	3 1%	-
I am not confident enough to make any changes	6 1%	-	6 7%a	-	3 4%c	-	6 6%e	1 *	5 5%g	1 *	3 5%i
Someone else in the family sorts the contract	5 1%	3 1%	-	3 1%	-	3 1%	-	3 1%	-	4 1%	2 3%
I am on a rolling contract	3 *	2 *	-	2 *	-	2 *	-	2 *	1 1%	2 *	-
Other reason	28 4%	20 5%	3 4%	19 5%	1 2%	21 5%	3 4%	18 5%	4 4%	17 4%	5 10%i
N/A	-	-	-	-	-	-	-	-	-	-	-
Don't know	4 1%	2 1%	-	2 1%	-	2 1%	-	3 1%	-	3 1%	-

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

## Broadband Contracts (QS0879 - 598412/598413)

Q.13B Do any of these reasons apply?

Base: All who are out of minimum contract period

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	734	402	332	21	92	129	117	122	178	75	202	193	152	187	395	339
Weighted Base	745	416	329	27**	117*	161	140	152	105	43*	213	218	154	160	431	314
I am happy with my current service\didn't see the point	125 17%	67 16%	58 18%	7 25%	21 18%	29 18%	19 13%	21 14%	20 19%	8 19%	42 20%	35 16%	22 14%	26 16%	77 18%	48 15%
I am happy with the price I am currently paying	88 12%	51 12%	36 11%	1 3%	13 11%	20 13%	17 12%	20 13%	12 11%	4 9%	21 10%	24 11%	24 16%	18 11%	46 11%	42 13%
It's too much hassle to change provider	79 11%	53 13%b	26 8%	6 22%	8 7%	18 11%	13 10%	11 7%	12 12%	10 23%defgh	21 10%	24 11%	14 9%	21 13%	44 10%	35 11%
I would rather stick with what I know	67 9%	41 10%	26 8%	- -	12 10%	12 7%	9 6%	19 12%	10 10%	5 12%	19 9%	14 6%	11 7%	23 14%kl	33 8%	34 11%
I just haven't got round to it yet	61 8%	28 7%	33 10%	1 4%	12 10%	15 9%	9 7%	15 10%	9 8%	1 3%	15 7%	25 12%	11 7%	10 6%	40 9%	22 7%
Looking for a better deal isn't a priority	58 8%	37 9%	21 7%	2 8%	12 10%	9 5%	7 5%	15 10%	11 11%	2 5%	16 7%	19 9%	10 6%	13 8%	35 8%	23 7%
It is difficult to compare all the different deals available	37 5%	18 4%	19 6%	2 6%	3 3%	8 5%	5 3%	7 5%	10 9%cdf	2 5%	10 5%	7 3%	10 6%	10 6%	17 4%	20 6%
It's too time consuming to compare deals	36 5%	17 4%	19 6%	2 7%	6 5%	6 3%	7 5%	7 5%	5 5%	4 8%	9 4%	13 6%	8 5%	7 4%	22 5%	15 5%
I trust that my provider makes sure I am on their best deal	26 3%	12 3%	14 4%	- -	7 6%e	2 1%	5 3%	6 4%	4 4%	2 4%	6 3%	6 3%	5 3%	9 6%	12 3%	14 4%
I value the flexibility of being out of contract	24 3%	16 4%	9 3%	- -	2 1%	6 4%	7 5%	5 4%	4 4%	1 2%	9 4%	9 4%	4 2%	3 2%	18 4%	7 2%
I don't want to have to speak to my provider	14 2%	9 2%	5 1%	- -	3 2%	6 4%	3 2%	1 1%	2 2%	- -	5 3%	2 1%	6 4%	1 1%	7 2%	7 2%
I don't want to tie myself to my provider	10 1%	5 1%	5 2%	- -	3 2%	2 1%	1 1%	3 2%	1 1%	- -	3 1%	4 2%	1 1%	2 1%	7 2%	3 1%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

## Broadband Contracts (QS0879 - 598412/598413)

Q.13B Do any of these reasons apply?

Base: All who are out of minimum contract period

	Total	GENDER		AGE						SOCIAL GRADE				SOCIAL GRADE		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	734	402	332	21	92	129	117	122	178	75	202	193	152	187	395	339
Weighted Base	745	416	329	27**	117*	161	140	152	105	43*	213	218	154	160	431	314
I am not confident enough to make any changes	10 1%	4 1%	6 2%	- -	1 1%	2 1%	1 1%	1 1%	3 2%	1 3%	5 2%	1 *	1 *	3 2%	6 1%	4 1%
None of these	243 33%	134 32%	109 33%	8 30%	40 34%	52 32%	55 39%	47 31%	31 30%	11 26%	73 35%	64 29%	56 36%	50 31%	138 32%	106 34%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

## Broadband Contracts (QS0879 - 598412/598413)

Q.13B Do any of these reasons apply?

Base: All who are out of minimum contract period

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	734	455	145	134	351	383	176	558
Weighted Base	745	472	161	112	441	304	215	530
I am happy with my current service/didn't see the point	125 17%	80 17%	24 15%	20 18%	74 17%	51 17%	37 17%	88 17%
I am happy with the price I am currently paying	88 12%	62 13%	14 9%	12 10%	51 12%	36 12%	25 11%	63 12%
It's too much hassle to change provider	79 11%	45 9%	21 13%	13 12%	45 10%	34 11%	21 10%	58 11%
I would rather stick with what I know	67 9%	34 7%	21 13%a	12 10%	34 8%	33 11%	13 6%	54 10%
I just haven't got round to it yet	61 8%	33 7%	19 12%	10 9%	40 9%	21 7%	21 10%	40 8%
Looking for a better deal isn't a priority	58 8%	32 7%	12 7%	14 12%	30 7%	29 9%	8 4%	50 9% <sup>f</sup>
It is difficult to compare all the different deals available	37 5%	21 4%	4 2%	12 11% <sup>ab</sup>	18 4%	19 6%	10 5%	26 5%
It's too time consuming to compare deals	36 5%	23 5%	8 5%	5 4%	23 5%	13 4%	8 4%	28 5%
I trust that my provider makes sure I am on their best deal	26 3%	18 4%	5 3%	3 3%	11 2%	15 5%	6 3%	20 4%
I value the flexibility of being out of contract	24 3%	16 3%	6 3%	2 2%	15 3%	9 3%	3 2%	21 4%
I don't want to have to speak to my provider	14 2%	11 2%	3 2%	- -	12 3% <sup>e</sup>	2 1%	5 2%	9 2%
I don't want to tie myself to my provider	10 1%	5 1%	2 1%	3 3%	8 2%	2 1%	1 *	9 2%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e - f/g  
 \* small base

**Broadband Contracts (QS0879 - 598412/598413)****Q.13B Do any of these reasons apply?****Base: All who are out of minimum contract period**

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	734	455	145	134	351	383	176	558
Weighted Base	745	472	161	112	441	304	215	530
I am not confident enough to make any changes	10 1%	6 1%	2 1%	2 1%	2 *	8 2% <sup>d</sup>	1 1%	8 2%
None of these	243 33%	153 32%	57 35%	33 30%	147 33%	96 31%	83 38%	161 30%

## Broadband Contracts (QS0879 - 598412/598413)

Q.13B Do any of these reasons apply?

Base: All who are out of minimum contract period

	Total	TENURE				AREA	
		Own\Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	734	480	138	111	5	546	188
Weighted Base	745	472	140	128	5**	563	181
I am happy with my current service\didn't see the point	125 17%	87 18%	20 14%	18 14%	1 17%	99 18%	26 14%
I am happy with the price I am currently paying	88 12%	60 13%	12 9%	15 12%	- -	60 11%	27 15%
It's too much hassle to change provider	79 11%	43 9%	18 13%	18 14%	- -	56 10%	23 13%
I would rather stick with what I know	67 9%	42 9%	15 10%	10 8%	- -	52 9%	15 8%
I just haven't got round to it yet	61 8%	36 8%	13 9%	12 9%	1 18%	55 10% <sup>f</sup>	7 4%
Looking for a better deal isn't a priority	58 8%	38 8%	12 9%	8 6%	- -	47 8%	11 6%
It is difficult to compare all the different deals available	37 5%	23 5%	5 4%	8 6%	1 11%	28 5%	9 5%
It's too time consuming to compare deals	36 5%	25 5%	4 3%	7 6%	- -	29 5%	8 4%
I trust that my provider makes sure I am on their best deal	26 3%	11 2%	8 6% <sup>a</sup>	6 4%	1 25%	20 3%	6 4%
I value the flexibility of being out of contract	24 3%	14 3%	5 4%	6 4%	- -	13 2%	11 6% <sup>e</sup>
I don't want to have to speak to my provider	14 2%	10 2%	- -	4 3%	- -	11 2%	3 2%
I don't want to tie myself to my provider	10 1%	6 1%	2 1%	2 2%	- -	10 2%	- -
I am not confident enough to make any changes	10 1%	4 1%	1 1%	4 3%	- -	8 1%	2 1%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

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

**Broadband Contracts (QS0879 - 598412/598413)****Q.13B Do any of these reasons apply?****Base: All who are out of minimum contract period**

	Total	TENURE				AREA	
		Own\Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	734	480	138	111	5	546	188
Weighted Base	745	472	140	128	5**	563	181
None of these	243	160	45	36	1	183	60
	33%	34%	33%	29%	30%	32%	33%

## Broadband Contracts (QS0879 - 598412/598413)

Q.13B Do any of these reasons apply?

Base: All who are out of minimum contract period

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	734	604	67	47	16	45	70	70	43	63	64	71	100	78	47	67	16
Weighted Base	745	614	67*	50*	13**	47*	70*	70*	45*	64*	73*	78*	92*	74*	50*	67*	13**
I am happy with my current service/didn't see the point	125 17%	98 16%	14 21%	11 23%	1 8%	7 16%	9 12%	15 22% <sup>k</sup>	10 22% <sup>k</sup>	6 9%	19 27% <sup>ikl</sup>	6 8%	11 12%	14 19%	11 23% <sup>k</sup>	14 21% <sup>k</sup>	1 8%
I am happy with the price I am currently paying	88 12%	78 13%	6 8%	3 5%	1 9%	8 16%	10 15%	5 7%	6 13%	10 16%	7 10%	8 10%	11 12%	13 18%	3 5%	6 8%	1 9%
It's too much hassle to change provider	79 11%	65 11%	7 10%	8 15%	-	3 7%	11 15%	7 10%	5 11%	3 5%	9 12%	7 9%	12 13%	8 10%	8 15%	7 10%	-
I would rather stick with what I know	67 9%	51 8%	9 13%	6 12%	1 6%	1 3%	10 14%	5 7%	6 13%	3 5%	5 6%	6 8%	11 12%	5 6%	6 12%	9 13%	1 6%
I just haven't got round to it yet	61 8%	56 9%	2 4%	3 5%	-	4 9%	3 4%	3 5%	-	4 7%	7 10%	17 22% <sup>fgh imno</sup>	12 13% <sup>ho</sup>	5 6%	3 5%	2 4%	-
Looking for a better deal isn't a priority	58 8%	45 7%	11 17% <sup>a</sup>	2 4%	-	3 7%	6 9%	3 5%	3 7%	3 5%	9 12%	4 5%	9 9%	5 7%	2 4%	11 17% <sup>gk</sup>	-
It is difficult to compare all the different deals available	37 5%	32 5%	4 6%	1 3%	-	5 10%	4 5%	2 3%	3 7%	1 2%	5 7%	7 8%	2 2%	2 3%	1 3%	4 6%	-
It's too time consuming to compare deals	36 5%	31 5%	5 7%	1 2%	-	1 2%	2 3%	1 2%	* 1%	5 8%	5 7%	4 5%	9 9%	3 5%	1 2%	5 7%	-
I trust that my provider makes sure I am on their best deal	26 3%	24 4%	-	1 2%	1 7%	1 2%	2 3%	4 6%	2 4%	2 3%	1 1%	3 4%	5 6%	4 5%	1 2%	-	1 7%
I value the flexibility of being out of contract	24 3%	19 3%	1 2%	4 7%	-	2 4%	4 6% <sup>k</sup>	3 4%	1 2%	-	3 4%	-	5 6% <sup>k</sup>	2 2%	4 7% <sup>k</sup>	1 2%	-
I don't want to have to speak to my provider	14 2%	11 2%	2 2%	1 3%	-	-	1 2%	-	-	3 4%	4 5%	3 4%	1 1%	-	1 3%	2 2%	-
I don't want to tie myself to my provider	10 1%	9 1%	2 2%	-	-	-	1 2%	-	-	-	5 6% <sup>k</sup>	-	1 1%	2 2%	-	2 2%	-

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

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



## Broadband Contracts (QS0879 - 598412/598413)

Q.13B Do any of these reasons apply?

Base: All who are out of minimum contract period

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	734	604	67	47	16	45	70	70	43	63	64	71	100	78	47	67	16
Weighted Base	745	614	67*	50*	13**	47*	70*	70*	45*	64*	73*	78*	92*	74*	50*	67*	13**
I am not confident enough to make any changes	10 1%	6 1%	2 3%	1 3%	- -	* 1%	* 1%	- -	2 4%	- -	* 1%	1 2%	1 1%	1 1%	1 3%	2 3%	- -
None of these	243 33%	193 31%	24 36%	16 32%	9 70%	20 41%	22 31%	24 34%	15 32%	30 47% <sup>ijklm</sup>	17 24%	20 26%	24 26%	21 29%	16 32%	24 36%	9 70%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

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

## Broadband Contracts (QS0879 - 598412/598413)

Q.13B Do any of these reasons apply?

Base: All who are out of minimum contract period

	Total	DISABILITY				TIME WITH PROVIDER			
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	734	141	28	8	106	593	85	280	360
Weighted Base	745	123	30**	8**	86*	622	100*	291	347
I am happy with my current service/didn't see the point	125 17%	17 14%	2 6%	3 32%	12 14%	107 17%	12 12%	50 17%	62 18%
I am happy with the price I am currently paying	88 12%	15 13%	4 13%	2 28%	13 14%	72 12%	7 7%	39 14%	40 12%
It's too much hassle to change provider	79 11%	17 14%	5 17%	- -	15 17%	62 10%	9 9%	37 13%	32 9%
I would rather stick with what I know	67 9%	13 11%	5 16%	1 10%	11 12%	53 9%	6 6%	23 8%	37 11%
I just haven't got round to it yet	61 8%	7 6%	1 3%	1 10%	6 7%	54 9%	9 9%	34 12%h	18 5%
Looking for a better deal isn't a priority	58 8%	8 7%	2 7%	- -	6 7%	50 8%	9 9%	20 7%	28 8%
It is difficult to compare all the different deals available	37 5%	10 8%	2 7%	- -	8 9%	27 4%	7 7%	12 4%	18 5%
It's too time consuming to compare deals	36 5%	8 6%	- -	- -	5 6%	29 5%	6 6%	16 5%	15 4%
I trust that my provider makes sure I am on their best deal	26 3%	10 8%e	5 16%	1 9%	5 6%	16 3%	8 7%g	6 2%	12 4%
I value the flexibility of being out of contract	24 3%	4 3%	1 2%	- -	4 5%	21 3%	3 3%	7 2%	14 4%
I don't want to have to speak to my provider	14 2%	3 2%	2 7%	1 10%	3 3%	11 2%	1 1%	8 3%	5 1%
I don't want to tie myself to my provider	10 1%	2 1%	- -	- -	2 2%	8 1%	2 2%	3 1%	5 1%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

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

**Broadband Contracts (QS0879 - 598412/598413)****Q.13B Do any of these reasons apply?****Base: All who are out of minimum contract period**

	Total	DISABILITY				TIME WITH PROVIDER			
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	734	141	28	8	106	593	85	280	360
Weighted Base	745	123	30**	8**	86*	622	100*	291	347
I am not confident enough to make any changes	10 1%	2 2%	- -	- -	2 2%	8 1%	3 3%	3 1%	4 1%
None of these	243 33%	36 29%	9 31%	4 49%	24 27%	208 33%	34 33%	89 31%	120 35%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e - f/g/h  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Broadband Contracts (QS0879 - 598412/598413)

Q.13B Do any of these reasons apply?

Base: All who are out of minimum contract period

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	734	368	93	378	79	359	95	320	106	422	63
Weighted Base	745	403	84*	411	72*	393	91*	356	98*	452	56*
I am happy with my current service/didn't see the point	125 17%	75 19%	12 14%	74 18%	13 18%	69 17%	18 20%	65 18%	18 18%	83 18%	7 13%
I am happy with the price I am currently paying	88 12%	50 12%	7 8%	48 12%	4 6%	50 13%	8 9%	45 13%	7 7%	54 12%	9 17%
It's too much hassle to change provider	79 11%	36 9%	14 17%a	38 9%	14 20%c	38 10%	17 19%e	36 10%	16 17%	44 10%	6 11%
I would rather stick with what I know	67 9%	25 6%	9 11%	28 7%	7 10%	30 8%	9 10%	24 7%	12 12%	32 7%	5 9%
I just haven't got round to it yet	61 8%	32 8%	9 11%	30 7%	6 8%	32 8%	6 6%	30 8%	8 8%	35 8%	7 13%
Looking for a better deal isn't a priority	58 8%	27 7%	9 11%	28 7%	8 11%	25 6%	13 14%e	22 6%	10 10%	32 7%	7 12%
It is difficult to compare all the different deals available	37 5%	8 2%	15 18%a	14 3%	8 12%c	13 3%	11 12%e	11 3%	14 14%g	16 4%	5 9%
It's too time consuming to compare deals	36 5%	12 3%	10 11%a	15 4%	9 12%c	14 4%	9 9%e	12 3%	9 9%g	22 5%	2 3%
I trust that my provider makes sure I am on their best deal	26 3%	7 2%	3 3%	11 3%	3 4%	10 3%	4 5%	7 2%	2 2%	10 2%	4 7%i
I value the flexibility of being out of contract	24 3%	17 4%	3 4%	15 4%	2 2%	15 4%	1 1%	11 3%	5 5%	16 4%	2 3%
I don't want to have to speak to my provider	14 2%	8 2%	2 2%	6 2%	6 8%c	6 2%	4 4%	9 2%	3 3%	10 2%	- -
I don't want to tie myself to my provider	10 1%	6 1%	- -	3 1%	- -	4 1%	- -	5 1%	1 1%	6 1%	- -

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

KANTAR

**Broadband Contracts (QS0879 - 598412/598413)****Q.13B Do any of these reasons apply?****Base: All who are out of minimum contract period**

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	734	368	93	378	79	359	95	320	106	422	63
Weighted Base	745	403	84*	411	72*	393	91*	356	98*	452	56*
I am not confident enough to make any changes	10	3	3	3	1	3	4	1	3	5	2
	1%	1%	4%	1%	2%	1%	5%e	*	3%g	1%	3%
None of these	243	138	20	145	16	132	20	122	26	149	13
	33%	34%	24%	35% <sup>d</sup>	22%	34% <sup>f</sup>	22%	34%	27%	33%	23%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

**Q.14 Which of these, if any, limit your daily activities or the work you can do?**

**Base: All who are primary or joint decision maker for any broadband**

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	2313	1223	1090	132	388	410	373	369	415	226	514	649	470	680	1163	1150
Weighted Base	2410	1305	1105	162	485	510	438	441	242	131	567	766	490	587	1333	1077
Breathlessness or chest pains	72 3%	38 3%	34 3%	3 2%	1 *	7 1%	16 4%d	17 4%de	15 6%cde	13 10%cd	10 2%	11 1%	10 2%	41 7%jkl	22 2%	50 5%n
Poor vision, partial sight or blindness	39 2%	23 2%	17 2%	4 3%cd	2 *	11 2%cd	5 1%	6 1%	5 2%cd	6 4%dfg	4 1%	12 2%	8 2%	15 3%j	16 1%	23 2%
Difficulty in speaking or communicating	7 *	4 *	2 *	- -	- -	1 *	2 1%	3 1%	1 *	- -	- -	1 *	1 *	5 1%j	1 *	5 *
Poor hearing, partial hearing or deafness	39 2%	22 2%	17 1%	4 3%de	2 *	1 *	4 1%	7 2%	8 3%def	12 9%cd	11 2%	6 1%	9 2%	13 2%k	17 1%	22 2%
Cannot walk at all\ use a wheelchair	19 1%	10 1%	9 1%	1 1%	2 *	2 *	4 1%	3 1%	4 2%	3 2%de	1 *	5 1%	1 *	13 2%jkl	6 *	13 1%
Cannot walk very far or manage stairs or can only do so with difficulty	109 5%	48 4%	61 6%a	2 1%	2 1%	15 3%cd	15 3%cd	33 7%cd	20 8%cd	23 17%cd	11 2%	20 3%	14 3%	63 11%jkl	32 2%	77 7%n
Limited ability to reach or hold objects	35 1%	12 1%	23 2%a	- -	- -	5 1%	8 2%cd	15 3%cd	5 2%cd	2 1%cd	4 1%	8 1%	3 1%	19 3%jkl	12 1%	23 2%n
Mental health issues or difficulties	86 4%	51 4%	35 3%	12 8%ehi	22 4%hi	17 3%hi	18 4%hi	15 3%hi	2 1%	- -	12 2%	13 2%	8 2%	53 9%jkl	25 2%	61 6%n
Dyslexia	27 1%	14 1%	13 1%	3 2%	6 1%	7 1%	4 1%	3 1%	3 1%	1 *	5 1%	5 1%	3 1%	13 2%kl	10 1%	16 2%
Learning difficulties	11 *	8 1%	3 *	2 1%g	3 1%	3 1%	1 *	- -	- -	* *	2 *	- -	- -	9 2%jkl	2 *	9 1%n
Difficulty using a telephone handset, television remote control, computer keyboard etc.	8 *	4 *	3 *	3 2%de	- -	- -	1 *	2 *	2 1%de	- -	- -	1 *	1 *	5 1%j	1 *	6 1%
Other illnesses\ health problems which limit your daily activities\ work you can do	68 3%	38 3%	30 3%	4 3%	3 1%	12 2%	20 5%cd	20 4%cd	5 2%	3 2%	9 2%	15 2%	13 3%	31 5%jkl	24 2%	43 4%n

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

Q.14 Which of these, if any, limit your daily activities or the work you can do?

Base: All who are primary or joint decision maker for any broadband

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	2313	1223	1090	132	388	410	373	369	415	226	514	649	470	680	1163	1150
Weighted Base	2410	1305	1105	162	485	510	438	441	242	131	567	766	490	587	1333	1077
None	1957	1069	889	134	419	441	360	340	178	85	490	656	419	392	1146	811
	81%	82%	80%	82%hi	86%ghi	86%ghi	82%hi	77%i	73%i	65%	86%m	86%m	86%m	67%	86%o	75%
Refused	97	47	51	1	27	17	14	20	14	5	26	35	23	13	61	36
	4%	4%	5%	1%	6%c	3%	3%	4%c	6%c	4%c	5%m	5%m	5%m	2%	5%	3%
<b>SUMMARY CODES</b>																
ANY DISABILITY	356	189	167	27	39	53	64	81	50	41	51	74	48	183	125	231
	15%	15%	15%	17%d	8%	10%	15%d	18%de	21%def	31%cd <sup>gh</sup>	9%	10%	10%	31%jkl	9%	21% <sup>n</sup>
ANY MENTAL HEALTH ISSUE	86	51	35	12	22	17	18	15	2	-	12	13	8	53	25	61
	4%	4%	3%	8%ehi	4%hi	3%hi	4%hi	3%hi	1%	-	2%	2%	2%	9%jkl	2%	6% <sup>n</sup>
LEARNING DIFFICULTIES	37	21	16	5	9	10	5	3	3	1	7	5	3	22	12	25
	2%	2%	1%	3%	2%	2%	1%	1%	1%	1%	1%	1%	1%	4%jkl	1%	2% <sup>n</sup>
ANY PHYSICAL DISABILITY	237	121	116	16	10	30	38	60	42	40	31	52	35	119	83	154
	10%	9%	11%	10%d	2%	6%d	9%d	14%def	17%cd <sup>gh</sup>	31%cd <sup>gh</sup>	5%	7%	7%	20%jkl	6%	14% <sup>n</sup>
NO DISABILITY	2055	1115	939	135	446	458	374	360	192	90	516	691	443	405	1208	847
	85%	85%	85%	83%i	92%cfghi	90%cfghi	85%hi	82%i	79%i	69%	91%m	90%m	90%m	69%	91%o	79%

## Broadband Contracts (QS0879 - 598412/598413)

Q.14 Which of these, if any, limit your daily activities or the work you can do?

Base: All who are primary or joint decision maker for any broadband

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	2313	1415	530	368	1174	1139	627	1686
Weighted Base	2410	1515	593	302	1460	950	756	1654
Breathlessness or chest pains	72 3%	36 2%	11 2%	25 8%ab	16 1%	56 6%d	10 1%	62 4%f
Poor vision, partial sight or blindness	39 2%	17 1%	13 2%	9 3%a	10 1%	29 3%d	7 1%	33 2%
Difficulty in speaking or communicating	7 *	2 *	3 *	2 1%	- -	7 1%d	1 *	6 *
Poor hearing, partial hearing or deafness	39 2%	19 1%	10 2%	9 3%a	7 *	32 3%d	1 *	38 2%f
Cannot walk at all\ use a wheelchair	19 1%	6 *	9 1%a	5 2%a	1 *	18 2%d	1 *	19 1%f
Cannot walk very far or manage stairs or can only do so with difficulty	109 5%	46 3%	27 5%	36 12%ab	9 1%	101 11%d	13 2%	96 6%f
Limited ability to reach or hold objects	35 1%	11 1%	11 2%a	12 4%a	3 *	32 3%d	4 *	31 2%f
Mental health issues or difficulties	86 4%	29 2%	44 7%ac	12 4%a	26 2%	60 6%d	16 2%	69 4%f
Dyslexia	27 1%	14 1%	12 2%c	1 *	13 1%	14 1%	7 1%	20 1%
Learning difficulties	11 *	2 *	8 1%a	* *	4 *	7 1%	4 1%	7 *
Difficulty using a telephone handset, television remote control, computer keyboard etc.	8 *	1 *	4 1%a	2 1%	1 *	7 1%d	- -	8 *
Other illnesses\ health problems which limit your daily activities\ work you can do	68 3%	39 3%	15 2%	14 5%a	18 1%	50 5%d	16 2%	52 3%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e - f/g  
 \* small base



**Broadband Contracts (QS0879 - 598412/598413)****Q.14 Which of these, if any, limit your daily activities or the work you can do?****Base: All who are primary or joint decision maker for any broadband**

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	2313	1415	530	368	1174	1139	627	1686
Weighted Base	2410	1515	593	302	1460	950	756	1654
None	1957	1289	461	208	1318	640	675	1283
	81%	85%bc	78%c	69%	90%e	67%	89%g	78%
Refused	97	63	20	15	61	36	26	71
	4%	4%	3%	5%	4%	4%	4%	4%
<b>SUMMARY CODES</b>								
ANY DISABILITY	356	163	112	81	81	275	55	301
	15%	11%	19%a	27%ab	6%	29%d	7%	18%f
ANY MENTAL HEALTH ISSUE	86	29	44	12	26	60	16	69
	4%	2%	7%ac	4%a	2%	6%d	2%	4%f
LEARNING DIFFICULTIES	37	16	19	1	16	21	11	26
	2%	1%	3%ac	*	1%	2%	1%	2%
ANY PHYSICAL DISABILITY	237	109	61	68	39	198	30	207
	10%	7%	10%a	22%ab	3%	21%d	4%	13%f
NO DISABILITY	2055	1352	481	222	1379	676	701	1354
	85%	89%bc	81%c	73%	94%e	71%	93%g	82%

## Broadband Contracts (QS0879 - 598412/598413)

Q.14 Which of these, if any, limit your daily activities or the work you can do?

Base: All who are primary or joint decision maker for any broadband

	Total	TENURE				AREA	
		Own/Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	2313	1354	482	462	15	1751	562
Weighted Base	2410	1376	485	533	16**	1846	564
Breathlessness or chest pains	72 3%	30 2%	31 6%ac	11 2%	- -	54 3%	18 3%
Poor vision, partial sight or blindness	39 2%	17 1%	11 2%	11 2%	- -	26 1%	14 2%
Difficulty in speaking or communicating	7 *	2 *	4 1%ac	- -	- -	6 *	1 *
Poor hearing, partial hearing or deafness	39 2%	25 2%	10 2%	4 1%	- -	27 1%	11 2%
Cannot walk at all\ use a wheelchair	19 1%	8 1%	8 2%	3 1%	- -	16 1%	4 1%
Cannot walk very far or manage stairs or can only do so with difficulty	109 5%	47 3%	47 10%ac	14 3%	1 9%	88 5%	22 4%
Limited ability to reach or hold objects	35 1%	14 1%	17 4%ac	4 1%	- -	28 1%	7 1%
Mental health issues or difficulties	86 4%	26 2%	34 7%a	24 5%a	1 8%	73 4%	13 2%
Dyslexia	27 1%	14 1%	9 2%	4 1%	- -	22 1%	5 1%
Learning difficulties	11 *	* *	6 1%a	5 1%a	- -	10 1%	1 *
Difficulty using a telephone handset, television remote control, computer keyboard etc.	8 *	7 *	1 *	- -	- -	7 *	1 *
Other illnesses\ health problems which limit your daily activities\ work you can do	68 3%	21 2%	34 7%ac	13 2%	- -	47 3%	20 4%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Broadband Contracts (QS0879 - 598412/598413)

Q.14 Which of these, if any, limit your daily activities or the work you can do?

Base: All who are primary or joint decision maker for any broadband

	Total	TENURE				AREA	
		Own/Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	2313	1354	482	462	15	1751	562
Weighted Base	2410	1376	485	533	16**	1846	564
None	1957	1164	335	448	11	1490	467
	81%	85% <sup>ab</sup>	69%	84% <sup>ab</sup>	68%	81%	83%
Refused	97	62	12	22	2	84	13
	4%	4%	2%	4%	15%	5% <sup>f</sup>	2%
<b>SUMMARY CODES</b>							
ANY DISABILITY	356	151	139	64	3	272	83
	15%	11%	29% <sup>ac</sup>	12%	16%	15%	15%
ANY MENTAL HEALTH ISSUE	86	26	34	24	1	73	13
	4%	2%	7% <sup>a</sup>	5% <sup>a</sup>	8%	4%	2%
LEARNING DIFFICULTIES	37	15	14	9	-	32	5
	2%	1%	3% <sup>a</sup>	2%	-	2%	1%
ANY PHYSICAL DISABILITY	237	110	89	37	1	178	59
	10%	8%	18% <sup>ac</sup>	7%	9%	10%	10%
NO DISABILITY	2055	1226	347	470	13	1574	481
	85%	89% <sup>ab</sup>	71%	88% <sup>ab</sup>	84%	85%	85%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Broadband Contracts (QS0879 - 598412/598413)

Q.14 Which of these, if any, limit your daily activities or the work you can do?

Base: All who are primary or joint decision maker for any broadband

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2313	1918	217	108	70	117	234	171	168	186	220	268	353	201	108	217	70
Weighted Base	2410	2005	225	119*	61*	129	232	173	181	191	248	289	361	201	119*	225	61*
Breathlessness or chest pains	72 3%	52 3%	12 5%a	5 4%	3 5%	5 4%k	10 5%k	6 3%	4 2%	4 2%	6 2%	2 1%	12 3%k	2 1%	5 4%k	12 5%km	3 5%k
Poor vision, partial sight or blindness	39 2%	33 2%	5 2%	1 1%	1 1%	4 3%k	6 3%k	2 1%	3 2%	6 3%k	5 2%	1 *	4 1%	1 1%	1 1%	5 2%	1 1%
Difficulty in speaking or communicating	7 *	7 *	-	-	-	1 1%	1 *	2 1%	-	-	-	-	2 1%	-	-	-	-
Poor hearing, partial hearing or deafness	39 2%	29 1%	4 2%	5 5%a	-	1 1%	5 2%	6 3%k	4 2%	3 1%	4 2%	1 *	4 1%	3 1%	5 5%kl	4 2%	-
Cannot walk at all\ use a wheelchair	19 1%	16 1%	* *	3 3%	-	* *	4 2%	1 1%	1 *	4 2%j	-	2 1%	3 1%	1 *	3 3%j	* *	-
Cannot walk very far or manage stairs or can only do so with difficulty	109 5%	87 4%	11 5%	8 7%	3 5%	5 4%	23 10%hijklmo	12 7%k	6 4%	7 4%	8 3%	5 2%	11 3%	9 5%	8 7%k	11 5%	3 5%
Limited ability to reach or hold objects	35 1%	25 1%	4 2%	6 5%a	1 1%	4 3%j	5 2%j	3 2%	4 2%j	2 1%	-	2 1%	3 1%	2 1%	6 5%jkl	4 2%	1 1%
Mental health issues or difficulties	86 4%	65 3%	9 4%	7 6%	5 8%	8 6%k	14 6%ik	4 2%	5 3%	3 2%	7 3%	2 1%	16 5%k	6 3%	7 6%k	9 4%k	5 8%ik
Dyslexia	27 1%	20 1%	4 2%	3 2%	-	2 2%	2 1%	3 2%	1 *	3 1%	1 *	1 *	7 2%	1 *	3 2%	4 2%	-
Learning difficulties	11 *	6 *	4 2%a	-	1 2%a	-	* *	-	-	1 *	-	-	4 1%	-	-	4 2%k	1 2%jk
Difficulty using a telephone handset, television remote control, computer keyboard etc.	8 *	5 *	2 1%	1 *	-	-	1 *	-	-	3 1%	-	1 *	1 *	-	1 *	2 1%	-
Other illnesses\ health problems which limit your daily activities\ work you can do	68 3%	52 3%	11 5%	4 4%	1 1%	4 3%	13 5%hkl	6 3%	1 *	7 3%	7 3%	3 1%	3 1%	9 5%hkl	4 4%	11 5%hkl	1 1%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

## Broadband Contracts (QS0879 - 598412/598413)

Q.14 Which of these, if any, limit your daily activities or the work you can do?

Base: All who are primary or joint decision maker for any broadband

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2313	1918	217	108	70	117	234	171	168	186	220	268	353	201	108	217	70
Weighted Base	2410	2005	225	119*	61*	129	232	173	181	191	248	289	361	201	119*	225	61*
None	1957 81%	1652 82% <sup>c</sup>	173 77%	85 72%	47 77%	106 82%	172 74%	142 82%	147 81%	162 85% <sup>fn</sup>	217 88% <sup>lfn op</sup>	231 80%	309 86% <sup>lfn</sup>	166 83% <sup>lfn</sup>	85 72%	173 77%	47 77%
Refused	97 4%	90 5%	4 2%	3 2%	- -	- -	5 2%	10 6% <sup>ello</sup>	12 7% <sup>efilop</sup>	1 1%	6 2%	41 14% <sup>efgh ijlmnop</sup>	8 2%	7 3%	3 2%	4 2%	- -
<b>SUMMARY CODES</b>																	
ANY DISABILITY	356 15%	264 13%	48 21% <sup>a</sup>	31 26% <sup>a</sup>	14 23% <sup>a</sup>	23 18% <sup>k</sup>	56 24% <sup>ghijkl m</sup>	22 13% <sup>k</sup>	22 12% <sup>k</sup>	28 15% <sup>k</sup>	25 10%	17 6%	44 12% <sup>k</sup>	28 14% <sup>k</sup>	31 26% <sup>ghijkl lm</sup>	48 21% <sup>ghijkl</sup>	14 23% <sup>jkl</sup>
ANY MENTAL HEALTH ISSUE	86 4%	65 3%	9 4%	7 6%	5 8%	8 6% <sup>k</sup>	14 6% <sup>ik</sup>	4 2%	5 3%	3 2%	7 3%	2 1%	16 5% <sup>k</sup>	6 3%	7 6% <sup>k</sup>	9 4% <sup>k</sup>	5 8% <sup>ik</sup>
LEARNING DIFFICULTIES	37 2%	25 1%	8 4% <sup>a</sup>	3 2%	1 2%	2 2%	3 1%	3 2%	1 *	3 2%	1 *	1 *	11 3% <sup>jkm</sup>	1 *	3 2%	8 4% <sup>jkm</sup>	1 2%
ANY PHYSICAL DISABILITY	237 10%	178 9%	31 14% <sup>a</sup>	22 18% <sup>a</sup>	7 12%	16 12% <sup>k</sup>	38 16% <sup>hijklm</sup>	17 10% <sup>k</sup>	16 9%	21 11% <sup>k</sup>	19 8%	11 4%	23 6%	17 9% <sup>k</sup>	22 18% <sup>hijklm</sup>	31 14% <sup>kl</sup>	7 12% <sup>k</sup>
NO DISABILITY	2055 85%	1742 87% <sup>bcd</sup>	177 79%	88 74%	47 77%	106 82%	177 76%	152 88% <sup>fnop</sup>	159 88% <sup>fno</sup>	163 85% <sup>fn</sup>	222 90% <sup>lfn p</sup>	272 94% <sup>efg hilmno p</sup>	318 88% <sup>lfn p</sup>	173 86% <sup>fn</sup>	88 74%	177 79%	47 77%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

## Broadband Contracts (QS0879 - 598412/598413)

Q.14 Which of these, if any, limit your daily activities or the work you can do?

Base: All who are primary or joint decision maker for any broadband

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	2313	401	82	37	285	1913	731	729	781
Weighted Base	2410	356	86*	37*	237	2055	825	764	757
Breathlessness or chest pains	72 3%	72 20%bce	9 11%e	2 6%e	72 30%abce	1 *	16 2%	25 3%	27 4%
Poor vision, partial sight or blindness	39 2%	39 11%e	5 5%e	1 4%e	39 17%abce	-	17 2%	8 1%	12 2%
Difficulty in speaking or communicating	7 *	7 2%e	5 6%e	-	7 3%e	-	1 *	1 *	4 1%
Poor hearing, partial hearing or deafness	39 2%	39 11%e	4 4%e	3 8%e	39 16%be	-	14 2%	8 1%	15 2%
Cannot walk at all\ use a wheelchair	19 1%	19 5%e	3 4%e	1 2%e	19 8%e	-	4 1%	5 1%	9 1%
Cannot walk very far or manage stairs or can only do so with difficulty	109 5%	109 31%be	12 14%e	7 18%e	109 46%abce	1 *	35 4%	31 4%	41 5%
Limited ability to reach or hold objects	35 1%	35 10%e	8 9%e	3 9%e	35 15%e	1 *	17 2%	6 1%	11 2%
Mental health issues or difficulties	86 4%	86 24%de	86 100%acde	7 18%e	28 12%e	1 *	30 4%	28 4%	28 4%
Dyslexia	27 1%	27 8%de	4 4%e	27 72%abde	8 3%e	-	9 1%	6 1%	10 1%
Learning difficulties	11 *	11 3%e	3 3%e	11 30%abde	2 1%e	-	7 1%	2 *	1 *
Difficulty using a telephone handset, television remote control, computer keyboard etc.	8 *	8 2%e	-	2 5%e	8 3%e	-	5 1%g	-	2 *
Other illnesses\ health problems which limit your daily activities\ work you can do	68 3%	68 19%de	9 10%e	4 11%e	23 10%e	-	22 3%	22 3%	24 3%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

**Q.14 Which of these, if any, limit your daily activities or the work you can do?**

**Base: All who are primary or joint decision maker for any broadband**

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	2313	401	82	37	285	1913	731	729	781
Weighted Base	2410	356	86*	37*	237	2055	825	764	757
None	1957	-	-	-	-	1957	673	630	606
	81%	-	-	-	-	95%abcd	82%	82%	80%
Refused	97	1	1	-	1	97	33	32	28
	4%	*	1%	-	*	5%ad	4%	4%	4%
SUMMARY CODES									
ANY DISABILITY	356	356	86	37	237	1	121	103	124
	15%	100%e	100%e	100%e	100%e	*	15%	13%	16%
ANY MENTAL HEALTH ISSUE	86	86	86	7	28	1	30	28	28
	4%	24%de	100%acde	18%e	12%e	*	4%	4%	4%
LEARNING DIFFICULTIES	37	37	7	37	10	-	16	8	11
	2%	10%de	8%e	100%abde	4%e	-	2%	1%	1%
ANY PHYSICAL DISABILITY	237	237	28	10	237	1	73	67	90
	10%	67%bce	32%e	27%e	100%abce	*	9%	9%	12%
NO DISABILITY	2055	1	1	-	1	2055	706	662	633
	85%	*	1%	-	*	100%abcd	85%	87%	84%

## Broadband Contracts (QS0879 - 598412/598413)

Q.14 Which of these, if any, limit your daily activities or the work you can do?

Base: All who are primary or joint decision maker for any broadband

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	2313	1173	275	1220	255	1160	288	1038	338	1255	225
Weighted Base	2410	1289	251	1339	235	1277	266	1155	309	1359	209
Breathlessness or chest pains	72 3%	25 2%	17 7%a	29 2%	13 6%c	22 2%	16 6%e	22 2%	23 8%g	21 2%	25 12%i
Poor vision, partial sight or blindness	39 2%	13 1%	10 4%a	14 1%	12 5%c	14 1%	10 4%e	13 1%	14 5%g	14 1%	11 5%i
Difficulty in speaking or communicating	7 *	1 *	3 1%a	1 *	2 1%c	1 *	2 1%e	1 *	3 1%g	- -	4 2%i
Poor hearing, partial hearing or deafness	39 2%	13 1%	7 3%a	13 1%	6 3%	15 1%	8 3%e	13 1%	10 3%g	18 1%	5 3%
Cannot walk at all\ use a wheelchair	19 1%	7 1%	5 2%a	8 1%	3 1%	6 *	3 1%	7 1%	4 1%	7 1%	5 2%i
Cannot walk very far or manage stairs or can only do so with difficulty	109 5%	44 3%	22 9%a	45 3%	17 7%c	41 3%	24 9%e	35 3%	29 9%g	43 3%	24 11%i
Limited ability to reach or hold objects	35 1%	9 1%	12 5%a	12 1%	10 4%c	8 1%	13 5%e	9 1%	12 4%g	10 1%	9 4%i
Mental health issues or difficulties	86 4%	37 3%	16 6%a	38 3%	18 8%c	31 2%	21 8%e	32 3%	19 6%g	36 3%	23 11%i
Dyslexia	27 1%	10 1%	8 3%a	15 1%	4 2%	12 1%	5 2%	12 1%	5 2%	13 1%	8 4%i
Learning difficulties	11 *	1 *	6 2%a	2 *	6 3%c	1 *	5 2%e	- -	4 1%g	1 *	6 3%i
Difficulty using a telephone handset, television remote control, computer keyboard etc.	8 *	3 *	- -	3 *	1 *	2 *	1 *	3 *	1 *	4 *	1 *
Other illnesses\ health problems which limit your daily activities\ work you can do	68 3%	31 2%	15 6%a	32 2%	14 6%c	29 2%	17 7%e	30 3%	16 5%g	32 2%	12 6%i

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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



**Q.14 Which of these, if any, limit your daily activities or the work you can do?**

**Base: All who are primary or joint decision maker for any broadband**

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	2313	1173	275	1220	255	1160	288	1038	338	1255	225
Weighted Base	2410	1289	251	1339	235	1277	266	1155	309	1359	209
None	1957	1102	172	1143	160	1099	179	989	204	1161	126
	81%	85%b	69%	85% <b>d</b>	68%	86% <b>f</b>	67%	86% <b>h</b>	66%	85% <b>j</b>	60%
Refused	97	48	6	45	7	45	6	42	10	59	3
	4%	4%	2%	3%	3%	4%	2%	4%	3%	4%	1%
<b>SUMMARY CODES</b>											
ANY DISABILITY	356	139	73	152	67	133	81	124	95	139	80
	15%	11%	29% <b>a</b>	11%	29% <b>c</b>	10%	31% <b>e</b>	11%	31% <b>g</b>	10%	38% <b>i</b>
ANY MENTAL HEALTH ISSUE	86	37	16	38	18	31	21	32	19	36	23
	4%	3%	6% <b>a</b>	3%	8% <b>c</b>	2%	8% <b>e</b>	3%	6% <b>g</b>	3%	11% <b>i</b>
LEARNING DIFFICULTIES	37	10	14	17	11	12	10	12	9	14	15
	2%	1%	5% <b>a</b>	1%	5% <b>c</b>	1%	4% <b>e</b>	1%	3% <b>g</b>	1%	7% <b>i</b>
ANY PHYSICAL DISABILITY	237	93	48	99	40	90	49	80	67	89	53
	10%	7%	19% <b>a</b>	7%	17% <b>c</b>	7%	18% <b>e</b>	7%	22% <b>g</b>	7%	25% <b>i</b>
NO DISABILITY	2055	1150	178	1187	167	1144	185	1031	214	1220	129
	85%	89% <b>b</b>	71%	89% <b>d</b>	71%	90% <b>f</b>	69%	89% <b>h</b>	69%	90% <b>j</b>	62%

**Broadband Contracts (QS0879 - 598412/598413)****Q.15 Just thinking about your broadband service, how confident are you about ...- SUMMARY TABLE****Base: All who are primary or joint decision maker for any broadband**

	Comparing costs	Speaking to your current provider about new deals	Speaking to other providers about new deals	Understanding the language and terminology used by providers
Unweighted Base	2313	2313	2313	2313
Weighted Base	2410	2410	2410	2410
Very confident	1289 53%	1339 56%	1277 53%	1155 48%
Fairly confident	838 35%	807 33%	826 34%	924 38%
Not very confident	197 8%	178 7%	207 9%	237 10%
Not at all confident	54 2%	57 2%	59 2%	72 3%
<b>SUMMARY CODES</b>				
VERY CONFIDENT	1289 53%	1339 56%	1277 53%	1155 48%
NOT VERY CONFIDENT	251 10%	235 10%	266 11%	309 13%
Don't know	32 1%	29 1%	41 2%	22 1%

## Broadband Contracts (QS0879 - 598412/598413)

**Q.15 Just thinking about your broadband service, how confident are you about ... VERY CONFIDENT - SUMMARY TABLE**

**Base: All who are primary or joint decision maker for any broadband**

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	2313	1223	1090	132	388	410	373	369	415	226	514	649	470	680	1163	1150
Weighted Base	2410	1305	1105	162	485	510	438	441	242	131	567	766	490	587	1333	1077
Comparing costs	1289	750	540	84	273	306	259	221	103	43	348	426	259	256	774	515
	53%	57%b	49%	52%i	56%hi	60%ghi	59%ghi	50%hi	42%i	33%	61%lm	56%lm	53%lm	44%	58%o	48%
Speaking to your current provider about new deals	1339	764	575	91	289	312	262	232	109	45	344	453	268	274	797	542
	56%	59%b	52%	56%hi	60%hi	61%ghi	60%hi	53%hi	45%i	35%	61%lm	59%lm	55%lm	47%	60%o	50%
Speaking to other providers about new deals	1277	739	538	89	273	295	258	221	99	41	336	426	255	260	763	515
	53%	57%b	49%	55%hi	56%hi	58%ghi	59%ghi	50%hi	41%i	31%	59%lm	56%lm	52%lm	44%	57%o	48%
Understanding the language and terminology used by providers	1155	691	464	81	251	287	228	194	82	32	311	369	237	239	679	475
	48%	53%b	42%	50%hi	52%ghi	56%ghi	52%ghi	44%hi	34%i	24%	55%km	48%lm	48%lm	41%	51%o	44%

**Broadband Contracts (QS0879 - 598412/598413)****Q.15 Just thinking about your broadband service, how confident are you about ... VERY CONFIDENT - SUMMARY TABLE****Base: All who are primary or joint decision maker for any broadband**

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	2313	1415	530	368	1174	1139	627	1686
Weighted Base	2410	1515	593	302	1460	950	756	1654
Comparing costs	1289	874	306	109	868	421	444	845
	53%	58%bc	52%c	36%	59%e	44%	59%g	51%
Speaking to your current provider about new deals	1339	895	317	127	880	459	463	876
	56%	59%bc	53%c	42%	60%e	48%	61%g	53%
Speaking to other providers about new deals	1277	848	313	117	850	427	434	843
	53%	56%c	53%c	39%	58%e	45%	57%g	51%
Understanding the language and terminology used by providers	1155	766	290	99	795	360	411	744
	48%	51%c	49%c	33%	54%e	38%	54%g	45%

## Broadband Contracts (QS0879 - 598412/598413)

Q.15 Just thinking about your broadband service, how confident are you about ... VERY CONFIDENT - SUMMARY TABLE

Base: All who are primary or joint decision maker for any broadband

	Total	TENURE				AREA	
		Own\Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	2313	1354	482	462	15	1751	562
Weighted Base	2410	1376	485	533	16**	1846	564
Comparing costs	1289 53%	783 57%abc	239 49%	258 48%	9 56%	1004 54%	285 51%
Speaking to your current provider about new deals	1339 56%	800 58%ab	253 52%	281 53%	5 34%	1040 56%	300 53%
Speaking to other providers about new deals	1277 53%	752 55%	244 50%	275 52%	6 37%	993 54%	285 50%
Understanding the language and terminology used by providers	1155 48%	677 49%	218 45%	257 48%	3 21%	905 49%	250 44%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Broadband Contracts (QS0879 - 598412/598413)

Q.15 Just thinking about your broadband service, how confident are you about ... VERY CONFIDENT - SUMMARY TABLE

Base: All who are primary or joint decision maker for any broadband

	Total	COUNTRY				GOVERNMENT REGIONS												
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)	
Unweighted Base	2313	1918	217	108	70	117	234	171	168	186	220	268	353	201	108	217	70	
Weighted Base	2410	2005	225	119*	61*	129	232	173	181	191	248	289	361	201	119*	225	61*	
Comparing costs	1289 53%	1059 53%	133 59%	65 54%	32 53%	68 53%	113 49%	75 43%	98 54%	87 45%	132 53%	165 57%gi	208 58%fgi	114 56%gi	65 54%	133 59%fgi	32 53%	
Speaking to your current provider about new deals	1339 56%	1106 55%	136 60%	66 56%	31 52%	70 54%	122 53%	80 46%	101 56%	96 50%	129 52%	169 59%g	219 61%gi	120 60%g	66 56%	136 60%g	31 52%	
Speaking to other providers about new deals	1277 53%	1048 52%	129 57%	67 56%	33 55%	64 49%	108 47%	71 41%	95 53%	89 46%	126 51%	164 57%fgi	219 61%efg ij	112 55%g	67 56%g	129 57%fgi	33 55%	
Understanding the language and terminology used by providers	1155 48%	954 48%	108 48%	62 52%	32 52%	61 47%g	96 41%	58 34%	90 49%g	73 38%	119 48%g	156 54%fgi	196 54%fgi	105 52%fgi	62 52%gi	108 48%g	32 52%g	

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

## Broadband Contracts (QS0879 - 598412/598413)

Q.15 Just thinking about your broadband service, how confident are you about ... VERY CONFIDENT - SUMMARY TABLE

Base: All who are primary or joint decision maker for any broadband

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	2313	401	82	37	285	1913	731	729	781
Weighted Base	2410	356	86*	37*	237	2055	825	764	757
Comparing costs	1289	139	37	10	93	1150	444	425	400
	53%	39%	43%	27%	39%	56%abcd	54%	56%	53%
Speaking to your current provider about new deals	1339	152	38	17	99	1187	454	437	425
	56%	43%	44%	45%	42%	58%abd	55%	57%	56%
Speaking to other providers about new deals	1277	133	31	12	90	1144	448	421	387
	53%	37%	37%	32%	38%	56%abcd	54%	55%	51%
Understanding the language and terminology used by providers	1155	124	32	12	80	1031	398	378	358
	48%	35%	38%	31%	34%	50%abcd	48%	50%	47%

## Broadband Contracts (QS0879 - 598412/598413)

Q.15 Just thinking about your broadband service, how confident are you about ... VERY CONFIDENT - SUMMARY TABLE

Base: All who are primary or joint decision maker for any broadband

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	2313	1173	275	1220	255	1160	288	1038	338	1255	225
Weighted Base	2410	1289	251	1339	235	1277	266	1155	309	1359	209
Comparing costs	1289	1289	-	1188	19	1164	19	1051	24	1041	44
	53%	100%b	-	89%d	8%	91%f	7%	91%h	8%	77%j	21%
Speaking to your current provider about new deals	1339	1188	26	1339	-	1207	16	1074	35	1061	48
	56%	92%b	10%	100%d	-	95%f	6%	93%h	11%	78%j	23%
Speaking to other providers about new deals	1277	1164	18	1207	5	1277	-	1061	23	1044	39
	53%	90%b	7%	90%d	2%	100%f	-	92%h	8%	77%j	19%
Understanding the language and terminology used by providers	1155	1051	15	1074	17	1061	18	1155	-	968	31
	48%	82%b	6%	80%d	7%	83%f	7%	100%h	-	71%j	15%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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



## Broadband Contracts (QS0879 - 598412/598413)

Q.15 Just thinking about your broadband service, how confident are you about ... NOT VERY CONFIDENT - SUMMARY TABLE

Base: All who are primary or joint decision maker for any broadband

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	2313	1223	1090	132	388	410	373	369	415	226	514	649	470	680	1163	1150
Weighted Base	2410	1305	1105	162	485	510	438	441	242	131	567	766	490	587	1333	1077
Comparing costs	251 10%	114 9%	137 12%a	13 8%	28 6%	42 8%	39 9%	58 13%de	40 17%cd	31 23%cd gh	34 6%	73 10%j	45 9%	99 17%jkl	107 8%	144 13%n
Speaking to your current provider about new deals	235 10%	110 8%	125 11%a	17 10%d	25 5%	42 8%	40 9%d	48 11%d	34 14%cd	29 22%cd gh	46 8%	54 7%	42 9%	93 16%jkl	100 8%	135 13%n
Speaking to other providers about new deals	266 11%	125 10%	141 13%a	22 14%d	28 6%	45 9%	39 9%	61 14%cd	40 17%cd	30 23%cd g	46 8%	68 9%	46 9%	106 18%jkl	114 9%	152 14%n
Understanding the language and terminology used by providers	309 13%	144 11%	165 15%a	19 12%	44 9%	43 8%	48 11%	68 15%de	51 21%cd	37 28%cd gh	48 9%	81 11%	63 13%j	117 20%jkl	129 10%	180 17%n

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

**Broadband Contracts (QS0879 - 598412/598413)****Q.15 Just thinking about your broadband service, how confident are you about ... NOT VERY CONFIDENT - SUMMARY TABLE****Base: All who are primary or joint decision maker for any broadband**

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	2313	1415	530	368	1174	1139	627	1686
Weighted Base	2410	1515	593	302	1460	950	756	1654
Comparing costs	251 10%	134 9%	61 10%	56 18%ab	99 7%	152 16%d	61 8%	191 12%f
Speaking to your current provider about new deals	235 10%	132 9%	59 10%	43 14%a	99 7%	136 14%d	65 9%	170 10%
Speaking to other providers about new deals	266 11%	137 9%	69 12%	59 20%ab	110 8%	156 16%d	65 9%	202 12%f
Understanding the language and terminology used by providers	309 13%	162 11%	79 13%	68 22%ab	128 9%	181 19%d	68 9%	241 15%f

**Broadband Contracts (QS0879 - 598412/598413)****Q.15 Just thinking about your broadband service, how confident are you about ... NOT VERY CONFIDENT - SUMMARY TABLE****Base: All who are primary or joint decision maker for any broadband**

	Total	TENURE				AREA	
		Own\Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	2313	1354	482	462	15	1751	562
Weighted Base	2410	1376	485	533	16**	1846	564
Comparing costs	251 10%	135 10%	57 12%	56 11%	2 15%	192 10%	59 10%
Speaking to your current provider about new deals	235 10%	126 9%	53 11%	54 10%	2 15%	175 9%	60 11%
Speaking to other providers about new deals	266 11%	138 10%	65 13%	59 11%	4 27%	199 11%	67 12%
Understanding the language and terminology used by providers	309 13%	168 12%	77 16%	62 12%	3 16%	236 13%	74 13%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Broadband Contracts (QS0879 - 598412/598413)

Q.15 Just thinking about your broadband service, how confident are you about ... NOT VERY CONFIDENT - SUMMARY TABLE

Base: All who are primary or joint decision maker for any broadband

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2313	1918	217	108	70	117	234	171	168	186	220	268	353	201	108	217	70
Weighted Base	2410	2005	225	119*	61*	129	232	173	181	191	248	289	361	201	119*	225	61*
Comparing costs	251 10%	203 10%	24 11%	17 14%	6 11%	15 12%	33 14%kl	17 10%	20 12%	23 12%	22 9%	23 8%	32 9%	18 9%	17 14%	24 11%	6 11%
Speaking to your current provider about new deals	235 10%	188 9%	22 10%	19 16%a	5 9%	17 13%	30 13%il	15 9%	17 9%	13 7%	23 9%	27 9%	28 8%	17 8%	19 16%il	22 10%	5 9%
Speaking to other providers about new deals	266 11%	212 11%	26 12%	19 16%	9 15%	20 16%l	31 13%l	16 9%	25 14%l	17 9%	27 11%	28 10%	26 7%	22 11%	19 16%l	26 12%	9 15%l
Understanding the language and terminology used by providers	309 13%	252 13%	31 14%	18 15%	8 13%	23 18%kl	48 21%hijklm	24 14%	21 11%	25 13%	29 12%	28 10%	34 9%	21 11%	18 15%	31 14%	8 13%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

## Broadband Contracts (QS0879 - 598412/598413)

Q.15 Just thinking about your broadband service, how confident are you about ... NOT VERY CONFIDENT - SUMMARY TABLE

Base: All who are primary or joint decision maker for any broadband

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	2313	401	82	37	285	1913	731	729	781
Weighted Base	2410	356	86*	37*	237	2055	825	764	757
Comparing costs	251	73	16	14	48	178	76	69	90
	10%	21%e	19%e	37%abde	20%e	9%	9%	9%	12%
Speaking to your current provider about new deals	235	67	18	11	40	167	86	69	66
	10%	19%e	21%e	29%e	17%e	8%	10%	9%	9%
Speaking to other providers about new deals	266	81	21	10	49	185	86	74	91
	11%	23%e	24%e	28%e	21%e	9%	10%	10%	12%
Understanding the language and terminology used by providers	309	95	19	9	67	214	103	89	100
	13%	27%e	23%e	24%e	28%e	10%	13%	12%	13%

## Broadband Contracts (QS0879 - 598412/598413)

Q.15 Just thinking about your broadband service, how confident are you about ... NOT VERY CONFIDENT - SUMMARY TABLE

Base: All who are primary or joint decision maker for any broadband

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	2313	1173	275	1220	255	1160	288	1038	338	1255	225
Weighted Base	2410	1289	251	1339	235	1277	266	1155	309	1359	209
Comparing costs	251	-	251	26	161	18	181	15	184	72	96
	10%	-	100%a	2%	68% <sup>c</sup>	1%	68% <sup>e</sup>	1%	59% <sup>g</sup>	5%	46% <sup>i</sup>
Speaking to your current provider about new deals	235	19	161	-	235	5	180	17	164	70	82
	10%	1%	64% <sup>a</sup>	-	100% <sup>c</sup>	*	68% <sup>e</sup>	1%	53% <sup>g</sup>	5%	39% <sup>i</sup>
Speaking to other providers about new deals	266	19	181	16	180	-	266	18	177	80	89
	11%	1%	72% <sup>a</sup>	1%	77% <sup>c</sup>	-	100% <sup>e</sup>	2%	57% <sup>g</sup>	6%	43% <sup>i</sup>
Understanding the language and terminology used by providers	309	24	184	35	164	23	177	-	309	88	99
	13%	2%	73% <sup>a</sup>	3%	70% <sup>c</sup>	2%	67% <sup>e</sup>	-	100% <sup>g</sup>	6%	47% <sup>i</sup>

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

Table 24

## Broadband Contracts (QS0879 - 598412/598413)

Q.15\_01 Just thinking about your broadband service, how confident are you about Comparing costs

Base: All who are primary or joint decision maker for any broadband

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	2313	1223	1090	132	388	410	373	369	415	226	514	649	470	680	1163	1150
Weighted Base	2410	1305	1105	162	485	510	438	441	242	131	567	766	490	587	1333	1077
Very confident	1289	750	540	84	273	306	259	221	103	43	348	426	259	256	774	515
	53%	57% <sup>b</sup>	49%	52% <sup>i</sup>	56% <sup>hi</sup>	60% <sup>ghi</sup>	59% <sup>ghi</sup>	50% <sup>hi</sup>	42% <sup>ai</sup>	33%	61% <sup>lm</sup>	56% <sup>m</sup>	53% <sup>m</sup>	44%	58% <sup>o</sup>	48%
Fairly confident	838	424	414	64	181	155	137	155	93	53	178	255	180	224	433	405
	35%	33%	37% <sup>a</sup>	40%	37% <sup>e</sup>	30%	31%	35%	38% <sup>ef</sup>	40% <sup>ef</sup>	31%	33%	37%	38% <sup>j</sup>	33%	38% <sup>n</sup>
Not very confident	197	93	104	11	21	37	29	45	33	22	30	54	40	74	84	113
	8%	7%	9%	7%	4%	7%	7%	10% <sup>d</sup>	14% <sup>cdef</sup>	17% <sup>cdef</sup>	5%	7%	8%	13% <sup>ijkl</sup>	6%	10% <sup>n</sup>
Not at all confident	54	21	33	3	7	5	10	13	7	9	4	19	6	25	23	31
	2%	2%	3% <sup>a</sup>	2%	1%	1%	2%	3%	3% <sup>e</sup>	7% <sup>cdef</sup>	1%	2% <sup>j</sup>	1%	4% <sup>jl</sup>	2%	3%
SUMMARY CODES																
VERY CONFIDENT	1289	750	540	84	273	306	259	221	103	43	348	426	259	256	774	515
	53%	57% <sup>b</sup>	49%	52% <sup>i</sup>	56% <sup>hi</sup>	60% <sup>ghi</sup>	59% <sup>ghi</sup>	50% <sup>hi</sup>	42% <sup>ai</sup>	33%	61% <sup>lm</sup>	56% <sup>m</sup>	53% <sup>m</sup>	44%	58% <sup>o</sup>	48%
NOT VERY CONFIDENT	251	114	137	13	28	42	39	58	40	31	34	73	45	99	107	144
	10%	9%	12% <sup>a</sup>	8%	6%	8%	9%	13% <sup>de</sup>	17% <sup>cdef</sup>	23% <sup>cdef</sup>	6%	10% <sup>j</sup>	9%	17% <sup>ijkl</sup>	8%	13% <sup>n</sup>
Don't know	32	17	15	1	2	7	4	7	6	5	6	12	6	8	18	14
	1%	1%	1%	1%	*	1%	1%	2%	2% <sup>d</sup>	4% <sup>df</sup>	1%	2%	1%	1%	1%	1%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

**Broadband Contracts (QS0879 - 598412/598413)****Q.15\_01 Just thinking about your broadband service, how confident are you about Comparing costs****Base: All who are primary or joint decision maker for any broadband**

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	2313	1415	530	368	1174	1139	627	1686
Weighted Base	2410	1515	593	302	1460	950	756	1654
Very confident	1289	874	306	109	868	421	444	845
	53%	58%bc	52%c	36%	59%e	44%	59%g	51%
Fairly confident	838	487	217	134	479	359	247	591
	35%	32%	37%	44%ab	33%	38%d	33%	36%
Not very confident	197	106	49	42	79	118	49	148
	8%	7%	8%	14%ab	5%	12%d	7%	9%
Not at all confident	54	27	13	14	20	33	11	42
	2%	2%	2%	5%ab	1%	4%d	2%	3%
<b>SUMMARY CODES</b>								
VERY CONFIDENT	1289	874	306	109	868	421	444	845
	53%	58%bc	52%c	36%	59%e	44%	59%g	51%
NOT VERY CONFIDENT	251	134	61	56	99	152	61	191
	10%	9%	10%	18%ab	7%	16%d	8%	12%f
Don't know	32	20	8	4	14	18	5	27
	1%	1%	1%	1%	1%	2%	1%	2%



## Broadband Contracts (QS0879 - 598412/598413)

Q.15\_01 Just thinking about your broadband service, how confident are you about Comparing costs

Base: All who are primary or joint decision maker for any broadband

	Total	TENURE				AREA	
		Own/Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	2313	1354	482	462	15	1751	562
Weighted Base	2410	1376	485	533	16**	1846	564
Very confident	1289	783	239	258	9	1004	285
	53%	57%abc	49%	48%	56%	54%	51%
Fairly confident	838	438	186	211	3	625	212
	35%	32%	38%a	39%a	20%	34%	38%
Not very confident	197	104	46	45	2	150	47
	8%	8%	10%	8%	15%	8%	8%
Not at all confident	54	31	11	12	-	42	12
	2%	2%	2%	2%	-	2%	2%
<b>SUMMARY CODES</b>							
VERY CONFIDENT	1289	783	239	258	9	1004	285
	53%	57%abc	49%	48%	56%	54%	51%
NOT VERY CONFIDENT	251	135	57	56	2	192	59
	10%	10%	12%	11%	15%	10%	10%
Don't know	32	20	3	8	1	24	8
	1%	1%	1%	2%	8%	1%	1%

## Broadband Contracts (QS0879 - 598412/598413)

Q.15\_01 Just thinking about your broadband service, how confident are you about Comparing costs

Base: All who are primary or joint decision maker for any broadband

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2313	1918	217	108	70	117	234	171	168	186	220	268	353	201	108	217	70
Weighted Base	2410	2005	225	119*	61*	129	232	173	181	191	248	289	361	201	119*	225	61*
Very confident	1289	1059	133	65	32	68	113	75	98	87	132	165	208	114	65	133	32
	53%	53%	59%	54%	53%	53%	49%	43%	54%	45%	53%	57%gi	58%lfgi	56%gi	54%	59%lfgi	53%
Fairly confident	838	713	68	36	22	45	82	78	61	78	90	96	120	63	36	68	22
	35%	36%	30%	30%	36%	35%	35%	45%hklmn o	33%	41%o	36%	33%	33%	32%	30%	30%	36%
Not very confident	197	161	21	10	6	14	24	16	17	21	16	22	20	11	10	21	6
	8%	8%	9%	8%	11%	11%	10%l	9%	10%	11%l	6%	8%	6%	6%	8%	9%	11%
Not at all confident	54	43	4	7	-	2	9	2	2	2	6	1	12	7	7	4	-
	2%	2%	2%	6%ab	-	1%	4%k	1%	1%	1%	3%k	*	3%k	3%k	6%ghiko	2%	-
<b>SUMMARY CODES</b>																	
VERY CONFIDENT	1289	1059	133	65	32	68	113	75	98	87	132	165	208	114	65	133	32
	53%	53%	59%	54%	53%	53%	49%	43%	54%	45%	53%	57%gi	58%lfgi	56%gi	54%	59%lfgi	53%
NOT VERY CONFIDENT	251	203	24	17	6	15	33	17	20	23	22	23	32	18	17	24	6
	10%	10%	11%	14%	11%	12%	14%kl	10%	11%	12%	9%	8%	9%	9%	14%	11%	11%
Don't know	32	30	1	1	-	1	4	3	2	4	4	4	1	6	1	1	-
	1%	1%	*	1%	-	*	2%	2%	1%	2%	1%	2%	*	3%lo	1%	*	-

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

**Broadband Contracts (QS0879 - 598412/598413)****Q.15\_01 Just thinking about your broadband service, how confident are you about Comparing costs****Base: All who are primary or joint decision maker for any broadband**

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	2313	401	82	37	285	1913	731	729	781
Weighted Base	2410	356	86*	37*	237	2055	825	764	757
Very confident	1289	139	37	10	93	1150	444	425	400
	53%	39%	43%	27%	39%	56%abcd	54%	56%	53%
Fairly confident	838	139	32	13	91	700	299	262	256
	35%	39%	38%	35%	39%	34%	36%	34%	34%
Not very confident	197	56	13	11	36	141	62	54	70
	8%	16%e	15%e	30%ade	15%e	7%	8%	7%	9%
Not at all confident	54	17	3	3	12	37	14	15	19
	2%	5%e	4%	7%e	5%e	2%	2%	2%	3%
SUMMARY CODES									
VERY CONFIDENT	1289	139	37	10	93	1150	444	425	400
	53%	39%	43%	27%	39%	56%abcd	54%	56%	53%
NOT VERY CONFIDENT	251	73	16	14	48	178	76	69	90
	10%	21%e	19%e	37%abde	20%e	9%	9%	9%	12%
Don't know	32	5	1	-	5	27	6	9	12
	1%	1%	1%	-	2%	1%	1%	1%	2%

## Broadband Contracts (QS0879 - 598412/598413)

Q.15\_01 Just thinking about your broadband service, how confident are you about Comparing costs

Base: All who are primary or joint decision maker for any broadband

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	2313	1173	275	1220	255	1160	288	1038	338	1255	225
Weighted Base	2410	1289	251	1339	235	1277	266	1155	309	1359	209
Very confident	1289	1289	-	1188	19	1164	19	1051	24	1041	44
	53%	100%b	-	89%d	8%	91%f	7%	91%h	8%	77%j	21%
Fairly confident	838	-	-	123	54	95	63	86	97	237	66
	35%	-	-	9%	23%c	7%	24%e	7%	31%g	17%	31%i
Not very confident	197	-	197	21	122	14	137	14	139	54	76
	8%	-	79%a	2%	52%c	1%	52%e	1%	45%g	4%	36%i
Not at all confident	54	-	54	5	39	4	43	1	45	18	20
	2%	-	21%a	*	17%c	*	16%e	*	15%g	1%	9%i
<b>SUMMARY CODES</b>											
VERY CONFIDENT	1289	1289	-	1188	19	1164	19	1051	24	1041	44
	53%	100%b	-	89%d	8%	91%f	7%	91%h	8%	77%j	21%
NOT VERY CONFIDENT	251	-	251	26	161	18	181	15	184	72	96
	10%	-	100%a	2%	68%c	1%	68%e	1%	59%g	5%	46%i
Don't know	32	-	-	2	2	1	3	4	4	8	4
	1%	-	-	*	1%	*	1%e	*	1%g	1%	2%

## Broadband Contracts (QS0879 - 598412/598413)

Q.15\_02 Just thinking about your broadband service, how confident are you about Speaking to your current provider about new deals

Base: All who are primary or joint decision maker for any broadband

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	2313	1223	1090	132	388	410	373	369	415	226	514	649	470	680	1163	1150
Weighted Base	2410	1305	1105	162	485	510	438	441	242	131	567	766	490	587	1333	1077
Very confident	1339 56%	764 59%b	575 52%	91 56%hi	289 60%hi	312 61%ghi	262 60%hi	232 53%hi	109 45%i	45 35%	344 61%m	453 59%m	268 55%m	274 47%	797 60%o	542 50%
Fairly confident	807 33%	412 32%	395 36%a	54 33%	168 35%	150 29%	133 30%	153 35%	95 39%ef	52 40%ef	173 30%	247 32%	174 35%	213 36%	420 32%	386 36%n
Not very confident	178 7%	88 7%	90 8%	16 10%d	21 4%	33 6%	25 6%	36 8%d	26 11%def	21 16%defg h	40 7%	35 5%	35 7%	68 12%ijkl	75 6%	103 10%n
Not at all confident	57 2%	22 2%	34 3%a	1 1%	4 1%	9 2%	15 3%d	12 3%	8 3%d	8 6%cddeg	7 1%	18 2%	7 1%	25 4%jl	25 2%	32 3%
<b>SUMMARY CODES</b>																
VERY CONFIDENT	1339 56%	764 59%b	575 52%	91 56%hi	289 60%hi	312 61%ghi	262 60%hi	232 53%hi	109 45%i	45 35%	344 61%m	453 59%m	268 55%m	274 47%	797 60%o	542 50%
NOT VERY CONFIDENT	235 10%	110 8%	125 11%a	17 10%d	25 5%	42 8%	40 9%d	48 11%d	34 14%def	29 22%cddef gh	46 8%	54 7%	42 9%	93 16%ijkl	100 8%	135 13%n
Don't know	29 1%	19 1%	10 1%	- -	2 *	6 1%	3 1%	9 2%d	5 2%d	4 3%cdfi	4 1%	11 1%	6 1%	8 1%	15 1%	14 1%

**Broadband Contracts (QS0879 - 598412/598413)****Q.15\_02 Just thinking about your broadband service, how confident are you about Speaking to your current provider about new deals****Base: All who are primary or joint decision maker for any broadband**

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	2313	1415	530	368	1174	1139	627	1686
Weighted Base	2410	1515	593	302	1460	950	756	1654
Very confident	1339	895	317	127	880	459	463	876
	56%	59%bc	53%c	42%	60%e	48%	61%g	53%
Fairly confident	807	470	210	126	469	337	223	583
	33%	31%	36%	42%a	32%	36%	30%	35%f
Not very confident	178	102	45	32	79	99	46	132
	7%	7%	8%	11%a	5%	10%d	6%	8%
Not at all confident	57	31	15	11	20	36	18	38
	2%	2%	3%	4%	1%	4%d	2%	2%
<b>SUMMARY CODES</b>								
VERY CONFIDENT	1339	895	317	127	880	459	463	876
	56%	59%bc	53%c	42%	60%e	48%	61%g	53%
NOT VERY CONFIDENT	235	132	59	43	99	136	65	170
	10%	9%	10%	14%a	7%	14%d	9%	10%
Don't know	29	17	6	6	11	18	5	24
	1%	1%	1%	2%	1%	2%d	1%	1%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

**Broadband Contracts (QS0879 - 598412/598413)****Q.15\_02 Just thinking about your broadband service, how confident are you about Speaking to your current provider about new deals****Base: All who are primary or joint decision maker for any broadband**

	Total	TENURE				AREA	
		Own/Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	2313	1354	482	462	15	1751	562
Weighted Base	2410	1376	485	533	16**	1846	564
Very confident	1339	800	253	281	5	1040	300
	56%	58% <sup>a</sup>	52%	53%	34%	56%	53%
Fairly confident	807	433	175	192	7	609	198
	33%	31%	36%	36%	43%	33%	35%
Not very confident	178	93	36	46	2	131	47
	7%	7%	7%	9%	15%	7%	8%
Not at all confident	57	33	16	7	-	44	13
	2%	2%	3%	1%	-	2%	2%
<b>SUMMARY CODES</b>							
VERY CONFIDENT	1339	800	253	281	5	1040	300
	56%	58% <sup>a</sup>	52%	53%	34%	56%	53%
NOT VERY CONFIDENT	235	126	53	54	2	175	60
	10%	9%	11%	10%	15%	9%	11%
Don't know	29	17	4	7	1	22	7
	1%	1%	1%	1%	8%	1%	1%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d - e/f  
 \* small base; \*\* very small base (under 30) ineligible for sig testing

## Broadband Contracts (QS0879 - 598412/598413)

Q.15\_02 Just thinking about your broadband service, how confident are you about Speaking to your current provider about new deals

Base: All who are primary or joint decision maker for any broadband

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2313	1918	217	108	70	117	234	171	168	186	220	268	353	201	108	217	70
Weighted Base	2410	2005	225	119*	61*	129	232	173	181	191	248	289	361	201	119*	225	61*
Very confident	1339	1106	136	66	31	70	122	80	101	96	129	169	219	120	66	136	31
	56%	55%	60%	56%	52%	54%	53%	46%	56%	50%	52%	59%g	61%gi	60%g	56%	60%g	52%
Fairly confident	807	686	65	31	24	42	75	73	61	78	92	91	114	61	31	65	24
	33%	34%	29%	26%	39%	32%	32%	42%klmno	34%	41%lmno	37%	31%	31%	30%	26%	29%	39%
Not very confident	178	144	15	13	5	15	19	13	15	12	15	23	19	13	13	15	5
	7%	7%	7%	11%	9%	12%l	8%	8%	8%	6%	6%	8%	5%	7%	11%l	7%	9%
Not at all confident	57	44	7	6	-	2	12	2	2	1	8	4	9	4	6	7	-
	2%	2%	3%	5%	-	2%	5%ik	1%	1%	*	3%	1%	2%	2%	5%i	3%	-
<b>SUMMARY CODES</b>																	
VERY CONFIDENT	1339	1106	136	66	31	70	122	80	101	96	129	169	219	120	66	136	31
	56%	55%	60%	56%	52%	54%	53%	46%	56%	50%	52%	59%g	61%gi	60%g	56%	60%g	52%
NOT VERY CONFIDENT	235	188	22	19	5	17	30	15	17	13	23	27	28	17	19	22	5
	10%	9%	10%	16%a	9%	13%	13%il	9%	9%	7%	9%	9%	8%	8%	16%il	10%	9%
Don't know	29	25	2	2	-	*	4	4	2	4	4	1	1	3	2	2	-
	1%	1%	1%	2%	-	*	2%	2%l	1%	2%	2%	*	*	2%	2%	1%	-

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base



**Broadband Contracts (QS0879 - 598412/598413)****Q.15\_02 Just thinking about your broadband service, how confident are you about Speaking to your current provider about new deals****Base: All who are primary or joint decision maker for any broadband**

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	2313	401	82	37	285	1913	731	729	781
Weighted Base	2410	356	86*	37*	237	2055	825	764	757
Very confident	1339	152	38	17	99	1187	454	437	425
	56%	43%	44%	45%	42%	58%abd	55%	57%	56%
Fairly confident	807	129	29	9	90	678	281	250	255
	33%	36%	34%	24%	38%	33%	34%	33%	34%
Not very confident	178	47	13	6	29	132	71	50	47
	7%	13%e	15%e	16%e	12%e	6%	9%	7%	6%
Not at all confident	57	21	5	5	12	36	15	19	19
	2%	6%e	6%e	13%e	5%e	2%	2%	3%	2%
SUMMARY CODES									
VERY CONFIDENT	1339	152	38	17	99	1187	454	437	425
	56%	43%	44%	45%	42%	58%abd	55%	57%	56%
NOT VERY CONFIDENT	235	67	18	11	40	167	86	69	66
	10%	19%e	21%e	29%e	17%e	8%	10%	9%	9%
Don't know	29	7	1	*	7	22	5	8	12
	1%	2%	1%	1%	3%e	1%	1%	1%	2%

## Broadband Contracts (QS0879 - 598412/598413)

Q.15\_02 Just thinking about your broadband service, how confident are you about Speaking to your current provider about new deals

Base: All who are primary or joint decision maker for any broadband

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	2313	1173	275	1220	255	1160	288	1038	338	1255	225
Weighted Base	2410	1289	251	1339	235	1277	266	1155	309	1359	209
Very confident	1339	1188	26	1339	-	1207	16	1074	35	1061	48
	56%	92%b	10%	100%d	-	95%f	6%	93%h	11%	78%j	23%
Fairly confident	807	83	61	-	-	65	68	62	104	221	77
	33%	6%	24%a	-	-	5%	25%e	5%	34%g	16%	37%i
Not very confident	178	14	116	-	178	1	135	14	118	50	60
	7%	1%	46%a	-	76%c	*	51%e	1%	38%g	4%	29%i
Not at all confident	57	5	44	-	57	3	44	4	46	20	22
	2%	*	18%a	-	24%c	*	17%e	*	15%g	1%	10%i
<b>SUMMARY CODES</b>											
VERY CONFIDENT	1339	1188	26	1339	-	1207	16	1074	35	1061	48
	56%	92%b	10%	100%d	-	95%f	6%	93%h	11%	78%j	23%
NOT VERY CONFIDENT	235	19	161	-	235	5	180	17	164	70	82
	10%	1%	64%a	-	100%c	*	68%e	1%	53%g	5%	39%i
Don't know	29	-	3	-	-	1	2	2	5	7	3
	1%	-	1%a	-	-	*	1%e	*	2%g	1%	1%

## Broadband Contracts (QS0879 - 598412/598413)

Q.15\_03 Just thinking about your broadband service, how confident are you about Speaking to other providers about new deals

Base: All who are primary or joint decision maker for any broadband

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	2313	1223	1090	132	388	410	373	369	415	226	514	649	470	680	1163	1150
Weighted Base	2410	1305	1105	162	485	510	438	441	242	131	567	766	490	587	1333	1077
Very confident	1277	739	538	89	273	295	258	221	99	41	336	426	255	260	763	515
	53%	57% <sup>b</sup>	49%	55% <sup>hi</sup>	56% <sup>hi</sup>	58% <sup>ghi</sup>	59% <sup>ghi</sup>	50% <sup>hi</sup>	41% <sup>i</sup>	31%	59% <sup>lm</sup>	56% <sup>m</sup>	52% <sup>m</sup>	44%	57% <sup>o</sup>	48%
Fairly confident	826	419	406	49	179	160	138	148	97	54	175	256	180	215	431	395
	34%	32%	37% <sup>a</sup>	30%	37%	31%	32%	34%	40% <sup>ef</sup>	41% <sup>ef</sup>	31%	33%	37%	37% <sup>j</sup>	32%	37% <sup>n</sup>
Not very confident	207	100	106	22	23	38	25	46	30	22	41	51	38	77	92	115
	9%	8%	10%	14% <sup>def</sup>	5%	7%	6%	11% <sup>df</sup>	13% <sup>def</sup>	17% <sup>defg</sup>	7%	7%	8%	13% <sup>ijkl</sup>	7%	11% <sup>n</sup>
Not at all confident	59	24	35	-	5	7	14	15	10	8	6	16	9	28	22	37
	2%	2%	3%	-	1%	1%	3% <sup>cd</sup>	3% <sup>cd</sup>	4% <sup>cde</sup>	6% <sup>cde</sup>	1%	2%	2%	5% <sup>ijkl</sup>	2%	3% <sup>n</sup>
<b>SUMMARY CODES</b>																
VERY CONFIDENT	1277	739	538	89	273	295	258	221	99	41	336	426	255	260	763	515
	53%	57% <sup>b</sup>	49%	55% <sup>hi</sup>	56% <sup>hi</sup>	58% <sup>ghi</sup>	59% <sup>ghi</sup>	50% <sup>hi</sup>	41% <sup>i</sup>	31%	59% <sup>lm</sup>	56% <sup>m</sup>	52% <sup>m</sup>	44%	57% <sup>o</sup>	48%
NOT VERY CONFIDENT	266	125	141	22	28	45	39	61	40	30	46	68	46	106	114	152
	11%	10%	13% <sup>a</sup>	14% <sup>d</sup>	6%	9%	9%	14% <sup>def</sup>	17% <sup>def</sup>	23% <sup>cdefg</sup>	8%	9%	9%	18% <sup>ijkl</sup>	9%	14% <sup>n</sup>
Don't know	41	22	19	2	4	10	3	10	5	6	10	16	9	6	26	15
	2%	2%	2%	1%	1%	2%	1%	2%	2% <sup>f</sup>	5% <sup>defi</sup>	2%	2%	2%	1%	2%	1%

## Broadband Contracts (QS0879 - 598412/598413)

Q.15\_03 Just thinking about your broadband service, how confident are you about Speaking to other providers about new deals

Base: All who are primary or joint decision maker for any broadband

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	2313	1415	530	368	1174	1139	627	1686
Weighted Base	2410	1515	593	302	1460	950	756	1654
Very confident	1277	848	313	117	850	427	434	843
	53%	56% <sup>c</sup>	53% <sup>c</sup>	39%	58% <sup>e</sup>	45%	57% <sup>g</sup>	51%
Fairly confident	826	506	202	118	479	347	250	575
	34%	33%	34%	39%	33%	36%	33%	35%
Not very confident	207	105	58	43	88	118	51	156
	9%	7%	10% <sup>a</sup>	14% <sup>ab</sup>	6%	12% <sup>d</sup>	7%	9% <sup>f</sup>
Not at all confident	59	32	11	16	22	37	14	45
	2%	2%	2%	5% <sup>ab</sup>	2%	4% <sup>d</sup>	2%	3%
<b>SUMMARY CODES</b>								
VERY CONFIDENT	1277	848	313	117	850	427	434	843
	53%	56% <sup>c</sup>	53% <sup>c</sup>	39%	58% <sup>e</sup>	45%	57% <sup>g</sup>	51%
NOT VERY CONFIDENT	266	137	69	59	110	156	65	202
	11%	9%	12%	20% <sup>ab</sup>	8%	16% <sup>d</sup>	9%	12% <sup>f</sup>
Don't know	41	24	8	9	20	20	7	34
	2%	2%	1%	3%	1%	2%	1%	2%

## Broadband Contracts (QS0879 - 598412/598413)

Q.15\_03 Just thinking about your broadband service, how confident are you about Speaking to other providers about new deals

Base: All who are primary or joint decision maker for any broadband

	Total	TENURE				AREA	
		Own/Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	2313	1354	482	462	15	1751	562
Weighted Base	2410	1376	485	533	16**	1846	564
Very confident	1277	752	244	275	6	993	285
	53%	55%	50%	52%	37%	54%	50%
Fairly confident	826	459	173	189	4	620	206
	34%	33%	36%	35%	28%	34%	37%
Not very confident	207	104	50	51	2	150	57
	9%	8%	10%	10%	11%	8%	10%
Not at all confident	59	35	15	8	3	49	11
	2%	3%	3%	1%	16%	3%	2%
<b>SUMMARY CODES</b>							
VERY CONFIDENT	1277	752	244	275	6	993	285
	53%	55%	50%	52%	37%	54%	50%
NOT VERY CONFIDENT	266	138	65	59	4	199	67
	11%	10%	13%	11%	27%	11%	12%
Don't know	41	26	3	10	1	35	6
	2%	2%	1%	2%	8%	2%	1%

## Broadband Contracts (QS0879 - 598412/598413)

Q.15\_03 Just thinking about your broadband service, how confident are you about Speaking to other providers about new deals

Base: All who are primary or joint decision maker for any broadband

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2313	1918	217	108	70	117	234	171	168	186	220	268	353	201	108	217	70
Weighted Base	2410	2005	225	119*	61*	129	232	173	181	191	248	289	361	201	119*	225	61*
Very confident	1277 53%	1048 52%	129 57%	67 56%	33 55%	64 49%	108 47%	71 41%	95 53%	89 46%	126 51%	164 57%fgi	219 61%efg ij	112 55%g	67 56%g	129 57%fgi	33 55%
Fairly confident	826 34%	708 35%	67 30%	32 27%	18 30%	45 35%	87 38%	81 47%hijklm nop	59 33%	80 42%klno	89 36%	91 31%	112 31%	64 32%	32 27%	67 30%	18 30%
Not very confident	207 9%	165 8%	21 9%	12 10%	9 15%	18 14%l	21 9%l	15 9%	20 11%l	15 8%	18 7%	22 8%	17 5%	19 9%l	12 10%l	21 9%l	9 15%l
Not at all confident	59 2%	47 2%	6 3%	7 6%a	-	2 1%	9 4%	1 1%	5 3%	3 1%	9 3%	6 2%	10 3%	3 1%	7 6%g	6 3%	-
<b>SUMMARY CODES</b>																	
VERY CONFIDENT	1277 53%	1048 52%	129 57%	67 56%	33 55%	64 49%	108 47%	71 41%	95 53%	89 46%	126 51%	164 57%fgi	219 61%efg ij	112 55%g	67 56%g	129 57%fgi	33 55%
NOT VERY CONFIDENT	266 11%	212 11%	26 12%	19 16%	9 15%	20 16%l	31 13%l	16 9%	25 14%l	17 9%	27 11%	28 10%	26 7%	22 11%	19 16%l	26 12%	9 15%l
Don't know	41 2%	37 2%	2 1%	1 1%	-	* *	6 3%	4 3%	2 1%	5 3%	6 2%	6 2%	4 1%	3 2%	1 1%	2 1%	-

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

**Broadband Contracts (QS0879 - 598412/598413)****Q.15\_03 Just thinking about your broadband service, how confident are you about Speaking to other providers about new deals****Base: All who are primary or joint decision maker for any broadband**

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	2313	401	82	37	285	1913	731	729	781
Weighted Base	2410	356	86*	37*	237	2055	825	764	757
Very confident	1277	133	31	12	90	1144	448	421	387
	53%	37%	37%	32%	38%	56%abcd	54%	55%	51%
Fairly confident	826	134	32	14	91	692	282	258	265
	34%	38%	37%	38%	38%	34%	34%	34%	35%
Not very confident	207	58	17	5	34	148	77	56	64
	9%	16%e	20%e	13%	14%e	7%	9%	7%	8%
Not at all confident	59	23	4	6	15	36	9	18	27
	2%	6%e	5%	15%e	6%e	2%	1%	2%	4%f
SUMMARY CODES									
VERY CONFIDENT	1277	133	31	12	90	1144	448	421	387
	53%	37%	37%	32%	38%	56%abcd	54%	55%	51%
NOT VERY CONFIDENT	266	81	21	10	49	185	86	74	91
	11%	23%e	24%e	28%e	21%e	9%	10%	10%	12%
Don't know	41	7	2	*	7	34	10	11	14
	2%	2%	2%	1%	3%	2%	1%	1%	2%

## Broadband Contracts (QS0879 - 598412/598413)

Q.15\_03 Just thinking about your broadband service, how confident are you about Speaking to other providers about new deals

Base: All who are primary or joint decision maker for any broadband

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	2313	1173	275	1220	255	1160	288	1038	338	1255	225
Weighted Base	2410	1289	251	1339	235	1277	266	1155	309	1359	209
Very confident	1277	1164	18	1207	5	1277	-	1061	23	1044	39
	53%	90%b	7%	90%d	2%	100%f	-	92%h	8%	77%j	19%
Fairly confident	826	105	48	112	45	-	-	69	103	224	78
	34%	8%	19%a	8%	19%c	-	-	6%	33%g	16%	37%i
Not very confident	207	13	132	11	133	-	207	15	130	61	66
	9%	1%	52%a	1%	57%c	-	78%e	1%	42%g	4%	32%i
Not at all confident	59	6	49	5	47	-	59	3	47	19	23
	2%	*	20%a	*	20%c	-	22%e	*	15%g	1%	11%i
<b>SUMMARY CODES</b>											
VERY CONFIDENT	1277	1164	18	1207	5	1277	-	1061	23	1044	39
	53%	90%b	7%	90%d	2%	100%f	-	92%h	8%	77%j	19%
NOT VERY CONFIDENT	266	19	181	16	180	-	266	18	177	80	89
	11%	1%	72%a	1%	77%c	-	100%e	2%	57%g	6%	43%i
Don't know	41	1	4	4	5	-	-	7	6	11	3
	2%	*	2%a	*	2%c	-	-	1%	2%g	1%	2%



Table 27

## Broadband Contracts (QS0879 - 598412/598413)

Q.15\_04 Just thinking about your broadband service, how confident are you about Understanding the language and terminology used by providers

Base: All who are primary or joint decision maker for any broadband

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	2313	1223	1090	132	388	410	373	369	415	226	514	649	470	680	1163	1150
Weighted Base	2410	1305	1105	162	485	510	438	441	242	131	567	766	490	587	1333	1077
Very confident	1155 48%	691 53%b	464 42%	81 50%hi	251 52%ghi	287 56%ghi	228 52%ghi	194 44%hi	82 34%i	32 24%	311 55%km	369 48% <sub>m</sub>	237 48% <sub>m</sub>	239 41%	679 51% <sub>o</sub>	475 44%
Fairly confident	924 38%	458 35%	465 42%a	62 38%	190 39%	175 34%	161 37%	173 39%	106 44%e	58 45%e	204 36%	306 40%	186 38%	227 39%	510 38%	413 38%
Not very confident	237 10%	112 9%	124 11%a	17 11%	36 8%	37 7%	35 8%	53 12%de	34 14%def	25 19% <sub>cdef</sub> g	41 7%	62 8%	49 10%	84 14% <sub>ijkl</sub>	103 8%	133 12% <sub>n</sub>
Not at all confident	72 3%	32 2%	41 4%	1 1%	8 2%	6 1%	13 3%	15 3%e	17 7% <sub>cdefg</sub>	13 10% <sub>cdef</sub> g	7 1%	19 2%	14 3%	32 5% <sub>ijkl</sub>	26 2%	47 4% <sub>n</sub>
<b>SUMMARY CODES</b>																
VERY CONFIDENT	1155 48%	691 53%b	464 42%	81 50%hi	251 52%ghi	287 56%ghi	228 52%ghi	194 44%hi	82 34%i	32 24%	311 55%km	369 48% <sub>m</sub>	237 48% <sub>m</sub>	239 41%	679 51% <sub>o</sub>	475 44%
NOT VERY CONFIDENT	309 13%	144 11%	165 15%a	19 12%	44 9%	43 8%	48 11%	68 15%de	51 21% <sub>cdefg</sub>	37 28% <sub>cdef</sub> gh	48 9%	81 11%	63 13% <sub>j</sub>	117 20% <sub>ijkl</sub>	129 10%	180 17% <sub>n</sub>
Don't know	22 1%	12 1%	11 1%	- -	- -	6 1% <sub>d</sub>	3 1%	6 1% <sub>d</sub>	4 2% <sub>d</sub>	4 3% <sub>cdl</sub>	4 1%	9 1%	4 1%	4 1%	13 1%	9 1%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

**Broadband Contracts (QS0879 - 598412/598413)****Q.15\_04 Just thinking about your broadband service, how confident are you about Understanding the language and terminology used by providers****Base: All who are primary or joint decision maker for any broadband**

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	2313	1415	530	368	1174	1139	627	1686
Weighted Base	2410	1515	593	302	1460	950	756	1654
Very confident	1155 48%	766 51% <sup>c</sup>	290 49% <sup>c</sup>	99 33%	795 54% <sup>e</sup>	360 38%	411 54% <sup>g</sup>	744 45%
Fairly confident	924 38%	572 38%	219 37%	133 44% <sup>ab</sup>	527 36%	396 42% <sup>d</sup>	273 36%	651 39%
Not very confident	237 10%	128 8%	64 11%	45 15% <sup>a</sup>	104 7%	132 14% <sup>d</sup>	57 8%	180 11% <sup>f</sup>
Not at all confident	72 3%	34 2%	15 3%	23 8% <sup>ab</sup>	23 2%	49 5% <sup>d</sup>	11 1%	62 4% <sup>f</sup>
<b>SUMMARY CODES</b>								
VERY CONFIDENT	1155 48%	766 51% <sup>c</sup>	290 49% <sup>c</sup>	99 33%	795 54% <sup>e</sup>	360 38%	411 54% <sup>g</sup>	744 45%
NOT VERY CONFIDENT	309 13%	162 11%	79 13%	68 22% <sup>ab</sup>	128 9%	181 19% <sup>d</sup>	68 9%	241 15% <sup>f</sup>
Don't know	22 1%	16 1%	4 1%	2 1%	10 1%	12 1%	5 1%	18 1%

## Broadband Contracts (QS0879 - 598412/598413)

Q.15\_04 Just thinking about your broadband service, how confident are you about Understanding the language and terminology used by providers

Base: All who are primary or joint decision maker for any broadband

	Total	TENURE				AREA	
		Own/Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	2313	1354	482	462	15	1751	562
Weighted Base	2410	1376	485	533	16**	1846	564
Very confident	1155 48%	677 49%	218 45%	257 48%	3 21%	905 49%	250 44%
Fairly confident	924 38%	517 38%	188 39%	210 39%	9 55%	690 37%	234 41%
Not very confident	237 10%	128 9%	57 12%	49 9%	1 9%	179 10%	58 10%
Not at all confident	72 3%	40 3%	19 4%	12 2%	1 8%	57 3%	16 3%
<b>SUMMARY CODES</b>							
VERY CONFIDENT	1155 48%	677 49%	218 45%	257 48%	3 21%	905 49%	250 44%
NOT VERY CONFIDENT	309 13%	168 12%	77 16%	62 12%	3 16%	236 13%	74 13%
Don't know	22 1%	13 1%	2 *	5 1%	1 8%	15 1%	7 1%

## Broadband Contracts (QS0879 - 598412/598413)

Q.15\_04 Just thinking about your broadband service, how confident are you about Understanding the language and terminology used by providers

Base: All who are primary or joint decision maker for any broadband

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2313	1918	217	108	70	117	234	171	168	186	220	268	353	201	108	217	70
Weighted Base	2410	2005	225	119*	61*	129	232	173	181	191	248	289	361	201	119*	225	61*
Very confident	1155 48%	954 48%	108 48%	62 52%	32 52%	61 47%g	96 41%	58 34%	90 49%g	73 38%	119 48%g	156 54%fgi	196 54%fgi	105 52%fgi	62 52%gi	108 48%g	32 52%g
Fairly confident	924 38%	779 39%	86 38%	38 32%	21 35%	44 34%	87 37%	88 51%efhjk lmnop	69 38%	89 46%klin	97 39%	102 35%	131 36%	73 36%	38 32%	86 38%	21 35%
Not very confident	237 10%	195 10%	23 10%	11 9%	8 13%	16 13%l	37 16%jklm	21 12%l	17 10%	22 12%l	21 8%	24 8%	23 6%	14 7%	11 9%	23 10%	8 13%
Not at all confident	72 3%	57 3%	8 4%	7 6%	-	6 5%	11 5%	3 1%	3 2%	3 1%	8 3%	5 2%	11 3%	7 4%	7 6%k	8 4%	-
<b>SUMMARY CODES</b>																	
VERY CONFIDENT	1155 48%	954 48%	108 48%	62 52%	32 52%	61 47%g	96 41%	58 34%	90 49%g	73 38%	119 48%g	156 54%fgi	196 54%fgi	105 52%fgi	62 52%gi	108 48%g	32 52%g
NOT VERY CONFIDENT	309 13%	252 13%	31 14%	18 15%	8 13%	23 18%kl	48 21%hijklm	24 14%	21 11%	25 13%	29 12%	28 10%	34 9%	21 11%	18 15%	31 14%	8 13%
Don't know	22 1%	20 1%	1 1%	1 1%	-	1 1%	2 1%	3 2%l	2 1%	5 2%l	4 1%l	3 1%	-	1 1%	1 1%	1 1%	-

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

**Broadband Contracts (QS0879 - 598412/598413)****Q.15\_04 Just thinking about your broadband service, how confident are you about Understanding the language and terminology used by providers****Base: All who are primary or joint decision maker for any broadband**

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	2313	401	82	37	285	1913	731	729	781
Weighted Base	2410	356	86*	37*	237	2055	825	764	757
Very confident	1155 48%	124 35%	32 38%	12 31%	80 34%	1031 50%abcd	398 48%	378 50%	358 47%
Fairly confident	924 38%	134 38%	34 39%	16 42%	87 37%	791 38%	320 39%	291 38%	291 38%
Not very confident	237 10%	68 19%e	13 15%e	6 15%	45 19%e	168 8%	84 10%	69 9%	72 10%
Not at all confident	72 3%	27 7%e	6 7%e	3 9%e	21 9%e	46 2%	19 2%	20 3%	27 4%
SUMMARY CODES									
VERY CONFIDENT	1155 48%	124 35%	32 38%	12 31%	80 34%	1031 50%abcd	398 48%	378 50%	358 47%
NOT VERY CONFIDENT	309 13%	95 27%e	19 23%e	9 24%e	67 28%e	214 10%	103 13%	89 12%	100 13%
Don't know	22 1%	3 1%	- -	1 2%	3 1%	19 1%	4 *	6 1%	8 1%

## Broadband Contracts (QS0879 - 598412/598413)

**Q.15\_04 Just thinking about your broadband service, how confident are you about Understanding the language and terminology used by providers**

**Base: All who are primary or joint decision maker for any broadband**

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	2313	1173	275	1220	255	1160	288	1038	338	1255	225
Weighted Base	2410	1289	251	1339	235	1277	266	1155	309	1359	209
Very confident	1155 48%	1051 82%b	15 6%	1074 80%d	17 7%	1061 83%f	18 7%	1155 100%h	- -	968 71%j	31 15%
Fairly confident	924 38%	213 17%	51 20%	229 17%	51 22%	192 15%	70 26%e	- -	- -	299 22%	75 36%i
Not very confident	237 10%	21 2%	124 49%a	30 2%	115 49%c	20 2%	122 46%e	- -	237 77%g	67 5%	72 35%i
Not at all confident	72 3%	4 *	60 24%a	6 *	50 21%c	4 *	55 21%e	- -	72 23%g	21 2%	26 13%i
<b>SUMMARY CODES</b>											
VERY CONFIDENT	1155 48%	1051 82%b	15 6%	1074 80%d	17 7%	1061 83%f	18 7%	1155 100%h	- -	968 71%j	31 15%
NOT VERY CONFIDENT	309 13%	24 2%	184 73%a	35 3%	164 70%c	23 2%	177 67%e	- -	309 100%g	88 6%	99 47%i
Don't know	22 1%	* *	1 1%a	1 *	3 1%c	* *	1 *	- -	- -	4 *	5 2%i

## Broadband Contracts (QS0879 - 598412/598413)

Q.16 And which of these options best describes how you feel about your ability to use maths in your day-to-day life?

Base: All who are primary or joint decision maker for any broadband

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	2313	1223	1090	132	388	410	373	369	415	226	514	649	470	680	1163	1150
Weighted Base	2410	1305	1105	162	485	510	438	441	242	131	567	766	490	587	1333	1077
Very confident	1359	807	552	86	270	310	266	248	122	57	399	449	267	244	848	511
	56%	62%b	50%	53%	56%l	61%hi	61%hi	56%l	50%	43%	70%klm	59%lm	54%lm	42%	64%o	47%
Fairly confident	827	416	411	61	172	155	135	158	92	55	142	257	196	233	399	429
	34%	32%	37%a	38%	35%	30%	31%	36%	38%ef	42%ef	25%	34%j	40%jk	40%jk	30%	40%n
Not very confident	159	53	105	13	35	31	28	23	16	14	18	43	21	76	61	97
	7%	4%	10%a	8%	7%	6%	6%	5%	7%	10%eg	3%	6%	4%	13%jkl	5%	9%n
Not at all confident	50	20	31	2	8	8	8	10	11	5	4	13	4	29	17	34
	2%	2%	3%a	1%	2%	2%	2%	2%	4%def	4%	1%	2%	1%	5%jkl	1%	3%n
<b>SUMMARY CODES</b>																
VERY CONFIDENT	1359	807	552	86	270	310	266	248	122	57	399	449	267	244	848	511
	56%	62%b	50%	53%	56%l	61%hi	61%hi	56%l	50%	43%	70%klm	59%lm	54%lm	42%	64%o	47%
NOT VERY CONFIDENT	209	73	136	15	43	38	36	32	27	18	22	56	25	106	78	131
	9%	6%	12%a	10%	9%	8%	8%	7%	11%	14%defg	4%	7%j	5%	18%jkl	6%	12%n
Don't know	15	9	6	-	-	7	2	3	2	1	4	4	3	4	8	7
	1%	1%	1%	-	-	1%d	*	1%	1%d	1%d	1%	*	1%	1%	1%	1%

**Broadband Contracts (QS0879 - 598412/598413)****Q.16 And which of these options best describes how you feel about your ability to use maths in your day-to-day life?****Base: All who are primary or joint decision maker for any broadband**

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	2313	1415	530	368	1174	1139	627	1686
Weighted Base	2410	1515	593	302	1460	950	756	1654
Very confident	1359	893	333	133	883	475	457	902
	56%	59% <sup>c</sup>	56% <sup>c</sup>	44%	61% <sup>e</sup>	50%	60% <sup>g</sup>	55%
Fairly confident	827	490	208	129	491	336	232	595
	34%	32%	35%	43% <sup>a,b</sup>	34%	35%	31%	36% <sup>f</sup>
Not very confident	159	94	36	28	64	94	51	108
	7%	6%	6%	9% <sup>a</sup>	4%	10% <sup>d</sup>	7%	7%
Not at all confident	50	27	13	10	15	36	15	36
	2%	2%	2%	3%	1%	4% <sup>d</sup>	2%	2%
<b>SUMMARY CODES</b>								
VERY CONFIDENT	1359	893	333	133	883	475	457	902
	56%	59% <sup>c</sup>	56% <sup>c</sup>	44%	61% <sup>e</sup>	50%	60% <sup>g</sup>	55%
NOT VERY CONFIDENT	209	121	49	39	79	130	65	144
	9%	8%	8%	13% <sup>a,b</sup>	5%	14% <sup>d</sup>	9%	9%
Don't know	15	11	2	1	6	8	3	12
	1%	1%	*	*	*	1%	*	1%



## Broadband Contracts (QS0879 - 598412/598413)

Q.16 And which of these options best describes how you feel about your ability to use maths in your day-to-day life?

Base: All who are primary or joint decision maker for any broadband

	Total	TENURE				AREA	
		Own/Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	2313	1354	482	462	15	1751	562
Weighted Base	2410	1376	485	533	16**	1846	564
Very confident	1359 56%	830 60%abc	230 47%	289 54%b	10 62%	1068 58%f	291 52%
Fairly confident	827 34%	452 33%	179 37%	195 37%	1 9%	608 33%	220 39%e
Not very confident	159 7%	67 5%	58 12%ac	29 6%	4 25%	116 6%	42 7%
Not at all confident	50 2%	19 1%	17 4%a	14 3%	1 4%	42 2%	9 2%
<b>SUMMARY CODES</b>							
VERY CONFIDENT	1359 56%	830 60%abc	230 47%	289 54%b	10 62%	1068 58%f	291 52%
NOT VERY CONFIDENT	209 9%	86 6%	76 16%ac	43 8%	5 29%	158 9%	51 9%
Don't know	15 1%	9 1%	- -	6 1%b	- -	12 1%	2 *

## Broadband Contracts (QS0879 - 598412/598413)

Q.16 And which of these options best describes how you feel about your ability to use maths in your day-to-day life?

Base: All who are primary or joint decision maker for any broadband

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	2313	1918	217	108	70	117	234	171	168	186	220	268	353	201	108	217	70
Weighted Base	2410	2005	225	119*	61*	129	232	173	181	191	248	289	361	201	119*	225	61*
Very confident	1359 56%	1138 57%	124 55%	62 52%	36 59%	61 47%	127 55%	78 45%	104 57%g	91 48%	137 55%	182 63%egi	236 65%efg ijno	123 61%egi	62 52%	124 55%	36 59%
Fairly confident	827 34%	691 34%	74 33%	43 36%	20 33%	54 42%kl	71 30%	80 46%fhklm o	63 35%	81 43%fl	94 38%l	87 30%	95 26%	66 33%	43 36%	74 33%	20 33%
Not very confident	159 7%	125 6%	20 9%	8 7%	5 9%	10 7%	23 10%lm	10 6%	12 6%	15 8%	13 5%	17 6%	20 5%	6 3%	8 7%	20 9%lm	5 9%
Not at all confident	50 2%	39 2%	7 3%	5 4%	-	4 3%k	10 4%jk	4 2%	2 1%	3 2%	2 1%	1 *	10 3%k	4 2%	5 4%k	7 3%k	-
<b>SUMMARY CODES</b>																	
VERY CONFIDENT	1359 56%	1138 57%	124 55%	62 52%	36 59%	61 47%	127 55%	78 45%	104 57%g	91 48%	137 55%	182 63%egi	236 65%efg ijno	123 61%egi	62 52%	124 55%	36 59%
NOT VERY CONFIDENT	209 9%	164 8%	27 12%	13 11%	5 9%	14 11%	33 14%ijklm	13 8%	13 7%	18 10%	15 6%	18 6%	29 8%	10 5%	13 11%	27 12%ijklm	5 9%
Don't know	15 1%	13 1%	-	1 1%	-	* *	2 1%	2 1%	2 1%	1 *	2 1%	2 1%	1 *	1 1%	1 1%	-	-

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

## Broadband Contracts (QS0879 - 598412/598413)

**Q.16 And which of these options best describes how you feel about your ability to use maths in your day-to-day life?**

**Base: All who are primary or joint decision maker for any broadband**

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	2313	401	82	37	285	1913	731	729	781
Weighted Base	2410	356	86*	37*	237	2055	825	764	757
Very confident	1359 56%	139 39%	36 42%	14 38%	89 37%	1220 59%abcd	447 54%	431 56%	455 60%f
Fairly confident	827 34%	133 38%	27 31%	8 23%	92 39%	695 34%	303 37%h	273 36%h	232 31%
Not very confident	159 7%	55 15%e	15 18%e	8 20%e	38 16%e	104 5%	56 7%	43 6%	51 7%
Not at all confident	50 2%	25 7%e	7 9%e	7 19%ade	15 6%e	25 1%	17 2%	13 2%	16 2%
SUMMARY CODES									
VERY CONFIDENT	1359 56%	139 39%	36 42%	14 38%	89 37%	1220 59%abcd	447 54%	431 56%	455 60%f
NOT VERY CONFIDENT	209 9%	80 23%e	23 26%e	15 40%ade	53 22%e	129 6%	73 9%	55 7%	67 9%
Don't know	15 1%	3 1%	- -	- -	3 1%	12 1%	3 *	5 1%	3 *

## Broadband Contracts (QS0879 - 598412/598413)

**Q.16 And which of these options best describes how you feel about your ability to use maths in your day-to-day life?**

**Base: All who are primary or joint decision maker for any broadband**

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	2313	1173	275	1220	255	1160	288	1038	338	1255	225
Weighted Base	2410	1289	251	1339	235	1277	266	1155	309	1359	209
Very confident	1359	1041	72	1061	70	1044	80	968	88	1359	-
	56%	81%b	29%	79%d	30%	82%f	30%	84%h	28%	100%j	-
Fairly confident	827	203	83	229	81	193	96	155	121	-	-
	34%	16%	33%a	17%	35%c	15%	36%e	13%	39%g	-	-
Not very confident	159	31	68	34	61	28	65	20	70	-	159
	7%	2%	27%a	3%	26%c	2%	24%e	2%	23%g	-	76%i
Not at all confident	50	13	28	14	21	11	24	10	29	-	50
	2%	1%	11%a	1%	9%c	1%	9%e	1%	9%g	-	24%i
<b>SUMMARY CODES</b>											
VERY CONFIDENT	1359	1041	72	1061	70	1044	80	968	88	1359	-
	56%	81%b	29%	79%d	30%	82%f	30%	84%h	28%	100%j	-
NOT VERY CONFIDENT	209	44	96	48	82	39	89	31	99	-	209
	9%	3%	38%a	4%	35%c	3%	34%e	3%	32%g	-	100%j
Don't know	15	1	1	1	2	1	1	1	2	-	-
	1%	*	*	*	1%c	*	*	*	1%	-	-

Table 29

## Broadband Contracts (QS0879 - 598412/598413)

Q. Break X Break

Base: All Adults 16+ in UK

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	4253	2024	2229	483	647	578	542	605	743	655	764	1105	872	1512	1869	2384
Weighted Base	4253	2064	2189	600	784	706	634	701	441	387	834	1280	883	1255	2115	2138
<b>GENDER</b>																
Male	2064	2064	-	304	378	360	299	358	196	169	413	616	473	562	1029	1035
	49%	100%b	-	51%hi	48%	51%hi	47%	51%hi	45%	44%	49% <i>m</i>	48%	54% <i>km</i>	45%	49%	48%
Female	2189	-	2189	296	406	346	335	343	244	219	421	664	411	693	1086	1103
	51%	-	100%a	49%	52%	49%	53%	49%	55% <i>ceg</i>	56% <i>ceg</i>	51%	52% <i>l</i>	46%	55% <i>jl</i>	51%	52%
<b>AGE</b>																
16-24	600	304	296	600	-	-	-	-	-	-	59	239	126	175	298	302
	14%	15%	14%	100% <i>defghi</i>	-	-	-	-	-	-	7%	19% <i>ijlm</i>	14% <i>j</i>	14% <i>j</i>	14%	14%
25-34	784	378	406	-	784	-	-	-	-	-	133	270	171	210	403	382
	18%	18%	19%	-	100% <i>cefg</i> hi	-	-	-	-	-	16%	21% <i>ijm</i>	19%	17%	19%	18%
35-44	706	360	346	-	-	706	-	-	-	-	171	230	147	159	400	306
	17%	17%	16%	-	-	100% <i>cd</i> fg <i>hi</i>	-	-	-	-	20% <i>m</i>	18% <i>m</i>	17% <i>m</i>	13%	19% <i>o</i>	14%
45-54	634	299	335	-	-	-	634	-	-	-	165	169	149	151	334	300
	15%	14%	15%	-	-	-	100% <i>cd</i> eg <i>hi</i>	-	-	-	20% <i>km</i>	13%	17% <i>km</i>	12%	16%	14%
55-64	701	358	343	-	-	-	-	701	-	-	166	184	149	203	350	352
	16%	17%	16%	-	-	-	-	100% <i>cd</i> ef <i>hi</i>	-	-	20% <i>km</i>	14%	17%	16%	17%	16%
65-74	441	196	244	-	-	-	-	-	441	-	79	103	82	176	183	258
	10%	10%	11%	-	-	-	-	-	100% <i>cd</i> ef <i>gi</i>	-	9%	8%	9%	14% <i>jk</i> l	9%	12% <i>n</i>
75+	387	169	219	-	-	-	-	-	-	387	62	85	59	181	147	240
	9%	8%	10%	-	-	-	-	-	-	100% <i>cd</i> ef gh	7%	7%	7%	14% <i>jk</i> l	7%	11% <i>n</i>
<b>SOCIAL GRADE</b>																
AB	834	413	421	59	133	171	165	166	79	62	834	-	-	-	834	-
	20%	20%	19%	10%	17% <i>c</i>	24% <i>cd</i> hi	26% <i>cd</i> hi	24% <i>cd</i> hi	18% <i>c</i>	16% <i>c</i>	100% <i>klm</i>	-	-	-	39% <i>o</i>	-
C1	1280	616	664	239	270	230	169	184	103	85	-	1280	-	-	1280	-
	30%	30%	30%	40% <i>ef</i> ghi	34% <i>f</i> ghi	33% <i>f</i> ghi	27%	26%	23%	22%	-	100% <i>ijlm</i>	-	-	61% <i>o</i>	-
C2	883	473	411	126	171	147	149	149	82	59	-	-	883	-	-	883
	21%	23% <i>b</i>	19%	21% <i>i</i>	22% <i>i</i>	21% <i>i</i>	23% <i>hi</i>	21% <i>i</i>	19%	15%	-	-	100% <i>jk</i> m	-	-	41% <i>n</i>
DE	1255	562	693	175	210	159	151	203	176	181	-	-	-	1255	-	1255
	30%	27%	32% <i>a</i>	29% <i>e</i>	27%	22%	24%	29% <i>e</i>	40% <i>cd</i> efg	47% <i>cd</i> ef gh	-	-	-	100% <i>jk</i> l	-	59% <i>n</i>

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

Table 29

## Broadband Contracts (QS0879 - 598412/598413)

Q. Break X Break

Base: All Adults 16+ in UK

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	4253	2024	2229	483	647	578	542	605	743	655	764	1105	872	1512	1869	2384
Weighted Base	4253	2064	2189	600	784	706	634	701	441	387	834	1280	883	1255	2115	2138
SOCIAL GRADE																
ABC1	2115	1029	1086	298	403	400	334	350	183	147	834	1280	-	-	2115	-
	50%	50%	50%	50%hi	51%hi	57%cg	53%hi	50%hi	41%	38%	100%lm	100%lm	-	-	100%o	-
C2DE	2138	1035	1103	302	382	306	300	352	258	240	-	-	883	1255	-	2138
	50%	50%	50%	50%e	49%	43%	47%	50%e	59%cd	62%cd	-	-	100%jk	100%jk	-	100%n
MARITAL STATUS																
Married\ Living as married	2408	1206	1202	117	516	502	416	441	269	147	590	746	580	493	1336	1072
	57%	58%b	55%	20%	66%ci	71%cg	66%ci	63%ci	61%ci	38%ci	71%klm	58%lm	66%km	39%	63%o	50%
Single	1255	675	579	480	259	168	142	131	43	31	140	411	219	485	551	704
	29%	33%b	26%	80%defgh	33%efgh	24%ghi	22%hi	19%hi	10%	8%	17%	32%jl	25%j	39%jkl	26%	33%n
Widow\ Divorced\ Separated	590	183	407	2	10	36	76	129	128	210	105	123	85	277	228	362
	14%	9%	19%a	*	1%	5%cd	12%cde	18%cd	29%cd	54%cd	13%	10%	10%	22%jkl	11%	17%n
WORKING STATUS																
Working	2198	1196	1002	261	574	524	454	342	38	6	535	763	574	327	1298	900
	52%	58%b	46%	43%hi	73%cg	74%cg	72%cg	49%hi	9%hi	1%	64%lm	60%lm	65%km	26%	61%o	42%
Not working	2055	868	1187	339	210	182	180	360	402	382	299	517	310	928	817	1238
	48%	42%	54%a	57%def	27%	26%	28%	51%def	91%cd	99%cd	36%	40%l	35%	74%jkl	39%	58%n
CHILDREN																
Child	1206	479	727	175	366	406	206	45	7	2	267	372	250	317	639	567
	28%	23%	33%a	29%ghi	47%cfgh	57%cd	32%ghi	6%hi	2%hi	*	32%lm	29%lm	28%	25%	30%o	27%
None	3047	1585	1462	425	419	300	428	656	433	386	567	908	634	938	1475	1572
	72%	77%b	67%	71%de	53%e	43%	68%de	94%cd	98%cd	100%cd	68%	71%	72%	75%jk	70%	73%n
TENURE																
Own\ Mortgage	2315	1128	1187	206	275	351	394	472	322	296	668	770	466	411	1438	877
	54%	55%	54%	34%	35%	50%cd	62%cde	67%cd	73%cd	76%cd	80%klm	60%lm	53%lm	33%	68%o	41%
Rent LA	936	420	516	124	180	147	143	167	95	80	38	152	190	556	189	746
	22%	20%	24%a	21%	23%	21%	23%	24%	21%	21%	5%	12%j	22%jk	44%jkl	9%	35%n

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

Table 29

## Broadband Contracts (QS0879 - 598412/598413)

Q. Break X Break

Base: All Adults 16+ in UK

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	4253	2024	2229	483	647	578	542	605	743	655	764	1105	872	1512	1869	2384
Weighted Base	4253	2064	2189	600	784	706	634	701	441	387	834	1280	883	1255	2115	2138
Rent Private	948	485	464	240	324	202	96	56	22	8	120	345	211	272	466	483
	22%	23%	21%	40%efghi	41%efghi	29%fghi	15%ghi	8%hi	5%i	2%	14%	27%jlm	24%j	22%j	22%	23%
Other	54	31	22	31	5	6	1	6	2	4	9	13	16	16	21	32
	1%	2%	1%	5%defghi	1%	1%	*	1%	*	1%	1%	1%	2%	1%	1%	2%
AREA																
Urban	3322	1618	1703	507	644	568	486	521	319	276	625	1010	657	1029	1636	1686
Rural	932	446	486	93	140	138	148	180	121	111	209	270	226	226	479	452
	22%	22%	22%	15%	18%	20%	23%cd	26%cde	27%cd	29%cde f	25%lm	21%	26%klm	18%	23%	21%
COUNTRY																
England	3582	1733	1849	527	676	593	514	580	366	327	698	1113	730	1042	1811	1771
Scotland	362	186	175	35	60	69	60	69	39	28	81	101	87	93	182	180
	9%	9%	8%	6%	8%	10%cd	9%cd	10%cd	9%	7%	10%	8%	10%lm	7%	9%	8%
Wales	212	99	114	26	32	21	41	36	29	27	48	48	51	65	96	116
	5%	5%	5%	4%	4%	3%	6%e	5%	7%cd	7%de	6%	4%	6%k	5%	5%	5%
Northern Ireland	97	46	51	12	16	23	18	16	7	5	7	19	16	55	26	71
	2%	2%	2%	2%	2%	3%i	3%	2%	2%	1%	1%	1%	2%	4%jkl	1%	3%lm
GOVERNMENT REGIONS																
North East	196	93	103	30	40	39	21	33	17	15	38	51	49	58	89	107
North West	5%	4%	5%	5%	5%	5%	3%	5%	4%	4%	5%	4%	6%	5%	4%	5%
	474	223	252	81	73	67	61	82	56	54	88	98	87	201	186	289
Yorkshire and The Humber	11%	11%	12%	14%de	9%	9%	10%	12%	13%cd	14%def	11%k	8%	10%	16%jkl	9%	13%lm
	345	163	182	62	56	51	48	61	35	31	86	87	82	90	173	172
East Midlands	8%	8%	8%	10%	7%	7%	8%	9%	8%	8%	10%klm	7%	9%	7%	8%	8%
	332	179	153	52	72	41	50	56	28	34	53	131	55	94	184	149
West Midlands	8%	9%	7%	9%	9%e	6%	8%	8%	6%	9%e	6%	10%jlm	6%	7%	9%o	7%
	359	158	201	50	67	43	56	64	35	44	53	91	87	128	144	215
	8%	8%	9%	8%	9%	6%	9%	9%	8%	11%eh	6%	7%	10%jkl	10%jkl	7%	10%lm

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

Table 29

## Broadband Contracts (QS0879 - 598412/598413)

## Q. Break X Break

Base: All Adults 16+ in UK

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	4253	2024	2229	483	647	578	542	605	743	655	764	1105	872	1512	1869	2384
Weighted Base	4253	2064	2189	600	784	706	634	701	441	387	834	1280	883	1255	2115	2138
East of England	402	199	203	51	78	84	50	69	30	40	84	117	98	103	200	202
	9%	10%	9%	8%	10%	12%fh	8%	10%	7%	10%h	10%	9%	11%lm	8%	9%	9%
London	530	262	269	67	119	108	84	70	51	31	106	190	87	147	296	234
	12%	13%	12%	11%	15%gi	15%gi	13%gi	10%	12%gi	8%	13%	15%lm	10%	12%	14%o	11%
South East	599	298	301	79	122	111	97	81	67	43	130	214	118	137	344	255
	14%	14%	14%	13%	15%gi	16%gi	15%gi	12%	15%gi	11%	16%lm	17%lm	13%	11%	16%o	12%
South West	345	160	185	55	48	48	48	64	45	36	60	135	67	83	195	150
	8%	8%	8%	9%	6%	7%	8%	9%cd	10%de	9%cd	7%	11%jlm	8%	7%	9%o	7%
Wales	212	99	114	26	32	21	41	36	29	27	48	48	51	65	96	116
	5%	5%	5%	4%	4%	3%	6%e	5%	7%de	7%de	6%	4%	6%k	5%	5%	5%
Scotland	362	186	175	35	60	69	60	69	39	28	81	101	87	93	182	180
	9%	9%	8%	6%	8%	10%cd	9%cd	10%cd	9%	7%	10%	8%	10%lm	7%	9%	8%
Northern Ireland	97	46	51	12	16	23	18	16	7	5	7	19	16	55	26	71
	2%	2%	2%	2%	2%	3%gi	3%	2%	2%	1%	1%	1%	2%	4%jkl	1%	3%ln
TIME WITH PROVIDER																
Up to 2 years	825	442	383	110	234	178	129	116	38	19	158	284	167	215	443	382
	19%	21%b	18%	18%hi	30%cfghi	25%cdghi	20%hi	17%hi	9%gi	5%	19%	22%lm	19%	17%	21%o	18%
Between 2 and 6 years	764	427	337	43	188	169	136	116	74	38	193	221	160	190	414	350
	18%	21%b	15%	7%	24%cdghi	24%cdghi	22%cdghi	16%ci	17%ci	10%	23%klm	17%	18%	15%	20%o	16%
6+ years	757	396	362	5	53	148	164	202	121	65	209	244	147	159	452	305
	18%	19%b	17%	1%	7%cd	21%cd	26%cdi	29%cddei	27%cddei	17%cd	25%klm	19%lm	17%lm	13%	21%o	14%
DISABILITY																
Any Disability	356	189	167	27	39	53	64	81	50	41	51	74	48	183	125	231
	8%	9%	8%	5%	5%	7%	10%cd	12%cdde	11%cdde	11%cd	6%	6%	5%	15%jkl	6%	11%ln
Any mental health issues	86	51	35	12	22	17	18	15	2	-	12	13	8	53	25	61
	2%	2%	2%	2%hi	3%hi	2%hi	3%hi	2%hi	1%	-	1%	1%	1%	4%jkl	1%	3%ln
Learning difficulties	37	21	16	5	9	10	5	3	3	1	7	5	3	22	12	25
	1%	1%	1%	1%	1%	1%	1%	*	1%	*	1%	*	*	2%kl	1%	1%
Any Physical Disability	237	121	116	16	10	30	38	60	42	40	31	52	35	119	83	154
	6%	6%	5%	3%	1%	4%cd	6%cd	9%cdde	10%cddef	10%cddef	4%	4%	4%	9%jkl	4%	7%ln

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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



Table 29

## Broadband Contracts (QS0879 - 598412/598413)

## Q. Break X Break

Base: All Adults 16+ in UK

	Total	GENDER		AGE							SOCIAL GRADE				SOCIAL GRADE	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)
Unweighted Base	4253	2024	2229	483	647	578	542	605	743	655	764	1105	872	1512	1869	2384
Weighted Base	4253	2064	2189	600	784	706	634	701	441	387	834	1280	883	1255	2115	2138
No disability	2055	1115	939	135	446	458	374	360	192	90	516	691	443	405	1208	847
	48%	54%b	43%	22%	57%chi	65%cdfgh i	59%cg hi	51%chi	44%ci	23%	62%klm	54% m	50% m	32%	57% o	40%
<b>CONFIDENCE IN COMPARING COSTS</b>																
Very Confident	1289	750	540	84	273	306	259	221	103	43	348	426	259	256	774	515
	30%	36%b	25%	14%	35%chi	43%cdg hi	41%cdg hi	31%chi	23%ci	11%	42%klm	33% m	29% m	20%	37% o	24%
NOT Very Confident	251	114	137	13	28	42	39	58	40	31	34	73	45	99	107	144
	6%	6%	6%	2%	4%	6% c	6% cd	8% cd	9%cd ef	8% cd	4%	6%	5%	8% jkl	5%	7% n
<b>CONFIDENCE IN SPEAKING TO CURRENT PROVIDER</b>																
Very Confident	1339	764	575	91	289	312	262	232	109	45	344	453	268	274	797	542
	31%	37%b	26%	15%	37%chi	44%cdg hi	41%cdg hi	33%chi	25%ci	12%	41%klm	35% lm	30% m	22%	38% o	25%
NOT Very Confident	235	110	125	17	25	42	40	48	34	29	46	54	42	93	100	135
	6%	5%	6%	3%	3%	6% cd	6% cd	7% cd	8% cd	8% cd	6%	4%	5%	7% kl	5%	6% n
<b>CONFIDENCE IN SPEAKING TO OTHER PROVIDERS</b>																
Very Confident	1277	739	538	89	273	295	258	221	99	41	336	426	255	260	763	515
	30%	36%b	25%	15%i	35%chi	42%cdg hi	41%cdg hi	32%chi	23%ci	11%	40%klm	33% lm	29% m	21%	36% o	24%
NOT Very Confident	266	125	141	22	28	45	39	61	40	30	46	68	46	106	114	152
	6%	6%	6%	4%	4%	6% cd	6% d	9% cd	9% cd	8% cd	6%	5%	5%	8% jkl	5%	7% n
<b>CONFIDENCE IN UNDERSTANDING TERMINOLOGY</b>																
Very Confident	1155	691	464	81	251	287	228	194	82	32	311	369	237	239	679	475
	27%	33%b	21%	14%i	32%chi	41%cdg hi	36%cdg hi	28%chi	19%ci	8%	37%klm	29% m	27% m	19%	32% o	22%
NOT Very Confident	309	144	165	19	44	43	48	68	51	37	48	81	63	117	129	180
	7%	7%	8%	3%	6%	6% c	7% c	10%cd e	12%cd ef	10%cd e	6%	6%	7%	9% jkl	6%	8% n
<b>CONFIDENCE IN MATHS ABILITY</b>																
Very Confident	1359	807	552	86	270	310	266	248	122	57	399	449	267	244	848	511
	32%	39%b	25%	14%	34%chi	44%cdg hi	42%cdg hi	35%chi	28%ci	15%	48%klm	35% lm	30% m	19%	40% o	24%
NOT Very Confident	209	73	136	15	43	38	36	32	27	18	22	56	25	106	78	131
	5%	4%	6%a	3%	5% c	5% c	6% c	5%	6% c	5%	3%	4%	3%	8% jkl	4%	6% n

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

## Broadband Contracts (QS0879 - 598412/598413)

Q. Break X Break

Base: All Adults 16+ in UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	4253	2344	1128	781	1794	2459	1019	3234
Weighted Base	4253	2408	1255	590	2198	2055	1206	3047
<b>GENDER</b>								
Male	2064	1206	675	183	1196	868	479	1585
	49%	50% <sup>c</sup>	54% <sup>c</sup>	31%	54% <sup>e</sup>	42%	40%	52% <sup>f</sup>
Female	2189	1202	579	407	1002	1187	727	1462
	51%	50%	46%	69% <sup>ab</sup>	46%	58% <sup>d</sup>	60% <sup>g</sup>	48%
<b>AGE</b>								
16-24	600	117	480	2	261	339	175	425
	14%	5% <sup>c</sup>	38% <sup>ac</sup>	*	12%	17% <sup>d</sup>	15%	14%
25-34	784	516	259	10	574	210	366	419
	18%	21% <sup>c</sup>	21% <sup>c</sup>	2%	26% <sup>e</sup>	10%	30% <sup>g</sup>	14%
35-44	706	502	168	36	524	182	406	300
	17%	21% <sup>bc</sup>	13% <sup>c</sup>	6%	24% <sup>e</sup>	9%	34% <sup>g</sup>	10%
45-54	634	416	142	76	454	180	206	428
	15%	17% <sup>bc</sup>	11%	13%	21% <sup>e</sup>	9%	17% <sup>g</sup>	14%
55-64	701	441	131	129	342	360	45	656
	16%	18% <sup>b</sup>	10%	22% <sup>ab</sup>	16%	18%	4%	22% <sup>f</sup>
65-74	441	269	43	128	38	402	7	433
	10%	11% <sup>b</sup>	3%	22% <sup>ab</sup>	2%	20% <sup>d</sup>	1%	14% <sup>f</sup>
75+	387	147	31	210	6	382	2	386
	9%	6% <sup>b</sup>	2%	36% <sup>ab</sup>	*	19% <sup>d</sup>	*	13% <sup>f</sup>
<b>SOCIAL GRADE</b>								
AB	834	590	140	105	535	299	267	567
	20%	24% <sup>bc</sup>	11%	18% <sup>b</sup>	24% <sup>e</sup>	15%	22% <sup>g</sup>	19%
C1	1280	746	411	123	763	517	372	908
	30%	31% <sup>c</sup>	33% <sup>c</sup>	21%	35% <sup>e</sup>	25%	31%	30%
C2	883	580	219	85	574	310	250	634
	21%	24% <sup>bc</sup>	17%	14%	26% <sup>e</sup>	15%	21%	21%
DE	1255	493	485	277	327	928	317	938
	30%	20%	39% <sup>a</sup>	47% <sup>ab</sup>	15%	45% <sup>d</sup>	26%	31% <sup>f</sup>

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)  
 Proportions/Means: Columns Tested (5% risk level) - a/b/c - d/e - f/g  
 \* small base

## Broadband Contracts (QS0879 - 598412/598413)

## Q. Break X Break

Base: All Adults 16+ in UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	4253	2344	1128	781	1794	2459	1019	3234
Weighted Base	4253	2408	1255	590	2198	2055	1206	3047
<b>SOCIAL GRADE</b>								
ABC1	2115	1336	551	228	1298	817	639	1475
	50%	55%bc	44%c	39%	59%e	40%	53%g	48%
C2DE	2138	1072	704	362	900	1238	567	1572
	50%	45%	56%a	61%ab	41%	60%d	47%	52%f
<b>MARITAL STATUS</b>								
Married\ Living as married	2408	2408	-	-	1469	940	868	1540
	57%	100%bc	-	-	67%e	46%	72%g	51%
Single	1255	-	1255	-	592	662	279	976
	29%	-	100%ac	-	27%	32%d	23%	32%f
Widow\ Divorced\ Separated	590	-	-	590	137	453	60	530
	14%	-	-	100%ab	6%	22%d	5%	17%f
<b>WORKING STATUS</b>								
Working	2198	1469	592	137	2198	-	788	1411
	52%	61%bc	47%c	23%	100%e	-	65%g	46%
Not working	2055	940	662	453	-	2055	419	1636
	48%	39%	53%a	77%ab	-	100%d	35%	54%f
<b>CHILDREN</b>								
Child	1206	868	279	60	788	419	1206	-
	28%	36%bc	22%c	10%	36%e	20%	100%g	-
None	3047	1540	976	530	1411	1636	-	3047
	72%	64%	78%a	90%ab	64%	80%d	-	100%f
<b>TENURE</b>								
Own\ Mortgage	2315	1522	450	344	1255	1060	563	1753
	54%	63%bc	36%	58%b	57%e	52%	47%	58%f
Rent LA	936	384	364	188	340	596	321	614
	22%	16%	29%a	32%a	15%	29%d	27%g	20%
Rent Private	948	491	403	54	582	366	309	639
	22%	20%c	32%ac	9%	26%e	18%	26%g	21%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

## Broadband Contracts (QS0879 - 598412/598413)

## Q. Break X Break

Base: All Adults 16+ in UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	4253	2344	1128	781	1794	2459	1019	3234
Weighted Base	4253	2408	1255	590	2198	2055	1206	3047
Other	54	12	37	4	21	33	13	41
	1%	1%	3%ac	1%	1%	2%	1%	1%
<b>AREA</b>								
Urban	3322	1855	1032	434	1718	1603	962	2360
	78%	77%	82%ac	74%	78%	78%	80%	77%
Rural	932	553	222	156	480	452	245	687
	22%	23%b	18%	26%b	22%	22%	20%	23%
<b>COUNTRY</b>								
England	3582	2062	1049	471	1866	1716	1058	2524
	84%	86%c	84%c	80%	85%	84%	88%g	83%
Scotland	362	195	98	69	194	168	69	293
	9%	8%	8%	12%ab	9%	8%	6%	10%f
Wales	212	110	66	37	94	118	51	161
	5%	5%	5%	6%	4%	6%d	4%	5%
Northern Ireland	97	41	41	14	44	53	28	69
	2%	2%	3%a	2%	2%	3%	2%	2%
<b>GOVERNMENT REGIONS</b>								
North East	196	105	64	26	93	103	61	135
	5%	4%	5%	4%	4%	5%	5%	4%
North West	474	230	149	95	212	262	139	335
	11%	10%	12%a	16%ab	10%	13%d	12%	11%
Yorkshire and The Humber	345	195	97	53	156	189	102	243
	8%	8%	8%	9%	7%	9%d	8%	8%
East Midlands	332	199	86	48	185	148	102	230
	8%	8%	7%	8%	8%	7%	8%	8%
West Midlands	359	212	96	50	167	191	97	262
	8%	9%	8%	8%	8%	9%	8%	9%
East of England	402	254	103	45	249	153	124	278
	9%	11%bc	8%	8%	11%e	7%	10%	9%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)  
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e - f/g  
 \* small base

## Broadband Contracts (QS0879 - 598412/598413)

## Q. Break X Break

Base: All Adults 16+ in UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	4253	2344	1128	781	1794	2459	1019	3234
Weighted Base	4253	2408	1255	590	2198	2055	1206	3047
London	530	290	199	41	320	210	160	370
	12%	12% <sup>c</sup>	16% <sup>ac</sup>	7%	15% <sup>de</sup>	10%	13%	12%
South East	599	378	163	57	323	276	188	411
	14%	16% <sup>bc</sup>	13% <sup>c</sup>	10%	15%	13%	16%	13%
South West	345	198	91	56	161	184	85	260
	8%	8%	7%	9%	7%	9%	7%	9%
Wales	212	110	66	37	94	118	51	161
	5%	5%	5%	6%	4%	6% <sup>d</sup>	4%	5%
Scotland	362	195	98	69	194	168	69	293
	9%	8%	8%	12% <sup>ab</sup>	9%	8%	6%	10% <sup>f</sup>
Northern Ireland	97	41	41	14	44	53	28	69
	2%	2%	3% <sup>a</sup>	2%	2%	3%	2%	2%
<b>TIME WITH PROVIDER</b>								
Up to 2 years	825	493	251	81	522	304	283	542
	19%	20% <sup>c</sup>	20% <sup>c</sup>	14%	24% <sup>e</sup>	15%	23% <sup>g</sup>	18%
Between 2 and 6 years	764	507	181	76	500	264	258	506
	18%	21% <sup>bc</sup>	14%	13%	23% <sup>de</sup>	13%	21% <sup>g</sup>	17%
6+ years	757	474	147	137	408	349	194	563
	18%	20% <sup>b</sup>	12%	23% <sup>ab</sup>	19%	17%	16%	18%
<b>DISABILITY</b>								
Any Disability	356	163	112	81	81	275	55	301
	8%	7%	9% <sup>a</sup>	14% <sup>ab</sup>	4%	13% <sup>d</sup>	5%	10% <sup>f</sup>
Any mental health issues	86	29	44	12	26	60	16	69
	2%	1%	4% <sup>a</sup>	2%	1%	3% <sup>d</sup>	1%	2%
Learning difficulties	37	16	19	1	16	21	11	26
	1%	1%	2% <sup>ac</sup>	*	1%	1%	1%	1%
Any Physical Disability	237	109	61	68	39	198	30	207
	6%	5%	5%	12% <sup>ab</sup>	2%	10% <sup>d</sup>	3%	7% <sup>f</sup>

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

**Q. Break X Break****Base: All Adults 16+ in UK**

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN	
		Married/ Living as married (a)	Single (b)	Widow/ Divorced/ Separated (c)	Working (d)	Not working (e)	Child (f)	None (g)
Unweighted Base	4253	2344	1128	781	1794	2459	1019	3234
Weighted Base	4253	2408	1255	590	2198	2055	1206	3047
No disability	2055	1352	481	222	1379	676	701	1354
	48%	56%bc	38%	38%	63%e	33%	58%g	44%
<b>CONFIDENCE IN COMPARING COSTS</b>								
Very Confident	1289	874	306	109	868	421	444	845
	30%	36%bc	24%c	18%	39%e	21%	37%g	28%
NOT Very Confident	251	134	61	56	99	152	61	191
	6%	6%	5%	9%ab	5%	7%d	5%	6%
<b>CONFIDENCE IN SPEAKING TO CURRENT PROVIDER</b>								
Very Confident	1339	895	317	127	880	459	463	876
	31%	37%bc	25%	22%	40%e	22%	38%g	29%
NOT Very Confident	235	132	59	43	99	136	65	170
	6%	5%	5%	7%b	5%	7%d	5%	6%
<b>CONFIDENCE IN SPEAKING TO OTHER PROVIDERS</b>								
Very Confident	1277	848	313	117	850	427	434	843
	30%	35%bc	25%c	20%	39%e	21%	36%g	28%
NOT Very Confident	266	137	69	59	110	156	65	202
	6%	6%	6%	10%ab	5%	8%d	5%	7%
<b>CONFIDENCE IN UNDERSTANDING TERMINOLOGY</b>								
Very Confident	1155	766	290	99	795	360	411	744
	27%	32%bc	23%c	17%	36%e	18%	34%g	24%
NOT Very Confident	309	162	79	68	128	181	68	241
	7%	7%	6%	12%ab	6%	9%d	6%	8%f
<b>CONFIDENCE IN MATHS ABILITY</b>								
Very Confident	1359	893	333	133	883	475	457	902
	32%	37%bc	27%	23%	40%e	23%	38%g	30%
NOT Very Confident	209	121	49	39	79	130	65	144
	5%	5%	4%	7%b	4%	6%d	5%	5%

Table 29

## Broadband Contracts (QS0879 - 598412/598413)

Q. Break X Break

Base: All Adults 16+ in UK

	Total	TENURE				AREA	
		Own/Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	4253	2379	993	830	51	3282	971
Weighted Base	4253	2315	936	948	54*	3322	932
<b>GENDER</b>							
Male	2064	1128	420	485	31	1618	446
	49%	49%	45%	51%b	58%	49%	48%
Female	2189	1187	516	464	22	1703	486
	51%	51%	55%cd	49%	42%	51%	52%
<b>AGE</b>							
16-24	600	206	124	240	31	507	93
	14%	9%	13%a	25%ab	57%abc	15%f	10%
25-34	784	275	180	324	5	644	140
	18%	12%	19%a	34%abd	9%	19%f	15%
35-44	706	351	147	202	6	568	138
	17%	15%	16%	21%ab	12%	17%	15%
45-54	634	394	143	96	1	486	148
	15%	17%cd	15%cd	10%	2%	15%	16%
55-64	701	472	167	56	6	521	180
	16%	20%cd	18%cd	6%	11%	16%	19%e
65-74	441	322	95	22	2	319	121
	10%	14%bcd	10%cd	2%	3%	10%	13%e
75+	387	296	80	8	4	276	111
	9%	13%abc	9%cd	1%	7%cd	8%	12%e
<b>SOCIAL GRADE</b>							
AB	834	668	38	120	9	625	209
	20%	29%abc	4%	13%b	16%b	19%	22%e
C1	1280	770	152	345	13	1010	270
	30%	33%b	16%	36%b	24%	30%	29%
C2	883	466	190	211	16	657	226
	21%	20%	20%	22%	30%	20%	24%e
DE	1255	411	556	272	16	1029	226
	30%	18%	59%acd	29%a	30%a	31%f	24%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

## Q. Break X Break

Base: All Adults 16+ in UK

	Total	TENURE				AREA	
		Own\Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	4253	2379	993	830	51	3282	971
Weighted Base	4253	2315	936	948	54*	3322	932
<b>SOCIAL GRADE</b>							
ABC1	2115	1438	189	466	21	1636	479
50%		62%bcd	20%	49%b	40%b	49%	51%
C2DE	2138	877	746	483	32	1686	452
50%		38%	80%acd	51%a	60%a	51%	49%
<b>MARITAL STATUS</b>							
Married\ Living as married	2408	1522	384	491	12	1855	553
57%		66%bcd	41%cd	52%bd	23%	56%	59%
Single	1255	450	364	403	37	1032	222
29%		19%	39%a	43%a	70%abc	31%f	24%
Widow\ Divorced\ Separated	590	344	188	54	4	434	156
14%		15%cd	20%acd	6%	8%	13%	17%e
<b>WORKING STATUS</b>							
Working	2198	1255	340	582	21	1718	480
52%		54%bd	36%	61%abd	39%	52%	52%
Not working	2055	1060	596	366	33	1603	452
48%		46%cd	64%ac	39%	61%ac	48%	48%
<b>CHILDREN</b>							
Child	1206	563	321	309	13	962	245
28%		24%	34%a	33%a	24%	29%	26%
None	3047	1753	614	639	41	2360	687
72%		76%bc	66%	67%	76%	71%	74%
<b>TENURE</b>							
Own\Mortgage	2315	2315	-	-	-	1730	586
54%		100%bcd	-	-	-	52%	63%e
Rent LA	936	-	936	-	-	771	165
22%		-	100%acd	-	-	23%f	18%
Rent Private	948	-	-	948	-	778	170
22%		-	-	100%abd	-	23%f	18%
Other	54	-	-	-	54	43	11
1%		-	-	-	100%abc	1%	1%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base



## Q. Break X Break

Base: All Adults 16+ in UK

	Total	TENURE				AREA	
		Own/Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	4253	2379	993	830	51	3282	971
Weighted Base	4253	2315	936	948	54*	3322	932
<b>AREA</b>							
Urban	3322	1730	771	778	43	3322	-
	78%	75%	82%a	82%a	80%	100%f	-
Rural	932	586	165	170	11	-	932
	22%	25%bc	18%	18%	20%	-	100%e
<b>COUNTRY</b>							
England	3582	1957	745	830	51	2917	665
	84%	85%b	80%	87%ab	96%ab	88%f	71%
Scotland	362	205	105	51	-	225	137
	9%	9%cd	11%acd	5%	-	7%	15%e
Wales	212	126	43	41	2	117	95
	5%	5%	5%	4%	4%	4%	10%e
Northern Ireland	97	28	42	26	-	63	34
	2%	1%	5%a	3%a	-	2%	4%e
<b>GOVERNMENT REGIONS</b>							
North East	196	89	60	45	2	177	19
	5%	4%	6%a	5%	3%	5%f	2%
North West	474	254	155	60	5	460	14
	11%	11%c	17%ac	6%	9%	14%f	2%
Yorkshire and The Humber	345	191	68	83	3	238	107
	8%	8%	7%	9%	6%	7%	11%e
East Midlands	332	200	63	68	2	219	114
	8%	9%	7%	7%	3%	7%	12%e
West Midlands	359	224	74	56	4	277	82
	8%	10%cd	8%	6%	7%	8%	9%
East of England	402	200	75	112	15	264	138
	9%	9%	8%	12%ab	29%abc	8%	15%e
London	530	275	96	155	4	530	-
	12%	12%	10%	16%ab	7%	16%f	-
South East	599	333	101	155	10	538	61
	14%	14%b	11%	16%b	19%	16%f	7%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

Table 29

## Broadband Contracts (QS0879 - 598412/598413)

## Q. Break X Break

Base: All Adults 16+ in UK

	Total	TENURE				AREA	
		Own/Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	4253	2379	993	830	51	3282	971
Weighted Base	4253	2315	936	948	54*	3322	932
South West	345	190	53	94	7	214	131
	8%	8%b	6%	10%b	13%b	6%	14%e
Wales	212	126	43	41	2	117	95
	5%	5%	5%	4%	4%	4%	10%e
Scotland	362	205	105	51	-	225	137
	9%	9%acd	11%acd	5%	-	7%	15%e
Northern Ireland	97	28	42	26	-	63	34
	2%	1%	5%a	3%a	-	2%	4%e
<b>TIME WITH PROVIDER</b>							
Up to 2 years	825	361	173	288	3	637	189
	19%	16%	19% <b>d</b>	30% <b>abd</b>	5%	19%	20%
Between 2 and 6 years	764	437	159	163	6	602	162
	18%	19%	17%	17%	11%	18%	17%
6+ years	757	541	142	68	6	562	195
	18%	23% <b>bc</b>	15% <b>c</b>	7%	11%	17%	21% <b>e</b>
<b>DISABILITY</b>							
Any Disability	356	151	139	64	3	272	83
	8%	7%	15% <b>ac</b>	7%	5%	8%	9%
Any mental health issues	86	26	34	24	1	73	13
	2%	1%	4% <b>a</b>	3% <b>a</b>	2%	2%	1%
Learning difficulties	37	15	14	9	-	32	5
	1%	1%	1% <b>a</b>	1%	-	1%	1%
Any Physical Disability	237	110	89	37	1	178	59
	6%	5%	9% <b>ac</b>	4%	2%	5%	6%
No disability	2055	1226	347	470	13	1574	481
	48%	53% <b>bd</b>	37%	50% <b>bd</b>	24%	47%	52% <b>e</b>
<b>CONFIDENCE IN COMPARING COSTS</b>							
Very Confident	1289	783	239	258	9	1004	285
	30%	34% <b>bcd</b>	26%	27%	16%	30%	31%
NOT Very Confident	251	135	57	56	2	192	59
	6%	6%	6%	6%	4%	6%	6%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

## Q. Break X Break

Base: All Adults 16+ in UK

	Total	TENURE				AREA	
		Own/Mortgage (a)	Rent LA (b)	Rent Private (c)	Other (d)	Urban (e)	Rural (f)
Unweighted Base	4253	2379	993	830	51	3282	971
Weighted Base	4253	2315	936	948	54*	3322	932
<b>CONFIDENCE IN SPEAKING TO CURRENT PROVIDER</b>							
Very Confident	1339	800	253	281	5	1040	300
	31%	35%bcd	27%cd	30%cd	10%	31%	32%
NOT Very Confident	235	126	53	54	2	175	60
	6%	5%	6%	6%	4%	5%	6%
<b>CONFIDENCE IN SPEAKING TO OTHER PROVIDERS</b>							
Very Confident	1277	752	244	275	6	993	285
	30%	32%bd	26%cd	29%cd	11%	30%	31%
NOT Very Confident	266	138	65	59	4	199	67
	6%	6%	7%	6%	8%	6%	7%
<b>CONFIDENCE IN UNDERSTANDING TERMINOLOGY</b>							
Very Confident	1155	677	218	257	3	905	250
	27%	29%bd	23%cd	27%cd	6%	27%	27%
NOT Very Confident	309	168	77	62	3	236	74
	7%	7%	8%	6%	5%	7%	8%
<b>CONFIDENCE IN MATHS ABILITY</b>							
Very Confident	1359	830	230	289	10	1068	291
	32%	36%bcd	25%	31%b	18%	32%	31%
NOT Very Confident	209	86	76	43	5	158	51
	5%	4%	8%ac	5%	8%	5%	5%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

Table 29

## Broadband Contracts (QS0879 - 598412/598413)

## Q. Break X Break

Base: All Adults 16+ in UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	4253	3555	371	206	121	190	492	351	316	375	386	505	590	350	206	371	121
Weighted Base	4253	3582	362	212	97	196	474	345	332	359	402	530	599	345	212	362	97
<b>GENDER</b>																	
Male	2064	1733	186	99	46	93	223	163	179	158	199	262	298	160	99	186	46
	49%	48%	52%	46%	47%	47%	47%	47%	54% <i>i</i>	44%	49%	49%	50%	46%	46%	52%	47%
Female	2189	1849	175	114	51	103	252	182	153	201	203	269	301	185	114	175	51
	51%	52%	48%	54%	53%	53%	53%	53%	46%	56% <i>h</i>	51%	51%	50%	54%	54%	48%	53%
<b>AGE</b>																	
16-24	600	527	35	26	12	30	81	62	52	50	51	67	79	55	26	35	12
	14%	15% <i>b</i>	10%	12%	12%	15%	17% <i>o</i>	18% <i>ko</i>	16% <i>o</i>	14%	13%	13%	13%	16% <i>o</i>	12%	10%	12%
25-34	784	676	60	32	16	40	73	56	72	67	78	119	122	48	32	60	16
	18%	19%	17%	15%	17%	21%	15%	16%	22% <i>fm</i>	19%	19%	22% <i>fgm</i> no	20% <i>m</i>	14%	15%	17%	17%
35-44	706	593	69	21	23	39	67	51	41	43	84	108	111	48	21	69	23
	17%	17% <i>c</i>	19% <i>c</i>	10%	24% <i>ac</i>	20% <i>h</i> <i>in</i>	14%	15%	12%	12%	21% <i>fgh</i> <i>imn</i>	20% <i>fhi</i> <i>mn</i>	19% <i>h</i> <i>in</i>	14%	10%	19% <i>h</i> <i>in</i>	24% <i>fghimn</i>
45-54	634	514	60	41	18	21	61	48	50	56	50	84	97	48	41	60	18
	15%	14%	17%	19%	19%	11%	13%	14%	15%	16%	12%	16%	16%	14%	19% <i>efj</i>	17%	19%
55-64	701	580	69	36	16	33	82	61	56	64	69	70	81	64	36	69	16
	16%	16%	19%	17%	17%	17%	17%	18%	17%	18%	17%	13%	14%	19% <i>kl</i>	17%	19% <i>kl</i>	17%
65-74	441	366	39	29	7	17	56	35	28	35	30	51	67	45	29	39	7
	10%	10%	11%	14%	7%	9%	12%	10%	8%	10%	8%	10%	11%	13% <i>j</i>	14% <i>j</i>	11%	7%
75+	387	327	28	27	5	15	54	31	34	44	40	31	43	36	27	28	5
	9%	9%	8%	13% <i>d</i>	5%	8%	11% <i>klp</i>	9%	10% <i>k</i>	12% <i>klp</i>	10% <i>k</i>	6%	7%	10% <i>k</i>	13% <i>klp</i>	8%	5%
<b>SOCIAL GRADE</b>																	
AB	834	698	81	48	7	38	88	86	53	53	84	106	130	60	48	81	7
	20%	19% <i>d</i>	22% <i>d</i>	23% <i>d</i>	7%	19% <i>p</i>	19% <i>p</i>	25% <i>fhip</i>	16% <i>p</i>	15% <i>p</i>	21% <i>p</i>	20% <i>p</i>	22% <i>ip</i>	18% <i>p</i>	23% <i>ip</i>	22% <i>hip</i>	7%
C1	1280	1113	101	48	19	51	98	87	131	91	117	190	214	135	48	101	19
	30%	31% <i>cd</i>	28%	22%	20%	26%	21%	25%	39% <i>efgij</i> <i>nop</i>	25%	29% <i>f</i>	36% <i>efg</i> <i>ijnop</i>	36% <i>efg</i> <i>ijnop</i>	39% <i>efg</i> <i>ijnop</i>	22%	28% <i>f</i>	20%
C2	883	730	87	51	16	49	87	82	55	87	98	118	67	51	87	16	16
	21%	20%	24%	24%	16%	25% <i>hk</i>	18%	24% <i>hk</i>	17%	24% <i>hk</i>	24% <i>fhk</i>	16%	20%	19%	24% <i>k</i>	24% <i>hk</i>	16%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

## Broadband Contracts (QS0879 - 598412/598413)

Q. Break X Break

Base: All Adults 16+ in UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	4253	3555	371	206	121	190	492	351	316	375	386	505	590	350	206	371	121
Weighted Base	4253	3582	362	212	97	196	474	345	332	359	402	530	599	345	212	362	97
DE	1255 30%	1042 29%	93 26%	65 31%	55 57%abc	58 30%	201 42%eghijkl mno	90 26%	94 28%	128 36%gijkl mo	103 26%	147 28%	137 23%	83 24%	65 31%l	93 26%	55 57%efghijklmno
<b>SOCIAL GRADE</b>																	
ABC1	2115 50%	1811 51%d	182 50%d	96 45%d	26 27%	89 45%p	186 39%p	173 50%flp	184 55%efinp	144 40%p	200 50%flp	296 56%efi np	344 57%efg ijnop	195 57%efi np	96 45%p	182 50%flp	26 27%
C2DE	2138 50%	1771 49%	180 50%	116 55%	71 73%abc	107 55%hkl m	289 61%ghijkl o	172 50%l	149 45%	215 60%ghijk lmo	202 50%l	234 44%	255 43%	150 43%	116 55%hklm	180 50%l	71 73%efghijklmno
<b>MARITAL STATUS</b>																	
Married\ Living as married	2408 57%	2062 58%d	195 54%d	110 52%	41 43%	105 54%	230 49%	195 56%fp	199 60%fp	212 59%fp	254 63%efk nop	290 55%cp	378 63%efk nop	198 57%fp	110 52%	195 54%p	41 43%
Single	1255 29%	1049 29%	98 27%	66 31%	41 42%abc	64 33%	149 31%	97 28%	86 26%	96 27%	103 26%	199 37%ghi jimo	163 27%	91 26%	66 31%	98 27%	41 42%fghijlmno
Widow\ Divorced\ Separated	590 14%	471 13%	69 19%a	37 17%	14 15%	26 13%k	95 20%ijkl	53 15%kl	48 14%kl	50 14%kl	45 11%	41 8%	57 10%	56 16%kl	37 17%kl	69 19%jkl	14 15%k
<b>WORKING STATUS</b>																	
Working	2198 52%	1866 52%c	194 54%c	94 44%	44 46%	93 47%	212 45%	156 45%	185 56%fgimn	167 47%	249 62%efg ilmnop	320 60%efg ilmnp	323 54%lgi mn	161 47%	94 44%	194 54%fgn	44 46%
Not working	2055 48%	1716 48%	168 46%	118 56%ab	53 54%	103 53%jk	262 55%hjkl	189 55%hjkl	148 44%	191 53%hjkl	153 38%	210 40%	276 46%jk	184 53%hjkl	118 56%hjkl	168 46%j	53 54%jk
<b>CHILDREN</b>																	
Child	1206 28%	1058 30%b	69 19%	51 24%	28 29%b	61 31%o	139 29%o	102 30%o	102 31%o	97 27%o	124 31%o	160 30%o	188 31%mo	85 25%	51 24%	69 19%	28 29%o
None	3047 72%	2524 70%	293 81%ad	161 76%	69 71%	135 69%	335 71%	243 70%	230 69%	262 73%	278 69%	370 70%	411 69%	260 75%l	161 76%	293 81%efghi klp	69 71%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

KANTAR

## Broadband Contracts (QS0879 - 598412/598413)

Q. Break X Break

Base: All Adults 16+ in UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	4253	3555	371	206	121	190	492	351	316	375	386	505	590	350	206	371	121
Weighted Base	4253	3582	362	212	97	196	474	345	332	359	402	530	599	345	212	362	97
<b>TENURE</b>																	
Own/Mortgage	2315 54%	1957 55%d	205 57%d	126 59%d	28 29%	89 46%p	254 54%p	191 55%ep	200 60%ejkp	224 62%efjk lp	200 50%p	275 52%p	333 56%ep	190 55%ep	126 59%ejp	205 57%ep	28 29%
Rent LA	936 22%	745 21%	105 29%ac	43 20%	42 44%abc	60 31%ghi jklmn	155 33%ghijkl mn	68 20%	63 19%	74 21%	75 19%	96 18%	101 17%	53 15%	43 20%	105 29%ghijk lmn	42 44%efghijklmno
Rent Private	948 22%	830 23%b	51 14%	41 19%	26 27%b	45 23%fo	60 13%	83 24%fio	68 21%fo	56 16%	112 28%fhi no	155 29%fhi no	155 26%fio	94 27%fin o	41 19%f	51 14%	26 27%fio
Other	54 1%	51 1%b	-	2 1%	-	2 1%	5 1%	3 1%	2 *	4 1%	15 4%lghi kop	4 1%	10 2%o	7 2%o	2 1%	-	-
<b>AREA</b>																	
Urban	3322 78%	2917 81%bcd	225 62%	117 55%	63 65%	177 91%ghi jmnop	460 97%eghijl mnop	238 69%n	219 66%n	277 77%ghjm nop	264 66%n	530 100%efg hijlmno p	538 90%ghi jmnop	214 62%	117 55%	225 62%	63 65%
Rural	932 22%	665 19%	137 38%a	95 45%a	34 35%a	19 9%fk	14 3%k	107 31%efikl	114 34%efikl	82 23%efkl	138 34%efik l	- -	61 10%fk	131 38%efi kl	95 45%efghi jkl	137 38%efikl	34 35%efikl
<b>COUNTRY</b>																	
England	3582 84%	3582 100%bcd	-	-	-	196 100%no p	474 100%nop	345 100%nop	332 100%nop	359 100%nop	402 100%no p	530 100%no p	599 100%no p	345 100%nop	-	-	-
Scotland	362 9%	-	362 100%acd	-	-	-	-	-	-	-	-	-	-	-	-	362 100%efghij klmnp	-
Wales	212 5%	-	-	212 100%abd	-	-	-	-	-	-	-	-	-	-	212 100%efghij klmop	-	-

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

KANTAR

## Broadband Contracts (QS0879 - 598412/598413)

Q. Break X Break

Base: All Adults 16+ in UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	4253	3555	371	206	121	190	492	351	316	375	386	505	590	350	206	371	121
Weighted Base	4253	3582	362	212	97	196	474	345	332	359	402	530	599	345	212	362	97
Northern Ireland	97 2%	-	-	-	97 100%abc	-	-	-	-	-	-	-	-	-	-	-	97 100%efghijklmno
<b>GOVERNMENT REGIONS</b>																	
North East	196 5%	196 5%bcd	-	-	-	196 100%efghi jklmnop	-	-	-	-	-	-	-	-	-	-	-
North West	474 11%	474 13%bcd	-	-	-	-	474 100%efghijkl mnop	-	-	-	-	-	-	-	-	-	-
Yorkshire and The Humber	345 8%	345 10%bcd	-	-	-	-	-	345 100%efhijk lmnop	-	-	-	-	-	-	-	-	-
East Midlands	332 8%	332 9%bcd	-	-	-	-	-	-	332 100%efgijk lmnop	-	-	-	-	-	-	-	-
West Midlands	359 8%	359 10%bcd	-	-	-	-	-	-	-	359 100%efghj klmnop	-	-	-	-	-	-	-
East of England	402 9%	402 11%bcd	-	-	-	-	-	-	-	-	402 100%efgh ijklmnop	-	-	-	-	-	-
London	530 12%	530 15%bcd	-	-	-	-	-	-	-	-	-	530 100%efgh ijklmnop	-	-	-	-	-
South East	599 14%	599 17%bcd	-	-	-	-	-	-	-	-	-	-	599 100%efgh ijklmnop	-	-	-	-
South West	345 8%	345 10%bcd	-	-	-	-	-	-	-	-	-	-	-	345 100%efgh ijklmnop	-	-	-

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

## Broadband Contracts (QS0879 - 598412/598413)

## Q. Break X Break

Base: All Adults 16+ in UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	4253	3555	371	206	121	190	492	351	316	375	386	505	590	350	206	371	121
Weighted Base	4253	3582	362	212	97	196	474	345	332	359	402	530	599	345	212	362	97
Wales	212 5%	-	-	212 100%abd	-	-	-	-	-	-	-	-	-	-	212 100%efghij klmop	-	-
Scotland	362 9%	-	362 100%acd	-	-	-	-	-	-	-	-	-	-	-	-	362 100%efghij klmnp	-
Northern Ireland	97 2%	-	-	-	97 100%abc	-	-	-	-	-	-	-	-	-	-	-	97 100%efghijklmno
<b>TIME WITH PROVIDER</b>																	
Up to 2 years	825 19%	691 19%	78 22%	34 16%	22 23%	54 28%fhi jkn	68 14%	77 22%fi	63 19%	55 15%	79 20%	96 18%	127 21%fi	71 21%f	34 16%	78 22%fi	22 23%f
Between 2 and 6 years	764 18%	624 17%	84 23%ac	33 15%	23 24%	36 19%g	67 14%	37 11%	55 17%g	66 19%g	83 21%fg	107 20%fg	120 20%fg	52 15%	33 15%	84 23%fghmn	23 24%fgm
6+ years	757 18%	639 18%	59 16%	45 21%	15 15%	37 19%	94 20%k	57 16%	54 16%	64 18%	80 20%k	72 14%	108 18%	72 21%k	45 21%k	59 16%	15 15%
<b>DISABILITY</b>																	
Any Disability	356 8%	264 7%	48 13%a	31 14%a	14 14%a	23 12%gjk	56 12%ghijkl	22 6%k	22 7%k	28 8%k	25 6%k	17 3%	44 7%k	28 8%k	31 14%ghijk lm	48 13%ghijk lm	14 14%ghijkl
Any mental health issues	86 2%	65 2%	9 3%	7 3%	5 5%a	8 4%gik	14 3%k	4 1%	5 2%	3 1%	7 2%	2 *	16 3%k	6 2%	7 3%k	9 3%k	5 5%gik
Learning difficulties	37 1%	25 1%	8 2%a	3 1%	1 1%	2 1%	3 1%	3 1%	1 *	3 1%	1 *	1 *	11 2%jkm	1 *	3 1%	8 2%fhjkm	1 1%
Any Physical Disability	237 6%	178 5%	31 8%a	22 10%a	7 7%	16 8%kl	38 8%kl	17 5%k	16 5%	21 6%k	19 5%k	11 2%	23 4%	17 5%k	22 10%ghijklm	31 8%kl	7 7%k
No disability	2055 48%	1742 49%	177 49%	88 42%	47 48%	106 54%fgn	177 37%	152 44%	159 48%f	163 45%f	222 55%fgi n	272 51%fgn	318 53%fgi n	173 50%f	88 42%	177 49%f	47 48%f

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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



Table 29

## Broadband Contracts (QS0879 - 598412/598413)

## Q. Break X Break

Base: All Adults 16+ in UK

	Total	COUNTRY				GOVERNMENT REGIONS											
		England (a)	Scotland (b)	Wales (c)	Northern Ireland (d)	North East (e)	North West (f)	Yorkshire and The Humber (g)	East Midlands (h)	West Midlands (i)	East of England (j)	London (k)	South East (l)	South West (m)	Wales (n)	Scotland (o)	Northern Ireland (p)
Unweighted Base	4253	3555	371	206	121	190	492	351	316	375	386	505	590	350	206	371	121
Weighted Base	4253	3582	362	212	97	196	474	345	332	359	402	530	599	345	212	362	97
<b>CONFIDENCE IN COMPARING COSTS</b>																	
Very Confident	1289	1059	133	65	32	68	113	75	98	87	132	165	208	114	65	133	32
	30%	30%	37%a	31%	33%	35%fgi	24%	22%	30%g	24%	33%lfgi	31%lfgi	35%lfgi	33%lfgi	31%g	37%lfgi	33%lfg
NOT Very Confident	251	203	24	17	6	15	33	17	20	23	22	23	32	18	17	24	6
	6%	6%	7%	8%	7%	8%	7%	5%	6%	6%	6%	4%	5%	5%	8%	7%	7%
<b>CONFIDENCE IN SPEAKING TO CURRENT PROVIDER</b>																	
Very Confident	1339	1106	136	66	31	70	122	80	101	96	129	169	219	120	66	136	31
	31%	31%	38%a	31%	32%	36%lfgi	26%	23%	30%	27%	32%g	32%lfg	37%lfgi	35%lfgi	31%	38%lfgi	32%
NOT Very Confident	235	188	22	19	5	17	30	15	17	13	23	27	28	17	19	22	5
	6%	5%	6%	9%a	6%	9%il	6%	4%	5%	4%	6%	5%	5%	5%	9%il	6%	6%
<b>CONFIDENCE IN SPEAKING TO OTHER PROVIDERS</b>																	
Very Confident	1277	1048	129	67	33	64	108	71	95	89	126	164	219	112	67	129	33
	30%	29%	36%a	31%	35%	32%lfg	23%	21%	29%g	25%	31%lfg	31%lfg	37%lfgi	32%lfgi	31%lfg	36%lfgi	35%lfgi
NOT Very Confident	266	212	26	19	9	20	31	16	25	17	27	28	26	22	19	26	9
	6%	6%	7%	9%	9%	10%gikl	7%	5%	7%	5%	7%	5%	4%	6%	9%l	7%	9%l
<b>CONFIDENCE IN UNDERSTANDING TERMINOLOGY</b>																	
Very Confident	1155	954	108	62	32	61	96	58	90	73	119	156	196	105	62	108	32
	27%	27%	30%	29%	33%	31%lfgi	20%	17%	27%lfg	20%	30%lfgi	29%lfgi	33%lfgi	31%lfgi	29%lfgi	30%lfgi	33%lfgi
NOT Very Confident	309	252	31	18	8	23	48	24	21	25	29	28	34	21	18	31	8
	7%	7%	8%	9%	8%	12%klm	10%kl	7%	6%	7%	7%	5%	6%	6%	9%	8%	8%
<b>CONFIDENCE IN MATHS ABILITY</b>																	
Very Confident	1359	1138	124	62	36	61	127	78	104	91	137	182	236	123	62	124	36
	32%	32%	34%	29%	37%	31%g	27%	23%	31%g	25%	34%lfgi	34%lfgi	39%lfgi	36%lfgi	29%	34%lfgi	37%lfgi
NOT Very Confident	209	164	27	13	5	14	33	13	13	18	15	18	29	10	13	27	5
	5%	5%	7%a	6%	5%	7%km	7%km	4%	4%	5%	4%	3%	5%	3%	6%	7%jkm	5%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

## Broadband Contracts (QS0879 - 598412/598413)

## Q. Break X Break

Base: All Adults 16+ in UK

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	4253	401	82	37	285	1913	731	729	781
Weighted Base	4253	356	86*	37*	237	2055	825	764	757
<b>GENDER</b>									
Male	2064	189	51	21	121	1115	442	427	396
	49%	53%	60%	56%	51%	54%	54%	56%	52%
Female	2189	167	35	16	116	939	383	337	362
	51%	47%	40%	44%	49%	46%	46%	44%	48%
<b>AGE</b>									
16-24	600	27	12	5	16	135	110	43	5
	14%	8%	15%de	14%	7%	7%	13%gh	6%h	1%
25-34	784	39	22	9	10	446	234	188	53
	18%	11%d	25%ad	26%ad	4%	22%ad	28%h	25%h	7%
35-44	706	53	17	10	30	458	178	169	148
	17%	15%	19%	27%cd	13%	22%ad	22%	22%	19%
45-54	634	64	18	5	38	374	129	136	164
	15%	18%	21%	14%	16%	18%	16%	18%	22%fi
55-64	701	81	15	3	60	360	116	116	202
	16%	23%e	18%	9%	25%ce	18%	14%	15%	27%fg
65-74	441	50	2	3	42	192	38	74	121
	10%	14%be	3%	7%	18%be	9%	5%	10%fi	16%fg
75+	387	41	-	1	40	90	19	38	65
	9%	11%be	-	3%	17%bce	4%	2%	5%fi	9%fg
<b>SOCIAL GRADE</b>									
AB	834	51	12	7	31	516	158	193	209
	20%	14%	13%	19%	13%	25%abd	19%	25%fi	28%fi
C1	1280	74	13	5	52	691	284	221	244
	30%	21%	15%	13%	22%	34%abcd	34%g	29%	32%
C2	883	48	8	3	35	443	167	160	147
	21%	13%	10%	8%	15%	22%abd	20%	21%	19%
DE	1255	183	53	22	119	405	215	190	159
	30%	52%e	61%e	59%e	50%e	20%	26%h	25%	21%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

## Q. Break X Break

Base: All Adults 16+ in UK

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	4253	401	82	37	285	1913	731	729	781
Weighted Base	4253	356	86*	37*	237	2055	825	764	757
<b>SOCIAL GRADE</b>									
ABC1	2115	125	25	12	83	1208	443	414	452
	50%	35%	29%	33%	35%	59%abcd	54%	54%	60%fg
C2DE	2138	231	61	25	154	847	382	350	305
	50%	65%e	71%e	67%e	65%e	41%	46%h	46%h	40%
<b>MARITAL STATUS</b>									
Married\ Living as married	2408	163	29	16	109	1352	493	507	474
	57%	46%	34%	44%	46%	66%abcd	60%	66%f	63%
Single	1255	112	44	19	61	481	251	181	147
	29%	31%e	52%ade	53%ade	26%	23%	30%gh	24%	19%
Widow\ Divorced\ Separated	590	81	12	1	68	222	81	76	137
	14%	23%ce	14%	3%	29%bce	11%	10%	10%	18%fg
<b>WORKING STATUS</b>									
Working	2198	81	26	16	39	1379	522	500	408
	52%	23%	30%d	44%ad	17%	67%abcd	63%h	65%h	54%
Not working	2055	275	60	21	198	676	304	264	349
	48%	77%ce	70%e	56%e	83%bce	33%	37%	35%	46%fg
<b>CHILDREN</b>									
Child	1206	55	16	11	30	701	283	258	194
	28%	15%	19%	29%ad	13%	34%abd	34%h	34%h	26%
None	3047	301	69	26	207	1354	542	506	563
	72%	85%ce	81%e	71%	87%ce	66%	66%	66%	74%fg
<b>TENURE</b>									
Own\Mortgage	2315	151	26	15	110	1226	361	437	541
	54%	42%	30%	40%	46%b	60%abcd	44%	57%f	71%fg
Rent LA	936	139	34	14	89	347	173	159	142
	22%	39%e	40%e	37%e	37%e	17%	21%	21%	19%
Rent Private	948	64	24	9	37	470	288	163	68
	22%	18%	28%ad	23%	16%	23%ad	35%gh	21%h	9%
Other	54	3	1	-	1	13	3	6	6
	1%	1%	1%	-	1%	1%	*	1%	1%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

## Q. Break X Break

Base: All Adults 16+ in UK

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	4253	401	82	37	285	1913	731	729	781
Weighted Base	4253	356	86*	37*	237	2055	825	764	757
<b>AREA</b>									
Urban	3322	272	73	32	178	1574	637	602	562
	78%	77%	85%	86%	75%	77%	77%	79%	74%
Rural	932	83	13	5	59	481	189	162	195
	22%	23%	15%	14%	25%	23%	23%	21%	26%
<b>COUNTRY</b>									
England	3582	264	65	25	178	1742	691	624	639
	84%	74%	76%	67%	75%	85%abcd	84%	82%	84%
Scotland	362	48	9	8	31	177	78	84	59
	9%	13%e	11%	23%e	13%e	9%	10%	11%h	8%
Wales	212	31	7	3	22	88	34	33	45
	5%	9%e	8%	8%	9%e	4%	4%	4%	6%
Northern Ireland	97	14	5	1	7	47	22	23	15
	2%	4%	5%	3%	3%	2%	3%	3%	2%
<b>GOVERNMENT REGIONS</b>									
North East	196	23	8	2	16	106	54	36	37
	5%	6%	9%	5%	7%	5%	7%	5%	5%
North West	474	56	14	3	38	177	68	67	94
	11%	16%e	16%e	7%	16%e	9%	8%	9%	12%fg
Yorkshire and The Humber	345	22	4	3	17	152	77	37	57
	8%	6%	4%	8%	7%	7%	9%g	5%	8%g
East Midlands	332	22	5	1	16	159	63	55	54
	8%	6%	6%	2%	7%	8%	8%	7%	7%
West Midlands	359	28	3	3	21	163	55	66	64
	8%	8%	4%	9%	9%	8%	7%	9%	8%
East of England	402	25	7	1	19	222	79	83	80
	9%	7%	8%	2%	8%	11%a	10%	11%	11%
London	530	17	2	1	11	272	96	107	72
	12%	5%	2%	2%	5%	13%abd	12%	14%h	10%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

## Broadband Contracts (QS0879 - 598412/598413)

## Q. Break X Break

Base: All Adults 16+ in UK

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	4253	401	82	37	285	1913	731	729	781
Weighted Base	4253	356	86*	37*	237	2055	825	764	757
South East	599	44	16	11	23	318	127	120	108
	14%	12%	19% <sup>d</sup>	29% <sup>ade</sup>	10%	15% <sup>d</sup>	15%	16%	14%
South West	345	28	6	1	17	173	71	52	72
	8%	8%	6%	2%	7%	8%	9%	7%	10%
Wales	212	31	7	3	22	88	34	33	45
	5%	9% <sup>e</sup>	8%	8%	9% <sup>e</sup>	4%	4%	4%	6%
Scotland	362	48	9	8	31	177	78	84	59
	9%	13% <sup>e</sup>	11%	23% <sup>e</sup>	13% <sup>e</sup>	9%	10%	11% <sup>h</sup>	8%
Northern Ireland	97	14	5	1	7	47	22	23	15
	2%	4%	5%	3%	3%	2%	3%	3%	2%
<b>TIME WITH PROVIDER</b>									
Up to 2 years	825	121	30	16	73	706	825	-	-
	19%	34%	34%	43%	31%	34%	100% <sup>gh</sup>	-	-
Between 2 and 6 years	764	103	28	8	67	662	-	764	-
	18%	29%	32%	22%	28%	32%	-	100% <sup>fh</sup>	-
6+ years	757	124	28	11	90	633	-	-	757
	18%	35%	33%	30%	38% <sup>ee</sup>	31%	-	-	100% <sup>fg</sup>
<b>DISABILITY</b>									
Any Disability	356	356	86	37	237	1	121	103	124
	8%	100% <sup>e</sup>	100% <sup>e</sup>	100% <sup>e</sup>	100% <sup>e</sup>	*	15%	13%	16%
Any mental health issues	86	86	86	7	28	1	30	28	28
	2%	24% <sup>de</sup>	100% <sup>acde</sup>	18% <sup>e</sup>	12% <sup>e</sup>	*	4%	4%	4%
Learning difficulties	37	37	7	37	10	-	16	8	11
	1%	10% <sup>de</sup>	8% <sup>e</sup>	100% <sup>abde</sup>	4% <sup>e</sup>	-	2%	1%	1%
Any Physical Disability	237	237	28	10	237	1	73	67	90
	6%	67% <sup>bce</sup>	32% <sup>e</sup>	27% <sup>e</sup>	100% <sup>gabce</sup>	*	9%	9%	12%
No disability	2055	1	1	-	1	2055	706	662	633
	48%	*	1%	-	*	100% <sup>abcd</sup>	85%	87%	84%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

## Q. Break X Break

Base: All Adults 16+ in UK

	Total	DISABILITY					TIME WITH PROVIDER		
		Any Disability (a)	Any mental health issues (b)	Learning difficulties (c)	Any Physical Disability (d)	No disability (e)	Up to 2 years (f)	Between 2 and 6 years (g)	6+ years (h)
Unweighted Base	4253	401	82	37	285	1913	731	729	781
Weighted Base	4253	356	86*	37*	237	2055	825	764	757
<b>CONFIDENCE IN COMPARING COSTS</b>									
Very Confident	1289	139	37	10	93	1150	444	425	400
	30%	39%	43%	27%	39%	56%abcd	54%	56%	53%
NOT Very Confident	251	73	16	14	48	178	76	69	90
	6%	21%e	19%e	37%abde	20%e	9%	9%	9%	12%
<b>CONFIDENCE IN SPEAKING TO CURRENT PROVIDER</b>									
Very Confident	1339	152	38	17	99	1187	454	437	425
	31%	43%	44%	45%	42%	58%abd	55%	57%	56%
NOT Very Confident	235	67	18	11	40	167	86	69	66
	6%	19%e	21%e	29%e	17%e	8%	10%	9%	9%
<b>CONFIDENCE IN SPEAKING TO OTHER PROVIDERS</b>									
Very Confident	1277	133	31	12	90	1144	448	421	387
	30%	37%	37%	32%	38%	56%abcd	54%	55%	51%
NOT Very Confident	266	81	21	10	49	185	86	74	91
	6%	23%e	24%e	28%e	21%e	9%	10%	10%	12%
<b>CONFIDENCE IN UNDERSTANDING TERMINOLOGY</b>									
Very Confident	1155	124	32	12	80	1031	398	378	358
	27%	35%	38%	31%	34%	50%abcd	48%	50%	47%
NOT Very Confident	309	95	19	9	67	214	103	89	100
	7%	27%e	23%e	24%e	28%e	10%	13%	12%	13%
<b>CONFIDENCE IN MATHS ABILITY</b>									
Very Confident	1359	139	36	14	89	1220	447	431	455
	32%	39%	42%	38%	37%	59%abcd	54%	56%	60% <sup>f</sup>
NOT Very Confident	209	80	23	15	53	129	73	55	67
	5%	23%e	26%e	40%ade	22%e	6%	9%	7%	9%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

\* small base

## Q. Break X Break

Base: All Adults 16+ in UK

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	4253	1173	275	1220	255	1160	288	1038	338	1255	225
Weighted Base	4253	1289	251	1339	235	1277	266	1155	309	1359	209
<b>GENDER</b>											
Male	2064	750	114	764	110	739	125	691	144	807	73
	49%	58%b	45%	57%d	47%	58%f	47%	60%h	47%	59%j	35%
Female	2189	540	137	575	125	538	141	464	165	552	136
	51%	42%	55%a	43%	53%c	42%	53%e	40%	53%g	41%	65%i
<b>AGE</b>											
16-24	600	84	13	91	17	89	22	81	19	86	15
	14%	6%	5%	7%	7%	7%	8%	7%	6%	6%	7%
25-34	784	273	28	289	25	273	28	251	44	270	43
	18%	21%b	11%	22%d	11%	21%f	10%	22%h	14%	20%	20%
35-44	706	306	42	312	42	295	45	287	43	310	38
	17%	24%b	17%	23%	18%	23%f	17%	25%h	14%	23%	18%
45-54	634	259	39	262	40	258	39	228	48	266	36
	15%	20%	15%	20%	17%	20%	15%	20%	15%	20%	17%
55-64	701	221	58	232	48	221	61	194	68	248	32
	16%	17%	23%a	17%	20%	17%	23%e	17%	22%g	18%	15%
65-74	441	103	40	109	34	99	40	82	51	122	27
	10%	8%	16%a	8%	14%c	8%	15%e	7%	16%g	9%	13%
75+	387	43	31	45	29	41	30	32	37	57	18
	9%	3%	12%a	3%	13%c	3%	11%e	3%	12%g	4%	9%i
<b>SOCIAL GRADE</b>											
AB	834	348	34	344	46	336	46	311	48	399	22
	20%	27%b	14%	26%	20%	26%f	17%	27%h	16%	29%j	11%
C1	1280	426	73	453	54	426	68	369	81	449	56
	30%	33%	29%	34%d	23%	33%f	26%	32%	26%	33%	27%
C2	883	259	45	268	42	255	46	237	63	267	25
	21%	20%	18%	20%	18%	20%	17%	20%	20%	20%j	12%
DE	1255	256	99	274	93	260	106	239	117	244	106
	30%	20%	39%a	20%	40%c	20%	40%e	21%	38%g	18%	50%i

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

## Q. Break X Break

Base: All Adults 16+ in UK

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	4253	1173	275	1220	255	1160	288	1038	338	1255	225
Weighted Base	4253	1289	251	1339	235	1277	266	1155	309	1359	209
<b>SOCIAL GRADE</b>											
ABC1	2115	774	107	797	100	763	114	679	129	848	78
	50%	60%b	43%	60% <b>d</b>	43%	60% <b>f</b>	43%	59% <b>h</b>	42%	62% <b>j</b>	37%
C2DE	2138	515	144	542	135	515	152	475	180	511	131
	50%	40%	57% <b>a</b>	40%	57% <b>c</b>	40%	57% <b>e</b>	41%	58% <b>g</b>	38%	63% <b>i</b>
<b>MARITAL STATUS</b>											
Married\ Living as married	2408	874	134	895	132	848	137	766	162	893	121
	57%	68% <b>b</b>	53%	67% <b>d</b>	56%	66% <b>f</b>	52%	66% <b>h</b>	52%	66% <b>j</b>	58%
Single	1255	306	61	317	59	313	69	290	79	333	49
	29%	24%	24%	24%	25%	24%	26%	25%	26%	25%	23%
Widow\ Divorced\ Separated	590	109	56	127	43	117	59	99	68	133	39
	14%	8%	22% <b>a</b>	9%	18% <b>c</b>	9%	22% <b>e</b>	9%	22% <b>g</b>	10%	19% <b>i</b>
<b>WORKING STATUS</b>											
Working	2198	868	99	880	99	850	110	795	128	883	79
	52%	67% <b>b</b>	40%	66% <b>d</b>	42%	67% <b>f</b>	41%	69% <b>h</b>	41%	65% <b>j</b>	38%
Not working	2055	421	152	459	136	427	156	360	181	475	130
	48%	33%	60% <b>a</b>	34%	58% <b>c</b>	33%	59% <b>e</b>	31%	59% <b>g</b>	35%	62% <b>i</b>
<b>CHILDREN</b>											
Child	1206	444	61	463	65	434	65	411	68	457	65
	28%	34% <b>b</b>	24%	35% <b>d</b>	27%	34% <b>f</b>	24%	36% <b>h</b>	22%	34%	31%
None	3047	845	191	876	170	843	202	744	241	902	144
	72%	66%	76% <b>a</b>	65%	73% <b>c</b>	66%	76% <b>e</b>	64%	78% <b>g</b>	66%	69%
<b>TENURE</b>											
Own\ Mortgage	2315	783	135	800	126	752	138	677	168	830	86
	54%	61%	54%	60%	54%	59%	52%	59%	54%	61% <b>j</b>	41%
Rent LA	936	239	57	253	53	244	65	218	77	230	76
	22%	19%	23%	19%	22%	19%	24%	19%	25% <b>g</b>	17%	36% <b>i</b>
Rent Private	948	258	56	281	54	275	59	257	62	289	43
	22%	20%	22%	21%	23%	22%	22%	22%	20%	21%	21%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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



## Q. Break X Break

Base: All Adults 16+ in UK

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	4253	1173	275	1220	255	1160	288	1038	338	1255	225
Weighted Base	4253	1289	251	1339	235	1277	266	1155	309	1359	209
Other	54	9	2	5	2	6	4	3	3	10	5
	1%	1%	1%	*	1%	*	2%e	*	1%	1%	2% <sup>i</sup>
<b>AREA</b>											
Urban	3322	1004	192	1040	175	993	199	905	236	1068	158
	78%	78%	77%	78%	75%	78%	75%	78%	76%	79%	76%
Rural	932	285	59	300	60	285	67	250	74	291	51
	22%	22%	23%	22%	25%	22%	25%	22%	24%	21%	24%
<b>COUNTRY</b>											
England	3582	1059	203	1106	188	1048	212	954	252	1138	164
	84%	82%	81%	83%	80%	82%	80%	83%	82%	84%	78%
Scotland	362	133	24	136	22	129	26	108	31	124	27
	9%	10%	10%	10%	9%	10%	10%	9%	10%	9%	13%
Wales	212	65	17	66	19	67	19	62	18	62	13
	5%	5%	7%	5%	8%	5%	7%	5%	6%	5%	6%
Northern Ireland	97	32	6	31	5	33	9	32	8	36	5
	2%	3%	3%	2%	2%	3%	3%	3%	3%	3%	3%
<b>GOVERNMENT REGIONS</b>											
North East	196	68	15	70	17	64	20	61	23	61	14
	5%	5%	6%	5%	7%	5%	8%	5%	7%	4%	7%
North West	474	113	33	122	30	108	31	96	48	127	33
	11%	9%	13% <sup>a</sup>	9%	13%	8%	12%	8%	16% <sup>g</sup>	9%	16% <sup>i</sup>
Yorkshire and The Humber	345	75	17	80	15	71	16	58	24	78	13
	8%	6%	7%	6%	7%	6%	6%	5%	8%	6%	6%
East Midlands	332	98	20	101	17	95	25	90	21	104	13
	8%	8%	8%	8%	7%	7%	9%	8%	7%	8%	6%
West Midlands	359	87	23	96	13	89	17	73	25	91	18
	8%	7%	9%	7%	5%	7%	6%	6%	8%	7%	9%
East of England	402	132	22	129	23	126	27	119	29	137	15
	9%	10%	9%	10%	10%	10%	10%	10%	9%	10%	7%

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

## Q. Break X Break

Base: All Adults 16+ in UK

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	4253	1173	275	1220	255	1160	288	1038	338	1255	225
Weighted Base	4253	1289	251	1339	235	1277	266	1155	309	1359	209
London	530	165	23	169	27	164	28	156	28	182	18
	12%	13%	9%	13%	12%	13%	11%	13%	9%	13% <sup>j</sup>	8%
South East	599	208	32	219	28	219	26	196	34	236	29
	14%	16%	13%	16%	12%	17% <sup>f</sup>	10%	17% <sup>h</sup>	11%	17%	14%
South West	345	114	18	120	17	112	22	105	21	123	10
	8%	9%	7%	9%	7%	9%	8%	9%	7%	9%	5%
Wales	212	65	17	66	19	67	19	62	18	62	13
	5%	5%	7%	5%	8%	5%	7%	5%	6%	5%	6%
Scotland	362	133	24	136	22	129	26	108	31	124	27
	9%	10%	10%	10%	9%	10%	10%	9%	10%	9%	13%
Northern Ireland	97	32	6	31	5	33	9	32	8	36	5
	2%	3%	3%	2%	2%	3%	3%	3%	3%	3%	3%
<b>TIME WITH PROVIDER</b>											
Up to 2 years	825	444	76	454	86	448	86	398	103	447	73
	19%	34%	30%	34%	36%	35%	32%	34%	33%	33%	35%
Between 2 and 6 years	764	425	69	437	69	421	74	378	89	431	55
	18%	33%	27%	33%	30%	33%	28%	33%	29%	32%	27%
6+ years	757	400	90	425	66	387	91	358	100	455	67
	18%	31%	36%	32%	28%	30%	34%	31%	32%	34%	32%
<b>DISABILITY</b>											
Any Disability	356	139	73	152	67	133	81	124	95	139	80
	8%	11%	29% <sup>a</sup>	11%	29% <sup>c</sup>	10%	31% <sup>e</sup>	11%	31% <sup>g</sup>	10%	38% <sup>i</sup>
Any mental health issues	86	37	16	38	18	31	21	32	19	36	23
	2%	3%	6% <sup>a</sup>	3%	8% <sup>c</sup>	2%	8% <sup>e</sup>	3%	6% <sup>g</sup>	3%	11% <sup>i</sup>
Learning difficulties	37	10	14	17	11	12	10	12	9	14	15
	1%	1%	5% <sup>a</sup>	1%	5% <sup>c</sup>	1%	4% <sup>e</sup>	1%	3% <sup>g</sup>	1%	7% <sup>i</sup>
Any Physical Disability	237	93	48	99	40	90	49	80	67	89	53
	6%	7%	19% <sup>a</sup>	7%	17% <sup>c</sup>	7%	18% <sup>e</sup>	7%	22% <sup>g</sup>	7%	25% <sup>i</sup>

Fieldwork : 20/03/19 - 24/03/19, 27/03/19 - 31/03/19 (Weeks 12/13)

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

## Q. Break X Break

Base: All Adults 16+ in UK

	Total	CONFIDENCE IN COMPARING COSTS		CONFIDENCE IN SPEAKING TO CURRENT PROVIDER		CONFIDENCE IN SPEAKING TO OTHER PROVIDERS		CONFIDENCE IN UNDERSTANDING TERMINOLOGY		CONFIDENCE IN MATHS ABILITY	
		Very Confident (a)	NOT Very Confident (b)	Very Confident (c)	NOT Very Confident (d)	Very Confident (e)	NOT Very Confident (f)	Very Confident (g)	NOT Very Confident (h)	Very Confident (i)	NOT Very Confident (j)
Unweighted Base	4253	1173	275	1220	255	1160	288	1038	338	1255	225
Weighted Base	4253	1289	251	1339	235	1277	266	1155	309	1359	209
No disability	2055	1150	178	1187	167	1144	185	1031	214	1220	129
	48%	89%b	71%	89% <i>d</i>	71%	90% <i>f</i>	69%	89% <i>h</i>	69%	90% <i>j</i>	62%
<b>CONFIDENCE IN COMPARING COSTS</b>											
Very Confident	1289	1289	-	1188	19	1164	19	1051	24	1041	44
	30%	100% <i>b</i>	-	89% <i>d</i>	8%	91% <i>f</i>	7%	91% <i>h</i>	8%	77% <i>j</i>	21%
NOT Very Confident	251	-	251	26	161	18	181	15	184	72	96
	6%	-	100% <i>a</i>	2%	68% <i>c</i>	1%	68% <i>e</i>	1%	59% <i>g</i>	5%	46% <i>i</i>
<b>CONFIDENCE IN SPEAKING TO CURRENT PROVIDER</b>											
Very Confident	1339	1188	26	1339	-	1207	16	1074	35	1061	48
	31%	92% <i>b</i>	10%	100% <i>d</i>	-	95% <i>f</i>	6%	93% <i>h</i>	11%	78% <i>j</i>	23%
NOT Very Confident	235	19	161	-	235	5	180	17	164	70	82
	6%	1%	64% <i>a</i>	-	100% <i>c</i>	*	68% <i>e</i>	1%	53% <i>g</i>	5%	39% <i>i</i>
<b>CONFIDENCE IN SPEAKING TO OTHER PROVIDERS</b>											
Very Confident	1277	1164	18	1207	5	1277	-	1061	23	1044	39
	30%	90% <i>b</i>	7%	90% <i>d</i>	2%	100% <i>f</i>	-	92% <i>h</i>	8%	77% <i>j</i>	19%
NOT Very Confident	266	19	181	16	180	-	266	18	177	80	89
	6%	1%	72% <i>a</i>	1%	77% <i>c</i>	-	100% <i>e</i>	2%	57% <i>g</i>	6%	43% <i>i</i>
<b>CONFIDENCE IN UNDERSTANDING TERMINOLOGY</b>											
Very Confident	1155	1051	15	1074	17	1061	18	1155	-	968	31
	27%	82% <i>b</i>	6%	80% <i>d</i>	7%	83% <i>f</i>	7%	100% <i>h</i>	-	71% <i>j</i>	15%
NOT Very Confident	309	24	184	35	164	23	177	-	309	88	99
	7%	2%	73% <i>a</i>	3%	70% <i>c</i>	2%	67% <i>e</i>	-	100% <i>g</i>	6%	47% <i>i</i>
<b>CONFIDENCE IN MATHS ABILITY</b>											
Very Confident	1359	1041	72	1061	70	1044	80	968	88	1359	-
	32%	81% <i>b</i>	29%	79% <i>d</i>	30%	82% <i>f</i>	30%	84% <i>h</i>	28%	100% <i>j</i>	-
NOT Very Confident	209	44	96	48	82	39	89	31	99	-	209
	5%	3%	38% <i>a</i>	4%	35% <i>c</i>	3%	34% <i>e</i>	3%	32% <i>g</i>	-	100% <i>i</i>