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	8	2	Q.2 And thinking of your personal mobile phone, which network are you on?	Base: All adults 16+ UK	6284
	20	3	Q.3A Which company does your household use for its fixed broadband internet connection?	Base: All adults 16+ UK	6284
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	60	10	Q.10 And have you gone ahead and made a complaint about your mobile service or supplier? If so, who did you complain to?	Base: All who had reason to complain about mobile phone provider	143
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	Page	Table	Title	Base Description	Base
	99	18	Q.18 What is the total number of children aged under 18 in the household?	Base: All adults 16+ UK	6284
	106	19	Q.19 Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All adults 16+ UK	6284
	120	20	Q.20 Which one of these bands describes your total household income before tax or any other deductions are made? Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment?	Base: All adults 16+ UK	6284
	127	21	Q. Breaks X Breaks	Base: All adults 16+ UK	6284

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.1 Which company does your household use for your landline telephone service and or line rental?

Base: All adults 16+ UK

	Total	GENDER		AGE						SOCIAL GRADE						
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	AB	C1	C2	DE	ABC1	C2DE
Unweighted Base	6284	3060	3224	658	967	901	860	986	1043	869	1313	1763	1396	1812	3076	3208
Weighted Base	6284	3046	3238	888	1134	1076	916	1051	649	570	1274	1852	1304	1855	3126	3158
BT	1643	759	884	124	160	206	249	340	257	307	426	476	312	429	902	742
	26%	25%	27%	14%	14%	19%	27%	32%	40%	54%	33%	26%	24%	23%	29%	23%
		46%	54%	8%	10%	13%	15%	21%	16%	19%	26%	29%	19%	26%	55%	45%
EE	170	91	80	10	37	36	26	32	16	12	29	42	49	50	71	99
	3%	3%	2%	1%	3%	3%	3%	3%	2%	2%	2%	2%	4%	3%	2%	3%
		53%	47%	6%	22%	21%	15%	19%	9%	7%	17%	25%	29%	30%	42%	58%
Plusnet	143	73	70	1	16	30	22	39	23	12	46	44	27	26	90	53
	2%	2%	2%	*	1%	3%	2%	4%	2%	2%	4%	2%	2%	1%	3%	2%
		51%	49%	1%	11%	21%	15%	27%	16%	8%	32%	31%	19%	18%	63%	37%
Post Office	55	23	32	2	1	8	7	7	13	17	8	11	10	26	19	36
	1%	1%	1%	*	*	1%	1%	1%	2%	3%	1%	1%	1%	1%	1%	1%
		42%	58%	4%	2%	15%	13%	12%	23%	31%	14%	21%	19%	46%	35%	65%
Sky	974	459	515	100	206	216	162	167	76	48	187	297	229	261	484	490
	15%	15%	16%	11%	18%	20%	18%	16%	12%	8%	15%	16%	18%	14%	15%	16%
		47%	53%	10%	21%	22%	17%	17%	8%	5%	19%	30%	23%	27%	50%	50%
TalkTalk	433	208	226	38	76	61	65	83	63	48	78	107	96	152	185	249
	7%	7%	7%	4%	7%	6%	7%	8%	10%	8%	6%	6%	7%	8%	6%	8%
		48%	52%	9%	18%	14%	15%	19%	15%	11%	18%	25%	22%	35%	43%	57%
Virgin Media	897	440	457	122	154	169	151	165	76	60	205	273	199	220	478	419
	14%	14%	14%	14%	14%	16%	16%	16%	12%	10%	16%	15%	15%	12%	15%	13%
		49%	51%	14%	17%	19%	17%	18%	8%	7%	23%	30%	22%	24%	53%	47%
Vodafone	117	68	49	16	27	28	20	14	7	5	41	26	17	34	67	50
	2%	2%	2%	2%	2%	3%	2%	1%	1%	1%	3%	1%	1%	2%	2%	2%
		58%	42%	14%	23%	24%	17%	12%	6%	4%	35%	22%	14%	29%	57%	43%
Other	135	76	59	4	14	22	26	31	27	12	35	32	31	37	67	68
	2%	2%	2%	*	1%	2%	3%	3%	4%	2%	3%	2%	2%	2%	2%	2%
		56%	44%	3%	11%	16%	19%	23%	20%	9%	26%	24%	23%	27%	50%	50%
Don't have a landline telephone/line rental service	1437	723	714	361	395	261	165	154	69	31	172	479	263	523	651	786
	23%	24%	22%	41%	35%	24%	18%	15%	11%	5%	14%	26%	20%	28%	21%	25%
		50%	50%	25%	27%	18%	12%	11%	5%	2%	12%	33%	18%	36%	45%	55%
Don't know	279	126	153	109	47	38	24	18	22	20	48	64	70	97	112	167
	4%	4%	5%	12%	4%	4%	3%	2%	3%	4%	4%	3%	5%	5%	4%	5%
		45%	55%	39%	17%	14%	9%	6%	8%	7%	17%	23%	25%	35%	40%	60%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.1 Which company does your household use for your landline telephone service and or line rental?

Base: All adults 16+ UK

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Total	Urban	Rural	England	Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	6284	4712	1572	4994	778	332	180	264	647	489	429	553	556	725	817	514	332	778	180
Weighted Base	6284	4782	1502	5293	534	314	143	258	627	489	452	582	604	850	885	545	314	534	143
BT	1643	1150	493	1322	149	105	67	49	179	109	79	138	143	164	276	184	105	149	67
	26%	24%	33%	25%	28%	33%	47%	19%	29%	22%	18%	24%	24%	19%	31%	34%	33%	28%	47%
		70%	30%	80%	9%	6%	4%	3%	11%	7%	5%	8%	9%	10%	17%	11%	6%	9%	4%
EE	170	112	58	140	16	12	2	7	17	12	7	20	28	19	22	10	12	16	2
	3%	2%	4%	3%	3%	4%	2%	3%	3%	2%	1%	3%	5%	2%	2%	4%	3%	3%	2%
		66%	34%	82%	9%	7%	1%	4%	10%	7%	4%	12%	16%	11%	13%	6%	7%	9%	1%
Plusnet	143	89	54	128	8	7	-	3	13	10	17	25	13	9	18	20	7	8	-
	2%	2%	4%	2%	1%	2%	-	1%	2%	2%	4%	4%	2%	1%	2%	4%	2%	1%	-
		62%	38%	90%	5%	5%	-	2%	9%	7%	12%	17%	9%	7%	13%	14%	5%	5%	-
Post Office	55	39	16	41	11	3	-	-	5	5	4	6	3	8	5	4	3	11	-
	1%	1%	1%	1%	2%	1%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	-
		71%	29%	75%	20%	5%	-	-	10%	9%	7%	11%	6%	14%	9%	8%	5%	20%	-
Sky	974	749	225	809	91	58	16	41	103	71	74	101	95	108	144	71	58	91	16
	15%	16%	15%	15%	17%	19%	11%	16%	16%	15%	16%	17%	16%	13%	16%	13%	19%	17%	11%
		77%	23%	83%	9%	6%	2%	4%	11%	7%	8%	10%	10%	11%	15%	7%	6%	9%	2%
TalkTalk	433	308	126	354	51	22	7	16	39	42	30	35	46	51	58	38	22	51	7
	7%	6%	8%	7%	10%	7%	5%	6%	6%	9%	7%	6%	8%	6%	6%	7%	7%	10%	5%
		71%	29%	82%	12%	5%	2%	4%	9%	10%	7%	8%	11%	12%	13%	9%	5%	12%	2%
Virgin Media	897	788	109	782	67	26	22	36	93	61	63	96	109	135	126	62	26	67	22
	14%	16%	7%	15%	12%	8%	15%	14%	15%	13%	14%	17%	18%	16%	14%	11%	8%	12%	15%
		88%	12%	87%	7%	3%	2%	4%	10%	7%	7%	11%	12%	15%	14%	7%	3%	7%	2%
Vodafone	117	80	37	92	18	5	2	2	4	4	15	10	7	17	24	10	5	18	2
	2%	2%	2%	2%	3%	2%	2%	1%	1%	1%	3%	2%	1%	2%	3%	2%	2%	3%	2%
		68%	32%	79%	15%	4%	2%	2%	3%	4%	13%	8%	6%	14%	20%	8%	4%	15%	2%
Other	135	85	49	114	10	10	*	5	12	16	13	8	4	10	25	21	10	10	*
	2%	2%	3%	2%	2%	3%	*	2%	2%	3%	3%	1%	1%	1%	3%	4%	3%	2%	*
		63%	37%	85%	7%	8%	*	4%	9%	12%	10%	6%	3%	8%	19%	15%	8%	7%	*
Don't have a landline telephone/line rental service	1437	1159	278	1260	101	53	23	84	107	135	141	122	125	284	164	98	53	101	23
	23%	24%	19%	24%	19%	17%	16%	33%	17%	28%	31%	21%	21%	33%	19%	18%	17%	19%	16%
		81%	19%	88%	7%	4%	2%	6%	7%	9%	10%	8%	9%	20%	11%	7%	4%	7%	2%
Don't know	279	223	56	249	14	12	4	14	54	23	10	22	31	44	23	28	12	14	4
	4%	5%	4%	5%	3%	4%	2%	5%	9%	5%	2%	4%	5%	5%	3%	5%	4%	3%	2%
		80%	20%	89%	5%	4%	1%	5%	20%	8%	4%	8%	11%	16%	8%	10%	4%	5%	1%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.1 Which company does your household use for your landline telephone service and or line rental?

Base: All adults 16+ UK

	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER									
	Total	White	Minority Ethnic	Any Internet access	No Internet access	Total Landline	BT	Sky	TalkTalk	Virgin Media	EE	Plusnet	Post Office	Vodafone
Unweighted Base	6284	5536	672	5531	753	4644	1839	925	473	871	174	147	67	110
Weighted Base	6284	5400	802	5719	565	4451	1643	974	433	897	170	143	55	117
BT	1643	1497	130	1383	260	1643	1643	-	-	-	-	-	-	-
	26%	28%	16%	24%	46%	37%	100%	-	-	-	-	-	-	-
		91%	8%	84%	16%	100%	100%	-	-	-	-	-	-	-
EE	170	154	17	164	7	170	-	-	-	170	-	-	-	-
	3%	3%	2%	3%	1%	4%	-	-	-	100%	-	-	-	-
		90%	10%	96%	4%	100%	-	-	-	100%	-	-	-	-
Plusnet	143	132	11	139	5	143	-	-	-	-	-	143	-	-
	2%	2%	1%	2%	1%	3%	-	-	-	-	-	100%	-	-
		92%	8%	97%	3%	100%	-	-	-	-	-	100%	-	-
Post Office	55	49	6	38	17	55	-	-	-	-	-	-	55	-
	1%	1%	1%	1%	3%	1%	-	-	-	-	-	-	100%	-
		89%	11%	68%	32%	100%	-	-	-	-	-	-	100%	-
Sky	974	838	132	943	31	974	-	974	-	-	-	-	-	-
	15%	16%	16%	16%	6%	22%	-	100%	-	-	-	-	-	-
		86%	14%	97%	3%	100%	-	100%	-	-	-	-	-	-
TalkTalk	433	384	50	406	28	433	-	-	433	-	-	-	-	-
	7%	7%	6%	7%	5%	10%	-	-	100%	-	-	-	-	-
		88%	12%	94%	6%	100%	-	-	100%	-	-	-	-	-
Virgin Media	897	778	113	855	42	897	-	-	-	897	-	-	-	-
	14%	14%	14%	15%	7%	20%	-	-	-	100%	-	-	-	-
		87%	13%	95%	5%	100%	-	-	-	100%	-	-	-	-
Vodafone	117	98	19	115	2	-	-	-	-	-	-	-	-	117
	2%	2%	2%	2%	*	-	-	-	-	-	-	-	-	100%
		84%	16%	98%	2%	-	-	-	-	-	-	-	-	100%
Other	135	129	5	120	15	135	-	-	-	-	-	-	-	-
	2%	2%	1%	2%	3%	3%	-	-	-	-	-	-	-	-
		95%	4%	89%	11%	100%	-	-	-	-	-	-	-	-
Don't have a landline telephone/line rental service	1437	1126	264	1303	133	-	-	-	-	-	-	-	-	-
	23%	21%	33%	23%	24%	-	-	-	-	-	-	-	-	-
		78%	18%	91%	9%	-	-	-	-	-	-	-	-	-
Don't know	279	215	54	254	25	-	-	-	-	-	-	-	-	-
	4%	4%	7%	4%	4%	-	-	-	-	-	-	-	-	-
		77%	19%	91%	9%	-	-	-	-	-	-	-	-	-



Reasons to Complain (QS1024 - 200702/200703/200704)

Q.1 Which company does your household use for your landline telephone service and or line rental?

Base: All adults 16+ UK

	Q.2 MOBILE SUPPLIER										Q.3A BROADBAND SUPPLIER							
	Total	Total mobile	BT	EE	O2	Tesco Mobile	Three	Virgin Mobile	Vodafone	Lycamobile	giffgaff	Total broadband	BT	EE	Sky	TalkTalk	Virgin Media	Plusnet
Unweighted Base	6284	5623	261	1256	1121	457	582	364	922	63	285	4982	1302	268	1204	561	1234	196
Weighted Base	6284	5746	236	1303	1131	424	650	362	937	71	324	5088	1222	278	1287	542	1341	199
BT	1643	1409	184	304	339	132	110	26	222	5	53	1344	1090	28	115	23	48	14
	26%	25%	78%	23%	30%	31%	17%	7%	24%	7%	16%	26%	89%	10%	9%	4%	4%	7%
		86%	11%	18%	21%	8%	7%	2%	14%	*	3%	82%	66%	2%	7%	1%	3%	1%
EE	170	167	2	131	11	3	6	2	7	-	3	165	2	152	6	2	4	-
	3%	3%	1%	10%	1%	1%	1%	1%	1%	-	1%	3%	*	55%	*	*	*	-
		98%	1%	77%	7%	2%	3%	1%	4%	-	2%	97%	1%	89%	3%	1%	2%	-
Plusnet	143	138	2	34	15	12	18	4	19	-	19	141	-	-	-	-	-	141
	2%	2%	1%	3%	1%	3%	3%	1%	2%	-	6%	3%	-	-	-	-	-	71%
		97%	1%	24%	10%	8%	12%	3%	13%	-	13%	98%	-	-	-	-	-	98%
Post Office	55	39	-	4	10	6	1	-	8	-	6	8	-	-	-	2	4	*
	1%	1%	-	*	1%	1%	*	-	1%	-	2%	*	-	-	-	*	*	*
		70%	-	7%	19%	11%	2%	-	14%	-	11%	14%	-	-	-	4%	8%	1%
Sky	974	922	11	224	204	56	118	30	152	7	21	946	6	7	921	-	7	1
	15%	16%	5%	17%	18%	13%	18%	8%	16%	10%	6%	19%	*	2%	72%	-	1%	*
		95%	1%	23%	21%	6%	12%	3%	16%	1%	2%	97%	1%	1%	95%	-	1%	*
TalkTalk	433	399	2	83	92	46	60	14	59	2	16	409	2	2	3	397	3	-
	7%	7%	1%	6%	8%	11%	9%	4%	6%	3%	5%	8%	*	1%	*	73%	*	-
		92%	1%	19%	21%	11%	14%	3%	14%	*	4%	94%	*	1%	1%	92%	1%	-
Virgin Media	897	858	5	155	165	54	81	191	137	7	37	857	2	-	3	-	850	2
	14%	15%	2%	12%	15%	13%	12%	53%	15%	10%	11%	17%	*	-	*	-	63%	1%
		96%	1%	17%	18%	6%	9%	21%	15%	1%	4%	96%	*	-	*	-	95%	*
Vodafone	117	115	-	8	2	1	11	1	80	-	8	17	3	-	6	3	4	1
	2%	2%	-	1%	*	*	2%	*	9%	-	3%	*	*	-	*	1%	*	1%
		98%	-	7%	1%	9%	1%	1%	68%	-	7%	15%	3%	-	5%	3%	3%	1%
Other	135	128	1	26	16	9	8	10	20	-	3	123	2	4	2	1	*	2
	2%	2%	1%	2%	1%	2%	1%	3%	2%	-	1%	2%	*	1%	*	*	*	1%
		95%	1%	19%	12%	7%	6%	7%	14%	-	2%	91%	1%	3%	1%	1%	*	1%
Don't have a landline telephone/line rental service	1437	1366	24	292	244	86	206	72	207	47	133	972	94	79	201	108	392	32
	23%	24%	10%	22%	22%	20%	32%	20%	22%	65%	41%	19%	8%	28%	16%	20%	29%	16%
		95%	2%	20%	17%	6%	14%	5%	14%	3%	9%	68%	7%	5%	14%	8%	27%	2%
Don't know	279	206	5	44	33	19	33	12	27	4	25	106	21	7	31	6	29	6
	4%	4%	2%	3%	3%	4%	5%	3%	3%	5%	8%	2%	2%	3%	2%	1%	2%	3%
		74%	2%	16%	12%	7%	12%	4%	10%	1%	9%	38%	7%	3%	11%	2%	11%	2%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.1 Which company does your household use for your landline telephone service and or line rental?

Base: All adults 16+ UK

	Total	Q.3A BROADBAND SUPPLIER	
		Post Office	Vodafone
Unweighted Base	6284	50	149
Weighted Base	6284	50	160
BT	1643 26%	* 1% *	13 8% 1%
EE	170 3%	- - -	- - -
Plusnet	143 2%	- - -	- - -
Post Office	55 1%	28 55% 50%	- - -
Sky	974 15%	- - -	2 1% *
TalkTalk	433 7%	- - -	1 1% *
Virgin Media	897 14%	2 3% *	3 2% *
Vodafone	117 2%	- - -	99 62% 85%
Other	135 2%	- - -	- - -
Don't have a landline telephone/line rental service	1437 23%	17 34% 1%	39 24% 3%
Don't know	279 4%	3 6% 1%	4 2% 1%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.1 Which company does your household use for your landline telephone service and or line rental?

Base: All adults 16+ UK

	Total	Q.4 PAY TV SUPPLIER				
		Total TV	BT	Sky	TalkTalk	Virgin Media
Unweighted Base	6284	3049	279	1653	108	846
Weighted Base	6284	3112	269	1672	108	884
BT	1643	716	237	393	5	42
	26%	23%	88%	23%	5%	5%
		44%	14%	24%	*	3%
EE	170	49	-	31	1	2
	3%	2%	-	2%	1%	*
		29%	-	18%	1%	1%
Plusnet	143	29	-	18	-	-
	2%	1%	-	1%	-	-
		20%	-	12%	-	-
Post Office	55	11	1	7	-	1
	1%	*	*	*	-	*
		21%	2%	12%	-	2%
Sky	974	834	2	814	1	3
	15%	27%	1%	49%	1%	*
		86%	*	84%	*	*
TalkTalk	433	165	-	68	84	3
	7%	5%	-	4%	77%	*
		38%	-	16%	19%	1%
Virgin Media	897	696	1	28	-	651
	14%	22%	*	2%	-	74%
		78%	*	3%	-	73%
Vodafone	117	24	3	18	-	2
	2%	1%	1%	1%	-	*
		21%	2%	15%	-	2%
Other	135	55	-	31	1	-
	2%	2%	-	2%	1%	-
		40%	-	23%	1%	-
Don't have a landline telephonenumber rental service	1437	437	16	204	15	156
	23%	14%	6%	12%	14%	18%
		30%	1%	14%	1%	11%
Don't know	279	96	8	61	1	22
	4%	3%	3%	4%	1%	2%
		34%	3%	22%	*	8%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.1 Which company does your household use for your landline telephone service and or line rental?

Base: All adults 16+ UK

	Total	MOST FINANCIALLY VULNERABLE	POTENTIALLY FINANCIALLY VULNERABLE	LEAST FINANCIALLY VULNERABLE	VULNERABLE CHARACTERISTICS	
		Most financially vulnerable	Potentially financially vulnerable	Least financially vulnerable	With at least one vulnerable characteristic	Without a vulnerable characteristic
Unweighted Base	6284	1007	1338	822	1277	4787
Weighted Base	6284	993	1288	906	1124	4927
BT	1643	233	362	245	337	1257
	26%	23%	28%	27%	30%	26%
		14%	22%	15%	21%	76%
EE	170	23	42	22	25	140
	3%	2%	3%	2%	2%	3%
		14%	25%	13%	15%	82%
Plusnet	143	8	27	33	20	121
	2%	1%	2%	4%	2%	2%
		5%	19%	23%	14%	84%
Post Office	55	17	9	5	27	27
	1%	2%	1%	1%	2%	1%
		31%	17%	9%	48%	49%
Sky	974	141	213	178	163	791
	15%	14%	17%	20%	14%	16%
		14%	22%	18%	17%	81%
TalkTalk	433	86	93	66	90	335
	7%	9%	7%	7%	8%	7%
		20%	21%	15%	21%	77%
Virgin Media	897	112	212	156	141	743
	14%	11%	16%	17%	13%	15%
		13%	24%	17%	16%	83%
Vodafone	117	19	24	29	12	102
	2%	2%	2%	3%	1%	2%
		16%	20%	25%	11%	87%
Other	135	22	43	17	24	109
	2%	2%	3%	2%	2%	2%
		16%	32%	13%	18%	81%
Don't have a landline telephone/line rental service	1437	307	236	140	242	1110
	23%	31%	18%	15%	22%	23%
		21%	16%	10%	17%	77%
Don't know	279	25	25	14	44	192
	4%	2%	2%	2%	4%	4%
		9%	9%	5%	16%	69%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.2 And thinking of your personal mobile phone, which network are you on?
Base: All adults 16+ UK

	Total	GENDER		AGE						SOCIAL GRADE						
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	AB	C1	C2	DE	ABC1	C2DE
Unweighted Base	6284	3060	3224	658	967	901	860	986	1043	869	1313	1763	1396	1812	3076	3208
Weighted Base	6284	3046	3238	888	1134	1076	916	1051	649	570	1274	1852	1304	1855	3126	3158
BT	236 4%	120 4% 51%	115 4% 49%	22 2% 9%	23 2% 10%	18 2% 8%	33 4% 14%	64 6% 27%	38 6% 16%	38 7% 16%	61 5% 26%	76 4% 32%	47 4% 20%	51 3% 22%	138 4% 58%	98 3% 42%
EE	1303 21%	665 22% 51%	639 20% 49%	202 23% 15%	262 23% 20%	257 24% 20%	184 20% 14%	225 21% 17%	109 17% 8%	64 11% 5%	274 21% 21%	391 21% 30%	308 24% 24%	330 18% 25%	665 21% 51%	638 20% 49%
giffgaff	324 5%	171 6% 53%	154 5% 47%	71 8% 22%	94 8% 29%	60 6% 18%	35 4% 11%	43 4% 13%	15 2% 5%	6 1% 2%	46 4% 14%	117 6% 36%	61 5% 19%	100 5% 31%	163 5% 50%	161 5% 50%
Lycamobile	71 1%	27 1% 38%	44 1% 62%	14 2% 20%	24 2% 33%	18 2% 25%	8 1% 11%	3 * 5%	3 * 4%	2 * 2%	8 1% 11%	17 1% 23%	13 1% 18%	34 2% 47%	25 1% 35%	47 1% 65%
O2	1131 18%	553 18% 49%	578 18% 51%	150 17% 13%	242 21% 21%	200 19% 18%	181 20% 16%	192 18% 17%	104 16% 9%	61 11% 5%	242 19% 21%	352 19% 31%	222 17% 20%	314 17% 28%	595 19% 53%	536 17% 47%
Tesco Mobile	424 7%	197 6% 46%	227 7% 54%	64 7% 15%	36 3% 9%	52 5% 12%	56 6% 13%	92 9% 22%	76 12% 18%	49 9% 12%	74 6% 17%	122 7% 29%	87 7% 21%	141 8% 33%	196 6% 46%	228 7% 54%
Three	650 10%	327 11% 50%	323 10% 50%	118 13% 18%	174 15% 27%	150 14% 23%	95 10% 15%	72 7% 11%	31 5% 5%	10 2% 1%	115 9% 18%	215 12% 33%	146 11% 22%	174 9% 27%	330 11% 51%	320 10% 49%
Virgin Mobile	362 6%	170 6% 47%	192 6% 53%	46 5% 13%	51 5% 14%	51 5% 14%	70 8% 19%	78 7% 21%	40 6% 11%	27 5% 7%	82 6% 23%	108 6% 30%	78 6% 22%	95 5% 26%	189 6% 52%	173 5% 48%
Vodafone	937 15%	444 15% 47%	493 15% 53%	136 15% 15%	163 14% 17%	177 16% 19%	154 17% 16%	149 14% 16%	99 15% 11%	58 10% 6%	239 19% 26%	267 14% 29%	180 14% 19%	251 14% 27%	506 16% 54%	431 14% 46%
Other	308 5%	146 5% 48%	161 5% 52%	29 3% 9%	38 3% 12%	55 5% 18%	60 7% 20%	68 6% 22%	35 5% 11%	23 4% 7%	73 6% 24%	84 5% 27%	68 5% 22%	82 4% 27%	158 5% 51%	150 5% 49%
Don't have a personal mobile	319 5%	143 5% 45%	176 5% 55%	9 1% 3%	11 1% 3%	14 1% 4%	23 2% 7%	39 4% 12%	62 10% 19%	162 28% 51%	31 2% 10%	54 3% 17%	51 4% 16%	183 10% 57%	85 3% 27%	234 7% 73%
Don't know	219 3%	82 3% 37%	137 4% 63%	28 3% 13%	15 1% 7%	23 2% 11%	18 2% 8%	27 3% 12%	37 6% 17%	71 12% 32%	29 2% 13%	48 3% 22%	43 3% 20%	99 5% 45%	77 2% 35%	142 5% 65%



Reasons to Complain (QS1024 - 200702/200703/200704)

Q.2 And thinking of your personal mobile phone, which network are you on?

Base: All adults 16+ UK

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Total	Urban	Rural	England	Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	6284	4712	1572	4994	778	332	180	264	647	489	429	553	556	725	817	514	332	778	180
Weighted Base	6284	4782	1502	5293	534	314	143	258	627	489	452	582	604	850	885	545	314	534	143
BT	236 4%	159 3% 68%	76 5% 32%	196 4% 83%	23 4% 10%	14 5% 6%	2 2% 1%	8 3% 3%	19 3% 8%	14 3% 6%	9 2% 4%	25 4% 11%	21 4% 9%	36 4% 15%	35 4% 15%	28 12% 12%	14 5% 6%	23 4% 10%	2 2% 1%
EE	1303 21%	955 20% 73%	348 23% 27%	1081 20% 83%	115 22% 9%	89 28% 7%	18 13% 1%	57 22% 4%	119 19% 9%	114 23% 9%	91 20% 7%	134 23% 10%	138 23% 11%	172 20% 13%	161 18% 12%	97 18% 7%	89 28% 7%	115 22% 9%	18 13% 1%
giffgaff	324 5%	258 5% 80%	66 4% 20%	281 5% 87%	27 5% 8%	11 3% 3%	6 4% 2%	28 11% 8%	20 3% 6%	26 5% 8%	39 9% 12%	23 4% 7%	27 4% 8%	50 6% 15%	39 4% 12%	30 6% 9%	11 3% 3%	27 5% 8%	6 4% 2%
Lycamobile	71 1%	62 1% 87%	9 1% 13%	71 1% 99%	1 * 1%	- - -	- - -	3 1% 4%	2 * 3%	- - -	7 2% 10%	5 1% 7%	14 2% 20%	33 4% 46%	8 1% 11%	- - -	- - -	1 * 1%	- - -
O2	1131 18%	883 18% 78%	248 16% 22%	919 17% 81%	116 22% 10%	37 12% 3%	58 41% 5%	36 14% 3%	133 21% 12%	101 21% 9%	75 17% 7%	90 15% 8%	102 17% 9%	123 14% 11%	172 19% 15%	88 16% 8%	37 12% 3%	116 22% 10%	58 41% 5%
Tesco Mobile	424 7%	305 6% 72%	119 8% 28%	343 6% 81%	36 7% 8%	26 8% 6%	20 14% 5%	13 5% 3%	47 8% 11%	23 5% 5%	24 5% 6%	23 4% 5%	57 9% 13%	41 5% 10%	60 7% 14%	54 10% 13%	26 8% 6%	36 7% 8%	20 14% 5%
Three	650 10%	504 11% 78%	146 10% 22%	558 11% 86%	55 10% 9%	24 8% 4%	12 9% 2%	25 10% 4%	44 7% 7%	47 10% 7%	51 11% 8%	61 9% 9%	69 11% 11%	124 15% 19%	79 9% 12%	58 11% 9%	24 8% 4%	55 10% 9%	12 9% 2%
Virgin Mobile	362 6%	304 6% 84%	58 4% 16%	329 6% 91%	22 4% 6%	11 3% 3%	- - -	18 7% 5%	33 5% 9%	32 7% 9%	29 6% 8%	51 9% 14%	40 7% 11%	42 5% 11%	59 7% 16%	26 5% 7%	11 3% 3%	22 4% 6%	- - -
Vodafone	937 15%	711 15% 76%	226 15% 24%	804 15% 86%	73 14% 8%	44 14% 5%	16 11% 2%	35 14% 4%	111 18% 12%	54 11% 6%	66 15% 7%	80 14% 9%	71 12% 8%	126 15% 13%	181 20% 19%	80 15% 9%	44 14% 5%	73 14% 8%	16 11% 2%
Other	308 5%	228 5% 74%	80 5% 26%	264 5% 86%	25 5% 8%	18 6% 6%	2 1% 1%	10 4% 3%	28 5% 9%	36 7% 12%	30 7% 10%	28 5% 9%	29 5% 9%	30 4% 10%	39 4% 13%	32 6% 11%	18 6% 6%	25 5% 8%	2 1% 1%
Don't have a personal mobile	319 5%	234 5% 73%	85 6% 27%	255 5% 80%	31 6% 10%	25 8% 8%	8 6% 2%	15 6% 5%	36 6% 11%	27 5% 8%	19 4% 6%	38 7% 12%	17 3% 5%	30 4% 10%	36 4% 11%	37 7% 11%	25 8% 8%	31 6% 10%	8 6% 2%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.2 And thinking of your personal mobile phone, which network are you on?

Base: All adults 16+ UK

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Total	Urban	Rural	England	Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	6284	4712	1572	4994	778	332	180	264	647	489	429	553	556	725	817	514	332	778	180
Weighted Base	6284	4782	1502	5293	534	314	143	258	627	489	452	582	604	850	885	545	314	534	143
Don't know	219	179	40	193	10	15	1	10	35	15	12	25	19	44	16	16	15	10	1
	3%	4%	3%	4%	2%	5%	*	4%	6%	3%	3%	4%	3%	5%	2%	3%	5%	2%	*
		82%	18%	88%	5%	7%	*	5%	16%	7%	6%	11%	9%	20%	7%	7%	7%	5%	*

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.2 And thinking of your personal mobile phone, which network are you on?

Base: All adults 16+ UK

	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER									
	Total	White	Minority Ethnic	Any Internet access	No Internet access	Total Landline	BT	Sky	TalkTalk	Virgin Media	EE	Plusnet	Post Office	Vodafone
Unweighted Base	6284	5536	672	5531	753	4644	1839	925	473	871	174	147	67	110
Weighted Base	6284	5400	802	5719	565	4451	1643	974	433	897	170	143	55	117
BT	236	202	31	217	19	207	184	11	2	5	2	2	-	-
	4%	4%	4%	4%	3%	5%	11%	1%	1%	1%	1%	1%	-	-
		86%	13%	92%	8%	88%	78%	5%	1%	2%	1%	1%	-	-
EE	1303	1146	149	1242	61	960	304	224	83	155	131	34	4	8
	21%	21%	19%	22%	11%	22%	18%	23%	19%	17%	77%	24%	7%	7%
		88%	11%	95%	5%	74%	23%	17%	6%	12%	10%	3%	*	1%
giffgaff	324	268	45	318	7	158	53	21	16	37	3	19	6	8
	5%	5%	6%	6%	1%	4%	3%	2%	4%	4%	2%	13%	11%	7%
		83%	14%	98%	2%	49%	16%	6%	5%	11%	1%	6%	2%	3%
Lycamobile	71	26	42	67	4	21	5	7	2	7	-	-	-	-
	1%	*	5%	1%	1%	*	*	1%	*	1%	-	-	-	-
		36%	59%	94%	6%	30%	7%	10%	3%	10%	-	-	-	-
Q2	1131	1014	102	1068	63	852	339	204	92	165	11	15	10	2
	18%	19%	13%	19%	11%	19%	21%	21%	21%	18%	7%	10%	19%	1%
		90%	9%	94%	6%	75%	30%	18%	8%	15%	1%	1%	1%	*
Tesco Mobile	424	393	28	368	56	318	132	56	46	54	3	12	6	1
	7%	7%	4%	6%	10%	7%	8%	6%	11%	6%	2%	8%	11%	1%
		93%	7%	87%	13%	75%	31%	13%	11%	13%	1%	3%	1%	*
Three	650	492	154	635	14	400	110	118	60	81	6	18	1	11
	10%	9%	19%	11%	3%	9%	7%	12%	14%	9%	3%	12%	2%	9%
		76%	24%	98%	2%	62%	17%	18%	9%	12%	1%	3%	*	2%
Virgin Mobile	362	306	51	347	15	277	26	30	14	191	2	4	-	1
	6%	6%	6%	6%	3%	6%	2%	3%	3%	21%	1%	3%	-	1%
		85%	14%	96%	4%	76%	7%	8%	4%	53%	1%	1%	-	*
Vodafone	937	821	106	887	50	623	222	152	59	137	7	19	8	80
	15%	15%	13%	16%	9%	14%	14%	16%	14%	15%	4%	13%	14%	68%
		88%	11%	95%	5%	66%	24%	16%	6%	15%	1%	2%	1%	9%
Other	308	267	40	291	17	244	34	100	25	26	3	16	4	3
	5%	5%	5%	5%	3%	5%	2%	10%	6%	3%	1%	11%	6%	2%
		87%	13%	94%	6%	79%	11%	32%	8%	9%	1%	5%	1%	1%
Don't have a personal mobile	319	291	21	127	192	266	165	27	18	30	2	5	14	1
	5%	5%	3%	2%	34%	6%	10%	3%	4%	3%	1%	3%	25%	1%
		91%	6%	40%	60%	83%	52%	9%	6%	9%	1%	2%	4%	*

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.2 And thinking of your personal mobile phone, which network are you on?

Base: All adults 16+ UK

	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER									
	Total	White	Minority Ethnic	Any Internet access	No Internet access	Total Landline	BT	Sky	TalkTalk	Virgin Media	EE	Plusnet	Post Office	Vodafone
Unweighted Base	6284	5536	672	5531	753	4644	1839	925	473	871	174	147	67	110
Weighted Base	6284	5400	802	5719	565	4451	1643	974	433	897	170	143	55	117
Don't know	219	174	33	153	66	126	69	25	17	9	2	-	3	1
	3%	3%	4%	3%	12%	3%	4%	3%	4%	1%	1%	-	5%	1%
		79%	15%	70%	30%	58%	32%	11%	8%	4%	1%	-	1%	1%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.2 And thinking of your personal mobile phone, which network are you on?

Base: All adults 16+ UK

	Q.2 MOBILE SUPPLIER										Q.3A BROADBAND SUPPLIER							
	Total	Total mobile	BT	EE	O2	Tesco Mobile	Three	Virgin Mobile	Vodafone	Lycamobile	giffgaff	Total broadband	BT	EE	Sky	TalkTalk	Virgin Media	Plusnet
Unweighted Base	6284	5623	261	1256	1121	457	582	364	922	63	285	4982	1302	268	1204	561	1234	196
Weighted Base	6284	5746	236	1303	1131	424	650	362	937	71	324	5088	1222	278	1287	542	1341	199
BT	236	236	236	-	-	-	-	-	-	-	-	213	174	3	16	7	8	3
	4%	4%	100%	-	-	-	-	-	-	-	-	4%	14%	1%	1%	1%	1%	2%
		100%	100%	-	-	-	-	-	-	-	-	91%	74%	1%	7%	3%	3%	1%
EE	1303	1303	-	1303	-	-	-	-	-	-	-	1157	246	188	295	95	236	46
	21%	23%	-	100%	-	-	-	-	-	-	-	23%	20%	68%	23%	17%	18%	23%
		100%	-	100%	-	-	-	-	-	-	-	89%	19%	14%	23%	7%	18%	4%
giffgaff	324	324	-	-	-	-	-	-	-	-	324	258	48	18	43	33	82	26
	5%	6%	-	-	-	-	-	-	-	-	100%	5%	4%	6%	3%	6%	6%	13%
		100%	-	-	-	-	-	-	-	-	100%	79%	15%	6%	13%	10%	25%	8%
Lycamobile	71	71	-	-	-	-	-	-	-	71	-	49	7	4	15	6	17	-
	1%	1%	-	-	-	-	-	-	-	100%	-	1%	1%	1%	1%	1%	1%	-
		100%	-	-	-	-	-	-	-	100%	-	68%	10%	5%	21%	9%	24%	-
O2	1131	1131	-	-	1131	-	-	-	-	-	-	995	271	19	290	119	246	23
	18%	20%	-	-	100%	-	-	-	-	-	-	20%	22%	7%	23%	22%	18%	12%
		100%	-	-	100%	-	-	-	-	-	-	88%	24%	2%	26%	11%	22%	2%
Tesco Mobile	424	424	-	-	-	424	-	-	-	-	-	334	90	7	75	51	86	14
	7%	7%	-	-	-	100%	-	-	-	-	-	7%	7%	2%	6%	9%	6%	7%
		100%	-	-	-	100%	-	-	-	-	-	79%	21%	2%	18%	12%	20%	3%
Three	650	650	-	-	-	-	650	-	-	-	-	541	101	12	154	75	145	26
	10%	11%	-	-	-	-	100%	-	-	-	-	11%	8%	4%	12%	14%	11%	13%
		100%	-	-	-	-	100%	-	-	-	-	83%	15%	2%	24%	12%	22%	4%
Virgin Mobile	362	362	-	-	-	-	-	362	-	-	-	339	18	4	42	20	236	9
	6%	6%	-	-	-	-	-	100%	-	-	-	7%	1%	1%	3%	4%	18%	4%
		100%	-	-	-	-	-	100%	-	-	-	94%	5%	1%	12%	5%	65%	2%
Vodafone	937	937	-	-	-	-	-	-	937	-	-	728	176	15	192	77	209	28
	15%	16%	-	-	-	-	-	-	100%	-	-	14%	14%	5%	15%	14%	16%	14%
		100%	-	-	-	-	-	-	100%	-	-	78%	19%	2%	20%	8%	22%	3%
Other	308	308	-	-	-	-	-	-	-	-	-	267	21	2	112	34	40	17
	5%	5%	-	-	-	-	-	-	-	-	-	5%	2%	1%	9%	6%	3%	8%
		100%	-	-	-	-	-	-	-	-	-	87%	7%	1%	36%	11%	13%	5%
Don't have a personal mobile	319	-	-	-	-	-	-	-	-	-	-	123	49	3	26	9	24	6
	5%	-	-	-	-	-	-	-	-	-	-	2%	4%	1%	2%	2%	2%	3%
		-	-	-	-	-	-	-	-	-	-	39%	15%	1%	8%	3%	7%	2%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.2 And thinking of your personal mobile phone, which network are you on?

Base: All adults 16+ UK

	Total	Q.3A BROADBAND SUPPLIER	
		Post Office	Vodafone
Unweighted Base	6284	50	149
Weighted Base	6284	50	160
BT	236 4%	-	-
EE	1303 21%	3 6% *	10 6% 1%
giffgaff	324 5%	10 20% 3%	10 6% 3%
Lycamobile	71 1%	-	1 1% 2%
O2	1131 18%	9 17% 1%	10 6% 1%
Tesco Mobile	424 7%	5 11% 1%	2 1% 1%
Three	650 10%	5 10% 1%	14 9% 2%
Virgin Mobile	362 6%	4 8% 1%	2 2% 1%
Vodafone	937 15%	9 17% 1%	98 61% 10%
Other	308 5%	2 4% 1%	7 4% 2%
Don't have a personal mobile	319 5%	3 5% 1%	4 2% 1%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.2 And thinking of your personal mobile phone, which network are you on?

Base: All adults 16+ UK

	Q.2 MOBILE SUPPLIER										Q.3A BROADBAND SUPPLIER							
	Total	Total mobile	BT	EE	O2	Tesco Mobile	Three	Virgin Mobile	Vodafone	Lycamobile	giffgaf	Total broadband	BT	EE	Sky	TalkTalk	Virgin Media	Plusnet
Unweighted Base	6284	5623	261	1256	1121	457	582	364	922	63	285	4982	1302	268	1204	561	1234	196
Weighted Base	6284	5746	236	1303	1131	424	650	362	937	71	324	5088	1222	278	1287	542	1341	199
Don't know	219	-	-	-	-	-	-	-	-	-	-	84	21	3	27	16	13	1
	3%	-	-	-	-	-	-	-	-	-	-	2%	2%	1%	2%	3%	1%	*
		-	-	-	-	-	-	-	-	-	-	38%	10%	1%	12%	7%	6%	*

Q.2 And thinking of your personal mobile phone, which network are you on?

Base: All adults 16+ UK

	Q.3A BROADBAND SUPPLIER		
	Total	Post Office	Vodafone
Unweighted Base	6284	50	149
Weighted Base	6284	50	160
Don't know	219 3%	1 1% *	1 1% 1%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.2 And thinking of your personal mobile phone, which network are you on?

Base: All adults 16+ UK

	Total	Q.4 PAY TV SUPPLIER				
		Total TV	BT	Sky	TalkTalk	Virgin Media
Unweighted Base	6284	3049	279	1653	108	846
Weighted Base	6284	3112	269	1672	108	884
BT	236 4%	111 4% 47%	62 23% 26%	36 2% 15%	2 2% 1%	7 1% 3%
EE	1303 21%	677 22% 52%	58 22% 4%	401 24% 31%	18 17% 1%	152 17% 12%
giffgaff	324 5%	108 3% 33%	8 3% 3%	37 2% 11%	9 9% 3%	38 4% 12%
Lycamobile	71 1%	25 1% 35%	1 * 2%	14 1% 20%	2 2% 3%	5 1% 7%
O2	1131 18%	649 21% 57%	48 18% 4%	369 22% 33%	26 24% 2%	174 20% 15%
Tesco Mobile	424 7%	187 6% 44%	15 6% 4%	105 6% 25%	10 9% 2%	52 6% 12%
Three	650 10%	310 10% 48%	22 8% 3%	177 11% 27%	20 19% 3%	76 9% 12%
Virgin Mobile	362 6%	236 8% 65%	1 * *	46 3% 13%	1 1% *	182 21% 50%
Vodafone	937 15%	473 15% 50%	32 12% 3%	261 16% 28%	8 7% 1%	144 16% 15%
Other	308 5%	179 6% 58%	3 1% 1%	132 8% 43%	6 6% 2%	18 2% 6%
Don't have a personal mobile	319 5%	93 3% 29%	9 3% 3%	53 3% 17%	4 3% 1%	24 3% 8%
Don't know	219 3%	64 2% 29%	9 3% 4%	42 2% 19%	2 2% 1%	12 1% 5%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.2 And thinking of your personal mobile phone, which network are you on?

Base: All adults 16+ UK

	Total	MOST FINANCIALLY VULNERABLE	POTENTIALLY FINANCIALLY VULNERABLE	LEAST FINANCIALLY VULNERABLE	VULNERABLE CHARACTERISTICS	
		Most financially vulnerable	Potentially financially vulnerable	Least financially vulnerable	With at least one vulnerable characteristic	Without a vulnerable characteristic
Unweighted Base	6284	1007	1338	822	1277	4787
Weighted Base	6284	993	1288	906	1124	4927
BT	236	37	37	37	37	191
	4%	4%	3%	4%	3%	4%
		16%	16%	16%	16%	81%
EE	1303	160	298	199	182	1081
	21%	16%	23%	22%	16%	22%
		12%	23%	15%	14%	83%
giffgaff	324	55	72	32	60	251
	5%	6%	6%	3%	5%	5%
		17%	22%	10%	18%	77%
Lycamobile	71	11	13	4	6	61
	1%	1%	1%	*	1%	1%
		15%	18%	5%	8%	86%
O2	1131	177	257	212	202	897
	18%	18%	20%	23%	18%	18%
		16%	23%	19%	18%	79%
Tesco Mobile	424	85	79	40	119	293
	7%	9%	6%	4%	11%	6%
		20%	19%	9%	28%	69%
Three	650	111	142	106	78	548
	10%	11%	11%	12%	7%	11%
		17%	22%	16%	12%	84%
Virgin Mobile	362	53	83	49	63	284
	6%	5%	6%	5%	6%	6%
		15%	23%	13%	17%	78%
Vodafone	937	135	184	159	143	763
	15%	14%	14%	18%	13%	15%
		14%	20%	17%	15%	81%
Other	308	54	73	47	55	250
	5%	5%	6%	5%	5%	5%
		18%	24%	15%	18%	81%
Don't have a personal mobile	319	84	30	15	130	172
	5%	8%	2%	2%	12%	3%
		26%	9%	5%	41%	54%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.2 And thinking of your personal mobile phone, which network are you on?

Base: All adults 16+ UK

	MOST FINANCIALLY VULNERABLE	POTENTIALLY FINANCIALLY VULNERABLE	LEAST FINANCIALLY VULNERABLE	VULNERABLE CHARACTERISTICS	
	Most financially vulnerable	Potentially financially vulnerable	Least financially vulnerable	With at least one vulnerable characteristic	Without a vulnerable characteristic
Total					
Unweighted Base	6284	1338	822	1277	4787
Weighted Base	6284	1288	906	1124	4927
Don't know	219	17	8	48	134
	3%	1%	1%	4%	3%
	14%	8%	4%	22%	61%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.3A Which company does your household use for its fixed broadband internet connection?

Base: All adults 16+ UK

	Total	GENDER		AGE						SOCIAL GRADE						
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	AB	C1	C2	DE	ABC1	C2DE
Unweighted Base	6284	3060	3224	658	967	901	860	986	1043	869	1313	1763	1396	1812	3076	3208
Weighted Base	6284	3046	3238	888	1134	1076	916	1051	649	570	1274	1852	1304	1855	3126	3158
BT	1222	590	632	136	157	183	197	260	170	120	348	380	260	235	727	495
	19%	19%	20%	15%	14%	17%	21%	25%	26%	21%	27%	21%	20%	13%	23%	16%
		48%	52%	11%	13%	15%	16%	21%	14%	10%	28%	31%	21%	19%	60%	40%
EE	278	153	125	26	70	65	37	47	22	10	48	78	67	85	126	151
	4%	5%	4%	3%	6%	6%	4%	4%	3%	2%	4%	4%	5%	5%	4%	5%
		55%	45%	9%	25%	23%	13%	17%	8%	4%	17%	28%	24%	31%	46%	54%
Plusnet	199	95	104	23	26	37	31	40	26	16	56	76	35	33	131	68
	3%	3%	3%	3%	2%	3%	3%	4%	4%	3%	4%	4%	3%	2%	4%	2%
		48%	52%	12%	13%	19%	16%	20%	13%	8%	28%	38%	17%	17%	66%	34%
Post Office	50	26	25	8	6	13	6	8	6	4	6	17	7	20	23	27
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%	1%	1%
		51%	49%	16%	12%	25%	12%	16%	11%	9%	12%	34%	15%	39%	46%	54%
Sky	1287	603	684	163	299	277	207	208	91	42	241	409	302	334	651	636
	20%	20%	21%	18%	26%	26%	23%	20%	14%	7%	19%	22%	23%	18%	21%	20%
		47%	53%	13%	23%	22%	16%	16%	7%	3%	19%	32%	23%	26%	51%	49%
TalkTalk	542	264	278	66	109	82	84	95	65	42	96	144	122	180	241	301
	9%	9%	9%	7%	10%	8%	9%	9%	10%	7%	8%	8%	9%	10%	8%	10%
		49%	51%	12%	20%	15%	15%	17%	12%	8%	18%	27%	22%	33%	44%	56%
Virgin Media	1341	678	663	281	274	262	190	204	86	43	295	486	264	296	781	560
	21%	22%	20%	32%	24%	24%	21%	19%	13%	8%	23%	26%	20%	16%	25%	18%
		51%	49%	21%	20%	20%	14%	15%	6%	3%	22%	36%	20%	22%	58%	42%
Vodafone	160	91	70	19	40	47	26	14	10	5	56	29	30	46	84	76
	3%	3%	2%	2%	4%	4%	3%	1%	1%	1%	4%	2%	2%	3%	3%	2%
		56%	44%	12%	25%	29%	16%	9%	6%	3%	35%	18%	18%	29%	53%	47%
Other	220	105	115	32	33	31	40	46	30	7	51	56	45	69	107	113
	3%	3%	4%	4%	3%	3%	4%	4%	5%	1%	4%	3%	3%	4%	3%	4%
		48%	52%	15%	15%	14%	18%	21%	14%	3%	23%	25%	20%	31%	48%	52%
Don't have fixed broadband service	697	326	371	44	61	44	71	98	120	258	35	90	113	459	125	572
	11%	11%	11%	5%	5%	4%	8%	9%	18%	45%	3%	5%	9%	25%	4%	18%
		47%	53%	6%	9%	6%	10%	14%	17%	37%	5%	13%	16%	66%	18%	82%
Don't know	288	116	172	90	58	35	27	31	24	23	42	87	61	98	129	158
	5%	4%	5%	10%	5%	3%	3%	3%	4%	4%	3%	5%	5%	5%	4%	5%
		40%	60%	31%	20%	12%	9%	11%	8%	8%	15%	30%	21%	34%	45%	55%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.3A Which company does your household use for its fixed broadband internet connection?

Base: All adults 16+ UK

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Total	Urban	Rural	England	Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	6284	4712	1572	4994	778	332	180	264	647	489	429	553	556	725	817	514	332	778	180
Weighted Base	6284	4782	1502	5293	534	314	143	258	627	489	452	582	604	850	885	545	314	534	143
BT	1222	819	403	975	112	81	53	34	126	71	66	96	112	128	186	155	81	112	53
	19%	17%	27%	18%	21%	26%	37%	13%	20%	15%	15%	16%	18%	15%	21%	29%	26%	21%	37%
		67%	33%	80%	9%	7%	4%	3%	10%	6%	5%	8%	9%	10%	15%	13%	7%	9%	4%
EE	278	199	79	234	24	17	2	15	30	14	10	25	33	55	29	23	17	24	2
	4%	4%	5%	4%	5%	5%	2%	6%	5%	3%	2%	4%	6%	6%	3%	4%	5%	5%	2%
		72%	28%	84%	9%	6%	1%	6%	11%	5%	4%	9%	12%	20%	11%	8%	6%	9%	1%
Plusnet	199	134	66	177	12	10	-	7	18	14	26	27	16	13	29	27	10	12	-
	3%	3%	4%	3%	2%	3%	-	3%	3%	3%	6%	5%	3%	2%	3%	5%	3%	2%	-
		67%	33%	89%	6%	5%	-	4%	9%	7%	13%	14%	-	6%	15%	14%	5%	6%	-
Post Office	50	39	11	39	8	3	-	-	*	8	4	3	3	10	5	6	3	8	-
	1%	1%	1%	1%	1%	1%	-	-	*	2%	1%	*	1%	1%	1%	1%	1%	1%	-
		77%	23%	78%	15%	7%	-	-	1%	16%	7%	5%	7%	19%	11%	12%	7%	15%	-
Sky	1287	990	297	1080	113	75	19	58	125	111	98	127	123	158	189	90	75	113	19
	20%	21%	20%	20%	21%	24%	13%	23%	20%	23%	22%	22%	20%	19%	21%	17%	24%	21%	13%
		77%	23%	84%	9%	6%	1%	5%	10%	9%	8%	10%	10%	12%	15%	7%	6%	9%	1%
TalkTalk	542	394	148	451	63	24	5	15	47	53	36	50	49	65	87	49	24	63	5
	9%	8%	10%	9%	12%	8%	4%	6%	8%	11%	8%	9%	8%	8%	10%	9%	8%	12%	4%
		73%	27%	83%	12%	4%	1%	3%	9%	10%	7%	9%	9%	12%	16%	9%	4%	12%	1%
Virgin Media	1341	1166	174	1196	89	31	24	50	123	95	135	136	158	210	195	94	31	89	24
	21%	24%	12%	23%	17%	10%	17%	19%	20%	19%	30%	23%	26%	25%	22%	17%	10%	17%	17%
		87%	13%	89%	7%	2%	2%	4%	9%	7%	10%	10%	12%	16%	15%	7%	2%	7%	2%
Vodafone	160	119	42	131	18	8	3	3	12	7	12	10	6	27	37	16	8	18	3
	3%	2%	3%	2%	3%	2%	2%	1%	2%	1%	3%	2%	1%	3%	4%	3%	2%	3%	2%
		74%	26%	82%	11%	5%	2%	2%	8%	4%	8%	6%	4%	17%	23%	10%	5%	11%	2%
Other	220	157	63	189	14	16	1	10	25	31	18	19	16	16	35	20	16	14	1
	3%	3%	4%	4%	3%	5%	*	4%	4%	6%	4%	3%	3%	2%	4%	4%	5%	3%	*
		71%	29%	86%	6%	7%	*	5%	11%	14%	8%	9%	7%	7%	16%	9%	7%	6%	*
Don't have fixed broadband service	697	524	173	562	64	36	34	48	77	65	29	73	55	95	71	49	36	64	34
	11%	11%	11%	11%	12%	12%	24%	19%	12%	13%	7%	13%	9%	11%	8%	9%	12%	12%	24%
		75%	25%	81%	9%	5%	5%	7%	11%	9%	4%	10%	8%	14%	10%	7%	5%	9%	5%
Don't know	288	242	46	257	17	12	1	15	42	21	18	17	33	75	22	15	12	17	1
	5%	5%	3%	5%	3%	4%	1%	6%	7%	4%	4%	3%	6%	9%	2%	3%	4%	3%	1%
		84%	16%	89%	6%	4%	*	5%	15%	7%	6%	6%	12%	26%	7%	5%	4%	6%	*

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.3A Which company does your household use for its fixed broadband internet connection?

Base: All adults 16+ UK

	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER									
	Total	White	Minority Ethnic	Any Internet access	No Internet access	Total Landline	BT	Sky	TalkTalk	Virgin Media	EE	Plusnet	Post Office	Vodafone
Unweighted Base	6284	5536	672	5531	753	4644	1839	925	473	871	174	147	67	110
Weighted Base	6284	5400	802	5719	565	4451	1643	974	433	897	170	143	55	117
BT	1222	1101	113	1197	24	1104	1090	6	2	2	2	-	-	3
	19%	20%	14%	21%	4%	25%	66%	1%	*	*	1%	-	-	3%
		90%	9%	98%	2%	90%	89%	*	*	*	-	-	-	*
EE	278	232	37	273	5	192	28	7	2	-	152	-	-	-
	4%	4%	5%	5%	1%	4%	2%	1%	1%	-	89%	-	-	-
		84%	13%	98%	2%	69%	10%	2%	1%	-	55%	-	-	-
Plusnet	199	179	20	195	4	160	14	1	-	2	-	141	*	1
	3%	3%	3%	3%	1%	4%	1%	*	-	-	-	98%	1%	1%
		90%	10%	98%	2%	80%	7%	*	-	1%	-	71%	*	1%
Post Office	50	40	9	49	1	30	*	-	-	2	-	-	28	-
	1%	1%	1%	1%	*	1%	*	-	-	*	-	-	50%	-
		79%	18%	97%	3%	60%	1%	-	-	3%	-	-	55%	-
Sky	1287	1092	185	1268	18	1049	115	921	3	3	6	-	-	6
	20%	20%	23%	22%	3%	24%	7%	95%	1%	*	3%	-	-	5%
		85%	14%	99%	1%	82%	9%	72%	*	*	-	-	-	*
TalkTalk	542	472	66	531	11	425	23	-	397	-	2	-	2	3
	9%	9%	8%	9%	2%	10%	1%	-	92%	-	1%	-	4%	3%
		87%	12%	98%	2%	78%	4%	-	73%	-	*	-	*	1%
Virgin Media	1341	1143	185	1322	18	916	48	7	3	850	4	-	4	4
	21%	21%	23%	23%	3%	21%	3%	1%	1%	95%	2%	-	8%	3%
		85%	14%	99%	1%	68%	4%	1%	*	63%	*	-	*	*
Vodafone	160	131	27	160	1	18	13	2	1	3	-	-	-	99
	3%	2%	3%	3%	*	*	1%	*	*	*	-	-	-	85%
		82%	17%	100%	*	11%	8%	1%	1%	2%	-	-	-	62%
Other	220	200	18	213	7	147	27	4	3	-	-	-	1	-
	3%	4%	2%	4%	1%	3%	2%	*	1%	-	-	-	2%	-
		91%	8%	97%	3%	67%	12%	2%	1%	-	-	-	1%	-
Don't have fixed broadband service	697	604	78	246	451	357	250	22	19	33	4	2	18	1
	11%	11%	10%	4%	80%	8%	15%	2%	4%	4%	2%	1%	33%	1%
		87%	11%	35%	65%	51%	36%	3%	3%	5%	1%	*	3%	*
Don't know	288	206	64	263	25	53	36	5	4	3	2	1	1	-
	5%	4%	8%	5%	4%	1%	2%	1%	1%	*	1%	1%	2%	-
		71%	22%	91%	9%	18%	13%	2%	1%	1%	1%	*	*	-

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.3A Which company does your household use for its fixed broadband internet connection?

Base: All adults 16+ UK

	Q.2 MOBILE SUPPLIER										Q.3A BROADBAND SUPPLIER							
	Total	Total mobile	BT	EE	O2	Tesco Mobile	Three	Virgin Mobile	Vodafone	Lycamobile	giffgaff	Total broadband	BT	EE	Sky	TalkTalk	Virgin Media	Plusnet
Unweighted Base	6284	5623	261	1256	1121	457	582	364	922	63	285	4982	1302	268	1204	561	1234	196
Weighted Base	6284	5746	236	1303	1131	424	650	362	937	71	324	5088	1222	278	1287	542	1341	199
BT	1222	1152	174	246	271	90	101	18	176	7	48	1222	1222	-	-	-	-	-
	19%	20%	74%	19%	24%	21%	15%	5%	19%	10%	15%	24%	100%	-	-	-	-	-
		94%	14%	20%	22%	7%	8%	1%	14%	1%	4%	100%	100%	-	-	-	-	-
EE	278	271	3	188	19	7	12	4	15	4	18	278	-	278	-	-	-	-
	4%	5%	1%	14%	2%	2%	2%	1%	2%	5%	6%	5%	-	100%	-	-	-	-
		98%	1%	68%	7%	2%	4%	1%	5%	1%	6%	100%	-	100%	-	-	-	-
Plusnet	199	192	3	46	23	14	26	9	28	-	26	199	-	-	-	-	-	199
	3%	3%	1%	4%	2%	3%	4%	2%	3%	-	8%	4%	-	-	-	-	-	100%
		97%	2%	23%	12%	7%	13%	4%	14%	-	13%	100%	-	-	-	-	-	100%
Post Office	50	47	-	3	9	5	5	4	9	-	10	-	-	-	-	-	-	-
	1%	1%	-	*	1%	1%	1%	1%	1%	-	3%	-	-	-	-	-	-	-
		94%	-	6%	17%	11%	10%	8%	17%	-	20%	-	-	-	-	-	-	-
Sky	1287	1234	16	295	290	75	154	42	192	15	43	1287	-	-	1287	-	-	-
	20%	21%	7%	23%	26%	18%	24%	12%	20%	21%	13%	25%	-	-	100%	-	-	-
		96%	1%	23%	23%	6%	12%	3%	15%	1%	3%	100%	-	-	100%	-	-	-
TalkTalk	542	517	7	95	119	51	75	20	77	6	33	542	-	-	-	542	-	-
	9%	9%	3%	7%	11%	12%	12%	5%	8%	9%	10%	11%	-	-	-	100%	-	-
		95%	1%	17%	22%	9%	14%	4%	14%	1%	6%	100%	-	-	-	100%	-	-
Virgin Media	1341	1304	8	236	246	86	145	236	209	17	82	1341	-	-	-	-	1341	-
	21%	23%	3%	18%	22%	20%	22%	65%	22%	24%	25%	26%	-	-	-	-	100%	-
		97%	1%	18%	18%	6%	11%	18%	16%	1%	6%	100%	-	-	-	-	100%	-
Vodafone	160	155	-	10	10	2	14	2	98	1	10	-	-	-	-	-	-	-
	3%	3%	-	1%	1%	1%	2%	1%	10%	2%	3%	-	-	-	-	-	-	-
		97%	-	6%	6%	1%	9%	2%	61%	1%	6%	-	-	-	-	-	-	-
Other	220	211	2	51	27	11	28	10	32	-	7	220	-	-	-	-	-	-
	3%	4%	1%	4%	2%	3%	4%	3%	3%	-	2%	4%	-	-	-	-	-	-
		96%	1%	23%	12%	5%	13%	5%	14%	-	3%	100%	-	-	-	-	-	-
Don't have fixed broadband service	697	467	16	88	90	61	53	14	78	14	26	-	-	-	-	-	-	-
	11%	8%	7%	7%	8%	14%	8%	4%	8%	19%	8%	-	-	-	-	-	-	-
		67%	2%	13%	13%	9%	8%	2%	11%	2%	4%	-	-	-	-	-	-	-
Don't know	288	195	6	45	27	21	37	3	24	8	20	-	-	-	-	-	-	-
	5%	3%	3%	3%	2%	5%	6%	1%	3%	11%	6%	-	-	-	-	-	-	-
		68%	2%	16%	9%	7%	13%	1%	8%	3%	7%	-	-	-	-	-	-	-

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.3A Which company does your household use for its fixed broadband internet connection?

Base: All adults 16+ UK

	Total	Q.3A BROADBAND SUPPLIER	
		Post Office	Vodafone
Unweighted Base	6284	50	149
Weighted Base	6284	50	160
BT	1222 19%	-	-
EE	278 4%	-	-
Plusnet	199 3%	-	-
Post Office	50 1%	50 100%	-
Sky	1287 20%	-	-
TalkTalk	542 9%	-	-
Virgin Media	1341 21%	-	-
Vodafone	160 3%	-	160 100%
Other	220 3%	-	-
Don't have fixed broadband service	697 11%	-	-
Don't know	288 5%	-	-

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.3A Which company does your household use for its fixed broadband internet connection?

Base: All adults 16+ UK

	Total	Q.4 PAY TV SUPPLIER				
		Total TV	BT	Sky	TalkTalk	Virgin Media
Unweighted Base	6284	3049	279	1653	108	846
Weighted Base	6284	3112	269	1672	108	884
BT	1222 19%	557 18% 46%	247 92% 20%	275 16% 23%	- - -	6 1% *
EE	278 4%	69 2% 25%	1 1% 1%	42 2% 15%	3 3% 1%	- - -
Plusnet	199 3%	40 1% 20%	1 * *	27 2% 13%	- - -	2 * 1%
Post Office	50 1%	8 * 16%	1 * 2%	5 * 10%	- - -	- - -
Sky	1287 20%	1064 34% 83%	3 1% *	1045 62% 81%	2 1% *	- - -
TalkTalk	542 9%	190 6% 35%	1 * *	68 4% 12%	101 93% 19%	5 1% 1%
Virgin Media	1341 21%	913 29% 68%	1 * *	48 3% 4%	- - -	834 94% 62%
Vodafone	160 3%	29 1% 18%	- - -	20 1% 13%	- - -	5 1% 3%
Other	220 3%	76 2% 35%	- - -	36 2% 17%	1 1% *	- - -
Don't have fixed broadband service	697 11%	112 4% 16%	7 3% 1%	68 4% 10%	2 2% *	27 3% 4%
Don't know	288 5%	54 2% 19%	7 3% 2%	38 2% 13%	- - -	4 * 2%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.3A Which company does your household use for its fixed broadband internet connection?

Base: All adults 16+ UK

	Total	MOST FINANCIALLY VULNERABLE	POTENTIALLY FINANCIALLY VULNERABLE	LEAST FINANCIALLY VULNERABLE	VULNERABLE CHARACTERISTICS	
		Most financially vulnerable	Potentially financially vulnerable	Least financially vulnerable	With at least one vulnerable characteristic	Without a vulnerable characteristic
Unweighted Base	6284	1007	1338	822	1277	4787
Weighted Base	6284	993	1288	906	1124	4927
BT	1222	131	280	215	183	990
	19%	13%	22%	24%	16%	20%
		11%	23%	18%	15%	81%
EE	278	36	58	40	36	223
	4%	4%	4%	4%	3%	5%
		13%	21%	15%	13%	80%
Plusnet	199	9	39	39	28	164
	3%	1%	3%	4%	2%	3%
		5%	19%	19%	14%	82%
Post Office	50	11	11	3	15	34
	1%	1%	1%	*	1%	1%
		21%	22%	7%	30%	67%
Sky	1287	171	288	211	205	1051
	20%	17%	22%	23%	18%	21%
		13%	22%	16%	16%	82%
TalkTalk	542	104	114	77	89	440
	9%	10%	9%	8%	8%	9%
		19%	21%	14%	16%	81%
Virgin Media	1341	168	295	222	190	1128
	21%	17%	23%	24%	17%	23%
		13%	22%	17%	14%	84%
Vodafone	160	29	35	34	16	138
	3%	3%	3%	4%	1%	3%
		18%	22%	21%	10%	86%
Other	220	41	63	33	38	179
	3%	4%	5%	4%	3%	4%
		19%	29%	15%	17%	81%
Don't have fixed broadband service	697	261	79	19	278	389
	11%	26%	6%	2%	25%	8%
		37%	11%	3%	40%	56%
Don't know	288	32	27	13	47	191
	5%	3%	2%	1%	4%	4%
		11%	9%	5%	16%	66%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.4 Which company does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video and Netflix.

Base: All adults 16+ UK

	Total	GENDER		AGE						SOCIAL GRADE						
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	AB	C1	C2	DE	ABC1	C2DE
Unweighted Base	6284	3060	3224	658	967	901	860	986	1043	869	1313	1763	1396	1812	3076	3208
Weighted Base	6284	3046	3238	888	1134	1076	916	1051	649	570	1274	1852	1304	1855	3126	3158
BT	269	129	139	31	30	48	46	50	36	27	82	61	63	63	143	126
	4%	4%	4%	4%	3%	4%	5%	5%	6%	5%	6%	3%	5%	3%	5%	4%
		48%	52%	12%	11%	18%	17%	19%	13%	10%	30%	23%	23%	23%	53%	47%
Sky	1672	790	882	199	319	334	265	310	149	97	360	499	407	406	858	813
	27%	26%	27%	22%	28%	31%	29%	29%	23%	17%	28%	27%	31%	22%	27%	26%
		47%	53%	12%	19%	20%	16%	19%	9%	6%	22%	30%	24%	24%	51%	49%
TalkTalk	108	47	61	17	21	14	22	13	12	9	15	28	24	41	43	65
	2%	2%	2%	2%	2%	1%	2%	1%	2%	2%	1%	2%	2%	2%	1%	2%
		44%	56%	16%	19%	13%	21%	12%	11%	8%	14%	26%	22%	38%	40%	60%
Virgin Media	884	430	454	145	148	167	150	162	68	45	210	290	183	202	500	384
	14%	14%	14%	16%	13%	15%	16%	15%	10%	8%	17%	16%	14%	11%	16%	12%
		49%	51%	16%	17%	19%	17%	18%	8%	5%	24%	33%	21%	23%	57%	43%
Other	179	88	91	29	34	44	29	28	11	4	44	47	41	46	91	88
	3%	3%	3%	3%	3%	4%	3%	3%	2%	1%	3%	3%	3%	3%	3%	3%
		49%	51%	16%	19%	24%	16%	16%	6%	2%	25%	26%	23%	26%	51%	49%
Don't have a pay TV service	3024	1493	1531	416	551	452	390	470	363	382	545	889	546	1044	1434	1590
	48%	49%	47%	47%	49%	42%	43%	45%	56%	67%	43%	48%	42%	56%	46%	50%
		49%	51%	14%	18%	15%	13%	16%	12%	13%	18%	29%	18%	35%	47%	53%
Don't know	149	68	81	51	31	18	12	18	12	7	18	38	40	53	56	92
	2%	2%	2%	6%	3%	2%	1%	2%	2%	1%	1%	2%	3%	3%	2%	3%
		46%	54%	34%	21%	12%	8%	12%	8%	5%	12%	25%	27%	36%	38%	62%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.4 Which company does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video and Netflix.

Base: All adults 16+ UK

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Total	Urban	Rural	England	Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	6284	4712	1572	4994	778	332	180	264	647	489	429	553	556	725	817	514	332	778	180
Weighted Base	6284	4782	1502	5293	534	314	143	258	627	489	452	582	604	850	885	545	314	534	143
BT	269	206	63	219	29	16	4	11	32	22	6	21	21	41	41	25	16	29	4
	4%	4%	4%	4%	6%	5%	3%	4%	5%	4%	1%	4%	3%	5%	5%	5%	5%	6%	3%
		77%	23%	82%	11%	6%	2%	4%	12%	8%	2%	8%	8%	15%	15%	9%	6%	11%	2%
Sky	1672	1247	425	1344	165	124	40	77	198	137	108	166	149	156	232	120	124	165	40
	27%	26%	28%	25%	31%	39%	28%	30%	32%	28%	24%	29%	25%	18%	26%	22%	39%	31%	28%
		75%	25%	80%	10%	7%	2%	5%	12%	8%	6%	10%	9%	9%	14%	7%	7%	10%	2%
TalkTalk	108	87	21	94	12	1	1	4	12	8	8	12	9	20	11	10	1	12	1
	2%	2%	1%	2%	2%	*	1%	1%	2%	2%	2%	2%	2%	2%	1%	2%	*	2%	1%
		81%	19%	87%	11%	1%	1%	3%	11%	7%	8%	11%	8%	18%	10%	10%	1%	11%	1%
Virgin Media	884	795	89	772	65	27	21	34	104	44	67	120	94	121	142	46	27	65	21
	14%	17%	6%	15%	12%	8%	15%	13%	17%	9%	15%	21%	16%	14%	16%	8%	8%	12%	15%
		90%	10%	87%	7%	3%	2%	4%	12%	5%	8%	14%	11%	14%	16%	5%	3%	7%	2%
Other	179	139	41	154	6	20	-	9	28	27	7	9	19	21	20	15	20	6	-
	3%	3%	3%	3%	1%	6%	-	3%	4%	5%	1%	2%	3%	2%	3%	6%	6%	1%	-
		77%	23%	86%	3%	11%	-	5%	15%	15%	4%	5%	11%	11%	8%	11%	3%	3%	-
Don't have a pay TV service	3024	2184	839	2574	250	122	78	113	227	245	251	247	296	450	430	316	122	250	78
	48%	46%	56%	49%	47%	39%	54%	44%	36%	50%	55%	42%	49%	53%	49%	58%	39%	47%	54%
		72%	28%	85%	8%	4%	3%	4%	7%	8%	8%	8%	10%	15%	14%	10%	4%	8%	3%
Don't know	149	124	24	135	8	5	-	11	27	6	5	7	16	43	8	13	5	8	-
	2%	3%	2%	3%	1%	2%	-	4%	4%	1%	1%	1%	3%	5%	1%	2%	2%	1%	-
		84%	16%	91%	5%	4%	-	7%	18%	4%	3%	5%	11%	29%	6%	9%	4%	5%	-

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.4 Which company does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video and Netflix.

Base: All adults 16+ UK

	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER									
	Total	White	Minority Ethnic	Any Internet access	No Internet access	Total Landline	BT	Sky	TalkTalk	Virgin Media	EE	Plusnet	Post Office	Vodafone
Unweighted Base	6284	5536	672	5531	753	4644	1839	925	473	871	174	147	67	110
Weighted Base	6284	5400	802	5719	565	4451	1643	974	433	897	170	143	55	117
BT	269	239	28	259	10	241	237	2	-	1	-	-	1	3
	4%	4%	4%	5%	2%	5%	14%	*	-	*	-	-	2%	2%
		89%	11%	96%	4%	90%	88%	1%	-	*	-	-	*	1%
Sky	1672	1452	212	1592	80	1389	393	814	68	28	31	18	7	18
	27%	27%	26%	28%	14%	31%	24%	84%	16%	3%	18%	12%	12%	15%
		87%	13%	95%	5%	83%	23%	49%	4%	2%	2%	1%	*	1%
TalkTalk	108	95	12	104	4	92	5	1	84	-	1	-	-	-
	2%	2%	1%	2%	1%	2%	*	*	19%	-	1%	-	-	-
		88%	11%	96%	4%	85%	5%	1%	77%	-	1%	-	-	-
Virgin Media	884	776	101	849	36	704	42	3	3	651	2	-	1	2
	14%	14%	13%	15%	6%	16%	3%	*	1%	73%	1%	-	2%	2%
		88%	11%	96%	4%	80%	5%	*	*	74%	*	-	*	*
Other	179	174	4	173	6	129	39	13	11	16	14	11	2	2
	3%	3%	1%	3%	1%	3%	2%	1%	2%	2%	8%	8%	4%	2%
		97%	2%	96%	4%	72%	22%	7%	6%	9%	8%	6%	1%	1%
Don't have a pay TV service	3024	2564	410	2605	418	1856	907	136	263	197	119	111	43	92
	48%	47%	51%	46%	74%	42%	55%	14%	61%	22%	70%	77%	78%	78%
		85%	14%	86%	14%	61%	30%	4%	9%	7%	4%	4%	1%	3%
Don't know	149	99	34	138	11	40	20	4	5	4	2	4	1	1
	2%	2%	4%	2%	2%	1%	1%	*	1%	*	1%	2%	1%	1%
		67%	23%	93%	7%	27%	13%	3%	3%	3%	2%	2%	*	1%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.4 Which company does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video and Netflix.

Base: All adults 16+ UK

	Total	Q.2 MOBILE SUPPLIER									Q.3A BROADBAND SUPPLIER							
		Total mobile	BT	EE	O2	Tesco Mobile	Three	Virgin Mobile	Vodafone	Lycamobile	giffgaff	Total broadband	BT	EE	Sky	TalkTalk	Virgin Media	Plusnet
Unweighted Base	6284	5623	261	1256	1121	457	582	364	922	63	285	4982	1302	268	1204	561	1234	196
Weighted Base	6284	5746	236	1303	1131	424	650	362	937	71	324	5088	1222	278	1287	542	1341	199
BT	269	251	62	58	48	15	22	1	32	1	8	254	247	1	3	1	1	1
	4%	4%	26%	4%	4%	4%	3%	*	3%	2%	3%	5%	20%	1%	*	*	*	*
		93%	23%	22%	18%	6%	8%	*	12%	*	3%	94%	92%	1%	1%	*	*	*
Sky	1672	1577	36	401	369	105	177	46	261	14	37	1540	275	42	1045	68	48	27
	27%	27%	15%	31%	33%	25%	27%	13%	28%	20%	11%	30%	23%	15%	81%	12%	4%	13%
		94%	2%	24%	22%	6%	11%	3%	16%	1%	2%	92%	16%	2%	62%	4%	3%	2%
TalkTalk	108	103	2	18	26	10	20	1	8	2	9	106	-	3	2	101	-	-
	2%	2%	1%	1%	2%	2%	3%	*	1%	3%	3%	2%	-	1%	*	19%	-	-
		95%	2%	17%	24%	9%	19%	1%	7%	2%	9%	98%	-	3%	1%	93%	-	-
Virgin Media	884	848	7	152	174	52	76	182	144	5	38	847	6	-	-	5	834	2
	14%	15%	3%	12%	15%	12%	12%	50%	15%	7%	12%	17%	*	-	-	1%	62%	1%
		96%	1%	17%	20%	6%	9%	21%	16%	1%	4%	96%	1%	-	-	1%	94%	*
Other	179	177	5	48	32	6	14	6	28	3	15	162	29	23	15	15	29	11
	3%	3%	2%	4%	3%	1%	2%	2%	3%	4%	5%	3%	2%	8%	1%	3%	2%	6%
		99%	3%	27%	18%	3%	8%	3%	15%	2%	8%	90%	16%	13%	8%	9%	16%	6%
Don't have a pay TV service	3024	2696	120	605	462	232	326	125	453	44	206	2137	656	203	217	349	417	155
	48%	47%	51%	46%	41%	55%	50%	34%	48%	62%	63%	42%	54%	73%	17%	64%	31%	78%
		89%	4%	20%	15%	8%	11%	4%	15%	1%	7%	71%	22%	7%	7%	12%	14%	5%
Don't know	149	94	5	21	20	5	14	1	12	2	11	42	9	5	6	4	11	4
	2%	2%	2%	2%	2%	1%	2%	*	1%	3%	3%	1%	1%	2%	*	1%	1%	2%
		63%	3%	14%	13%	3%	10%	1%	8%	1%	7%	28%	6%	3%	4%	3%	7%	3%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.4 Which company does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video and Netflix.

Base: All adults 16+ UK

	Total	Q.3A BROADBAND SUPPLIER	
		Post Office	Vodafone
Unweighted Base	6284	50	149
Weighted Base	6284	50	160
BT	269 4%	1 2% *	- - -
Sky	1672 27%	5 10% *	20 13% 1%
TalkTalk	108 2%	- - -	- - -
Virgin Media	884 14%	- - -	5 3% 1%
Other	179 3%	2 4% 1%	3 2% 2%
Don't have a pay TV service	3024 48%	41 82% 1%	130 81% 4%
Don't know	149 2%	1 1% *	2 1% 2%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.4 Which company does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video and Netflix.

Base: All adults 16+ UK

	Total	Q.4 PAY TV SUPPLIER				
		Total TV	BT	Sky	TalkTalk	Virgin Media
Unweighted Base	6284	3049	279	1653	108	846
Weighted Base	6284	3112	269	1672	108	884
BT	269	269	269	-	-	-
	4%	9%	100%	-	-	-
		100%	-	-	-	-
Sky	1672	1672	-	1672	-	-
	27%	54%	-	100%	-	-
		100%	-	100%	-	-
TalkTalk	108	108	-	-	108	-
	2%	3%	-	-	100%	-
		100%	-	-	100%	-
Virgin Media	884	884	-	-	-	884
	14%	28%	-	-	-	100%
		100%	-	-	-	100%
Other	179	179	-	-	-	-
	3%	6%	-	-	-	-
		100%	-	-	-	-
Don't have a pay TV service	3024	-	-	-	-	-
	48%	-	-	-	-	-
		-	-	-	-	-
Don't know	149	-	-	-	-	-
	2%	-	-	-	-	-
		-	-	-	-	-

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.4 Which company does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video and Netflix.

Base: All adults 16+ UK

	Total	MOST FINANCIALLY VULNERABLE	POTENTIALLY FINANCIALLY VULNERABLE	LEAST FINANCIALLY VULNERABLE	VULNERABLE CHARACTERISTICS	
		Most financially vulnerable	Potentially financially vulnerable	Least financially vulnerable	With at least one vulnerable characteristic	Without a vulnerable characteristic
Unweighted Base	6284	1007	1338	822	1277	4787
Weighted Base	6284	993	1288	906	1124	4927
BT	269 4%	32 3% 12%	64 5% 24%	57 6% 21%	45 4% 17%	215 4% 80%
Sky	1672 27%	218 22% 13%	379 29% 23%	295 33% 18%	260 23% 16%	1364 28% 82%
TalkTalk	108 2%	24 2% 22%	13 1% 12%	12 1% 11%	19 2% 18%	83 2% 77%
Virgin Media	884 14%	99 10% 11%	208 16% 24%	155 17% 18%	137 12% 16%	730 15% 83%
Other	179 3%	30 3% 17%	48 4% 27%	25 3% 14%	28 2% 16%	149 3% 83%
Don't have a pay TV service	3024 48%	579 58% 19%	563 44% 19%	353 39% 12%	614 55% 20%	2294 47% 76%
Don't know	149 2%	11 1% 8%	12 1% 8%	9 1% 6%	19 2% 13%	91 2% 61%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.5 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?

Base: All adults 16+ UK

	Total	GENDER		AGE						SOCIAL GRADE						
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	AB	C1	C2	DE	ABC1	C2DE
Unweighted Base	6284	3060	3224	658	967	901	860	986	1043	869	1313	1763	1396	1812	3076	3208
Weighted Base	6284	3046	3238	888	1134	1076	916	1051	649	570	1274	1852	1304	1855	3126	3158
Landline phone	180	72	108	2	13	33	29	53	28	24	48	59	27	46	107	73
	3%	2%	3%	*	1%	3%	3%	5%	4%	4%	4%	3%	2%	2%	3%	2%
		40%	60%	1%	7%	18%	16%	29%	15%	13%	27%	33%	15%	26%	59%	41%
Mobile phone	152	69	82	24	30	35	20	27	11	6	34	64	22	31	98	54
	2%	2%	3%	3%	3%	3%	2%	3%	2%	1%	3%	3%	2%	2%	3%	2%
		46%	54%	16%	19%	23%	13%	18%	7%	4%	22%	42%	15%	21%	65%	35%
Fixed broadband internet	663	329	334	97	125	149	110	116	42	23	176	233	130	124	409	254
	11%	11%	10%	11%	11%	14%	12%	11%	7%	4%	14%	13%	10%	7%	13%	8%
		50%	50%	15%	19%	22%	17%	18%	6%	4%	27%	35%	20%	19%	62%	38%
Pay TV	120	60	60	4	19	17	27	34	13	6	29	39	24	26	69	51
	2%	2%	2%	*	2%	2%	3%	3%	2%	1%	2%	2%	2%	1%	2%	2%
		50%	50%	3%	16%	14%	23%	29%	10%	5%	24%	33%	20%	22%	57%	43%
SUMMARY CODE																
REASON TO COMPLAIN	940	451	489	119	164	193	152	181	80	51	236	332	181	191	568	371
	15%	15%	15%	13%	14%	18%	17%	17%	12%	9%	19%	18%	14%	10%	18%	12%
		48%	52%	13%	17%	20%	16%	19%	8%	5%	25%	35%	19%	20%	60%	40%
None of these	5344	2595	2749	769	970	883	764	870	569	520	1038	1520	1123	1664	2557	2787
	85%	85%	85%	87%	86%	82%	83%	83%	88%	91%	81%	82%	86%	90%	82%	88%
		49%	51%	14%	18%	17%	14%	16%	11%	10%	19%	28%	21%	31%	48%	52%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.5 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?

Base: All adults 16+ UK

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Total	Urban	Rural	England	Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	6284	4712	1572	4994	778	332	180	264	647	489	429	553	556	725	817	514	332	778	180
Weighted Base	6284	4782	1502	5293	534	314	143	258	627	489	452	582	604	850	885	545	314	534	143
Landline phone	180	124	56	150	12	16	2	3	15	8	14	10	26	15	43	17	16	12	2
	3%	3%	4%	3%	2%	5%	2%	1%	2%	2%	3%	2%	4%	2%	5%	3%	5%	2%	2%
		69%	31%	83%	7%	9%	1%	1%	8%	5%	8%	6%	14%	8%	24%	9%	9%	7%	1%
Mobile phone	152	114	38	133	10	7	2	4	16	5	13	7	23	28	28	9	7	10	2
	2%	2%	3%	3%	2%	2%	2%	1%	3%	1%	3%	1%	4%	3%	3%	2%	2%	2%	2%
		75%	25%	88%	6%	5%	1%	2%	11%	3%	9%	4%	15%	18%	19%	6%	5%	6%	1%
Fixed broadband internet	663	488	176	528	70	51	14	14	57	47	46	53	72	68	113	58	51	70	14
	11%	10%	12%	10%	13%	16%	10%	5%	9%	10%	10%	9%	12%	8%	13%	11%	16%	13%	10%
		74%	26%	80%	11%	8%	2%	2%	9%	7%	7%	8%	11%	10%	17%	9%	8%	11%	2%
Pay TV	120	88	31	96	13	6	5	3	14	7	8	12	11	14	23	4	6	13	5
	2%	2%	2%	2%	2%	2%	3%	1%	2%	1%	2%	2%	2%	2%	3%	1%	2%	2%	3%
		74%	26%	80%	11%	5%	4%	3%	12%	6%	7%	10%	9%	12%	20%	3%	5%	11%	4%
SUMMARY CODE																			
REASON TO COMPLAIN	940	697	243	766	93	62	20	19	81	61	68	72	105	107	176	77	62	93	20
	15%	15%	16%	14%	17%	20%	14%	7%	13%	13%	15%	12%	17%	13%	20%	14%	20%	17%	14%
		74%	26%	81%	10%	7%	2%	2%	9%	7%	7%	8%	11%	11%	19%	8%	7%	10%	2%
None of these	5344	4086	1258	4527	442	252	124	238	546	427	385	511	499	743	709	468	252	442	124
	85%	85%	84%	86%	83%	80%	86%	93%	87%	87%	85%	88%	83%	87%	80%	86%	80%	83%	86%
		76%	24%	85%	8%	5%	2%	4%	10%	8%	7%	10%	9%	14%	13%	9%	5%	8%	2%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.5 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?

Base: All adults 16+ UK

	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER									
	Total	White	Minority Ethnic	Any Internet access	No Internet access	Total Landline	BT	Sky	TalkTalk	Virgin Media	EE	Plusnet	Post Office	Vodafone
Unweighted Base	6284	5536	672	5531	753	4644	1839	925	473	871	174	147	67	110
Weighted Base	6284	5400	802	5719	565	4451	1643	974	433	897	170	143	55	117
Landline phone	180 3%	168 3% 93%	11 1% 6%	162 3% 90%	18 3% 10%	166 4% 92%	67 4% 37%	31 3% 17%	13 3% 7%	28 3% 16%	8 5% 4%	9 6% 5%	4 8% 2%	5 4% 3%
Mobile phone	152 2%	124 2% 82%	27 3% 17%	150 3% 99%	2 * 1%	104 2% 68%	35 2% 23%	26 3% 17%	11 2% 7%	16 2% 10%	10 6% 7%	3 2% 2%	1 2% 1%	3 2% 2%
Fixed broadband internet	663 11%	589 11% 89%	65 8% 10%	660 12% 99%	3 1% 1%	517 12% 78%	152 9% 23%	118 12% 18%	68 16% 10%	113 13% 17%	25 15% 4%	23 16% 3%	4 7% 1%	17 15% 3%
Pay TV	120 2%	115 2% 96%	5 1% 4%	115 2% 96%	5 1% 4%	107 2% 89%	20 1% 17%	35 4% 29%	11 3% 9%	37 4% 31%	2 1% 2%	1 1% 1%	- - -	1 1% 1%
SUMMARY CODE														
REASON TO COMPLAIN	940 15%	832 15% 89%	99 12% 10%	913 16% 97%	27 5% 3%	735 17% 78%	228 14% 24%	176 18% 19%	89 20% 9%	155 17% 16%	35 20% 4%	28 19% 3%	7 13% 1%	23 20% 2%
None of these	5344 85%	4568 85% 85%	703 88% 13%	4805 84% 90%	539 95% 10%	3716 83% 70%	1416 86% 26%	798 82% 15%	345 80% 6%	742 83% 14%	136 80% 3%	116 81% 2%	48 87% 1%	94 80% 2%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.5 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?

Base: All adults 16+ UK

	Total	Q.2 MOBILE SUPPLIER										Q.3A BROADBAND SUPPLIER						
		Total mobile	BT	EE	O2	Tesco Mobile	Three	Virgin Mobile	Vodafone	Lycamobile	giffgaf	Total broadband	BT	EE	Sky	TalkTalk	Virgin Media	Plusnet
Unweighted Base	6284	5623	261	1256	1121	457	582	364	922	63	285	4982	1302	268	1204	561	1234	196
Weighted Base	6284	5746	236	1303	1131	424	650	362	937	71	324	5088	1222	278	1287	542	1341	199
Landline phone	180	158	9	39	29	13	17	18	20	-	6	152	55	8	35	10	29	11
	3%	3%	4%	3%	3%	3%	3%	5%	2%	-	2%	3%	4%	3%	3%	2%	2%	5%
		88%	5%	22%	16%	7%	9%	10%	11%	-	3%	84%	30%	4%	19%	5%	16%	6%
Mobile phone	152	149	7	28	17	11	39	12	27	-	6	128	30	14	27	11	32	5
	2%	3%	3%	2%	1%	3%	6%	3%	3%	-	2%	3%	2%	5%	2%	2%	2%	2%
		98%	5%	18%	11%	7%	26%	8%	18%	-	4%	84%	20%	9%	18%	7%	21%	3%
Fixed broadband internet	663	644	21	159	138	49	71	41	103	-	35	629	121	42	153	77	181	28
	11%	11%	9%	12%	12%	11%	11%	11%	11%	-	11%	12%	10%	15%	12%	14%	14%	14%
		97%	3%	24%	21%	7%	11%	6%	15%	-	5%	95%	18%	6%	23%	12%	27%	4%
Pay TV	120	115	4	23	27	9	16	7	16	-	4	112	13	5	40	12	41	1
	2%	2%	2%	2%	2%	2%	2%	2%	2%	-	1%	2%	1%	2%	3%	2%	3%	*
		97%	3%	19%	22%	8%	13%	5%	14%	-	4%	94%	11%	4%	33%	10%	34%	1%
SUMMARY CODE																		
REASON TO COMPLAIN	940	900	33	213	175	74	121	60	146	-	42	856	181	57	214	95	238	34
	15%	16%	14%	16%	15%	17%	19%	16%	16%	-	13%	17%	15%	20%	17%	18%	18%	17%
		96%	4%	23%	19%	8%	13%	6%	16%	-	4%	91%	19%	6%	23%	10%	25%	4%
None of these	5344	4845	203	1090	956	350	529	303	791	71	282	4233	1041	221	1073	447	1103	165
	85%	84%	86%	84%	85%	83%	81%	84%	84%	100%	87%	83%	85%	80%	83%	82%	82%	83%
		91%	4%	20%	18%	7%	10%	6%	15%	1%	5%	79%	19%	4%	20%	8%	21%	3%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.5 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?

Base: All adults 16+ UK

	Total	Q.3A BROADBAND SUPPLIER	
		Post Office	Vodafone
Unweighted Base	6284	50	149
Weighted Base	6284	50	160
Landline phone	180 3%	3 6% 2%	4 3% 2%
Mobile phone	152 2%	1 2% 1%	3 2% 2%
Fixed broadband internet	663 11%	5 10% 1%	19 12% 3%
Pay TV	120 2%	- - -	1 1% 1%
SUMMARY CODE			
REASON TO COMPLAIN	940 15%	7 14% 1%	25 16% 3%
None of these	5344 85%	43 86% 1%	135 84% 3%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.5 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?

Base: All adults 16+ UK

	Total	Q.4 PAY TV SUPPLIER				
		Total TV	BT	Sky	TalkTalk	Virgin Media
Unweighted Base	6284	3049	279	1653	108	846
Weighted Base	6284	3112	269	1672	108	884
Landline phone	180 3%	91 3% 51%	7 2% 4%	49 3% 27%	3 3% 2%	25 3% 14%
Mobile phone	152 2%	62 2% 41%	6 2% 4%	36 2% 24%	2 2% 2%	14 2% 9%
Fixed broadband internet	663 11%	380 12% 57%	22 8% 3%	195 12% 29%	22 20% 3%	113 13% 17%
Pay TV	120 2%	110 4% 92%	6 2% 5%	56 3% 47%	6 5% 5%	40 5% 34%
SUMMARY CODE						
REASON TO COMPLAIN	940 15%	534 17% 57%	34 13% 4%	285 17% 30%	29 27% 3%	154 17% 16%
None of these	5344 85%	2578 83% 48%	235 87% 4%	1387 83% 26%	79 73% 1%	730 83% 14%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.5 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?

Base: All adults 16+ UK

	Total	MOST FINANCIALLY VULNERABLE	POTENTIALLY FINANCIALLY VULNERABLE	LEAST FINANCIALLY VULNERABLE	VULNERABLE CHARACTERISTICS	
		Most financially vulnerable	Potentially financially vulnerable	Least financially vulnerable	With at least one vulnerable characteristic	Without a vulnerable characteristic
Unweighted Base	6284	1007	1338	822	1277	4787
Weighted Base	6284	993	1288	906	1124	4927
Landline phone	180	30	32	43	61	112
	3%	3%	2%	5%	5%	2%
		17%	18%	24%	34%	62%
Mobile phone	152	19	34	33	31	119
	2%	2%	3%	4%	3%	2%
		12%	22%	22%	21%	78%
Fixed broadband internet	663	74	142	129	137	506
	11%	7%	11%	14%	12%	10%
		11%	21%	19%	21%	76%
Pay TV	120	15	30	26	20	98
	2%	2%	2%	3%	2%	2%
		13%	25%	22%	17%	82%
SUMMARY CODE						
REASON TO COMPLAIN	940	114	201	186	207	709
	15%	11%	16%	20%	18%	14%
		12%	21%	20%	22%	75%
None of these	5344	879	1087	720	917	4218
	85%	89%	84%	80%	82%	86%
		16%	20%	13%	17%	79%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.6 What was the issue(s) you had reason to complain about in connection with your home landline?

Base: All who had reason to complain about landline phone

	Total	GENDER		AGE	SOCIAL GRADE			
		Male	Female	55-64	AB	C1	ABC1	C2DE
Unweighted Base	191	80	111	50	55	58	113	78
Weighted Base	180	72	108	53	48	59	107	73
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	46 25%	21 29% 46%	25 23% 54%	12 23% 26%	8 17% 18%	16 27% 34%	24 22% 52%	22 30% 48%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	21 12%	9 12% 43%	12 11% 57%	7 13% 33%	5 11% 26%	5 9% 26%	11 10% 52%	10 13% 48%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	13 7%	4 5% 31%	9 8% 69%	4 7% 31%	3 6% 22%	5 8% 37%	7 7% 60%	5 7% 40%
Dissatisfaction with customer service from a previous occasion or contact	13 7%	5 7% 41%	8 7% 59%	- - -	5 10% 39%	3 6% 27%	8 8% 66%	4 6% 34%
The service not performing as it should, for example voice mails delivered late, poor call/line quality or not performing as advertised, loss of service	97 54%	33 46% 34%	64 59% 66%	28 53% 29%	32 66% 33%	29 50% 30%	61 57% 63%	36 49% 37%
Or something else	15 8%	6 8% 38%	9 9% 62%	4 8% 26%	1 3% 8%	7 11% 43%	8 7% 51%	7 10% 49%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.6 What was the issue(s) you had reason to complain about in connection with your home landline?

Base: All who had reason to complain about landline phone

	Total	AREA		COUNTRY
		Urban	Rural	England
Unweighted Base	191	131	60	152
Weighted Base	180	124	56	150
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	46 25%	33 27% 72%	13 23% 28%	37 25% 81%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	21 12%	15 12% 73%	6 10% 27%	19 13% 91%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	13 7%	7 6% 58%	5 9% 42%	10 7% 79%
Dissatisfaction with customer service from a previous occasion or contact	13 7%	9 7% 71%	4 7% 29%	9 6% 71%
The service not performing as it should, for example voice mails delivered late, poor call/line quality or not performing as advertised, loss of service	97 54%	69 56% 71%	28 50% 29%	82 54% 84%
Or something else	15 8%	8 6% 52%	7 13% 48%	14 9% 89%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.6 What was the issue(s) you had reason to complain about in connection with your home landline?

Base: All who had reason to complain about landline phone

	ETHNIC ORIGIN		INTERNET ACCESS	Q.1 LANDLINE SUPPLIER	
	Total	White	Any Internet access	Total Landline	BT
Unweighted Base	191	180	171	178	72
Weighted Base	180	168	162	166	67
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	46 25%	44 26% 95%	40 25% 87%	43 26% 94%	10 15% 22%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	21 12%	18 11% 86%	21 13% 100%	20 12% 94%	7 11% 36%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	13 7%	13 7% 100%	12 7% 96%	10 6% 78%	6 9% 48%
Dissatisfaction with customer service from a previous occasion or contact	13 7%	11 6% 85%	11 7% 86%	13 8% 100%	5 8% 43%
The service not performing as it should, for example voice mails delivered late, poor call/line quality or not performing as advertised, loss of service	97 54%	90 53% 93%	90 56% 93%	91 55% 94%	40 60% 41%
Or something else	15 8%	14 8% 92%	11 7% 74%	13 8% 86%	7 10% 44%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.6 What was the issue(s) you had reason to complain about in connection with your home landline?

Base: All who had reason to complain about landline phone

	Total	Q.2 MOBILE SUPPLIER	Q.3A BROADBAND SUPPLIER	
		Total mobile	Total broadband	BT
Unweighted Base	191	167	162	59
Weighted Base	180	158	152	55
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	46 25%	39 24% 84%	38 25% 82%	6 12% 14%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	21 12%	20 12% 95%	21 14% 100%	7 14% 36%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	13 7%	13 8% 100%	10 6% 78%	5 9% 40%
Dissatisfaction with customer service from a previous occasion or contact	13 7%	13 8% 100%	11 7% 86%	5 8% 36%
The service not performing as it should, for example voice mails delivered late, poor call/line quality or not performing as advertised, loss of service	97 54%	86 55% 89%	86 57% 89%	36 65% 37%
Or something else	15 8%	11 7% 72%	10 6% 65%	4 7% 26%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.6 What was the issue(s) you had reason to complain about in connection with your home landline?

Base: All who had reason to complain about landline phone

	Total	Q.4 PAY TV SUPPLIER	
		Total TV	
Unweighted Base	191	93	
Weighted Base	180	91	
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	46 25%	19 21%	41%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	21 12%	13 15%	64%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or appointment, it was not installed/set up correctly or time taken for hardware to arrive	13 7%	3 3%	23%
Dissatisfaction with customer service from a previous occasion or contact	13 7%	6 7%	49%
The service not performing as it should, for example voice mails delivered late, poor call/line quality or not performing as advertised, loss of service	97 54%	52 57%	54%
Or something else	15 8%	8 9%	53%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.6 What was the issue(s) you had reason to complain about in connection with your home landline?

Base: All who had reason to complain about landline phone

	VULNERABLE CHARACTERISTICS		
	Total	With at least one vulnerable characteristic	Without a vulnerable characteristic
Unweighted Base	191	68	116
Weighted Base	180	61	112
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	46 25%	26 42% 57%	20 18% 43%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	21 12%	4 6% 18%	15 14% 74%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	13 7%	3 5% 23%	9 8% 71%
Dissatisfaction with customer service from a previous occasion or contact	13 7%	4 6% 31%	9 8% 69%
The service not performing as it should, for example voice mails delivered late, poor call/line quality or not performing as advertised, loss of service	97 54%	29 47% 30%	65 58% 67%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.6 What was the issue(s) you had reason to complain about in connection with your home landline?

Base: All who had reason to complain about landline phone

	VULNERABLE CHARACTERISTICS	
	With at least one vulnerable characteristic	Without a vulnerable characteristic
Total		
Unweighted Base	191	116
Weighted Base	180	112
Or something else	15 8%	4 7% 29%
		9 8% 59%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.7 And have you gone ahead and made a complaint about your home landline service or supplier? If so, who did you complain to?

Base: All who had reason to complain about landline phone

	Total	GENDER		AGE	SOCIAL GRADE			
		Male	Female	55-64	AB	C1	ABC1	C2DE
Unweighted Base	191	80	111	50	55	58	113	78
Weighted Base	180	72	108	53	48	59	107	73
Yes - to my landline provider	153 85%	61 84%	92 86%	43 82%	45 93%	52 89%	97 91%	56 77%
Yes - to Ofcom	3 1%	1 1%	2 2%	2 3%	1 1%	1 2%	2 2%	1 1%
Yes - other	1 1%	* 1%	1 1%	1 2%	* 1%	- -	* 31%	1 69%
No	25 14%	11 15%	15 14%	8 16%	3 6%	6 11%	9 9%	16 22%
SUMMARY CODE								
ANY YES	155 86%	61 85%	93 86%	44 84%	45 94%	52 89%	97 91%	57 78%
Don't know	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.7 And have you gone ahead and made a complaint about your home landline service or supplier? If so, who did you complain to?

Base: All who had reason to complain about landline phone

	Total	AREA		COUNTRY
		Urban	Rural	England
Unweighted Base	191	131	60	152
Weighted Base	180	124	56	150
Yes - to my landline provider	153 85%	104 84% 68%	49 88% 32%	128 85% 83%
Yes - to Ofcom	3 1%	2 1% 58%	1 2% 42%	2 1% 74%
Yes - other	1 1%	- - -	1 3% 100%	1 1% 100%
No	25 14%	20 16% 80%	5 9% 20%	21 14% 81%
SUMMARY CODE				
ANY YES	155 86%	104 84% 67%	51 91% 33%	129 86% 84%
Don't know	- - -	- - -	- - -	- - -

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.7 And have you gone ahead and made a complaint about your home landline service or supplier? If so, who did you complain to?

Base: All who had reason to complain about landline phone

	Total	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER	
		White	Any Internet access	Total Landline	BT
Unweighted Base	191	180	171	178	72
Weighted Base	180	168	162	166	67
Yes - to my landline provider	153 85%	145 86%	140 86%	141 85%	57 86%
Yes - to Ofcom	3 1%	3 2%	3 2%	2 1%	2 2%
Yes - other	1 1%	1 1%	1 1%	* *	- -
No	25 14%	22 13%	21 13%	24 15%	9 14%
SUMMARY CODE		88%	82%	95%	36%
ANY YES	155 86%	146 87%	141 87%	142 85%	57 86%
Don't know	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.7 And have you gone ahead and made a complaint about your home landline service or supplier? If so, who did you complain to?

Base: All who had reason to complain about landline phone

	Total	Q.2 MOBILE SUPPLIER	Q.3A BROADBAND SUPPLIER	
		Total mobile	Total broadband	BT
Unweighted Base	191	167	162	59
Weighted Base	180	158	152	55
Yes - to my landline provider	153 85%	137 87% 90%	133 88% 87%	48 89% 32%
Yes - to Ofcom	3 1%	2 1% 68%	3 2% 100%	2 3% 58%
Yes - other	1 1%	1 1% 69%	* * 31%	- - -
No	25 14%	20 12% 78%	18 12% 71%	6 11% 25%
SUMMARY CODE				
ANY YES	155 86%	138 88% 89%	134 88% 86%	48 89% 31%
Don't know	-	-	-	-
	-	-	-	-

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.7 And have you gone ahead and made a complaint about your home landline service or supplier? If so, who did you complain to?

Base: All who had reason to complain about landline phone

	Total	Q.4 PAY TV SUPPLIER
		Total TV
Unweighted Base	191	93
Weighted Base	180	91
Yes - to my landline provider	153 85%	80 88% 52%
Yes - to Ofcom	3 1%	2 2% 68%
Yes - other	1 1%	1 2% 100%
No	25 14%	10 11% 39%
SUMMARY CODE		
ANY YES	155 86%	81 89% 53%
Don't know	-	-
	-	-

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.7 And have you gone ahead and made a complaint about your home landline service or supplier? If so, who did you complain to?

Base: All who had reason to complain about landline phone

	VULNERABLE CHARACTERISTICS		
	Total	With at least one vulnerable characteristic	Without a vulnerable characteristic
Unweighted Base	191	68	116
Weighted Base	180	61	112
Yes - to my landline provider	153 85%	55 90% 36%	92 82% 60%
Yes - to Ofcom	3 1%	1 1% 32%	2 2% 68%
Yes - other	1 1%	* 1% 31%	1 1% 69%
No	25 14%	6 9% 22%	19 17% 75%
SUMMARY CODE			
ANY YES	155 86%	56 91% 36%	93 83% 60%
Don't know	- - -	- - -	- - -

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.9 What was the issue(s) you had reason to complain about in connection with your mobile phone?

Base: All who had reason to complain about mobile phone provider

	Total	GENDER		SOCIAL GRADE		
		Male	Female	C1	ABC1	C2DE
Unweighted Base	143	63	80	56	93	50
Weighted Base	152	69	82	64	98	54
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	37 24%	16 24% 44%	21 25% 56%	18 28% 48%	27 27% 72%	11 20% 28%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	6 4%	3 4% 44%	4 4% 56%	4 6% 63%	4 4% 63%	2 4% 37%
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	2 1%	* 1% 22%	2 2% 78%	- - -	2 2% 100%	- - -
Dissatisfaction with customer service from a previous occasion or contact	22 14%	12 17% 53%	10 13% 47%	11 16% 48%	13 14% 61%	9 16% 39%
The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G or 4G) in certain areas, text (SMS or IM) or voice mails delivered late, poor call/line quality	93 61%	39 56% 42%	54 65% 58%	37 57% 39%	59 60% 64%	34 62% 36%
Or something else	6 4%	5 7% 78%	1 2% 22%	2 3% 29%	4 4% 71%	2 3% 29%



Reasons to Complain (QS1024 - 200702/200703/200704)

Q.9 What was the issue(s) you had reason to complain about in connection with your mobile phone?

Base: All who had reason to complain about mobile phone provider

	Total	AREA	COUNTRY
		Urban	England
Unweighted Base	143	107	120
Weighted Base	152	114	133
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	37 24%	32 28% 86%	31 23% 84%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	6 4%	6 6% 100%	6 5% 100%
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	2 1%	2 2% 78%	1 1% 62%
Dissatisfaction with customer service from a previous occasion or contact	22 14%	18 16% 82%	19 14% 87%
The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G or 4G) in certain areas, text (SMS or IM) or voice mails delivered late, poor call/line quality	93 61%	64 57% 69%	83 63% 90%
Or something else	6 4%	4 4% 71%	6 4% 100%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.9 What was the issue(s) you had reason to complain about in connection with your mobile phone?

Base: All who had reason to complain about mobile phone provider

	Total	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER
		White	Any Internet access	Total Landline
Unweighted Base	143	120	140	99
Weighted Base	152	124	150	104
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	37 24%	35 28% 93%	36 24% 97%	29 28% 78%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	6 4%	4 3% 62%	6 4% 100%	6 6% 100%
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	2 1%	2 2% 100%	2 1% 100%	* * 22%
Dissatisfaction with customer service from a previous occasion or contact	22 14%	18 15% 84%	21 14% 96%	14 13% 64%
The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G or 4G) in certain areas, text (SMS or IM) or voice mails delivered late, poor call/line quality	93 61%	72 58% 78%	91 61% 99%	62 60% 67%
Or something else	6 4%	3 2% 50%	6 4% 100%	2 2% 29%



Reasons to Complain (QS1024 - 200702/200703/200704)

Q.9 What was the issue(s) you had reason to complain about in connection with your mobile phone?

Base: All who had reason to complain about mobile phone provider

	Total	Q.2 MOBILE SUPPLIER	Q.3A BROADBAND SUPPLIER
		Total mobile	Total broadband
Unweighted Base	143	140	118
Weighted Base	152	149	128
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	37 24%	37 25% 100%	31 25% 85%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	6 4%	6 4% 100%	6 5% 100%
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	2 1%	2 1% 100%	1 1% 62%
Dissatisfaction with customer service from a previous occasion or contact	22 14%	22 15% 100%	20 16% 91%
The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G or 4G) in certain areas, text (SMS or IM) or voice mails delivered late, poor call/line quality	93 61%	90 60% 97%	78 61% 84%
Or something else	6 4%	6 4% 100%	5 4% 78%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.9 What was the issue(s) you had reason to complain about in connection with your mobile phone?

Base: All who had reason to complain about mobile phone provider

	Total	Q.4 PAY TV SUPPLIER
		Total TV
Unweighted Base	143	60
Weighted Base	152	62
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	37 24%	18 30% 50%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	6 4%	5 8% 82%
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	2 1%	* 1% 22%
Dissatisfaction with customer service from a previous occasion or contact	22 14%	14 22% 62%
The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G or 4G) in certain areas, text (SMS or IM) or voice mails delivered late, poor call/line quality	93 61%	28 45% 30%
Or something else	6 4%	2 3% 29%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.9 What was the issue(s) you had reason to complain about in connection with your mobile phone?

Base: All who had reason to complain about mobile phone provider

	Total	VULNERABLE CHARACTERISTICS
		Without a vulnerable characteristic
Unweighted Base	143	112
Weighted Base	152	119
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	37 24%	24 21% 66%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	6 4%	5 4% 75%
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	2 1%	2 2% 100%
Dissatisfaction with customer service from a previous occasion or contact	22 14%	20 17% 90%
The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G or 4G) in certain areas, text (SMS or IM) or voice mails delivered late, poor callline quality	93 61%	74 62% 80%
Or something else	6 4%	5 4% 79%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.10 And have you gone ahead and made a complaint about your mobile service or supplier? If so, who did you complain to?

Base: All who had reason to complain about mobile phone provider

	Total	GENDER		SOCIAL GRADE		
		Male	Female	C1	ABC1	C2DE
Unweighted Base	143	63	80	56	93	50
Weighted Base	152	69	82	64	98	54
Yes- to my mobile phone provider	105 69%	49 70% 46%	57 69% 54%	52 81% 49%	72 73% 68%	33 62% 32%
Yes- to Ofcom	1 1%	1 1% 100%	- - -	1 2% 100%	1 1% 100%	- - -
Yes – other	3 2%	- - -	3 4% 100%	1 1% 32%	2 2% 62%	1 2% 38%
No	42 28%	20 28% 46%	23 28% 54%	11 18% 27%	24 25% 57%	18 34% 43%
SUMMARY CODE						
ANY YES	108 71%	49 70% 45%	60 72% 55%	53 82% 49%	74 75% 68%	34 64% 32%
Don't know	1 1%	1 2% 100%	- - -	- - -	- - -	1 2% 100%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.10 And have you gone ahead and made a complaint about your mobile service or supplier? If so, who did you complain to?

Base: All who had reason to complain about mobile phone provider

	Total	AREA	COUNTRY
		Urban	England
Unweighted Base	143	107	120
Weighted Base	152	114	133
Yes- to my mobile phone provider	105 69%	76 66% 72%	92 69% 88%
Yes- to Ofcom	1 1%	1 1% 100%	1 1% 100%
Yes – other	3 2%	3 3% 100%	3 2% 100%
No	42 28%	34 30% 80%	37 27% 87%
SUMMARY CODE			
ANY YES	108 71%	78 69% 72%	95 72% 88%
Don't know	1 1%	1 1% 100%	1 1% 100%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.10 And have you gone ahead and made a complaint about your mobile service or supplier? If so, who did you complain to?

Base: All who had reason to complain about mobile phone provider

	Total	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER
		White	Any Internet access	Total Landline
Unweighted Base	143	120	140	99
Weighted Base	152	124	150	104
Yes- to my mobile phone provider	105 69%	88 71% 84%	104 70% 99%	71 69% 68%
Yes- to Ofcom	1 1%	1 1% 100%	1 1% 100%	1 1% 100%
Yes – other	3 2%	3 2% 100%	2 1% 68%	3 3% 100%
No	42 28%	33 26% 78%	42 28% 100%	28 27% 67%
SUMMARY CODE				
ANY YES	108 71%	91 74% 84%	106 71% 98%	74 72% 69%
Don't know	1 1%	- - -	1 1% 100%	1 1% 100%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.10 And have you gone ahead and made a complaint about your mobile service or supplier? If so, who did you complain to?

Base: All who had reason to complain about mobile phone provider

	Total	Q.2 MOBILE SUPPLIER	Q.3A BROADBAND SUPPLIER
		Total mobile	Total broadband
Unweighted Base	143	140	118
Weighted Base	152	149	128
Yes- to my mobile phone provider	105 69%	102 69% 97%	90 70% 86%
Yes- to Ofcom	1 1%	1 1% 100%	1 1% 100%
Yes – other	3 2%	3 2% 100%	1 1% 38%
No	42 28%	42 28% 100%	35 28% 84%
SUMMARY CODE			
ANY YES	108 71%	105 71% 97%	91 71% 84%
Don't know	1 1%	1 1% 100%	1 1% 100%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.10 And have you gone ahead and made a complaint about your mobile service or supplier? If so, who did you complain to?

Base: All who had reason to complain about mobile phone provider

	Total	Q.4 PAY TV SUPPLIER
		Total TV
Unweighted Base	143	60
Weighted Base	152	62
Yes- to my mobile phone provider	105 69%	47 76% 44%
Yes- to Ofcom	1 1%	1 2% 100%
Yes – other	3 2%	1 2% 38%
No	42 28%	14 23% 33%
SUMMARY CODE		
ANY YES	108 71%	48 77% 44%
Don't know	1 1%	- - -

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.10 And have you gone ahead and made a complaint about your mobile service or supplier? If so, who did you complain to?

Base: All who had reason to complain about mobile phone provider

	Total	VULNERABLE CHARACTERISTICS
		Without a vulnerable characteristic
Unweighted Base	143	112
Weighted Base	152	119
Yes- to my mobile phone provider	105 69%	78 66% 74%
Yes- to Ofcom	1 1%	1 1% 100%
Yes – other	3 2%	2 2% 68%
No	42 28%	38 32% 89%
SUMMARY CODE		
ANY YES	108 71%	80 67% 74%
Don't know	1 1%	1 1% 100%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.12 What was the issues you had reason to complain about in connection with your fixed broadband Internet?
Base: All who had reason to complain about fixed broadband

	Total	GENDER		AGE						SOCIAL GRADE					
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	AB	C1	C2	DE	ABC1	C2DE
Unweighted Base	637	311	326	72	107	128	102	108	80	177	206	134	120	383	254
Weighted Base	663	329	334	97	125	149	110	116	42	176	233	130	124	409	254
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	97 15%	49 15% 50%	48 14% 50%	12 12% 12%	21 17% 22%	17 11% 17%	19 17% 20%	21 18% 22%	4 8% 4%	20 12% 21%	38 16% 40%	14 10% 14%	24 20% 25%	59 14% 61%	38 15% 39%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	41 6%	28 8% 68%	13 4% 32%	7 7% 18%	8 7% 21%	13 9% 32%	4 3% 9%	7 6% 18%	1 3% 3%	10 6% 24%	13 5% 31%	9 7% 21%	10 8% 24%	23 6% 56%	18 7% 44%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	29 4%	9 3% 32%	20 6% 68%	5 5% 17%	7 6% 25%	6 4% 20%	3 2% 9%	3 3% 12%	2 5% 7%	3 2% 11%	10 4% 36%	10 8% 35%	5 4% 19%	14 3% 47%	16 6% 53%
Dissatisfaction with customer service from a previous occasion or contact	39 6%	18 5% 46%	21 6% 54%	6 6% 15%	7 6% 18%	8 6% 22%	5 5% 13%	8 7% 22%	3 6% 7%	9 5% 22%	14 6% 35%	8 6% 19%	9 7% 23%	22 5% 58%	16 6% 42%
The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	532 80%	255 77% 48%	278 83% 52%	84 86% 16%	102 82% 19%	119 80% 22%	89 81% 17%	87 75% 16%	35 83% 7%	143 81% 27%	191 82% 36%	106 82% 20%	92 74% 17%	334 82% 63%	198 78% 37%
Or something else	16 2%	9 3% 54%	7 2% 46%	- - -	2 2% 13%	7 5% 43%	1 1% 9%	2 2% 14%	1 2% 5%	6 4% 40%	7 3% 42%	2 2% 13%	1 1% 5%	13 3% 82%	3 1% 18%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.12 What was the issues you had reason to complain about in connection with your fixed broadband Internet?

Base: All who had reason to complain about fixed broadband

	Total	AREA		COUNTRY			GOVERNMENT REGIONS							
		Urban	Rural	England	Scotland	Wales	North West	West Midlands	East of England	London	South East	South West	Wales	Scotland
Unweighted Base	637	467	170	472	100	47	56	43	66	52	106	53	47	100
Weighted Base	663	488	176	528	70	51	57	53	72	68	113	58	51	70
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	97 15%	68 14% 71%	28 16% 29%	77 15% 79%	8 11% 8%	11 21% 11%	9 17% 10%	7 12% 7%	10 13% 10%	8 12% 8%	16 15% 17%	6 10% 6%	11 21% 11%	8 11% 8%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	41 6%	31 6% 76%	10 6% 24%	34 6% 84%	3 5% 9%	3 6% 8%	2 3% 4%	2 5% 6%	- - -	7 10% 16%	3 3% 8%	4 7% 10%	3 6% 8%	3 5% 9%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	29 4%	18 4% 63%	11 6% 37%	22 4% 73%	3 4% 10%	4 8% 14%	2 4% 8%	3 5% 9%	2 3% 6%	- - -	4 3% 13%	2 4% 8%	4 8% 14%	3 4% 10%
Dissatisfaction with customer service from a previous occasion or contact	39 6%	27 5% 69%	12 7% 31%	30 6% 77%	4 6% 10%	5 10% 13%	1 2% 3%	3 5% 7%	3 4% 8%	6 9% 16%	4 3% 9%	5 9% 13%	5 10% 13%	4 6% 10%
The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	532 80%	407 84% 77%	125 71% 23%	429 81% 81%	57 81% 11%	34 66% 6%	48 83% 9%	43 81% 8%	63 88% 12%	59 87% 11%	92 81% 17%	46 79% 9%	34 66% 6%	57 81% 11%
Or something else	16 2%	7 2% 47%	8 5% 53%	15 3% 94%	1 1% 6%	- - -	- - -	1 2% 8%	4 5% 23%	3 4% 16%	1 1% 9%	5 8% 31%	- - -	1 1% 6%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.12 What was the issues you had reason to complain about in connection with your fixed broadband Internet?
 Base: All who had reason to complain about fixed broadband

	Total	ETHNIC ORIGIN		INTERNET ACCESS	Q.1 LANDLINE SUPPLIER				
		White	Minority Ethnic	Any Internet access	Total Landline	BT	Sky	TalkTalk	Virgin Media
Unweighted Base	637	575	54	633	509	159	102	72	109
Weighted Base	663	589	65	660	517	152	118	68	113
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	97 15%	90 15% 93%	7 10% 7%	97 15% 100%	75 14% 77%	15 10% 15%	17 14% 18%	7 10% 7%	26 23% 27%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	41 6%	40 7% 97%	1 2% 3%	41 6% 100%	31 6% 76%	6 4% 15%	4 3% 10%	8 12% 19%	9 8% 22%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	29 4%	28 5% 94%	2 3% 6%	29 4% 100%	23 4% 78%	10 6% 32%	2 2% 8%	4 6% 14%	3 3% 10%
Dissatisfaction with customer service from a previous occasion or contact	39 6%	33 6% 85%	6 9% 15%	39 6% 100%	29 6% 75%	10 6% 25%	8 6% 20%	4 5% 10%	5 4% 12%
The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	532 80%	467 79% 88%	56 87% 11%	529 80% 99%	416 81% 78%	119 78% 22%	97 82% 18%	57 84% 11%	92 81% 17%
Or something else	16 2%	15 2% 92%	1 2% 8%	16 2% 100%	11 2% 72%	7 5% 43%	1 1% 9%	1 2% 9%	1 1% 5%



Reasons to Complain (QS1024 - 200702/200703/200704)

Q.12 What was the issues you had reason to complain about in connection with your fixed broadband Internet?
 Base: All who had reason to complain about fixed broadband

	Q.2 MOBILE SUPPLIER							Q.3A BROADBAND SUPPLIER				
	Total	Total mobile	EE	O2	Tesco Mobile	Three	Vodafone	Total broadband	BT	Sky	TalkTalk	Virgin Media
Unweighted Base	637	614	145	136	50	63	100	601	130	132	80	165
Weighted Base	663	644	159	138	49	71	103	629	121	153	77	181
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	97 15%	93 14% 96%	22 14% 23%	22 16% 22%	7 15% 8%	13 18% 13%	12 12% 13%	92 15% 95%	12 10% 13%	23 15% 24%	7 8% 7%	38 21% 39%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	41 6%	40 6% 97%	8 5% 21%	10 7% 24%	3 6% 7%	4 6% 10%	6 6% 14%	38 6% 94%	3 2% 7%	8 5% 19%	6 8% 16%	17 10% 43%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	29 4%	28 4% 96%	4 3% 14%	4 3% 12%	3 7% 12%	3 4% 10%	8 7% 26%	26 4% 87%	9 7% 30%	2 2% 8%	4 5% 14%	4 2% 14%
Dissatisfaction with customer service from a previous occasion or contact	39 6%	39 6% 100%	9 6% 24%	6 4% 14%	3 6% 7%	4 5% 10%	8 8% 22%	36 6% 94%	7 6% 19%	12 8% 31%	4 5% 10%	9 5% 24%
The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	532 80%	517 80% 97%	129 81% 24%	114 83% 21%	37 77% 7%	60 84% 11%	82 79% 15%	505 80% 95%	93 77% 17%	122 80% 23%	66 86% 12%	146 80% 27%
Or something else	16 2%	16 2% 98%	4 3% 28%	1 1% 6%	2 5% 14%	1 2% 9%	3 2% 16%	14 2% 88%	8 7% 50%	1 1% 9%	1 2% 9%	2 1% 13%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.12 What was the issues you had reason to complain about in connection with your fixed broadband Internet?

Base: All who had reason to complain about fixed broadband

	Total	Q.4 PAY TV SUPPLIER		
		Total TV	Sky	Virgin Media
Unweighted Base	637	357	180	106
Weighted Base	663	380	195	113
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	97 15%	52 14% 54%	25 13% 26%	21 19% 22%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	41 6%	26 7% 65%	8 4% 19%	13 12% 33%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	29 4%	14 4% 49%	6 3% 20%	4 4% 15%
Dissatisfaction with customer service from a previous occasion or contact	39 6%	20 5% 52%	10 5% 25%	4 4% 11%
The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	532 80%	308 81% 58%	156 80% 29%	93 82% 17%
Or something else	16 2%	11 3% 70%	7 4% 47%	* * 3%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.12 What was the issues you had reason to complain about in connection with your fixed broadband Internet?

Base: All who had reason to complain about fixed broadband

	Total	MOST FINANCIALLY VULNERABLE	POTENTIALLY FINANCIALLY VULNERABLE	LEAST FINANCIALLY VULNERABLE	VULNERABLE CHARACTERISTICS	
		Most financially vulnerable	Potentially financially vulnerable	Least financially vulnerable	With at least one vulnerable characteristic	Without a vulnerable characteristic
Unweighted Base	637	74	144	114	140	478
Weighted Base	663	74	142	129	137	506
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	97 15%	12 16% 12%	32 22% 33%	19 15% 20%	40 29% 41%	55 11% 57%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	41 6%	6 8% 14%	9 6% 22%	5 4% 13%	11 8% 27%	27 5% 66%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	29 4%	4 5% 12%	13 9% 46%	5 4% 17%	7 5% 23%	22 4% 74%
Dissatisfaction with customer service from a previous occasion or contact	39 6%	6 9% 16%	15 10% 38%	5 4% 14%	10 7% 25%	29 6% 75%
The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	532 80%	61 82% 11%	101 71% 19%	103 79% 19%	99 73% 19%	418 82% 78%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.12 What was the issues you had reason to complain about in connection with your fixed broadband Internet?

Base: All who had reason to complain about fixed broadband

	Total	MOST FINANCIALLY VULNERABLE	POTENTIALLY FINANCIALLY VULNERABLE	LEAST FINANCIALLY VULNERABLE	VULNERABLE CHARACTERISTICS	
		Most financially vulnerable	Potentially financially vulnerable	Least financially vulnerable	With at least one vulnerable characteristic	Without a vulnerable characteristic
Unweighted Base	637	74	144	114	140	478
Weighted Base	663	74	142	129	137	506
Or something else	16	1	5	2	2	12
	2%	2%	3%	1%	2%	2%
		9%	28%	11%	16%	77%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier? If so, who did you complain to?

Base: All who had reason to complain about fixed broadband

	Total	GENDER		AGE					SOCIAL GRADE						
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	AB	C1	C2	DE	ABC1	C2DE
Unweighted Base	637	311	326	72	107	128	102	108	80	177	206	134	120	383	254
Weighted Base	663	329	334	97	125	149	110	116	42	176	233	130	124	409	254
Yes - to my fixed broadband provider	554	277	277	69	104	126	94	105	37	158	191	100	104	349	204
	83%	84%	83%	70%	83%	84%	86%	90%	88%	90%	82%	77%	84%	85%	80%
		50%	50%	12%	19%	23%	17%	19%	7%	29%	35%	18%	19%	63%	37%
Yes - to Ofcom	3	1	2	-	1	1	-	1	*	1	*	-	2	1	2
	*	*	1%	-	1%	*	-	1%	1%	*	*	-	2%	*	1%
		32%	68%	-	45%	23%	-	22%	10%	22%	10%	-	68%	32%	68%
Yes - other	9	4	5	4	-	1	1	2	*	3	4	2	-	7	2
	1%	1%	2%	4%	-	*	1%	2%	1%	2%	2%	2%	-	2%	1%
		41%	59%	42%	-	8%	8%	24%	5%	32%	42%	27%	-	73%	27%
No	98	50	47	23	21	22	14	10	4	15	37	26	19	53	45
	15%	15%	14%	24%	17%	15%	13%	9%	11%	9%	16%	20%	16%	13%	18%
		51%	49%	23%	21%	22%	14%	10%	5%	16%	38%	26%	20%	54%	46%
SUMMARY CODE															
ANY YES	562	279	283	73	104	127	95	106	38	160	195	102	105	355	207
	85%	85%	85%	74%	83%	85%	86%	91%	89%	91%	84%	79%	84%	87%	82%
		50%	50%	13%	19%	23%	17%	19%	7%	28%	35%	18%	19%	63%	37%
Don't know	3	-	3	2	-	-	1	-	-	1	-	2	-	1	2
	*	-	1%	2%	-	-	1%	-	-	1%	-	2%	-	*	1%
		-	100%	64%	-	-	36%	-	-	36%	-	64%	-	36%	64%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier? If so, who did you complain to?

Base: All who had reason to complain about fixed broadband

	AREA		COUNTRY			GOVERNMENT REGIONS								
	Total	Urban	Rural	England	Scotland	Wales	North West	West Midlands	East of England	London	South East	South West	Wales	Scotland
Unweighted Base	637	467	170	472	100	47	56	43	66	52	106	53	47	100
Weighted Base	663	488	176	528	70	51	57	53	72	68	113	58	51	70
Yes - to my fixed broadband provider	554 83%	411 84%	143 81%	436 83%	57 82%	47 91%	48 83%	45 84%	64 89%	65 97%	95 85%	46 80%	47 91%	57 82%
		74%	26%	79%	10%	8%	9%	8%	12%	12%	17%	8%	8%	10%
Yes - to Ofcom	3 *	3 1%	- -	2 *	1 1%	- -	- -	- -	1 1%	- -	- -	- -	- -	1 1%
		100%	-	68%	32%	-	-	-	23%	-	-	-	-	32%
Yes - other	9 1%	6 1%	3 2%	7 1%	2 3%	- -	* 1%	- -	- -	1 2%	1 1%	1 2%	- -	2 3%
		66%	34%	80%	20%	-	5%	-	-	13%	10%	11%	-	20%
No	98 15%	68 14%	30 17%	81 15%	11 16%	5 9%	9 16%	6 12%	7 10%	2 3%	15 14%	11 18%	5 9%	11 16%
		69%	31%	83%	11%	5%	9%	7%	8%	2%	16%	11%	5%	11%
SUMMARY CODE														
ANY YES	562 85%	417 85%	146 83%	443 84%	59 84%	47 91%	48 84%	45 84%	65 90%	65 97%	96 85%	47 82%	47 91%	59 84%
		74%	26%	79%	11%	8%	9%	8%	12%	12%	17%	8%	8%	11%
Don't know	3 *	3 1%	- -	3 1%	- -	- -	- -	2 4%	- -	- -	1 1%	- -	- -	- -
		100%	-	100%	-	-	-	64%	-	-	36%	-	-	-

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier? If so, who did you complain to?

Base: All who had reason to complain about fixed broadband

	Total	ETHNIC ORIGIN		INTERNET ACCESS	Q.1 LANDLINE SUPPLIER				
		White	Minority Ethnic	Any Internet access	Total Landline	BT	Sky	TalkTalk	Virgin Media
Unweighted Base	637	575	54	633	509	159	102	72	109
Weighted Base	663	589	65	660	517	152	118	68	113
Yes - to my fixed broadband provider	554 83%	493 84%	51 79%	550 83%	439 85%	143 94%	104 88%	53 78%	96 84%
		89%	9%	99%	79%	26%	19%	10%	17%
Yes - to Ofcom	3 *	3 1%	- -	3 *	3 1%	1 *	- -	- -	2 2%
		100%	-	100%	100%	22%	-	-	78%
Yes - other	9 1%	8 1%	1 2%	9 1%	4 1%	2 1%	- -	- -	- -
		87%	13%	100%	48%	21%	-	-	-
No	98 15%	84 14%	14 21%	98 15%	71 14%	8 5%	14 12%	13 19%	17 15%
		86%	14%	100%	73%	8%	15%	13%	17%
SUMMARY CODE									
ANY YES	562 85%	502 85%	51 79%	559 85%	443 86%	144 95%	104 88%	53 78%	97 85%
		89%	9%	99%	79%	26%	19%	9%	17%
Don't know	3 *	3 1%	- -	3 *	3 1%	- -	- -	2 3%	- -
		100%	-	100%	100%	-	-	64%	-

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier? If so, who did you complain to?

Base: All who had reason to complain about fixed broadband

	Total	Q.2 MOBILE SUPPLIER						Q.3A BROADBAND SUPPLIER				
		Total mobile	EE	O2	Tesco Mobile	Three	Vodafone	Total broadband	BT	Sky	TalkTalk	Virgin Media
Unweighted Base	637	614	145	136	50	63	100	601	130	132	80	165
Weighted Base	663	644	159	138	49	71	103	629	121	153	77	181
Yes - to my fixed broadband provider	554 83%	537 83%	138 87%	118 86%	42 85%	57 80%	93 91%	526 84%	111 92%	138 90%	60 78%	146 80%
		97%	25%	21%	8%	10%	17%	95%	20%	25%	11%	26%
Yes - to Ofcom	3 *	3 *	-	3 2%	-	-	-	3 *	1 1%	-	-	2 1%
		90%	-	90%	-	-	-	100%	22%	-	-	78%
Yes - other	9 1%	9 1%	1 *	1 1%	3 7%	-	* *	8 1%	2 2%	-	-	2 1%
		95%	8%	15%	37%	-	3%	89%	21%	-	-	26%
No	98 15%	96 15%	20 13%	18 13%	4 8%	15 20%	10 9%	92 15%	9 7%	15 10%	15 20%	32 18%
		98%	21%	18%	4%	15%	10%	94%	9%	15%	16%	33%
SUMMARY CODE												
ANY YES	562 85%	545 85%	139 87%	120 87%	45 92%	57 80%	93 91%	534 85%	112 93%	138 90%	60 78%	149 82%
		97%	25%	21%	8%	10%	17%	95%	20%	25%	11%	27%
Don't know	3 *	3 *	-	-	-	-	-	3 *	-	-	2 3%	-
		100%	-	-	-	-	-	100%	-	-	64%	-

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier? If so, who did you complain to?

Base: All who had reason to complain about fixed broadband

	Total	Q.4 PAY TV SUPPLIER		
		Total TV	Sky	Virgin Media
Unweighted Base	637	357	180	106
Weighted Base	663	380	195	113
Yes - to my fixed broadband provider	554 83%	335 88% 61%	174 90% 32%	99 87% 18%
Yes - to Ofcom	3 *	3 1% 90%	- - -	2 2% 68%
Yes - other	9 1%	5 1% 52%	1 1% 13%	- - -
No	98 15%	41 11% 42%	20 10% 21%	14 12% 14%
SUMMARY CODE				
ANY YES	562 85%	339 89% 60%	174 90% 31%	99 88% 18%
Don't know	3 *	- - -	- - -	- - -

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier? If so, who did you complain to?

Base: All who had reason to complain about fixed broadband

	Total	MOST FINANCIALLY VULNERABLE	POTENTIALLY FINANCIALLY VULNERABLE	LEAST FINANCIALLY VULNERABLE	VULNERABLE CHARACTERISTICS	
		Most financially vulnerable	Potentially financially vulnerable	Least financially vulnerable	With at least one vulnerable characteristic	Without a vulnerable characteristic
Unweighted Base	637	74	144	114	140	478
Weighted Base	663	74	142	129	137	506
Yes - to my fixed broadband provider	554 83%	62 83% 11%	118 83% 21%	114 88% 21%	117 86% 21%	419 83% 76%
Yes - to Ofcom	3 *	1 1% 23%	1 1% 45%	1 1% 22%	2 1% 55%	1 * 45%
Yes - other	9 1%	1 1% 11%	3 2% 35%	2 2% 23%	2 2% 26%	7 1% 74%
No	98 15%	11 14% 11%	21 15% 22%	14 11% 15%	18 13% 19%	76 15% 78%
SUMMARY CODE						
ANY YES	562 85%	64 86% 11%	121 85% 21%	115 89% 20%	119 87% 21%	427 84% 76%
Don't know	3 *	- - -	- - -	- - -	- - -	3 1% 100%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.14 Why didn't you make a complaint about your fixed broadband service or supplier? [Unprompted]

Base: All who did not complain about fixed broadband issue

	Total	GENDER	SOCIAL GRADE
		Male	ABC1
Unweighted Base	91	42	50
Weighted Base	98	50	53
Did not know where to go/ who to complain to	1 1%	1 2% 100%	- - -
Didn't have the time	25 26%	14 28% 56%	15 27% 58%
Not worth the hassle	27 28%	12 24% 45%	15 28% 55%
They wouldn't do anything anyway	12 13%	5 11% 45%	8 16% 69%
If someone else sorted the problem out	7 7%	4 9% 63%	7 13% 100%
The problem was resolved	24 25%	11 22% 46%	13 25% 54%
Other	18 18%	7 13% 38%	7 14% 42%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.14 Why didn't you make a complaint about your fixed broadband service or supplier? [Unprompted]

Base: All who did not complain about fixed broadband issue

	Total	AREA	COUNTRY
		Urban	England
Unweighted Base	91	65	69
Weighted Base	98	68	81
Did not know where to go/ who to complain to	1 1%	1 2% 100%	1 1% 100%
Didn't have the time	25 26%	16 24% 64%	23 28% 90%
Not worth the hassle	27 28%	25 36% 92%	22 27% 82%
They wouldn't do anything anyway	12 13%	7 11% 61%	9 10% 70%
If someone else sorted the problem out	7 7%	6 8% 80%	5 7% 79%
The problem was resolved	24 25%	17 25% 70%	21 26% 87%
Other	18 18%	9 13% 51%	16 19% 88%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.14 Why didn't you make a complaint about your fixed broadband service or supplier? [Unprompted]

Base: All who did not complain about fixed broadband issue

	Total	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER
		White	Any Internet access	Total Landline
Unweighted Base	91	79	91	68
Weighted Base	98	84	98	71
Did not know where to go\ who to complain to	1 1%	- - -	1 1% 100%	- - -
Didn't have the time	25 26%	21 25% 84%	25 26% 100%	16 22% 62%
Not worth the hassle	27 28%	22 26% 82%	27 28% 100%	22 32% 83%
They wouldn't do anything anyway	12 13%	10 12% 83%	12 13% 100%	10 14% 81%
If someone else sorted the problem out	7 7%	6 7% 80%	7 7% 100%	6 8% 79%
The problem was resolved	24 25%	23 27% 94%	24 25% 100%	13 18% 53%
Other	18 18%	16 19% 93%	18 18% 100%	15 21% 85%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.14 Why didn't you make a complaint about your fixed broadband service or supplier? [Unprompted]

Base: All who did not complain about fixed broadband issue

	Total	Q.2 MOBILE SUPPLIER	Q.3A BROADBAND SUPPLIER
		Total mobile	Total broadband
Unweighted Base	91	89	85
Weighted Base	98	96	92
Did not know where to go\ who to complain to	1 1%	1 1%	1 1%
Didn't have the time	25 26%	25 26%	24 26%
Not worth the hassle	27 28%	25 26%	27 29%
They wouldn't do anything anyway	12 13%	11 12%	12 13%
If someone else sorted the problem out	7 7%	7 7%	5 6%
The problem was resolved	24 25%	24 25%	23 25%
Other	18 18%	16 17%	17 18%
		100%	96%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.14 Why didn't you make a complaint about your fixed broadband service or supplier? [Unprompted]

Base: All who did not complain about fixed broadband issue

	Total
Unweighted Base	91
Weighted Base	98
Did not know where to go\ who to complain to	1 1%
Didn't have the time	25 26%
Not worth the hassle	27 28%
They wouldn't do anything anyway	12 13%
If someone else sorted the problem out	7 7%
The problem was resolved	24 25%
Other	18 18%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.14 Why didn't you make a complaint about your fixed broadband service or supplier? [Unprompted]

Base: All who did not complain about fixed broadband issue

	Total	VULNERABLE CHARACTERISTICS
		Without a vulnerable characteristic
Unweighted Base	91	70
Weighted Base	98	76
Did not know where to go\ who to complain to	1 1%	- - -
Didn't have the time	25 26%	20 26% 80%
Not worth the hassle	27 28%	23 30% 86%
They wouldn't do anything anyway	12 13%	9 12% 77%
I\ someone else sorted the problem out	7 7%	5 7% 79%
The problem was resolved	24 25%	18 23% 74%
Other	18 18%	12 16% 68%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.15 What was the issues you had reason to complain about in connection with your pay TV?

Base: All who had reason to complain about Pay TV provider

	Total	GENDER		SOCIAL GRADE	
		Male	Female	ABC1	C2DE
Unweighted Base	124	64	60	69	55
Weighted Base	120	60	60	69	51
A billing, pricing or payment issue, for example unexpected/uncler charges, overcharged or incorrect bill	51 43%	32 54% 63%	19 31% 37%	27 40% 54%	24 46% 46%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	10 8%	4 7% 44%	5 9% 56%	6 9% 65%	3 7% 35%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/misssed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	8 6%	4 6% 50%	4 6% 50%	4 6% 57%	3 6% 43%
Dissatisfaction with customer service from a previous occasion or contact	11 10%	5 8% 43%	6 11% 57%	7 10% 59%	5 9% 41%
The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content	62 52%	25 42% 41%	37 62% 59%	34 49% 54%	28 56% 46%
Or something else	1 1%	- - -	1 1% 100%	- - -	1 1% 100%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.15 What was the issues you had reason to complain about in connection with your pay TV?

Base: All who had reason to complain about Pay TV provider

	Total	AREA	COUNTRY
		Urban	England
Unweighted Base	124	89	94
Weighted Base	120	88	96
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	51 43%	37 42% 73%	40 42% 79%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	10 8%	8 10% 87%	8 8% 83%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	8 6%	6 7% 80%	7 7% 87%
Dissatisfaction with customer service from a previous occasion or contact	11 10%	8 9% 72%	9 10% 80%
The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content	62 52%	44 50% 72%	51 53% 82%
Or something else	1 1%	1 1% 100%	- - -

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.15 What was the issues you had reason to complain about in connection with your pay TV?

Base: All who had reason to complain about Pay TV provider

	Total	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER
		White	Any Internet access	Total Landline
Unweighted Base	124	119	118	112
Weighted Base	120	115	115	107
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	51 43%	47 41% 91%	49 43% 96%	44 41% 86%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	10 8%	10 9% 100%	9 8% 93%	10 9% 100%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	8 6%	8 7% 100%	8 7% 100%	8 7% 100%
Dissatisfaction with customer service from a previous occasion or contact	11 10%	11 10% 100%	11 9% 92%	10 10% 91%
The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content	62 52%	60 53% 97%	61 53% 98%	55 52% 89%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.15 What was the issues you had reason to complain about in connection with your pay TV?

Base: All who had reason to complain about Pay TV provider

	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER
Total	White	Any Internet access	Total Landline
Unweighted Base	119	118	112
Weighted Base	115	115	107
Or something else	1	-	1
	1%	-	1%
	100%	-	100%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.15 What was the issues you had reason to complain about in connection with your pay TV?

Base: All who had reason to complain about Pay TV provider

	Total	Q.2 MOBILE SUPPLIER	Q.3A BROADBAND SUPPLIER
		Total mobile	Total broadband
Unweighted Base	124	118	114
Weighted Base	120	115	112
A billing, pricing or payment issue, for example unexpected\unclear charges, overcharged or incorrect bill	51 43%	48 41% 94%	47 42% 92%
A problem with a repair to the service, for example the time taken to repair, it didn't happen\didn't happen when you were told it would or didn't solve the problem	10 8%	9 8% 89%	8 7% 80%
A problem relating to the installation or set up of your service for example the time taken to install\set up the service, changed\missed\late installation or installation appointment, it was not installed\set up correctly or time taken for hardware to arrive	8 6%	8 7% 100%	6 6% 83%
Dissatisfaction with customer service from a previous occasion or contact	11 10%	11 9% 95%	9 8% 81%
The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels\content	62 52%	61 53% 98%	59 53% 95%
Or something else	1 1%	1 1% 100%	- - -

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.15 What was the issues you had reason to complain about in connection with your pay TV?

Base: All who had reason to complain about Pay TV provider

	Total	Q.4 PAY TV SUPPLIER	
		Total TV	Sky
Unweighted Base	124	115	55
Weighted Base	120	110	56
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	51 43%	45 40% 88%	28 51% 55%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	10 8%	9 8% 93%	1 3% 15%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/misssed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	8 6%	7 6% 85%	3 5% 38%
Dissatisfaction with customer service from a previous occasion or contact	11 10%	10 9% 90%	5 10% 47%
The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content	62 52%	59 53% 95%	27 48% 43%
Or something else	1 1%	1 1% 100%	- - -

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.15 What was the issues you had reason to complain about in connection with your pay TV?

Base: All who had reason to complain about Pay TV provider

	Total	VULNERABLE CHARACTERISTICS
		Without a vulnerable characteristic
Unweighted Base	124	99
Weighted Base	120	98
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	51 43%	39 40% 77%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	10 8%	9 9% 89%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	8 6%	8 8% 100%
Dissatisfaction with customer service from a previous occasion or contact	11 10%	11 11% 95%
The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content	62 52%	52 53% 84%

Q.15 What was the issues you had reason to complain about in connection with your pay TV?

Base: All who had reason to complain about Pay TV provider

	Total	VULNERABLE CHARACTERISTICS
		Without a vulnerable characteristic
Unweighted Base	124	99
Weighted Base	120	98
Or something else	1 1%	- - -

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.16 And did you go ahead and make a complaint about your pay TV service or supplier? If so, who did you complain to?

Base: All who had reason to complain about Pay TV provider

	Total	GENDER		SOCIAL GRADE	
		Male	Female	ABC1	C2DE
Unweighted Base	124	64	60	69	55
Weighted Base	120	60	60	69	51
Yes - to my Pay TV provider	104 87%	51 86% 49%	53 88% 51%	62 90% 59%	42 83% 41%
Yes - to Ofcom	2 1%	2 3% 100%	- - -	1 1% 39%	1 2% 61%
Yes - other	- -	- -	- -	- -	- -
No	16 13%	9 14% 55%	7 12% 45%	7 10% 43%	9 17% 57%
SUMMARY CODE					
ANY YES	104 87%	51 86% 49%	53 88% 51%	62 90% 59%	42 83% 41%
Don't know	- -	- -	- -	- -	- -

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.16 And did you go ahead and make a complaint about your pay TV service or supplier? If so, who did you complain to?

Base: All who had reason to complain about Pay TV provider

	Total	AREA	COUNTRY
		Urban	England
Unweighted Base	124	89	94
Weighted Base	120	88	96
Yes - to my Pay TV provider	104 87%	75 85% 72%	83 86% 79%
Yes - to Ofcom	2 1%	1 1% 39%	- - -
Yes - other	- -	- -	- -
No	16 13%	14 15% 87%	14 14% 87%
SUMMARY CODE			
ANY YES	104 87%	75 85% 72%	83 86% 79%
Don't know	- -	- -	- -

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.16 And did you go ahead and make a complaint about your pay TV service or supplier? If so, who did you complain to?

Base: All who had reason to complain about Pay TV provider

	Total	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER
		White	Any Internet access	Total Landline
Unweighted Base	124	119	118	112
Weighted Base	120	115	115	107
Yes - to my Pay TV provider	104 87%	100 87% 96%	100 87% 96%	95 89% 91%
Yes - to Ofcom	2 1%	2 2% 100%	2 2% 100%	2 2% 100%
Yes - other	-	-	-	-
No	16 13%	15 13% 93%	15 13% 95%	12 11% 77%
SUMMARY CODE				
ANY YES	104 87%	100 87% 96%	100 87% 96%	95 89% 91%
Don't know	-	-	-	-

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.16 And did you go ahead and make a complaint about your pay TV service or supplier? If so, who did you complain to?

Base: All who had reason to complain about Pay TV provider

	Total	Q.2 MOBILE SUPPLIER	Q.3A BROADBAND SUPPLIER
		Total mobile	Total broadband
Unweighted Base	124	118	114
Weighted Base	120	115	112
Yes - to my Pay TV provider	104 87%	100 86% 96%	97 87% 94%
Yes - to Ofcom	2 1%	2 2% 100%	2 2% 100%
Yes - other	- -	- -	- -
No	16 13%	16 14% 100%	15 13% 95%
SUMMARY CODE			
ANY YES	104 87%	100 86% 96%	97 87% 94%
Don't know	- -	- -	- -

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.16 And did you go ahead and make a complaint about your pay TV service or supplier? If so, who did you complain to?

Base: All who had reason to complain about Pay TV provider

	Total	Q.4 PAY TV SUPPLIER	
		Total TV	Sky
Unweighted Base	124	115	55
Weighted Base	120	110	56
Yes - to my Pay TV provider	104 87%	95 86% 91%	49 87% 47%
Yes - to Ofcom	2 1%	1 1% 39%	- - -
Yes - other	- -	- - -	- - -
No	16 13%	16 14% 100%	7 13% 45%
SUMMARY CODE			
ANY YES	104 87%	95 86% 91%	49 87% 47%
Don't know	- -	- - -	- - -

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.16 And did you go ahead and make a complaint about your pay TV service or supplier? If so, who did you complain to?

Base: All who had reason to complain about Pay TV provider

	Total	VULNERABLE CHARACTERISTICS
		Without a vulnerable characteristic
Unweighted Base	124	99
Weighted Base	120	98
Yes - to my Pay TV provider	104 87%	84 85% 81%
Yes - to Ofcom	2 1%	2 2% 100%
Yes - other	- -	- -
No	16 13%	14 15% 92%
SUMMARY CODE		
ANY YES	104 87%	84 85% 81%
Don't know	- -	- -

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.18 What is the total number of children aged under 18 in the household?

Base: All adults 16+ UK

	Total	GENDER		AGE						SOCIAL GRADE						
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	AB	C1	C2	DE	ABC1	C2DE
Unweighted Base	6284	3060	3224	658	967	901	860	986	1043	869	1313	1763	1396	1812	3076	3208
Weighted Base	6284	3046	3238	888	1134	1076	916	1051	649	570	1274	1852	1304	1855	3126	3158
0	1040	533	507	172	116	85	126	239	151	152	199	338	207	296	537	503
	17%	18%	16%	19%	10%	8%	14%	23%	23%	27%	16%	18%	16%	16%	17%	16%
		51%	49%	16%	11%	8%	12%	23%	15%	15%	19%	33%	20%	28%	52%	48%
1	906	409	497	166	265	232	157	67	10	11	186	264	213	243	450	456
	14%	13%	15%	19%	23%	22%	17%	6%	1%	2%	15%	14%	16%	13%	14%	14%
		45%	55%	18%	29%	26%	17%	7%	1%	1%	20%	29%	23%	27%	50%	50%
2	778	329	449	87	196	325	128	29	12	2	195	223	164	196	418	360
	12%	11%	14%	10%	17%	30%	14%	3%	2%	*	15%	12%	13%	11%	13%	11%
		42%	58%	11%	25%	42%	16%	4%	1%	*	25%	29%	21%	25%	54%	46%
3	237	97	141	25	74	105	27	4	1	*	41	69	51	77	110	128
	4%	3%	4%	3%	7%	10%	3%	*	*	*	3%	4%	4%	4%	4%	4%
		41%	59%	11%	31%	44%	11%	2%	1%	*	17%	29%	21%	32%	46%	54%
4	83	26	57	9	27	37	9	1	-	-	15	14	22	32	30	53
	1%	1%	2%	1%	2%	3%	1%	*	-	-	1%	1%	2%	2%	1%	2%
		32%	68%	11%	32%	44%	11%	1%	-	-	18%	17%	26%	38%	36%	64%
5	19	7	12	8	5	3	3	-	-	-	1	8	2	8	9	10
	*	*	*	1%	*	*	*	-	-	-	*	*	*	*	*	*
		38%	62%	43%	24%	18%	15%	-	-	-	6%	40%	12%	42%	46%	54%
6	5	3	2	-	2	2	-	-	-	-	-	1	1	2	1	3
	*	*	*	-	*	*	-	-	-	-	-	*	*	*	*	*
		56%	44%	-	47%	53%	-	-	-	-	-	32%	25%	44%	32%	68%
7	3	3	-	2	-	1	-	-	-	-	-	-	3	-	-	3
	*	*	-	*	*	*	-	-	-	-	-	-	*	-	-	*
		100%	-	65%	-	35%	-	-	-	-	-	-	100%	-	-	100%
9	1	-	1	1	-	-	-	-	-	-	-	-	-	1	-	1
	*	-	*	-	-	-	-	-	-	-	-	-	-	*	-	*
		-	100%	100%	-	-	-	-	-	-	-	-	-	100%	-	100%
17	1	-	1	-	-	-	1	-	-	-	-	-	-	1	-	1
	*	-	*	-	-	-	-	-	-	-	-	-	-	-	-	*
		-	100%	-	-	-	100%	-	-	-	-	-	-	100%	-	100%
No children aged 18 or under	3210	1640	1570	418	450	285	465	712	475	406	638	933	641	998	1571	1639
	51%	54%	48%	47%	40%	27%	51%	68%	73%	71%	50%	50%	49%	54%	50%	52%
		51%	49%	13%	14%	9%	14%	22%	15%	13%	20%	29%	20%	31%	49%	51%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.18 What is the total number of children aged under 18 in the household?

Base: All adults 16+ UK

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Total	Urban	Rural	England	Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	6284	4712	1572	4994	778	332	180	264	647	489	429	553	556	725	817	514	332	778	180
Weighted Base	6284	4782	1502	5293	534	314	143	258	627	489	452	582	604	850	885	545	314	534	143
0	1040 17%	732 15%	309 21%	917 17%	87 16%	27 9%	9 6%	54 21%	47 7%	63 13%	134 30%	82 14%	70 12%	116 14%	251 28%	100 18%	27 9%	87 16%	9 6%
		70% 30%		88% 8%		3% 1%		5% 4%		6% 1%	13% 13%	8% 8%	7% 7%	11% 11%	24% 10%	3% 3%	8% 8%		1% 1%
1	906 14%	688 14%	218 14%	754 14%	82 15%	34 11%	36 25%	36 14%	94 15%	64 13%	64 14%	80 14%	96 16%	139 16%	132 15%	49 9%	34 11%	82 15%	36 25%
		76% 24%		83% 9%		4% 4%		4% 10%		7% 7%	7% 7%	9% 9%	11% 14%	15% 15%	5% 5%	4% 4%	9% 9%		4% 4%
2	778 12%	606 13%	172 11%	654 12%	60 11%	41 13%	24 17%	35 14%	61 10%	72 15%	48 11%	70 12%	107 18%	98 12%	104 12%	58 11%	41 13%	60 11%	24 17%
		78% 22%		84% 8%		5% 3%		5% 8%		9% 9%	6% 6%	7% 7%	14% 18%	13% 13%	7% 7%	5% 5%	8% 8%		3% 3%
3	237 4%	195 4%	43 3%	202 4%	17 3%	11 3%	8 5%	15 6%	18 3%	19 4%	10 2%	16 3%	23 4%	38 4%	43 5%	21 4%	11 3%	17 3%	8 5%
		82% 18%		85% 7%		5% 3%		6% 7%		8% 8%	4% 4%	3% 7%	10% 10%	16% 18%	18% 9%	5% 9%	3% 5%	7% 7%	
4	83 1%	70 1%	13 1%	75 1%	5 1%	3 1%	1 1%	2 1%	4 1%	12 2%	4 1%	5 1%	15 2%	19 2%	9 1%	5 1%	3 1%	5 1%	1 1%
		84% 16%		90% 6%		3% 1%		3% 5%		15% 15%	4% 4%	6% 6%	18% 18%	23% 23%	11% 11%	6% 6%	3% 3%	6% 6%	
5	19 *	16 *	3 *	15 *	2 *	2 1%	- -	- -	1 *	- -	1 *	- -	1 *	9 1%	3 *	- -	2 1%	2 *	- -
		84% 16%		79% 9%		12% -		- 7%		- -	4% -	- -	6% -	48% 14%	14% -	- -	12% 9%	9% -	
6	5 *	4 *	1 *	3 *	1 *	- 1%	1 1%	- -	- -	- -	- -	- -	- -	3 *	- -	- -	- -	1 *	1 1%
		78% 22%		56% 21%		- 22%		- -		- -	- -	- -	- -	56% -	- -	- -	- -	21% 22%	
7	3 *	1 *	2 *	3 *	- -	- -	- -	- -	- -	1 *	2 *	- -	- -	- -	- -	- -	- -	- -	- -
		35% 65%		100% -		- -		- -		35% 65%	- -	- -	- -	- -	- -	- -	- -	- -	
9	1 *	- *	1 *	1 *	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- 1	- *	- -	- -	- -
		- 100%		100% -		- -		- -		- -	- -	- -	- -	- -	100% -	- -	- -	- -	
17	1 *	1 *	- *	1 *	- *	- *	- *	- *	- *	- *	- *	- *	- *	- *	- 1	- *	- *	- *	- *
		100% -		100% -		- -		- -		- -	- -	- -	- -	- -	100% -	- -	- -	- -	
No children aged 18 or under	3210 51%	2470 52%	741 49%	2668 50%	281 53%	196 62%	65 45%	114 44%	402 64%	257 53%	191 42%	330 57%	293 48%	428 50%	344 39%	309 57%	196 62%	281 53%	65 45%
		77% 23%		83% 9%		6% 2%		4% 13%		8% 6%	6% 10%	10% 9%	9% 13%	13% 11%	10% 10%	6% 6%	9% 9%		2% 2%



Reasons to Complain (QS1024 - 200702/200703/200704)

Q.18 What is the total number of children aged under 18 in the household?

Base: All adults 16+ UK

	Total	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER								
		White	Minority Ethnic	Any Internet access	No Internet access	Total Landline	BT	Sky	TalkTalk	Virgin Media	EE	Plusnet	Post Office	Vodafone
Unweighted Base	6284	5536	672	5531	753	4644	1839	925	473	871	174	147	67	110
Weighted Base	6284	5400	802	5719	565	4451	1643	974	433	897	170	143	55	117
0	1040	922	112	897	144	741	323	139	84	117	28	25	7	15
	17%	17%	14%	16%	25%	17%	20%	14%	19%	13%	16%	17%	13%	13%
		89%	11%	86%	14%	71%	31%	13%	8%	11%	3%	2%	1%	1%
1	906	755	144	894	12	613	198	155	60	142	19	19	4	24
	14%	14%	18%	16%	2%	14%	12%	16%	14%	16%	11%	13%	7%	20%
		83%	16%	99%	1%	68%	22%	17%	7%	16%	2%	2%	*	3%
2	778	627	148	771	7	591	158	168	53	143	30	15	4	15
	12%	12%	18%	13%	1%	13%	10%	17%	12%	16%	18%	11%	8%	13%
		81%	19%	99%	1%	76%	20%	22%	7%	18%	4%	2%	1%	2%
3	237	170	61	237	-	160	27	59	10	49	6	2	4	8
	4%	3%	8%	4%	-	4%	2%	6%	2%	5%	3%	2%	7%	7%
		71%	26%	100%	-	67%	11%	25%	4%	21%	2%	1%	2%	4%
4	83	59	24	83	-	58	15	19	8	11	4	-	-	1
	1%	1%	3%	1%	-	1%	1%	2%	2%	1%	3%	-	-	1%
		71%	29%	100%	-	70%	18%	23%	9%	13%	5%	-	-	1%
5	19	14	5	19	-	10	3	-	1	6	-	-	-	1
	*	*	1%	*	-	*	*	-	*	1%	-	-	-	1%
		72%	28%	100%	-	54%	13%	-	4%	33%	-	-	-	6%
6	5	2	3	5	-	3	1	-	-	1	-	-	-	-
	*	*	*	*	-	*	*	-	-	*	-	-	-	-
		44%	56%	100%	-	75%	22%	-	-	32%	-	-	-	-
7	3	3	-	3	-	1	-	-	1	-	-	-	-	-
	*	*	-	*	-	*	-	-	*	-	-	-	-	-
		100%	-	100%	-	35%	-	-	35%	-	-	-	-	-
9	1	1	-	1	-	-	-	-	-	-	-	-	-	-
	*	*	-	*	-	-	-	-	-	-	-	-	-	-
		100%	-	100%	-	-	-	-	-	-	-	-	-	-
17	1	1	-	1	-	1	-	-	-	1	-	-	-	-
	*	*	-	*	-	*	-	-	*	*	-	-	-	-
		100%	-	100%	-	100%	-	-	-	100%	-	-	-	-
No children aged 18 or under	3210	2846	305	2808	403	2272	919	434	218	427	83	82	35	53
	51%	53%	38%	49%	71%	51%	56%	45%	50%	48%	49%	57%	64%	45%
		89%	10%	87%	13%	71%	29%	14%	7%	13%	3%	3%	1%	2%



Reasons to Complain (QS1024 - 200702/200703/200704)

Q.18 What is the total number of children aged under 18 in the household?

Base: All adults 16+ UK

	Total	Q.2 MOBILE SUPPLIER									Q.3A BROADBAND SUPPLIER							
		Total mobile	BT	EE	O2	Tesco Mobile	Three	Virgin Mobile	Vodafone	Lycamobile	giffgaf	Total broadband	BT	EE	Sky	TalkTalk	Virgin Media	Plusnet
Unweighted Base	6284	5623	261	1256	1121	457	582	364	922	63	285	4982	1302	268	1204	561	1234	196
Weighted Base	6284	5746	236	1303	1131	424	650	362	937	71	324	5088	1222	278	1287	542	1341	199
0	1040 17%	931 16% 90%	47 20% 4%	222 17% 21%	164 14% 16%	73 17% 7%	89 14% 9%	61 17% 6%	156 17% 15%	6 9% 1%	64 20% 6%	820 16% 79%	221 18% 21%	40 14% 4%	181 14% 17%	89 16% 9%	207 15% 20%	43 21% 4%
1	906 14%	882 15% 97%	23 10% 3%	213 16% 24%	163 14% 18%	45 11% 5%	125 19% 14%	45 12% 5%	154 16% 17%	17 24% 2%	47 15% 5%	777 15% 86%	164 13% 18%	35 13% 4%	219 17% 24%	82 15% 9%	219 16% 24%	21 10% 2%
2	778 12%	758 13% 97%	27 11% 3%	180 14% 23%	146 13% 19%	34 8% 4%	73 11% 9%	56 15% 7%	143 15% 18%	9 12% 1%	50 15% 6%	704 14% 90%	136 11% 18%	38 14% 5%	226 18% 29%	66 12% 8%	191 14% 25%	22 11% 3%
3	237 4%	231 4% 97%	3 1% 1%	49 4% 21%	50 4% 21%	11 3% 4%	40 6% 17%	17 5% 7%	30 3% 13%	6 9% 3%	11 3% 5%	213 4% 90%	33 3% 14%	11 4% 5%	72 6% 30%	16 3% 7%	69 5% 29%	4 2% 2%
4	83 1%	79 1% 96%	3 1% 3%	17 1% 20%	16 1% 19%	6 1% 7%	16 2% 19%	3 1% 4%	6 1% 7%	3 4% 3%	5 2% 6%	79 2% 95%	13 1% 16%	9 3% 11%	24 2% 29%	13 2% 16%	17 1% 21%	- - -
5	19 *	17 * 88%	- - -	3 * 17%	3 * 13%	2 * 9%	1 * 7%	1 * 7%	- 2% -	1 * 8%	4 1% 23%	17 * 87%	4 * 21%	- - -	2 * 12%	1 * 4%	8 * 40%	1 1% 6%
6	5 *	5 - 100%	- - -	2 * 53%	1 * 22%	- - -	1 * 25%	- - -	- - -	- - -	- - -	5 - 100%	- - 25%	1 * 22%	1 * -	- - 32%	1 * -	- - -
7	3 *	3 * 100%	- - -	- - -	- - -	- - -	- - -	- - -	- - -	- - -	2 * 65%	3 * 100%	- - -	- - 65%	2 * 35%	1 * -	- - -	- - -
9	1 *	1 * 100%	- - -	- - 100%	1 * -	- - -	- - -	- - -	- - -	- - -	- - -	1 * 100%	1 * 100%	- - -	- - -	- - -	- - -	- - -
17	1 *	1 * 100%	- - -	- - -	- - -	1 * 100%	- - -	- - -	- - -	- - -	- - -	1 * 100%	- - -	- - -	- - -	- - -	1 * 100%	- - -
No children aged 18 or under	3210 51%	2837 49% 88%	133 57% 4%	617 47% 19%	589 52% 18%	254 60% 8%	306 47% 10%	179 49% 6%	448 48% 14%	29 41% 1%	140 43% 4%	2469 49% 77%	650 53% 20%	143 52% 4%	558 43% 17%	274 50% 9%	626 47% 20%	108 54% 3%



Q.18 What is the total number of children aged under 18 in the household?
Base: All adults 16+ UK

	Total	Q.3A BROADBAND SUPPLIER	
		Post Office	Vodafone
Unweighted Base	6284	50	149
Weighted Base	6284	50	160
0	1040 17%	8 16% 1%	16 10% 2%
1	906 14%	6 13% 1%	32 20% 4%
2	778 12%	5 10% 1%	23 14% 3%
3	237 4%	5 9% 2%	7 4% 3%
4	83 1%	- - -	1 1% 1%
5	19 *	- - -	1 1% 6%
6	5 *	- - -	- - -
7	3 *	- - -	- - -
9	1 *	- - -	- - -
17	1 *	- - -	- - -
No children aged 18 or under	3210 51%	26 51% 1%	80 50% 2%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.18 What is the total number of children aged under 18 in the household?

Base: All adults 16+ UK

	Total	Q.4 PAY TV SUPPLIER				
		Total TV	BT	Sky	TalkTalk	Virgin Media
Unweighted Base	6284	3049	279	1653	108	846
Weighted Base	6284	3112	269	1672	108	884
0	1040 17%	469 15% 45%	46 17% 4%	263 16% 25%	19 18% 2%	117 13% 11%
1	906 14%	505 16% 56%	38 14% 4%	270 16% 30%	15 14% 2%	150 17% 17%
2	778 12%	486 16% 62%	34 13% 4%	259 15% 33%	14 13% 2%	139 16% 18%
3	237 4%	151 5% 64%	7 3% 3%	88 5% 37%	7 6% 3%	44 5% 19%
4	83 1%	48 2% 58%	3 1% 4%	26 2% 31%	5 5% 6%	12 1% 14%
5	19 *	3 * 17%	- - -	1 * 8%	- - -	1 * 6%
6	5 *	2 * 54%	- - -	1 * 22%	- - -	1 * 32%
7	3 *	2 * 65%	- - -	2 * 65%	- - -	- - -
9	1 *	- - -	- - -	- - -	- - -	- - -
17	1 *	1 * 100%	- - -	- - -	- - -	1 * 100%
No children aged 18 or under	3210 51%	1444 46% 45%	140 52% 4%	761 46% 24%	48 45% 2%	418 47% 13%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.18 What is the total number of children aged under 18 in the household?

Base: All adults 16+ UK

	Total	MOST FINANCIALLY VULNERABLE	POTENTIALLY FINANCIALLY VULNERABLE	LEAST FINANCIALLY VULNERABLE	VULNERABLE CHARACTERISTICS	
		Most financially vulnerable	Potentially financially vulnerable	Least financially vulnerable	With at least one vulnerable characteristic	Without a vulnerable characteristic
Unweighted Base	6284	1007	1338	822	1277	4787
Weighted Base	6284	993	1288	906	1124	4927
0	1040 17%	198 20% 19%	248 19% 24%	139 15% 13%	266 24% 26%	717 15% 69%
1	906 14%	114 11% 13%	288 22% 32%	104 11% 11%	95 8% 10%	788 16% 87%
2	778 12%	123 12% 16%	178 14% 23%	126 14% 16%	88 8% 11%	680 14% 87%
3	237 4%	80 8% 34%	15 1% 7%	31 3% 13%	16 1% 7%	218 4% 92%
4	83 1%	43 4% 52%	2 * 3%	5 1% 7%	6 1% 8%	73 1% 88%
5	19 *	7 1% 36%	1 * 8%	3 * 17%	2 * 11%	17 * 89%
6	5 *	3 * 68%	- - -	- - -	1 * 22%	4 * 78%
7	3 *	1 * 35%	- - -	- - -	- - -	3 * 100%
9	1 *	- - -	- - -	1 * 100%	- - -	- - -
17	1 *	- - -	- - -	- - -	1 * 100%	- * -
No children aged 18 or under	3210 51%	423 43% 13%	554 43% 17%	496 55% 15%	649 58% 20%	2428 49% 76%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.19 Which of these, if any, impact or limit your daily activities or the work you can do?

Base: All adults 16+ UK

	Total	GENDER		AGE						SOCIAL GRADE						
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	AB	C1	C2	DE	ABC1	C2DE
Unweighted Base	6284	3060	3224	658	967	901	860	986	1043	869	1313	1763	1396	1812	3076	3208
Weighted Base	6284	3046	3238	888	1134	1076	916	1051	649	570	1274	1852	1304	1855	3126	3158
A. Hearing (Poor hearing, partial hearing, or are deaf)	139 2%	75 2% 54%	65 2% 46%	5 1% 3%	10 1% 7%	9 1% 6%	12 1% 9%	28 3% 20%	28 4% 20%	48 8% 35%	32 2% 23%	40 2% 28%	17 1% 12%	51 3% 36%	71 2% 51%	68 2% 49%
B. Eyesight (Poor vision, colour blindness, partial sight, or are blind)	167 3%	83 3% 50%	84 3% 50%	15 2% 9%	16 1% 10%	15 1% 9%	18 2% 11%	38 4% 23%	24 4% 14%	41 7% 25%	26 2% 16%	54 3% 32%	27 2% 16%	60 3% 36%	80 3% 48%	87 3% 52%
C. Mobility (Cannot walk at all, use a wheelchair or mobility scooter etc., or cannot walk very)	449 7%	175 6% 39%	275 8% 61%	7 1% 2%	16 1% 4%	26 2% 6%	69 8% 15%	120 11% 27%	75 12% 17%	136 24% 30%	47 4% 11%	76 4% 17%	70 5% 16%	255 14% 57%	124 4% 28%	326 10% 72%
D. Dexterity (Limited ability to reach, difficulty opening things with your hands, difficulty us)	96 2%	37 1% 39%	59 2% 61%	- - -	4 * 5%	8 1% 8%	13 1% 13%	21 2% 22%	20 3% 21%	30 5% 31%	10 1% 11%	25 1% 26%	18 1% 19%	43 2% 45%	35 1% 37%	60 2% 63%
E. Breathing (Breathlessness or chest pains)	197 3%	101 3% 51%	96 3% 49%	10 1% 5%	16 1% 8%	14 1% 7%	26 3% 13%	49 5% 25%	38 6% 19%	44 8% 22%	23 2% 12%	46 2% 23%	34 3% 17%	94 5% 48%	69 2% 35%	128 4% 65%
F. Mental abilities (Such as learning, understanding, concentration, memory, communicating, cogn)	83 1%	38 1% 46%	45 1% 54%	9 1% 11%	16 1% 19%	8 1% 9%	22 2% 26%	22 2% 26%	* * 2%	6 1% 7%	4 * 4%	16 1% 20%	3 * 4%	60 3% 72%	20 1% 24%	63 2% 76%
G. Social\ behavioural (Conditions associated with this such as autism, attention deficit disord)	28 *	12 * 43%	16 * 57%	13 1% 45%	5 * 19%	4 * 14%	1 * 2%	6 1% 20%	- - -	- - -	- - -	3 * 9%	7 1% 24%	19 1% 67%	3 * 9%	26 1% 91%
H. Your mental health (Anxiety, depression, or trauma-related conditions, for example)	234 4%	101 3% 43%	133 4% 57%	45 5% 19%	50 4% 21%	32 3% 14%	50 5% 21%	41 4% 18%	11 2% 5%	4 1% 2%	24 2% 10%	45 2% 19%	36 3% 16%	129 7% 55%	69 2% 29%	165 5% 71%
J. Other illnesses\ conditions which impact or limit your daily activities or the work you can d	211 3%	109 4% 51%	102 3% 49%	11 1% 5%	15 1% 7%	26 2% 13%	34 4% 16%	51 5% 24%	31 5% 15%	43 8% 20%	19 1% 9%	51 3% 24%	30 2% 14%	110 6% 52%	70 2% 33%	141 4% 67%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.19 Which of these, if any, impact or limit your daily activities or the work you can do?

Base: All adults 16+ UK

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Total	Urban	Rural	England	Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	6284	4712	1572	4994	778	332	180	264	647	489	429	553	556	725	817	514	332	778	180
Weighted Base	6284	4782	1502	5293	534	314	143	258	627	489	452	582	604	850	885	545	314	534	143
A. Hearing (Poor hearing, partial hearing, or are deaf)	139 2%	106 2%	34 2%	112 2%	8 1%	14 5%	5 4%	5 2%	19 3%	10 2%	18 4%	11 2%	13 2%	13 2%	17 2%	7 1%	14 5%	8 1%	5 4%
		76%	24%	81%	6%	10%	4%	4%	14%	7%	13%	8%	9%	9%	12%	5%	10%	6%	4%
B. Eyesight (Poor vision, colour blindness, partial sight, or are blind)	167 3%	133 3%	34 2%	136 3%	15 3%	13 4%	3 2%	5 2%	19 3%	9 2%	26 6%	8 1%	13 2%	21 3%	26 3%	6 1%	13 4%	15 3%	3 2%
		79%	21%	81%	9%	8%	2%	3%	12%	6%	16%	5%	8%	13%	16%	4%	8%	9%	2%
C. Mobility (Cannot walk at all use a wheelchair or mobility scooter etc., or cannot walk very)	449 7%	347 7%	102 7%	361 7%	47 9%	31 10%	10 7%	16 6%	64 10%	22 5%	34 8%	60 10%	29 5%	36 4%	69 8%	31 6%	31 10%	47 9%	10 7%
		77%	23%	80%	10%	7%	2%	3%	14%	5%	8%	13%	7%	8%	15%	7%	7%	10%	2%
D. Dexterity (Limited ability to reach\ difficulty opening things with your hands\ difficulty us)	96 2%	74 2%	21 1%	77 1%	12 2%	5 2%	2 1%	7 3%	14 2%	5 1%	8 2%	10 2%	7 1%	7 1%	15 2%	5 1%	5 2%	12 2%	2 1%
		78%	22%	80%	13%	5%	2%	7%	14%	5%	8%	10%	7%	7%	15%	5%	5%	13%	2%
E. Breathing (Breathlessness or chest pains)	197 3%	153 3%	44 3%	147 3%	28 5%	17 5%	4 3%	6 2%	33 5%	8 2%	22 5%	21 4%	11 2%	12 1%	26 3%	8 1%	17 5%	28 5%	4 3%
		78%	22%	75%	14%	9%	2%	3%	17%	4%	11%	11%	6%	6%	13%	4%	9%	14%	2%
F. Mental abilities (Such as learning, understanding, concentration, memory, communicating, cogn)	83 1%	67 1%	16 1%	63 1%	14 3%	3 1%	4 2%	4 1%	14 2%	6 1%	11 2%	3 1%	5 1%	11 1%	6 1%	4 1%	3 1%	14 3%	4 2%
		80%	20%	75%	17%	4%	4%	4%	16%	7%	13%	4%	6%	13%	7%	4%	4%	17%	4%
G. Social behavioural (Conditions associated with this such as autism, attention deficit disord)	28 *	20 *	8 1%	21 *	3 1%	1 *	3 2%	3 1%	2 *	-	3 1%	2 *	1 *	3 *	5 1%	1 *	1 *	3 1%	3 2%
		72%	28%	74%	11%	3%	12%	12%	7%	-	10%	7%	4%	12%	18%	5%	3%	11%	12%
H. Your mental health (Anxiety, depression, or trauma-related conditions, for example)	234 4%	174 4%	61 4%	186 4%	32 6%	11 3%	5 4%	13 5%	36 6%	12 3%	29 6%	10 2%	23 4%	22 3%	29 3%	12 2%	11 3%	32 6%	5 4%
		74%	26%	79%	14%	5%	2%	5%	15%	5%	12%	4%	10%	9%	13%	5%	5%	14%	2%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.19 Which of these, if any, impact or limit your daily activities or the work you can do?

Base: All adults 16+ UK

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Total	Urban	Rural	England	Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	6284	4712	1572	4994	778	332	180	264	647	489	429	553	556	725	817	514	332	778	180
Weighted Base	6284	4782	1502	5293	534	314	143	258	627	489	452	582	604	850	885	545	314	534	143
J. Other illnesses\ conditions which impact or limit your daily activities or the work you can do	211 3%	167 3%	44 3%	153 3%	28 5%	24 8%	6 5%	7 3%	18 3%	19 4%	18 4%	11 2%	21 3%	22 3%	19 2%	17 3%	24 8%	28 5%	6 5%
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	4927 78%	3734 78%	1193 79%	4186 79%	397 74%	225 72%	118 83%	203 79%	414 66%	414 85%	337 75%	475 81%	500 83%	688 81%	721 81%	435 80%	225 72%	397 74%	118 83%
SUMMARY CODES																			
WITH A DISABILITY	1124 18%	869 18%	255 17%	887 17%	127 24%	85 27%	25 17%	46 18%	146 23%	63 13%	104 23%	100 17%	97 16%	106 12%	153 17%	72 13%	85 27%	127 24%	25 17%
WITHOUT A DISABILITY	4927 78%	3734 78%	1193 79%	4186 79%	397 74%	225 72%	118 83%	203 79%	414 66%	414 85%	337 75%	475 81%	500 83%	688 81%	721 81%	435 80%	225 72%	397 74%	118 83%
Prefer not to say	108 2%	90 2%	19 1%	97 2%	9 2%	3 1%	-	6 2%	15 2%	9 2%	11 2%	5 1%	2 *	33 4%	10 1%	8 1%	3 1%	9 2%	-
Don't know	124 2%	90 2%	35 2%	122 2%	1 *	1 *	-	3 1%	52 8%	3 1%	-	3 *	5 1%	23 3%	2 *	31 6%	1 *	1 *	-

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.19 Which of these, if any, impact or limit your daily activities or the work you can do?

Base: All adults 16+ UK

	Total	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER								
		White	Minority Ethnic	Any Internet access	No Internet access	Total Landline	BT	Sky	TalkTalk	Virgin Media	EE	Plusnet	Post Office	Vodafone
Unweighted Base	6284	5536	672	5531	753	4644	1839	925	473	871	174	147	67	110
Weighted Base	6284	5400	802	5719	565	4451	1643	974	433	897	170	143	55	117
A. Hearing (Poor hearing, partial hearing, or are deaf)	139 2%	130 2%	8 1%	103 2%	36 6%	116 3%	48 3%	21 2%	11 3%	17 2%	5 3%	5 4%	4 8%	*
		93%	6%	74%	26%	83%	34%	15%	8%	12%	4%	4%	3%	*
B. Eyesight (Poor vision, colour blindness, partial sight, or are blind)	167 3%	150 3%	14 2%	129 2%	39 7%	125 3%	59 4%	25 3%	8 2%	19 2%	4 2%	5 3%	3 5%	2 2%
		90%	9%	77%	23%	74%	35%	15%	5%	12%	2%	3%	2%	1%
C. Mobility (Cannot walk at all\ use a wheelchair or mobility scooter etc., or cannot walk very)	449 7%	419 8%	25 3%	302 5%	147 26%	359 8%	160 10%	66 7%	36 8%	63 7%	9 5%	6 4%	9 16%	3 3%
		93%	6%	67%	33%	80%	36%	15%	8%	14%	2%	1%	2%	1%
D. Dexterity (Limited ability to reach\ difficulty opening things with your hands\ difficulty us)	96 2%	90 2%	2 *	66 1%	29 5%	80 2%	36 2%	16 2%	8 2%	11 1%	1 1%	3 2%	4 7%	-
		94%	2%	69%	31%	84%	38%	16%	9%	11%	1%	3%	4%	-
E. Breathing (Breathlessness or chest pains)	197 3%	188 3%	9 1%	153 3%	44 8%	145 3%	40 2%	39 4%	16 4%	29 3%	6 3%	5 3%	6 11%	4 3%
		95%	4%	77%	23%	74%	20%	20%	8%	15%	3%	2%	3%	2%
F. Mental abilities (Such as learning, understanding, concentration, memory, communicating, cogn)	83 1%	78 1%	3 *	72 1%	11 2%	47 1%	13 1%	15 1%	9 2%	8 1%	1 1%	-	-	-
		94%	4%	86%	14%	56%	16%	17%	11%	9%	1%	-	-	-
G. Social\ behavioural (Conditions associated with this such as autism, attention deficit disord)	28 *	25 *	3 *	26 *	2 *	14 *	3 *	7 1%	-	3 *	-	-	-	-
		88%	12%	92%	8%	48%	10%	26%	-	12%	-	-	-	-
H. Your mental health (Anxiety, depression, or trauma-related conditions, for example)	234 4%	218 4%	11 1%	209 4%	26 5%	141 3%	43 3%	37 4%	21 5%	26 3%	3 2%	3 2%	2 4%	2 2%
		93%	5%	89%	11%	60%	18%	16%	9%	11%	1%	1%	1%	1%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.19 Which of these, if any, impact or limit your daily activities or the work you can do?

Base: All adults 16+ UK

	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER									
	Total	White	Minority Ethnic	Any Internet access	No Internet access	Total Landline	BT	Sky	TalkTalk	Virgin Media	EE	Plusnet	Post Office	Vodafone
Unweighted Base	6284	5536	672	5531	753	4644	1839	925	473	871	174	147	67	110
Weighted Base	6284	5400	802	5719	565	4451	1643	974	433	897	170	143	55	117
J. Other illnesses\ conditions which impact or limit your daily activities or the work you can d	211 3%	186 3%	22 3%	163 3%	48 8%	149 3%	61 4%	23 2%	22 5%	20 2%	5 3%	6 4%	8 15%	2 2%
		88%	11%	77%	23%	71%	29%	11%	10%	9%	2%	3%	4%	1%
Nothing - no impairments or conditions impact or limit your daily activities or the work you can	4927 78%	4202 78%	677 84%	4636 81%	291 52%	3523 79%	1257 76%	791 81%	335 77%	743 83%	140 82%	121 84%	27 49%	102 87%
		85%	14%	94%	6%	71%	26%	16%	7%	15%	3%	2%	1%	2%
SUMMARY CODES														
WITH A DISABILITY	1124 18%	1031 19%	80 10%	872 15%	253 45%	826 19%	337 21%	163 17%	90 21%	141 16%	25 15%	20 14%	27 48%	12 11%
		92%	7%	78%	22%	73%	30%	14%	8%	13%	2%	2%	2%	1%
WITHOUT A DISABILITY	4927 78%	4202 78%	677 84%	4636 81%	291 52%	3523 79%	1257 76%	791 81%	335 77%	743 83%	140 82%	121 84%	27 49%	102 87%
		85%	14%	94%	6%	71%	26%	16%	7%	15%	3%	2%	1%	2%
Prefer not to say	108 2%	86 2%	14 2%	94 2%	14 3%	51 1%	25 2%	10 1%	5 1%	8 1%	2 1%	1 1%	1 3%	1 1%
		79%	13%	87%	13%	47%	23%	9%	5%	7%	2%	1%	1%	1%
Don't know	124 2%	81 2%	31 4%	118 2%	7 1%	51 1%	25 1%	10 1%	4 1%	5 1%	3 2%	2 2%	- -	1 1%
		65%	25%	95%	5%	41%	20%	8%	3%	4%	2%	2%	-	1%



Reasons to Complain (QS1024 - 200702/200703/200704)

Q.19 Which of these, if any, impact or limit your daily activities or the work you can do?

Base: All adults 16+ UK

	Q.2 MOBILE SUPPLIER										Q.3A BROADBAND SUPPLIER							
	Total	Total mobile	BT	EE	O2	Tesco Mobile	Three	Virgin Mobile	Vodafone	Lycamobile	giffgaf	Total broadband	BT	EE	Sky	TalkTalk	Virgin Media	Plusnet
Unweighted Base	6284	5623	261	1256	1121	457	582	364	922	63	285	4982	1302	268	1204	561	1234	196
Weighted Base	6284	5746	236	1303	1131	424	650	362	937	71	324	5088	1222	278	1287	542	1341	199
A. Hearing (Poor hearing, partial hearing, or are deaf)	139 2%	112 2%	3 1%	27 2%	22 2%	16 4%	4 1%	9 2%	18 2%	1 1%	3 1%	95 2%	22 2%	7 2%	24 2%	11 2%	21 2%	6 3%
												68%	16%	5%	17%	8%	15%	4%
B. Eyesight (Poor vision, colour blindness, partial sight, or are blind)	167 3%	136 2%	6 2%	30 2%	31 3%	19 5%	11 2%	8 2%	16 2%	1 1%	7 2%	123 2%	34 3%	7 3%	30 2%	8 1%	34 3%	5 2%
												73%	21%	4%	18%	5%	20%	3%
C. Mobility (Cannot walk at all, use a wheelchair or mobility scooter etc., or cannot walk very)	449 7%	350 6%	14 6%	66 5%	71 6%	54 13%	29 4%	21 6%	56 6%	3 4%	14 4%	282 6%	78 6%	14 5%	78 6%	31 6%	66 5%	8 4%
												63%	17%	3%	17%	7%	15%	2%
D. Dexterity (Limited ability to reach, difficulty opening things with your hands, difficulty us)	96 2%	74 1%	3 1%	13 1%	25 2%	7 2%	4 1%	3 1%	13 1%	1 1%	3 1%	57 1%	18 1%	1 *	17 1%	4 1%	11 1%	3 1%
												59%	18%	1%	18%	5%	11%	3%
E. Breathing (Breathlessness or chest pains)	197 3%	169 3%	6 3%	36 3%	40 4%	19 4%	11 2%	10 3%	23 2%	1 2%	10 3%	139 3%	26 2%	6 2%	43 3%	16 3%	33 2%	8 4%
												71%	13%	3%	22%	8%	17%	4%
F. Mental abilities (Such as learning, understanding, concentration, memory, communicating, cogn)	83 1%	72 1%	2 1%	14 1%	14 1%	6 1%	8 1%	8 2%	9 1%	- -	6 2%	59 1%	5 *	4 1%	17 1%	10 2%	16 1%	2 1%
												71%	6%	5%	21%	12%	19%	3%
G. Social behavioural (Conditions associated with this such as autism, attention deficit disord)	28 *	26 *	- -	3 *	3 *	5 1%	1 *	2 1%	3 *	- -	6 2%	18 *	- -	2 1%	10 1%	1 *	5 *	- -
												62%	-	7%	37%	3%	16%	-
H. Your mental health (Anxiety, depression, or trauma-related conditions, for example)	234 4%	217 4%	4 1%	38 3%	52 5%	24 6%	21 3%	14 4%	40 4%	1 1%	17 5%	173 3%	30 2%	9 3%	52 4%	21 4%	44 3%	5 3%
												74%	13%	4%	22%	9%	19%	2%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.19 Which of these, if any, impact or limit your daily activities or the work you can do?

Base: All adults 16+ UK

	Total	Q.3A BROADBAND SUPPLIER	
		Post Office	Vodafone
Unweighted Base	6284	50	149
Weighted Base	6284	50	160
A. Hearing (Poor hearing, partial hearing, or are deaf)	139 2%	1 2% 1%	2 1% 1%
B. Eyesight (Poor vision, colour blindness, partial sight, or are blind)	167 3%	1 3% 1%	2 1% 1%
C. Mobility (Cannot walk at all\ use a wheelchair or mobility scooter etc., or cannot walk very	449 7%	5 9% 1%	5 3% 1%
D. Dexterity (Limited ability to reach\ difficulty opening things with your hands\ difficulty us	96 2%	2 4% 2%	1 1% 2%
E. Breathing (Breathlessness or chest pains)	197 3%	3 7% 2%	1 1% *
F. Mental abilities (Such as learning, understanding, concentration, memory, communicating, cogn	83 1%	1 2% 1%	1 1% 2%
G. Social\ behavioural (Conditions associated with this such as autism, attention deficit disord	28 *	1 2% 4%	- - -
H. Your mental health (Anxiety, depression, or trauma-related conditions, for example)	234 4%	1 2% *	3 2% 1%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.19 Which of these, if any, impact or limit your daily activities or the work you can do?

Base: All adults 16+ UK

	Q.2 MOBILE SUPPLIER										Q.3A BROADBAND SUPPLIER							
	Total	Total mobile	BT	EE	O2	Tesco Mobile	Three	Virgin Mobile	Vodafone	Lycamobile	giffgaff	Total broadband	BT	EE	Sky	TalkTalk	Virgin Media	Plusnet
Unweighted Base	6284	5623	261	1256	1121	457	582	364	922	63	285	4982	1302	268	1204	561	1234	196
Weighted Base	6284	5746	236	1303	1131	424	650	362	937	71	324	5088	1222	278	1287	542	1341	199
J. Other illnesses\ conditions which impact or limit your daily activities or the work you can do	211 3%	179 3%	12 5%	25 2%	37 3%	31 7%	15 2%	14 4%	23 3%	2 3%	9 3%	135 3%	32 3%	6 2%	33 3%	26 5%	26 2%	6 3%
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	4927 78%	4621 80%	191 81%	1081 83%	897 79%	293 69%	548 84%	284 78%	763 81%	61 86%	251 77%	4175 82%	990 81%	223 80%	1051 82%	440 81%	1128 84%	164 82%
SUMMARY CODES																		
WITH A DISABILITY	1124 18%	946 16%	37 16%	182 14%	202 18%	119 28%	78 12%	63 17%	143 15%	6 8%	60 18%	769 15%	183 15%	36 13%	205 16%	89 16%	190 14%	28 14%
WITHOUT A DISABILITY	4927 78%	4621 80%	191 81%	1081 83%	897 79%	293 69%	548 84%	284 78%	763 81%	61 86%	251 77%	4175 82%	990 81%	223 80%	1051 82%	440 81%	1128 84%	164 82%
Prefer not to say	108 2%	83 1%	5 2%	19 1%	13 1%	8 2%	10 2%	9 3%	9 1%	3 5%	4 1%	72 1%	21 2%	6 2%	16 1%	6 1%	20 1%	3 2%
Don't know	124 2%	96 2%	2 1%	21 2%	18 2%	3 1%	13 2%	6 2%	21 2%	1 2%	9 3%	73 1%	28 2%	13 5%	15 1%	7 1%	3 *	4 2%
		77%	2%	17%	15%	3%	11%	5%	17%	1%	7%	58%	23%	10%	12%	6%	2%	3%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.19 Which of these, if any, impact or limit your daily activities or the work you can do?

Base: All adults 16+ UK

	Q.3A BROADBAND SUPPLIER		
	Total	Post Office	Vodafone
Unweighted Base	6284	50	149
Weighted Base	6284	50	160
J. Other illnesses\ conditions which impact or limit your daily activities or the work you can do	211 3%	6 12% 3%	4 3% 2%
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	4927 78%	34 67% 1%	138 86% 3%
SUMMARY CODES			
WITH A DISABILITY	1124 18%	15 30% 1%	16 10% 1%
WITHOUT A DISABILITY	4927 78%	34 67% 1%	138 86% 3%
Prefer not to say	108 2%	-	-
Don't know	124 2%	1 3% 1%	7 5% 6%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.19 Which of these, if any, impact or limit your daily activities or the work you can do?

Base: All adults 16+ UK

	Total	Q.4 PAY TV SUPPLIER				
		Total TV	BT	Sky	TalkTalk	Virgin Media
Unweighted Base	6284	3049	279	1653	108	846
Weighted Base	6284	3112	269	1672	108	884
A. Hearing (Poor hearing, partial hearing, or are deaf)	139 2%	61 2% 44%	5 2% 4%	34 2% 24%	2 2% 1%	18 2% 13%
B. Eyesight (Poor vision, colour blindness, partial sight, or are blind)	167 3%	70 2% 42%	8 3% 5%	34 2% 20%	1 1% 1%	22 3% 13%
C. Mobility (Cannot walk at all, use a wheelchair or mobility scooter etc., or cannot walk very)	449 7%	197 6% 44%	20 8% 5%	105 6% 23%	6 6% 1%	57 6% 13%
D. Dexterity (Limited ability to reach, difficulty opening things with your hands, difficulty us	96 2%	33 1% 35%	2 1% 2%	23 1% 24%	- - -	7 1% 8%
E. Breathing (Breathlessness or chest pains)	197 3%	107 3% 54%	10 4% 5%	60 4% 30%	5 5% 3%	27 3% 14%
F. Mental abilities (Such as learning, understanding, concentration, memory, communicating, cogn	83 1%	35 1% 41%	2 1% 3%	18 1% 21%	2 2% 3%	11 1% 13%
G. Social\ behavioural (Conditions associated with this such as autism, attention deficit disord	28 *	11 * 41%	- - -	8 * 27%	- - -	4 * 13%
H. Your mental health (Anxiety, depression, or trauma-related conditions, for example)	234 4%	107 3% 46%	9 3% 4%	57 3% 24%	8 7% 3%	24 3% 10%
J. Other illnesses\ conditions which impact or limit your daily activities or the work you can d	211 3%	88 3% 42%	6 2% 3%	48 3% 23%	5 5% 2%	21 2% 10%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.19 Which of these, if any, impact or limit your daily activities or the work you can do?

Base: All adults 16+ UK

	Total	Q.4 PAY TV SUPPLIER				
		Total TV	BT	Sky	TalkTalk	Virgin Media
Unweighted Base	6284	3049	279	1653	108	846
Weighted Base	6284	3112	269	1672	108	884
Nothing - no impairments or conditions impact or limit your daily activities or the work you can	4927 78%	2542 82% 52%	215 80% 4%	1364 82% 28%	83 77% 2%	730 83% 15%
SUMMARY CODES						
WITH A DISABILITY	1124 18%	490 16% 44%	45 17% 4%	260 16% 23%	19 18% 2%	137 16% 12%
WITHOUT A DISABILITY	4927 78%	2542 82% 52%	215 80% 4%	1364 82% 28%	83 77% 2%	730 83% 15%
Prefer not to say	108 2%	36 1% 34%	4 2% 4%	19 1% 17%	2 2% 2%	9 1% 9%
Don't know	124 2%	43 1% 35%	3 1% 3%	28 2% 23%	3 3% 3%	7 1% 6%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.19 Which of these, if any, impact or limit your daily activities or the work you can do?

Base: All adults 16+ UK

	Total	MOST FINANCIALLY VULNERABLE	POTENTIALLY FINANCIALLY VULNERABLE	LEAST FINANCIALLY VULNERABLE	VULNERABLE CHARACTERISTICS	
		Most financially vulnerable	Potentially financially vulnerable	Least financially vulnerable	With at least one vulnerable characteristic	Without a vulnerable characteristic
Unweighted Base	6284	1007	1338	822	1277	4787
Weighted Base	6284	993	1288	906	1124	4927
A. Hearing (Poor hearing, partial hearing, or are deaf)	139 2%	32 3% 23%	33 3% 24%	13 1% 9%	139 12% 100%	- - -
B. Eyesight (Poor vision, colour blindness, partial sight, or are blind)	167 3%	46 5% 27%	39 3% 23%	19 2% 11%	167 15% 100%	- - -
C. Mobility (Cannot walk at all use a wheelchair or mobility scooter etc., or cannot walk very)	449 7%	139 14% 31%	56 4% 13%	26 3% 6%	449 40% 100%	- - -
D. Dexterity (Limited ability to reach\ difficulty opening things with your hands\ difficulty us)	96 2%	30 3% 32%	19 1% 20%	6 1% 6%	96 8% 100%	- - -
E. Breathing (Breathlessness or chest pains)	197 3%	60 6% 30%	35 3% 18%	19 2% 10%	197 18% 100%	- - -
F. Mental abilities (Such as learning, understanding, concentration, memory, communicating, cogn)	83 1%	49 5% 58%	8 1% 10%	1 * 2%	83 7% 100%	- - -
G. Social\ behavioural (Conditions associated with this such as autism, attention deficit disord)	28 *	14 1% 51%	- - -	1 * 4%	28 3% 100%	- - -
H. Your mental health (Anxiety, depression, or trauma-related conditions, for example)	234 4%	99 10% 42%	36 3% 16%	22 2% 9%	234 21% 100%	- - -

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.19 Which of these, if any, impact or limit your daily activities or the work you can do?

Base: All adults 16+ UK

	Total	MOST FINANCIALLY VULNERABLE	POTENTIALLY FINANCIALLY VULNERABLE	LEAST FINANCIALLY VULNERABLE	VULNERABLE CHARACTERISTICS	
		Most financially vulnerable	Potentially financially vulnerable	Least financially vulnerable	With at least one vulnerable characteristic	Without a vulnerable characteristic
Unweighted Base	6284	1007	1338	822	1277	4787
Weighted Base	6284	993	1288	906	1124	4927
J. Other illnesses\ conditions which impact or limit your daily activities or the work you can d	211 3%	70 7% 33%	36 3% 17%	18 2% 8%	211 19% 100%	- - -
Nothing - no impairments or conditions impact or limit your daily activities or the work you can	4927 78%	630 63% 13%	1074 83% 22%	797 88% 16%	- - -	4927 100% 100%
SUMMARY CODES						
WITH A DISABILITY	1124 18%	340 34% 30%	196 15% 17%	100 11% 9%	1124 100% 100%	- - -
WITHOUT A DISABILITY	4927 78%	630 63% 13%	1074 83% 22%	797 88% 16%	- - -	4927 100% 100%
Prefer not to say	108 2%	9 1% 9%	7 1% 7%	3 * 2%	- - -	- - -
Don't know	124 2%	14 1% 11%	10 1% 8%	6 1% 5%	- - -	- - -

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.20 Which one of these bands describes your total household income before tax or any other deductions are made? Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment?

Base: All adults 16+ UK

	Total	GENDER		AGE							SOCIAL GRADE					
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	AB	C1	C2	DE	ABC1	C2DE
Unweighted Base	6284	3060	3224	658	967	901	860	986	1043	869	1313	1763	1396	1812	3076	3208
Weighted Base	6284	3046	3238	888	1134	1076	916	1051	649	570	1274	1852	1304	1855	3126	3158
Up to £199 - Up to £10,399	484 8%	212 7%	272 8%	95 11%	59 5%	38 4%	64 7%	71 7%	78 12%	78 14%	12 1%	88 5%	58 4%	326 18%	100 3%	384 12%
From £200 to £299 - From £10,400 to £15,599	489 8%	204 7%	285 9%	33 4%	87 8%	65 6%	55 6%	88 8%	81 12%	81 14%	34 3%	92 5%	99 8%	264 14%	126 4%	363 12%
From £300 to £499 - From £15,600 to £25,999	552 9%	285 9%	267 8%	53 6%	119 11%	92 9%	71 8%	114 11%	60 9%	42 7%	61 5%	168 9%	153 12%	170 9%	229 7%	323 10%
From £500 to £699 - From £26,000 to £36,399	576 9%	300 10%	275 9%	50 6%	143 13%	125 12%	80 9%	106 10%	52 8%	20 3%	118 9%	197 11%	158 12%	104 6%	314 10%	262 8%
From £700 to £999 - From £36,400 to £51,999	520 8%	270 9%	250 8%	38 4%	130 11%	122 11%	100 11%	89 8%	32 5%	9 2%	161 13%	219 12%	103 8%	38 2%	380 12%	140 4%
£1,000 and above - £52,000 and above	565 9%	322 11%	243 7%	45 5%	127 11%	158 15%	121 13%	89 9%	20 3%	5 1%	294 23%	178 10%	65 5%	27 1%	473 15%	92 3%
Don't know	1080 17%	477 16%	603 19%	372 42%	175 15%	110 10%	119 13%	113 11%	83 13%	108 19%	159 12%	319 17%	229 18%	374 20%	478 15%	602 19%
Refused	2017 32%	976 32%	1042 32%	203 23%	294 26%	366 34%	306 33%	381 36%	242 37%	226 40%	436 34%	591 32%	438 34%	552 30%	1027 33%	991 31%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.20 Which one of these bands describes your total household income before tax or any other deductions are made? Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment?

Base: All adults 16+ UK

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Total	Urban	Rural	England	Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	6284	4712	1572	4994	778	332	180	264	647	489	429	553	556	725	817	514	332	778	180
Weighted Base	6284	4782	1502	5293	534	314	143	258	627	489	452	582	604	850	885	545	314	534	143
Up to £199 - Up to £10,399	484 8%	341 7% 71%	143 9% 29%	399 8% 82%	46 9% 9%	18 6% 4%	21 15% 4%	24 9% 5%	66 11% 14%	31 6% 6%	72 16% 15%	41 7% 9%	32 5% 7%	59 7% 12%	37 4% 8%	36 7% 7%	18 6% 4%	46 9% 9%	21 15% 4%
From £200 to £299 - From £10,400 to £15,599	489 8%	344 7% 70%	145 10% 30%	412 8% 84%	41 8% 8%	20 6% 4%	16 11% 3%	26 10% 5%	67 11% 14%	34 7% 7%	48 11% 10%	40 7% 8%	37 6% 7%	65 8% 13%	50 6% 10%	44 8% 9%	20 6% 4%	41 8% 8%	16 11% 3%
From £300 to £499 - From £15,600 to £25,999	552 9%	398 8% 72%	154 10% 28%	440 8% 80%	49 9% 9%	32 10% 6%	32 22% 6%	27 11% 5%	66 10% 12%	50 10% 9%	44 10% 8%	50 9% 9%	41 7% 7%	60 7% 11%	57 6% 10%	45 8% 8%	32 10% 6%	49 9% 9%	32 22% 6%
From £500 to £699 - From £26,000 to £36,399	576 9%	436 9% 76%	140 9% 24%	485 9% 84%	42 8% 7%	26 8% 4%	24 16% 4%	18 7% 3%	71 11% 12%	45 9% 8%	35 8% 6%	46 8% 8%	45 7% 8%	85 10% 15%	97 11% 17%	43 8% 8%	26 8% 4%	42 8% 7%	24 16% 4%
From £700 to £999 - From £36,400 to £51,999	520 8%	381 8% 73%	139 9% 27%	444 8% 85%	35 7% 7%	29 9% 6%	12 8% 2%	3 1% 1%	59 9% 11%	31 6% 6%	35 8% 7%	40 7% 8%	75 12% 14%	60 7% 12%	95 11% 18%	46 8% 9%	29 9% 6%	35 7% 7%	12 8% 2%
£1,000 and above - £52,000 and above	565 9%	438 9% 78%	126 8% 22%	482 9% 85%	56 10% 10%	22 7% 4%	5 3% 1%	2 1% *	48 8% 8%	23 5% 4%	23 5% 4%	34 6% 6%	99 16% 18%	81 10% 14%	137 15% 24%	36 7% 6%	22 7% 4%	56 10% 10%	5 3% 1%
Don't know	1080 17%	845 18% 78%	236 16% 22%	880 17% 81%	98 18% 9%	75 24% 7%	27 19% 2%	48 18% 4%	98 16% 9%	161 33% 15%	65 14% 6%	102 18% 9%	97 16% 9%	99 12% 9%	105 12% 10%	106 19% 10%	75 24% 7%	98 18% 9%	27 19% 2%
Refused	2017 32%	1599 33% 79%	419 28% 21%	1752 33% 87%	167 31% 8%	92 29% 5%	7 5% *	110 43% 5%	153 24% 8%	114 23% 6%	131 29% 7%	228 39% 11%	179 30% 9%	341 40% 17%	306 35% 15%	188 35% 9%	92 29% 5%	167 31% 8%	7 5% *

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.20 Which one of these bands describes your total household income before tax or any other deductions are made? Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment?

Base: All adults 16+ UK

	Total	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER								
		White	Minority Ethnic	Any Internet access	No Internet access	Total Landline	BT	Sky	TalkTalk	Virgin Media	EE	Plusnet	Post Office	Vodafone
Unweighted Base	6284	5536	672	5531	753	4644	1839	925	473	871	174	147	67	110
Weighted Base	6284	5400	802	5719	565	4451	1643	974	433	897	170	143	55	117
Up to £199 - Up to £10,399	484 8%	418 8% 86%	65 8% 13%	354 6% 73%	130 23% 27%	273 6% 56%	112 7% 23%	54 6% 11%	41 9% 8%	36 4% 7%	6 3% 1%	5 3% 1%	8 14% 2%	9 7% 2%
From £200 to £299 - From £10,400 to £15,599	489 8%	427 8% 87%	61 8% 13%	411 7% 84%	78 14% 16%	367 8% 75%	145 9% 30%	79 8% 16%	37 9% 8%	63 7% 13%	10 6% 2%	6 4% 1%	12 21% 2%	10 9% 2%
From £300 to £499 - From £15,600 to £25,999	552 9%	484 9% 88%	68 8% 12%	520 9% 94%	32 6% 6%	415 9% 75%	140 9% 25%	82 8% 15%	58 13% 11%	80 9% 15%	22 13% 4%	11 8% 2%	4 8% 1%	9 8% 2%
From £500 to £699 - From £26,000 to £36,399	576 9%	510 9% 89%	63 8% 11%	560 10% 97%	16 3% 3%	452 10% 78%	153 9% 27%	94 10% 16%	44 10% 8%	108 12% 19%	18 11% 3%	16 11% 3%	5 10% 1%	12 10% 2%
From £700 to £999 - From £36,400 to £51,999	520 8%	478 9% 92%	42 5% 8%	515 9% 99%	5 1% 1%	405 9% 78%	144 9% 28%	108 11% 21%	32 7% 6%	82 9% 16%	15 9% 3%	14 10% 3%	- - -	13 11% 2%
£1,000 and above - £52,000 and above	565 9%	508 9% 90%	57 7% 10%	561 10% 99%	4 1% 1%	454 10% 80%	147 9% 26%	115 12% 20%	32 7% 6%	112 12% 20%	16 9% 3%	17 12% 3%	3 6% 1%	19 17% 3%
Don't know	1080 17%	917 17% 85%	158 20% 15%	974 17% 90%	106 19% 10%	684 15% 63%	249 15% 23%	148 15% 14%	74 17% 7%	145 16% 13%	28 16% 3%	17 12% 2%	9 17% 1%	17 15% 2%
Refused	2017 32%	1658 31% 82%	287 36% 14%	1823 32% 90%	194 34% 10%	1400 31% 69%	554 34% 27%	293 30% 15%	115 26% 6%	272 30% 13%	56 33% 3%	59 41% 3%	14 26% 1%	28 24% 1%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.20 Which one of these bands describes your total household income before tax or any other deductions are made? Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment?

Base: All adults 16+ UK

	Total	Q.2 MOBILE SUPPLIER										Q.3A BROADBAND SUPPLIER						
		Total mobile	BT	EE	O2	Tesco Mobile	Three	Virgin Mobile	Vodafone	Lycamobile	giffgaff	Total broadband	BT	EE	Sky	TalkTalk	Virgin Media	Plusnet
Unweighted Base	6284	5623	261	1256	1121	457	582	364	922	63	285	4982	1302	268	1204	561	1234	196
Weighted Base	6284	5746	236	1303	1131	424	650	362	937	71	324	5088	1222	278	1287	542	1341	199
Up to £199 - Up to £10,399	484 8%	416 7% 86%	25 11% 5%	76 6% 16%	73 6% 15%	50 12% 10%	53 8% 11%	19 5% 4%	68 7% 14%	2 2% *	28 9% 6%	272 5% 56%	52 4% 11%	12 4% 2%	66 5% 14%	44 8% 9%	73 5% 15%	5 3% 1%
From £200 to £299 - From £10,400 to £15,599	489 8%	434 8% 89%	12 5% 2%	100 8% 20%	96 9% 20%	33 8% 7%	44 7% 9%	30 8% 6%	64 7% 13%	2 3% *	27 8% 6%	352 7% 72%	80 7% 16%	21 7% 4%	89 7% 18%	44 8% 9%	82 6% 17%	12 6% 2%
From £300 to £499 - From £15,600 to £25,999	552 9%	524 9% 95%	14 6% 3%	97 7% 18%	123 11% 22%	51 12% 9%	53 8% 10%	31 9% 6%	75 8% 14%	7 10% 1%	33 10% 6%	480 9% 87%	122 10% 22%	29 11% 5%	104 8% 19%	69 13% 13%	113 8% 21%	14 7% 2%
From £500 to £699 - From £26,000 to £36,399	576 9%	562 10% 98%	22 9% 4%	130 10% 23%	121 11% 21%	27 6% 5%	80 12% 14%	47 8% 8%	80 9% 14%	7 10% 1%	24 7% 4%	524 10% 91%	122 10% 21%	27 10% 5%	134 10% 23%	58 11% 10%	142 11% 25%	17 9% 3%
From £700 to £999 - From £36,400 to £51,999	520 8%	515 9% 99%	25 11% 5%	126 10% 24%	105 9% 20%	26 6% 5%	58 9% 11%	28 8% 5%	86 9% 16%	7 10% 1%	26 8% 5%	479 9% 92%	121 10% 23%	19 7% 4%	141 11% 27%	41 8% 8%	120 9% 23%	18 9% 3%
£1,000 and above - £52,000 and above	565 9%	551 10% 98%	13 6% 2%	128 10% 23%	128 11% 23%	18 4% 3%	72 11% 13%	29 8% 5%	106 11% 19%	2 3% *	21 7% 4%	527 10% 93%	130 11% 23%	26 9% 5%	137 11% 24%	38 7% 7%	155 12% 27%	21 11% 4%
Don't know	1080 17%	959 17% 89%	34 14% 3%	231 18% 21%	173 15% 16%	95 22% 9%	114 18% 11%	46 13% 4%	149 16% 14%	20 28% 2%	55 17% 5%	830 16% 77%	186 15% 17%	44 16% 4%	212 16% 20%	94 17% 9%	235 18% 22%	38 19% 4%
Refused	2017 32%	1784 31% 88%	91 39% 5%	415 32% 21%	311 28% 15%	125 29% 6%	176 27% 9%	131 36% 7%	310 33% 15%	24 33% 1%	110 34% 5%	1625 32% 81%	410 34% 20%	100 36% 5%	406 32% 20%	154 28% 8%	421 31% 21%	74 37% 4%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.20 Which one of these bands describes your total household income before tax or any other deductions are made? Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment?

Base: All adults 16+ UK

	Total	Q.3A BROADBAND SUPPLIER	
		Post Office	Vodafone
Unweighted Base	6284	50	149
Weighted Base	6284	50	160
Up to £199 - Up to £10,399	484 8%	5 10% 1%	8 5% 2%
From £200 to £299 - From £10,400 to £15,599	489 8%	8 15% 2%	18 11% 4%
From £300 to £499 - From £15,600 to £25,999	552 9%	4 8% 1%	17 11% 3%
From £500 to £699 - From £26,000 to £36,399	576 9%	4 8% 1%	16 10% 3%
From £700 to £999 - From £36,400 to £51,999	520 8%	2 3% *	16 10% 3%
£1,000 and above - £52,000 and above	565 9%	3 7% 1%	21 13% 4%
Don't know	1080 17%	11 23% 1%	21 13% 2%
Refused	2017 32%	14 27% 1%	43 27% 2%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.20 Which one of these bands describes your total household income before tax or any other deductions are made? Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment?

Base: All adults 16+ UK

	Total	Q.4 PAY TV SUPPLIER				
		Total TV	BT	Sky	TalkTalk	Virgin Media
Unweighted Base	6284	3049	279	1653	108	846
Weighted Base	6284	3112	269	1672	108	884
Up to £199 - Up to £10,399	484 8%	149 5%	10 4%	84 5%	9 8%	36 4%
		31%	2%	17%	2%	7%
From £200 to £299 - From £10,400 to £15,599	489 8%	202 7%	19 7%	113 7%	10 9%	50 6%
		41%	4%	23%	2%	10%
From £300 to £499 - From £15,600 to £25,999	552 9%	282 9%	24 9%	151 9%	11 10%	70 8%
		51%	4%	27%	2%	13%
From £500 to £699 - From £26,000 to £36,399	576 9%	328 11%	34 13%	154 9%	6 6%	107 12%
		57%	6%	27%	1%	19%
From £700 to £999 - From £36,400 to £51,999	520 8%	327 11%	25 9%	197 12%	5 5%	87 10%
		63%	5%	38%	1%	17%
£1,000 and above - £52,000 and above	565 9%	371 12%	40 15%	192 11%	8 8%	113 13%
		66%	7%	34%	1%	20%
Don't know	1080 17%	524 17%	46 17%	280 17%	16 15%	152 17%
		49%	4%	26%	2%	14%
Refused	2017 32%	929 30%	70 26%	500 30%	42 39%	270 31%
		46%	3%	25%	2%	13%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q.20 Which one of these bands describes your total household income before tax or any other deductions are made? Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment?

Base: All adults 16+ UK

	Total	MOST FINANCIALLY VULNERABLE	POTENTIALLY FINANCIALLY VULNERABLE	LEAST FINANCIALLY VULNERABLE	VULNERABLE CHARACTERISTICS	
		Most financially vulnerable	Potentially financially vulnerable	Least financially vulnerable	With at least one vulnerable characteristic	Without a vulnerable characteristic
Unweighted Base	6284	1007	1338	822	1277	4787
Weighted Base	6284	993	1288	906	1124	4927
Up to £199 - Up to £10,399	484 8%	484 49% 100%	- - -	- - -	186 17% 38%	283 6% 59%
From £200 to £299 - From £10,400 to £15,599	489 8%	266 27% 54%	223 17% 46%	- - -	158 14% 32%	320 6% 65%
From £300 to £499 - From £15,600 to £25,999	552 9%	180 18% 33%	372 29% 67%	- - -	98 9% 18%	445 9% 81%
From £500 to £699 - From £26,000 to £36,399	576 9%	53 5% 9%	426 33% 74%	97 11% 17%	81 7% 14%	490 10% 85%
From £700 to £999 - From £36,400 to £51,999	520 8%	9 1% 2%	267 21% 51%	244 27% 47%	65 6% 13%	450 9% 86%
£1,000 and above - £52,000 and above	565 9%	- - -	- - -	565 62% 100%	48 4% 9%	513 10% 91%
Don't know	1080 17%	- - -	- - -	- - -	189 17% 18%	865 18% 80%
Refused	2017 32%	- - -	- - -	- - -	298 27% 15%	1561 32% 77%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q. Breaks X Breaks
Base: All adults 16+ UK

	Total	GENDER		AGE						SOCIAL GRADE						
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	AB	C1	C2	DE	ABC1	C2DE
Unweighted Base	6284	3060	3224	658	967	901	860	986	1043	869	1313	1763	1396	1812	3076	3208
Weighted Base	6284	3046	3238	888	1134	1076	916	1051	649	570	1274	1852	1304	1855	3126	3158
INCOME																
Up to £10,399	484	212	272	95	59	38	64	71	78	78	12	88	58	326	100	384
	8%	7%	8%	11%	5%	4%	7%	7%	12%	14%	1%	5%	4%	18%	3%	12%
		44%	56%	20%	12%	8%	13%	15%	16%	16%	2%	18%	12%	67%	21%	79%
From £10,400 to £15,599	489	204	285	33	87	65	55	88	81	81	34	92	99	264	126	363
	8%	7%	9%	4%	8%	6%	6%	8%	12%	14%	3%	5%	8%	14%	4%	12%
		42%	58%	7%	18%	13%	11%	18%	17%	17%	7%	19%	20%	54%	26%	74%
From £15,600 to £25,999	552	285	267	53	119	92	71	114	60	42	61	168	153	170	229	323
	9%	9%	8%	6%	11%	9%	8%	11%	9%	7%	5%	9%	12%	9%	7%	10%
		52%	48%	10%	22%	17%	13%	21%	11%	8%	11%	30%	28%	31%	41%	59%
From £26,000 to £36,399	576	300	275	50	143	125	80	106	52	20	118	197	158	104	314	262
	9%	10%	9%	6%	13%	12%	9%	10%	8%	3%	9%	11%	12%	6%	10%	8%
		52%	48%	9%	25%	22%	14%	18%	9%	3%	20%	34%	27%	18%	55%	45%
From £36,400 to £51,999	520	270	250	38	130	122	100	89	32	9	161	219	103	38	380	140
	8%	9%	8%	4%	11%	11%	11%	8%	5%	2%	13%	12%	8%	2%	12%	4%
		52%	48%	7%	25%	23%	19%	17%	6%	2%	31%	42%	20%	7%	73%	27%
52,000 and above	565	322	243	45	127	158	121	89	20	5	294	178	65	27	473	92
	9%	11%	7%	5%	11%	15%	13%	9%	3%	1%	23%	10%	5%	1%	15%	3%
		57%	43%	8%	22%	28%	21%	16%	4%	1%	52%	32%	11%	5%	84%	16%
WORKING STATUS																
Working	3339	1782	1558	352	855	858	647	552	66	8	780	1136	825	599	1916	1423
	53%	58%	48%	40%	75%	80%	71%	53%	10%	1%	61%	61%	63%	32%	61%	45%
		53%	47%	11%	26%	26%	19%	17%	2%	*	23%	34%	25%	18%	57%	43%
Not working	2945	1264	1681	536	279	218	269	499	583	562	494	716	479	1256	1210	1735
	47%	42%	52%	60%	25%	20%	29%	47%	90%	99%	39%	39%	37%	68%	39%	55%
		43%	57%	18%	9%	7%	9%	17%	20%	19%	17%	24%	16%	43%	41%	59%
PEOPLE IN HOUSEHOLD																
1 PERSON	1380	651	729	146	123	132	156	261	241	320	173	378	229	599	551	829
	22%	21%	23%	16%	11%	12%	17%	25%	37%	56%	14%	20%	18%	32%	18%	26%
		47%	53%	11%	9%	10%	11%	19%	17%	23%	13%	27%	17%	43%	40%	60%
2 PEOPLE	2081	1047	1033	158	355	202	267	523	350	226	492	620	420	549	1112	969
	33%	34%	32%	18%	31%	19%	29%	50%	54%	40%	39%	33%	32%	30%	36%	31%
		50%	50%	8%	17%	10%	13%	25%	17%	11%	24%	30%	20%	26%	53%	47%
3 PEOPLE	1168	547	621	197	310	257	200	145	38	21	231	376	256	306	606	562
	19%	18%	19%	22%	27%	24%	22%	14%	6%	4%	18%	20%	20%	16%	19%	18%
		47%	53%	17%	27%	22%	17%	12%	3%	2%	20%	32%	22%	26%	52%	48%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q. Breaks X Breaks
Base: All adults 16+ UK

	Total	GENDER		AGE						SOCIAL GRADE						
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	AB	C1	C2	DE	ABC1	C2DE
Unweighted Base	6284	3060	3224	658	967	901	860	986	1043	869	1313	1763	1396	1812	3076	3208
Weighted Base	6284	3046	3238	888	1134	1076	916	1051	649	570	1274	1852	1304	1855	3126	3158
4 PEOPLE	1062	528	534	224	215	313	215	78	13	3	270	317	252	223	588	475
	17%	17%	17%	25%	19%	29%	23%	7%	2%	1%	21%	17%	19%	12%	19%	15%
		50%	50%	21%	20%	30%	20%	7%	1%	*	25%	30%	24%	21%	55%	45%
5 OR MORE PEOPLE	593	272	321	164	130	170	78	44	6	*	108	161	146	178	269	324
	9%	9%	10%	19%	11%	16%	9%	4%	1%	*	8%	9%	11%	10%	9%	10%
		46%	54%	28%	22%	29%	13%	7%	1%	*	18%	27%	25%	30%	45%	55%
KIDS																
ANY QH	1791	770	1021	245	531	651	286	64	10	4	372	510	406	503	882	909
	29%	25%	32%	28%	47%	61%	31%	6%	2%	1%	29%	28%	31%	27%	28%	29%
		43%	57%	14%	30%	36%	16%	4%	1%	*	21%	28%	23%	28%	49%	51%
NO KIDS	4493	2276	2217	643	603	425	630	987	639	566	902	1341	897	1352	2244	2249
	71%	75%	68%	72%	53%	39%	69%	94%	98%	99%	71%	72%	69%	73%	72%	71%
		51%	49%	14%	13%	9%	14%	22%	14%	13%	20%	30%	20%	30%	50%	50%
SOCIAL CLASS																
A	157	78	79	8	20	28	23	39	23	17	157	-	-	-	157	-
	2%	3%	2%	1%	2%	3%	2%	4%	4%	3%	12%	-	-	-	5%	-
		50%	50%	5%	13%	18%	15%	25%	15%	11%	100%	-	-	-	100%	-
B	1117	567	550	101	190	240	198	190	122	77	1117	-	-	-	1117	-
	18%	19%	17%	11%	17%	22%	22%	18%	19%	13%	88%	-	-	-	36%	-
		51%	49%	9%	17%	21%	18%	17%	11%	7%	100%	-	-	-	100%	-
C1	1852	875	976	336	351	360	246	311	140	108	-	1852	-	-	1852	-
	29%	29%	30%	38%	31%	33%	27%	30%	22%	19%	-	100%	-	-	59%	-
		47%	53%	18%	19%	19%	13%	17%	8%	6%	-	100%	-	-	100%	-
C2	1304	695	608	187	245	226	198	240	118	90	-	-	1304	-	-	1304
	21%	23%	19%	21%	22%	21%	22%	23%	18%	16%	-	-	100%	-	-	41%
		53%	47%	14%	19%	17%	15%	18%	9%	7%	-	-	100%	-	-	100%
D	942	452	490	171	213	144	117	132	94	70	-	-	-	942	-	942
	15%	15%	15%	19%	19%	13%	13%	13%	15%	12%	-	-	-	51%	-	30%
		48%	52%	18%	23%	15%	12%	14%	10%	7%	-	-	-	100%	-	100%
E	913	378	534	86	115	78	134	138	152	209	-	-	-	913	-	913
	15%	12%	17%	10%	10%	7%	15%	13%	23%	37%	-	-	-	49%	-	29%
		41%	59%	9%	13%	9%	15%	15%	17%	23%	-	-	-	100%	-	100%
MOST FINANCIALLY VULNERABLE																
Most financially vulnerable	993	426	567	140	179	141	132	134	132	134	34	152	139	667	187	806
	16%	14%	18%	16%	16%	13%	14%	13%	20%	24%	3%	8%	11%	36%	6%	26%
		43%	57%	14%	18%	14%	13%	13%	13%	14%	3%	15%	14%	67%	19%	81%



Reasons to Complain (QS1024 - 200702/200703/200704)

Q. Breaks X Breaks
Base: All adults 16+ UK

	Total	GENDER		AGE						SOCIAL GRADE						
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	AB	C1	C2	DE	ABC1	C2DE
Unweighted Base	6284	3060	3224	658	967	901	860	986	1043	869	1313	1763	1396	1812	3076	3208
Weighted Base	6284	3046	3238	888	1134	1076	916	1051	649	570	1274	1852	1304	1855	3126	3158
POTENTIALLY FINANCIALLY VULNERABLE																
Most financially vulnerable	1288 20%	655 22%	633 20%	109 12%	280 25%	250 23%	182 20%	250 24%	137 21%	79 14%	241 19%	469 25%	368 28%	210 11%	710 23%	577 18%
		51%	49%	8%	22%	19%	14%	19%	11%	6%	19%	36%	29%	16%	55%	45%
LEAST FINANCIALLY VULNERABLE																
Least financially vulnerable	906 14%	512 17%	394 12%	65 7%	206 18%	208 19%	177 19%	174 17%	54 8%	22 4%	404 32%	320 17%	129 10%	52 3%	724 23%	182 6%
		57%	43%	7%	23%	23%	20%	19%	6%	2%	45%	35%	14%	6%	80%	20%
VULNERABLE CHARACTERISTICS																
With at least one vulnerable characteristic	1124 18%	511 17%	614 19%	83 9%	114 10%	108 10%	170 19%	250 24%	158 24%	241 42%	140 11%	257 14%	181 14%	547 29%	397 13%	728 23%
		45%	55%	7%	10%	10%	15%	22%	14%	21%	12%	23%	16%	49%	35%	65%
Without a vulnerable characteristic	4927 78%	2415 79%	2512 78%	753 85%	979 86%	926 86%	716 78%	784 75%	464 71%	306 54%	1106 87%	1537 83%	1079 83%	1204 65%	2644 85%	2283 72%
		49%	51%	15%	20%	19%	15%	16%	9%	6%	22%	31%	22%	24%	54%	46%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q. Breaks X Breaks
Base: All adults 16+ UK

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Total	Urban	Rural	England	Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	6284	4712	1572	4994	778	332	180	264	647	489	429	553	556	725	817	514	332	778	180
Weighted Base	6284	4782	1502	5293	534	314	143	258	627	489	452	582	604	850	885	545	314	534	143
INCOME																			
Up to £10,399	484	341	143	399	46	18	21	24	66	31	72	41	32	59	37	36	18	46	21
	8%	7%	9%	8%	9%	6%	15%	9%	11%	6%	16%	7%	5%	7%	4%	7%	6%	9%	15%
		71%	29%	82%	9%	4%	4%	5%	14%	6%	15%	9%	7%	12%	8%	7%	4%	9%	4%
From £10,400 to £15,599	489	344	145	412	41	20	16	26	67	34	48	40	37	65	50	44	20	41	16
	8%	7%	10%	8%	8%	6%	11%	10%	11%	7%	11%	7%	6%	8%	6%	8%	6%	8%	11%
		70%	30%	84%	8%	4%	3%	5%	14%	7%	10%	8%	7%	13%	10%	9%	4%	8%	3%
From £15,600 to £25,999	552	398	154	440	49	32	32	27	66	50	44	50	41	60	57	45	32	49	32
	9%	8%	10%	8%	9%	10%	22%	11%	10%	10%	10%	9%	7%	7%	6%	8%	10%	9%	22%
		72%	28%	80%	9%	6%	6%	5%	12%	9%	8%	9%	7%	11%	10%	8%	6%	9%	6%
From £26,000 to £36,399	576	436	140	485	42	26	24	18	71	45	35	46	45	85	97	43	26	42	24
	9%	9%	9%	9%	8%	8%	16%	7%	11%	9%	8%	8%	7%	10%	11%	8%	8%	8%	16%
		76%	24%	84%	7%	4%	4%	3%	12%	8%	6%	8%	8%	15%	17%	8%	4%	7%	4%
From £36,400 to £51,999	520	381	139	444	35	29	12	3	59	31	35	40	75	60	95	46	29	35	12
	8%	8%	9%	8%	7%	9%	8%	1%	9%	6%	8%	7%	12%	7%	11%	8%	9%	7%	8%
		73%	27%	85%	7%	6%	2%	2%	11%	6%	7%	8%	14%	12%	18%	9%	6%	7%	2%
52,000 and above	565	438	126	482	56	22	5	2	48	23	23	34	99	81	137	36	22	56	5
	9%	9%	8%	9%	10%	7%	3%	1%	8%	5%	5%	6%	16%	10%	15%	7%	7%	10%	3%
		78%	22%	85%	10%	4%	1%	*	8%	4%	4%	6%	18%	14%	24%	6%	4%	10%	1%
WORKING STATUS																			
Working	3339	2557	783	2836	282	142	79	119	294	246	194	301	368	513	521	280	142	282	79
	53%	53%	52%	54%	53%	45%	55%	46%	47%	50%	43%	52%	61%	60%	59%	51%	45%	53%	55%
		77%	23%	85%	8%	4%	2%	4%	9%	7%	6%	9%	11%	15%	16%	8%	4%	8%	2%
Not working	2945	2226	719	2457	252	171	64	139	333	243	258	282	236	337	364	265	171	252	64
	47%	47%	48%	46%	47%	55%	45%	54%	53%	50%	57%	48%	39%	40%	41%	49%	55%	47%	45%
		76%	24%	83%	9%	6%	2%	5%	11%	8%	9%	10%	8%	11%	12%	9%	6%	9%	2%
PEOPLE IN HOUSEHOLD																			
1 PERSON	1380	1034	346	1142	145	68	24	52	150	85	148	160	97	168	158	123	68	145	24
	22%	22%	23%	22%	27%	22%	17%	20%	24%	17%	33%	28%	16%	20%	18%	22%	22%	27%	17%
		75%	25%	83%	11%	5%	2%	4%	11%	6%	11%	12%	7%	12%	9%	5%	11%	2%	
2 PEOPLE	2081	1522	559	1740	169	123	49	85	223	156	125	202	192	219	306	231	123	169	49
	33%	32%	37%	33%	32%	39%	34%	33%	36%	32%	28%	35%	32%	26%	35%	42%	39%	32%	34%
		73%	27%	84%	8%	6%	2%	4%	11%	8%	6%	10%	9%	11%	15%	11%	6%	8%	2%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q. Breaks X Breaks
Base: All adults 16+ UK

	AREA		COUNTRY				GOVERNMENT REGIONS												
	Total	Urban	Rural	England	Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland
Unweighted Base	6284	4712	1572	4994	778	332	180	264	647	489	429	553	556	725	817	514	332	778	180
Weighted Base	6284	4782	1502	5293	534	314	143	258	627	489	452	582	604	850	885	545	314	534	143
3 PEOPLE	1168	890	278	992	93	48	36	51	116	118	87	90	123	164	169	75	48	93	36
	19%	19%	19%	19%	17%	15%	25%	20%	18%	24%	19%	16%	20%	19%	19%	14%	15%	17%	25%
		76%	24%	85%	8%	4%	3%	4%	10%	10%	7%	8%	11%	14%	14%	6%	4%	8%	3%
4 PEOPLE	1062	844	218	904	92	41	24	49	103	77	69	82	129	162	159	73	41	92	24
	17%	18%	15%	17%	17%	13%	17%	19%	16%	16%	15%	14%	21%	19%	18%	13%	13%	17%	17%
		79%	21%	85%	9%	4%	2%	5%	10%	7%	6%	8%	12%	15%	15%	7%	4%	9%	2%
5 OR MORE PEOPLE	593	493	100	514	35	33	10	20	35	52	23	48	63	137	93	43	33	35	10
	9%	10%	7%	10%	7%	11%	7%	8%	6%	11%	5%	8%	10%	16%	10%	8%	11%	7%	7%
		83%	17%	87%	6%	6%	2%	3%	6%	9%	4%	8%	11%	23%	16%	7%	6%	6%	2%
KIDS																			
ANY QH	1791	1389	403	1506	137	85	63	84	155	161	120	159	205	264	246	113	85	137	63
	29%	29%	27%	28%	26%	27%	44%	33%	25%	33%	26%	27%	34%	31%	28%	21%	27%	26%	44%
		78%	22%	84%	8%	5%	4%	5%	9%	9%	7%	9%	11%	15%	14%	6%	5%	8%	4%
NO KIDS	4493	3393	1099	3787	397	229	80	173	473	328	333	424	399	586	639	432	229	397	80
	71%	71%	73%	72%	74%	73%	56%	67%	75%	67%	74%	73%	66%	69%	72%	79%	73%	74%	56%
		76%	24%	84%	9%	5%	2%	4%	11%	7%	7%	9%	9%	13%	14%	10%	5%	9%	2%
SOCIAL CLASS																			
A	157	122	35	122	22	13	1	2	20	9	-	2	14	17	51	6	13	22	1
	2%	3%	2%	2%	4%	4%	*	1%	3%	2%	-	*	2%	2%	6%	1%	4%	4%	*
		78%	22%	78%	14%	8%	*	1%	12%	6%	-	1%	9%	11%	33%	4%	8%	14%	*
B	1117	863	254	932	103	65	18	28	99	91	47	90	109	136	244	88	65	103	18
	18%	18%	17%	18%	19%	21%	13%	11%	16%	19%	10%	15%	18%	16%	28%	16%	21%	19%	13%
		77%	23%	83%	9%	6%	2%	3%	9%	8%	4%	8%	10%	12%	22%	8%	6%	9%	2%
C1	1852	1395	456	1609	137	75	31	62	152	125	204	114	201	260	317	173	75	137	31
	29%	29%	30%	30%	26%	24%	22%	24%	24%	26%	45%	20%	33%	31%	36%	32%	24%	26%	22%
		75%	25%	87%	7%	4%	2%	3%	8%	7%	11%	6%	11%	14%	17%	9%	4%	7%	2%
C2	1304	991	313	1102	116	65	20	86	115	111	79	159	133	173	128	120	65	116	20
	21%	21%	21%	21%	22%	21%	14%	33%	18%	23%	17%	27%	22%	20%	14%	22%	21%	22%	14%
		76%	24%	85%	9%	5%	2%	7%	9%	8%	6%	12%	10%	13%	10%	9%	5%	9%	2%
D	942	732	210	795	80	40	27	18	91	61	64	126	90	181	72	93	40	80	27
	15%	15%	14%	15%	15%	13%	19%	7%	15%	12%	14%	22%	15%	21%	8%	17%	13%	15%	19%
		78%	22%	84%	8%	4%	3%	2%	10%	6%	7%	13%	10%	19%	8%	10%	4%	8%	3%
E	913	680	233	733	76	57	47	61	151	92	59	92	57	83	73	66	57	76	47
	15%	14%	16%	14%	14%	18%	33%	24%	24%	19%	13%	16%	9%	10%	8%	12%	18%	14%	33%
		74%	26%	80%	8%	6%	5%	7%	17%	10%	6%	10%	6%	9%	8%	7%	6%	8%	5%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q. Breaks X Breaks
Base: All adults 16+ UK

	AREA			COUNTRY				GOVERNMENT REGIONS												
	Total	Urban	Rural	England	Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland	Northern Ireland	
Unweighted Base	6284	4712	1572	4994	778	332	180	264	647	489	429	553	556	725	817	514	332	778	180	
Weighted Base	6284	4782	1502	5293	534	314	143	258	627	489	452	582	604	850	885	545	314	534	143	
MOST FINANCIALLY VULNERABLE																				
Most financially vulnerable	993	726	267	824	80	42	48	51	129	74	113	78	69	143	91	76	42	80	48	
	16%	15%	18%	16%	15%	13%	33%	20%	21%	15%	25%	13%	11%	17%	10%	14%	13%	15%	33%	
		73%	27%	83%	8%	4%	5%	5%	13%	7%	11%	8%	7%	14%	9%	8%	4%	8%	5%	
POTENTIALLY FINANCIALLY VULNERABLE																				
Most financially vulnerable	1288	921	367	1067	108	61	52	44	164	97	103	112	114	146	187	99	61	108	52	
	20%	19%	24%	20%	20%	19%	36%	17%	26%	20%	23%	19%	19%	17%	21%	18%	19%	20%	36%	
		72%	28%	83%	8%	5%	4%	3%	13%	8%	8%	9%	9%	11%	15%	8%	5%	8%	4%	
LEAST FINANCIALLY VULNERABLE																				
Least financially vulnerable	906	692	214	771	81	44	10	5	83	43	41	62	145	122	196	75	44	81	10	
	14%	14%	14%	15%	15%	14%	7%	2%	13%	9%	9%	11%	24%	14%	22%	14%	14%	15%	7%	
		76%	24%	85%	9%	5%	1%	1%	9%	5%	4%	7%	16%	13%	22%	8%	5%	9%	1%	
VULNERABLE CHARACTERISTICS																				
With at least one vulnerable characteristic	1124	869	255	887	127	85	25	46	146	63	104	100	97	106	153	72	85	127	25	
	18%	18%	17%	17%	24%	27%	17%	18%	23%	13%	23%	17%	16%	12%	17%	13%	27%	24%	17%	
		77%	23%	79%	11%	8%	2%	4%	13%	6%	9%	9%	9%	9%	14%	6%	8%	11%	2%	
Without a vulnerable characteristic	4927	3734	1193	4186	397	225	118	203	414	414	337	475	500	688	721	435	225	397	118	
	78%	78%	79%	79%	74%	72%	83%	79%	66%	85%	75%	81%	83%	81%	81%	80%	72%	74%	83%	
		76%	24%	85%	8%	5%	2%	4%	8%	8%	7%	10%	10%	14%	15%	9%	5%	8%	2%	

Reasons to Complain (QS1024 - 200702/200703/200704)

Q. Breaks X Breaks
Base: All adults 16+ UK

	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER									
	Total	White	Minority Ethnic	Any Internet access	No Internet access	Total Landline	BT	Sky	TalkTalk	Virgin Media	EE	Plusnet	Post Office	Vodafone
Unweighted Base	6284	5536	672	5531	753	4644	1839	925	473	871	174	147	67	110
Weighted Base	6284	5400	802	5719	565	4451	1643	974	433	897	170	143	55	117
INCOME														
Up to £10,399	484	418	65	354	130	273	112	54	41	36	6	5	8	9
	8%	8%	8%	6%	23%	6%	7%	6%	9%	4%	3%	3%	14%	7%
		86%	13%	73%	27%	56%	23%	11%	8%	7%	1%	1%	2%	2%
From £10,400 to £15,599	489	427	61	411	78	367	145	79	37	63	10	6	12	10
	8%	8%	8%	7%	14%	8%	9%	8%	9%	7%	6%	4%	21%	9%
		87%	13%	84%	16%	75%	30%	16%	8%	13%	2%	1%	2%	2%
From £15,600 to £25,999	552	484	68	520	32	415	140	82	58	80	22	11	4	9
	9%	9%	8%	9%	6%	9%	9%	8%	13%	9%	13%	8%	8%	8%
		88%	12%	94%	6%	75%	25%	15%	11%	15%	4%	2%	1%	2%
From £26,000 to £36,399	576	510	63	560	16	452	153	94	44	108	18	16	5	12
	9%	9%	8%	10%	3%	10%	9%	10%	10%	12%	11%	11%	10%	10%
		89%	11%	97%	3%	78%	27%	16%	8%	19%	3%	3%	1%	2%
From £36,400 to £51,999	520	478	42	515	5	405	144	108	32	82	15	14	-	13
	8%	9%	5%	9%	1%	9%	9%	11%	7%	9%	9%	10%	-	11%
		92%	8%	99%	1%	78%	28%	21%	6%	16%	3%	3%	-	2%
52,000 and above	565	508	57	561	4	454	147	115	32	112	16	17	3	19
	9%	9%	7%	10%	1%	10%	9%	12%	7%	12%	9%	12%	6%	17%
		90%	10%	99%	1%	80%	26%	20%	6%	20%	3%	3%	1%	3%
WORKING STATUS														
Working	3339	2857	435	3296	43	2384	753	614	218	531	105	79	12	77
	53%	53%	54%	58%	8%	54%	46%	63%	50%	59%	62%	55%	22%	66%
		86%	13%	99%	1%	71%	23%	18%	7%	16%	3%	2%	*	2%
Not working	2945	2542	366	2422	522	2067	890	360	216	366	65	64	43	40
	47%	47%	46%	42%	92%	46%	54%	37%	50%	41%	38%	45%	78%	34%
		86%	12%	82%	18%	70%	30%	12%	7%	12%	2%	2%	1%	1%
PEOPLE IN HOUSEHOLD														
1 PERSON	1380	1247	119	1039	341	902	398	131	100	141	39	39	24	19
	22%	23%	15%	18%	60%	20%	24%	13%	23%	16%	23%	28%	44%	16%
		90%	9%	75%	25%	65%	29%	9%	7%	10%	3%	3%	2%	1%
2 PEOPLE	2081	1890	166	1903	178	1578	655	327	174	245	55	54	16	32
	33%	35%	21%	33%	31%	35%	40%	34%	40%	27%	32%	37%	29%	27%
		91%	8%	91%	9%	76%	31%	16%	8%	12%	3%	3%	1%	2%
3 PEOPLE	1168	982	168	1142	27	816	276	192	68	190	30	28	8	26
	19%	18%	21%	20%	5%	18%	17%	20%	16%	21%	18%	20%	14%	22%
		84%	14%	98%	2%	70%	24%	16%	6%	16%	3%	2%	1%	2%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q. Breaks X Breaks
Base: All adults 16+ UK

	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER									
	Total	White	Minority Ethnic	Any Internet access	No Internet access	Total Landline	BT	Sky	TalkTalk	Virgin Media	EE	Plusnet	Post Office	Vodafone
Unweighted Base	6284	5536	672	5531	753	4644	1839	925	473	871	174	147	67	110
Weighted Base	6284	5400	802	5719	565	4451	1643	974	433	897	170	143	55	117
4 PEOPLE	1062	872	176	1048	15	760	221	208	63	196	31	17	3	25
	17%	16%	22%	18%	3%	17%	13%	21%	14%	22%	18%	12%	6%	21%
		82%	17%	99%	1%	72%	21%	20%	6%	18%	3%	2%	*	2%
5 OR MORE PEOPLE	593	409	173	587	5	394	93	117	28	126	15	5	4	16
	9%	8%	22%	10%	1%	9%	6%	12%	7%	14%	9%	4%	7%	13%
		69%	29%	99%	1%	66%	16%	20%	5%	21%	2%	1%	1%	3%
KIDS														
ANY QH	1791	1444	326	1782	10	1263	351	356	111	318	54	28	9	39
	29%	27%	41%	31%	2%	28%	21%	37%	26%	35%	32%	19%	16%	33%
		81%	18%	99%	1%	70%	20%	20%	6%	18%	3%	2%	*	2%
NO KIDS	4493	3956	476	3937	555	3188	1292	618	323	579	116	115	46	78
	71%	73%	59%	69%	98%	72%	79%	63%	74%	65%	68%	81%	84%	67%
		88%	11%	88%	12%	71%	29%	14%	7%	13%	3%	3%	1%	2%
SOCIAL CLASS														
A	157	144	13	154	3	132	69	13	8	28	4	4	1	5
	2%	3%	2%	3%	*	3%	4%	1%	2%	3%	2%	3%	2%	4%
		92%	8%	98%	2%	84%	44%	8%	5%	18%	3%	2%	1%	3%
B	1117	1009	98	1088	29	882	357	174	70	177	25	42	7	36
	18%	19%	12%	19%	5%	20%	22%	18%	16%	20%	15%	30%	12%	30%
		90%	9%	97%	3%	79%	32%	16%	6%	16%	2%	4%	1%	3%
C1	1852	1557	272	1780	71	1282	476	297	107	273	42	44	11	26
	29%	29%	34%	31%	13%	29%	29%	30%	25%	30%	25%	31%	21%	22%
		84%	15%	96%	4%	69%	26%	16%	6%	15%	2%	2%	1%	1%
C2	1304	1143	132	1212	92	954	312	229	96	199	49	27	10	17
	21%	21%	17%	21%	16%	21%	19%	14%	22%	22%	29%	19%	19%	14%
		88%	10%	93%	7%	73%	24%	18%	7%	15%	4%	2%	1%	1%
D	942	733	195	846	95	616	176	140	89	136	31	13	11	21
	15%	14%	24%	15%	17%	14%	11%	14%	21%	15%	18%	9%	20%	18%
		78%	21%	90%	10%	65%	19%	15%	9%	14%	3%	1%	1%	2%
E	913	814	90	637	275	585	253	122	64	84	20	13	14	12
	15%	15%	11%	11%	49%	13%	15%	13%	15%	9%	12%	9%	26%	10%
		89%	10%	70%	30%	64%	28%	13%	7%	9%	2%	1%	2%	1%
MOST FINANCIALLY VULNERABLE														
Most financially vulnerable	993	834	153	795	198	641	233	141	86	112	23	8	17	19
	16%	15%	19%	14%	35%	14%	14%	14%	20%	13%	14%	5%	31%	16%
		84%	15%	80%	20%	65%	23%	14%	9%	11%	2%	1%	2%	2%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q. Breaks X Breaks
Base: All adults 16+ UK

	ETHNIC ORIGIN		INTERNET ACCESS		Q.1 LANDLINE SUPPLIER									
	Total	White	Minority Ethnic	Any Internet access	No Internet access	Total Landline	BT	Sky	TalkTalk	Virgin Media	EE	Plusnet	Post Office	Vodafone
Unweighted Base	6284	5536	672	5531	753	4644	1839	925	473	871	174	147	67	110
Weighted Base	6284	5400	802	5719	565	4451	1643	974	433	897	170	143	55	117
POTENTIALLY FINANCIALLY VULNERABLE														
Most financially vulnerable	1288	1159	129	1233	55	1002	362	213	93	212	42	27	9	24
	20%	21%	16%	22%	10%	23%	22%	22%	21%	24%	25%	19%	17%	20%
		90%	10%	96%	4%	78%	28%	17%	7%	16%	3%	2%	1%	2%
LEAST FINANCIALLY VULNERABLE														
Least financially vulnerable	906	831	75	893	13	723	245	178	66	156	22	33	5	29
	14%	15%	9%	16%	2%	16%	15%	18%	15%	17%	13%	23%	9%	25%
		92%	8%	99%	1%	80%	27%	20%	7%	17%	2%	4%	1%	3%
VULNERABLE CHARACTERISTICS														
With at least one vulnerable characteristic	1124	1031	80	872	253	826	337	163	90	141	25	20	27	12
	18%	19%	10%	15%	45%	19%	21%	17%	21%	16%	15%	14%	48%	11%
		92%	7%	78%	22%	73%	30%	14%	8%	13%	2%	2%	2%	1%
Without a vulnerable characteristic	4927	4202	677	4636	291	3523	1257	791	335	743	140	121	27	102
	78%	78%	84%	81%	52%	79%	76%	81%	77%	83%	82%	84%	49%	87%
		85%	14%	94%	6%	71%	26%	16%	7%	15%	3%	2%	1%	2%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q. Breaks X Breaks
Base: All adults 16+ UK

	Q.2 MOBILE SUPPLIER										Q.3A BROADBAND SUPPLIER							
	Total	Total mobile	BT	EE	O2	Tesco Mobile	Three	Virgin Mobile	Vodafone	Lycamobile	giffgaf	Total broadband	BT	EE	Sky	TalkTalk	Virgin Media	Plusnet
Unweighted Base	6284	5623	261	1256	1121	457	582	364	922	63	285	4982	1302	268	1204	561	1234	196
Weighted Base	6284	5746	236	1303	1131	424	650	362	937	71	324	5088	1222	278	1287	542	1341	199
INCOME																		
Up to £10,399	484	416	25	76	73	50	53	19	68	2	28	272	52	12	66	44	73	5
	8%	7%	11%	6%	6%	12%	8%	5%	7%	2%	9%	5%	4%	4%	5%	8%	5%	3%
		86%	5%	16%	15%	10%	11%	4%	14%	*	6%	56%	11%	2%	14%	9%	15%	1%
From £10,400 to £15,599	489	434	12	100	96	33	44	30	64	2	27	352	80	21	89	44	82	12
	8%	8%	5%	8%	9%	8%	7%	8%	7%	3%	8%	7%	7%	7%	8%	8%	6%	6%
		89%	2%	20%	20%	7%	9%	6%	13%	*	6%	72%	16%	4%	18%	9%	17%	2%
From £15,600 to £25,999	552	524	14	97	123	51	53	31	75	7	33	480	122	29	104	69	113	14
	9%	9%	6%	7%	11%	12%	8%	9%	8%	10%	10%	9%	10%	11%	8%	13%	8%	7%
		95%	3%	18%	22%	9%	10%	6%	14%	1%	6%	87%	22%	5%	19%	13%	21%	2%
From £26,000 to £36,399	576	562	22	130	121	27	80	47	80	7	24	524	122	27	134	58	142	17
	9%	10%	9%	10%	11%	6%	12%	13%	9%	10%	7%	10%	10%	10%	10%	11%	11%	9%
		98%	4%	23%	21%	5%	14%	8%	14%	1%	4%	91%	21%	5%	23%	10%	25%	3%
From £36,400 to £51,999	520	515	25	126	105	26	58	28	86	7	26	479	121	19	141	41	120	18
	8%	9%	11%	10%	9%	6%	9%	8%	9%	10%	8%	9%	10%	7%	11%	8%	9%	9%
		99%	5%	24%	20%	5%	11%	5%	16%	1%	5%	92%	23%	4%	27%	8%	23%	3%
52,000 and above	565	551	13	128	128	18	72	29	106	2	21	527	130	26	137	38	155	21
	9%	10%	6%	10%	11%	4%	11%	8%	11%	3%	7%	10%	11%	9%	11%	7%	12%	11%
		98%	2%	23%	23%	3%	13%	5%	19%	*	4%	93%	23%	5%	24%	7%	27%	4%
WORKING STATUS																		
Working	3339	3245	108	814	659	167	420	190	528	33	171	2973	648	178	814	295	803	110
	53%	56%	46%	62%	58%	40%	65%	52%	56%	46%	53%	58%	53%	64%	63%	54%	60%	55%
		97%	3%	24%	20%	5%	13%	6%	16%	1%	5%	89%	19%	5%	24%	9%	24%	3%
Not working	2945	2500	128	490	472	256	230	172	409	38	153	2116	574	100	473	247	537	89
	47%	44%	54%	38%	42%	60%	35%	48%	44%	54%	47%	42%	47%	36%	37%	46%	40%	45%
		85%	4%	17%	16%	9%	8%	6%	14%	1%	5%	72%	20%	3%	16%	8%	18%	3%
PEOPLE IN HOUSEHOLD																		
1 PERSON	1380	1138	64	252	217	105	113	76	183	8	64	869	213	59	154	121	227	51
	22%	20%	27%	19%	19%	25%	17%	21%	20%	11%	20%	17%	17%	21%	12%	22%	17%	26%
		82%	5%	18%	16%	8%	8%	6%	13%	1%	5%	63%	15%	4%	11%	9%	16%	4%
2 PEOPLE	2081	1898	97	407	383	164	190	116	313	14	101	1747	500	98	418	209	364	65
	33%	33%	41%	31%	34%	39%	29%	32%	33%	20%	31%	34%	41%	35%	33%	38%	27%	33%
		91%	5%	20%	18%	8%	9%	6%	15%	1%	5%	84%	24%	5%	20%	10%	17%	3%

Q. Breaks X Breaks
Base: All adults 16+ UK

	Q.3A BROADBAND SUPPLIER		
	Total	Post Office	Vodafone
Unweighted Base	6284	50	149
Weighted Base	6284	50	160
INCOME			
Up to £10,399	484 8%	5 10%	8 5%
		1%	2%
From £10,400 to £15,599	489 8%	8 15%	18 11%
		2%	4%
From £15,600 to £25,999	552 9%	4 8%	17 11%
		1%	3%
From £26,000 to £36,399	576 9%	4 8%	16 10%
		1%	3%
From £36,400 to £51,999	520 8%	2 3%	16 10%
		*	3%
52,000 and above	565 9%	3 7%	21 13%
		1%	4%
WORKING STATUS			
Working	3339 53%	23 45%	110 68%
		1%	3%
Not working	2945 47%	27 55%	51 32%
		1%	2%
PEOPLE IN HOUSEHOLD			
1 PERSON	1380 22%	13 27%	26 16%
		1%	2%
2 PEOPLE	2081 33%	13 26%	46 29%
		1%	2%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q. Breaks X Breaks
Base: All adults 16+ UK

	Q.2 MOBILE SUPPLIER										Q.3A BROADBAND SUPPLIER								
	Total	Total mobile	BT	EE	O2	Tesco Mobile	Three	Virgin Mobile	Vodafone	Lycamobile	giffgaff	Total broadband	BT	EE	Sky	TalkTalk	Virgin Media	Plusnet	
Unweighted Base	6284	5623	261	1256	1121	457	582	364	922	63	285	4982	1302	268	1204	561	1234	196	
Weighted Base	6284	5746	236	1303	1131	424	650	362	937	71	324	5088	1222	278	1287	542	1341	199	
3 PEOPLE	1168	1110	27	264	227	62	139	62	191	18	72	1009	233	39	278	85	289	40	
	19%	19%	11%	20%	20%	15%	21%	17%	20%	25%	22%	20%	19%	14%	22%	16%	22%	20%	
		95%	2%	23%	19%	5%	12%	5%	16%	2%	6%	86%	20%	3%	24%	7%	25%	3%	
4 PEOPLE	1062	1033	34	265	195	61	111	69	162	16	58	944	189	60	278	80	279	31	
	17%	18%	15%	20%	17%	14%	17%	19%	17%	22%	18%	19%	17%	15%	22%	15%	21%	16%	
		97%	3%	25%	18%	6%	10%	7%	15%	2%	5%	89%	18%	6%	26%	8%	26%	3%	
5 OR MORE PEOPLE	593	566	14	116	108	31	97	39	89	16	29	520	87	21	158	48	182	12	
	9%	10%	6%	9%	10%	7%	15%	11%	9%	22%	9%	10%	7%	8%	12%	9%	14%	6%	
		96%	2%	20%	18%	5%	16%	7%	15%	3%	5%	88%	15%	4%	27%	8%	31%	2%	
KIDS																			
ANY QH	1791	1749	46	423	337	89	226	106	288	28	110	1599	297	87	491	157	462	38	
	29%	30%	19%	32%	30%	21%	35%	29%	31%	39%	34%	31%	24%	31%	38%	29%	34%	19%	
		98%	3%	24%	19%	5%	13%	6%	16%	2%	6%	89%	17%	5%	27%	9%	26%	2%	
NO KIDS	4493	3996	190	880	794	335	423	256	649	43	215	3490	924	191	796	386	878	161	
	71%	70%	81%	68%	70%	79%	65%	71%	69%	61%	66%	69%	76%	69%	62%	71%	66%	81%	
		89%	4%	20%	18%	7%	9%	6%	14%	1%	5%	78%	21%	4%	18%	9%	20%	4%	
SOCIAL CLASS																			
A	157	150	12	25	27	8	21	12	27	-	9	146	64	5	16	11	39	5	
	2%	3%	5%	2%	2%	2%	3%	3%	3%	-	3%	3%	5%	2%	1%	2%	3%	2%	
		96%	7%	16%	17%	5%	13%	8%	17%	-	5%	93%	41%	3%	10%	7%	25%	3%	
B	1117	1065	50	249	216	66	94	69	212	8	38	989	284	44	225	85	256	51	
	18%	19%	21%	19%	19%	16%	14%	19%	23%	11%	12%	19%	23%	16%	18%	16%	19%	26%	
		95%	4%	22%	19%	6%	8%	6%	19%	1%	3%	88%	25%	4%	20%	8%	23%	5%	
C1	1852	1749	76	391	352	122	215	108	267	17	117	1629	380	78	409	144	486	76	
	29%	30%	32%	30%	31%	29%	33%	30%	29%	23%	36%	32%	31%	28%	32%	27%	36%	38%	
		94%	4%	21%	19%	7%	12%	6%	14%	1%	6%	88%	21%	4%	22%	8%	26%	4%	
C2	1304	1210	47	308	222	87	146	78	180	13	61	1093	260	67	302	122	264	35	
	21%	21%	20%	24%	20%	21%	22%	22%	19%	18%	19%	21%	21%	24%	23%	22%	20%	17%	
		93%	4%	24%	17%	7%	11%	6%	14%	1%	5%	84%	20%	5%	23%	9%	20%	3%	
D	942	862	22	189	168	57	115	57	130	27	50	718	120	50	190	108	191	19	
	15%	15%	9%	14%	15%	13%	18%	16%	14%	39%	15%	14%	10%	18%	15%	20%	14%	9%	
		91%	2%	20%	18%	6%	12%	6%	14%	3%	5%	76%	13%	5%	20%	11%	20%	2%	
E	913	710	30	142	146	84	59	38	121	6	50	513	115	35	144	72	105	14	
	15%	12%	13%	11%	13%	20%	9%	11%	13%	9%	16%	10%	9%	12%	11%	13%	8%	7%	
		78%	3%	16%	16%	9%	7%	4%	13%	1%	6%	56%	13%	4%	16%	8%	11%	2%	

Q. Breaks X Breaks
Base: All adults 16+ UK

	Total	Q.3A BROADBAND SUPPLIER	
		Post Office	Vodafone
Unweighted Base	6284	50	149
Weighted Base	6284	50	160
3 PEOPLE	1168 19%	11 23% 1%	45 28% 4%
4 PEOPLE	1062 17%	7 15% 1%	30 19% 3%
5 OR MORE PEOPLE	593 9%	5 9% 1%	14 9% 2%
KIDS			
ANY QH	1791 29%	14 28% 1%	54 34% 3%
NO KIDS	4493 71%	36 72% 1%	107 66% 2%
SOCIAL CLASS			
A	157 2%	1 2% 1%	3 2% 2%
B	1117 18%	5 10% *	53 33% 5%
C1	1852 29%	17 34% 1%	29 18% 2%
C2	1304 21%	7 15% 1%	30 18% 2%
D	942 15%	11 21% 1%	27 17% 3%
E	913 15%	9 18% 1%	19 12% 2%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q. Breaks X Breaks
Base: All adults 16+ UK

	Q.2 MOBILE SUPPLIER											Q.3A BROADBAND SUPPLIER						
	Total	Total mobile	BT	EE	O2	Tesco Mobile	Three	Virgin Mobile	Vodafone	Lycamobile	giffgaf	Total broadband	BT	EE	Sky	TalkTalk	Virgin Media	Plusnet
Unweighted Base	6284	5623	261	1256	1121	457	582	364	922	63	285	4982	1302	268	1204	561	1234	196
Weighted Base	6284	5746	236	1303	1131	424	650	362	937	71	324	5088	1222	278	1287	542	1341	199
MOST FINANCIALLY VULNERABLE																		
Most financially vulnerable	993 16%	879 15%	37 16%	160 12%	177 16%	85 20%	111 17%	53 15%	135 14%	11 15%	55 17%	660 13%	131 11%	36 13%	171 13%	104 19%	168 13%	9 5%
		89%	4%	16%	18%	9%	11%	5%	14%	1%	6%	67%	13%	4%	17%	10%	17%	1%
POTENTIALLY FINANCIALLY VULNERABLE																		
Most financially vulnerable	1288 20%	1240 22%	37 16%	298 23%	257 23%	79 19%	142 22%	83 23%	184 20%	13 18%	72 22%	1136 22%	280 23%	58 21%	288 22%	114 21%	295 22%	39 19%
		96%	3%	23%	20%	6%	11%	6%	14%	1%	6%	88%	22%	4%	22%	9%	23%	3%
LEAST FINANCIALLY VULNERABLE																		
Least financially vulnerable	906 14%	883 15%	37 16%	199 15%	212 19%	40 9%	106 16%	49 13%	159 17%	4 5%	32 10%	837 16%	215 18%	40 15%	211 16%	77 14%	222 17%	39 19%
		98%	4%	22%	23%	4%	12%	5%	18%	*	3%	92%	24%	4%	23%	8%	24%	4%
VULNERABLE CHARACTERISTICS																		
With at least one vulnerable characteristic	1124 18%	946 16%	37 16%	182 14%	202 18%	119 28%	78 12%	63 17%	143 15%	6 8%	60 18%	769 15%	183 15%	36 13%	205 16%	89 16%	190 14%	28 14%
		84%	3%	16%	18%	11%	7%	6%	13%	1%	5%	68%	16%	3%	18%	8%	17%	2%
Without a vulnerable characteristic	4927 78%	4621 80%	191 81%	1081 83%	897 79%	293 69%	548 84%	284 78%	763 81%	61 86%	251 77%	4175 82%	990 81%	223 80%	1051 82%	440 81%	1128 84%	164 82%
		94%	4%	22%	18%	6%	11%	6%	15%	1%	5%	85%	20%	5%	21%	9%	23%	3%

Q. Breaks X Breaks
Base: All adults 16+ UK

	Total	Q.3A BROADBAND SUPPLIER	
		Post Office	Vodafone
Unweighted Base	6284	50	149
Weighted Base	6284	50	160
MOST FINANCIALLY VULNERABLE			
Most financially vulnerable	993 16%	11 21% 1%	29 18% 3%
POTENTIALLY FINANCIALLY VULNERABLE			
Most financially vulnerable	1288 20%	11 22% 1%	35 22% 3%
LEAST FINANCIALLY VULNERABLE			
Least financially vulnerable	906 14%	3 7% *	34 21% 4%
VULNERABLE CHARACTERISTICS			
With at least one vulnerable characteristic	1124 18%	15 30% 1%	16 10% 1%
Without a vulnerable characteristic	4927 78%	34 67% 1%	138 86% 3%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q. Breaks X Breaks
Base: All adults 16+ UK

	Total	Q.4 PAY TV SUPPLIER				
		Total TV	BT	Sky	TalkTalk	Virgin Media
Unweighted Base	6284	3049	279	1653	108	846
Weighted Base	6284	3112	269	1672	108	884
INCOME						
Up to £10,399	484 8%	149 5% 31%	10 4% 2%	84 5% 17%	9 8% 2%	36 4% 7%
From £10,400 to £15,599	489 8%	202 7% 41%	19 7% 4%	113 7% 23%	10 9% 2%	50 6% 10%
From £15,600 to £25,999	552 9%	282 9% 51%	24 9% 4%	151 9% 27%	11 10% 2%	70 8% 13%
From £26,000 to £36,399	576 9%	328 11% 57%	34 13% 6%	154 9% 27%	6 6% 1%	107 12% 19%
From £36,400 to £51,999	520 8%	327 11% 63%	25 9% 5%	197 12% 38%	5 5% 1%	87 10% 17%
52,000 and above	565 9%	371 12% 66%	40 15% 7%	192 11% 34%	8 8% 1%	113 13% 20%
WORKING STATUS						
Working	3339 53%	1854 60% 56%	133 50% 4%	1018 61% 30%	52 48% 2%	531 60% 16%
Not working	2945 47%	1258 40% 43%	136 50% 5%	654 39% 22%	56 52% 2%	354 40% 12%
PEOPLE IN HOUSEHOLD						
1 PERSON	1380 22%	437 14% 32%	46 17% 3%	210 13% 15%	18 17% 1%	141 16% 10%
2 PEOPLE	2081 33%	1020 33% 49%	108 40% 5%	570 34% 27%	36 33% 2%	243 28% 12%
3 PEOPLE	1168 19%	636 20% 54%	53 20% 5%	334 20% 29%	21 19% 2%	197 22% 17%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q. Breaks X Breaks
Base: All adults 16+ UK

	Total	Q.4 PAY TV SUPPLIER				
		Total TV	BT	Sky	TalkTalk	Virgin Media
Unweighted Base	6284	3049	279	1653	108	846
Weighted Base	6284	3112	269	1672	108	884
4 PEOPLE	1062	666	41	369	17	195
	17%	21%	15%	22%	15%	22%
		63%	4%	35%	2%	18%
5 OR MORE PEOPLE	593	352	20	188	16	108
	9%	11%	8%	11%	15%	12%
		59%	3%	32%	3%	18%
KIDS						
ANY QH	1791	1050	67	569	33	312
	29%	34%	25%	34%	30%	35%
		59%	4%	32%	2%	17%
NO KIDS	4493	2061	202	1103	75	572
	71%	66%	75%	66%	70%	65%
		46%	4%	25%	2%	13%
SOCIAL CLASS						
A	157	78	15	36	1	21
	2%	3%	6%	2%	1%	2%
		50%	9%	23%	1%	13%
B	1117	633	67	323	14	190
	18%	20%	25%	19%	13%	21%
		57%	6%	29%	1%	17%
C1	1852	925	61	499	28	290
	29%	30%	23%	30%	26%	33%
		50%	3%	27%	2%	16%
C2	1304	718	63	407	24	183
	21%	23%	23%	24%	22%	21%
		55%	5%	31%	2%	14%
D	942	431	27	224	23	124
	15%	14%	10%	13%	21%	14%
		46%	3%	24%	2%	13%
E	913	326	36	182	18	78
	15%	10%	13%	11%	16%	9%
		36%	4%	20%	2%	9%
MOST FINANCIALLY VULNERABLE						
Most financially vulnerable	993	403	32	218	24	99
	16%	13%	12%	13%	22%	11%
		41%	3%	22%	2%	10%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q. Breaks X Breaks

Base: All adults 16+ UK

	Total	Q.4 PAY TV SUPPLIER				
		Total TV	BT	Sky	TalkTalk	Virgin Media
Unweighted Base	6284	3049	279	1653	108	846
Weighted Base	6284	3112	269	1672	108	884
POTENTIALLY FINANCIALLY VULNERABLE						
Most financially vulnerable	1288 20%	712 23% 55%	64 24% 5%	379 23% 29%	13 12% 1%	208 24% 16%
LEAST FINANCIALLY VULNERABLE						
Least financially vulnerable	906 14%	544 17% 60%	57 21% 6%	295 18% 33%	12 11% 1%	155 18% 17%
VULNERABLE CHARACTERISTICS						
With at least one vulnerable characteristic	1124 18%	490 16% 44%	45 17% 4%	260 16% 23%	19 18% 2%	137 16% 12%
Without a vulnerable characteristic	4927 78%	2542 82% 52%	215 80% 4%	1364 82% 28%	83 77% 2%	730 83% 15%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q. Breaks X Breaks
Base: All adults 16+ UK

	INCOME							WORKING STATUS		PEOPLE IN HOUSEHOLD					KIDS		SOCIAL CLASS					
	Total	Up to £10,399	From £10,400 to £15,599	From £15,600 to £25,999	From £26,000 to £36,399	From £36,400 to £51,999	52,000 and above	Workin g	Not workin g	1 PERSON	2 PEOPLE	3 PEOPLE	4 PEOPLE	5 OR MORE PEOPLE	ANY QH	NO KIDS	A	B	C1	C2	D	E
Unweighted Base	6284	510	538	587	567	479	486	2921	3363	1537	2284	1043	914	506	1554	4730	181	1132	1763	1396	881	931
Weighted Base	6284	484	489	552	576	520	565	3339	2945	1380	2081	1168	1062	593	1791	4493	157	1117	1852	1304	942	913
INCOME																						
Up to £10,399	484	484	-	-	-	-	-	91	393	291	116	29	35	13	79	405	1	11	88	58	92	234
	8%	100%	-	-	-	-	-	3%	13%	21%	6%	3%	3%	2%	4%	9%	1%	1%	5%	4%	10%	26%
		100%	-	-	-	-	-	19%	81%	60%	24%	6%	7%	3%	16%	84%	*	2%	18%	12%	19%	48%
From £10,400 to £15,599	489	-	489	-	-	-	-	153	336	166	160	87	38	38	144	345	2	31	92	99	110	154
	8%	-	100%	-	-	-	-	5%	11%	12%	8%	7%	4%	6%	8%	8%	2%	3%	5%	8%	12%	17%
		-	100%	-	-	-	-	31%	69%	34%	33%	18%	8%	8%	29%	71%	*	6%	19%	20%	23%	31%
From £15,600 to £25,999	552	-	-	552	-	-	-	314	238	123	210	101	60	59	180	372	6	55	168	153	120	50
	9%	-	-	100%	-	-	-	9%	8%	9%	10%	9%	6%	10%	10%	8%	4%	5%	9%	12%	13%	5%
		-	-	100%	-	-	-	57%	43%	22%	38%	18%	11%	11%	33%	67%	1%	10%	30%	28%	22%	9%
From £26,000 to £36,399	576	-	-	-	576	-	-	417	159	97	207	114	105	53	193	383	10	107	197	158	92	11
	9%	-	-	-	100%	-	-	12%	5%	7%	10%	10%	10%	9%	11%	9%	7%	10%	11%	12%	10%	1%
		-	-	-	100%	-	-	72%	28%	17%	36%	20%	18%	9%	34%	66%	2%	19%	34%	27%	16%	2%
From £36,400 to £51,999	520	-	-	-	-	520	-	433	87	50	194	128	114	34	178	343	18	143	219	103	34	4
	8%	-	-	-	-	100%	-	13%	3%	4%	9%	11%	11%	6%	10%	8%	11%	13%	12%	8%	4%	*
		-	-	-	-	100%	-	83%	17%	10%	37%	25%	22%	7%	34%	66%	3%	27%	42%	20%	6%	1%
52,000 and above	565	-	-	-	-	-	565	470	95	19	171	119	182	74	236	329	46	248	178	65	26	2
	9%	-	-	-	-	-	100%	14%	3%	1%	8%	10%	17%	12%	13%	7%	29%	22%	10%	5%	3%	*
		-	-	-	-	-	100%	83%	17%	3%	30%	21%	32%	13%	42%	58%	8%	44%	32%	11%	5%	*
WORKING STATUS																						
Working	3339	91	153	314	417	433	470	3339	-	462	1040	792	715	329	1246	2093	82	698	1136	825	563	36
	53%	19%	31%	57%	72%	83%	83%	100%	-	34%	50%	68%	67%	56%	70%	47%	52%	62%	61%	63%	60%	4%
		3%	5%	9%	12%	13%	14%	100%	-	14%	31%	24%	21%	10%	37%	63%	2%	21%	34%	25%	17%	1%
Not working	2945	393	336	238	159	87	95	-	2945	918	1041	376	347	263	545	2399	75	419	716	479	379	877
	47%	81%	69%	43%	28%	17%	17%	-	100%	66%	50%	32%	33%	44%	30%	53%	48%	38%	39%	37%	40%	96%
		13%	11%	8%	5%	3%	3%	-	100%	31%	35%	13%	12%	9%	19%	81%	3%	14%	24%	16%	13%	30%
PEOPLE IN HOUSEHOLD																						
1 PERSON	1380	291	166	123	97	50	19	462	918	1380	-	-	-	-	-	1380	21	152	378	229	183	417
	22%	60%	34%	22%	17%	10%	3%	14%	31%	100%	-	-	-	-	-	31%	14%	14%	20%	18%	19%	46%
		21%	12%	9%	7%	4%	1%	34%	66%	100%	-	-	-	-	-	100%	2%	11%	27%	17%	13%	30%
2 PEOPLE	2081	116	160	210	207	194	171	1040	1041	-	2081	-	-	-	125	1956	67	425	620	420	281	268
	33%	24%	33%	38%	36%	37%	30%	31%	35%	-	100%	-	-	-	7%	44%	43%	38%	33%	32%	30%	29%
		6%	8%	10%	10%	9%	8%	50%	50%	-	100%	-	-	-	6%	94%	3%	20%	30%	20%	14%	13%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q. Breaks X Breaks
Base: All adults 16+ UK

	INCOME							WORKING STATUS		PEOPLE IN HOUSEHOLD					KIDS		SOCIAL CLASS					
	Total	Up to £10,399	From £10,400 to £15,599	From £15,600 to £25,999	From £26,000 to £36,399	From £36,400 to £51,999	52,000 and above	Workin g	Not workin g	1 PERSON	2 PEOPLE	3 PEOPLE	4 PEOPLE	5 OR MORE PEOPLE	ANY QH	NO KIDS	A	B	C1	C2	D	E
Unweighted Base	6284	510	538	587	567	479	486	2921	3363	1537	2284	1043	914	506	1554	4730	181	1132	1763	1396	881	931
Weighted Base	6284	484	489	552	576	520	565	3339	2945	1380	2081	1168	1062	593	1791	4493	157	1117	1852	1304	942	913
3 PEOPLE	1168	29	87	101	114	128	119	792	376	-	-	1168	-	-	561	607	24	206	376	256	193	112
	19%	6%	18%	18%	24%	25%	21%	24%	13%	-	-	100%	-	-	31%	14%	15%	18%	20%	20%	21%	12%
		3%	7%	9%	10%	11%	10%	68%	32%	-	-	100%	-	-	48%	52%	2%	18%	32%	22%	17%	10%
4 PEOPLE	1062	35	38	60	105	114	182	715	347	-	-	-	1062	-	681	381	30	240	317	252	152	70
	17%	7%	8%	11%	18%	22%	32%	21%	12%	-	-	-	100%	-	38%	8%	19%	21%	17%	19%	16%	8%
		3%	4%	6%	10%	11%	17%	67%	33%	-	-	-	100%	-	64%	36%	3%	23%	30%	24%	14%	7%
5 OR MORE PEOPLE	593	13	38	59	53	34	74	329	263	-	-	-	-	593	424	169	14	94	161	146	132	46
	9%	3%	8%	11%	9%	7%	13%	10%	9%	-	-	-	-	100%	24%	4%	9%	8%	9%	11%	14%	5%
		2%	6%	10%	9%	6%	12%	56%	44%	-	-	-	-	100%	72%	28%	2%	16%	27%	25%	22%	8%
KIDS																						
ANY QH	1791	79	144	180	193	178	236	1246	545	-	125	561	681	424	1791	-	39	334	510	406	313	190
	29%	16%	29%	33%	34%	34%	42%	37%	19%	-	6%	48%	64%	72%	100%	-	25%	30%	28%	31%	33%	21%
		4%	8%	10%	11%	10%	13%	70%	30%	-	7%	31%	38%	24%	100%	-	2%	19%	28%	23%	17%	11%
NO KIDS	4493	405	345	372	383	343	329	2093	2399	1380	1956	607	381	169	-	4493	118	784	1341	897	629	723
	71%	84%	71%	67%	66%	66%	58%	63%	81%	100%	94%	52%	36%	28%	-	100%	75%	70%	72%	69%	67%	79%
		9%	8%	8%	9%	8%	7%	47%	53%	31%	44%	14%	8%	4%	-	100%	3%	17%	30%	20%	14%	16%
SOCIAL CLASS																						
A	157	1	2	6	10	18	46	82	75	21	67	24	30	14	39	118	157	-	-	-	-	-
	2%	*	*	1%	2%	3%	8%	2%	3%	2%	3%	2%	3%	2%	2%	3%	100%	-	-	-	-	-
		1%	2%	4%	7%	11%	29%	52%	48%	14%	43%	15%	19%	9%	25%	75%	100%	-	-	-	-	-
B	1117	11	31	55	107	143	248	698	419	152	425	206	240	94	334	784	-	1117	-	-	-	-
	18%	2%	6%	10%	19%	27%	44%	21%	14%	11%	20%	18%	23%	16%	19%	17%	-	100%	-	-	-	-
		1%	3%	5%	10%	13%	22%	62%	38%	14%	38%	18%	21%	8%	30%	70%	-	100%	-	-	-	-
C1	1852	88	92	168	197	219	178	1136	716	378	620	376	317	161	510	1341	-	-	1852	-	-	-
	29%	18%	19%	30%	34%	42%	32%	34%	24%	27%	30%	32%	30%	27%	28%	30%	-	-	100%	-	-	-
		5%	5%	9%	11%	12%	10%	61%	39%	20%	33%	20%	17%	9%	28%	72%	-	-	100%	-	-	-
C2	1304	58	99	153	158	103	65	825	479	229	420	256	252	146	406	897	-	-	-	1304	-	-
	21%	12%	20%	28%	27%	20%	11%	25%	16%	17%	20%	22%	24%	25%	23%	20%	-	-	-	100%	-	-
		4%	8%	12%	12%	8%	5%	63%	37%	18%	32%	20%	19%	11%	31%	69%	-	-	-	100%	-	-
D	942	92	110	120	92	34	26	563	379	183	281	193	152	132	313	629	-	-	-	-	942	-
	15%	19%	23%	22%	16%	6%	5%	17%	13%	13%	14%	17%	14%	22%	17%	14%	-	-	-	-	100%	-
		10%	12%	13%	10%	4%	3%	60%	40%	19%	30%	21%	16%	14%	33%	67%	-	-	-	-	100%	-
E	913	234	154	50	11	4	2	36	877	417	268	112	70	46	190	723	-	-	-	-	-	913
	15%	48%	31%	9%	2%	1%	*	1%	30%	30%	13%	10%	7%	8%	11%	16%	-	-	-	-	-	100%
		26%	17%	5%	1%	*	*	4%	96%	46%	29%	12%	8%	5%	21%	79%	-	-	-	-	-	100%



Reasons to Complain (QS1024 - 200702/200703/200704)

Q. Breaks X Breaks
Base: All adults 16+ UK

	Total	INCOME						WORKING STATUS		PEOPLE IN HOUSEHOLD					KIDS		SOCIAL CLASS					
		Up to £10,399	From £10,400 to £15,599	From £15,600 to £25,999	From £26,000 to £36,399	From £36,400 to £51,999	52,000 and above	Workin g	Not workin g	1 PERSON	2 PEOPLE	3 PEOPLE	4 PEOPLE	5 OR MORE PEOPLE	ANY QH	NO KIDS	A	B	C1	C2	D	E
Unweighted Base	6284	510	538	587	567	479	486	2921	3363	1537	2284	1043	914	506	1554	4730	181	1132	1763	1396	881	931
Weighted Base	6284	484	489	552	576	520	565	3339	2945	1380	2081	1168	1062	593	1791	4493	157	1117	1852	1304	942	913
MOST FINANCIALLY VULNERABLE																						
Most financially vulnerable	993	484	266	180	53	9	-	242	751	381	222	84	133	173	335	658	4	30	152	139	233	433
	16%	100%	54%	33%	9%	2%	-	7%	26%	28%	11%	7%	13%	29%	19%	15%	3%	3%	8%	11%	25%	47%
		49%	27%	18%	5%	1%	-	24%	76%	38%	22%	9%	13%	17%	34%	66%	*	3%	15%	14%	23%	44%
POTENTIALLY FINANCIALLY VULNERABLE																						
Most financially vulnerable	1288	-	223	372	426	267	-	901	386	198	470	375	219	25	435	852	20	221	469	368	195	14
	20%	-	46%	67%	74%	51%	-	27%	13%	14%	23%	32%	21%	4%	24%	19%	13%	20%	25%	28%	21%	2%
		-	17%	29%	33%	21%	-	70%	30%	15%	37%	29%	17%	2%	34%	66%	2%	17%	36%	29%	15%	1%
LEAST FINANCIALLY VULNERABLE																						
Least financially vulnerable	906	-	-	-	97	244	565	736	170	166	365	119	182	74	240	666	59	345	320	129	45	7
	14%	-	-	-	17%	47%	100%	22%	6%	12%	18%	10%	17%	12%	13%	15%	38%	31%	17%	10%	5%	1%
		-	-	-	11%	27%	62%	81%	19%	18%	40%	13%	20%	8%	27%	73%	7%	38%	35%	14%	5%	1%
VULNERABLE CHARACTERISTICS																						
With at least one vulnerable characteristic	1124	186	158	98	81	65	48	258	866	426	381	154	112	51	176	948	16	124	257	181	167	380
	18%	38%	32%	18%	14%	13%	9%	8%	29%	31%	18%	13%	11%	9%	10%	21%	10%	11%	14%	14%	18%	42%
		17%	14%	9%	7%	6%	4%	23%	77%	38%	34%	14%	10%	5%	16%	84%	1%	11%	23%	16%	15%	34%
Without a vulnerable characteristic	4927	283	320	445	490	450	513	2976	1951	877	1617	976	928	528	1579	3348	139	968	1537	1079	748	456
	78%	59%	65%	81%	85%	86%	91%	89%	66%	64%	78%	84%	87%	89%	88%	75%	88%	87%	83%	83%	79%	50%
		6%	6%	9%	10%	9%	10%	60%	40%	18%	33%	20%	19%	11%	32%	68%	3%	20%	31%	22%	15%	9%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q. Breaks X Breaks
Base: All adults 16+ UK

	Total	MOST FINANCIALLY VULNERABLE	POTENTIALLY FINANCIALLY VULNERABLE	LEAST FINANCIALLY VULNERABLE	VULNERABLE CHARACTERISTICS	
		Most financially vulnerable	Potentially financially vulnerable	Least financially vulnerable	With at least one vulnerable characteristic	Without a vulnerable characteristic
Unweighted Base	6284	1007	1338	822	1277	4787
Weighted Base	6284	993	1288	906	1124	4927
INCOME						
Up to £10,399	484	484	-	-	186	283
	8%	49%	-	-	17%	6%
		100%	-	-	38%	59%
From £10,400 to £15,599	489	266	223	-	158	320
	8%	27%	17%	-	14%	6%
		54%	46%	-	32%	65%
From £15,600 to £25,999	552	180	372	-	98	445
	9%	18%	29%	-	9%	9%
		33%	67%	-	18%	81%
From £26,000 to £36,399	576	53	426	97	81	490
	9%	5%	33%	11%	7%	10%
		9%	74%	17%	14%	85%
From £36,400 to £51,999	520	9	267	244	65	450
	8%	1%	21%	27%	6%	9%
		2%	51%	47%	13%	86%
52,000 and above	565	-	-	565	48	513
	9%	-	-	62%	4%	10%
		-	-	100%	9%	91%
WORKING STATUS						
Working	3339	242	901	736	258	2976
	53%	24%	70%	81%	23%	60%
		7%	27%	22%	8%	89%
Not working	2945	751	386	170	866	1951
	47%	76%	30%	19%	77%	40%
		26%	13%	6%	29%	66%
PEOPLE IN HOUSEHOLD						
1 PERSON	1380	381	198	166	426	877
	22%	38%	15%	18%	38%	18%
		28%	14%	12%	31%	64%
2 PEOPLE	2081	222	470	365	381	1617
	33%	22%	37%	40%	34%	33%
		11%	23%	18%	18%	78%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q. Breaks X Breaks
Base: All adults 16+ UK

	Total	MOST FINANCIALLY VULNERABLE	POTENTIALLY FINANCIALLY VULNERABLE	LEAST FINANCIALLY VULNERABLE	VULNERABLE CHARACTERISTICS	
		Most financially vulnerable	Potentially financially vulnerable	Least financially vulnerable	With at least one vulnerable characteristic	Without a vulnerable characteristic
Unweighted Base	6284	1007	1338	822	1277	4787
Weighted Base	6284	993	1288	906	1124	4927
3 PEOPLE	1168	84	375	119	154	976
	19%	9%	29%	13%	14%	20%
		7%	32%	10%	13%	84%
4 PEOPLE	1062	133	219	182	112	928
	17%	13%	17%	20%	10%	19%
		13%	21%	17%	11%	87%
5 OR MORE PEOPLE	593	173	25	74	51	528
	9%	17%	2%	8%	5%	11%
		29%	4%	12%	9%	89%
KIDS						
ANY QH	1791	335	435	240	176	1579
	29%	34%	34%	27%	16%	32%
		19%	24%	13%	10%	88%
NO KIDS	4493	658	852	666	948	3348
	71%	66%	66%	73%	84%	68%
		15%	19%	15%	21%	75%
SOCIAL CLASS						
A	157	4	20	59	16	139
	2%	*	2%	7%	1%	3%
		3%	13%	38%	10%	88%
B	1117	30	221	345	124	968
	18%	3%	17%	38%	11%	20%
		3%	20%	31%	11%	87%
C1	1852	152	469	320	257	1537
	29%	15%	36%	35%	23%	31%
		8%	25%	17%	14%	83%
C2	1304	139	368	129	181	1079
	21%	14%	29%	14%	16%	22%
		11%	28%	10%	14%	83%
D	942	233	195	45	167	748
	15%	23%	15%	5%	15%	15%
		25%	21%	5%	18%	79%
E	913	433	14	7	380	456
	15%	44%	1%	1%	34%	9%
		47%	2%	1%	42%	50%

Reasons to Complain (QS1024 - 200702/200703/200704)

Q. Breaks X Breaks
Base: All adults 16+ UK

	Total	MOST FINANCIALLY VULNERABLE	POTENTIALLY FINANCIALLY VULNERABLE	LEAST FINANCIALLY VULNERABLE	VULNERABLE CHARACTERISTICS	
		Most financially vulnerable	Potentially financially vulnerable	Least financially vulnerable	With at least one vulnerable characteristic	Without a vulnerable characteristic
Unweighted Base	6284	1007	1338	822	1277	4787
Weighted Base	6284	993	1288	906	1124	4927
MOST FINANCIALLY VULNERABLE						
Most financially vulnerable	993 16%	993 100%	- -	- -	340 30%	630 13%
		100%	-	-	34%	63%
POTENTIALLY FINANCIALLY VULNERABLE						
Most financially vulnerable	1288 20%	-	1288 100%	- -	196 17%	1074 22%
		-	100%	-	15%	83%
LEAST FINANCIALLY VULNERABLE						
Least financially vulnerable	906 14%	-	-	906 100%	100 9%	797 16%
		-	-	100%	11%	88%
VULNERABLE CHARACTERISTICS						
With at least one vulnerable characteristic	1124 18%	340 34%	196 15%	100 11%	1124 100%	- -
		30%	17%	9%	100%	-
Without a vulnerable characteristic	4927 78%	630 63%	1074 83%	797 88%	- -	4927 100%
		13%	22%	16%	-	100%