

	Page	Table	Title	Base Description	Base
●	1	1	Q.1 Do you PERSONALLY use any of the following devices?	Base: All adults UK	1044
●	11	2	Q.2 Which of the following do you have in your home?	Base: All adults UK	1044
●	21	3	Q.3 Which of these best describes the mobile phone package you are on?	Base: All who have a mobile phone	873
●	26	4	Q.5A Which of these services are you solely or jointly responsible for paying the bill?	Base: All adults UK	1044
●	33	5	Q.5A Which of these services are you solely or jointly responsible for paying the bill?	Base: All who have specified a service	1033
●	40	6	Q.5B Do you pay for any of these services on the same bill i.e. as a package of services? If so, please indicate which ones appear on the same bill	Base: All adults UK	1044
●	50	7	Q.5B Do you pay for any of these services on the same bill i.e. as a package of services? If so, please indicate which ones appear on the same bill	Base: All who have specified more than one service	713
●	60	8	Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?	Base: All adults UK	1044
●	72	9	Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?	Base: All who have landline phone	807
●	84	10	Q.7Ai What do you usually do when you receive these recorded message calls on your landline?	Base: All that have received recorded messages on their landline	372
●	90	11	Q.7Aii In the last 4 weeks, which of the following types of recorded message have you received on your landline?	Base: All that have listened to recorded messages on their landline	94
●	96	12	Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.	Base: All adults UK	1044
●	109	13	Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.	Base: All who have a mobile phone	873
●	122	14	Q.7Bi You said you have received a call with a recorded message on your mobile phone. What do you usually do when you receive these recorded message calls on your mobile phone?	Base: All that have received recorded messages on their mobile	204

	Page	Table	Title	Base Description	Base
	128	15	Q.7Bii In the last 4 weeks, which of the following types of recorded message have you received on your mobile phone?	Base: All that have listened to recorded messages on their mobile	44
●	134	16	Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone	Base: All adults UK	1044
●	142	17	Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone	Base: All who have a landline or mobile phone	1003
●	150	18	Q.7A\7Bi Response to recorded message on landline or mobile phone	Base: All adults UK	1044
●	156	19	Q.7A\7Bi Response to recorded message on landline or mobile phone	Base: All who have received a recorded message on either their mobile or landline	461
●	162	20	Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone	Base: ALL THAT HAVE LISTENED TO RECORDED MESSAGE ON THEIR LANDLINE OR MOBILE	123
●	168	21	Q.11A In the last 8 weeks have you lost or had your mobile phone stolen and been charged for unauthorised use during this time?	Base: All responsible for mobile phone bill	705
●	174	22	Q.11A In the last 8 weeks have you lost or had your mobile phone stolen and been charged for unauthorised use during this time? [filtered on mobile phone contract customers]	Base: All mobile phone contract customers responsible for mobile phone bill	445
	180	23	Q.11B Did you have to pay for these costs, or did the mobile phone network or insurance cover them?	Base: All who have lost or had stolen their mobile phone in past 8 weeks and been charged for unauthorised use	3
	186	24	Q.11B Did you have to pay for these costs, or did the mobile phone network or insurance cover them? [filtered on mobile phone contract customers]	Base: All mobile phone contract customers who have lost or had stolen their mobile phone in past 8 weeks and been charged for unauthorised use	2
●	192	25	Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services?	Base: All responsible for any bills	929

	Page	Table	Title	Base Description	Base
●	204	26	Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services? [filtered on mobile phone contract customers]	Base: All mobile phone contract customers responsible for any bills	489
	216	27	Q.13A\Aii Using this list approximately how much more than usual was the monthly bill for your landline phone the last time it was higher than you expected?	Base: All who have received an unexpectedly high landline bill in the past 8 weeks	7
	222	28	Q.13A\Aii Using this list approximately how much more than usual was the monthly bill for your landline phone the last time it was higher than you expected? [filtered on mobile phone contract customers]	Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks	2
	228	29	Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone?	Base: All who have received an unexpectedly high landline bill in the past 8 weeks	7
	240	30	Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone? [filtered on mobile phone contract customers]	Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks	2
	252	31	Q.13B\Bii Using this list approximately how much more than usual was the monthly bill for your mobile phone the last time it was higher than you expected?	Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks	20
	258	32	Q.13B\Bii Using this list approximately how much more than usual was the monthly bill for your mobile phone the last time it was higher than you expected? [filtered on mobile phone contract customers]	Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks	19
	264	33	Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?	Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks	20

	Page	Table	Title	Base Description	Base
	290	34	Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]	Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks	19
	316	35	Q.14A\14B Reasons for bill shock on landline or mobile phone	Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks	27
	334	36	Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]	Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks	21
●	352	37	Q.TV	Base: All adults UK	1044
●	353	38	Q.INTERNET	Base: All adults UK	1044
●	355	39	Q. Breaks x Breaks	Base: All adults UK	1044

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

Base: All adults UK

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1044	487	557	117	162	157	150	139	180	139	179	251	214	400
Weighted Base	1044	507	537	145*	180	185	179	152	116	87	196	328	215	305
A Smartphone (e.g. iPhone, BlackBerry, HTC, etc)	532 51%	278 55%b	253 47%	123 85%defghi	125 70%fghi	133 72%fghi	91 51%gghi	39 26%hi	17 14%i	3 4%	114 58%lm	198 60%lm	109 51%lm	111 36%
A mobile phone (not a Smartphone) with internet access	174 17%	90 18%	84 16%	13 9%	35 19%ci	27 15%ci	40 22%ci	37 24%ci	18 15%ci	5 6%	32 16%	50 15%	44 21%	48 16%
A mobile phone without internet access	276 26%	128 25%	148 27%	13 9%	25 14%	28 15%	52 29%code	64 42%codef	55 48%codef	38 44%codef	46 23%	70 21%	57 27%	103 34%jk
A tablet (e.g. iPad, Samsung Galaxy)	391 37%	198 39%	193 36%	64 44%gghi	85 47%gghi	92 50%gghi	75 42%gghi	40 27%ci	28 24%ci	8 9%	94 48%lm	133 41%lm	92 43%lm	73 24%
A desktop computer	324 31%	186 37%b	138 26%	38 26%ci	48 26%ci	68 37%ci	68 38%di	61 40%cdhi	32 28%ci	10 11%	100 51%klm	102 31%lm	56 26%	66 22%
A laptop or netbook	603 58%	319 63%b	284 53%	99 68%gghi	131 73%gghi	118 64%hi	113 63%hi	79 52%hi	44 38%ci	17 20%	142 72%lm	217 66%lm	119 56%lm	124 41%
An e- reader (e.g. Kindle, Kobo)	150 14%	69 14%	81 15%	16 11%	27 15%ci	33 18%ci	34 19%ci	20 13%	14 12%	5 6%	44 23%lm	49 15%lm	37 17%lm	20 7%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	213 20%	133 26%b	80 15%	55 38%fghi	59 33%fghi	53 28%gghi	33 19%gghi	11 7%ci	3 2%	-	42 21%	80 24%lm	41 19%	51 17%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	63 6%	34 7%	28 5%	14 9%gghi	18 10%gghi	13 7%gghi	16 9%gghi	-	2 2%	-	16 8%lm	21 6%	15 7%	11 4%
Other mobile device	1 *	-	1 *	-	-	-	-	1 1%	-	-	-	-	-	1 *
SUMMARY CODES														
ANY MOBILE PHONE	910 87%	448 88%	462 86%	141 97%fghi	168 93%hi	174 94%hi	160 90%hi	137 90%hi	83 72%ci	46 53%	173 88%lm	300 92%lm	194 90%lm	242 79%
ANY MOBILE WITH INTERNET ACCESS	672 64%	345 68%b	327 61%	132 91%fghi	152 85%fghi	153 83%fghi	122 68%gghi	74 48%hi	31 27%ci	8 9%	135 69%lm	239 73%lm	149 69%lm	149 49%

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

Base: All adults UK

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1044	487	557	117	162	157	150	139	180	139	179	251	214	400
Weighted Base	1044	507	537	145*	180	185	179	152	116	87	196	328	215	305
ANY COMPUTER INC. TABLET	801	409	392	123	160	160	153	115	67	24	178	274	169	180
	77%	81%b	73%	85%hi	88%ghi	86%ghi	86%ghi	75%hi	58%i	27%	91%lm	84%lm	79%lm	59%
ANY COMPUTER EXC. TABLET	737	389	347	111	150	149	138	106	61	21	168	258	147	163
	71%	77%b	65%	77%hi	83%ghi	81%ghi	78%hi	69%hi	53%i	24%	86%lm	79%lm	68%lm	54%
ANY GAMING DEVICE	223	137	86	56	61	56	36	11	4	-	42	82	45	54
	21%	27%b	16%	39%fghi	34%fghi	30%ghi	20%ghi	7%i	3%	-	21%	25%lm	21%	18%
ANY DEVICE	973	482	491	144	179	182	173	147	93	54	188	315	203	268
	93%	95%b	91%	100%hi	99%hi	98%hi	97%hi	97%hi	81%i	62%	96%lm	96%lm	94%lm	88%
None	68	23	44	1	1	4	4	5	22	32	8	12	12	36
	6%	5%	8%a	*	1%	2%	2%	3%	19%codefg	37%codefgh	4%	4%	6%	12%ijkl
Don't know	3	1	2	-	-	-	1	-	1	1	-	1	-	2
	*	*	*	-	-	-	1%	-	1%	1%	-	*	-	1%

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1044	573	254	217	442	602	292	752	817	227	854	69	53	68
Weighted Base	1044	584	282	178	541	503	330	714	832	212	879	89*	52*	24*
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	532 51%	316 54% ^c	173 61% ^c	43 24%	360 67% ^e	172 34%	227 69% ^g	305 43%	438 53% ⁱ	94 44%	450 51%	40 45%	27 52%	15 64% ^k
A mobile phone (not a Smartphone) with internet access	174 17%	101 17%	37 13%	36 20% ^b	100 19%	73 15%	63 19%	111 16%	135 16%	39 18%	147 17% ^m	20 22% ^m	5 11%	2 6%
A mobile phone without internet access	276 26%	150 26%	58 21%	67 38% ^{ab}	96 18%	179 36% ^d	50 15%	226 32% ^f	214 26%	62 29%	233 26%	22 25%	15 29%	6 23%
A tablet (e.g. iPad, Samsung Galaxy)	391 37%	251 43% ^c	102 36% ^c	38 21%	259 48% ^e	132 26%	165 50% ^g	227 32%	300 36%	91 43%	325 37%	40 45%	17 32%	10 41%
A desktop computer	324 31%	209 36% ^{bc}	78 28%	37 21%	205 38% ^e	119 24%	106 32%	218 31%	251 30%	73 34%	278 32% ^m	34 39% ^{lm}	9 18%	2 10%
A laptop or netbook	603 58%	367 63% ^c	162 57% ^c	73 41%	367 68% ^e	236 47%	222 67% ^g	381 53%	479 58%	123 58%	504 57%	55 62%	27 52%	16 69%
An e- reader (e.g. Kindle, Kobo)	150 14%	102 18% ^b	25 9%	23 13%	94 17% ^e	56 11%	55 17%	95 13%	117 14%	34 16%	111 13%	24 27% ^j	9 18%	6 25% ^j
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	213 20%	111 19% ^c	82 29% ^{ac}	21 12%	143 26% ^e	70 14%	99 30% ^g	114 16%	178 21%	35 17%	191 22% ^l	14 16%	3 7%	5 19% ^l
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	63 6%	42 7% ^c	19 7% ^c	1 1%	43 8% ^e	19 4%	36 11% ^g	27 4%	52 6%	10 5%	55 6%	6 7%	*	1 3%
Other mobile device	1 *	-	-	1 1%	-	1 *	-	1 *	1 *	-	1 *	-	-	-
SUMMARY CODES														
ANY MOBILE PHONE	910 87%	515 88% ^c	253 90% ^c	142 80%	508 94% ^e	402 80%	305 92% ^g	605 85%	727 87%	183 86%	765 87%	76 86%	48 92%	22 90%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1044	573	254	217	442	602	292	752	817	227	854	69	53	68
Weighted Base	1044	584	282	178	541	503	330	714	832	212	879	89*	52*	24*
ANY MOBILE WITH INTERNET ACCESS	672 64%	391 67% ^c	204 72% ^c	77 43%	439 81% ^e	233 46%	269 82% ^g	403 56%	544 65%	128 60%	566 64%	57 64%	33 62%	16 69%
ANY COMPUTER INC. TABLET	801 77%	488 84% ^{abc}	216 77% ^c	96 54%	481 89% ^e	320 64%	291 88% ^g	510 71%	633 76%	167 79%	678 77%	72 81%	34 64%	17 72%
ANY COMPUTER EXC. TABLET	737 71%	457 78% ^{abc}	194 69% ^c	86 48%	444 82% ^e	293 58%	265 80% ^g	472 66%	584 70%	153 72%	619 70%	69 78%	32 61%	17 70%
ANY GAMING DEVICE	223 21%	118 20% ^c	85 30% ^{ac}	21 12%	148 27% ^e	75 15%	106 32% ^g	118 16%	186 22%	37 18%	201 23% ^l	14 16%	3 7%	5 21% ^l
ANY DEVICE	973 93%	551 94% ^c	273 97% ^c	149 84%	536 99% ^e	437 87%	325 99% ^g	648 91%	774 93%	199 94%	823 94%	79 89%	50 95%	22 92%
None	68 6%	31 5%	9 3%	28 16% ^{ab}	5 1%	63 13% ^d	5 1%	63 9% ^f	55 7%	13 6%	54 6%	10 11%	2 5%	2 8%
Don't know	3 *	2 *	1 *	1 *	- -	3 1%	- -	3 *	3 *	1 *	3 *	- -	- -	- -

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	47	110	77	90	86	93	121	141	89	53	69	68
Weighted Base	1044	49*	108*	86*	92*	76*	98*	120*	157	94*	52*	89*	24*
A Smartphone (e.g. iPhone, BlackBerry, HTC, etc)	532 51%	26 53%	52 48%	49 57%	42 46%	35 47%	48 49%	60 50%	96 61%dik	41 43%	27 52%	40 45%	15 64%dik
A mobile phone (not a Smartphone) with internet access	174 17%	6 12%	18 17%	15 17%	17 19%	11 14%	20 21%l	26 22%l	20 13%	14 15%	5 11%	20 22%l	2 6%
A mobile phone without internet access	276 26%	14 29%	36 33%h	19 22%	31 34%	22 29%	25 26%	33 27%	33 21%	20 22%	15 29%	22 25%	6 23%
A tablet (e.g. iPad, Samsung Galaxy)	391 37%	23 46%ei	44 40%e	40 47%egi	38 41%e	18 23%	42 43%ei	37 31%	59 37%e	25 27%	17 32%	40 45%ei	10 41%e
A desktop computer	324 31%	12 24%	33 31%l	23 27%l	39 43%acegijl	16 22%	42 43%aegijl	32 27%l	57 36%ejl	23 24%l	9 18%	34 39%ejl	2 10%
A laptop or netbook	603 58%	30 60%	54 50%	43 50%	50 54%	39 52%	60 61%	75 63%	99 63%	55 59%	27 52%	55 62%	16 69%bc
An e-reader (e.g. Kindle, Kobo)	150 14%	6 13%	24 22%efgi	13 15%	17 18%ef	4 6%	6 6%	11 9%	21 13%	9 9%	9 18%	24 27%efghi	6 25%efghi
A games console (e.g. Xbox 360, PS3, Nintendo Wii)	213 20%	16 32%efgij	29 27%efgij	27 31%efgijk	33 36%efgijkl	10 13%	13 13%	11 10%	39 25%gj	13 14%	3 7%	14 16%	5 19%j
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	63 6%	4 7%	8 7%l	4 5%	12 13%fgj	4 5%	1 1%	3 2%	15 10%fg	5 5%	* 1%	6 7%	1 3%
Other mobile device	1 *	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
SUMMARY CODES													
ANY MOBILE PHONE	910 87%	42 86%	95 88%	77 89%	79 86%	63 84%	88 91%i	110 92%i	136 86%	73 78%	48 92%	76 86%	22 90%
ANY MOBILE WITH INTERNET ACCESS	672 64%	31 63%	66 61%	61 71%	52 57%	44 58%	67 69%	82 68%	109 69%	55 58%	33 62%	57 64%	16 69%

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	47	110	77	90	86	93	121	141	89	53	69	68
Weighted Base	1044	49*	108*	86*	92*	76*	98*	120*	157	94*	52*	89*	24*
ANY COMPUTER INC. TABLET	801	41	76	64	68	51	82	92	136	67	34	72	17
	77%	84%j	70%	74%	67%	84%bej	77%	87%bcdejij	71%	64%	81%	72%	
ANY COMPUTER EXC. TABLET	737	38	66	53	64	45	75	87	127	64	32	69	17
	71%	77%	61%	61%	69%	60%	77%be	73%	81%bcej	69%	61%	78%bce	70%
ANY GAMING DEVICE	223	17	31	27	33	11	13	14	41	16	3	14	5
	21%	34%efgijk	28%efgj	31%efgjk	36%efgijk	14%	13%	11%	26%fgj	17%	7%	16%	21%j
ANY DEVICE	973	46	101	83	85	68	94	115	147	83	50	79	22
	93%	94%	94%	96%	92%	90%	96%	96%	94%	89%	95%	89%	92%
None	68	3	6	3	7	7	3	4	9	10	2	10	2
	6%	6%	6%	4%	8%	10%	4%	4%	5%	11%	5%	11%	8%
Don't know	3	-	1	-	-	-	-	1	1	1	-	-	-
	*	-	1%	-	-	-	*	1%	1%	1%	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

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

Base: All adults UK

	Q.1:2/3 PHONES OWN								Q.3:5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	873	314	541	807	677	196	130	705	256	445	653	587	124	409	929
Weighted Base	1044	910	284	605	801	704	206	96	729	226	498	630	616	138	414	924
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	532 51%	532 58%bdg	79 28%g	441 73%abdefg	399 50%bg	399 57%bdg	133 65%bdg	-	423 58%iko	55 25%	364 73%hiklno	290 46%i	346 56%iko	98 71%hiklno	226 55%ik	465 50%i
A mobile phone (not a Smartphone) with internet access	174 17%	174 19%g	59 21%g	111 18%g	135 17%g	135 19%g	38 19%g	-	142 19%	50 22%	89 18%	109 17%	107 17%	32 23%	78 19%	156 17%
A mobile phone without internet access	276 26%	276 30%cg	166 58%acdefg	104 17%g	228 28%cg	228 32%cfg	48 23%g	-	214 29%jlmn	133 59%hijklmno	81 16%	186 29%jlmn	146 24%jm	16 11%	93 22%jmn	245 27%jmn
A tablet (e.g. iPad, Samsung Galaxy)	391 37%	369 41%bg	80 28%g	282 47%abdfg	317 40%bg	300 43%bfg	68 33%g	17 17%	303 42%i	68 30%	234 47%iko	245 39%i	277 45%io	67 49%io	183 44%i	353 38%i
A desktop computer	324 31%	306 34%fg	79 28%g	223 37%bfg	268 33%fg	254 36%bfg	51 25%g	13 14%	254 35%	64 28%	188 38%i	212 34%	239 39%io	60 43%io	139 34%	299 32%
A laptop or netbook	603 58%	565 62%bg	135 47%g	419 69%abdeg	464 58%bg	439 62%bg	126 61%bg	25 26%	448 61%i	105 46%	342 69%hiko	355 56%i	423 69%hiko	95 69%iko	278 67%iko	529 57%i
An e- reader (e.g. Kindle, Kobo)	150 14%	142 16%g	31 11%	109 18%bg	117 15%g	112 16%g	30 15%g	5 5%	119 16%	27 12%	92 19%i	103 16%	122 20%io	29 21%i	86 21%io	142 15%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	213 20%	204 22%bg	43 15%g	157 26%bdg	154 19%g	149 21%bg	56 27%bdg	5 5%	165 23%ik	31 14%	132 27%iko	110 17%	132 21%i	50 36%hiklno	93 22%i	191 21%i
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	63 6%	57 6%	14 5%	43 7%	44 6%	41 6%	16 8%	3 4%	44 6%	9 4%	36 7%	29 5%	37 6%	11 8%	32 8%	53 6%
Other mobile device	1 .	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES																
ANY MOBILE PHONE	910 87%	910 100%dg	284 100%dg	605 100%dg	704 88%g	704 100%dg	206 100%dg	-	729 100%klmno	226 100%klmno	498 100%klmno	542 86%	556 90%k	131 95%ko	368 89%	808 88%

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

Base: All adults UK

	Q.1:2/3 PHONES OWN								Q.3:5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	873	314	541	807	677	196	130	705	256	445	653	587	124	409	929
Weighted Base	1044	910	284	605	801	704	206	96	729	226	498	630	616	138	414	924
ANY MOBILE WITH INTERNET ACCESS	672 64%	672 74%bdg	129 45%g	529 87%abdefg	507 63%bg	507 72%bdg	165 80%bdeg	-	539 74%iko	100 44%	434 87%hiklno	379 60%i	432 70%iko	120 87%hiklno	289 70%ik	592 64%i
ANY COMPUTER INC. TABLET	801 77%	740 81%bg	187 66%g	537 89%abdefg	626 78%bg	585 83%bdfg	155 75%bg	41 43%	593 81%i	146 65%	442 89%hiko	487 77%i	562 91%hikno	125 91%hiko	353 85%iko	713 77%i
ANY COMPUTER EXC. TABLET	737 71%	685 75%bg	167 59%g	505 83%abdefg	573 72%bg	539 77%bdg	146 71%bg	34 35%	547 75%i	129 57%	414 83%hiko	447 71%i	521 85%hikno	119 86%hiko	324 78%iko	655 71%i
ANY GAMING DEVICE	223 21%	214 23%bg	47 16%g	163 27%bdg	162 20%g	155 22%g	58 28%bdg	6 7%	171 23%ik	34 15%	135 27%iko	115 18%	137 22%i	50 36%hiklno	97 23%i	198 21%i
ANY DEVICE	973 93%	910 100%dg	284 100%dg	605 100%dg	746 93%g	704 100%dg	206 100%dg	42 43%	729 100%klno	226 100%klno	498 100%klno	579 92%	603 98%kno	138 100%kno	395 96%k	865 94%
None	68 6%	-	-	-	53 7%abcef	-	-	53 55%abdef	-	-	-	50 8%hijlmn	11 2%hj	-	19 4%hijlm	57 6%hijlm
Don't know	3 *	-	-	-	2 *	-	-	2 2%abcdef	-	-	-	1 *	1 *	-	-	1 *



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

Base: All adults UK

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	436	435	45	606	452	1009	785	766	298	430	812	392
Weighted Base	1044	467	404	402	43*	627	419	1002	840	820	340	488	872	462
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	532 51%	277 59%bcfg	158 39%	157 39%	24 57%bcf	361 58%bcfg	164 39%	505 50%bcf	496 59%	496 60%	239 70%hil	384 79%hijl	519 59%	350 76%hil
A mobile phone (not a Smartphone) with internet access	174 17%	79 17%	64 16%	64 16%	10 23%	109 17%	66 16%	171 17%	151 18%	144 18%	50 15%	81 17%	160 18%	73 16%
A mobile phone without internet access	276 26%	95 20%	141 35%adeg	141 35%adeg	7 17%	136 22%	148 35%adeg	269 27%ae	187 22%km	177 22%km	60 18%k	50 10%	191 22%km	61 13%
A tablet (e.g. iPad, Samsung Galaxy)	391 37%	208 45%bcfg	113 28%	112 28%	13 31%	276 44%bcfg	117 28%	379 38%bcf	382 46%	369 45%	178 52%il	245 50%	388 45%	237 51%l
A desktop computer	324 31%	151 32%	118 29%	118 29%	10 23%	204 33%	124 30%	311 31%	314 37%	303 37%	132 39%	175 36%	318 36%	168 36%
A laptop or netbook	603 58%	299 64%bcfg	191 47%	190 47%	27 63%	402 64%bcfg	198 47%	573 57%bcf	580 69%	564 69%	241 71%	347 71%	586 67%	333 72%
An e- reader (e.g. Kindle, Kobo)	150 14%	80 17%bcf	45 11%	44 11%	11 27%bcfg	112 18%bcf	46 11%	147 15%	146 17%	142 17%	65 19%	96 20%	148 17%	89 19%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	213 20%	112 24%bcf	57 14%	56 14%	6 15%	149 24%bcf	57 14%	202 20%bcf	198 24%	196 24%	97 29%	128 26%	206 24%	125 27%
A portable gaming device (e.g. SonyPSP,Vita, Nintendo DS)	63 6%	42 9%bcf	16 4%	16 4%	- -	46 7%bc	17 4%	60 6%	60 7%	58 7%	25 7%	35 7%	63 7%	33 7%
Other mobile device	1 .	- .	1 .	1 .	- .	- .	1 .	1 .	- .	- .	- .	- .	- .	- .
SUMMARY CODES														
ANY MOBILE PHONE	910 87%	414 89%	339 84%	338 84%	41 95%	560 89%bcf	354 84%	875 87%	768 91%	752 92%	328 96%hil	472 97%hil	800 92%	444 96%hil

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

Base: All adults UK

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	436	435	45	606	452	1009	785	766	298	430	812	392
Weighted Base	1044	467	404	402	43*	627	419	1002	840	820	340	488	872	462
ANY MOBILE WITH INTERNET ACCESS	672 64%	337 72%bcfg	212 53%	211 52%	34 80%bcfg	447 71%bcfg	221 53%	642 64%bcf	615 73%	608 74%	279 82%hij	448 92%hijl	646 74%	405 88%hil
ANY COMPUTER INC. TABLET	801 77%	390 84%bcfg	266 66%	265 66%	36 84%bcf	520 83%bcfg	278 66%	763 76%bcf	765 91%	741 90%	312 92%	441 90%	781 90%	417 90%
ANY COMPUTER EXC. TABLET	737 71%	357 77%bcfg	246 61%	245 61%	33 76%	475 76%bcfg	258 61%	699 70%bcf	709 84%	683 83%	291 86%	411 84%	719 82%	391 85%
ANY GAMING DEVICE	223 21%	119 26%bcf	60 15%	59 15%	6 15%	158 25%bcf	61 14%	213 21%bcf	208 25%	205 25%	103 30%	136 28%	216 25%	130 28%
ANY DEVICE	973 93%	447 96%bcf	360 89%	359 89%	41 95%	598 95%bcf	375 90%	932 93%bcf	828 99%	808 99%	338 99%	488 100%hijl	860 99%	461 100%
None	68 6%	20 4%	43 11%aeg	43 11%aeg	2 5%	28 4%	43 10%aeg	68 7%	11 1%k	11 1%k	2 1%	*	11 1%	2 *
Don't know	3 *	- -	1 *	1 *	- -	1 *	1 *	2 *	1 *	1 *	- -	- -	1 *	- -

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

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

Base: All adults UK

	Total	GENDER		AGE						SOCIAL GRADE					
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	
Unweighted Base	1044	487	557	117	162	157	150	139	180	139	179	251	214	400	
Weighted Base	1044	507	537	145*	180	185	179	152	116	87	196	328	215	305	
Landline phone	801	377	423	103	116	137	152	126	92	75	161	256	165	219	
	77%	74%	79%	71%	64%	74%	85%code	83%cd	80%cd	86%code	82%cm	78%	77%	72%	
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	805	398	407	123	151	164	150	119	71	26	179	278	162	186	
	77%	79%	76%	85%hi	84%hi	89%ghi	84%hi	78%hi	62%i	30%	91%lm	85%lm	75%cm	61%	
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	207	107	100	48	42	49	32	24	9	3	37	58	45	68	
	20%	21%	19%	33%fghi	24%hi	26%ghi	18%hi	16%i	8%	4%	19%	18%	21%	22%	
SUMMARY CODES															
ANY MOBILE PHONE	910	448	462	141	168	174	160	137	83	46	173	300	194	242	
	87%	88%	86%	97%fghi	93%hi	94%hi	90%hi	90%hi	72%i	53%	88%cm	92%cm	90%cm	79%	
NONE	14	5	9	-	-	1	2	3	4	4	-	1	4	9	
	1%	1%	2%	-	-	1%	1%	2%	3%cd	4%code	-	-	2%	3%jk	
ANY SERVICE	991	478	513	140	170	178	171	145	108	80	194	320	203	274	
	95%	94%	95%	96%	94%	96%	96%	95%	93%	93%	99%lm	98%cm	95%	90%	
ANY SERVICE (INC. MOBILE)	1030	502	529	145	180	184	177	149	112	83	196	327	211	296	
	99%	99%	98%	100%hi	100%hi	99%i	99%	98%	97%	96%	100%cm	100%cm	98%	97%	

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

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

Base: All adults UK

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1044	487	557	117	162	157	150	139	180	139	179	251	214	400
Weighted Base	1044	507	537	145*	180	185	179	152	116	87	196	328	215	305
SERVICES HAVE														
MOBILE NOT LANDLINE	206	112	94	39	58	43	23	21	17	5	31	64	44	67
	20%	22%	17%	27% ^{fghi}	32% ^{fghi}	23% ^{fi}	13%	14% ^{ei}	15% ^{ei}	5%	16%	20%	20%	22%
LANDLINE NOT MOBILE	96	42	55	1	6	5	15	10	26	33	18	20	15	43
	9%	8%	10%	1%	4%	3%	8% ^{bc}	6% ^c	23% ^{cdefg}	38% ^{cdefgh}	9%	6%	7%	14% ^{kl}
LANDLINE AND MOBILE	704	336	368	102	110	131	137	116	66	41	143	236	151	175
	67%	66%	69%	71% ^{hi}	61% ⁱ	71% ^{hi}	77% ^{dhi}	76% ^{dhi}	57%	48%	73% ^m	72% ^m	70% ^m	57%
LANDLINE OR MOBILE	1006	489	517	142	174	179	175	147	110	79	191	320	209	286
	96%	97%	96%	98% ⁱ	97%	97% ⁱ	98% ⁱ	96%	95%	91%	98%	98% ^m	97%	94%
None	53	29	25	5	10	8	8	7	8	7	2	8	12	32
	5%	6%	5%	4%	6%	4%	4%	5%	7%	7%	1%	2%	5% ^j	10% ^{jk}
Av number of services (inc mobile)	2.220	2.069	2.331 ^a	2.222	2.253	2.413	2.588	2.313	2.036	1.966	1.991	2.456	2.269	2.119
Standard Deviation	0.790	0.821	0.752	0.951	0.808	0.943	1.114	0.745	0.668	0.403	0.298	0.869	0.767	0.783
Error Variance	0.003	0.009	0.005	0.065	0.034	0.044	0.083	0.019	0.011	0.003	0.007	0.025	0.020	0.005

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/Divorced/Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1044	573	254	217	442	602	292	752	817	227	854	69	53	68
Weighted Base	1044	584	282	178	541	503	330	714	832	212	879	89*	52*	24*
Landline phone	801 77%	466 80%b	193 68%	142 80%b	420 78%	381 76%	253 77%	548 77%	621 75%	179 84%h	665 76%	76 86%	40 76%	20 85%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	805 77%	486 83%bc	212 75%c	106 60%	475 88%e	330 66%	286 87%g	519 73%	633 76%	172 81%	686 78%	65 74%	36 69%	18 76%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	207 20%	115 20%c	70 25%c	23 13%	138 25%e	70 14%	97 29%g	110 15%	180 22%i	27 13%	163 19%	31 35%jl	8 16%	6 23%
SUMMARY CODES														
ANY MOBILE PHONE	910 87%	515 88%c	253 90%c	142 80%	508 94%e	402 80%	305 92%g	605 85%	727 87%	183 86%	765 87%	76 86%	48 92%	22 90%
NONE	14 1%	5 1%	4 1%	5 3%a	2 *	12 2%d	1 *	13 2%	14 2%	- -	12 1%	2 2%	- -	* 1%
ANY SERVICE	991 95%	571 98%bc	256 91%	164 92%	525 97%e	465 93%	317 96%	674 94%	787 95%	204 96%	836 95%	85 96%	47 90%	23 95%
ANY SERVICE (INC. MOBILE)	1030 99%	579 99%c	279 99%	173 97%	539 100%e	491 98%	329 100%	701 98%	818 98%	212 100%	868 99%	87 98%	52 100%	24 99%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/Divorced/Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1044	573	254	217	442	602	292	752	817	227	854	69	53	68
Weighted Base	1044	584	282	178	541	503	330	714	832	212	879	89*	52*	24*
SERVICES HAVE														
MOBILE NOT LANDLINE	206	103	76	26	108	98	72	134	175	31	181	9	13	3
	20%	18%	27% ^{ac}	15%	20%	20%	22%	19%	21% ^l	14%	21%	10%	24%	14%
LANDLINE NOT MOBILE	96	54	16	26	19	77	20	77	70	27	81	9	4	2
	9%	9%	6%	15% ^b	4%	15% ^d	6%	11% ^f	8%	13%	9%	10%	8%	9%
LANDLINE AND MOBILE	704	412	177	116	401	304	233	471	551	153	584	67	35	18
	67%	70% ^b	63%	65%	74% ^e	60%	71%	66%	66%	72%	66%	75%	66%	76%
LANDLINE OR MOBILE	1006	569	269	168	527	479	324	682	796	210	846	85	52	24
	96%	98%	95%	95%	97%	95%	98% ^g	96%	96%	99% ^h	96%	96%	100%	99%
None	53	13	27	14	16	37	13	40	45	8	43	4	5	1
	5%	2%	9% ^a	8% ^a	3%	7% ^d	4%	6%	5%	4%	5%	4%	10%	5%
Av number of services (inc mobile)	2.220	2.445 ^{bc}	2.053	2.121	2.617 ^e	2.054	2.267	2.209	2.242	2.123	2.250	2.292	1.867	2.399
Standard Deviation	0.790	0.706	0.909	0.703	0.855	0.702	0.855	0.778	0.777	0.852	0.776	1.180	0.664	0.924
Error Variance	0.003	0.007	0.017	0.008	0.018	0.003	0.026	0.004	0.004	0.020	0.004	0.232	0.029	0.057

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	47	110	77	90	86	93	121	141	89	53	69	68
Weighted Base	1044	49*	108*	86*	92*	76*	98*	120*	157	94*	52*	89*	24*
Landline phone	801 77%	37 75%h	92 85%h	69 80%h	69 75%h	61 81%h	80 81%h	97 81%h	90 57%	71 75%h	40 76%h	76 86%h	20 85%h
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	805 77%	34 69%	82 75%	66 77%	71 77%	52 69%	87 89%abegijk l	87 72%	138 88%abdegij kl	70 75%	36 69%	65 74%	18 76%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	207 20%	9 18%i	24 22%i	30 35%fghij	22 24%fi	18 24%fi	11 11%	19 16%i	27 17%i	3 4%	8 16%i	31 35%fghij	6 23%fi
SUMMARY CODES													
ANY MOBILE PHONE	910 87%	42 86%	95 88%	77 89%	79 86%	63 84%	88 91%i	110 92%i	136 86%	73 78%	48 92%	76 86%	22 90%
NONE	14 1%	1 3%	2 2%	-	-	1 1%	1 1%	1 *	3 2%	3 3%	-	2 2%	* 1%
ANY SERVICE	991 95%	45 93%	102 94%	83 96%	88 96%	70 93%	97 99%j	113 94%	150 95%	89 95%	47 90%	85 96%	23 95%
ANY SERVICE (INC. MOBILE)	1030 99%	48 97%	106 98%	86 100%	92 100%	75 99%	97 99%	119 100%	154 98%	91 97%	52 100%	87 98%	24 99%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	47	110	77	90	86	93	121	141	89	53	69	68
Weighted Base	1044	49*	108*	86*	92*	76*	98*	120*	157	94*	52*	89*	24*
SERVICES HAVE													
MOBILE NOT LANDLINE	206 20%	11 22%	12 11%	13 15%	21 23%b	12 16%	13 13%	23 19%	58 37%bcdefg kl	19 20%	13 24%b	9 10%	3 14%
LANDLINE NOT MOBILE	96 9%	5 11%	8 7%	5 6%	11 12%	10 13%f	4 4%	9 7%	13 8%	16 17%cd	4 8%	9 10%	2 9%
LANDLINE AND MOBILE	704 67%	32 64%	84 77%hi	64 74%h	58 63%	51 67%h	76 78%hi	88 73%hi	77 49%	55 59%	35 68%h	67 75%hi	18 76%hi
LANDLINE OR MOBILE	1006 96%	48 97%	103 95%	82 95%	90 98%	73 97%	92 94%	119 100%lh	148 94%	89 95%	52 100%	85 96%	24 99%
None	53 5%	4 7%	6 6%	3 4%	4 4%	6 7%	1 1%	7 6%	7 5%	5 5%	5 10%f	4 4%	1 5%
Av number of services (inc mobile)	2.220	2.000	2.177	2.254	2.156	2.270	2.513	2.191	2.527	2.115	1.867	2.292	2.399
Standard Deviation	0.790	0.000	0.634	0.671	0.677	0.944	0.620	0.946	1.009	0.721	0.664	1.180	0.924
Error Variance	0.003	0.000	0.018	0.028	0.029	0.039	0.030	0.033	0.078	0.035	0.029	0.232	0.057

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

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

Base: All adults UK

	Total	Q.1/2/3 PHONES OWN							Q.3/5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	873	314	541	807	677	196	130	705	256	445	653	587	124	409	929
Weighted Base	1044	910	284	605	801	704	206	96	729	226	498	630	616	138	414	924
Landline phone	801 77%	704 77% ^f	214 75% ^f	472 78% ^f	801 100% ^{abcf}	704 100% ^{abcf}	- -	96 100% ^{abcf}	561 77% ^m	174 77%	381 76%	630 100% ^{hijlm} no	490 80% ^m	93 67%	335 81% ^m	713 77% ^m
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	805 77%	741 81% ^{bf} _g	201 71% ^g	530 88% ^{abdf} _g	641 80% ^{bf} _g	598 85% ^{bd} _{fg}	143 70% ^g	43 45%	592 81% ⁱ	155 69%	433 87% ^{shikmo}	495 78% ⁱ	616 100% ^{shijk} no	106 77%	353 85% ^{ikmo}	717 78% ⁱ
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	207 20%	193 21% ^{bg}	40 14%	148 24% ^{bd} _g	149 19% ^g	141 20% ^g	52 25% ^{bg}	9 9%	161 22% ^k	36 16%	124 25% ^{ik}	104 17%	125 20%	138 100% ^{hijkl} no	98 24% ^{ik}	191 21%
SUMMARY CODES																
ANY MOBILE PHONE	910 87%	910 100% ^{dg}	284 100% ^{dg}	605 100% ^{dg}	704 88% ^g	704 100% ^{dg}	206 100% ^{dg}	- -	729 100% ^{klmn} o	226 100% ^{klmn}	498 100% ^{klmno}	542 86%	556 90% ^k	131 95% ^{ko}	368 89%	808 88%
NONE	14 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	4 1% ^{hkl}	4 -
ANY SERVICE	991 95%	870 96% ^{bf}	263 92% ^f	588 97% ^{bf}	801 100% ^{abcf}	704 100% ^{abcf}	166 81%	96 100% ^{abf}	693 95% ⁱ	206 91%	482 97% ⁱ	630 100% ^{hijn} o	616 100% ^{hijn} o	138 100% ^{hio}	406 98% ^{hio}	883 96% ⁱ



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

Base: All adults UK

	Q.1/2/3 PHONES OWN								Q.3/5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	873	314	541	807	677	196	130	705	256	445	653	587	124	409	929
Weighted Base	1044	910	284	605	801	704	206	96	729	226	498	630	616	138	414	924
ANY SERVICE (INC. MOBILE)	1030	910	284	605	801	704	206	96	729	226	498	630	616	138	410	920
	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	99%	100%
SERVICES HAVE																
MOBILE NOT LANDLINE	206	206	70	134	-	-	206	-	168	51	117	-	106	39	66	183
	20%	23%deg	25%deg	22%deg	-	-	100%abcdeg	-	23%kin	23%k	24%kin	-	17%k	28%klno	16%k	20%k
LANDLINE NOT MOBILE	96	-	-	-	96	-	-	96	-	-	-	88	40	1	33	88
	9%	-	-	-	12%abcef	-	-	100%abcdef	-	-	-	14%hijlmno	6%hijm	1%	8%hijm	10%hijm
LANDLINE AND MOBILE	704	704	214	472	704	704	-	-	561	174	381	542	450	92	302	625
	67%	77%fg	75%fg	78%fg	88%abcf	100%abcdfg	-	-	77%mo	77%mo	76%mo	86%hijlmno	73%o	67%	73%	68%
LANDLINE OR MOBILE	1006	910	284	605	801	704	206	96	729	226	498	630	596	132	401	897
	96%	100%	100%	100%	100%	100%	100%	100%	100%lmno	100%lmno	100%lmno	100%lmno	97%	96%	97%	97%
None	53	40	22	18	-	-	40	-	36	20	16	-	-	-	7	41
	5%	4%deg	8%acdeg	3%de	-	-	19%abcdeg	-	5%klmn	9%hijklmno	3%kl	-	-	-	2%kl	4%klmn
Av number of services (inc mobile)	2.220	2.220f	2.047f	2.497abf	2.554abf	2.554abf	1.411	-	2.180	2.003	2.461io	2.455hio	3.030hij	3.170	2.456io	2.182
Standard Deviation	0.790	0.790	0.726	0.832	0.631	0.631	0.498	-	0.787	0.738	0.788	0.614	0.513	0.796	0.714	0.768
Error Variance	0.003	0.003	0.004	0.011	0.003	0.003	0.005	-	0.004	0.006	0.012	0.004	0.007	0.070	0.011	0.004



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

Base: All adults UK

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	436	435	45	606	452	1009	785	766	298	430	812	392
Weighted Base	1044	467	404	402	43*	627	419	1002	840	820	340	488	872	462
Landline phone	801	379	307	306	36	504	318	780	666	646	276	378	677	359
	77%	81%	76%	76%	84%	80%	76%	78%	79%	79%	81%	77%	78%	78%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	805	396	262	261	38	530	275	774	777	756	307	428	782	420
	77%	85%bcfg	65%	65%	89%bcf	85%bcfg	66%	77%bcf	93%k	92%k	91%	88%	90%	91%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	207	98	64	64	11	141	67	198	185	182	108	138	200	129
	20%	21%	16%	16%	25%	22%bcf	16%	20%	22%	22%	32%hil	28%hi	23%	28%hi
SUMMARY CODES														
ANY MOBILE PHONE	910	414	339	338	41	560	354	875	768	752	328	472	800	444
	87%	89%	84%	84%	95%	89%bcf	84%	87%	91%	92%	96%hil	97%hil	92%	96%hil
NONE	14	3	9	9	1	4	9	13	1	1	1	-	1	-
	1%	1%	2%	2%	1%	1%	2%	1%	-	-	-	-	-	-
ANY SERVICE	991	459	364	363	42	618	379	954	837	817	335	479	861	454
	95%	98%bcfg	90%	90%	97%	99%bcfg	90%	95%bcf	100%km	100%km	99%	98%	99%	98%
ANY SERVICE (INC. MOBILE)	1030	464	395	393	43	623	410	989	838	819	339	488	871	462
	99%	99%	98%	98%	99%	99%	98%	99%	100%	100%	100%	100%	100%	100%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

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

Base: All adults UK

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	436	435	45	606	452	1009	785	766	298	430	812	392
Weighted Base	1044	467	404	402	43*	627	419	1002	840	820	340	488	872	462
SERVICES HAVE														
MOBILE NOT LANDLINE	206	75	78	78	6	106	82	187	152	155	57	105	173	100
	20%	16%	19%	19%	14%	17%	20%	19%	18%	19%	17%	22%	20%	22%
LANDLINE NOT MOBILE	96	40	46	46	2	50	47	93	50	50	6	11	50	15
	9%	9%	11%	11%	4%	8%	11%	9%	6% ^{ijk}	6% ^{ijkm}	2%	2%	6% ^{ijk}	3%
LANDLINE AND MOBILE	704	339	261	259	35	454	271	688	616	596	270	366	627	344
	67%	73% ^{bcf}	65%	64%	80% ^{bcf}	72% ^{bcf}	65%	69%	73%	73%	80% ^{il}	75%	72%	74%
LANDLINE OR MOBILE	1006	454	385	384	43	610	401	968	818	802	334	483	850	459
	96%	97%	95%	95%	99%	97%	96%	97%	97%	98%	98%	99%	97%	99% ^h
None	53	8	40	40	1	9	40	48	3	3	5	10	11	8
	5%	2%	10% ^{aeg}	10% ^{aeg}	3%	1%	10% ^{aeg}	5% ^{ae}	-	-	1%	2% ^{hi}	1%	2% ^{hi}
Av number of services (inc mobile)	2.220	2.481 ^{bcf}	1.986	1.986	3.058	2.525 ^{bcfg}	1.984	2.226 ^{bcf}	2.779	2.767	2.785	2.611	2.676	2.590
Standard Deviation	0.790	0.717	0.767	0.767	1.146	0.691	0.758	0.783	0.698	0.685	0.886	0.820	0.739	0.785
Error Variance	0.003	0.009	0.006	0.006	0.263	0.006	0.005	0.003	0.009	0.008	0.041	0.019	0.008	0.019

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

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

Base: All who have a mobile phone

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	873	414	459	113	151	148	135	124	128	74	155	222	189	307
Weighted Base	910	448	462	141*	168	174	160	137	83	46*	173	300	194	242
Prepay\ Pay as you go	284	136	148	38	29	34	32	66	51	36	43	69	59	112
	31%	30%	32%	27%	17%	19%	20%	48% <i>cdef</i>	61% <i>cdef</i>	78% <i>cdefgh</i>	25%	23%	31%	46% <i>ijkl</i>
Postpay\ monthly contract \ SIM only contract	605	300	305	99	135	138	124	70	30	10	126	223	132	125
	67%	67%	66%	70% <i>gghi</i>	80% <i>gghi</i>	79% <i>gghi</i>	77% <i>gghi</i>	51% <i>ghi</i>	36% <i>i</i>	21%	73% <i>lm</i>	74% <i>lm</i>	68% <i>lm</i>	51%
Company phone	3	-	3	-	-	3	-	-	-	-	3	-	-	-
	*	-	1%	-	-	2%	-	-	-	-	2%	-	-	-
Other mobile phone package	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	17	11	6	5	5	-	4	1	2	1	1	8	3	5
	2%	2%	1%	3% <i>e</i>	3%	-	3%	1%	3% <i>e</i>	2%	1%	3%	2%	2%

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

Base: All who have a mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \ Living as married (a)	Single (b)	Widow/Divorced \ Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	873	493	221	159	416	457	271	602	685	188	711	56	46	60
Weighted Base	910	515	253	142	508	402	305	605	727	183	765	76*	48*	22*
Prepay\ Pay as you go	284 31%	144 28%	76 30%	65 46%ab	96 19%	188 47%d	65 21%	219 36%f	221 30%	63 34%	239 31%	20 27%	18 38%	7 32%
Postpay\ monthly contract \ SIM only contract	605 67%	366 71%c	171 67%c	69 48%	402 79%e	203 51%	236 78%g	369 61%	485 67%	120 66%	506 66%	56 73%	29 62%	15 68%
Company phone	3 *	1 *	1 1%	-	3 1%	-	1 *	1 *	3 *	-	3 *	-	-	-
Other mobile phone package	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	17 2%	4 1%	5 2%	8 6%a	7 1%	10 3%	1 *	16 3%f	17 2%	-	17 2%	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

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

Base: All who have a mobile phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	873	39	93	66	76	71	80	106	115	65	46	56	60
Weighted Base	910	42*	95*	77*	79*	63*	88*	110*	136*	73*	48*	76*	22*
Prepay\ Pay as you go	284	18	30	22	28	18	27	29	46	21	18	20	7
	31%	42%	32%	29%	35%	29%	30%	26%	34%	28%	38%	27%	32%
Postpay\ monthly contract \ SIM only contract	605	25	64	54	52	43	62	65	88	53	29	56	15
	67%	58%	67%	71%	65%	69%	70%	59%	65%	72%	62%	73%	68%
Company phone	3	-	-	-	-	-	-	1	1	-	-	-	-
	*	-	-	-	-	-	-	1%	1%	-	-	-	-
Other mobile phone package	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	17	-	1	-	-	2	-	15	-	-	-	-	-
	2%	-	1%	-	-	2%	-	14% ijkl	-	-	-	-	-

Q.3 Which of these best describes the mobile phone package you are on?
Base: All who have a mobile phone

	Q.1/2/3 PHONES OWN								Q.3/5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	873	873	314	541	677	677	196	-	705	256	445	534	527	117	354	782
Weighted Base	910	910	284	605	704	704	206	**	729	226	498	542	556	131*	368	808
Prepay\ Pay as you go	284 31%	284 31% ^c	284 100% ^{acdef}	-	214 30% ^c	214 30% ^c	70 34% ^c	-	226 31% ^{jm}	226 100% ^{hijklmno}	-	170 31% ^{jm}	147 27% ^j	27 20% ^j	97 26% ^j	253 31% ^{jm}
Postpay\ monthly contract \ SIM only contract	605 67%	605 67% ^b	-	605 100% ^{abdef}	472 67% ^b	472 67% ^b	134 65% ^b	-	498 68% ⁱ	-	498 100% ^{shiklmno}	364 67% ⁱ	405 73% ⁱ	103 78% ^{shiko}	268 73% ⁱ	546 68% ⁱ
Company phone	3 *	3 *	-	-	3 *	3 *	-	-	1 *	-	-	3 1%	3 1%	-	3 1%	3 *
Other mobile phone package	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	17 2%	17 2% ^{bc}	-	-	15 2% ^{bc}	15 2% ^{bc}	2 1% ^c	-	4 1%	-	-	4 1%	1 *	2 1% ^j	1 *	7 1%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



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

Base: All who have a mobile phone

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	873	392	343	342	42	527	358	845	708	692	286	414	735	375
Weighted Base	910	414	339	338	41*	560	354	875	768	752	328	472	800	444
Prepay\ Pay as you go	284	98	131	131	12	147	139	272	203	194	75	69	211	77
	31%	24%	39%aeg	39%aeg	30%	26%	39%aeg	31%a	26%km	26%km	23%k	15%	26%km	17%
Postpay\ monthly contract \ SIM only contract	605	304	194	193	26	401	201	583	547	543	244	387	570	364
	67%	73%bcfg	57%	57%	63%	72%bcf	57%	67%bcf	71%	72%	74%	82%hijl	71%	82%hijl
Company phone	3	-	-	-	3	3	-	3	3	3	3	3	3	3
	*	-	-	-	7%abcfe	1%	-	*	*	1%	1%	*	*	1%
Other mobile phone package	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	17	12	13	13	-	10	13	17	15	12	6	13	15	1
	2%	3%	4%	4%	-	2%	4%	2%	2%am	2%	2%	3%am	2%am	*

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

Q.5A Which of these services are you solely or jointly responsible for paying the bill?

Base: All adults UK

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1044	487	557	117	162	157	150	139	180	139	179	251	214	400
Weighted Base	1044	507	537	145*	180	185	179	152	116	87	196	328	215	305
Landline	630	306	324	21	91	119	135	111	84	70	126	208	126	170
	60%	60%	60%	15%	50% ^c	64% ^{cd}	75% ^{cde}	73% ^{cd}	72% ^{cd}	81% ^{cde}	64%	64%	59%	56%
Mobile phone (personally own and use)	729	368	361	83	136	149	142	111	74	34	141	232	168	188
	70%	73%	67%	58% ^{ai}	75% ^{chi}	80% ^{chi}	80% ^{chi}	73% ^{ci}	64% ^{ai}	39%	72% ^m	71% ^m	78% ^m	62%
Fixed broadband	616	317	299	36	120	143	126	101	65	25	141	218	122	135
	59%	63% ^b	56%	25%	67% ^{ci}	77% ^{chi}	71% ^{chi}	66% ^{ci}	56% ^{ci}	29%	72% ^{lm}	66% ^{lm}	57% ^m	44%
Mobile broadband	138	76	62	21	29	36	23	20	7	3	24	43	24	48
	13%	15%	12%	14% ^{hi}	16% ^{hi}	20% ^{hi}	13% ⁱ	13% ^{hi}	6%	3%	12%	13%	11%	16%
Pay TV	414	216	197	21	63	96	93	67	45	28	94	122	89	108
	40%	43%	37%	15%	35% ^c	52% ^{cdhi}	52% ^{cdhi}	44% ^c	39% ^c	32% ^c	48% ^{km}	37%	42%	35%
SUMMARY CODES														
NONE	120	46	74	50	22	15	9	12	6	7	21	34	25	40
	12%	9%	14% ^a	35% ^{defghi}	12% ^{fh}	8%	5%	8%	5%	8%	11%	10%	12%	13%
RESPONSIBLE FOR ANY BILL	924	460	463	94	159	170	170	140	110	80	175	294	190	265
	88%	91% ^b	86%	65%	88% ^c	92% ^c	95% ^{cd}	92% ^c	95% ^{cd}	92% ^c	89%	90%	88%	87%
PHONE BILLS RESPONSIBLE FOR														
LANDLINE NOT MOBILE	141	68	73	2	11	12	23	24	29	40	24	44	16	57
	14%	13%	14%	2%	6%	6%	13% ^c	16% ^{cde}	25% ^{cdef}	46% ^{cdefgh}	12%	13%	7%	19% ⁱ
MOBILE NOT LANDLINE	240	130	110	65	56	42	30	24	19	4	40	68	58	74
	23%	26%	21%	45% ^{defghi}	31% ^{fghi}	22% ⁱ	17% ⁱ	16% ⁱ	17% ⁱ	4%	20%	21%	27%	24%
LANDLINE AND MOBILE	489	238	251	19	80	107	112	87	54	30	102	164	110	114
	47%	47%	47%	13%	44% ^c	58% ^{cdi}	63% ^{cdhi}	57% ^{cdi}	47% ^{ci}	35% ^c	52% ^m	50% ^m	51% ^m	37%
LANDLINE OR MOBILE	870	436	434	86	147	161	165	135	103	74	166	276	184	245
	83%	86% ^b	81%	59%	81% ^c	87% ^c	92% ^{cd}	89% ^c	89% ^c	85% ^c	85%	84%	86%	80%
Av no services responsible for Standard Deviation	2.737	2.789	2.685	1.932	2.765 ^{ci}	3.195 ^{cdhi}	3.056 ^{chi}	2.919 ^{chi}	2.493 ^{ci}	1.992	3.006 ^m	2.803 ^m	2.783 ^m	2.451
Error Variance	1.204	1.193	1.214	1.178	1.163	1.138	1.136	1.107	1.119	1.005	1.215	1.126	1.197	1.235
	0.002	0.003	0.003	0.019	0.010	0.009	0.009	0.010	0.007	0.008	0.009	0.006	0.008	0.004

Q.5A Which of these services are you solely or jointly responsible for paying the bill?

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
		Married Living as married (a)	Single (b)	Widow/Divorced/Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	
Unweighted Base	1044	573	254	217	442	602	292	752	817	227	854	69	53	68	
Weighted Base	1044	584	282	178	541	503	330	714	832	212	879	89*	52*	24*	
Landline	630	398	104	128	343	288	195	435	483	148	514	70	28	19	
	60%	68%b	37%	72%b	63%	57%	59%	61%	58%	70%h	58%	78%ij	54%	78%ij	
Mobile phone (personally own and use)	729	433	184	113	426	303	248	482	574	155	604	67	38	20	
	70%	74%bc	65%	64%	79%e	60%	75%g	67%	69%	73%	69%	76%	73%	83%j	
Fixed broadband	616	407	115	94	392	224	214	402	479	137	518	59	23	16	
	59%	70%bc	41%	53%b	72%e	44%	65%g	56%	58%	64%	59%	66%l	44%	68%l	
Mobile broadband	138	82	37	19	94	44	63	75	118	20	99	31	3	5	
	13%	14%	13%	11%	17%e	9%	19%g	11%	14%	9%	11%	35%jl	5%	22%jl	
Pay TV	414	280	61	73	253	161	163	250	335	79	326	56	22	10	
	40%	48%b	22%	41%b	47%e	32%	50%g	35%	40%	37%	37%	63%jm	43%	42%	
SUMMARY CODES															
NONE	120	43	60	18	43	77	33	88	100	20	104	5	11	1	
	12%	7%	21%ac	10%	8%	15%d	10%	12%	12%	9%	12%	5%	21%km	4%	
RESPONSIBLE FOR ANY BILL	924	541	223	160	498	426	297	627	731	192	776	84	41	23	
	88%	93%b	79%	90%b	92%e	85%	90%	88%	88%	91%	88%	95%l	79%	96%l	
PHONE BILLS RESPONSIBLE FOR															
LANDLINE NOT MOBILE	141	84	20	37	45	96	31	110	107	34	121	14	3	3	
	14%	14%b	7%	21%b	8%	19%d	9%	15%f	13%	16%	14%	15%	6%	12%	
MOBILE NOT LANDLINE	240	119	99	22	128	112	83	157	199	41	211	12	13	4	
	23%	20%c	35%ac	12%	24%	22%	25%	22%	24%	20%	24%k	13%	25%	17%	
LANDLINE AND MOBILE	489	314	84	91	298	191	164	325	376	114	393	56	25	16	
	47%	54%b	30%	51%b	55%e	38%	50%	45%	45%	54%h	45%	63%j	47%	66%j	
LANDLINE OR MOBILE	870	517	203	150	471	399	279	592	681	189	725	81	41	23	
	83%	89%b	72%	84%b	87%e	79%	84%	83%	82%	89%h	82%	91%	79%	95%jl	
Av no services responsible for Standard Deviation	2.737	2.954bc	2.249	2.678b	3.030e	2.393	2.974g	2.624	2.719	2.802	2.657	3.367j	2.772	3.052j	
Error Variance	1.204	1.166	1.160	1.190	1.160	1.164	1.293	1.143	1.210	1.180	1.178	1.233	1.225	1.258	
	0.002	0.003	0.007	0.007	0.003	0.003	0.006	0.002	0.002	0.007	0.002	0.023	0.036	0.024	

Q.5A Which of these services are you solely or jointly responsible for paying the bill?

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	47	110	77	90	86	93	121	141	89	53	69	68
Weighted Base	1044	49*	108*	86*	92*	76*	98*	120*	157	94*	52*	89*	24*
Landline	630 60%	27 54%	73 67%gh	49 57%	53 58%	49 65%h	67 69%gh	60 50%	77 49%	60 64%h	28 54%	70 78%acdgh j	19 78%acdghj
Mobile phone (personally own and use)	729 70%	32 65%	71 66%	74 86%abeghi	70 76%g	49 65%	71 73%g	65 54%	111 71%g	61 65%	38 73%g	67 76%g	20 83%begi
Fixed broadband	616 59%	22 44%	66 61%g	47 55%	53 58%g	40 53%	72 74%acegj	48 40%	111 70%acegj	59 63%g	23 44%	59 66%agj	16 68%agj
Mobile broadband	138 13%	2 4%	14 13%i	17 19%afgij	17 18%afgi	12 16%gi	6 6%	7 6%	22 14%i	2 2%	3 5%	31 35%abcde fghij	5 22%afgij
Pay TV	414 40%	13 26%	49 45%ag	32 37%g	32 35%	23 31%	42 43%g	27 22%	73 46%aeg	35 38%g	22 43%g	56 63%abcde fghil	10 42%g
SUMMARY CODES													
NONE	120 12%	12 24%bcdhkl	8 8%	3 3%	1 1%	12 16%cdkl	10 11%d	35 30%bcdfhikl	12 8%	10 10%d	11 21%bcdhkl	5 5%	1 4%
RESPONSIBLE FOR ANY BILL	924 88%	38 76%	100 92%agj	83 97%aegj	90 99%aefgij	63 84%	87 89%g	84 70%	145 92%agj	84 90%g	41 79%	84 95%aegj	23 96%aegj
PHONE BILLS RESPONSIBLE FOR													
LANDLINE NOT MOBILE	141 14%	6 12%	19 18%c	5 6%	16 18%c	12 15%	9 9%	14 12%	22 14%	19 20%cj	3 6%	14 15%	3 12%
MOBILE NOT LANDLINE	240 23%	11 22%	18 17%	30 35%befgkl	33 36%befgkl	11 15%	13 13%	19 16%	56 36%befgikl	20 22%	13 25%	12 13%	4 17%
LANDLINE AND MOBILE	489 47%	21 42%	53 49%h	44 51%h	37 40%	37 50%h	58 60%dgh	46 39%	55 35%	41 43%	25 47%	56 63%adghi	16 66%abdghi
LANDLINE OR MOBILE	870 83%	38 76%	90 84%g	79 92%aeg	86 94%abefgj	60 80%g	80 82%g	79 66%	133 85%g	80 85%g	41 79%	81 91%ag	23 95%aefgj
Av no services responsible for	2.737	2.525	2.731	2.630	2.493	2.742	2.953dgi	2.446	2.706	2.586	2.772	3.367abc	3.052adgi
Standard Deviation	1.204	1.110	1.198	1.271	1.254	1.219	1.023	1.198	1.221	0.983	1.225	1.233	1.258

Q.5A Which of these services are you solely or jointly responsible for paying the bill?

Base: All adults UK

Total	GOVERNMENT REGIONS											
	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base 1044	47	110	77	90	86	93	121	141	89	53	69	68
Weighted Base 1044	49*	108*	86*	92*	76*	98*	120*	157	94*	52*	89*	24*
Error Variance 0.002	0.032	0.014	0.022	0.018	0.020	0.012	0.017	0.012	0.012	0.036	0.023	0.024

Q.5A Which of these services are you solely or jointly responsible for paying the bill?

Base: All adults UK

	Q.1/2/3 PHONES OWN								Q.3/5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	873	314	541	807	677	196	130	705	256	445	653	587	124	409	929
Weighted Base	1044	910	284	605	801	704	206	96	729	226	498	630	616	138	414	924
Landline	630 60%	542 60%f	170 60%f	364 60%f	630 79%abcf	542 77%abcf	- -	88 92%abcde	489 67%	154 68%	330 66%	630 100%hijlmno	475 77%hjimo	84 61%	320 77%hijmo	630 68%
Mobile phone (personally own and use)	729 70%	729 80%dg	226 79%dg	498 82%cdg	561 70%g	561 80%dg	168 82%dg	- -	729 100%klmno	226 100%klmno	498 100%klmno	489 78%	500 81%	123 89%ko	340 82%	729 79%
Fixed broadband	616 59%	556 61%bfg	147 52%	405 67%abfg	490 61%bfg	450 64%bfg	106 51%	40 41%	500 69%i	131 58%	367 74%io	475 75%hio	616 100%hijklmno	101 74%i	347 84%hijkmo	616 67%i
Mobile broadband	138 13%	131 14%bg	27 9%g	103 17%bdg	93 12%g	92 13%g	39 19%bdg	1 1%	123 17%i	25 11%	98 20%iko	84 13%	101 16%	138 100%hijklno	84 20%iko	138 15%
Pay TV	414 40%	368 40%	97 34%	268 44%bf	335 42%bf	302 43%bf	66 32%	33 34%	340 47%	89 39%	249 50%i	320 51%io	347 56%hio	84 61%hio	414 100%hijklmo	414 45%
SUMMARY CODES																
NONE	120 12%	102 11%	32 11%	59 10%	87 11%	79 11%	22 11%	8 8%	- -	- -	- -	- -	- -	- -	- -	- -
RESPONSIBLE FOR ANY BILL	924 88%	808 89%	253 89%	546 90%	713 89%	625 89%	183 89%	88 92%	729 100%	226 100%	498 100%	630 100%	616 100%	138 100%	414 100%	924 100%
PHONE BILLS RESPONSIBLE FOR																
LANDLINE NOT MOBILE	141 14%	53 6%f	16 6%f	34 6%f	141 18%abcef	53 7%f	- -	88 92%abcdef	- -	- -	- -	141 22%hijlmno	76 12%hjlm	4 3%hij	52 12%hijm	141 15%hijm
MOBILE NOT LANDLINE	240 23%	240 26%deg	72 25%deg	168 28%deg	72 9%g	72 10%g	168 82%abcdeg	- -	240 33%kino	72 32%klin	168 34%kino	- -	101 16%k	43 31%kin	71 17%k	240 26%kin
LANDLINE AND MOBILE	489 47%	489 54%fg	154 54%fg	330 55%fg	489 61%acfg	489 69%abcdfg	- -	- -	489 67%o	154 68%o	330 66%o	489 78%hijlmno	399 65%o	80 58%	269 65%o	489 53%

Q.5A Which of these services are you solely or jointly responsible for paying the bill?

Base: All adults UK

Total	Q.1/2/3 PHONES OWN							Q.3/5A BILLS RESPONSIBLE FOR								
	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)	
Unweighted Base	1044	873	314	541	807	677	196	130	705	256	445	653	587	124	409	929
Weighted Base	1044	910	284	605	801	704	206	96	729	226	498	630	616	138	414	924
LANDLINE OR MOBILE	870	782	242	532	702	614	168	88	729	226	498	630	576	127	391	870
	83%	86%	85%	88%	88% ^f	87%	82%	92% ^f	100% ^{lmno}	100% ^{lmno}	100% ^{lmno}	100% ^{lmno}	94%	92%	95%	94%
Av no services responsible for	2.737	2.878 ^{bf}	2.640 ^{fg}	2.999 ^{bf}	2.957 ^{bf}	3.116 ^{abd}	2.068	1.834	2.990 ^{lo}	2.763	3.097 ^{io}	3.172 ^{hio}	3.310 ^{hij}	3.842 ^{hij}	3.635 ^{hij}	2.737
Standard Deviation	1.204	1.186	1.178	1.175	1.172	1.128	1.011	0.811	1.167	1.161	1.158	1.052	0.940	1.127	0.859	1.204
Error Variance	0.002	0.002	0.005	0.003	0.002	0.002	0.006	0.006	0.002	0.005	0.003	0.002	0.002	0.010	0.002	0.002

Q.5A Which of these services are you solely or jointly responsible for paying the bill?

Base: All adults UK

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	436	435	45	606	452	1009	785	766	298	430	812	392
Weighted Base	1044	467	404	402	43*	627	419	1002	840	820	340	488	872	462
Landline	630	276	246	245	28	387	253	615	511	496	209	277	520	268
	60%	59%	61%	61%	66%	62%	60%	61%	61%	61%	62%	57%	60%	58%
Mobile phone (personally own and use)	729	311	282	281	34	435	296	703	607	595	268	370	634	364
	70%	67%	70%	70%	79%	69%	71%	70%	72%	73%	79%h	76%	73%	79%hil
Fixed broadband	616	285	198	197	31	408	206	593	594	576	238	310	598	310
	59%	61%bcf	49%	49%	72%bcf	65%bcfg	49%	59%bcf	71%k	70%k	70%	64%	69%	67%
Mobile broadband	138	60	43	43	7	95	44	132	126	122	82	90	136	84
	13%	13%	11%	11%	15%	15%f	10%	13%	15%	15%	24%hil	18%	16%	18%
Pay TV	414	287	28	28	31	411	30	414	368	363	163	208	376	204
	40%	61%bcfg	7%	7%	72%bcfg	66%bcfg	7%	41%bcf	44%	44%	48%	43%	43%	44%
SUMMARY CODES														
NONE	120	70	48	48	1	76	49	115	97	93	34	66	100	50
	12%	15%cd	12%	12%	3%	12%	12%	11%	11%	11%	10%	13%	11%	11%
RESPONSIBLE FOR ANY BILL	924	397	356	355	42	551	370	887	743	727	306	422	772	412
	88%	85%	88%	88%	97%a	88%	88%	89%	89%	89%	90%	87%	89%	89%
PHONE BILLS RESPONSIBLE FOR														
LANDLINE NOT MOBILE	141	63	59	59	5	82	60	136	90	89	22	33	91	32
	14%	14%	15%	15%	11%	13%	14%	14%	11%k	11%jk	6%	7%	10%k	7%
MOBILE NOT LANDLINE	240	98	96	96	11	129	103	225	186	188	81	126	205	128
	23%	21%	24%	24%	25%	21%	25%	22%	22%	23%	24%	26%	24%	28%
LANDLINE AND MOBILE	489	213	186	185	24	306	193	479	421	408	187	244	429	236
	47%	46%	46%	46%	55%	49%	46%	48%	50%	50%	55%	50%	49%	51%
LANDLINE OR MOBILE	870	374	342	341	39	516	356	839	696	684	290	403	726	396
	83%	80%	85%	85%	91%	82%	85%	84%	83%	83%	85%	83%	83%	86%
Av no services responsible for	2.737	3.073bcfg	2.243	2.240	3.151bcf	3.149bcfg	2.239	2.771bcf	2.967	2.961	3.140i	2.972	2.933	2.982
Standard Deviation	1.204	1.219	0.998	0.999	1.321	1.197	0.994	1.201	1.158	1.154	1.192	1.228	1.166	1.201
Error Variance	0.002	0.004	0.003	0.003	0.041	0.003	0.002	0.002	0.002	0.002	0.005	0.004	0.002	0.004

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

Q.5A Which of these services are you solely or jointly responsible for paying the bill?

Base: All who have specified a service

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1033	482	551	117	162	156	148	137	179	134	179	251	212	391
Weighted Base	1035	502	532	145*	180	184	177	150	115	84	196	328	213	298
Landline	630	306	324	21	91	119	135	111	84	70	126	208	126	170
	61%	61%	61%	15%	50% ^c	65% ^{cd}	76% ^{cd}	74% ^{cd}	73% ^{cd}	84% ^{cd}	64%	64%	59%	57%
Mobile phone (personally own and use)	729	368	361	83	136	149	142	111	74	34	141	232	168	188
	70%	73%	68%	58% ⁱ	75% ^{chi}	81% ^{chi}	80% ^{chi}	74% ^{ci}	64% ^{ei}	41%	72%	71%	79% ^m	63%
Fixed broadband	616	317	299	36	120	143	126	101	65	25	141	218	122	135
	60%	63% ^b	56%	25%	67% ^{ci}	78% ^{cdhi}	71% ^{chi}	68% ^{ci}	56% ^{ci}	30%	72% ^{lm}	66% ^m	57% ^m	45%
Mobile broadband	138	76	62	21	29	36	23	20	7	3	24	43	24	48
	13%	15%	12%	14% ^{hi}	16% ^{hi}	20% ^{hi}	13% ⁱ	13% ^{hi}	6%	3%	12%	13%	11%	16%
Pay TV	414	216	197	21	63	96	93	67	45	28	94	122	89	108
	40%	43%	37%	15%	35% ^c	52% ^{cdhi}	53% ^{cdhi}	45% ^c	39% ^c	33% ^c	48% ^{km}	37%	42%	36%
SUMMARY CODES														
NONE	111	42	69	50	22	14	7	9	5	4	21	34	23	34
	11%	8%	13% ^a	35% ^{defghi}	12% ^{fh}	8%	4%	6%	5%	4%	11%	10%	11%	11%
RESPONSIBLE FOR ANY BILL	924	460	463	94	159	170	170	140	110	80	175	294	190	265
	89%	92% ^b	87%	65%	88% ^c	92% ^c	96% ^{cd}	94% ^c	95% ^{cd}	96% ^{cd}	89%	90%	89%	89%
PHONE BILLS RESPONSIBLE FOR														
LANDLINE NOT MOBILE	141	68	73	2	11	12	23	24	29	40	24	44	16	57
	14%	14%	14%	2%	6%	6%	13% ^c	16% ^{cd}	25% ^{cd}	48% ^{cd}	12%	13%	8%	19% ⁱ
MOBILE NOT LANDLINE	240	130	110	65	56	42	30	24	19	4	40	68	58	74
	23%	26%	21%	45% ^{defghi}	31% ^{fghi}	23% ⁱ	17% ⁱ	16% ⁱ	17% ⁱ	4%	20%	21%	27%	25%
LANDLINE AND MOBILE	489	238	251	19	80	107	112	87	54	30	102	164	110	114
	47%	47%	47%	13%	44% ^c	58% ^{cd}	63% ^{cdhi}	58% ^{cd}	47% ^c	36% ^c	52% ^m	50% ^m	52% ^m	38%
LANDLINE OR MOBILE	870	436	434	86	147	161	165	135	103	74	166	276	184	245
	84%	87% ^b	82%	59%	81% ^c	87% ^c	93% ^{cd}	90% ^{cd}	90% ^c	88% ^c	85%	84%	86%	82%
Av no services responsible for Standard Deviation Error Variance	2.737 1.204 0.002	2.789 1.193 0.003	2.685 1.214 0.003	1.932 1.178 0.019	2.765 ^{ci} 1.163 0.010	3.195 ^{cdhi} 1.138 0.009	3.056 ^{chi} 1.136 0.009	2.919 ^{chi} 1.107 0.010	2.493 ^{ci} 1.119 0.007	1.992 1.005 0.008	3.006 ^m 1.215 0.009	2.803 ^m 1.126 0.006	2.783 ^m 1.197 0.008	2.451 1.235 0.004

Q.5A Which of these services are you solely or jointly responsible for paying the bill?

Base: All who have specified a service

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/Divorced/Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1033	571	250	212	441	592	291	742	806	227	844	68	53	68
Weighted Base	1035	583	279	174	540	495	329	706	822	212	871	88*	52*	24*
Landline	630 61%	398 68%b	104 37%	128 74%b	343 63%	288 58%	195 59%	435 62%	483 59%	148 70%h	514 59%	70 79%ij	28 54%	19 78%j
Mobile phone (personally own and use)	729 70%	433 74%bc	184 66%	113 65%	426 79%e	303 61%	248 75%g	482 68%	574 70%	155 73%	604 69%	67 77%	38 73%	20 83%j
Fixed broadband	616 60%	407 70%bc	115 41%	94 54%b	392 73%e	224 45%	214 65%g	402 57%	479 58%	137 64%	518 59%	59 67%l	23 44%	16 68%l
Mobile broadband	138 13%	82 14%	37 13%	19 11%	94 17%e	44 9%	63 19%g	75 11%	118 14%	20 9%	99 11%	31 35%jl	3 5%	5 22%j
Pay TV	414 40%	280 48%b	61 22%	73 42%b	253 47%e	161 33%	163 50%g	250 35%	335 41%	79 37%	326 37%	56 64%jlm	22 43%	10 42%
SUMMARY CODES														
NONE	111 11%	41 7%	56 20%ac	14 8%	42 8%	69 14%d	32 10%	79 11%	91 11%	20 9%	96 11%	4 4%	11 21%jkm	1 4%
RESPONSIBLE FOR ANY BILL	924 89%	541 93%b	223 80%	160 92%b	498 92%e	426 86%	297 90%	627 89%	731 89%	192 91%	776 89%l	84 96%l	41 79%	23 96%l
PHONE BILLS RESPONSIBLE FOR														
LANDLINE NOT MOBILE	141 14%	84 14%b	20 7%	37 21%ab	45 8%	96 19%d	31 9%	110 16%f	107 13%	34 16%	121 14%	14 16%	3 6%	3 12%
MOBILE NOT LANDLINE	240 23%	119 20%c	99 36%ac	22 13%	128 24%	112 23%	83 25%	157 22%	199 24%	41 20%	211 24%k	12 13%	13 25%	4 17%
LANDLINE AND MOBILE	489 47%	314 54%b	84 30%	91 53%b	298 55%e	191 39%	164 50%	325 46%	376 46%	114 54%	393 45%	56 64%j	25 47%	16 66%j
LANDLINE OR MOBILE	870 84%	517 89%b	203 73%	150 86%b	471 87%e	399 81%	279 85%	592 84%	681 83%	189 89%h	725 83%	81 93%l	41 79%	23 95%j
Av no services responsible for Standard Deviation	2.737	2.954bc	2.249	2.678b	3.030e	2.393	2.974g	2.624	2.719	2.802	2.657	3.367j	2.772	3.052j
Error Variance	1.204	1.166	1.160	1.190	1.160	1.164	1.293	1.143	1.210	1.180	1.178	1.233	1.225	1.258
	0.002	0.003	0.007	0.007	0.003	0.003	0.006	0.002	0.002	0.007	0.002	0.023	0.036	0.024

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

Q.5A Which of these services are you solely or jointly responsible for paying the bill?

Base: All who have specified a service

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1033	45	107	77	90	85	93	120	140	87	53	68	68
Weighted Base	1035	48*	106*	86*	92*	75*	98*	119*	156	92*	52*	88*	24*
Landline	630 61%	27 56%	73 68%gh	49 57%	53 58%	49 66%h	67 69%gh	60 51%	77 49%	60 65%h	28 54%	70 79%acdgh j	19 78%acdgh
Mobile phone (personally own and use)	729 70%	32 67%	71 67%	74 86%abeghi	70 76%g	49 65%	71 73%g	65 54%	111 71%g	61 66%	38 73%g	67 77%g	20 83%begi
Fixed broadband	616 60%	22 45%	66 63%gj	47 55%	53 58%g	40 54%	72 74%acegj	48 40%	111 71%acegj	59 64%gj	23 44%	59 67%agj	16 68%agj
Mobile broadband	138 13%	2 4%	14 13%i	17 19%afgij	17 18%afgi	12 16%gi	6 6%	7 6%	22 14%i	2 2%	3 5%	31 35%abcde fghij	5 22%afgij
Pay TV	414 40%	13 27%	49 46%ag	32 37%g	32 35%	23 31%	42 43%g	27 22%	73 47%aeg	35 39%g	22 43%g	56 64%abcde fghij	10 42%g
SUMMARY CODES													
NONE	111 11%	10 21%bcdhkl	6 6%	3 3%	1 1%	12 15%bcdk	10 11%d	35 29%bdefhik l	11 7%	8 9%	11 21%bcdhkl	4 4%	1 4%
RESPONSIBLE FOR ANY BILL	924 89%	38 79%	100 94%aegj	83 97%aegj	90 99%aefgj	63 85%g	87 89%g	84 71%	145 93%agj	84 91%g	41 79%	84 96%aegj	23 96%agj
PHONE BILLS RESPONSIBLE FOR													
LANDLINE NOT MOBILE	141 14%	6 12%	19 18%c	5 6%	16 18%c	12 15%	9 9%	14 12%	22 14%	19 21%cfj	3 6%	14 16%	3 12%
MOBILE NOT LANDLINE	240 23%	11 23%	18 17%	30 35%befgkl	33 36%befgkl	11 15%	13 13%	19 16%	56 36%befgikl	20 22%	13 25%	12 13%	4 17%
LANDLINE AND MOBILE	489 47%	21 44%	53 50%h	44 51%h	37 40%	37 50%h	58 60%dgh	46 39%	55 35%	41 44%	25 47%	56 64%dgghi	16 66%adghi
LANDLINE OR MOBILE	870 84%	38 79%	90 85%g	79 92%g	86 94%aefgj	60 81%g	80 82%g	79 66%	133 85%g	80 87%g	41 79%	81 93%aegj	23 95%aefg
Av no services responsible for	2.737	2.525	2.731	2.630	2.493	2.742	2.953dgi	2.446	2.706	2.586	2.772	3.367abc defghij	3.052adgi

Q.5A Which of these services are you solely or jointly responsible for paying the bill?

Base: All who have specified a service

	GOVERNMENT REGIONS												
	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	
Unweighted Base	1033	45	107	77	90	85	93	120	140	87	53	68	68
Weighted Base	1035	48*	106*	86*	92*	75*	98*	119*	156	92*	52*	88*	24*
Standard Deviation	1.204	1.110	1.198	1.271	1.254	1.219	1.023	1.198	1.221	0.983	1.225	1.233	1.258
Error Variance	0.002	0.032	0.014	0.022	0.018	0.020	0.012	0.017	0.012	0.012	0.036	0.023	0.024

Q.5A Which of these services are you solely or jointly responsible for paying the bill?

Base: All who have specified a service

	Q.1/2/3 PHONES OWN								Q.3/5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1033	873	314	541	807	677	196	130	705	256	445	653	587	124	409	929
Weighted Base	1035	910	284	605	801	704	206	96	729	226	498	630	616	138	414	924
Landline	630 61%	542 60%f	170 60%f	364 60%f	630 79%abcf	542 77%abcf	- -	88 92%abcde	489 67%	154 68%	330 66%	630 100%hijlmno	475 77%hjimo	84 61%	320 77%hijmo	630 68%
Mobile phone (personally own and use)	729 70%	729 80%dg	226 79%dg	498 82%cdg	561 70%g	561 80%dg	168 82%cdg	- -	729 100%klmno	226 100%klmno	498 100%klmno	489 78%	500 81%	123 89%ko	340 82%	729 79%
Fixed broadband	616 60%	556 61%bfg	147 52%	405 67%abfg	490 61%bfg	450 64%bfg	106 51%	40 41%	500 69%i	131 58%	367 74%io	475 75%hio	616 100%hijklmno	101 74%i	347 84%hijkmo	616 67%i
Mobile broadband	138 13%	131 14%bg	27 9%g	103 17%bdg	93 12%g	92 13%g	39 19%bdg	1 1%	123 17%i	25 11%	98 20%iko	84 13%	101 16%	138 100%hijklno	84 20%iko	138 15%
Pay TV	414 40%	368 40%	97 34%	268 44%bf	335 42%bf	302 43%bf	66 32%	33 34%	340 47%	89 39%	249 50%i	320 51%io	347 56%hio	84 61%hio	414 100%hijklmo	414 45%
SUMMARY CODES																
NONE	111 11%	102 11%	32 11%	59 10%	87 11%	79 11%	22 11%	8 8%	- -	- -	- -	- -	- -	- -	- -	- -
RESPONSIBLE FOR ANY BILL	924 89%	808 89%	253 89%	546 90%	713 89%	625 89%	183 89%	88 92%	729 100%	226 100%	498 100%	630 100%	616 100%	138 100%	414 100%	924 100%
PHONE BILLS RESPONSIBLE FOR																
LANDLINE NOT MOBILE	141 14%	53 6%f	16 6%f	34 6%f	141 18%abcef	53 7%f	- -	88 92%abcdef	- -	- -	- -	141 22%hijlmno	76 12%hjlm	4 3%hij	52 12%hijm	141 15%hijm
MOBILE NOT LANDLINE	240 23%	240 26%deg	72 25%deg	168 28%deg	72 9%g	72 10%g	168 82%abcdeg	- -	240 33%kino	72 32%klin	168 34%kino	- -	101 16%k	43 31%kin	71 17%k	240 26%kin
LANDLINE AND MOBILE	489 47%	489 54%fg	154 54%fg	330 55%fg	489 61%acfg	489 69%abcdfg	- -	- -	489 67%o	154 68%o	330 66%o	489 78%hijlmno	399 65%o	80 58%	269 65%o	489 53%

Q.5A Which of these services are you solely or jointly responsible for paying the bill?

Base: All who have specified a service

Total	Q.1/2/3 PHONES OWN							Q.3/5A BILLS RESPONSIBLE FOR								
	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)	
Unweighted Base	1033	873	314	541	807	677	196	130	705	256	445	653	587	124	409	929
Weighted Base	1035	910	284	605	801	704	206	96	729	226	498	630	616	138	414	924
LANDLINE OR MOBILE	870	782	242	532	702	614	168	88	729	226	498	630	576	127	391	870
	84%	86%	85%	88%	88% ^f	87%	82%		100% ^{lmno}	100% ^{lmno}	100% ^{lmno}	100% ^{lmno}	94%	92%	95%	94%
Av no services responsible for	2.737	2.878 ^{bfg}	2.640 ^{fg}	2.999 ^{bfg}	2.957 ^{bfg}	3.116 ^{abd}	2.068	1.834	2.990 ^{lo}	2.763	3.097 ^{io}	3.172 ^{hio}	3.310 ^{hij}	3.842 ^{hij}	3.635 ^{hij}	2.737
Standard Deviation	1.204	1.186	1.178	1.175	1.172	1.128	1.011	0.811	1.167	1.161	1.158	1.052	0.940	1.127	0.859	1.204
Error Variance	0.002	0.002	0.005	0.003	0.002	0.002	0.006	0.006	0.002	0.005	0.003	0.002	0.002	0.010	0.002	0.002

Q.5A Which of these services are you solely or jointly responsible for paying the bill?

Base: All who have specified a service

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1033	450	427	426	45	606	443	999	785	766	298	430	812	392
Weighted Base	1035	467	396	395	43*	627	411	993	840	820	340	488	872	462
Landline	630	276	246	245	28	387	253	615	511	496	209	277	520	268
	61%	59%	62%	62%	66%	62%	61%	62%	61%	61%	62%	57%	60%	58%
Mobile phone (personally own and use)	729	311	282	281	34	435	296	703	607	595	268	370	634	364
	70%	67%	71%	71%	79%	69%	72%	71%	72%	73%	79%h	76%	73%	79%hil
Fixed broadband	616	285	198	197	31	408	206	593	594	576	238	310	598	310
	60%	61%bcf	50%	50%	72%bcf	65%bcf	50%	60%bcf	71%k	70%k	70%	64%	69%	67%
Mobile broadband	138	60	43	43	7	95	44	132	126	122	82	90	136	84
	13%	13%	11%	11%	15%	15%	11%	13%	15%	15%	24%hil	18%	16%	18%
Pay TV	414	287	28	28	31	411	30	414	368	363	163	208	376	204
	40%	61%bcfg	7%	7%	72%bcfg	66%bcfg	7%	42%bcf	44%	44%	48%	43%	43%	44%
SUMMARY CODES														
NONE	111	70	40	40	1	76	41	107	97	93	34	66	100	50
	11%	15%cdg	10%	10%	3%	12%	10%	11%	11%	11%	10%	13%	11%	11%
RESPONSIBLE FOR ANY BILL	924	397	356	355	42	551	370	887	743	727	306	422	772	412
	89%	85%	90%	90%	97%a	88%	90%a	89%a	89%	89%	90%	87%	89%	89%
PHONE BILLS RESPONSIBLE FOR														
LANDLINE NOT MOBILE	141	63	59	59	5	82	60	136	90	89	22	33	91	32
	14%	14%	15%	15%	11%	13%	15%	14%	11%k	11%jk	6%	7%	10%k	7%
MOBILE NOT LANDLINE	240	98	96	96	11	129	103	225	186	188	81	126	205	128
	23%	21%	24%	24%	25%	21%	25%	23%	22%	23%	24%	26%	24%	28%
LANDLINE AND MOBILE	489	213	186	185	24	306	193	479	421	408	187	244	429	236
	47%	46%	47%	47%	55%	49%	47%	48%	50%	50%	55%	50%	49%	51%
LANDLINE OR MOBILE	870	374	342	341	39	516	356	839	696	684	290	403	726	396
	84%	80%	86%a	86%a	91%	82%	87%a	84%	83%	83%	85%	83%	83%	86%
Av no services responsible for	2.737	3.073bcfg	2.243	2.240	3.151bcf	3.149bcfg	2.239	2.771bcf	2.967	2.961	3.140i	2.972	2.933	2.982
Standard Deviation	1.204	1.219	0.998	0.999	1.321	1.197	0.994	1.201	1.158	1.154	1.192	1.228	1.166	1.201
Error Variance	0.002	0.004	0.003	0.003	0.041	0.003	0.002	0.002	0.002	0.002	0.005	0.004	0.002	0.004

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?

If so, please indicate which ones appear on the same bill

Base: All adults UK

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1044	487	557	117	162	157	150	139	180	139	179	251	214	400
Weighted Base	1044	507	537	145*	180	185	179	152	116	87	196	328	215	305
Landline	399	192	207	17	70	90	88	66	43	24	92	141	82	84
	38%	38%	38%	12%	39% ^c	49% ^{chi}	49% ^{chi}	43% ^{ci}	37% ^c	28% ^c	47% ^m	43% ^m	38% ^m	27%
Mobile phone (personally own and use)	77	34	43	7	16	19	21	5	7	2	15	23	14	25
	7%	7%	8%	5%	9% ⁱ	10% ^{gi}	12% ^{gi}	3%	6%	2%	8%	7%	6%	8%
Fixed broadband	423	214	209	16	81	102	94	70	43	17	95	157	84	87
	41%	42%	39%	11%	45% ^{ci}	55% ^{chi}	52% ^{chi}	46% ^{ci}	38% ^{ci}	19%	49% ^m	48% ^m	39% ^m	28%
Mobile broadband	42	21	21	8	5	12	10	5	2	-	7	12	3	20
	4%	4%	4%	6% ⁱ	3%	6% ⁱ	5% ⁱ	3%	2%	-	4%	4%	2%	6% ⁱ
Pay TV	246	123	123	13	38	67	55	32	27	15	52	79	51	64
	24%	24%	23%	9%	21% ^c	36% ^{cdghi}	31% ^{ci}	21% ^c	23% ^c	17%	27%	24%	24%	21%
All billed separately	246	130	117	20	37	39	49	44	32	25	42	72	54	78
	24%	26%	22%	14%	21%	21%	27% ^c	29% ^c	28% ^c	29% ^c	21%	22%	25%	26%
SUMMARY CODES														
NONE	316	136	180	100	52	37	28	29	34	36	51	82	64	119
	30%	27%	34% ^a	69% ^{defghi}	29% ^f	20%	16%	19%	29% ^{fg}	41% ^{defgh}	26%	25%	30%	39% ^{ijkl}
ANY PACKAGE OF SERVICES	481	241	240	24	91	109	102	79	50	26	103	173	97	108
	46%	48%	45%	17%	51% ^{ci}	59% ^{chi}	57% ^{chi}	52% ^{ci}	43% ^{ci}	30% ^c	53% ^m	53% ^m	45% ^m	35%
PACKAGE WITH 3 SERVICES														
Landline phone, fixed broadband, and Pay TV	141	65	76	7	20	40	32	22	14	5	33	46	31	30
	13%	13%	14%	5%	11%	22% ^{cdhi}	18% ^{ci}	15% ^{ci}	12% ^{ci}	5%	17% ^m	14%	14%	10%
PACKAGE WITH 2 SERVICES														
Landline phone and fixed broadband	173	89	84	7	38	30	34	37	20	9	40	72	33	29
	17%	18%	16%	5%	21% ^{ci}	16% ^c	19% ^c	24% ^{ci}	17% ^c	10%	20% ^m	22% ^m	15%	10%
SINGLE BILLS														
LANDLINE	169	88	81	3	18	22	41	35	26	23	26	51	34	59
	16%	17%	15%	2%	10% ^c	12% ^c	23% ^{code}	23% ^{code}	23% ^{code}	27% ^{code}	13%	15%	16%	19%
MOBILE	215	113	102	19	33	38	41	39	28	18	33	65	51	67
	21%	22%	19%	13%	18%	20%	23%	26% ^c	24% ^c	21%	17%	20%	24%	22%

**Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?
If so, please indicate which ones appear on the same bill**

Base: All adults UK

Total	GENDER		AGE							SOCIAL GRADE				
	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	
Unweighted Base	1044	487	557	117	162	157	150	139	180	139	179	251	214	400
Weighted Base	1044	507	537	145*	180	185	179	152	116	87	196	328	215	305
FIXED BROADBAND	159	87	72	16	33	32	31	26	17	5	37	49	31	41
	15%	17%	13%	11%	18% ⁱ	17% ⁱ	17% ⁱ	17% ⁱ	15% ⁱ	5%	19%	15%	15%	13%
MOBILE BROADBAND	45	25	21	6	11	14	5	6	3	1	5	14	13	13
	4%	5%	4%	4%	6% ⁱ	8% ^{hi}	3%	4%	2%	1%	2%	4%	6%	4%
PAY TV	100	60	40	6	17	18	22	17	11	10	24	20	26	31
	10%	12% ^b	7%	4%	9%	9%	12% ^{cc}	11% ^{cc}	9%	12% ^{cc}	12% ^k	6%	12% ^k	10%

Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?

If so, please indicate which ones appear on the same bill

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1044	573	254	217	442	602	292	752	817	227	854	69	53	68
Weighted Base	1044	584	282	178	541	503	330	714	832	212	879	89*	52*	24*
Landline	399	264	61	74	245	154	141	257	304	95	321	49	18	11
	38%	45%b	22%	42%b	45%e	31%	43%	36%	37%	45%	37%	55%jl	34%	46%
Mobile phone (personally own and use)	77	43	19	16	45	32	27	50	69	8	58	16	2	1
	7%	7%	7%	9%	8%	6%	8%	7%	8%i	4%	7%	18%jl	3%	5%
Fixed broadband	423	284	68	70	275	148	147	276	323	100	349	42	20	12
	41%	49%bc	24%	40%b	51%e	29%	45%	39%	39%	47%h	40%	47%	39%	50%
Mobile broadband	42	20	13	8	23	19	21	20	38	4	27	13	1	1
	4%	3%	5%	5%	4%	4%	6%g	3%	5%	2%	3%	14%jl	2%	5%
Pay TV	246	168	36	42	147	99	101	145	207	39	200	34	9	3
	24%	29%b	13%	24%b	27%e	20%	31%g	20%	25%	18%	23%km	39%jlm	18%	11%
All billed separately	246	145	63	39	131	115	64	183	197	49	208	19	12	7
	24%	25%	22%	22%	24%	23%	19%	26%	24%	23%	24%	22%	23%	28%
SUMMARY CODES														
NONE	316	127	138	52	113	203	96	220	259	58	278	15	19	5
	30%	22%	49%ac	29%	21%	40%d	29%	31%	31%	27%	32%km	17%	37%k	20%
ANY PACKAGE OF SERVICES	481	312	82	87	297	184	170	311	376	105	393	55	21	13
	46%	53%b	29%	49%b	55%e	37%	52%g	44%	45%	50%	45%	61%jl	40%	53%
PACKAGE WITH 3 SERVICES														
Landline phone, fixed broadband, and Pay TV	141	90	26	25	91	50	58	83	114	27	115	17	7	1
	13%	15%b	9%	14%	17%e	10%	18%g	12%	14%	13%	13%	19%	14%	6%
PACKAGE WITH 2 SERVICES														
Landline phone and fixed broadband	173	118	27	29	108	65	54	119	114	59	142	13	10	9
	17%	20%b	9%	16%b	20%e	13%	16%	17%	14%	28%h	16%	14%	19%	36%jkl
SINGLE BILLS														
LANDLINE	169	102	35	32	81	88	42	128	130	39	140	16	8	5
	16%	17%	12%	18%	15%	18%	13%	18%	16%	18%	16%	18%	16%	21%

Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?
If so, please indicate which ones appear on the same bill

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1044	573	254	217	442	602	292	752	817	227	854	69	53	68
Weighted Base	1044	584	282	178	541	503	330	714	832	212	879	89*	52*	24*
MOBILE	215	130	55	31	120	95	57	159	172	43	183	15	11	7
	21%	22%	19%	17%	22%	19%	17%	22%	21%	20%	21%	17%	21%	28%
FIXED BROADBAND	159	103	39	17	101	58	50	109	125	34	138	14	3	4
	15%	18% ^c	14%	10%	19% ^e	11%	15%	15%	15%	16%	16%	16%	5%	18% ^l
MOBILE BROADBAND	45	28	14	3	33	12	16	29	38	7	35	7	2	1
	4%	5%	5%	2%	6% ^e	2%	5%	4%	5%	3%	4%	8%	4%	4%
PAY TV	100	69	19	12	62	38	34	66	81	19	77	15	5	3
	10%	12% ^b	7%	7%	11% ^e	7%	10%	9%	10%	9%	9%	17% ^j	9%	13%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?

If so, please indicate which ones appear on the same bill

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	47	110	77	90	86	93	121	141	89	53	69	68
Weighted Base	1044	49*	108*	86*	92*	76*	98*	120*	157	94*	52*	89*	24*
Landline	399 38%	11 23%	52 48%acdgh	26 30%	27 29%	27 36%	51 52%acdgh	33 28%	50 31%	44 47%acdgh	18 34%	49 55%acdeg hj	11 46%adgh
Mobile phone (personally own and use)	77 7%	* 1%	8 7%	4 5%	6 7%	12 16%acgij	6 6%	4 3%	12 8%	4 5%	2 3%	16 18%abcdfgh ij	1 5%
Fixed broadband	423 41%	12 25%	48 44%adg	31 36%	25 28%	29 39%	55 56%acdeg	37 31%	66 42%d	46 49%adg	20 39%	42 47%adg	12 50%adg
Mobile broadband	42 4%	- 1%	5 5%	2 2%	4 4%	3 4%	1 1%	1 1%	10 7%gl	- -	1 2%	13 14%abcdfg ij	1 5%i
Pay TV	246 24%	8 15%	33 31%egl	20 23%	19 21%	12 16%	27 27%gl	18 15%	42 27%gl	21 22%	9 18%	34 39%adegi jl	3 11%
All billed separately	246 24%	14 29%g	19 18%	29 34%bfg	28 30%g	21 27%g	18 19%	18 15%	40 25%	21 23%	12 23%	19 22%	7 28%g
SUMMARY CODES													
NONE	316 30%	22 44%bfikl	28 26%	24 28%	28 31%	24 32%k	20 20%	61 51%bdefh kl	48 31%k	22 24%	19 37%k	15 17%	5 20%
ANY PACKAGE OF SERVICES	481 46%	13 27%	61 56%acdeg	33 38%	35 39%	30 40%	59 61%acdeg hj	41 34%	69 44%	50 53%ag	21 40%	55 61%acdeg hj	13 53%ag
PACKAGE WITH 3 SERVICES													
Landline phone, fixed broadband, and Pay TV	141 13%	4 9%	17 16%	15 18%	9 10%	6 8%	19 20%gl	11 9%	21 13%	12 13%	7 14%	17 19%	1 6%
PACKAGE WITH 2 SERVICES													
Landline phone and fixed broadband	173 17%	6 12%	20 19%	9 11%	12 13%	11 15%	23 24%ch	16 13%	19 12%	26 28%cdgh	10 19%	13 14%	9 36%abcddeg hjk

Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?
If so, please indicate which ones appear on the same bill

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	47	110	77	90	86	93	121	141	89	53	69	68
Weighted Base	1044	49*	108*	86*	92*	76*	98*	120*	157	94*	52*	89*	24*
SINGLE BILLS													
LANDLINE	169	13	14	21	17	18	12	14	18	12	8	16	5
	16%	26%gh	13%	25%gh	18%	24%gh	12%	12%	12%	12%	16%	18%	21%
MOBILE	215	13	16	27	24	18	17	16	34	18	11	15	7
	21%	27%	15%	31%bfg	26%g	23%	17%	14%	22%	20%	21%	17%	28%bg
FIXED BROADBAND	159	9	11	15	22	10	13	10	36	12	3	14	4
	15%	19%	11%	17%	24%bgj	13%	13%	8%	23%bgj	13%	5%	16%	18%gj
MOBILE BROADBAND	45	2	3	7	5	4	3	-	11	2	2	7	1
	4%	3%	2%	8%g	6%g	5%g	3%	-	7%g	2%	4%	8%g	4%g
PAY TV	100	4	7	12	9	7	7	3	21	6	5	15	3
	10%	8%	7%	14%g	10%g	9%	7%	3%	13%g	7%	9%	17%bg	13%g

Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?
If so, please indicate which ones appear on the same bill
Base: All adults UK

	Q.1/2/3 PHONES OWN								Q.3/5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	873	314	541	807	677	196	130	705	256	445	653	587	124	409	929
Weighted Base	1044	910	284	605	801	704	206	96	729	226	498	630	616	138	414	924
Landline	399	365	98	260	399	365	-	34	329	88	236	399	365	58	243	399
	38%	40%f	34%f	43%bf	50%abcf	52%abcf	-	35%f	45%	39%	47%	63%hijmo	59%hijmo	42%	59%hijmo	43%
Mobile phone (personally own and use)	77	77	16	61	56	56	21	-	77	16	61	51	55	29	42	77
	7%	8%g	5%g	10%bg	7%g	8%g	10%g	-	11%	7%	12%iko	8%	9%	21%hijkl	10%	8%
Fixed broadband	423	387	97	287	375	345	42	30	353	88	263	370	423	63	273	423
	41%	43%bfg	34%f	47%bfg	47%bfg	49%abfg	20%	31%f	48%i	39%	53%io	59%himo	69%hijkmo	46%	66%hijkmo	46%
Mobile broadband	42	41	7	34	28	28	13	-	40	7	34	24	22	42	25	42
	4%	4%g	2%	6%g	3%	4%g	6%g	-	6%	3%	7%l	4%	4%	30%hijklno	6%	5%
Pay TV	246	225	62	160	205	190	35	15	207	56	150	200	221	50	246	246
	24%	25%fg	22%	26%fg	26%fg	27%fg	17%	15%	28%	25%	30%	32%o	36%hio	37%io	59%hijklmo	27%
All billed separately	246	225	84	140	180	162	62	18	215	83	132	169	159	45	100	246
	24%	25%	30%deg	23%	23%	23%	30%dg	19%	30%	37%jkno	27%	27%	26%	33%	24%	27%
SUMMARY CODES																
NONE	316	244	86	146	197	152	92	45	113	40	73	48	22	6	7	196
	30%	27%e	30%e	24%	25%	22%	45%abcde	46%abcde	16%klmn	18%klmn	15%klmn	8%ln	4%	4%	2%	21%hijklmn
ANY PACKAGE OF SERVICES	481	441	114	319	423	390	51	34	401	102	293	414	435	87	307	481
	46%	48%bfg	40%f	53%bfg	53%bfg	55%abfg	25%	35%	55%i	45%	59%io	66%hijo	71%hijo	63%io	74%hijkmo	52%
PACKAGE WITH 3 SERVICES																
Landline phone, fixed broadband, and Pay TV	141	129	36	90	141	129	-	12	120	35	84	141	141	16	141	141
	13%	14%f	13%f	15%f	18%f	18%abf	-	12%f	16%	15%	17%	22%hijmo	23%hijmo	11%	34%hijklmo	15%
PACKAGE WITH 2 SERVICES																
Landline phone and fixed broadband	173	154	41	114	173	154	-	19	134	36	98	173	173	17	49	173
	17%	17%f	14%f	19%f	22%abf	22%abf	-	19%f	18%n	16%	20%no	27%hijmn	28%hijmn	12%	12%	19%no

Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?
If so, please indicate which ones appear on the same bill
Base: All adults UK

	Total	Q.1/2/3 PHONES OWN						Q.3/5A BILLS RESPONSIBLE FOR								
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	873	314	541	807	677	196	130	705	256	445	653	587	124	409	929
Weighted Base	1044	910	284	605	801	704	206	96	729	226	498	630	616	138	414	924
SINGLE BILLS																
LANDLINE	169	151	65	85	169	151	-	18	146	64	82	169	95	23	63	169
	16%	17%f	23%acf	14%f	21%acf	21%acf	-	19%f	20%	28%hjlmno	16%	27%hjlmno	15%	17%	15%	18%
MOBILE	215	215	83	132	154	154	61	-	215	83	132	146	136	40	75	215
	21%	24%dg	29%cddeg	22%g	19%g	22%g	30%cddeg	-	30%klno	37%jklno	27%n	23%	22%	29%n	18%	23%
FIXED BROADBAND	159	146	40	106	102	93	53	10	136	39	98	95	159	35	66	159
	15%	16%	14%	17%d	13%	13%	26%abcde	10%	19%	17%	20%	15%	26%hijklno	25%kno	16%	17%
MOBILE BROADBAND	45	42	9	33	25	25	17	1	40	9	31	23	35	45	22	45
	4%	5%	3%	5%	3%	4%	8%abdeg	1%	5%	4%	6%	4%	6%	33%hijklno	5%	5%
PAY TV	100	80	24	56	70	53	27	17	75	23	52	63	66	22	100	100
	10%	9%	8%	9%	9%	8%	13%e	18%abcde	10%	10%	10%	10%	11%	16%	24%hijklno	11%

Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?

If so, please indicate which ones appear on the same bill

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	436	435	45	606	452	1009	785	766	298	430	812	392
Weighted Base	1044	467	404	402	43*	627	419	1002	840	820	340	488	872	462
Landline	399	190	119	118	25	287	124	389	372	364	155	212	375	208
	38%	41%bcf	30%	29%	58%abcfg	46%bcfg	30%	39%bcf	44%	44%	46%	43%	43%	45%
Mobile phone (personally own and use)	77	19	21	21	4	55	22	76	66	64	39	51	70	46
	7%	4%	5%	5%	8%	9%af	5%	8%a	8%	8%	12%	10%	8%	10%
Fixed broadband	423	199	110	109	28	314	113	411	411	402	170	227	414	233
	41%	43%bcf	27%	27%	65%abcfg	50%abcfg	27%	41%bcf	49%	49%	50%	47%	47%	50%
Mobile broadband	42	12	16	16	2	29	16	41	37	36	22	27	42	22
	4%	3%	4%	4%	6%	5%	4%	4%	4%	4%	6%	5%	5%	5%
Pay TV	246	139	16	16	25	246	17	246	227	226	97	128	229	129
	24%	30%bcf	4%	4%	58%abcfg	39%abcfg	4%	25%bcf	27%	28%	29%	26%	26%	28%
All billed separately	246	108	121	121	2	116	127	237	179	174	71	89	190	85
	24%	23%d	30%adeg	30%adeg	4%	19%d	30%adeg	24%de	21%	21%	21%	18%	22%	18%
SUMMARY CODES														
NONE	316	132	151	151	10	155	156	296	211	205	78	143	226	122
	30%	28%	37%aeg	37%aeg	24%	25%	37%aeg	30%	25%	25%	23%	29%	26%	26%
ANY PACKAGE OF SERVICES	481	227	132	130	31	356	136	469	449	441	190	256	457	256
	46%	49%bcf	33%	32%	72%abcfg	57%abcfg	32%	47%bcf	54%	54%	56%	52%	52%	55%
PACKAGE WITH 3 SERVICES														
Landline phone, fixed broadband, and Pay TV	141	88	7	7	15	141	8	141	136	135	54	76	138	76
	13%	19%bcfg	2%	2%	35%abcfg	22%bcfg	2%	14%bcf	16%	16%	16%	16%	16%	16%
PACKAGE WITH 2 SERVICES														
Landline phone and fixed broadband	173	68	86	84	4	81	87	163	168	163	67	90	169	94
	17%	15%	21%aeg	21%ae	9%	13%	21%ae	16%	20%	20%	20%	18%	19%	20%
SINGLE BILLS														
LANDLINE	169	68	88	88	2	74	91	164	113	107	44	51	118	47
	16%	15%	22%adeg	22%adeg	4%	12%	22%adeg	16%de	13%	13%	13%	10%	14%	10%

Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?
If so, please indicate which ones appear on the same bill

Base: All adults UK

Total	TV							INTERNET						
	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)	
Unweighted Base	1044	450	436	435	45	606	452	1009	785	766	298	430	812	392
Weighted Base	1044	467	404	402	43*	627	419	1002	840	820	340	488	872	462
MOBILE	215	83	113	113	2	88	119	206	158	155	61	82	168	79
	21%	18% ^d	28% ^{adeg}	28% ^{adeg}	4%	14%	28% ^{adeg}	21% ^{de}	19%	19%	18%	17%	19%	17%
FIXED BROADBAND	159	73	76	76	2	75	79	151	152	145	59	69	154	67
	15%	16% ^d	19% ^{de}	19% ^{de}	4%	12%	19% ^{de}	15%	18%	18%	17%	14%	18%	14%
MOBILE BROADBAND	45	20	19	19	-	25	20	44	39	38	29	30	45	30
	4%	4%	5%	5%	-	4%	5%	4%	5%	5%	8% ^{hi}	6%	5%	7%
PAY TV	100	90	7	7	1	97	9	100	76	75	34	39	82	35
	10%	19% ^{bcdfg}	2%	2%	3%	16% ^{bcdfg}	2%	10% ^{bcf}	9%	9%	10%	8%	9%	8%

Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?

If so, please indicate which ones appear on the same bill

Base: All who have specified more than one service

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	713	349	364	34	113	123	123	111	128	81	136	192	147	238
Weighted Base	728	371	357	44**	128*	148	150	123*	82	51*	145	245	151	186
Landline	399	192	207	17	70	90	88	66	43	24	92	141	82	84
	55%	52%	58%	39%	54%	61%	59%	54%	52%	47%	63% _{lm}	58% _{lm}	54%	45%
Mobile phone (personally own and use)	77	34	43	7	16	19	21	5	7	2	15	23	14	25
	11%	9%	12%	16%	12% _g	13% _g	14% _{gi}	4%	9%	4%	10%	9%	9%	13%
Fixed broadband	423	214	209	16	81	102	94	70	43	17	95	157	84	87
	58%	58%	59%	35%	63% _i	69% _{hi}	62% _i	57% _i	53% _i	33%	66% _{lm}	64% _{lm}	56%	47%
Mobile broadband	42	21	21	8	5	12	10	5	2	-	7	12	3	20
	6%	6%	6%	19%	4%	8% _i	6%	4%	3%	-	5%	5%	2%	11% _{kl}
Pay TV	246	123	123	13	38	67	55	32	27	15	52	79	51	64
	34%	33%	34%	28%	30%	45% _{dgi}	36%	26%	33%	29%	36%	32%	34%	35%
All billed separately	246	130	117	20	37	39	49	44	32	25	42	72	54	78
	34%	35%	33%	46%	29%	26%	32%	36%	39% _{ee}	49% _{def}	29%	29%	36%	42% _{jk}
SUMMARY CODES														
NONE	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY PACKAGE OF SERVICES	481	241	240	24	91	109	102	79	50	26	103	173	97	108
	66%	65%	67%	54%	71% _i	74% _{hi}	68% _i	64%	61%	51%	71% _{lm}	71% _{lm}	64%	58%
PACKAGE WITH 3 SERVICES														
Landline phone, fixed broadband, and Pay TV	141	65	76	7	20	40	32	22	14	5	33	46	31	30
	19%	17%	21%	17%	16%	27% _i	21% _i	18%	18%	9%	23%	19%	20%	16%
PACKAGE WITH 2 SERVICES														
Landline phone and fixed broadband	173	89	84	7	38	30	34	37	20	9	40	72	33	29
	24%	24%	24%	15%	29%	20%	23%	30%	24%	17%	27% _{lm}	29% _{lm}	22%	16%
SINGLE BILLS														
LANDLINE	169	88	81	3	18	22	41	35	26	23	26	51	34	59
	23%	24%	23%	8%	14%	15%	27% _{de}	29% _{de}	32% _{de}	45% _{defg}	18%	21%	22%	32% _{jk}
MOBILE	215	113	102	19	33	38	41	39	28	18	33	65	51	67
	30%	30%	29%	42%	26%	26%	27%	32%	34%	35%	23%	26%	34%	36% _j

Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?

If so, please indicate which ones appear on the same bill

Base: All who have specified more than one service

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	713	349	364	34	113	123	123	111	128	81	136	192	147	238
Weighted Base	728	371	357	44**	128*	148	150	123*	82	51*	145	245	151	186
FIXED BROADBAND	159	87	72	16	33	32	31	26	17	5	37	49	31	41
	22%	23%	20%	37%	25% <i>i</i>	22% <i>i</i>	20%	21% <i>i</i>	21% <i>i</i>	9%	26%	20%	21%	22%
MOBILE BROADBAND	45	25	21	6	11	14	5	6	3	1	5	14	13	13
	6%	7%	6%	14%	8%	10% <i>i</i>	4%	4%	3%	1%	3%	6%	9%	7%
PAY TV	100	60	40	6	17	18	22	17	11	10	24	20	26	31
	14%	16%	11%	13%	13%	12%	15%	14%	13%	20%	16% <i>k</i>	8%	17% <i>k</i>	16% <i>k</i>

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?

If so, please indicate which ones appear on the same bill

Base: All who have specified more than one service

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	713	439	128	146	350	363	205	508	550	163	569	55	35	54
Weighted Base	728	457	145	126	428	300	234	494	573	154	601	74*	33**	19*
Landline	399	264	61	74	245	154	141	257	304	95	321	49	18	11
	55%	58%b	42%	58%b	57%	51%	60%	52%	53%	61%	53%	66%	53%	57%
Mobile phone (personally own and use)	77	43	19	16	45	32	27	50	69	8	58	16	2	1
	11%	9%	13%	12%	10%	11%	11%	10%	12%i	5%	10%	21%j	5%	6%
Fixed broadband	423	284	68	70	275	148	147	276	323	100	349	42	20	12
	58%	62%b	47%	56%	64%e	49%	63%	56%	56%	65%	58%	56%	62%	62%
Mobile broadband	42	20	13	8	23	19	21	20	38	4	27	13	1	1
	6%	4%	9%	7%	5%	6%	9%g	4%	7%	3%	4%	17%j	3%	6%
Pay TV	246	168	36	42	147	99	101	145	207	39	200	34	9	3
	34%	37%b	25%	33%	34%	33%	43%g	29%	36%i	25%	33% ^m	47% ^m	28%	13%
All billed separately	246	145	63	39	131	115	64	183	197	49	208	19	12	7
	34%	32%	44% ^{ac}	31%	31%	38% ^d	27%	37% ^f	34%	32%	35%	26%	37%	34%
SUMMARY CODES														
NONE	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY PACKAGE OF SERVICES	481	312	82	87	297	184	170	311	376	105	393	55	21	13
	66%	68% ^b	56%	69% ^b	69% ^e	62%	73% ^g	63%	66%	68%	65%	74%	63%	66%
PACKAGE WITH 3 SERVICES														
Landline phone, fixed broadband, and Pay TV	141	90	26	25	91	50	58	83	114	27	115	17	7	1
	19%	20%	18%	19%	21%	17%	25% ^g	17%	20%	17%	19% ^m	23%	22%	7%
PACKAGE WITH 2 SERVICES														
Landline phone and fixed broadband	173	118	27	29	108	65	54	119	114	59	142	13	10	9
	24%	26%	18%	23%	25%	22%	23%	24%	20%	38% ^h	24%	17%	30%	45% ^{jk}
SINGLE BILLS														
LANDLINE	169	102	35	32	81	88	42	128	130	39	140	16	8	5
	23%	22%	24%	26%	19%	30% ^d	18%	26% ^f	23%	25%	23%	22%	25%	27%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?
If so, please indicate which ones appear on the same bill

Base: All who have specified more than one service

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	713	439	128	146	350	363	205	508	550	163	569	55	35	54
Weighted Base	728	457	145	126	428	300	234	494	573	154	601	74*	33**	19*
MOBILE	215	130	55	31	120	95	57	159	172	43	183	15	11	7
	30%	28%	38% ^c	24%	28%	32%	24%	32%	30%	28%	30%	20%	33%	34%
FIXED BROADBAND	159	103	39	17	101	58	50	109	125	34	138	14	3	4
	22%	22% ^c	27% ^c	13%	24%	19%	21%	22%	22%	22%	23%	19%	8%	22%
MOBILE BROADBAND	45	28	14	3	33	12	16	29	38	7	35	7	2	1
	6%	6%	10% ^c	2%	8%	4%	7%	6%	7%	5%	6%	10%	6%	5%
PAY TV	100	69	19	12	62	38	34	66	81	19	77	15	5	3
	14%	15%	13%	10%	15%	13%	15%	13%	14%	12%	13%	21%	14%	16%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?

If so, please indicate which ones appear on the same bill

Base: All who have specified more than one service

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	713	29	82	58	58	60	74	50	96	62	35	55	54
Weighted Base	728	28**	80*	62*	63*	51*	78*	59*	109*	71*	33**	74*	19*
Landline	399	11	52	26	27	27	51	33	50	44	18	49	11
	55%	41%	65%cdh	42%	43%	54%	65%cdh	56%	45%	62%c	53%	66%cdh	57%
Mobile phone (personally own and use)	77	*	8	4	6	12	6	4	12	4	2	16	1
	11%	2%	10%	6%	10%	24%bcfghil	8%	7%	11%	6%	5%	21%ci	6%
Fixed broadband	423	12	48	31	25	29	55	37	66	46	20	42	12
	58%	44%	60%cd	50%	40%	57%	70%cd	62%d	60%d	65%cd	62%	56%	62%d
Mobile broadband	42	*	5	2	4	3	1	1	10	-	1	13	1
	6%	2%	6%	3%	6%	6%	1%	2%	9%i	-	3%	17%cfgi	6%i
Pay TV	246	8	33	20	19	12	27	18	42	21	9	34	3
	34%	27%	41%l	32%l	31%	24%	34%l	30%	39%l	29%	28%	47%el	13%
All billed separately	246	14	19	29	28	21	18	18	40	21	12	19	7
	34%	52%	24%	47%bfk	44%bf	40%	24%	30%	36%	30%	37%	26%	34%
SUMMARY CODES													
NONE	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY PACKAGE OF SERVICES	481	13	61	33	35	30	59	41	69	50	21	55	13
	66%	48%	76%cd	53%	56%	60%	76%cd	70%	64%	70%	63%	74%cd	66%
PACKAGE WITH 3 SERVICES													
Landline phone, fixed broadband, and Pay TV	141	4	17	15	9	6	19	11	21	12	7	17	1
	19%	16%	21%	25%l	14%	12%	25%l	19%	19%	17%	22%	23%	7%
PACKAGE WITH 2 SERVICES													
Landline phone and fixed broadband	173	6	20	9	12	11	23	16	19	26	10	13	9
	24%	21%	25%	15%	19%	22%	30%	26%	17%	36%chk	30%	17%	45%bdehik
SINGLE BILLS													
LANDLINE	169	13	14	21	17	18	12	14	18	12	8	16	5
	23%	46%	17%	34%bfhi	27%	36%bfhi	16%	25%	17%	16%	25%	22%	27%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?

If so, please indicate which ones appear on the same bill

Base: All who have specified more than one service

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	713	29	82	58	58	60	74	50	96	62	35	55	54
Weighted Base	728	28**	80*	62*	63*	51*	78*	59*	109*	71*	33**	74*	19*
MOBILE	215	13	16	27	24	18	17	16	34	18	11	15	7
	30%	47%	20%	44%bfl	38%bk	35%	21%	28%	31%	26%	33%	20%	34%
FIXED BROADBAND	159	9	11	15	22	10	13	10	36	12	3	14	4
	22%	34%	14%	24%	34%bfi	19%	16%	16%	33%bfgi	17%	8%	19%	22%
MOBILE BROADBAND	45	2	3	7	5	4	3	-	11	2	2	7	1
	6%	6%	3%	10%g	8%	7%	4%	-	10%g	3%	6%	10%g	5%g
PAY TV	100	4	7	12	9	7	7	3	21	6	5	15	3
	14%	15%	9%	19%	15%	13%	9%	6%	19%g	9%	14%	21%g	16%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?

If so, please indicate which ones appear on the same bill

Base: All who have specified more than one service

	Total	Q.1/2/3 PHONES OWN							Q.3/5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	713	643	226	412	598	538	105	60	596	210	382	581	566	119	400	713
Weighted Base	728	666	199	460	604	552	114*	52*	616	185	425	583	594	132*	407	728
Landline	399	365	98	260	399	365	-	34	329	88	236	399	365	58	243	399
	55%	55%f	49%f	57%f	66%abcf	66%abcf	-	65%f	53%	48%	56%lm	68%hijlmno	62%himo	44%	60%im	55%
Mobile phone (personally own and use)	77	77	16	61	56	56	21	-	77	16	61	51	55	29	42	77
	11%	12%g	8%g	13%g	9%g	10%g	19%bdeg	-	12%	8%	14%kl	9%	9%	22%shikln	10%	11%
Fixed broadband	423	387	97	287	375	345	42	30	353	88	263	370	423	63	273	423
	58%	58%bf	49%	62%bf	62%bf	63%bf	37%	58%f	57%i	48%	62%im	64%im	71%hijkmo	48%	67%himo	58%i
Mobile broadband	42	41	7	34	28	28	13	-	40	7	34	24	22	42	25	42
	6%	6%	4%	7%	5%	5%	11%bdeg	-	7%l	4%	8%kl	4%	4%	32%shikln	6%	6%
Pay TV	246	225	62	160	205	190	35	15	207	56	150	200	221	50	246	246
	34%	34%	31%	35%	34%	34%	31%	29%	34%	30%	35%	34%	37%	38%	60%hijklmo	34%
All billed separately	246	225	84	140	180	162	62	18	215	83	132	169	159	45	100	246
	34%	34%	42%acde	31%	30%	29%	55%acdeg	35%	35%ln	45%hjdkln	31%	29%	27%	34%	25%	34%ln
SUMMARY CODES																
NONE	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY PACKAGE OF SERVICES	481	441	114	319	423	390	51	34	401	102	293	414	435	87	307	481
	66%	66%bf	58%	69%bf	70%bf	71%bf	45%	65%f	65%i	55%	69%ai	71%i	73%hio	66%	75%hio	66%i
PACKAGE WITH 3 SERVICES																
Landline phone, fixed broadband, and Pay TV	141	129	36	90	141	129	-	12	120	35	84	141	141	16	141	141
	19%	19%f	18%f	20%f	23%f	23%f	-	22%f	20%	19%	20%	24%lm	24%lm	12%	35%hijklmo	19%
PACKAGE WITH 2 SERVICES																
Landline phone and fixed broadband	173	154	41	114	173	154	-	19	134	36	98	173	173	17	49	173
	24%	23%f	21%f	25%f	29%abf	28%f	-	36%abf	22%mn	19%n	23%mn	30%hijmno	29%himno	13%	12%	24%mn

Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?
If so, please indicate which ones appear on the same bill
Base: All who have specified more than one service

	Total	Q.1/2/3 PHONES OWN						Q.3/5A BILLS RESPONSIBLE FOR								
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	713	643	226	412	598	538	105	60	596	210	382	581	566	119	400	713
Weighted Base	728	666	199	460	604	552	114*	52*	616	185	425	583	594	132*	407	728
SINGLE BILLS																
LANDLINE	169 23%	151 23% ^f	65 33% ^{acf}	85 19% ^f	169 28% ^{cf}	151 27% ^{cf}	- -	18 35% ^{cf}	146 24% ^{ln}	64 35% ^{hijlmno}	82 19%	169 29% ^{ijlmno}	95 16%	23 18%	63 15%	169 23% ^{ln}
MOBILE	215 30%	215 32% ^{dg}	83 42% ^{acdeg}	132 29% ^g	154 26% ^g	154 28% ^g	61 54% ^{acdeg}	- -	215 35% ^{kn}	83 45% ^{hijklmno}	132 31% ^{ln}	146 25% ⁿ	136 23%	40 30% ⁿ	75 18%	215 30% ^{ln}
FIXED BROADBAND	159 22%	146 22% ^{de}	40 20%	106 23% ^{de}	102 17%	93 17%	53 47% ^{abcde}	10 18%	136 22% ^{kn}	39 21%	98 23% ^{kn}	95 16%	159 27% ^{kn}	35 26% ^{kn}	66 16%	159 22% ^{kn}
MOBILE BROADBAND	45 6%	42 6%	9 5%	33 7%	25 4%	25 4%	17 15% ^{abcdeg}	1 2%	40 6%	9 5%	31 7% ^k	23 4%	35 6%	45 34% ^{hijklno}	22 5%	45 6%
PAY TV	100 14%	80 12%	24 12%	56 12%	70 12%	53 10%	27 23% ^{abcde}	17 33% ^{abcde}	75 12%	23 13%	52 12%	63 11%	66 11%	22 17%	100 25% ^{hijklno}	100 14%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n/o
 * small base



Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?

If so, please indicate which ones appear on the same bill

Base: All who have specified more than one service

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	713	326	260	259	34	457	271	696	595	580	230	305	608	288
Weighted Base	728	335	253	252	33*	472	263	706	629	615	261	345	647	340
Landline	399	190	119	118	25	287	124	389	372	364	155	212	375	208
	55%	57%bcf	47%	47%	77%abcfg	61%bcf	47%	55%ccf	59%	59%	59%	61%	58%	61%
Mobile phone (personally own and use)	77	19	21	21	4	55	22	76	66	64	39	51	70	46
	11%	6%	8%	8%	11%	12%a	8%	11%a	10%	10%	15%	15%	11%	13%
Fixed broadband	423	199	110	109	28	314	113	411	411	402	170	227	414	233
	58%	60%bcf	44%	43%	85%abcfg	67%bcfg	43%	58%bcf	65%	65%	65%	66%	64%	69%
Mobile broadband	42	12	16	16	2	29	16	41	37	36	22	27	42	22
	6%	4%	6%	6%	8%	6%	6%	6%	6%	6%	8%	8%	6%	7%
Pay TV	246	139	16	16	25	246	17	246	227	226	97	128	229	129
	34%	41%bcf	6%	6%	76%abcfg	52%abcfg	7%	35%bcf	36%	37%	37%	37%	35%	38%
All billed separately	246	108	121	121	2	116	127	237	179	174	71	89	190	85
	34%	32%de	48%adeg	48%adeg	5%	25%d	48%adeg	34%de	29%	28%	27%	26%	29%	25%
SUMMARY CODES														
NONE	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY PACKAGE OF SERVICES	481	227	132	130	31	356	136	469	449	441	190	256	457	256
	66%	68%bcf	52%	52%	95%abcfg	75%abcfg	52%	66%bcf	71%	72%	73%	74%	71%	75%
PACKAGE WITH 3 SERVICES														
Landline phone, fixed broadband, and Pay TV	141	88	7	7	15	141	8	141	136	135	54	76	138	76
	19%	26%bcfg	3%	3%	46%abcfg	30%bcfg	3%	20%bcf	22%	22%	21%	22%	21%	22%
PACKAGE WITH 2 SERVICES														
Landline phone and fixed broadband	173	68	86	84	4	81	87	163	168	163	67	90	169	94
	24%	20%	34%adeg	34%adeg	12%	17%	33%adeg	23%e	27%	26%	26%	26%	26%	28%
SINGLE BILLS														
LANDLINE	169	68	88	88	2	74	91	164	113	107	44	51	118	47
	23%	20%d	35%adeg	35%adeg	5%	16%	34%adeg	23%de	18%	17%	17%	15%	18%	14%

Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?
If so, please indicate which ones appear on the same bill

Base: All who have specified more than one service

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	713	326	260	259	34	457	271	696	595	580	230	305	608	288
Weighted Base	728	335	253	252	33*	472	263	706	629	615	261	345	647	340
MOBILE	215	83	113	113	2	88	119	206	158	155	61	82	168	79
	30%	25% ^d	45% ^{adeg}	45% ^{adeg}	5%	19%	45% ^{adeg}	29% ^{de}	25%	25%	24%	24%	26%	23%
FIXED BROADBAND	159	73	76	76	2	75	79	151	152	145	59	69	154	67
	22%	22% ^d	30% ^{adeg}	30% ^{adeg}	5%	16%	30% ^{adeg}	21% ^{de}	24%	24%	23%	20%	24%	20%
MOBILE BROADBAND	45	20	19	19	-	25	20	44	39	38	29	30	45	30
	6%	6%	8%	8%	-	5%	8%	6%	6%	6%	11% ^{hi}	9%	7%	9%
PAY TV	100	90	7	7	1	97	9	100	76	75	34	39	82	35
	14%	27% ^{bcdfg}	3%	3%	3%	21% ^{bcdfg}	3%	14% ^{bcl}	12%	12%	13%	11%	13%	10%

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

Base: All adults UK

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1044	487	557	117	162	157	150	139	180	139	179	251	214	400
Weighted Base	1044	507	537	145*	180	185	179	152	116	87	196	328	215	305
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	277 26%	130 26%	147 27%	26 18%	28 15%	36 19%	55 31% <i>code</i>	63 41% <i>code</i>	39 33% <i>code</i>	31 35% <i>code</i>	59 30%	90 27%	57 26%	72 23%
Receiving a "live sales/marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	426 41%	206 41%	221 41%	40 28%	45 25%	72 39% <i>d</i>	88 49% <i>cd</i>	82 54% <i>code</i>	49 42% <i>cd</i>	50 58% <i>codeh</i>	87 44%	132 40%	89 41%	119 39%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	383 37%	180 36%	203 38%	41 29%	46 25%	67 36%	83 47% <i>cd</i>	65 42% <i>cd</i>	46 40% <i>d</i>	35 40% <i>d</i>	83 42% <i>m</i>	134 41% <i>m</i>	70 33%	96 31%
Some other type of call that you didn't want or ask for - for example a market research call	42 4%	24 5%	18 3%	2 1%	6 3%	7 4%	5 3%	12 8% <i>c</i>	7 6% <i>c</i>	3 3%	17 9% <i>klm</i>	9 3%	7 3%	9 3%
SUMMARY CODES														
1 TYPE EXPERIENCED	145 14%	82 16%	63 12%	13 9%	25 14%	21 11%	28 16%	21 14%	17 15%	19 22% <i>ce</i>	26 13%	44 14%	30 14%	45 15%
2 TYPES EXPERIENCED	169 16%	71 14%	97 18%	15 10%	19 11%	28 15%	39 22% <i>cd</i>	33 22% <i>cd</i>	18 16%	17 19% <i>cd</i>	44 22% <i>m</i>	51 16%	30 14%	44 14%

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

Base: All adults UK

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1044	487	557	117	162	157	150	139	180	139	179	251	214	400
Weighted Base	1044	507	537	145*	180	185	179	152	116	87	196	328	215	305
3 TYPES EXPERIENCED	201	97	104	22	18	33	40	41	27	21	38	70	42	51
	19%	19%	19%	15%	10%	18%	22% ^d	27% ^{cd}	23% ^d	24% ^d	20%	21%	20%	17%
4 TYPES EXPERIENCED	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY UNSOLICITED CALLS (LANDLINE)	515	250	264	49	62	82	108	95	62	57	108	165	102	140
	49%	49%	49%	34%	35%	44%	60% ^{code}	63% ^{code}	54% ^{cd}	66% ^{cd} ^{eh}	55%	50%	47%	46%
None	522	252	270	94	116	104	71	55	52	29	84	162	113	163
	50%	50%	50%	65% ^{fghi}	64% ^{fghi}	56% ^{fgi}	40%	36%	45%	34%	43%	49%	53%	53% ^{ej}
Av number of issues	2.144	2.097	2.190	2.141	1.937	2.168	2.139	2.277 ^d	2.209	2.059	2.167	2.192	2.168	2.055
Standard Deviation	0.877	0.914	0.840	0.841	0.933	0.855	0.848	0.876	0.910	0.889	0.888	0.874	0.869	0.881
Error Variance	0.001	0.003	0.002	0.017	0.016	0.010	0.008	0.009	0.008	0.009	0.007	0.006	0.007	0.004

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \ Living as married (a)	Single (b)	Widow/D ivorced \ Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1044	573	254	217	442	602	292	752	817	227	854	69	53	68
Weighted Base	1044	584	282	178	541	503	330	714	832	212	879	89*	52*	24*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	277 26%	178 31%b	47 17%	51 29%b	131 24%	146 29%	75 23%	202 28%	207 25%	70 33%h	214 24%	41 47%j	15 28%	7 29%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	426 41%	257 44%b	88 31%	82 46%b	216 40%	210 42%	123 37%	304 43%	321 39%	106 50%h	335 38%	55 62%j	27 51%	10 41%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	383 37%	252 43%bc	70 25%	61 34%b	203 38%	180 36%	125 38%	258 36%	284 34%	100 47%h	301 34%	52 59%j	24 47%l	6 26%
Some other type of call that you didn't want or ask for - for example a market research call	42 4%	33 6%b	3 1%	7 4%b	24 4%	18 4%	11 3%	31 4%	28 3%	14 7%h	29 3%	8 9%j	5 10%j	* 1%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/Divorced/Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1044	573	254	217	442	602	292	752	817	227	854	69	53	68
Weighted Base	1044	584	282	178	541	503	330	714	832	212	879	89*	52*	24*
SUMMARY CODES														
1 TYPE EXPERIENCED	145	78	33	33	70	74	39	106	114	31	120	12	6	7
	14%	13%	12%	19%	13%	15%	12%	15%	14%	15%	14%	14%	11%	28% ^{kl}
2 TYPES EXPERIENCED	169	106	31	32	92	76	58	110	118	51	135	15	15	4
	16%	18% ^b	11%	18%	17%	15%	18%	15%	14%	24% ^h	15%	17%	28% ^j	15%
3 TYPES EXPERIENCED	201	132	37	33	98	103	56	146	154	47	153	35	10	3
	19%	23% ^b	13%	18%	18%	21%	17%	20%	19%	22%	17%	40% ^{jl}	20%	13%
4 TYPES EXPERIENCED	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY UNSOLICITED CALLS (LANDLINE)	515	317	101	97	261	254	153	362	385	130	408	63	31	13
	49%	54% ^b	36%	55% ^b	48%	50%	46%	51%	46%	61% ^h	46%	71% ^j	59%	56%
None	522	262	181	78	275	246	177	345	441	80	465	25	21	11
	50%	45%	64% ^{ac}	44%	51%	49%	54%	48%	53% ⁱ	38%	53% ^k	28%	41%	44%
Av number of issues	2.144	2.217	2.036	2.016	2.141	2.148	2.168	2.134	2.133	2.178	2.098^m	2.460^j	2.280	1.756
Standard Deviation	0.877	0.886	0.846	0.863	0.876	0.881	0.845	0.891	0.886	0.854	0.860	0.944	0.823	0.894
Error Variance	0.001	0.002	0.008	0.006	0.003	0.003	0.005	0.002	0.002	0.005	0.002	0.018	0.021	0.021

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	47	110	77	90	86	93	121	141	89	53	69	68
Weighted Base	1044	49*	108*	86*	92*	76*	98*	120*	157	94*	52*	89*	24*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	277 26%	22 45% <i>ce</i> fgh	36 34% <i>ce</i> gh	20 23%	28 30% <i>h</i>	14 19%	23 24%	22 18%	21 13%	28 30% <i>h</i>	15 28% <i>h</i>	41 47% <i>ce</i> fgh <i>i</i>	7 29% <i>h</i>
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	426 41%	24 48% <i>h</i>	51 47% <i>h</i>	33 38% <i>h</i>	46 50% <i>gh</i>	30 39% <i>h</i>	34 35%	41 34%	37 23%	39 41% <i>h</i>	27 51% <i>h</i>	55 62% <i>ce</i> fgh <i>il</i>	10 41% <i>h</i>
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	383 37%	23 46% <i>ghl</i>	51 47% <i>ce</i> ghl	27 32% <i>h</i>	45 49% <i>ce</i> ghl	24 32% <i>h</i>	40 41% <i>gh</i>	31 26% <i>h</i>	23 15%	37 40% <i>h</i>	24 47% <i>ghl</i>	52 59% <i>ce</i> fgh <i>il</i>	6 26%
Some other type of call that you didn't want or ask for - for example a market research call	42 4%	-	1 1%	4 4%	7 8% <i>beh</i>	-	8 8% <i>beh</i>	5 4%	1 1%	2 2%	5 10% <i>abeh</i>	8 9% <i>beh</i>	* 1%
SUMMARY CODES													
1 TYPE EXPERIENCED	145 14%	7 14%	14 13%	19 22% <i>fi</i>	10 11%	9 11%	9 9%	26 22% <i>fi</i>	19 12%	8 9%	6 11%	12 14%	7 28% <i>bdefhijk</i>

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

Base: All adults UK

	GOVERNMENT REGIONS												
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	47	110	77	90	86	93	121	141	89	53	69	68
Weighted Base	1044	49*	108*	86*	92*	76*	98*	120*	157	94*	52*	89*	24*
2 TYPES EXPERIENCED	169 16%	9 18%h	18 16%h	9 11%	20 22%h	12 16%h	23 24%ch	15 13%	11 7%	17 18%h	15 28%cgh	15 17%h	4 15%h
3 TYPES EXPERIENCED	201 19%	14 30%gh	30 27%fghl	14 16%	23 25%gh	12 16%	14 14%	13 10%	13 9%	20 22%gh	10 20%h	35 40%cefg ijl	3 13%
4 TYPES EXPERIENCED	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY UNSOLICITED CALLS (LANDLINE)	515 49%	31 62%h	61 56%h	43 50%h	53 57%h	32 43%h	46 47%h	54 45%h	43 28%	46 49%h	31 59%h	63 71%cefg i	13 56%h
None	522 50%	19 38%	46 43%	43 50%k	37 41%	43 57%k	52 53%k	63 53%k	114 72%abcdefg ijkl	47 51%k	21 41%	25 28%	11 44%
Av number of issues	2.144	2.241	2.254gl	1.904	2.249gl	2.095g	2.277gl	1.706	1.897	2.300ghl	2.280	2.460cgh	1.756
Standard Deviation	0.877	0.818	0.825	0.963	0.843	0.798	0.807	0.812	0.918	0.767	0.823	0.944	0.894
Error Variance	0.001	0.024	0.010	0.022	0.013	0.017	0.015	0.013	0.021	0.013	0.021	0.018	0.021

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

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

Base: All adults UK

	Q.1/2/3 PHONES OWN								Q.3/5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	873	314	541	807	677	196	130	705	256	445	653	587	124	409	929
Weighted Base	1044	910	284	605	801	704	206	96	729	226	498	630	616	138	414	924
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	277 26%	241 27%f	89 31%cf	145 24%f	277 35%acf	241 34%acf	- -	35 37%acf	193 26%	71 32%j	120 24%	229 36%hjlo	170 28%	38 28%	124 30%	251 27%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	426 41%	368 40%f	118 41%f	241 40%f	426 53%abcf	368 52%abcf	- -	58 60%abcf	298 41%	94 42%	200 40%	349 55%hijlm no	262 42%	52 38%	181 44%	384 42%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	383 37%	343 38%f	109 38%f	227 38%f	383 48%abcf	343 49%abcf	- -	40 41%f	275 38%	89 39%	184 37%	306 48%hijlm no	245 40%	52 37%	161 39%	342 37%
Some other type of call that you didn't want or ask for - for example a market research call	42 4%	41 4%f	18 6%f	23 4%f	42 5%f	41 6%f	- -	1 2%	39 5%	17 7%	23 5%	36 6%	30 5%	7 5%	21 5%	42 5%
SUMMARY CODES																
1 TYPE EXPERIENCED	145 14%	119 13%f	43 15%f	73 12%f	145 18%acf	119 17%cf	- -	26 27%abcde f	98 13%	39 17%jm	56 11%	122 19%hijlm o	81 13%	11 8%	50 12%	134 15%

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

Base: All adults UK

	Q.1/2/3 PHONES OWN								Q.3/5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	873	314	541	807	677	196	130	705	256	445	653	587	124	409	929
Weighted Base	1044	910	284	605	801	704	206	96	729	226	498	630	616	138	414	924
2 TYPES EXPERIENCED	169 16%	144 16%f	46 16%f	98 16%f	169 21%acf	144 20%af	-	24 25%abcf	111 15%	37 16%	75 15%	134 21%hjmo	99 16%	15 11%	71 17%	149 16%
3 TYPES EXPERIENCED	201 19%	182 20%f	60 21%f	115 19%f	201 25%acf	182 26%acf	-	20 20%f	148 20%	47 21%	100 20%	164 26%hjo	132 21%	33 24%	92 22%	182 20%
4 TYPES EXPERIENCED	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY UNSOLICITED CALLS (LANDLINE)	515 49%	445 49%f	149 53%f	286 47%f	515 64%abcf	445 63%abcf	-	70 73%abcf	358 49%	123 55%	231 46%	421 67%hijmno	312 51%	60 43%	212 51%	464 50%
None	522 50%	458 50%deg	132 46%deg	316 52%deg	278 35%	252 36%	206 100%abcde	26 27%	365 50%k	99 44%k	263 53%ik	205 32%	301 49%k	78 57%ik	199 48%k	452 49%k
Av number of issues	2.144	2.179g	2.166	2.175g	2.144g	2.179g	-	1.921	2.183	2.123	2.222	2.151	2.230	2.481hik	2.262	2.141
Standard Deviation	0.877	0.882	0.906	0.869	0.877	0.882	-	0.818	0.903	0.934	0.883	0.893	0.894	0.895	0.873	0.889
Error Variance	0.001	0.002	0.005	0.003	0.001	0.002	-	0.007	0.002	0.006	0.004	0.002	0.003	0.015	0.004	0.002

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

Base: All adults UK

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	436	435	45	606	452	1009	785	766	298	430	812	392
Weighted Base	1044	467	404	402	43*	627	419	1002	840	820	340	488	872	462
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	277 26%	132 28%	108 27%	106 26%	9 21%	178 28%	111 26%	271 27%	224 27% sm	219 27% sm	82 24%	116 24%	228 26%	97 21%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	426 41%	208 45%	168 42%	168 42%	14 32%	273 44%	174 41%	416 42%	351 42%	340 41%	141 42%	193 40%	354 41%	178 38%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	383 37%	184 39%	148 37%	148 37%	14 32%	249 40%	152 36%	370 37%	323 39%	309 38%	141 42%	189 39%	330 38%	175 38%
Some other type of call that you didn't want or ask for - for example a market research call	42 4%	16 4%	16 4%	16 4%	4 9%	26 4%	16 4%	41 4%	34 4%	33 4%	22 7%	19 4%	36 4%	20 4%
SUMMARY CODES														
1 TYPE EXPERIENCED	145 14%	61 13%	66 16%	65 16%	6 13%	78 13%	67 16%	140 14%	116 14%	110 13%	47 14%	59 12%	119 14%	53 12%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base



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

Base: All adults UK

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	436	435	45	606	452	1009	785	766	298	430	812	392
Weighted Base	1044	467	404	402	43*	627	419	1002	840	820	340	488	872	462
2 TYPES EXPERIENCED	169	84	65	65	7	111	66	164	139	135	62	72	140	75
	16%	18%	16%	16%	17%	18%	16%	16%	17%	16%	18%	15%	16%	16%
3 TYPES EXPERIENCED	201	98	76	76	5	133	79	196	168	162	65	99	171	82
	19%	21%	19%	19%	13%	21%	19%	20%	20%	20%	19%	20%	20%	16%
4 TYPES EXPERIENCED	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY UNSOLICITED CALLS (LANDLINE)	515	243	207	206	18	322	212	500	423	407	173	230	430	210
	49%	52%	51%	51%	43%	51%	51%	50%	50%	50%	51%	47%	49%	45%
None	522	223	193	193	23	300	203	494	411	407	162	257	437	248
	50%	48%	48%	48%	53%	48%	48%	49%	49%	50%	48%	53%	50%	54%
Av number of issues	2.144	2.197	2.077	2.083	1.889	2.201	2.081	2.147	2.158	2.170	2.155	2.214	2.155	2.179
Standard Deviation	0.877	0.852	0.891	0.890	0.847	0.853	0.890	0.877	0.881	0.880	0.910	0.879	0.882	0.876
Error Variance	0.001	0.003	0.003	0.003	0.031	0.002	0.003	0.001	0.002	0.002	0.005	0.004	0.002	0.004

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

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

Base: All adults UK

	Total	Q6A6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1044	670	524	376	344	281	122	569	433	315	461	372	204	4	-	4
Weighted Base	1044	676	515	408	341	277	124	578	426	345	482	383	230	3**	**	3**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	277 26%	277 41% ^c	277 54% ^{acgil}	136 33%	277 81% ^{abcfghijkl}	277 100% ^{abcdfghijkl}	60 48% ^{ci}	251 43% ^{ci}	243 57% ^{acgijl}	123 36%	230 48% ^{acil}	220 57% ^{acgijl}	85 37%	1 26%	-	1 26%
Receiving a "live sales/marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	426 41%	426 63% ^c	426 83% ^{acdfgijl}	213 52%	259 76% ^{acfijl}	243 88% ^{acdfgijkl}	71 58%	426 74% ^{acfi}	426 100% ^{abcdefgijkl}	194 56%	323 67% ^{cil}	310 81% ^{acfgijl}	127 55%	1 30%	-	1 30%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	383 37%	383 57% ^c	383 74% ^{acfgil}	201 49%	236 69% ^{acfgil}	220 79% ^{acdfgijl}	67 54%	327 57% ^c	310 73% ^{acfgil}	173 50%	383 80% ^{acdfghil}	383 100% ^{abcdefghijl}	131 57%	1 26%	-	1 26%
Some other type of call that you didn't want or ask for - for example a market research call	42 4%	36 5%	33 6%	20 5%	23 7%	22 8%	3 3%	32 5%	30 7%	18 5%	27 6%	27 7%	13 6%	1 28%	-	1 28%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 ** very small base (under 30) ineligible for sig testing



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

Base: All adults UK

	Q6A:6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1044	670	524	376	344	281	122	569	433	315	461	372	204	4	-	4
Weighted Base	1044	676	515	408	341	277	124	578	426	345	482	383	230	3**	**	3**
SUMMARY CODES																
1 TYPE EXPERIENCED	145 14%	145 21% ^{cdefg} ijkl	145 28% ^{aacdef} ghijkl	55 14% ^{de}	23 7%	15 5%	12 9%	93 16% ^{del}	75 18% ^{defl}	45 13% ^{de}	63 13% ^{de}	55 14% ^{de}	19 8%	*	-	*
2 TYPES EXPERIENCED	169 16%	169 25% ^f	169 33% ^{aacdef} gi	80 20%	72 21%	60 22%	20 16%	153 27% ^{cfi}	150 35% ^{aacdef} gijl	66 19%	134 28% ^{cdfi}	127 33% ^{aacdef} gi	58 25%	-	-	-
3 TYPES EXPERIENCED	201 19%	201 30%	201 39% ^{acil}	111 27%	201 59% ^{abcfg} hijl	201 73% ^{abcdf} ghijkl	49 40% ^c	201 35% ^c	201 47% ^{abcji} l	105 30%	201 42% ^{aacgil}	201 53% ^{abcfg} ijl	69 30%	1 26%	-	1 26%
4 TYPES EXPERIENCED	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY UNSOLICITED CALLS (LANDLINE)	515 49%	515 76% ^{cfil}	515 100% ^{aacdfg} ijl	247 60%	297 87% ^{acfg} il	277 100% ^{acdfg} ijl	80 65%	448 78% ^{cfil}	426 100% ^{acdfg} ijl	216 62%	399 83% ^{acfi} l	383 100% ^{acdfg} ijl	146 64%	1 30%	-	1 30%
None	522 50%	159 23% ^{bdehjk}	-	159 39% ^{abdeg} hjk	44 13% ^{behk}	-	44 35% ^{abdeg} hjk	128 22% ^{bdehk}	-	128 37% ^{abdeg} hjk	83 17% ^{behk}	-	83 36% ^{abdeg} hjk	1 42%	-	1 42%
Av number of issues	2.144	2.156	2.163	2.276	2.677^{abc} ghijkl	2.752^{abc} fghijkl	2.505^{ab}	2.292^{ab}	2.355^{ab}	2.333^{ab}	2.405^{ab}	2.443^{abc} g	2.422^{ab}	1.892	-	1.892
Standard Deviation	0.877	0.874	0.872	0.873	0.695	0.640	0.767	0.837	0.809	0.868	0.798	0.785	0.791	-	-	-
Error Variance	0.001	0.001	0.001	0.003	0.002	0.001	0.008	0.002	0.002	0.004	0.002	0.002	0.005	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 ** very small base (under 30) ineligible for sig testing



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

Base: All who have landline phone

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	807	367	440	83	104	115	123	116	146	120	150	199	166	292
Weighted Base	801	377	423	103*	116*	137	152	126	92	75	161	256	165	219
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	277 35%	130 34%	147 35%	26 25%	28 24%	36 26%	55 36%	63 50% <i>def</i>	39 42% <i>cd</i>	31 41% <i>cd</i>	59 36%	90 35%	57 34%	72 33%
Receiving a "live sales/marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	426 53%	206 55%	221 52%	40 39%	45 38%	72 53% <i>d</i>	88 58% <i>cd</i>	82 65% <i>cd</i>	49 53% <i>d</i>	50 67% <i>cd</i> <i>eh</i>	87 54%	132 52%	89 54%	119 54%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	383 48%	180 48%	203 48%	41 40%	46 39%	67 49%	83 55% <i>d</i>	65 51%	46 50%	35 47%	83 52%	134 52%	70 43%	96 44%
Some other type of call that you didn't want or ask for - for example a market research call	42 5%	24 6%	18 4%	2 2%	6 5%	7 5%	5 3%	12 10% <i>c</i>	7 8%	3 3%	17 11% <i>km</i>	9 3%	7 5%	9 4%
SUMMARY CODES														
1 TYPE EXPERIENCED	145 18%	82 22% <i>b</i>	63 15%	13 12%	25 21%	21 16%	28 19%	21 17%	17 18%	19 26% <i>c</i>	26 16%	44 17%	30 18%	45 21%
2 TYPES EXPERIENCED	169 21%	71 19%	97 23%	15 14%	19 16%	28 20%	39 26%	33 26%	18 20%	17 23%	44 27%	51 20%	30 18%	44 20%

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

Base: All who have landline phone

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	807	367	440	83	104	115	123	116	146	120	150	199	166	292
Weighted Base	801	377	423	103*	116*	137	152	126	92	75	161	256	165	219
3 TYPES EXPERIENCED	201	97	104	22	18	33	40	41	27	21	38	70	42	51
	25%	26%	25%	21%	16%	24%	26%	32% ^d	29% ^d	28% ^d	24%	27%	25%	23%
4 TYPES EXPERIENCED	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY UNSOLICITED CALLS (LANDLINE)	515	250	264	49	62	82	108	95	62	57	108	165	102	140
	64%	66%	62%	48%	54%	60%	71% ^{cd}	76% ^{cde}	67% ^{cd}	76% ^{cde}	67%	65%	61%	64%
None	278	122	156	52	52	55	44	29	29	17	49	90	64	76
	35%	32%	37%	51% ^{fghi}	45% ^{fghi}	40% ^{gi}	29%	23%	31%	23%	30%	35%	39%	35%
Av number of issues	2.144	2.097	2.190	2.141	1.937	2.168	2.139	2.277^d	2.209	2.059	2.167	2.192	2.168	2.055
Standard Deviation	0.877	0.914	0.840	0.841	0.933	0.855	0.848	0.876	0.910	0.889	0.888	0.874	0.869	0.881
Error Variance	0.001	0.003	0.002	0.017	0.016	0.010	0.008	0.009	0.008	0.009	0.007	0.006	0.007	0.004

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

Base: All who have landline phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	807	460	168	179	344	463	220	587	614	193	649	58	42	58
Weighted Base	801	466	193	142	420	381	253	548	621	179	665	76*	40*	20*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	277 35%	178 38%b	47 25%	51 36%b	131 31%	146 38%	75 30%	202 37%	207 33%	70 39%	214 32%	41 54%jm	15 37%	7 34%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	426 53%	257 55%	88 46%	82 58%b	216 51%	210 55%	123 49%	304 55%	321 52%	106 59%	335 50%	55 73%jm	27 68%	10 49%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	383 48%	252 54%bc	70 36%	61 43%	203 48%	180 47%	125 49%	258 47%	284 46%	100 56%h	301 45%m	52 69%jm	24 61%l	6 30%
Some other type of call that you didn't want or ask for - for example a market research call	42 5%	33 7%b	3 1%	7 5%	24 6%	18 5%	11 4%	31 6%	28 4%	14 8%	29 4%	8 10%	5 13%j	* 2%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

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

Base: All who have landline phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/Divorced/Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	807	460	168	179	344	463	220	587	614	193	649	58	42	58
Weighted Base	801	466	193	142	420	381	253	548	621	179	665	76*	40*	20*
SUMMARY CODES														
1 TYPE EXPERIENCED	145	78	33	33	70	74	39	106	114	31	120	12	6	7
	18%	17%	17%	23%	17%	20%	15%	19%	18%	17%	18%	16%	14%	33% ^{kl}
2 TYPES EXPERIENCED	169	106	31	32	92	76	58	110	118	51	135	15	15	4
	21%	23%	16%	22%	22%	20%	23%	20%	19%	28% ^h	20%	20%	37% ^j	18%
3 TYPES EXPERIENCED	201	132	37	33	98	103	56	146	154	47	153	35	10	3
	25%	28% ^b	19%	23%	23%	27%	22%	27%	25%	26%	23%	47% ^{jm}	26%	15%
4 TYPES EXPERIENCED	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY UNSOLICITED CALLS (LANDLINE)	515	317	101	97	261	254	153	362	385	130	408	63	31	13
	64%	68% ^b	52%	68% ^b	62%	67%	61%	66%	62%	72% ^h	61%	83% ^{jm}	77%	65%
None	278	144	92	42	154	125	100	179	231	47	250	12	9	7
	35%	31%	48% ^{ac}	30%	37%	33%	39%	33%	37% ⁱ	26%	38% ^k	16%	23%	35% ^k
Av number of issues	2.144	2.217	2.036	2.016	2.141	2.148	2.168	2.134	2.133	2.178	2.098^m	2.460^j	2.280	1.756
Standard Deviation	0.877	0.886	0.846	0.863	0.876	0.881	0.845	0.891	0.886	0.854	0.860	0.944	0.823	0.894
Error Variance	0.001	0.002	0.008	0.006	0.003	0.003	0.005	0.002	0.002	0.005	0.002	0.018	0.021	0.021

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

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

Base: All who have landline phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	807	36	96	62	69	67	73	95	82	69	42	58	58
Weighted Base	801	37**	92*	69*	69*	61*	80*	97*	90*	71*	40*	76*	20*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	277 35%	22 60%	36 40% ^{cegh}	20 28%	28 40% ^{gh}	14 23%	23 29%	22 23%	21 23%	28 39% ^g	15 37%	41 54% ^{cefg} l	7 34%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	426 53%	24 64%	51 56%	33 48%	46 66% ^{fgh}	30 49%	34 43%	41 43%	37 41%	39 55%	27 68% ^{fgh}	55 73% ^{bcefg} hl	10 49%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	383 48%	23 62%	51 56% ^{ghl}	27 39%	45 65% ^{ceghl}	24 40%	40 50% ^{ghl}	31 32%	23 26%	37 53% ^{ghl}	24 61% ^{ghl}	52 69% ^{ceghl}	6 30%
Some other type of call that you didn't want or ask for - for example a market research call	42 5%	-	1 1%	4 6%	7 10% ^{beh}	-	8 9% ^{beh}	5 5%	1 1%	2 3%	5 13% ^{beh}	8 10% ^{beh}	* 2%
SUMMARY CODES													
1 TYPE EXPERIENCED	145 18%	7 19%	14 15%	19 28% ^{fi}	10 14%	9 14%	9 11%	26 27% ^{fi}	19 21%	8 12%	6 14%	12 16%	7 33% ^{bdefijk}

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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



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

Base: All who have landline phone

	GOVERNMENT REGIONS												
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	807	36	96	62	69	67	73	95	82	69	42	58	58
Weighted Base	801	37**	92*	69*	69*	61*	80*	97*	90*	71*	40*	76*	20*
2 TYPES EXPERIENCED	169 21%	9 24%	18 19%	9 14%	20 29%ch	12 20%	23 29%h	15 16%	11 12%	17 24%	15 37%cgh	15 20%	4 18%
3 TYPES EXPERIENCED	201 25%	14 39%	30 32%fghl	14 20%	23 33%ghl	12 19%	14 17%	13 13%	13 15%	20 29%g	10 26%	35 47%cefg l	3 15%
4 TYPES EXPERIENCED	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY UNSOLICITED CALLS (LANDLINE)	515 64%	31 83%	61 67%h	43 62%	53 76%efgh	32 53%	46 58%	54 56%	43 48%	46 65%	31 77%egh	63 83%bcefg hil	13 65%
None	278 35%	6 17%	30 32%k	26 38%k	15 21%	29 47%dkj	34 42%dk	40 41%dk	47 52%bdjk	24 34%k	9 23%	12 16%	7 35%k
Av number of issues	2.144	2.241	2.254gl	1.904	2.249gl	2.095g	2.277gl	1.706	1.897	2.300ghl	2.280	2.460cgh	1.756
Standard Deviation	0.877	0.818	0.825	0.963	0.843	0.798	0.807	0.812	0.918	0.767	0.823	0.944	0.894
Error Variance	0.001	0.024	0.010	0.022	0.013	0.017	0.015	0.013	0.021	0.013	0.021	0.018	0.021

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

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

Base: All who have landline phone

	Total	Q.1/2/3 PHONES OWN						Q.3/5A BILLS RESPONSIBLE FOR								
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	807	677	238	423	807	677	-	130	544	196	344	653	472	85	334	726
Weighted Base	801	704	214	472	801	704	**	96	561	174	381	630	490	93*	335	713
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	277 35%	241 34%	89 42% ^c	145 31%	277 35%	241 34%	- -	35 37%	193 34%	71 41% ^j	120 31%	229 36%	170 35%	38 41%	124 37%	251 35%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	426 53%	368 52%	118 55%	241 51%	426 53%	368 52%	- -	58 60%	298 53%	94 54%	200 53%	349 55%	262 53%	52 56%	181 54%	384 54%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	383 48%	343 49%	109 51%	227 48%	383 48%	343 49%	- -	40 41%	275 49%	89 51%	184 48%	306 48%	245 50%	52 56%	161 48%	342 48%
Some other type of call that you didn't want or ask for - for example a market research call	42 5%	41 6%	18 8% ^g	23 5%	42 5%	41 6%	- -	1 2%	39 7%	17 10%	23 6%	36 6%	30 6%	7 7%	21 6%	42 6%
SUMMARY CODES																
1 TYPE EXPERIENCED	145 18%	119 17%	43 20%	73 16%	145 18%	119 17%	- -	26 27% ^{acde}	98 17%	39 23% ⁱⁿ	56 15%	122 19%	81 16%	11 12%	50 15%	134 19%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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



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

Base: All who have landline phone

	Q.1/2/3 PHONES OWN								Q.3/5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	807	677	238	423	807	677	-	130	544	196	344	653	472	85	334	726
Weighted Base	801	704	214	472	801	704	**	96	561	174	381	630	490	93*	335	713
2 TYPES EXPERIENCED	169	144	46	98	169	144	-	24	111	37	75	134	99	15	71	149
	21%	20%	22%	21%	21%	20%	-	25%	20%	21%	20%	21%	20%	16%	21%	21%
3 TYPES EXPERIENCED	201	182	60	115	201	182	-	20	148	47	100	164	132	33	92	182
	25%	26%	28%	24%	25%	26%	-	20%	26%	27%	26%	26%	27%	36%	27%	25%
4 TYPES EXPERIENCED	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY UNSOLICITED CALLS (LANDLINE)	515	445	149	286	515	445	-	70	358	123	231	421	312	60	212	464
	64%	63%	70% ^c	61%	64%	63%	-	73% ^c	64%	71% ^j	61%	67%	64%	65%	63%	65%
None	278	252	62	182	278	252	-	26	196	48	146	205	175	33	120	241
	35%	36%	29%	39% ^{bg}	35%	36%	-	27%	35%	28%	38% ^{ei}	32%	36%	35%	36%	34%
Av number of issues	2.144	2.179 ^g	2.166	2.175 ^g	2.144 ^g	2.179 ^g	-	1.921	2.183	2.123	2.222	2.151	2.230	2.481 ^{hik}	2.262	2.141
Standard Deviation	0.877	0.882	0.906	0.869	0.877	0.882	-	0.818	0.903	0.934	0.883	0.893	0.894	0.895	0.873	0.889
Error Variance	0.001	0.002	0.005	0.003	0.001	0.002	-	0.007	0.002	0.006	0.004	0.002	0.003	0.015	0.004	0.002

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

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

Base: All who have landline phone

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	807	369	333	332	37	489	345	789	625	607	242	333	633	302
Weighted Base	801	379	307	306	36*	504	318	780	666	646	276	378	677	359
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	277 35%	132 35%	108 35%	106 35%	9 25%	178 35%	111 35%	271 35%	224 34%	219 34%	82 30%	116 31%	228 34%	97 27%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	426 53%	208 55%	168 55%	168 55%	14 38%	273 54%	174 55%	416 53%	351 53%	340 53%	141 51%	193 51%	354 52%	178 50%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	383 48%	184 48%	148 48%	148 48%	14 38%	249 49%	152 48%	370 47%	323 49%	309 48%	141 51%	189 50%	330 49%	175 49%
Some other type of call that you didn't want or ask for - for example a market research call	42 5%	16 4%	16 5%	16 5%	4 11%	26 5%	16 5%	41 5%	34 5%	33 5%	22 8%	19 5%	36 5%	20 6%
SUMMARY CODES														
1 TYPE EXPERIENCED	145 18%	61 16%	66 21%	65 21%	6 15%	78 16%	67 21%	140 18%	116 17%	110 17%	47 17%	59 16%	119 18%	53 15%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base



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

Base: All who have landline phone

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	807	369	333	332	37	489	345	789	625	607	242	333	633	302
Weighted Base	801	379	307	306	36*	504	318	780	666	646	276	378	677	359
2 TYPES EXPERIENCED	169	84	65	65	7	111	66	164	139	135	62	72	140	75
	21%	22%	21%	21%	20%	22%	21%	21%	21%	21%	22%	19%	21%	21%
3 TYPES EXPERIENCED	201	98	76	76	5	133	79	196	168	162	65	99	171	82
	25%	26%	25%	25%	15%	26%	25%	25%	25%	25%	23%	26%	25%	23%
4 TYPES EXPERIENCED	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY UNSOLICITED CALLS (LANDLINE)	515	243	207	206	18	322	212	500	423	407	173	230	430	210
	64%	64%	67%	67%	51%	64%	67%	64%	64%	63%	63%	61%	64%	59%
None	278	135	96	96	16	178	102	273	237	234	99	146	241	144
	35%	36%	31%	31%	44%	35%	32%	35%	36%	36%	36%	39%	36%	40%
Av number of issues	2.144	2.197	2.077	2.083	1.889	2.201	2.081	2.147	2.158	2.170	2.155	2.214	2.155	2.179
Standard Deviation	0.877	0.852	0.891	0.890	0.847	0.853	0.890	0.877	0.881	0.880	0.910	0.879	0.882	0.876
Error Variance	0.001	0.003	0.003	0.003	0.031	0.002	0.003	0.001	0.002	0.002	0.005	0.004	0.002	0.004

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

Base: All who have landline phone

	Q6A.6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	807	581	524	287	308	281	86	495	433	241	416	372	159	3	-	3
Weighted Base	801	577	515	309	305	277	89*	491	426	259	432	383	180	2**	**	2**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	277 35%	277 48%	277 54% ^c	136 44%	277 91% ^{abcf} ghijkl	277 100% ^{abcf} ghijkl	60 68% ^{abcf} jl	251 51%	243 57% ^{aci}	123 48%	230 53% ^c	220 57% ^{aci}	85 47%	1 45%	-	1 45%
Receiving a "live sales/marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	426 53%	426 74%	426 83% ^{acij}	213 69%	259 85% ^{acij}	243 88% ^{acijk} l	71 80%	426 87% ^{acij} kl	426 100% ^{abcde} fgijkl	194 75%	323 75%	310 81% ^{acl}	127 71%	1 52%	-	1 52%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	383 48%	383 66%	383 74% ^{acg}	201 65%	236 77% ^{acgi}	220 79% ^{acgi}	67 75%	327 67%	310 73% ^c	173 67%	383 89% ^{abcd} etghil	383 100% ^{abcde} fghijl	131 73%	1 45%	-	1 45%
Some other type of call that you didn't want or ask for - for example a market research call	42 5%	36 6%	33 6%	20 7%	23 8%	22 8%	3 4%	32 6%	30 7%	18 7%	27 6%	27 7%	13 7%	1 48%	-	1 48%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



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

Base: All who have landline phone

	Q6A6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	807	581	524	287	308	281	86	495	433	241	416	372	159	3	-	3
Weighted Base	801	577	515	309	305	277	89*	491	426	259	432	383	180	2**	**	2**
SUMMARY CODES																
1 TYPE EXPERIENCED	145	145	145	55	23	15	12	93	75	45	63	55	19	*	-	*
	18%	25% ^{cdefg} hijkl	28% ^{cdefg} hijkl	18% ^{de}	8%	5%	13% ^e	19% ^{del}	18% ^{de}	17% ^{de}	15% ^{de}	14% ^{de}	11%	7%	-	7%
2 TYPES EXPERIENCED	169	169	169	80	72	60	20	153	150	66	134	127	58	-	-	-
	21%	29% ^e	33% ^{de}	26%	24%	22%	22%	31% ^{de}	35% ^{cdefi}	25%	31% ^{de}	33% ^{de}	32% ^e	-	-	-
3 TYPES EXPERIENCED	201	201	201	111	201	201	49	201	201	105	201	201	69	1	-	1
	25%	35%	39%	36%	66% ^{abcqgh} ijkl	73% ^{abcfg} hijkl	55% ^{abcqj} l	41%	47% ^{abc}	40%	47% ^{abc}	53% ^{abcqj} l	39%	45%	-	45%
4 TYPES EXPERIENCED	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY UNSOLICITED CALLS (LANDLINE)	515	515	515	247	297	277	80	448	426	216	399	383	146	1	-	1
	64%	89% ^{cil}	100% ^{acdfg} ijl	80%	97% ^{acfg} ijl	100% ^{acdfg} ijl	90% ^c	91% ^{cil}	100% ^{acdfg} ijl	83%	92% ^{cil}	100% ^{acdfg} ijl	81%	52%	-	52%
None	278	60	-	60	8	-	8	41	-	41	33	-	33	-	-	-
	35%	10% ^{bdehk}	-	19% ^{abdegh} jk	3% ^{behk}	-	10% ^{bdehk}	8% ^{bdehk}	-	16% ^{abdegh} jk	8% ^{bdehk}	-	19% ^{abdegh} jk	-	-	-
Av number of issues	2.144	2.156	2.163	2.276	2.677^{abc}	2.752^{abc}	2.505^{ab}	2.292^{ab}	2.355^{ab}	2.333^{ab}	2.405^{ab}	2.443^{abc}	2.422^{ab}	1.892	-	1.892
Standard Deviation	0.877	0.874	0.872	0.873	0.695^{ghijkl}	0.640^{ghijkl}	0.767	0.837	0.809	0.868	0.798	0.785^g	0.791	-	-	-
Error Variance	0.001	0.001	0.001	0.003	0.002	0.001	0.008	0.002	0.002	0.004	0.002	0.002	0.005	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



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

Base: All that have received recorded messages on their landline

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	372	170	202	33	39	56	63	58	70	53	77	102	70	123
Weighted Base	383	180	203	41**	46*	67*	83*	65*	46*	35*	83*	134*	70*	96
Listen to the full message before hanging up	19 5%	9 5%	11 5%	3 7%	3 6%	3 4%	2 3%	3 5%	2 5%	3 8%	3 4%	6 5%	4 5%	6 6%
Listen to some of the message before hanging up	76 20%	31 17%	45 22%	10 24%	10 22%	13 19%	13 15%	11 17%	13 29%	6 18%	14 17%	24 18%	13 18%	25 26%
Hang up immediately, as soon as I realise it is a recorded message	288 75%	141 78%	147 72%	29 69%	33 72%	51 77%	68 82%	50 78%	31 66%	26 74%	65 79%	103 77%	54 77%	65 68%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	95 25%	39 22%	56 28%	13 31%	13 28%	16 23%	15 18%	14 22%	16 34%	9 26%	18 21%	31 23%	16 23%	31 32%

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

Base: All that have received recorded messages on their landline

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/Divorced/Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	372	238	57	77	164	208	102	270	273	99	290	39	26	17
Weighted Base	383	252	70*	61*	203	180	125*	258	284	100*	301	52*	24**	6**
Listen to the full message before hanging up	19 5%	13 5%	4 5%	3 5%	10 5%	10 5%	6 5%	13 5%	13 5%	6 6%	17 6%	3 5%	- -	- -
Listen to some of the message before hanging up	76 20%	52 21%	14 20%	10 16%	35 17%	41 23%	26 21%	50 19%	58 20%	18 18%	64 21%	6 11%	5 22%	* 5%
Hang up immediately, as soon as I realise it is a recorded message	288 75%	188 74%	52 75%	48 78%	159 78%	129 72%	92 74%	195 76%	213 75%	75 75%	220 73%	43 83%	19 78%	6 95%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	95 25%	64 26%	18 25%	13 22%	44 22%	51 28%	32 26%	63 24%	71 25%	25 25%	81 27%	9 17%	5 22%	* 5%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

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

Base: All that have received recorded messages on their landline

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	372	20	54	27	43	25	35	30	22	34	26	39	17
Weighted Base	383	23**	51*	27**	45*	24**	40**	31**	23**	37**	24**	52*	6**
Listen to the full message before hanging up	19 5%	2 11%	2 3%	3 13%	1 1%	2 8%	5 14%	- -	- -	1 3%	- -	3 5%	- -
Listen to some of the message before hanging up	76 20%	5 22%	8 17%	8 30%	7 15%	8 33%	9 22%	5 16%	6 25%	9 25%	5 22%	6 11%	* 5%
Hang up immediately, as soon as I realise it is a recorded message	288 75%	15 68%	41 80%	16 57%	37 84%	14 59%	26 65%	26 84%	18 75%	27 72%	19 78%	43 83%	6 95%
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	95 25%	7 32%	10 20%	12 43%	7 16%	10 41%	14 35%	5 16%	6 25%	10 28%	5 22%	9 17%	* 5%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

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

Base: All that have received recorded messages on their landline

	Q.1/2/3 PHONES OWN								Q.3/5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	372	322	114	201	372	322	-	50	259	94	164	300	231	43	154	336
Weighted Base	383	343	109*	227	383	343	-**	40*	275	89*	184	306	245	52*	161	342
Listen to the full message before hanging up	19 5%	18 5%	10 9%	8 4%	19 5%	18 5%	- -	2 4%	13 5%	8 9%	4 2%	15 5%	11 4%	3 5%	8 5%	18 5%
Listen to some of the message before hanging up	76 20%	69 20%	22 20%	44 19%	76 20%	69 20%	- -	7 18%	53 19%	18 20%	35 19%	56 18%	47 19%	11 22%	29 18%	64 19%
Hang up immediately, as soon as I realise it is a recorded message	288 75%	257 75%	77 71%	175 77%	288 75%	257 75%	- -	31 78%	210 76%	63 70%	146 79%	235 77%	186 76%	38 73%	123 77%	260 76%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	95 25%	87 25%	32 29%	52 23%	95 25%	87 25%	- -	9 22%	65 24%	26 30%	39 21%	71 23%	58 24%	14 27%	38 23%	82 24%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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



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

Base: All that have received recorded messages on their landline

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	372	172	158	158	16	233	161	361	298	284	124	162	303	143
Weighted Base	383	184	148	148	14**	249	152	370	323	309	141	189	330	175
Listen to the full message before hanging up	19 5%	6 3%	9 6%	9 6%	- -	12 5%	9 6%	19 5%	17 5%	16 5%	10 7%	10 5%	17 5%	9 5%
Listen to some of the message before hanging up	76 20%	35 19%	32 22%	32 22%	4 32%	52 21%	32 21%	76 21%	63 19%	62 20%	25 18%	40 21%	64 19%	32 18%
Hang up immediately, as soon as I realise it is a recorded message	288 75%	142 78%	107 72%	107 72%	9 68%	185 74%	111 73%	274 74%	244 75%	231 75%	106 75%	138 73%	249 75%	134 77%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	95 25%	41 22%	41 28%	41 28%	4 32%	64 26%	41 27%	95 26%	80 25%	78 25%	35 25%	50 27%	81 25%	41 23%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

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

Base: All that have received recorded messages on their landline

	Q6A16B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	372	372	372	183	230	214	65	318	302	159	372	372	115	1	-	1
Weighted Base	383	383	383	201	236	220	67*	327	310	173	383	383	131*	1**	**	1**
Listen to the full message before hanging up	19 5%	19 5%	19 5%	8 4%	12 5%	12 5%	3 5%	11 3%	11 4%	6 3%	19 5%	19 5%	3 3%	-	-	-
Listen to some of the message before hanging up	76 20%	76 20%	76 20%	40 20%	48 20%	43 20%	12 18%	71 22%	68 22%	36 21%	76 20%	76 20%	21 16%	-	-	-
Hang up immediately, as soon as I realise it is a recorded message	288 75%	288 75%	288 75%	152 76%	177 75%	165 75%	51 77%	244 75%	231 74%	131 76%	288 75%	288 75%	107 81%	1 100%	-	1 100%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	95 25%	95 25%	95 25%	48 24%	59 25%	55 25%	15 23%	83 25%	79 26%	42 24%	95 25%	95 25%	24 19%	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



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

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

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	94	38	56	10	12	13	13	13	20	13	14	26	18	36
Weighted Base	95*	39*	56*	13**	13**	16**	15**	14**	16**	9**	18**	31**	16**	31*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	74 78%	33 84%	41 74%	10 77%	9 72%	13 82%	15 100%	10 70%	10 61%	8 86%	13 71%	23 75%	15 94%	23 76%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	22 23%	8 20%	14 25%	2 19%	2 16%	7 45%	6 37%	1 10%	3 16%	1 8%	5 30%	8 26%	3 17%	6 18%
Telling you about a competition	7 8%	2 6%	5 9%	- -	2 15%	2 15%	2 14%	- 2%	1 3%	- -	- -	1 4%	1 7%	5 16%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	16 17%	7 17%	10 17%	2 17%	- -	4 24%	2 15%	5 34%	3 17%	1 6%	2 12%	7 24%	2 11%	5 16%
Other type	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	85 89%	36 91%	49 88%	11 89%	11 86%	14 91%	15 100%	13 95%	12 78%	8 86%	16 93%	27 88%	15 94%	27 87%
ANY EXC. APPOINTMENT REMINDERS	83 87%	34 87%	48 86%	11 89%	11 86%	14 91%	15 100%	11 79%	12 75%	8 86%	15 86%	26 86%	15 94%	26 83%
Can't Remember	10 11%	3 9%	7 12%	1 11%	2 14%	1 9%	- -	1 5%	4 22%	1 14%	1 7%	4 12%	1 6%	4 13%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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



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

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/Divorced/Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	94	61	15	18	38	56	26	68	70	24	81	6	6	1
Weighted Base	95*	64*	18**	13**	44*	51*	32**	63*	71*	25**	81*	9**	5**	***
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	74 78%	52 81%	11 64%	11 80%	36 82%	38 75%	27 84%	47 75%	54 77%	20 82%	62 77%	9 100%	3 64%	* 100%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	22 23%	16 24%	5 26%	2 13%	16 37%e	6 11%	10 30%	12 19%	20 28%	2 9%	18 23%	3 31%	1 12%	- -
Telling you about a competition	7 8%	4 6%	- -	3 24%	2 5%	5 10%	4 13%	3 5%	5 8%	2 8%	6 7%	1 15%	- -	* 100%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	16 17%	11 17%	4 20%	2 13%	8 19%	8 15%	5 15%	11 18%	11 15%	5 21%	14 18%	1 15%	- -	* 100%
Other type	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	85 89%	59 91%	14 80%	12 92%	41 93%	44 86%	29 90%	56 89%	62 88%	23 93%	72 89%	9 100%	4 76%	* 100%
ANY EXC. APPOINTMENT REMINDERS	83 87%	56 87%	14 80%	12 92%	41 93%	42 81%	29 90%	54 85%	61 87%	21 86%	70 86%	9 100%	4 76%	* 100%
Can't Remember	10 11%	6 9%	3 20%	1 8%	3 7%	7 14%	3 10%	7 11%	8 12%	2 7%	9 11%	- -	1 24%	- -

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

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

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	94	6	10	10	10	11	13	6	5	10	6	6	1
Weighted Base	95*	7**	10**	12**	7**	10**	14**	5**	6**	10**	5**	9**	**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	74 78%	6 79%	7 74%	8 73%	6 77%	9 87%	13 93%	3 62%	4 75%	6 56%	3 64%	9 100%	* 100%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	22 23%	4 50%	1 12%	1 10%	2 23%	4 41%	1 10%	1 25%	3 47%	1 13%	1 12%	3 31%	- -
Telling you about a competition	7 8%	- -	1 12%	- -	1 8%	2 20%	1 4%	- -	- -	1 13%	- -	1 15%	* 100%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	16 17%	2 33%	2 21%	1 8%	1 17%	4 45%	- -	1 14%	- -	3 25%	- -	1 15%	* 100%
Other type	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
SUMMARY CODES													
ANY INC. APPOINTMENT REMINDERS	85 89%	7 100%	8 83%	10 83%	7 92%	9 87%	14 100%	3 71%	6 100%	8 81%	4 76%	9 100%	* 100%
ANY EXC. APPOINTMENT REMINDERS	83 87%	7 100%	7 74%	10 83%	6 85%	9 87%	14 100%	3 71%	6 100%	7 70%	4 76%	9 100%	* 100%
Can't Remember	10 11%	- -	2 17%	2 17%	1 8%	1 13%	- -	1 29%	- -	2 19%	1 24%	- -	- -

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

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

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

	Total	Q.1/2/3 PHONES OWN							Q.3/5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	94	83	32	47	94	83	-	11	62	26	36	72	56	12	34	81
Weighted Base	95*	87*	32**	52*	95*	87*	-**	9**	65*	26**	39*	71*	58*	14**	38*	82*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	74 78%	69 80%	25 79%	43 81%	74 78%	69 80%	-	5 62%	54 83%	21 78%	33 86%	58 81%	49 85%	14 100%	33 88%	66 80%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	22 23%	19 22%	6 19%	12 23%	22 23%	19 22%	-	2 28%	16 24%	6 23%	10 25%	17 24%	15 26%	2 12%	9 23%	18 22%
Telling you about a competition	7 8%	5 6%	3 9%	3 5%	7 8%	5 6%	-	2 21%	5 7%	3 11%	2 5%	7 9%	6 10%	2 15%	5 13%	7 8%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	16 17%	14 16%	9 27%	5 9%	16 17%	14 16%	-	2 22%	13 19%	8 29%	5 13%	13 18%	9 16%	2 16%	6 15%	14 18%
Other type	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	85 89%	77 89%	28 88%	47 90%	85 89%	77 89%	-	8 94%	58 90%	22 85%	36 93%	65 92%	53 92%	14 100%	36 94%	73 89%
ANY EXC. APPOINTMENT REMINDERS	83 87%	76 87%	26 83%	47 90%	83 87%	76 87%	-	7 81%	58 89%	22 84%	36 93%	63 89%	53 91%	14 100%	34 91%	72 87%
Can't Remember	10 11%	10 11%	4 12%	5 10%	10 11%	10 11%	-	* 6%	7 10%	4 15%	3 7%	6 8%	5 8%	-	2 6%	9 11%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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



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

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

Total	TV							INTERNET						
	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)	
Unweighted Base	94	39	46	46	4	59	46	94	75	72	29	45	76	35
Weighted Base	95*	41*	41*	41*	4**	64*	41*	95*	80*	78*	35**	50*	81*	41*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	74	32	29	29	4	50	29	74	65	63	29	41	66	35
	78%	78%	70%	70%	100%	79%	70%	78%	81%	81%	83%	82%	81%	84%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	22	13	7	7	-	18	7	22	19	19	7	10	19	7
	23%	32%	18%	18%	-	29%	18%	23%	24%	24%	20%	21%	23%	17%
Telling you about a competition	7	3	*	*	2	7	*	7	7	7	3	4	7	4
	8%	7%	1%	1%	49%	11%	1%	8%	8%	9%	10%	9%	8%	9%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	16	8	8	8	1	11	8	16	11	11	4	5	11	4
	17%	18%	20%	20%	30%	18%	20%	17%	14%	15%	12%	9%	14%	9%
Other type	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	85	38	32	32	4	59	32	85	71	69	32	46	72	38
	89%	91%	79%	79%	100%	92%	79%	89%	89%	89%	91%	90%	89%	92%
ANY EXC. APPOINTMENT REMINDERS	83	35	32	32	4	57	32	83	70	68	32	46	72	38
	87%	86%	77%	77%	100%	89%	77%	87%	88%	88%	91%	90%	88%	92%
Can't Remember	10	4	9	9	-	5	9	10	9	9	3	5	9	3
	11%	9%	21%	21%	-	8%	21%	11%	11%	11%	9%	10%	11%	8%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

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

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

	Total	Q6A16B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	94	94	94	45	59	55	16	83	80	39	94	94	22	-	-	-
Weighted Base	95*	95*	95*	48*	59*	55*	15**	83*	79*	42*	95*	95*	24**	..*	..*	..*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	74 78%	74 78%	74 78%	41 84%	47 79%	43 79%	14 91%	66 80%	64 80%	35 83%	74 78%	74 78%	23 95%	-	-	-
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	22 23%	22 23%	22 23%	13 26%	16 27%	16 29%	6 38%	22 26%	21 26%	12 29%	22 23%	22 23%	7 29%	-	-	-
Telling you about a competition	7 8%	7 8%	7 8%	1 1%	4 7%	4 7%	1 4%	7 8%	7 8%	-	7 8%	7 8%	-	-	-	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	16 17%	16 17%	16 17%	6 12%	14 24%	13 23%	3 19%	15 18%	14 18%	6 14%	16 17%	16 17%	1 6%	-	-	-
Other type	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	85 89%	85 89%	85 89%	45 93%	55 94%	51 93%	14 95%	75 91%	73 92%	39 92%	85 89%	85 89%	24 100%	-	-	-
ANY EXC. APPOINTMENT REMINDERS	83 87%	83 87%	83 87%	44 91%	53 89%	49 89%	14 95%	74 89%	71 90%	38 90%	83 87%	83 87%	24 100%	-	-	-
Can't Remember	10 11%	10 11%	10 11%	3 7%	4 6%	4 7%	1 5%	8 9%	6 8%	3 8%	10 11%	10 11%	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



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

Base: All adults UK

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1044	487	557	117	162	157	150	139	180	139	179	251	214	400
Weighted Base	1044	507	537	145*	180	185	179	152	116	87	196	328	215	305
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	124 12%	75 15%b	49 9%	6 4%	27 15%c	29 16%c	24 14%c	17 11%	12 11%	8 9%	27 14%	40 12%	29 13%	29 9%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	253 24%	135 27%	118 22%	30 21%i	45 25%hi	59 32%hi	54 30%hi	42 28%hi	16 14%	7 8%	55 28%am	86 26%	53 24%	59 19%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	242 23%	132 26%b	109 20%	32 22%	46 26%i	52 28%hi	52 29%hi	29 19%	21 18%	10 12%	60 31%am	81 25%am	48 23%	53 17%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	230 22%	120 24%	109 20%	20 14%	51 29%chi	49 27%chi	50 28%chi	31 20%	18 16%	10 11%	62 32%lm	84 26%am	45 21%am	39 13%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
 * small base

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

Base: All adults UK

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1044	487	557	117	162	157	150	139	180	139	179	251	214	400
Weighted Base	1044	507	537	145*	180	185	179	152	116	87	196	328	215	305
Some other type of call that you didn't want or ask for - for example a market research call	5 1%	2 *	3 1%	- -	3 2%	- -	- -	1 1%	1 1%	* *	2 1%	2 1%	1 *	- -
SUMMARY CODES														
1 TYPE EXPERIENCED	167 16%	83 16%	84 16%	22 15%i	32 18%hi	31 17%i	41 23%hi	26 17%i	10 9%	4 4%	34 17%	58 18%	37 17%	38 12%
2 TYPES EXPERIENCED	100 10%	46 9%	54 10%	15 11%	13 7%	15 8%	27 15%dhi	18 12%	7 6%	5 6%	13 7%	33 10%	25 12%	28 9%
3 TYPES EXPERIENCED	82 8%	43 9%	38 7%	11 7%	16 9%i	24 13%i	13 7%	9 6%	7 6%	2 2%	28 14%kkm	25 7%	18 9%km	11 4%
4 TYPES EXPERIENCED	60 6%	39 8%b	21 4%	1 1%	17 9%c	14 8%c	11 6%c	8 5%c	5 5%c	4 4%c	15 8%	24 7%	8 4%	13 4%
ANY UNSOLICITED CALLS (MOBILE)	408 39%	212 42%	197 37%	49 34%i	77 43%hi	84 45%hi	93 52%chi	61 40%hi	30 26%	14 17%	90 46%km	140 43%km	88 41%km	90 30%
None	634 61%	293 58%	340 63%	96 66%f	101 56%	101 55%	86 48%	91 60%	86 74%defg	72 83%cdelfg	104 53%	188 57%	126 59%	215 70%ijkl
Av number of issues	2.081	2.175	1.979	1.790	2.190	2.249c	1.944	1.984	2.257c	2.416	2.233	2.101	1.983	1.993
Standard Deviation	1.092	1.146	1.023	0.840	1.205	1.134	1.041	1.058	1.127	1.163	1.140	1.128	1.004	1.066
Error Variance	0.003	0.007	0.006	0.018	0.020	0.018	0.015	0.021	0.030	0.056	0.017	0.013	0.012	0.010

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married/Living as married (a)	Single (b)	Widow/Divorced/Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1044	573	254	217	442	602	292	752	817	227	854	69	53	68
Weighted Base	1044	584	282	178	541	503	330	714	832	212	879	89*	52*	24*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	124 12%	82 14%	25 9%	17 10%	77 14%e	48 9%	43 13%	81 11%	100 12%	24 11%	104 12%	12 13%	5 9%	3 12%
Receiving a sales/marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	253 24%	162 28%c	60 21%	31 18%	164 30%e	89 18%	93 28%	160 22%	203 24%	51 24%	207 24%	28 32%	13 25%	5 21%
Receiving a "live sales/marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	242 23%	159 27%c	57 20%	26 15%	153 28%e	89 18%	88 27%	154 22%	199 24%	43 20%	197 22%	28 32%	10 19%	6 26%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	230 22%	157 27%bc	46 16%	26 15%	152 28%e	77 15%	73 22%	157 22%	184 22%	46 21%	189 22%	23 26%	13 26%	4 16%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/Divorced/Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1044	573	254	217	442	602	292	752	817	227	854	69	53	68
Weighted Base	1044	584	282	178	541	503	330	714	832	212	879	89*	52*	24*
Some other type of call that you didn't want or ask for - for example a market research call	5 1%	3 1%	1 1%	1 1%	4 1%	1 *	1 *	4 1%	5 1%	- -	4 *	1 1%	- -	* 1%
SUMMARY CODES														
1 TYPE EXPERIENCED	167 16%	95 16%	41 14%	31 17%	98 18%	68 14%	67 20%g	99 14%	130 16%	37 17%	135 15%	15 17%	12 23%	5 20%
2 TYPES EXPERIENCED	100 10%	61 11%	27 9%	12 7%	58 11%	42 8%	33 10%	67 9%	81 10%	19 9%	83 9%	10 11%	5 10%	2 6%
3 TYPES EXPERIENCED	82 8%	49 8%	24 8%	9 5%	54 10%e	28 6%	30 9%	52 7%	73 9%l	9 4%	62 7%	13 15%j	6 11%	1 4%
4 TYPES EXPERIENCED	60 6%	49 8%bc	6 2%	5 3%	43 8%e	17 3%	19 6%	41 6%	45 5%	15 7%	53 6%	4 5%	* 1%	2 8%l
ANY UNSOLICITED CALLS (MOBILE)	408 39%	254 44%bc	97 34%	57 32%	253 47%e	155 31%	149 45%g	259 36%	328 39%	80 38%	333 38%	42 48%	23 45%	9 38%
None	634 61%	328 56%	185 66%a	121 68%a	286 53%	348 69%d	181 55%	453 63%f	501 60%	132 62%	544 62%	46 52%	29 55%	15 62%
Av number of issues	2.081	2.195c	1.947	1.797	2.155	1.960	1.999	2.128	2.092	2.035	2.096	2.164	1.763	1.981
Standard Deviation	1.092	1.141	0.956	1.020	1.121	1.035	1.077	1.100	1.076	1.161	1.107	1.033	0.900	1.270
Error Variance	0.003	0.006	0.011	0.018	0.006	0.006	0.009	0.005	0.004	0.018	0.004	0.033	0.034	0.067

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	47	110	77	90	86	93	121	141	89	53	69	68
Weighted Base	1044	49*	108*	86*	92*	76*	98*	120*	157	94*	52*	89*	24*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	124 12%	9 18%	11 10%	12 14%	18 19%eh	5 7%	12 13%	14 11%	12 8%	12 13%	5 9%	12 13%	3 12%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	253 24%	15 30%e	27 25%e	18 21%	35 38%ceghl	9 12%	24 25%	25 21%	30 19%	25 27%e	13 25%	28 32%e	5 21%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	242 23%	14 29%	23 22%	26 30%e	25 27%	11 15%	24 25%	28 24%	30 19%	16 17%	10 19%	28 32%ei	6 26%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	230 22%	12 25%	18 16%	24 27%h	30 33%beghl	11 15%	27 28%h	23 19%	23 15%	22 23%	13 26%	23 26%	4 16%

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

Base: All adults UK

	GOVERNMENT REGIONS												
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	47	110	77	90	86	93	121	141	89	53	69	68
Weighted Base	1044	49*	108*	86*	92*	76*	98*	120*	157	94*	52*	89*	24*
Some other type of call that you didn't want or ask for - for example a market research call	5 1%	-	-	-	-	-	1 1%	2 2%	1 1%	-	-	1 1%	* 1%
SUMMARY CODES													
1 TYPE EXPERIENCED	167 16%	9 18%	19 17%	11 12%	17 18%	10 13%	15 15%	15 13%	29 19%	11 11%	12 23%	15 17%	5 20%
2 TYPES EXPERIENCED	100 10%	8 16%hi	9 9%	8 10%	16 17%hi	8 11%i	12 12%i	11 9%i	9 5%	2 2%	5 10%	10 11%i	2 6%
3 TYPES EXPERIENCED	82 8%	5 10%	8 7%	10 11%	4 4%	4 5%	5 5%	10 9%	7 5%	10 11%	6 11%	13 15%dh	1 4%
4 TYPES EXPERIENCED	60 6%	3 6%	4 4%	6 7%e	12 13%beghj	-	9 9%e	5 4%	7 4%	8 8%e	* 1%	4 5%	2 8%ej
ANY UNSOLICITED CALLS (MOBILE)	408 39%	24 49%e	40 37%	34 40%	48 53%beghi	21 28%	40 41%	42 35%	52 33%	30 32%	23 45%	42 48%e	9 38%
None	634 61%	25 51%	68 63%cd	52 60%	43 47%	54 72%eadk	57 59%	76 63%cd	105 67%cd	64 68%cd	29 55%	46 52%	15 62%
Av number of issues	2.081	2.058	1.947	2.303	2.221	1.723	2.192	2.076	1.845	2.486	1.763	2.164	1.981
Standard Deviation	1.092	1.030	1.062	1.092	1.180	0.756	1.168	1.056	1.112	1.229	0.900	1.033	1.270
Error Variance	0.003	0.051	0.030	0.037	0.031	0.025	0.040	0.029	0.030	0.058	0.034	0.033	0.067

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

Base: All adults UK

	Total	Q.1:2/3 PHONES OWN						Q.3:5A BILLS RESPONSIBLE FOR								
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	873	314	541	807	677	196	130	705	256	445	653	587	124	409	929
Weighted Base	1044	910	284	605	801	704	206	96	729	226	498	630	616	138	414	924
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	124 12%	124 14%g	33 12%g	85 14%g	89 11%g	89 13%g	35 17%dg	-	103 14%	23 10%	77 15%	72 11%	78 13%	18 13%	58 14%	118 13%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	253 24%	253 28%dg	71 25%g	179 30%dg	182 23%g	182 26%g	71 35%bdeg	-	219 30%k	58 26%	160 32%ko	147 23%	172 28%	41 30%	113 27%	237 26%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	242 23%	242 27%bg	54 19%g	181 30%bdg	191 24%g	191 27%bg	51 25%g	-	200 27%i	44 19%	154 31%iko	150 24%	162 26%i	35 25%	120 29%i	221 24%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	230 22%	230 25%bg	47 16%g	181 30%bdg	180 22%bg	180 26%bg	50 24%g	-	197 27%i	36 16%	161 32%iko	152 24%i	162 26%i	35 25%i	108 26%i	215 23%i

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

Base: All adults UK

	Q.1/2/3 PHONES OWN								Q.3/5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	873	314	541	807	677	196	130	705	256	445	653	587	124	409	929
Weighted Base	1044	910	284	605	801	704	206	96	729	226	498	630	616	138	414	924
Some other type of call that you didn't want or ask for - for example a market research call	5 1%	5 1%	2 1%	4 1%	4 *	4 1%	1 1%	-	5 1%	2 1%	4 1%	4 1%	4 1%	1 1%	3 1%	5 1%
SUMMARY CODES																
1 TYPE EXPERIENCED	167 16%	167 18%g	45 16%g	120 20%g	130 16%g	130 18%g	37 18%g	-	142 19%	41 18%	99 20%	104 17%	108 18%	27 19%	67 16%	154 17%
2 TYPES EXPERIENCED	100 10%	100 11%g	31 11%g	64 11%g	71 9%g	71 10%g	29 14%dg	-	81 11%	27 12%	51 10%	59 9%	59 10%	16 12%	41 10%	93 10%
3 TYPES EXPERIENCED	82 8%	82 9%g	21 7%g	61 10%g	63 8%g	63 9%g	19 9%g	-	71 10%	16 7%	54 11%	50 8%	57 9%	10 7%	40 10%	75 8%
4 TYPES EXPERIENCED	60 6%	60 7%bg	9 3%	50 8%bg	46 6%g	46 6%g	14 7%g	-	52 7%i	4 2%	47 10%io	38 6%i	45 7%i	10 7%i	33 8%i	57 6%i
ANY UNSOLICITED CALLS (MOBILE)	408 39%	408 45%bdg	106 37%g	294 49%bdg	309 39%g	309 44%g	99 48%bdg	-	345 47%ko	89 40%	252 51%iklo	251 40%	269 44%	63 46%	181 44%	379 41%
None	634 61%	500 55%	179 63%acf	309 51%	489 61%acf	393 56%	107 52%	96 100%abcde f	382 52%	136 60%hij	244 49%	377 60%hj	345 56%j	75 54%	233 56%	542 59%hj
Av number of issues	2.081	2.081	1.950	2.129	2.073	2.073	2.108	-	2.087	1.818	2.188i	2.077	2.136i	2.053	2.220i	2.088
Standard Deviation	1.092	1.092	0.986	1.128	1.101	1.101	1.069	-	1.100	0.905	1.152	1.102	1.126	1.108	1.134	1.097
Error Variance	0.003	0.003	0.009	0.005	0.004	0.004	0.013	-	0.004	0.009	0.006	0.005	0.005	0.022	0.008	0.003

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

Base: All adults UK

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	436	435	45	606	452	1009	785	766	298	430	812	392
Weighted Base	1044	467	404	402	43*	627	419	1002	840	820	340	488	872	462
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	124 12%	60 13%	48 12%	47 12%	4 8%	76 12%	50 12%	121 12%	104 12%	102 12%	49 14%	65 13%	107 12%	58 12%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	253 24%	127 27%	89 22%	88 22%	9 20%	165 26%	90 21%	242 24%	229 27%	225 27%	106 31%	135 28%	233 27%	129 28%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	242 23%	126 27%bcf	84 21%	82 20%	6 13%	162 26%	85 20%	233 23%	220 26%	215 26%	97 29%	133 27%	226 26%	122 26%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	230 22%	118 25%bcf	74 18%	73 18%	8 18%	151 24%cf	77 18%	215 21%	208 25%	204 25%	91 27%	127 26%	213 24%	126 27%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base



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

Base: All adults UK

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	436	435	45	606	452	1009	785	766	298	430	812	392
Weighted Base	1044	467	404	402	43*	627	419	1002	840	820	340	488	872	462
Some other type of call that you didn't want or ask for - for example a market research call	5 1%	2 *	2 *	2 *	- -	3 1%	2 *	5 1%	4 1%	4 1%	4 1%	4 1%	4 1%	4 1%
SUMMARY CODES														
1 TYPE EXPERIENCED	167 16%	73 16%	60 15%	60 15%	5 12%	108 17%	61 15%	162 16%	149 18%	150 18%	65 19%	86 18%	153 18%	81 17%
2 TYPES EXPERIENCED	100 10%	49 10%	39 10%	39 10%	6 14%	61 10%	40 9%	93 9%	86 10%	87 11%	36 11%	53 11%	88 10%	47 10%
3 TYPES EXPERIENCED	82 8%	41 9%	26 7%	26 7%	1 3%	54 9%	28 7%	78 8%	73 9%	70 8%	35 10%	45 9%	74 9%	48 10%
4 TYPES EXPERIENCED	60 6%	34 7%	20 5%	19 5%	1 3%	41 7%	19 5%	58 6%	56 7%	54 7%	26 8%	34 7%	57 7%	29 6%
ANY UNSOLICITED CALLS (MOBILE)	408 39%	197 42%	145 36%	143 36%	13 31%	265 42% ^f	148 35%	391 39%	364 43%	360 44%	162 48%	218 45%	373 43%	205 44%
None	634 61%	270 58%	257 64%	257 64%	30 69%	363 58%	270 64%	609 61%	474 56%	458 56%	176 52%	268 55%	497 57%	255 55%
Av number of issues	2.081	2.190	2.027	2.011	1.905	2.108	2.024	2.078	2.090	2.072	2.118	2.109	2.088	2.118
Standard Deviation	1.092	1.117	1.071	1.060	0.945	1.108	1.064	1.098	1.103	1.099	1.115	1.101	1.103	1.092
Error Variance	0.003	0.007	0.008	0.008	0.056	0.005	0.008	0.003	0.004	0.004	0.009	0.006	0.004	0.007

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

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

Base: All adults UK

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1044	670	524	376	344	281	122	569	433	315	461	372	204	4	-	4
Weighted Base	1044	676	515	408	341	277	124	578	426	345	482	383	230	3**	**	3**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	124 12%	124 18%	80 16%	124 30%abegh jk	124 36%abegh jk	60 22%	124 100%abcde ghijkl	110 19%	71 17%	107 31%abegh jk	101 21%b	67 17%	84 36%abegh k	-	-	-
Receiving a sales/marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	253 24%	253 37%b	157 30%	253 62%abdeg hjk	139 41%bh	97 35%	88 71%abdeg hjk	253 44%abehk	138 32%	253 73%abcde ghjk	194 40%bh	136 36%	150 65%abdeg jk	-	-	-
Receiving a "live sales/marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	242 23%	242 36%	157 30%	242 59%abdeg hjk	125 37%	86 31%	88 71%abcde ghjk	242 42%abehk	148 35%	242 70%abcde ghjk	183 38%b	125 33%	147 64%abdeg jk	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 ** very small base (under 30) ineligible for sig testing



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

Base: All adults UK

	Q6A.6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1044	670	524	376	344	281	122	569	433	315	461	372	204	4	-	4
Weighted Base	1044	676	515	408	341	277	124	578	426	345	482	383	230	3**	**	3**
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	230 22%	230 34%	146 28%	230 56%abdeg hjk	125 37%b	85 31%	84 67%abcde ghijk	197 34%	127 30%	182 53%abdeg hk	230 48%abdeg hk	131 34%	230 100%abcdef ghijk	-	-	-
Some other type of call that you didn't want or ask for - for example a market research call	5 7%	3 1%	1	3 1%	1	1	-	1	1	-	1	1	-	3 100%	-	3 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	167 16%	167 25%bdefh jk	91 18%	167 41%abdef ghijkl	50 15%	40 14%	12 10%	127 22%defh	69 16%	108 31%abdef ghijkl	89 18% f	67 17%	42 18%	3 100%	-	3 100%
2 TYPES EXPERIENCED	100 10%	100 15%	61 12%	100 24%abdeg hjk	47 14%	32 11%	24 19%b	95 16%b	54 13%	95 28%abdeg hjk	71 15%	48 13%	54 23%abdeg hjk	-	-	-
3 TYPES EXPERIENCED	82 8%	82 12%	54 11%	82 20%abdeg hk	43 13%	32 11%	27 22%abdeg hk	82 14%	50 12%	82 24%abdeg hjk	79 16% b	48 13%	73 32%abdeg hjk	-	-	-
4 TYPES EXPERIENCED	60 6%	60 9%	42 8%	60 15%abh	60 18%abghk	33 12%	60 48%abcde ghijkl	60 10%	39 9%	60 17%abghk	60 12% b	38 10%	60 26%abdeg hjk	-	-	-
ANY UNSOLICITED CALLS (MOBILE)	408 39%	408 60%behk	247 48%	408 100%abdeg hjk	200 59%beh	136 49%	124 100%abdeg hjk	364 63%behk	213 50%	345 100%abdeg hjk	299 62%behk	201 52%	230 100%abde ghjk	3 100%	-	3 100%
None	634 61%	268 40%cfll	268 52%acdfgi jl	-	141 41%cfll	141 51%acdfgi jl	-	214 37%cfll	214 50%acdfgi jl	-	182 38%cfll	182 48%acfgij l	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 ** very small base (under 30) ineligible for sig testing



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

Base: All adults UK

Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)	
Unweighted Base	1044	670	524	376	344	281	122	569	433	315	461	372	204	4	-	4
Weighted Base	1044	676	515	408	341	277	124	578	426	345	482	383	230	3**	**	3**
Av number of issues	2.081	2.087	2.190	2.087	2.566abc	2.416ac	3.089abc	2.206	2.278	2.271ac	2.369ac	2.288	2.658abc	1.000	-	1.000
Standard Deviation	1.092	1.092	1.109	1.092	1.163	1.149	1.040	1.093	1.108	1.085	1.110	1.120	1.060	0.000	-	0.000
Error Variance	0.003	0.003	0.005	0.003	0.007	0.010	0.009	0.004	0.006	0.004	0.005	0.007	0.006	0.000	-	0.000

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

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

Base: All who have a mobile phone

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	873	414	459	113	151	148	135	124	128	74	155	222	189	307
Weighted Base	910	448	462	141*	168	174	160	137	83	46*	173	300	194	242
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	124 14%	75 17%b	49 11%	6 4%	27 16%c	29 17%c	24 15%c	17 13%c	12 15%c	8 17%c	27 15%	40 13%	29 15%	29 12%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	253 28%	135 30%	118 26%	30 21%	45 27%	59 34%chi	54 33%hi	42 31%i	16 19%	7 16%	55 32%	86 29%	53 27%	59 25%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	242 27%	132 30%	109 24%	32 22%	46 27%	52 30%	52 32%	29 21%	21 25%	10 22%	60 35%lm	81 27%	48 25%	53 22%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone at the end of the line.	230 25%	120 27%	109 24%	20 14%	51 31%c	49 28%c	50 31%c	31 23%	18 22%	10 21%	62 36%lm	84 28%am	45 23%	39 16%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
 * small base



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

Base: All who have a mobile phone

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	873	414	459	113	151	148	135	124	128	74	155	222	189	307
Weighted Base	910	448	462	141*	168	174	160	137	83	46*	173	300	194	242
Some other type of call that you didn't want or ask for - for example a market research call	5 1%	2 *	3 1%	- -	3 2%	- -	- -	1 1%	1 1%	* *	2 1%	2 1%	1 *	- -
SUMMARY CODES														
1 TYPE EXPERIENCED	167 18%	83 18%	84 18%	22 16%	32 19%i	31 18%	41 26%ghi	26 19%	10 12%	4 8%	34 20%	58 19%	37 19%	38 16%
2 TYPES EXPERIENCED	100 11%	46 10%	54 12%	15 11%	13 8%	15 8%	27 17%de	18 13%	7 9%	5 11%	13 8%	33 11%	25 13%	28 11%
3 TYPES EXPERIENCED	82 9%	43 10%	38 8%	11 8%	16 9%	24 14%	13 8%	9 7%	7 9%	2 4%	28 16%km	25 8%	18 9%	11 5%
4 TYPES EXPERIENCED	60 7%	39 9%b	21 4%	1 1%	17 10%c	14 8%c	11 7%c	8 6%c	5 6%c	4 8%c	15 9%	24 8%	8 4%	13 5%
ANY UNSOLICITED CALLS (MOBILE)	408 45%	212 47%	197 43%	49 35%	77 46%	84 48%ci	93 58%cghi	61 44%	30 36%	14 31%	90 52%m	140 47%k	88 46%	90 37%
None	500 55%	234 52%	266 57%	92 65%ef	89 53%	90 52%	68 42%	76 56%f	53 64%f	32 69%def	81 47%	160 53%	106 54%	152 63%jkl
Av number of issues	2.081	2.175	1.979	1.790	2.190	2.249c	1.944	1.984	2.257c	2.416	2.233	2.101	1.983	1.993
Standard Deviation	1.092	1.146	1.023	0.840	1.205	1.134	1.041	1.058	1.127	1.163	1.140	1.128	1.004	1.066
Error Variance	0.003	0.007	0.006	0.018	0.020	0.018	0.015	0.021	0.030	0.056	0.017	0.013	0.012	0.010

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

Base: All who have a mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \ Living as married (a)	Single (b)	Widow/Divorced \ Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	873	493	221	159	416	457	271	602	685	188	711	56	46	60
Weighted Base	910	515	253	142	508	402	305	605	727	183	765	76*	48*	22*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	124 14%	82 16%	25 10%	17 12%	77 15%	48 12%	43 14%	81 13%	100 14%	24 13%	104 14%	12 16%	5 10%	3 13%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	253 28%	162 31% ^c	60 24%	31 22%	164 32% ^e	89 22%	93 31%	160 26%	203 28%	51 28%	207 27%	28 37%	13 27%	5 24%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	242 27%	159 31% ^{bc}	57 23%	26 18%	153 30% ^e	89 22%	88 29%	154 25%	199 27%	43 23%	197 26%	28 37%	10 21%	6 29%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	230 25%	157 31% ^{bc}	46 18%	26 18%	152 30% ^e	77 19%	73 24%	157 26%	184 25%	46 25%	189 25%	23 30%	13 28%	4 17%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

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

Base: All who have a mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/Divorced/Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	873	493	221	159	416	457	271	602	685	188	711	56	46	60
Weighted Base	910	515	253	142	508	402	305	605	727	183	765	76*	48*	22*
Some other type of call that you didn't want or ask for - for example a market research call	5 1%	3 1%	1 1%	1 1%	4 1%	1 *	1 *	4 1%	5 1%	- -	4 1%	1 1%	- -	* 1%
SUMMARY CODES														
1 TYPE EXPERIENCED	167 18%	95 18%	41 16%	31 22%	98 19%	68 17%	67 22%	99 16%	130 18%	37 20%	135 18%	15 20%	12 25%	5 22%
2 TYPES EXPERIENCED	100 11%	61 12%	27 11%	12 8%	58 11%	42 10%	33 11%	67 11%	81 11%	19 10%	83 11%	10 13%	5 11%	2 7%
3 TYPES EXPERIENCED	82 9%	49 10%	24 9%	9 6%	54 11%	28 7%	30 10%	52 9%	73 10%	9 5%	62 8%	13 18%j	6 12%	1 4%
4 TYPES EXPERIENCED	60 7%	49 10%bc	6 2%	5 4%	43 8%e	17 4%	19 6%	41 7%	45 6%	15 8%	53 7%	4 6%	* 1%	2 9%
ANY UNSOLICITED CALLS (MOBILE)	408 45%	254 49%b	97 38%	57 40%	253 50%e	155 39%	149 49%	259 43%	328 45%	80 44%	333 44%	42 56%	23 49%	9 42%
None	500 55%	259 50%	156 62%a	85 60%	253 50%	247 61%d	156 51%	344 57%	396 55%	103 56%	429 56%	34 44%	24 51%	12 58%
Av number of issues	2.081	2.195c	1.947	1.797	2.155	1.960	1.999	2.128	2.092	2.035	2.096	2.164	1.763	1.981
Standard Deviation	1.092	1.141	0.956	1.020	1.121	1.035	1.077	1.100	1.076	1.161	1.107	1.033	0.900	1.270
Error Variance	0.003	0.006	0.011	0.018	0.006	0.006	0.009	0.005	0.004	0.018	0.004	0.033	0.034	0.067

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

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

Base: All who have a mobile phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	873	39	93	66	76	71	80	106	115	65	46	56	60
Weighted Base	910	42*	95*	77*	79*	63*	88*	110*	136*	73*	48*	76*	22*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	124 14%	9 21%	11 11%	12 15%	18 22% ^{eh}	5 8%	12 14%	14 12%	12 9%	12 17%	5 10%	12 16%	3 13%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	253 28%	15 34% ^e	27 28%	18 23%	35 44% ^{bcefghi}	9 14%	24 27%	25 23%	30 22%	25 34% ^e	13 27%	28 37% ^e	5 24%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	242 27%	14 34%	23 25%	26 34%	25 31%	11 18%	24 27%	28 26%	30 22%	16 21%	10 21%	28 37% ^e	6 29%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	230 25%	12 29%	18 18%	24 31%	30 38% ^{beghl}	11 17%	27 30%	23 21%	23 17%	22 30%	13 28%	23 30%	4 17%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

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

Base: All who have a mobile phone

	GOVERNMENT REGIONS												
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	873	39	93	66	76	71	80	106	115	65	46	56	60
Weighted Base	910	42*	95*	77*	79*	63*	88*	110*	136*	73*	48*	76*	22*
Some other type of call that you didn't want or ask for - for example a market research call	5 1%	- -	- -	- -	- -	- -	1 1%	2 2%	1 1%	- -	- -	1 1%	* 1%
SUMMARY CODES													
1 TYPE EXPERIENCED	167 18%	9 21%	19 20%	11 14%	17 21%	10 15%	15 17%	15 14%	29 22%	11 14%	12 25%	15 20%	5 22%
2 TYPES EXPERIENCED	100 11%	8 18%hi	9 10%	8 11%	16 20%hi	8 13%i	12 13%i	11 10%	9 6%	2 3%	5 11%	10 13%	2 7%
3 TYPES EXPERIENCED	82 9%	5 12%	8 8%	10 13%	4 5%	4 6%	5 6%	10 9%	7 5%	10 14%	6 12%	13 18%dfh	1 4%
4 TYPES EXPERIENCED	60 7%	3 6%	4 5%	6 7%e	12 15%beghj	- -	9 10%e	5 5%	7 5%	8 10%e	* 1%	4 6%	2 9%e
ANY UNSOLICITED CALLS (MOBILE)	408 45%	24 57%e	40 42%	34 45%	48 61%beghil	21 33%	40 46%	42 38%	52 38%	30 41%	23 49%	42 56%egh	9 42%
None	500 55%	18 43%	55 58%d	42 55%	31 39%	42 67%adk	48 54%	66 60%d	83 62%dk	43 59%d	24 51%	34 44%	12 58%d
Av number of issues	2.081	2.058	1.947	2.303	2.221	1.723	2.192	2.076	1.845	2.486	1.763	2.164	1.981
Standard Deviation	1.092	1.030	1.062	1.092	1.180	0.756	1.168	1.056	1.112	1.229	0.900	1.033	1.270
Error Variance	0.003	0.051	0.030	0.037	0.031	0.025	0.040	0.029	0.030	0.058	0.034	0.033	0.067

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

Base: All who have a mobile phone

	Q.1/2/3 PHONES OWN								Q.3/5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	873	873	314	541	677	677	196	-	705	256	445	534	527	117	354	782
Weighted Base	910	910	284	605	704	704	206	**	729	226	498	542	556	131*	368	808
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	124 14%	124 14%	33 12%	85 14%	89 13%	89 13%	35 17%	-	103 14%	23 10%	77 15%	72 13%	78 14%	18 14%	58 16%	118 15%
Receiving a sales/marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	253 28%	253 28%	71 25%	179 30%	182 26%	182 26%	71 35%bde	-	219 30%	58 26%	160 32%	147 27%	172 31%	41 31%	113 31%	237 29%
Receiving a "live sales/marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	242 27%	242 27%b	54 19%	181 30%b	191 27%b	191 27%b	51 25%	-	200 27%i	44 19%	154 31%i	150 28%i	162 29%i	35 26%	120 33%i	221 27%i
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	230 25%	230 25%b	47 16%	181 30%b	180 26%b	180 26%b	50 24%	-	197 27%i	36 16%	161 32%i	152 28%i	162 29%i	35 27%i	108 29%i	215 27%i

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



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

Base: All who have a mobile phone

	Q.1/2/3 PHONES OWN								Q.3/5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	873	873	314	541	677	677	196	-	705	256	445	534	527	117	354	782
Weighted Base	910	910	284	605	704	704	206	**	729	226	498	542	556	131*	368	808
Some other type of call that you didn't want or ask for - for example a market research call	5 1%	5 1%	2 1%	4 1%	4 1%	4 1%	1 1%	-	5 1%	2 1%	4 1%	4 1%	4 1%	1 1%	3 1%	5 1%
SUMMARY CODES																
1 TYPE EXPERIENCED	167 18%	167 18%	45 16%	120 20%	130 18%	130 18%	37 18%	-	142 19%	41 18%	99 20%	104 19%	108 19%	27 20%	67 18%	154 19%
2 TYPES EXPERIENCED	100 11%	100 11%	31 11%	64 11%	71 10%	71 10%	29 14%	-	81 11%	27 12%	51 10%	59 11%	59 11%	16 12%	41 11%	93 12%
3 TYPES EXPERIENCED	82 9%	82 9%	21 7%	61 10%	63 9%	63 9%	19 9%	-	71 10%	16 7%	54 11%	50 9%	57 10%	10 8%	40 11%	75 9%
4 TYPES EXPERIENCED	60 7%	60 7%b	9 3%	50 8%b	46 6%	46 6%	14 7%	-	52 7%i	4 2%	47 10%i	38 7%i	45 8%i	10 8%i	33 9%i	57 7%i
ANY UNSOLICITED CALLS (MOBILE)	408 45%	408 45%b	106 37%	294 49%b	309 44%	309 44%	99 48%b	-	345 47%	89 40%	252 51%i	251 46%	269 48%i	63 48%	181 49%i	379 47%
None	500 55%	500 55%	179 63%acf	309 51%	393 56%	393 56%	107 52%	-	382 52%	136 60%hjin	244 49%	289 53%	285 51%	68 52%	187 51%	427 53%
Av number of issues	2.081	2.081	1.950	2.129	2.073	2.073	2.108	-	2.087	1.818	2.188i	2.077	2.136i	2.053	2.220i	2.088
Standard Deviation	1.092	1.092	0.986	1.128	1.101	1.101	1.069	-	1.100	0.905	1.152	1.102	1.126	1.108	1.134	1.097
Error Variance	0.003	0.003	0.009	0.005	0.004	0.004	0.013	-	0.004	0.009	0.006	0.005	0.005	0.022	0.008	0.003

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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



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

Base: All who have a mobile phone

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	873	392	343	342	42	527	358	845	708	692	286	414	735	375
Weighted Base	910	414	339	338	41*	560	354	875	768	752	328	472	800	444
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	124 14%	60 14%	48 14%	47 14%	4 9%	76 14%	50 14%	121 14%	104 13%	102 14%	49 15%	65 14%	107 13%	58 13%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	253 28%	127 31%	89 26%	88 26%	9 21%	165 30%	90 25%	242 28%	229 30%	225 30%	106 32%	135 29%	233 29%	129 29%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	242 27%	126 30% ^d	84 25%	82 24%	6 14%	162 29%	85 24%	233 27%	220 29%	215 29%	97 30%	133 28%	226 28%	122 27%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	230 25%	118 28%	74 22%	73 22%	8 19%	151 27%	77 22%	215 25%	208 27%	204 27%	91 28%	127 27%	213 27%	126 28%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base



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

Base: All who have a mobile phone

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	873	392	343	342	42	527	358	845	708	692	286	414	735	375
Weighted Base	910	414	339	338	41*	560	354	875	768	752	328	472	800	444
Some other type of call that you didn't want or ask for - for example a market research call	5	2	2	2	-	3	2	5	4	4	4	4	4	4
	1%	*	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%
SUMMARY CODES														
1 TYPE EXPERIENCED	167	73	60	60	5	108	61	162	149	150	65	86	153	81
	18%	18%	18%	18%	12%	19%	17%	19%	19%	20%	20%	18%	19%	18%
2 TYPES EXPERIENCED	100	49	39	39	6	61	40	93	86	87	36	53	88	47
	11%	12%	11%	11%	15%	11%	11%	11%	11%	12%	11%	11%	11%	11%
3 TYPES EXPERIENCED	82	41	26	26	1	54	28	78	73	70	35	45	74	48
	9%	10%	8%	8%	3%	10%	8%	9%	9%	9%	11%	10%	9%	11%
4 TYPES EXPERIENCED	60	34	20	19	1	41	19	58	56	54	26	34	57	29
	7%	8%	6%	6%	3%	7%	5%	7%	7%	7%	8%	7%	7%	7%
ANY UNSOLICITED CALLS (MOBILE)	408	197	145	143	13	265	148	391	364	360	162	218	373	205
	45%	48%	43%	42%	33%	47%	42%	45%	47%	48%	49%	46%	47%	46%
None	500	217	192	192	27	295	204	482	401	389	164	252	425	237
	55%	52%	57%	57%	67%	53%	58%	55%	52%	52%	50%	53%	53%	53%
Av number of issues	2.081	2.190	2.027	2.011	1.905	2.108	2.024	2.078	2.090	2.072	2.118	2.109	2.088	2.118
Standard Deviation	1.092	1.117	1.071	1.060	0.945	1.108	1.064	1.098	1.103	1.099	1.115	1.101	1.103	1.092
Error Variance	0.003	0.007	0.008	0.008	0.056	0.005	0.008	0.003	0.004	0.004	0.009	0.006	0.004	0.007

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

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

Base: All who have a mobile phone

	Q6A.6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	873	579	433	376	297	234	122	493	357	315	411	322	204	4	-	4
Weighted Base	910	606	445	408	305	241	124	520	368	345	442	343	230	3**	**	3**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	124 14%	124 20%	80 18%	124 30%abghj k	124 41%abceg hijk	60 25%	124 100%abcde ghijkl	110 21%	71 19%	107 31%abghj k	101 23%	67 19%	84 36%abeghj k	-	-	-
Receiving a sales/marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	253 28%	253 42%	157 35%	253 62%abdeg hjk	139 45%b	97 40%	88 71%abdeg hjk	253 49%abhk	138 37%	253 73%abcde ghjk	194 44%b	136 40%	150 65%abdeg jk	-	-	-
Receiving a "live sales/marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	242 27%	242 40%	157 35%	242 59%abdeg hjk	125 41%	86 36%	88 71%abcde ghjk	242 47%abek	148 40%	242 70%abcde ghjk	183 41%	125 36%	147 64%abdeg jk	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 ** very small base (under 30) ineligible for sig testing



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

Base: All who have a mobile phone

	Q6A.6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	873	579	433	376	297	234	122	493	357	315	411	322	204	4	-	4
Weighted Base	910	606	445	408	305	241	124	520	368	345	442	343	230	3**	**	3**
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	230 25%	230 38%	146 33%	230 56%abdeg hk	125 41%b	85 35%	84 67%abcde ghijk	197 38%	127 35%	182 53%abdeg hk	230 52%abdeg hk	131 38%	230 100%abcdef ghijk	-	-	-
Some other type of call that you didn't want or ask for - for example a market research call	5 7%	3 1%	1	3 7%	1	1	-	1	1	-	1	1	-	3 100%	-	3 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	167 18%	167 27%bdefh jkl	91 20%l	167 41%abdef ghijkl	50 16%	40 17%	12 10%	127 24%def	69 19%f	108 31%bdefg hijkl	89 20%f	67 19%f	42 18%	3 100%	-	3 100%
2 TYPES EXPERIENCED	100 11%	100 16%	61 14%	100 24%abdeg hjk	47 15%	32 13%	24 19%	95 18%	54 15%	95 28%abdeg hjk	71 16%	48 14%	54 23%abdehj k	-	-	-
3 TYPES EXPERIENCED	82 9%	82 14%	54 12%	82 20%abeh	43 14%	32 13%	27 22%abeh	82 16%	50 14%	82 24%abdeg hk	79 18%b	48 14%	73 32%abcdeg hjk	-	-	-
4 TYPES EXPERIENCED	60 7%	60 10%	42 9%	60 15%ab	60 20%abghj k	33 13%	60 48%abcde ghijkl	60 12%	39 11%	60 17%abghk	60 14%	38 11%	60 26%abcegh ijk	-	-	-
ANY UNSOLICITED CALLS (MOBILE)	408 45%	408 67%behk	247 56%	408 100%abdeg hjk	200 66%b	136 56%	124 100%abdeg hjk	364 70%behk	213 58%	345 100%abdeg hjk	299 68%behk	201 58%	230 100%abde ghjk	3 100%	-	3 100%
None	500 55%	198 33%cfll	198 44%acdfgi jl	-	105 34%cfll	105 44%acfgj l	-	155 30%cfll	155 42%acfgj l	-	143 32%cfll	143 42%acfgj l	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 ** very small base (under 30) ineligible for sig testing



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

Base: All who have a mobile phone

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)	
Total	873	579	433	376	297	234	122	493	357	315	411	322	204	4	-	4
Unweighted Base	910	606	445	408	305	241	124	520	368	345	442	343	230	3**	**	3**
Weighted Base																
Av number of issues	2.081	2.087	2.190	2.087	2.566abc	2.416ac	3.089abc	2.206	2.278	2.271ac	2.369ac	2.288	2.658abc	1.000	-	1.000
Standard Deviation	1.092	1.092	1.109	1.092	ghik	1.163	1.149	1.040	1.093	1.108	1.110	1.120	ghijk	1.060	0.000	0.000
Error Variance	0.003	0.003	0.005	0.003	0.007	0.010	0.009	0.004	0.006	0.004	0.005	0.007	0.006	0.000	-	0.000

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 ** very small base (under 30) ineligible for sig testing



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

Base: All that have received recorded messages on their mobile

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	204	106	98	17	45	40	39	24	24	15	49	62	43	50
Weighted Base	230	120*	109*	20**	51*	49*	50*	31**	18**	10**	62*	84*	45*	39*
Listen to the full message before hanging up	8 4%	3 2%	6 5%	- -	2 4%	2 5%	2 5%	- -	1 5%	1 6%	- -	5 6%	2 5%	1 3%
Listen to some of the message before hanging up	40 18%	19 16%	21 19%	3 15%	11 22%	11 23%	5 10%	6 18%	4 20%	1 10%	7 12%	17 21%	8 18%	7 19%
Hang up immediately, as soon as I realise it is a recorded message	181 79%	98 82%	83 76%	17 85%	38 74%	36 73%	43 86%	25 82%	14 75%	8 84%	54 88%	62 73%	35 77%	30 78%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	49 21%	22 18%	27 24%	3 15%	13 26%	14 27%	7 14%	6 18%	5 25%	2 16%	7 12%	22 27%	10 23%	9 22%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

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

Base: All that have received recorded messages on their mobile

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	204	136	41	27	121	83	60	144	165	39	166	17	12	9
Weighted Base	230	157	46*	26**	152	77*	73*	157	184	46*	189	23**	13**	4**
Listen to the full message before hanging up	8 4%	7 4%	1 3%	1 2%	6 4%	2 3%	3 4%	5 3%	5 3%	4 8%	8 4%	-	-	-
Listen to some of the message before hanging up	40 18%	30 19%	8 17%	3 10%	24 16%	16 21%	12 16%	29 18%	35 19%	5 11%	33 17%	3 12%	5 35%	-
Hang up immediately, as soon as I realise it is a recorded message	181 79%	121 77%	37 81%	23 88%	122 80%	59 76%	58 80%	123 78%	144 78%	37 81%	148 78%	20 88%	9 65%	4 100%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	49 21%	37 23%	9 19%	3 12%	30 20%	19 24%	15 20%	34 22%	40 22%	9 19%	41 22%	3 12%	5 35%	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Consumer Complaints Study - Wave 7 (QS9331 - 183427)

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

Base: All that have received recorded messages on their mobile

	GOVERNMENT REGIONS												
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	204	11	16	22	28	11	21	21	19	17	12	17	9
Weighted Base	230	12**	18**	24**	30**	11**	27**	23**	23**	22**	13**	23**	4**
Listen to the full message before hanging up	8 4%	2 17%	-	-	-	-	3 11%	1 2%	3 11%	-	-	-	-
Listen to some of the message before hanging up	40 18%	1 10%	-	8 36%	3 11%	3 26%	1 5%	7 32%	7 30%	2 7%	5 35%	3 12%	-
Hang up immediately, as soon as I realise it is a recorded message	181 79%	9 73%	18 100%	15 64%	27 89%	8 74%	23 84%	15 66%	14 59%	20 93%	9 65%	20 88%	4 100%
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	49 21%	3 27%	-	8 36%	3 11%	3 26%	4 16%	8 34%	10 41%	2 7%	5 35%	3 12%	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

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

Base: All that have received recorded messages on their mobile

	Q.1/2/3 PHONES OWN							Q.3/5A BILLS RESPONSIBLE FOR								
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	204	204	45	158	159	159	45	-	173	35	138	133	142	29	94	191
Weighted Base	230	230	47*	181	180	180	50*	-**	197	36**	161	152	162	35**	108*	215
Listen to the full message before hanging up	8 4%	8 4%	1 2%	7 4%	8 4%	8 4%	1 1%	-	5 2%	1 3%	4 2%	8 5%	7 4%	2 4%	2 2%	8 4%
Listen to some of the message before hanging up	40 18%	40 18%	7 15%	33 18%	24 13%	24 13%	17 33%acde	-	34 17%	6 16%	28 17%	18 12%	29 18%	6 18%	21 19%	39 18%
Hang up immediately, as soon as I realise it is a recorded message	181 79%	181 79%	39 83%	141 78%	148 82%f	148 82%f	33 66%	-	158 80%	29 81%	129 80%	127 83%	126 78%	27 78%	84 78%	168 78%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	49 21%	49 21%	8 17%	41 22%	32 18%	32 18%	17 34%de	-	39 20%	7 19%	32 20%	25 17%	36 22%	8 22%	23 22%	47 22%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

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

Base: All that have received recorded messages on their mobile

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	204	101	71	70	10	132	73	193	181	177	80	107	185	102
Weighted Base	230	118*	74*	73*	8**	151	77*	215	208	204	91*	127*	213	126*
Listen to the full message before hanging up	8 4%	2 2%	4 5%	4 5%	- -	3 2%	4 5%	7 3%	8 4%	7 3%	2 2%	6 5%	8 4%	6 5%
Listen to some of the message before hanging up	40 18%	25 21%	9 12%	9 12%	1 14%	32 21%	9 12%	39 18%	36 17%	36 18%	20 23%	23 18%	36 17%	24 19%
Hang up immediately, as soon as I realise it is a recorded message	181 79%	90 77%	62 83%	60 83%	7 86%	116 77%	64 83%	169 79%	164 79%	161 79%	69 76%	98 77%	168 79%	96 76%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	49 21%	27 23%	13 17%	13 17%	1 14%	35 23%	13 17%	46 21%	44 21%	43 21%	22 24%	29 23%	44 21%	30 24%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

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

Base: All that have received recorded messages on their mobile

	O6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	204	204	132	204	115	77	80	176	114	162	204	115	204	-	-	-
Weighted Base	230	230	146	230	125*	85*	84*	197	127*	182	230	131*	230	-**	-**	-**
Listen to the full message before hanging up	8 4%	8 4%	5 3%	8 4%	1 1%	1 2%	-	4 2%	2 2%	4 2%	8 4%	5 3%	8 4%	-	-	-
Listen to some of the message before hanging up	40 18%	40 18%	19 13%	40 18%	17 14%	9 11%	12 15%	37 18%	16 13%	34 19%	40 18%	19 14%	40 18%	-	-	-
Hang up immediately, as soon as I realise it is a recorded message	181 79%	181 79%	122 83%	181 79%	106 85%	74 87%	71 85%	157 80%	109 86%	144 79%	181 79%	108 82%	181 79%	-	-	-
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	49 21%	49 21%	25 17%	49 21%	19 15%	11 13%	12 15%	40 20%	18 14%	38 21%	49 21%	23 18%	49 21%	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



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

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	44	19	25	2	12	11	6	5	5	3	6	16	10	12
Weighted Base	49*	22**	27**	3**	13**	14**	7**	6**	5**	2**	7**	22**	10**	9**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	40 82%	19 84%	21 81%	3 100%	9 71%	12 87%	6 89%	3 58%	5 100%	2 100%	5 65%	22 100%	7 66%	6 69%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	12 26%	5 21%	8 29%	- -	5 41%	5 37%	2 28%	- -	- -	- -	2 32%	4 17%	3 31%	3 35%
Telling you about a competition	3 6%	1 4%	2 8%	- -	- -	2 15%	- -	1 16%	- -	- -	- -	1 6%	- -	1 17%
Reminding you of an appointment- e.g. dentist or doctor's appointment	6 12%	2 9%	4 14%	- -	1 11%	3 25%	1 12%	- -	- -	- -	1 19%	3 15%	1 9%	- -
Other type	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	46 95%	21 93%	26 97%	3 100%	13 100%	14 100%	6 89%	4 74%	5 100%	2 100%	7 100%	22 100%	8 78%	9 100%
ANY EXC. APPOINTMENT REMINDERS	45 92%	21 93%	24 92%	3 100%	12 89%	14 100%	6 89%	4 74%	5 100%	2 100%	6 81%	22 100%	8 78%	9 100%
Can't Remember	2 5%	1 7%	1 3%	- -	- -	- -	1 11%	1 26%	- -	- -	- -	- -	2 22%	- -

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



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

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/Divorced/Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	44	32	9	3	24	20	14	30	37	7	38	2	4	-
Weighted Base	49*	37**	9**	3**	30**	19**	15**	34**	40*	9**	41*	3**	5**	**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	40 82%	32 87%	6 71%	2 55%	24 80%	16 86%	13 88%	27 80%	32 81%	8 87%	35 84%	1 45%	4 83%	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	12 26%	10 26%	3 32%	- -	9 29%	4 19%	7 49%	5 15%	10 26%	2 24%	11 27%	- -	1 28%	- -
Telling you about a competition	3 6%	2 5%	1 10%	- -	1 5%	1 8%	1 4%	2 7%	3 7%	- -	3 7%	- -	- -	- -
Reminding you of an appointment- e.g. dentist or doctor's appointment	6 12%	4 12%	- -	1 45%	6 19%	- -	- -	6 17%	5 12%	1 10%	6 14%	- -	- -	- -
Other type	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	46 95%	34 94%	9 100%	3 100%	28 92%	19 100%	15 100%	32 93%	38 94%	9 100%	41 100%	1 45%	4 83%	- -
ANY EXC. APPOINTMENT REMINDERS	45 92%	34 94%	9 100%	2 55%	27 88%	19 100%	15 100%	30 89%	36 91%	9 100%	40 97%	1 45%	4 83%	- -
Can't Remember	2 5%	2 6%	- -	- -	2 8%	- -	- -	2 7%	2 6%	- -	- -	1 55%	1 17%	- -

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

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

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	44	3	-	7	4	3	3	8	8	2	4	2	-
Weighted Base	49*	3**	-**	8**	3**	3**	4**	8**	10**	2**	5**	3**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	40 82%	3 100%	-	6 75%	3 82%	3 100%	4 86%	8 100%	6 67%	2 100%	4 83%	1 45%	-
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	12 26%	1 36%	-	3 30%	2 59%	1 50%	1 14%	2 22%	2 18%	-	1 28%	-	-
Telling you about a competition	3 6%	-	-	1 11%	1 18%	1 50%	-	-	-	-	-	-	-
Reminding you of an appointment- e.g. dentist or doctor's appointment	6 12%	-	-	-	1 26%	1 50%	-	-	3 35%	-	-	-	-
Other type	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES													
ANY INC. APPOINTMENT REMINDERS	46 95%	3 100%	-	8 100%	3 100%	3 100%	4 100%	8 100%	10 100%	2 100%	4 83%	1 45%	-
ANY EXC. APPOINTMENT REMINDERS	45 92%	3 100%	-	8 100%	3 100%	3 100%	4 100%	8 100%	8 85%	2 100%	4 83%	1 45%	-
Can't Remember	2 5%	-	-	-	-	-	-	-	-	-	1 17%	1 55%	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

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

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

	Total	Q.1/2/3 PHONES OWN							Q.3/5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	44	44	9	35	29	29	15	-	34	7	27	24	31	7	19	42
Weighted Base	49*	49*	8**	41*	32**	32**	17**	**	39*	7**	32**	25**	36**	8**	23**	47*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	40 82%	40 82%	6 74%	34 84%	29 91%	29 91%	11 66%	-	31 81%	5 78%	26 81%	22 88%	28 78%	7 85%	18 75%	38 81%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	12 26%	12 26%	-	12 31%	9 28%	9 28%	4 21%	-	9 23%	-	9 28%	7 27%	10 27%	4 47%	7 29%	12 25%
Telling you about a competition	3 6%	3 6%	1 8%	2 6%	1 4%	1 4%	1 9%	-	2 6%	-	2 7%	1 6%	2 6%	-	-	3 6%
Reminding you of an appointment- e.g. dentist or doctor's appointment	6 12%	6 12%	-	6 14%	2 7%	2 7%	3 20%	-	6 15%	-	6 18%	1 6%	5 13%	-	3 15%	6 12%
Other type	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	46 95%	46 95%	7 82%	40 98%	32 100%	32 100%	15 87%	-	36 94%	5 78%	31 98%	25 100%	34 94%	8 100%	22 94%	45 95%
ANY EXC. APPOINTMENT REMINDERS	45 92%	45 92%	7 82%	38 95%	32 100%	32 100%	13 79%	-	35 90%	5 78%	30 93%	25 100%	33 90%	8 100%	20 88%	43 92%
Can't Remember	2 5%	2 5%	1 18%	1 2%	-	-	2 13%	-	2 6%	1 22%	1 2%	-	2 6%	-	1 6%	2 5%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



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

Total	TV							INTERNET						
	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)	
Unweighted Base	44	23	13	13	2	30	13	42	38	37	18	23	38	22
Weighted Base	49*	27**	13**	13**	1**	35**	13**	46*	44*	43*	22**	29**	44*	30**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	40 82%	22 81%	12 93%	12 93%	1 100%	27 77%	12 93%	37 81%	36 82%	35 82%	18 82%	25 84%	36 82%	25 85%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	12 26%	9 32%	-	-	1 50%	11 33%	-	11 24%	12 28%	12 29%	6 25%	9 30%	12 28%	8 28%
Telling you about a competition	3 6%	-	1 7%	1 7%	-	2 6%	1 7%	3 6%	2 5%	2 5%	-	-	2 5%	-
Reminding you of an appointment- e.g. dentist or doctor's appointment	6 12%	4 16%	-	-	-	6 16%	-	6 12%	6 13%	6 13%	3 16%	4 15%	6 13%	3 11%
Other type	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	46 95%	27 97%	13 100%	13 100%	1 100%	32 93%	13 100%	44 95%	42 95%	41 95%	21 96%	28 97%	42 95%	29 97%
ANY EXC. APPOINTMENT REMINDERS	45 92%	25 92%	13 100%	13 100%	1 100%	31 89%	13 100%	42 92%	40 92%	39 91%	20 90%	27 92%	40 92%	28 93%
Can't Remember	2 5%	1 3%	-	-	-	2 7%	-	2 5%	2 5%	2 5%	1 4%	1 3%	2 5%	1 3%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



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

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

	Total	Q6A.6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline or mobile) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	44	44	23	44	18	12	11	37	18	34	44	20	44	-	-	-
Weighted Base	49*	49*	25**	49*	19**	11**	12**	40*	18**	38*	49*	23**	49*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	40 82%	40 82%	23 95%	40 82%	16 87%	11 100%	10 81%	34 85%	17 94%	32 84%	40 82%	22 95%	40 82%	-	-	-
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	12 26%	12 26%	7 29%	12 26%	5 29%	3 31%	4 33%	11 28%	6 32%	11 30%	12 26%	7 31%	12 26%	-	-	-
Telling you about a competition	3 6%	3 6%	1 6%	3 6%	2 12%	1 13%	2 18%	3 7%	1 8%	3 8%	3 6%	1 6%	3 6%	-	-	-
Reminding you of an appointment- e.g. dentist or doctor's appointment	6 12%	6 12%	2 9%	6 12%	4 23%	2 21%	4 34%	4 11%	2 12%	4 11%	6 12%	2 10%	6 12%	-	-	-
Other type	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	46 95%	46 95%	25 100%	46 95%	17 92%	11 100%	11 88%	38 94%	18 100%	36 94%	46 95%	23 100%	46 95%	-	-	-
ANY EXC. APPOINTMENT REMINDERS	45 92%	45 92%	25 100%	45 92%	17 92%	11 100%	11 88%	38 94%	18 100%	36 94%	45 92%	23 100%	45 92%	-	-	-
Can't Remember	2 5%	2 5%	-	2 5%	1 8%	-	1 12%	2 6%	-	2 6%	2 5%	-	2 5%	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



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

Base: All adults UK

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1044	487	557	117	162	157	150	139	180	139	179	251	214	400
Weighted Base	1044	507	537	145*	180	185	179	152	116	87	196	328	215	305
Silent Calls	341	172	168	31	46	52	62	70	46	34	70	108	74	89
	33%	34%	31%	21%	26%	28%	35% ^c	46% ^{cde}	39% ^{cde}	39% ^{cd}	36%	33%	34%	29%
Sales/marketing texts	253	135	118	40	45	59	54	42	16	7	55	86	53	59
	24%	27%	22%	21% ^{ai}	25% ^{hi}	32% ^{hi}	30% ^{hi}	28% ^{hi}	14%	8%	28% ^m	26%	24%	19%
Sales/marketing calls	521	254	267	62	75	95	96	86	57	51	112	161	113	134
	50%	50%	50%	43%	41%	51%	54% ^d	57% ^{cd}	49%	58% ^{cd}	57% ^m	49%	53%	44%
Recorded message	482	233	249	51	81	89	96	71	55	39	113	161	92	116
	46%	46%	46%	35%	45%	48% ^c	54% ^c	47%	47%	45%	57% ^{lm}	49% ^m	43%	38%
Other type	36	19	18	2	8	4	3	12	5	3	14	10	5	7
	3%	4%	3%	1%	4%	2%	2%	8% ^{cef}	4%	3%	7% ^m	3%	3%	2%
SUMMARY CODES														
1 TYPE EXPERIENCED	185	109	77	25	37	34	28	26	19	18	35	48	41	61
	18%	22% ^b	14%	17%	20%	18%	15%	17%	16%	21%	18%	15%	19%	20%
2 TYPES EXPERIENCED	178	73	106	17	24	26	44	31	21	15	38	66	35	39
	17%	14%	20% ^a	12%	13%	14%	25% ^{cde}	20%	18%	17%	19%	20% ^m	16%	13%
3 TYPES EXPERIENCED	187	85	101	28	26	35	27	22	26	22	47	48	43	49
	18%	17%	19%	20%	14%	19%	15%	14%	23%	25% ^{dfg}	24% ^{km}	15%	20%	16%
4 TYPES EXPERIENCED	123	73	50	8	20	25	28	29	9	5	25	44	24	29
	12%	14% ^b	9%	5%	11%	13% ^{ci}	16% ^{ci}	19% ^{chi}	8%	6%	13%	13%	11%	10%
5 TYPES EXPERIENCED	7	2	5	-	3	1	-	-	-	-	2	5	-	-
	1%	*	1%	-	2%	1%	-	2%	-	-	1%	2% ^m	-	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	680	342	339	78	109	121	127	110	75	60	147	211	143	179
	65%	67%	63%	54%	60%	66%	71% ^c	72% ^{cd}	65%	69% ^c	75% ^{km}	64%	67%	59%
None	364	165	198	66	72	64	52	42	41	27	49	116	72	127
	35%	33%	37%	46% ^{gi}	40% ^g	34%	29%	28%	35%	31%	25%	36% ^{ej}	33%	41% ^j
Mean number of mentions	2.393	2.372	2.415	2.238	2.349	2.456	2.436	2.554	2.340	2.234	2.458	2.486	2.354	2.263
Standard Deviation	1.098	1.154	1.041	1.017	1.201	1.136	1.061	1.175	0.994	0.977	1.072	1.126	1.073	1.101
Error Variance	0.002	0.004	0.003	0.016	0.015	0.013	0.011	0.014	0.009	0.010	0.009	0.008	0.008	0.005

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1044	573	254	217	442	602	292	752	817	227	854	69	53	68
Weighted Base	1044	584	282	178	541	503	330	714	832	212	879	89*	52*	24*
Silent Calls	341 33%	216 37%b	64 23%	60 34%b	168 31%	173 34%	97 29%	244 34%	260 31%	80 38%	270 31%	44 50%j	18 34%	8 35%
Sales/marketing texts	253 24%	162 28%c	60 21%	31 18%	164 30%e	89 18%	93 28%	160 22%	203 24%	51 24%	207 24%	28 32%	13 25%	5 21%
Sales/marketing calls	521 50%	314 54%b	123 43%	84 47%	274 51%	246 49%	161 49%	359 50%	404 49%	117 55%	422 48%	58 65%j	28 54%	13 54%
Recorded message	482 46%	316 54%bc	96 34%	70 39%	267 49%e	214 43%	151 46%	330 46%	367 44%	115 54%h	389 44%	57 64%jm	28 54%	8 35%
Other type	36 3%	28 5%b	2 1%	6 4%b	21 4%	15 3%	10 3%	26 4%	25 3%	11 5%	24 3%	8 9%j	4 7%	* 2%
SUMMARY CODES														
1 TYPE EXPERIENCED	185 18%	97 17%	49 17%	40 22%	94 17%	91 18%	58 17%	128 18%	146 18%	39 18%	162 18%	9 11%	8 16%	6 26%k
2 TYPES EXPERIENCED	178 17%	109 19%	40 14%	30 17%	95 17%	84 17%	53 16%	126 18%	129 15%	49 23%h	139 16%	21 23%	13 25%	5 21%
3 TYPES EXPERIENCED	187 18%	111 19%	45 16%	31 17%	87 16%	100 20%	62 19%	124 17%	146 18%	41 19%	151 17%	19 22%	13 25%	3 14%
4 TYPES EXPERIENCED	123 12%	87 15%bc	20 7%	15 9%	81 15%e	43 8%	35 11%	88 12%	98 12%	25 12%	99 11%	19 22%jl	2 5%	2 9%
5 TYPES EXPERIENCED	7 1%	7 1%	-	-	5 1%	1 *	4 1%	2 *	4 1%	2 1%	4 *	2 2%	1 2%	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	680 65%	411 70%b	154 54%	115 65%b	362 67%	319 63%	212 64%	469 66%	524 63%	156 74%h	555 63%	70 79%j	38 73%	17 71%
None	364 35%	173 30%	129 46%ac	62 35%	179 33%	184 37%	118 36%	246 34%	308 37%i	56 26%	324 37%k	18 21%	14 27%	7 29%
Mean number of mentions	2.393	2.507bc	2.241	2.191	2.468	2.308	2.413	2.385	2.399	2.374	2.358	2.763j	2.356	2.086
Standard Deviation	1.098	1.116	1.045	1.058	1.143	1.040	1.115	1.092	1.107	1.073	1.101	1.073 ^m	1.006	1.069

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

Base: All adults UK

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Married Living as married (a)	Single (b)	Widow/D ivorced /Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	
Unweighted Base	1044	573	254	217	442	602	292	752	817	227	854	69	53	68
Weighted Base	1044	584	282	178	541	503	330	714	832	212	879	89*	52*	24*
Error Variance	0.002	0.003	0.008	0.008	0.004	0.003	0.007	0.002	0.002	0.007	0.002	0.021	0.025	0.024

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

	GOVERNMENT REGIONS												
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	47	110	77	90	86	93	121	141	89	53	69	68
Weighted Base	1044	49*	108*	86*	92*	76*	98*	120*	157	94*	52*	89*	24*
Silent Calls	341 33%	27 55% <i>ce</i> fg	41 38% <i>eh</i>	24 28%	38 42% <i>eg</i> h	16 21%	31 32% <i>h</i>	30 25%	29 18%	35 38% <i>eh</i>	18 34% <i>h</i>	44 50% <i>ce</i> fg	8 35% <i>h</i>
Sales/marketing texts	253 24%	15 30% <i>e</i>	27 25% <i>e</i>	18 21%	35 38% <i>ce</i> gh <i>l</i>	9 12%	24 25%	25 21%	30 19%	25 27% <i>e</i>	13 25%	28 32% <i>e</i>	5 21%
Sales/marketing calls	521 50%	30 62% <i>eg</i> h	59 54% <i>h</i>	46 53% <i>h</i>	59 64% <i>ef</i> g	32 42%	46 47%	51 42%	53 34%	47 51% <i>h</i>	28 54% <i>h</i>	58 65% <i>ef</i> g	13 54% <i>h</i>
Recorded message	482 46%	28 58% <i>eg</i> h <i>l</i>	54 50% <i>g</i> h	42 48% <i>h</i>	56 61% <i>eg</i> h <i>l</i>	28 37%	49 50% <i>h</i>	42 35%	43 27%	46 49% <i>h</i>	28 54% <i>g</i> h	57 64% <i>eg</i> h <i>l</i>	8 35%
Other type	36 3%	-	1 1%	2 3%	4 5%	-	8 9% <i>b</i> eh	3 3%	3 2%	2 2%	4 7% <i>e</i>	8 9% <i>b</i> eh	* 2%
SUMMARY CODES													
1 TYPE EXPERIENCED	185 18%	10 20%	20 18%	24 27% <i>d</i> fk	11 12%	16 21%	11 11%	23 19%	34 22%	13 14%	8 16%	9 11%	6 26% <i>d</i> fk
2 TYPES EXPERIENCED	178 17%	9 18%	18 17%	9 10%	23 26% <i>c</i> h	10 13%	21 22% <i>h</i>	20 17%	17 11%	12 13%	13 25% <i>c</i> h	21 23% <i>h</i>	5 21% <i>h</i>
3 TYPES EXPERIENCED	187 18%	16 33% <i>ce</i> fg <i>h</i> l	22 20% <i>h</i>	13 15%	21 23% <i>h</i>	10 13%	15 15%	19 16%	14 9%	21 23% <i>h</i>	13 25% <i>h</i>	19 22% <i>h</i>	3 14%
4 TYPES EXPERIENCED	123 12%	6 13%	15 14%	13 15%	15 16%	5 6%	13 13%	8 7%	11 7%	13 14%	2 5%	19 22% <i>eg</i> h <i>j</i>	2 9%
5 TYPES EXPERIENCED	7 1%	-	-	-	2 3%	-	1 1%	-	-	-	1 2%	2 2%	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	680 65%	41 83% <i>ef</i> g <i>h</i> i	75 69% <i>eh</i>	58 68% <i>h</i>	73 80% <i>ef</i> g <i>h</i> i	40 53%	62 63%	70 58%	77 49%	60 64% <i>h</i>	38 73% <i>eh</i>	70 79% <i>ef</i> g <i>h</i>	17 71% <i>eh</i>
None	364 35%	8 17%	34 31%	28 32%	19 20%	35 47% <i>ab</i> djkl	36 37% <i>a</i> dk	50 42% <i>a</i> dk	81 51% <i>ab</i> cdijk l	33 36% <i>a</i> d	14 27%	18 21%	7 29%
Mean number of mentions	2.393	2.463	2.434 h	2.256	2.634 eg <i>h</i> l	2.095	2.555 h <i>l</i>	2.162	2.033	2.575 eh <i>l</i>	2.356	2.763 ce <i>g</i>	2.086
Standard Deviation	1.098	1.032	1.094	1.208	1.074	1.063	1.083	1.021	1.114	1.073	1.006	1.073	1.069
Error Variance	0.002	0.030	0.015	0.027	0.016	0.025	0.020	0.017	0.019	0.020	0.025	0.021	0.024

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

	Q.1 2 3 PHONES OWN								Q.3 5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	873	314	541	807	677	196	130	705	256	445	653	587	124	409	929
Weighted Base	1044	910	284	605	801	704	206	96	729	226	498	630	616	138	414	924
Silent Calls	341	305	106	188	305	270	35	35	248	85	159	251	209	49	151	312
	33%	34%f	37%f	31%f	38%cf	38%cf	17%	37%f	34%	38%	32%	40%hijo	34%	36%	37%	34%
Sales/marketing texts	253	253	71	179	182	182	71	-	219	58	160	147	172	41	113	237
	24%	28%dg	25%g	30%dg	23%g	26%g	35%bdeg	-	30%k	26%	32%ko	23%	28%	30%	27%	26%
Sales/marketing calls	521	463	141	311	470	412	51	58	380	114	263	381	325	67	222	473
	50%	51%f	50%f	51%f	59%abcf	58%abcf	25%	60%f	52%	50%	53%	60%hijlm o	53%	49%	54%	51%
Recorded message	482	442	130	305	432	392	50	40	359	105	253	347	311	68	200	434
	46%	49%f	46%f	50%f	54%abfg	56%abfg	24%	41%f	49%	46%	51%	55%io	51%	50%	48%	47%
Other type	36	35	16	20	35	34	1	1	34	15	19	32	29	8	22	36
	3%	4%f	6%f	3%	4%f	5%f	1%	1%	5%	7%	4%	5%	5%	6%	5%	4%
SUMMARY CODES																
1 TYPE EXPERIENCED	185	159	54	105	149	123	37	26	131	48	83	123	109	20	68	172
	18%	18%	19%	17%	19%	17%	18%	27%acde	18%	21%	17%	20%	18%	15%	17%	19%
2 TYPES EXPERIENCED	178	155	52	99	149	126	29	23	124	44	78	121	99	23	63	162
	17%	17%	18%	16%	19%	18%	14%	24%f	17%	19%	16%	19%	16%	17%	15%	18%
3 TYPES EXPERIENCED	187	166	59	103	168	148	19	21	132	47	85	131	115	25	84	164
	18%	18%f	21%f	17%f	21%f	21%f	9%	21%f	18%	21%	17%	21%	19%	18%	20%	18%
4 TYPES EXPERIENCED	123	123	28	92	109	109	14	-	107	21	84	90	89	23	60	116
	12%	14%fg	10%g	15%fg	14%fg	15%bfg	7%g	-	15%	10%	17%i	14%	14%	17%	14%	13%
5 TYPES EXPERIENCED	7	7	2	4	7	7	-	-	7	2	4	7	7	-	4	7
	1%	1%	1%	1%	1%	1%	-	-	1%	1%	1%	1%	1%	-	1%	1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	680	610	196	403	581	511	99	70	501	163	335	472	418	91	278	622
	65%	67%f	69%f	67%f	73%acf	73%acf	48%	73%f	69%	72%	67%	75%hjln	68%	66%	67%	67%
None	364	300	88	202	219	193	107	26	228	63	163	158	198	47	135	302
	35%	33%de	31%	33%de	27%	27%	52%abcde g	27%	31%k	28%	33%k	25%	32%k	34%	33%k	33%k
Mean number of mentions	2.393	2.447fg	2.351g	2.482fg	2.442fg	2.513fg	2.108	1.921	2.467	2.301	2.545i	2.441	2.488	2.550	2.529	2.394
Standard Deviation	1.098	1.114	1.073	1.137	1.097	1.111	1.069	0.818	1.132	1.078	1.153	1.112	1.138	1.102	1.125	1.110
Error Variance	0.002	0.002	0.006	0.004	0.002	0.003	0.013	0.007	0.003	0.007	0.004	0.003	0.003	0.015	0.005	0.002

Q.6A16B Types of unsolicited calls experienced on landline or mobile phone

Base: All adults UK

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	436	435	45	606	452	1009	785	766	298	430	812	392
Weighted Base	1044	467	404	402	43*	627	419	1002	840	820	340	488	872	462
Silent Calls	341	160	134	132	12	215	138	332	279	273	109	153	286	129
	33%	34%	33%	33%	28%	34%	33%	33%	33%	33%	32%	31%	33%	28%
Sales/marketing texts	253	127	89	88	9	165	90	242	229	225	106	135	233	129
	24%	27%	22%	22%	20%	26%	21%	24%	27%	27%	31%	28%	27%	28%
Sales/marketing calls	521	249	203	202	18	327	209	504	436	423	181	244	443	230
	50%	53%	50%	50%	42%	52%	50%	50%	52%	52%	53%	50%	51%	50%
Recorded message	482	235	179	178	18	312	184	459	411	395	179	243	421	231
	46%	50%	44%	44%	42%	50%	44%	46%	49%	48%	53%	50%	48%	50%
Other type	36	15	13	13	3	24	13	36	31	31	21	17	31	19
	3%	3%	3%	3%	6%	4%	3%	4%	4%	4%	6%	3%	4%	4%
SUMMARY CODES														
1 TYPE EXPERIENCED	185	85	75	75	5	104	77	176	146	145	63	75	153	76
	18%	18%	18%	19%	12%	17%	18%	18%	17%	18%	19%	15%	18%	16%
2 TYPES EXPERIENCED	178	74	73	73	12	109	74	173	149	144	60	74	152	71
	17%	16%	18%	18%	27%	17%	18%	17%	18%	18%	18%	15%	17%	15%
3 TYPES EXPERIENCED	187	92	73	73	6	118	77	180	153	148	70	95	155	91
	18%	20%	18%	18%	15%	19%	18%	18%	18%	18%	21%	19%	18%	20%
4 TYPES EXPERIENCED	123	62	42	41	3	85	41	118	112	108	42	65	113	53
	12%	13%	10%	10%	7%	14%	10%	12%	13%	13%	12%	13%	13%	12%
5 TYPES EXPERIENCED	7	4	2	2	-	4	2	7	7	7	7	4	7	7
	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	2%	1%	1%	1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	680	318	265	263	26	421	272	654	566	551	242	314	580	297
	65%	68%	66%	65%	61%	67%	65%	65%	67%	67%	71%	64%	67%	64%
None	364	149	139	139	17	206	147	348	274	269	98	174	292	165
	35%	32%	34%	35%	39%	33%	35%	35%	33%	33%	29%	36%	33%	36%
Mean number of mentions	2.393	2.457	2.336	2.329	2.273	2.466	2.330	2.399	2.442	2.434	2.461	2.515	2.428	2.478
Standard Deviation	1.098	1.122	1.078	1.074	0.923	1.101	1.073	1.097	1.109	1.112	1.136	1.108	1.110	1.120
Error Variance	0.002	0.004	0.004	0.004	0.029	0.003	0.004	0.002	0.002	0.002	0.006	0.004	0.002	0.005

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

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

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1044	670	524	376	344	281	122	569	433	315	461	372	204	4	-	4
Weighted Base	1044	676	515	408	341	277	124	578	426	345	482	383	230	3**	**	3**
Silent Calls	341 33%	341 50%	297 56%ac	200 49%	341 100%abcg hijkl	277 100%abcg hijkl	124 100%abcgh ijkl	569 52%	433 61%acgi	315 50%	461 57%ac	372 62%acgi	204 54%	4 26%	-	1 26%
Sales/marketing texts	253 24%	253 37%b	157 30%	253 62%abdeg hjk	139 41%bh	97 35%	88 71%abdeg hjk	253 44%abehk	138 32%	253 73%abcde ghjk	194 40%bh	136 36%	150 65%abdeg jk	-	-	-
Sales/marketing calls	521 50%	521 77%	435 85%acj	307 75%	289 85%ac	245 88%acjl	101 81%	521 90%abcd fijkl	426 100%abcde fijkl	289 84%ac	380 79%	318 83%ac	183 80%	1 30%	-	1 30%
Recorded message	482 46%	482 71%	399 77%ag	299 73%	276 81%acgi	230 83%acghi	101 82%agi	401 69%	323 76%	246 71%	482 100%abcd efghi	383 100%abcd efghi	230 100%abcde fghi	1 26%	-	1 26%
Other type	36 3%	32 5%	28 5%	21 5%	24 7%	23 8%	3 3%	28 5%	26 6%	17 5%	24 5%	24 6%	11 5%	3 100%	-	3 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	185 18%	181 27%bdefg hijkl	108 21%defh kl	92 23%defh kl	16 5%	10 4%	7 5%	106 18%defj l	60 14%def	59 17%defk	58 12%de	38 10%de	25 11%de	1 42%	-	1 42%
2 TYPES EXPERIENCED	178 17%	178 26%def	136 26%def	96 23%e	62 18%	45 16%	20 16%	157 27%defl	109 26%def	75 22%	114 24%e	93 24%e	44 19%	1 32%	-	1 32%
3 TYPES EXPERIENCED	187 18%	187 28%f	159 31%cf	95 23%	135 40%abcf il	124 45%abcf hil	22 17%	185 32%cf	149 35%acfi	88 25%	179 37%acfil	147 38%abcfi l	65 29%f	-	-	-
4 TYPES EXPERIENCED	123 12%	123 18%	105 20%	119 29%abg	121 36%abgh k	92 33%abgh k	74 60%abcde ghijkl	123 21%	102 24%a	117 34%abgh k	123 26%a	99 26%a	88 38%abcgh jk	1 26%	-	1 26%
5 TYPES EXPERIENCED	7 1%	7 1%	7 1%	7 2%	7 2%	5 2%	1 1%	7 1%	7 2%	7 2%	7 1%	7 2%	7 3%	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 ** very small base (under 30) ineligible for sig testing



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

Base: All adults UK

Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)	
Unweighted Base	1044	670	524	376	344	281	122	569	433	315	461	372	204	4	-	4
Weighted Base	1044	676	515	408	341	277	124	578	426	345	482	383	230	3**	**	3**
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	680	676	515	408	341	277	124	578	426	345	482	383	230	3	-	3
	65%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%
None	364	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	35%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean number of mentions	2.393	2.402	2.545a	2.639a	3.121abc	3.132abc	3.352abc	2.598a	2.736ab	2.819abg	2.804abc	2.851abc	3.032abc	2.103	-	2.103
Standard Deviation	1.098	1.096	1.075	1.169	0.889	0.840	0.952	1.051	1.025	1.134	0.998	0.973	1.065	1.432	-	1.432
Error Variance	0.002	0.002	0.002	0.004	0.002	0.003	0.007	0.002	0.002	0.004	0.002	0.003	0.006	0.512	-	0.512

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

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

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1003	469	534	115	157	152	146	134	171	128	175	244	209	375
Weighted Base	1006	489	517	142*	174	179	175	147	110	79	191	320	209	286
Silent Calls	341	172	168	31	46	52	62	70	46	34	70	108	74	89
	34%	35%	33%	22%	27%	29%	36% ^c	48% ^{cde}	42% ^{cde}	43% ^{cde}	37%	34%	35%	31%
Sales/marketing texts	253	135	118	40	45	59	54	42	16	7	55	86	53	59
	25%	28%	23%	21% ^{ai}	26% ^{hi}	33% ^{hi}	31% ^{hi}	29% ^{hi}	15%	9%	29%	27%	25%	21%
Sales/marketing calls	521	254	267	62	75	95	96	86	57	51	112	161	113	134
	52%	52%	52%	43%	43%	53%	55%	59% ^{cd}	52%	64% ^{cdh}	58% ^m	50%	54%	47%
Recorded message	482	233	249	51	81	89	96	71	55	39	113	161	92	116
	48%	48%	48%	36%	47%	50% ^c	55% ^c	48%	50% ^c	49% ^c	59% ^{lm}	50% ^m	44%	41%
Other type	36	19	18	2	8	4	3	12	5	3	14	10	5	7
	4%	4%	3%	1%	4%	2%	2%	8% ^{cef}	5%	3%	7% ^m	3%	3%	2%
SUMMARY CODES														
1 TYPE EXPERIENCED	185	109	77	25	37	34	28	26	19	18	35	48	41	61
	18%	22% ^b	15%	18%	21%	19%	16%	17%	17%	22%	18%	15%	20%	21%
2 TYPES EXPERIENCED	178	73	106	17	24	26	44	31	21	15	38	66	35	39
	18%	15%	20% ^a	12%	13%	15%	25% ^{cde}	21%	19%	19%	20%	21% ^m	17%	14%
3 TYPES EXPERIENCED	187	85	101	28	26	35	27	22	26	22	47	48	43	49
	19%	17%	20%	20%	15%	20%	16%	15%	24% ^d	28% ^{dfg}	25% ^k	15%	20%	17%
4 TYPES EXPERIENCED	123	73	50	8	20	25	28	29	9	5	25	44	24	29
	12%	15% ^b	10%	5%	12%	14% ^c	16% ^{ci}	20% ^{chi}	8%	6%	13%	14%	12%	10%
5 TYPES EXPERIENCED	7	2	5	-	3	1	-	2	-	-	2	5	-	-
	1%	*	1%	-	2%	1%	-	2%	-	-	1%	2%	-	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	680	342	339	78	109	121	127	110	75	60	147	211	143	179
	68%	70%	66%	55%	62%	68%	73% ^c	75% ^{cd}	69% ^c	75% ^{cd}	77% ^{km}	66%	68%	63%
None	326	148	178	64	66	58	48	37	34	20	44	109	66	107
	32%	30%	34%	45% ^{fghi}	38% ^{gji}	32%	27%	25%	31%	25%	23%	34% ^{ej}	32%	37% ^{ej}
Mean number of mentions	2.393	2.372	2.415	2.238	2.349	2.456	2.436	2.554	2.340	2.234	2.458	2.486	2.354	2.263
Standard Deviation	1.098	1.154	1.041	1.017	1.201	1.136	1.061	1.175	0.994	0.977	1.072	1.126	1.073	1.101
Error Variance	0.002	0.004	0.003	0.016	0.015	0.013	0.011	0.014	0.009	0.010	0.009	0.008	0.008	0.005

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1003	558	240	205	431	572	288	715	778	225	817	66	53	67
Weighted Base	1006	569	269	168	527	479	324	682	796	210	846	85*	52*	24*
Silent Calls	341 34%	216 38%b	64 24%	60 36%b	168 32%	173 36%	97 30%	244 36%	260 33%	80 38%	270 32%	44 52%j	18 34%	8 36%
Sales/marketing texts	253 25%	162 28%c	60 22%	31 19%	164 31%e	89 19%	93 29%	160 23%	203 25%	51 24%	207 25%	28 33%	13 25%	5 22%
Sales/marketing calls	521 52%	314 55%b	123 46%	84 50%	274 52%	246 51%	161 50%	359 53%	404 51%	117 56%	422 50%	58 68%j	28 54%	13 54%
Recorded message	482 48%	316 55%bc	96 36%	70 41%	267 51%	214 45%	151 47%	330 48%	367 46%	115 55%h	389 46%	57 67%jm	28 54%	8 35%
Other type	36 4%	28 5%b	2 1%	6 4%b	21 4%	15 3%	10 3%	26 4%	25 3%	11 5%	24 3%	8 9%j	4 7%	* 2%
SUMMARY CODES														
1 TYPE EXPERIENCED	185 18%	97 17%	49 18%	40 24%	94 18%	91 19%	58 18%	128 19%	146 18%	39 19%	162 19%	9 11%	8 16%	6 26%k
2 TYPES EXPERIENCED	178 18%	109 19%	40 15%	30 18%	95 18%	84 17%	53 16%	126 18%	129 16%	49 24%h	139 16%	21 24%	13 25%	5 22%
3 TYPES EXPERIENCED	187 19%	111 20%	45 17%	31 18%	87 16%	100 21%	62 19%	124 18%	146 18%	41 19%	151 18%	19 23%	13 25%	3 14%
4 TYPES EXPERIENCED	123 12%	87 15%b	20 8%	15 9%	81 15%e	43 9%	35 11%	88 13%	98 12%	25 12%	99 12%	19 23%jl	2 5%	2 9%
5 TYPES EXPERIENCED	7 1%	7 1%	-	-	5 1%	1 *	4 1%	2 *	4 1%	2 1%	4 *	2 2%	1 2%	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	680 68%	411 72%b	154 57%	115 69%b	362 69%	319 66%	212 65%	469 69%	524 66%	156 74%h	555 66%	70 83%j	38 73%	17 71%
None	326 32%	158 28%	115 43%ac	53 31%	165 31%	161 34%	113 35%	214 31%	272 34%i	54 26%	290 34%k	15 17%	14 27%	7 29%
Mean number of mentions	2.393	2.507bc	2.241	2.191	2.468	2.308	2.413	2.385	2.399	2.374	2.358	2.763j	2.356	2.086
Standard Deviation	1.098	1.116	1.045	1.058	1.143	1.040	1.115	1.092	1.107	1.073	1.101	1.073	1.006	1.069

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

Base: All who have a landline or mobile phone

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	
Unweighted Base	1003	558	240	205	431	572	288	715	778	225	817	66	53	67
Weighted Base	1006	569	269	168	527	479	324	682	796	210	846	85*	52*	24*
Error Variance	0.002	0.003	0.008	0.008	0.004	0.003	0.007	0.002	0.002	0.007	0.002	0.021	0.025	0.024

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1003	45	105	73	89	83	87	120	131	84	53	66	67
Weighted Base	1006	48*	103*	82*	90*	73*	92*	119*	148	89*	52*	85*	24*
Silent Calls	341 34%	27 56% <i>cefghj</i>	41 39% <i>egh</i>	24 29%	38 43% <i>egh</i>	16 21%	31 34% <i>h</i>	30 25%	29 19%	35 39% <i>egh</i>	18 34%	44 52% <i>cefgh</i>	8 36% <i>h</i>
Sales/marketing texts	253 25%	15 31% <i>e</i>	27 26% <i>e</i>	18 22%	35 39% <i>ceghl</i>	9 12%	24 26% <i>e</i>	25 21%	30 20%	25 28% <i>e</i>	13 25%	28 33% <i>e</i>	5 22%
Sales/marketing calls	521 52%	30 64% <i>egh</i>	59 57% <i>gh</i>	46 56% <i>h</i>	59 65% <i>egh</i>	32 43%	46 50%	51 42%	53 36%	47 53% <i>h</i>	28 54% <i>h</i>	58 68% <i>efgh</i>	13 54% <i>h</i>
Recorded message	482 48%	28 59% <i>eghl</i>	54 53% <i>ghl</i>	42 51% <i>gh</i>	56 62% <i>eghl</i>	28 39%	49 53% <i>ghl</i>	42 35%	43 29%	46 52% <i>gh</i>	28 54% <i>gh</i>	57 67% <i>eghl</i>	8 35%
Other type	36 4%	-	1 1%	2 3%	4 5%	-	8 9% <i>beh</i>	3 3%	3 2%	2 2%	4 7% <i>e</i>	8 9% <i>beh</i>	* 2%
SUMMARY CODES													
1 TYPE EXPERIENCED	185 18%	10 21%	20 19%	24 29% <i>dfk</i>	11 13%	16 21%	11 12%	23 19%	34 23%	13 15%	8 16%	9 11%	6 26% <i>dfk</i>
2 TYPES EXPERIENCED	178 18%	9 18%	18 17%	9 11%	23 26% <i>ch</i>	10 13%	21 23% <i>h</i>	20 17%	17 12%	12 14%	13 25% <i>h</i>	21 24% <i>h</i>	5 22%
3 TYPES EXPERIENCED	187 19%	16 34% <i>cefghl</i>	22 21% <i>h</i>	13 16%	21 24% <i>h</i>	10 14%	15 16%	19 16%	14 9%	21 24% <i>h</i>	13 25% <i>h</i>	19 23% <i>h</i>	3 14%
4 TYPES EXPERIENCED	123 12%	6 13%	15 15%	13 16%	15 16% <i>g</i>	5 6%	13 14%	8 7%	11 8%	13 15%	2 5%	19 23% <i>efghj</i>	2 9%
5 TYPES EXPERIENCED	7 1%	-	-	-	2 3%	-	1 2%	-	-	-	1 2%	2 2%	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	680 68%	41 85% <i>efghi</i>	75 72% <i>egh</i>	58 71% <i>h</i>	73 81% <i>egh</i>	40 55%	62 67%	70 58%	77 52%	60 68% <i>h</i>	38 73% <i>h</i>	70 83% <i>efgh</i>	17 71% <i>h</i>
None	326 32%	7 15%	29 28%	24 29%	17 19%	33 45% <i>abdck</i>	31 33% <i>ak</i>	50 42% <i>abdck</i>	72 48% <i>abcdijk</i>	29 32% <i>a</i>	14 27%	15 17%	7 29%
Mean number of mentions	2.393	2.463	2.434 <i>h</i>	2.256	2.634 <i>eghl</i>	2.095	2.555 <i>hl</i>	2.162	2.033	2.575 <i>ehl</i>	2.356	2.763 <i>ceg</i>	2.086
Standard Deviation	1.098	1.032	1.094	1.208	1.074	1.063	1.083	1.021	1.114	1.073	1.006	1.073	1.069
Error Variance	0.002	0.030	0.015	0.027	0.016	0.025	0.020	0.017	0.019	0.020	0.025	0.021	0.024

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

	Q.1 2 3 PHONES OWN								Q.3 5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1003	873	314	541	807	677	196	130	705	256	445	653	568	118	395	901
Weighted Base	1006	910	284	605	801	704	206	96	729	226	498	630	596	132*	401	897
Silent Calls	341 34%	305 34%f	106 37%f	188 31%f	305 38%cf	270 38%cf	35 17%	35 37%f	248 34%	85 38%	159 32%	251 40%hj	209 35%	49 38%	151 38%	312 35%
Sales/marketing texts	253 25%	253 28%dg	71 25%g	179 30%dg	182 23%g	182 26%g	71 35%bdeg	-	219 30%k	58 26%	160 32%ko	147 23%	172 29%k	41 31%	113 28%	237 26%
Sales/marketing calls	521 52%	463 51%f	141 50%f	311 51%f	470 59%abcf	412 58%abcf	51 25%	58 60%f	380 52%	114 50%	263 53%	381 60%hijo	325 55%	67 51%	222 55%	473 53%
Recorded message	482 48%	442 49%f	130 46%f	305 50%f	432 54%abfg	392 56%abfg	50 24%	40 41%f	359 49%	105 46%	253 51%	347 55%io	311 52%	68 52%	200 50%	434 48%
Other type	36 4%	35 4%f	16 6%f	20 3%	35 4%f	34 5%f	1 1%	1 1%	34 5%	15 7%	19 4%	32 5%	29 5%	8 6%	22 5%	36 4%
SUMMARY CODES																
1 TYPE EXPERIENCED	185 18%	159 18%	54 19%	105 17%	149 19%	123 17%	37 18%	26 27%acde	131 18%	48 21%	83 17%	123 20%	109 18%	20 16%	68 17%	172 19%
2 TYPES EXPERIENCED	178 18%	155 17%	52 18%	99 16%	149 19%	126 18%	29 14%	23 24%f	124 17%	44 19%	78 16%	121 19%	99 17%	23 17%	63 16%	162 18%
3 TYPES EXPERIENCED	187 19%	166 18%f	59 21%f	103 17%f	168 21%f	148 21%f	19 9%	21 21%f	132 18%	47 21%	85 17%	131 21%	115 19%	25 19%	84 21%	164 18%
4 TYPES EXPERIENCED	123 12%	123 14%fg	28 10%g	92 15%fg	109 14%fg	109 15%bfg	14 7%g	-	107 15%	21 10%	84 17%ci	90 14%	89 15%	23 17%	60 15%	116 13%
5 TYPES EXPERIENCED	7 1%	7 1%	2 1%	4 1%	7 1%	7 1%	-	-	7 1%	2 1%	4 1%	7 1%	7 1%	-	4 1%	7 1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	680 68%	610 67%f	196 69%f	403 67%f	581 73%acf	511 73%acf	99 48%	70 73%f	501 69%	163 72%	335 67%	472 75%hjo	418 70%	91 69%	278 69%	622 69%
None	326 32%	300 33%de	88 31%	202 33%de	219 27%	193 27%	107 52%abcde	26 27%	228 31%k	63 28%	163 33%k	158 25%	177 30%	41 31%	123 31%	275 31%k
Mean number of mentions	2.393	2.447fg	2.351g	2.482fg	2.442fg	2.513fg	2.108	1.921	2.467	2.301	2.545i	2.441	2.488	2.550	2.529	2.394
Standard Deviation	1.098	1.114	1.073	1.137	1.097	1.111	1.069	0.818	1.132	1.078	1.153	1.112	1.138	1.102	1.125	1.110
Error Variance	0.002	0.002	0.006	0.004	0.002	0.003	0.013	0.007	0.003	0.007	0.004	0.003	0.003	0.015	0.005	0.002

Q.6A16B Types of unsolicited calls experienced on landline or mobile phone

Base: All who have a landline or mobile phone

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1003	437	415	414	44	587	431	971	763	747	292	426	790	389
Weighted Base	1006	454	385	384	43*	610	401	968	818	802	334	483	850	459
Silent Calls	341	160	134	132	12	215	138	332	279	273	109	153	286	129
	34%	35%	35%	34%	28%	35%	34%	34%	34%	34%	33%	32%	34%	28%
Sales/marketing texts	253	127	89	88	9	165	90	242	229	225	106	135	233	129
	25%	28%	23%	23%	20%	27%	22%	25%	28%	28%	32%	28%	27%	28%
Sales/marketing calls	521	249	203	202	18	327	209	504	436	423	181	244	443	230
	52%	55%	53%	53%	42%	54%	52%	52%	53%	53%	54%	50%	52%	50%
Recorded message	482	235	179	178	18	312	184	459	411	395	179	243	421	231
	48%	52%	47%	46%	43%	51%	46%	47%	50%	49%	54%	50%	49%	50%
Other type	36	15	13	13	3	24	13	36	31	31	21	17	31	19
	4%	3%	3%	3%	6%	4%	3%	4%	4%	4%	6%	3%	4%	4%
SUMMARY CODES														
1 TYPE EXPERIENCED	185	85	75	75	5	104	77	176	146	145	63	75	153	76
	18%	19%	19%	19%	12%	17%	19%	18%	18%	18%	19%	16%	18%	16%
2 TYPES EXPERIENCED	178	74	73	73	12	109	74	173	149	144	60	74	152	71
	18%	16%	19%	19%	27%	18%	18%	18%	18%	18%	18%	15%	18%	15%
3 TYPES EXPERIENCED	187	92	73	73	6	118	77	180	153	148	70	95	155	91
	19%	20%	19%	19%	15%	19%	19%	19%	19%	18%	21%	20%	18%	20%
4 TYPES EXPERIENCED	123	62	42	41	3	85	41	118	112	108	42	65	113	53
	12%	14%	11%	11%	7%	14%	10%	12%	14%	13%	13%	13%	13%	12%
5 TYPES EXPERIENCED	7	4	2	2	-	4	2	7	7	7	7	4	7	7
	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	2%	1%	1%	1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	680	318	265	263	26	421	272	654	566	551	242	314	580	297
	68%	70%	69%	69%	61%	69%	68%	68%	69%	69%	72%	65%	68%	65%
None	326	136	120	120	16	189	129	314	252	250	92	169	270	161
	32%	30%	31%	31%	39%	31%	32%	32%	31%	31%	28%	35%	32%	35%
Mean number of mentions	2.393	2.457	2.336	2.329	2.273	2.466	2.330	2.399	2.442	2.434	2.461	2.515	2.428	2.478
Standard Deviation	1.098	1.122	1.078	1.074	0.923	1.101	1.073	1.097	1.109	1.112	1.136	1.108	1.110	1.120
Error Variance	0.002	0.004	0.004	0.004	0.029	0.003	0.004	0.002	0.002	0.002	0.006	0.004	0.002	0.005

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

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

	Q6A 6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1003	670	524	376	344	281	122	569	433	315	461	372	204	4	-	4
Weighted Base	1006	676	515	408	341	277	124	578	426	345	482	383	230	3**	**	3**
Silent Calls	341 34%	341 50%	297 56%ac	200 49%	341 100%abcg hijkl	277 100%abcg hijkl	124 100%abcgh ijkl	569 52%	433 61%acgi	315 50%	461 57%ac	372 62%acgi	204 54%	4 26%	-	4 26%
Sales/marketing texts	253 25%	253 37%b	157 30%	253 62%abdeg hjk	139 41%bh	97 35%	88 71%abdeg hjk	253 44%abehk	138 32%	253 73%abcde ghjk	194 40%bh	136 36%	150 65%abdeg jk	-	-	-
Sales/marketing calls	521 52%	521 77%	435 85%acj	307 75%	289 85%ac	245 88%acjl	101 81%	521 90%abcd fijkl	426 100%abcde fijkl	289 84%ac	380 79%	318 83%ac	183 80%	1 30%	-	1 30%
Recorded message	482 48%	482 71%	399 77%ag	299 73%	276 81%acgi	230 83%acghi	101 82%agi	401 69%	323 76%	246 71%	482 100%abcd efghi	383 100%abcd efghi	230 100%abcde fghi	1 26%	-	1 26%
Other type	36 4%	32 5%	28 5%	21 5%	24 7%	23 8%	3 3%	28 5%	26 6%	17 5%	24 5%	24 6%	11 5%	3 100%	-	3 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	185 18%	181 27%bdefg hijkl	108 21%defh kl	92 23%defh l	16 5%	10 4%	7 5%	106 18%defjk l	60 14%def	59 17%defk	58 12%de	38 10%de	25 11%de	1 42%	-	1 42%
2 TYPES EXPERIENCED	178 18%	178 26%def	136 26%def	96 23%e	62 18%	45 16%	20 16%	157 27%defl	109 26%def	75 22%	114 24%e	93 24%e	44 19%	1 32%	-	1 32%
3 TYPES EXPERIENCED	187 19%	187 28%f	159 31%cf	95 23%	135 40%abcfg il	124 45%abcfg hil	22 17%	185 32%cf	149 35%acfi	88 25%	179 37%acfil	147 38%abcfi l	65 29%f	-	-	-
4 TYPES EXPERIENCED	123 12%	123 18%	105 20%	119 29%abg	121 36%abghj k	92 33%abghj k	74 60%abcde ghijkl	123 21%	102 24%a	117 34%abghj k	123 26%a	99 26%a	88 38%abcgh jk	1 26%	-	1 26%
5 TYPES EXPERIENCED	7 1%	7 1%	7 1%	7 2%	7 2%	5 2%	1 1%	7 1%	7 2%	7 2%	7 1%	7 2%	7 3%	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 ** very small base (under 30) ineligible for sig testing



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

Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)	
Unweighted Base	1003	670	524	376	344	281	122	569	433	315	461	372	204	4	-	4
Weighted Base	1006	676	515	408	341	277	124	578	426	345	482	383	230	3**	**	3**
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	680	676	515	408	341	277	124	578	426	345	482	383	230	3	-	3
	68%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%
None	326	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	32%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean number of mentions	2.393	2.402	2.545a	2.639a	3.121abc	3.132abc	3.352abc	2.598a	2.736ab	2.819abg	2.804abc	2.851abc	3.032abc	2.103	-	2.103
Standard Deviation	1.098	1.096	1.075	1.169	ghijk 0.889	ghijk 0.840	degijkl 0.952	1.051	1.025	1.134	^g 0.998	^g 0.973	^{ghj} 1.065	1.432	-	1.432
Error Variance	0.002	0.002	0.002	0.004	0.002	0.003	0.007	0.002	0.002	0.004	0.002	0.003	0.006	0.512	-	0.512

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 ** very small base (under 30) ineligible for sig testing



Q.7A)7B) Response to recorded message on landline or mobile phone

Base: All adults UK

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1044	487	557	117	162	157	150	139	180	139	179	251	214	400
Weighted Base	1044	507	537	145*	180	185	179	152	116	87	196	328	215	305
Listen to the full message before hanging up	24 2%	10 2%	14 3%	3 2%	5 3%	5 3%	2 1%	3 2%	2 2%	3 4%	3 2%	9 3%	5 2%	7 2%
Listen to some of the message before hanging up	103 10%	45 9%	58 11%	11 8%	19 10%	19 10%	17 9%	16 10%	14 12%	7 8%	19 9%	34 10%	19 9%	31 10%
Hang up immediately, as soon as I realise it is a recorded message	367 35%	186 37%	181 34%	36 25%	58 32%	68 37%	83 46%cdhi	55 36%	39 33%	29 33%	94 48%klm	123 37%am	70 33%	81 27%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	127 12%	56 11%	71 13%	14 10%	24 13%	23 13%	19 11%	19 12%	17 14%	11 12%	22 11%	42 13%	24 11%	39 13%
None	562 54%	274 54%	289 54%	94 65%ef	99 55%	96 52%	83 46%	81 53%	61 53%	48 55%	83 43%	167 51%	123 57%j	189 62%jk

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1044	573	254	217	442	602	292	752	817	227	854	69	53	68
Weighted Base	1044	584	282	178	541	503	330	714	832	212	879	89*	52*	24*
Listen to the full message before hanging up	24 2%	16 3%	5 2%	4 2%	13 2%	11 2%	10 3%	15 2%	17 2%	7 4%	22 2%	3 3%	- -	- -
Listen to some of the message before hanging up	103 10%	71 12%b	19 7%	13 7%	51 9%	53 10%	33 10%	71 10%	81 10%	23 11%	87 10%m	9 10%	7 14%m	* 1%
Hang up immediately, as soon as I realise it is a recorded message	367 35%	239 41%bc	73 26%	55 31%	214 40%e	153 30%	116 35%	251 35%	280 34%	88 41%	287 33%	50 56%jm	22 43%	8 33%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	127 12%	86 15%b	24 9%	16 9%	63 12%	64 13%	41 12%	86 12%	96 12%	30 14%	107 12%m	11 13%m	7 14%m	* 1%
None	562 54%	268 46%	186 66%a	108 61%a	274 51%	289 57%d	178 54%	384 54%	465 56%i	97 46%	491 56%k	32 36%	24 46%	15 65%k

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	47	110	77	90	86	93	121	141	89	53	69	68
Weighted Base	1044	49*	108*	86*	92*	76*	98*	120*	157	94*	52*	89*	24*
Listen to the full message before hanging up	24 2%	4 7% ^{dg}	2 2%	3 4%	1 1%	2 3%	6 6% ^g	1 *	3 2%	1 1%	- -	3 3%	- -
Listen to some of the message before hanging up	103 10%	6 12%	8 8%	13 15% ^l	8 9%	8 11% ^l	9 9%	12 10%	12 8%	11 12% ^l	7 14% ^l	9 10%	* 1%
Hang up immediately, as soon as I realise it is a recorded message	367 35%	20 40% ^h	44 41% ^{cegh}	26 30%	48 52% ^{cefghi}	19 25%	35 36% ^h	33 27%	28 18%	35 38% ^h	22 43% ^h	50 56% ^{cefgh} ii	8 33% ^h
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	127 12%	9 17% ^l	10 9%	16 19% ^l	9 10%	10 14% ^l	15 15% ^l	12 10%	15 9%	12 13% ^l	7 14% ^l	11 13% ^l	* 1%
None	562 54%	21 42%	54 50%	44 52%	36 39%	47 63% ^{adk}	49 50%	78 65% ^{abdjk}	114 73% ^{abcdij} k	48 51%	24 46%	32 36%	15 65% ^{adk}

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

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

	Q.1)2)3 PHONES OWN								Q.3)5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	873	314	541	807	677	196	130	705	256	445	653	587	124	409	929
Weighted Base	1044	910	284	605	801	704	206	96	729	226	498	630	616	138	414	924
Listen to the full message before hanging up	24 2%	23 3%	10 3% <i>f</i>	13 2%	24 3% <i>f</i>	22 3% <i>f</i>	1 *	2 2%	16 2%	8 4%	8 2%	20 3%	15 2%	3 2%	11 3%	23 2%
Listen to some of the message before hanging up	103 10%	96 11%	26 9%	67 11%	87 11%	80 11%	17 8%	7 7%	74 10%	22 10%	53 11%	63 10%	67 11%	17 13%	43 10%	90 10%
Hang up immediately, as soon as I realise it is a recorded message	367 35%	336 37% <i>f</i>	95 33% <i>f</i>	237 39% <i>f</i>	335 42% <i>bf</i>	304 43% <i>abfg</i>	33 16%	31 32% <i>f</i>	281 38%	76 34%	203 41%	275 44% <i>lo</i>	241 39%	54 39%	157 38%	335 36%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	127 12%	118 13%	36 13%	79 13%	109 14%	101 14% <i>f</i>	17 8%	9 9%	89 12%	30 13%	59 12%	81 13%	81 13%	21 15%	53 13%	111 12%
None	562 54%	468 51% <i>de</i>	155 54% <i>de</i>	300 50%	369 46%	312 44%	156 76% <i>abcde</i>	57 59% <i>de</i>	370 51%	121 54% <i>k</i>	245 49%	284 45%	305 49%	69 50%	213 52%	489 53% <i>k</i>



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

Base: All adults UK

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	436	435	45	606	452	1009	785	766	298	430	812	392
Weighted Base	1044	467	404	402	43*	627	419	1002	840	820	340	488	872	462
Listen to the full message before hanging up	24 2%	8 2%	9 2%	9 2%	- -	15 2%	9 2%	23 2%	21 3%	20 2%	10 3%	14 3%	21 2%	13 3%
Listen to some of the message before hanging up	103 10%	52 11%	37 9%	37 9%	6 13%	74 12%	37 9%	102 10%	88 11%	88 11%	38 11%	55 11%	90 10%	49 10%
Hang up immediately, as soon as I realise it is a recorded message	367 35%	182 39%	135 33%	133 33%	13 31%	233 37%	140 33%	346 35%	314 37%	300 37%	136 40%	181 37%	323 37%	175 38%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	127 12%	60 13%	46 11%	46 12%	6 13%	88 14%	46 11%	124 12%	108 13%	107 13%	49 14%	68 14%	110 13%	60 13%
None	562 54%	232 50%	224 56%	224 56%	25 58%	315 50%	235 56%	542 54%	429 51%	425 52%	161 47%	245 50%	452 52%	232 50%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

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

	O6A)6B) UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1044	670	524	376	344	281	122	569	433	315	461	372	204	4	-	4
Weighted Base	1044	676	515	408	341	277	124	578	426	345	482	383	230	3**	**	3**
Listen to the full message before hanging up	24 2%	24 4%	21 4%	13 3%	12 4%	12 4%	3 3%	14 2%	12 3%	9 3%	24 5%g	21 5%g	8 4%	-	-	-
Listen to some of the message before hanging up	103 10%	103 15%	82 16%	68 17%	57 17%	47 17%	19 16%	95 16%	73 17%	59 17%	103 21%ab	81 21%a	48 21%	-	-	-
Hang up immediately, as soon as I realise it is a recorded message	367 35%	367 54%	308 60%g	232 57%	213 63%ag	178 64%agi	83 67%agi	306 53%	250 59%	190 55%	367 76%abcde ghi	295 77%abcde fghi	186 81%abcde fghi	1 26%	-	1 26%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	127 12%	127 19%	102 20%	80 19%	69 20%	59 21%	23 18%	108 19%	84 20%	67 19%	127 26%abcgh i	101 26%abcgh i	55 24%	-	-	-
None	562 54%	194 29%bdefj kl	116 23%kl	109 27%deijkl	65 19%ijkl	47 17%ijkl	23 18%ijkl	176 31%bdefj kl	104 24%ejkl	100 29%defjkl	-	-	-	3 74%	-	3 74%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 ** very small base (under 30) ineligible for sig testing



Q.7A)7B) Response to recorded message on landline or mobile phone

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

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	461	215	246	41	70	72	75	63	80	60	98	124	92	147
Weighted Base	482	233	249	51*	81*	89*	96*	71*	55*	39*	113*	161	92*	116
Listen to the full message before hanging up	24 5%	10 4%	14 6%	3 6%	5 6%	5 6%	2 3%	3 5%	2 4%	3 9%	3 3%	9 6%	5 5%	7 6%
Listen to some of the message before hanging up	103 21%	45 19%	58 23%	11 22%	19 23%	19 22%	17 18%	16 22%	14 26%	7 19%	19 17%	34 21%	19 21%	31 27%
Hang up immediately, as soon as I realise it is a recorded message	367 76%	186 80%	181 73%	36 72%	58 71%	68 77%	83 86% ^{dh}	55 78%	39 71%	29 73%	94 83% ^{em}	123 76%	70 76%	81 70%
SUMMARY CODE LISTEN TO ANY OF MESSAGE	127 26%	56 24%	71 29%	14 28%	24 29%	23 26%	19 20%	19 27%	17 30%	11 27%	22 19%	42 26%	24 26%	39 33% ^{ej}

Q.7A)i7Bi Response to recorded message on landline or mobile phone

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	461	294	81	86	216	245	125	336	349	112	366	43	30	22
Weighted Base	482	316	96*	70*	267	214	151	330	367	115*	389	57*	28**	8**
Listen to the full message before hanging up	24 5%	16 5%	5 5%	4 6%	13 5%	11 5%	10 6%	15 5%	17 5%	7 6%	22 6%	3 5%	- -	- -
Listen to some of the message before hanging up	103 21%	71 23%	19 20%	13 18%	51 19%	53 25%	33 22%	71 21%	81 22%	23 20%	87 22%	9 15%	7 27%	* 4%
Hang up immediately, as soon as I realise it is a recorded message	367 76%	239 76%	73 75%	55 80%	214 80%	153 72%	116 77%	251 76%	280 76%	88 76%	287 74%	50 87%	22 79%	8 96%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	127 26%	86 27%	24 25%	16 24%	63 23%	64 30%	41 27%	86 26%	96 26%	30 26%	107 28%	11 20%	7 27%	* 4%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

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

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	461	25	57	40	54	29	44	39	37	41	30	43	22
Weighted Base	482	28**	54*	42*	56*	28**	49*	42*	43*	46*	28**	57*	8**
Listen to the full message before hanging up	24 5%	4 13%	2 3%	3 8%	1 1%	2 7%	6 12% ^d	1 1%	3 6%	1 3%	- -	3 5%	- -
Listen to some of the message before hanging up	103 21%	6 21%	8 16%	13 30%	8 15%	8 30%	9 18%	12 27%	12 28%	11 23%	7 27%	9 15%	* 4%
Hang up immediately, as soon as I realise it is a recorded message	367 76%	20 70%	44 81% ^c	26 61%	48 86% ^{ch}	19 66%	35 71%	33 78%	28 66%	35 77%	22 79%	50 87% ^{ch}	8 96%
SUMMARY CODE LISTEN TO ANY OF MESSAGE	127 26%	9 30%	10 19%	16 39% ^{bd}	9 16%	10 37%	15 30%	12 29%	15 34%	12 26%	7 27%	11 20%	* 4%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

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

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

	Total	Q.1)2)3 PHONES OWN						Q.3)5A BILLS RESPONSIBLE FOR								
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	461	411	135	269	416	366	45	50	333	110	222	337	289	58	187	419
Weighted Base	482	442	130	305	432	392	50*	40*	359	105*	253	347	311	68*	200	434
Listen to the full message before hanging up	24 5%	23 5%	10 7%	13 4%	24 6%	22 6%	1 1%	2 4%	16 5%	8 8%	8 3%	20 6%	15 5%	3 5%	11 5%	23 5%
Listen to some of the message before hanging up	103 21%	96 22%	26 20%	67 22%	87 20%	80 20%	17 33%	7 18%	74 21%	22 21%	53 21%	63 18%	67 22%	17 25%	43 22%	90 21%
Hang up immediately, as soon as I realise it is a recorded message	367 76%	336 76%	95 73%	237 78%	335 77%	304 77%	33 66%	31 78%	281 78%	76 72%	203 80%	275 79%	241 77%	54 79%	157 78%	335 77%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	127 26%	118 27%	36 28%	79 26%	109 25%	101 26%	17 34%	9 22%	89 25%	30 29%	59 23%	81 23%	81 26%	21 30%	53 26%	111 26%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n/o
 * small base



Q.7A)i7Bi Response to recorded message on landline or mobile phone

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

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	461	214	190	189	21	288	194	443	374	360	155	209	382	188
Weighted Base	482	235	179	178	18**	312	184	459	411	395	179	243	421	231
Listen to the full message before hanging up	24 5%	8 4%	9 5%	9 5%	- -	15 5%	9 5%	23 5%	21 5%	20 5%	10 6%	14 6%	21 5%	13 6%
Listen to some of the message before hanging up	103 21%	52 22%	37 21%	37 21%	6 30%	74 24%	37 20%	102 22%	88 21%	88 22%	38 22%	55 23%	90 21%	49 21%
Hang up immediately, as soon as I realise it is a recorded message	367 76%	182 78%	135 75%	133 75%	13 73%	233 75%	140 76%	346 75%	314 77%	300 76%	136 76%	181 74%	323 77%	175 76%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	127 26%	60 25%	46 26%	46 26%	6 30%	88 28%	46 25%	124 27%	108 26%	107 27%	49 27%	68 28%	110 26%	60 26%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

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

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

	Q6A)6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	461	461	389	272	269	225	98	385	316	223	461	372	204	1	-	1
Weighted Base	482	482	399	299	276	230	101*	401	323	246	482	383	230	1**	**	1**
Listen to the full message before hanging up	24 5%	24 5%	21 5%	13 4%	12 4%	12 5%	3 3%	14 4%	12 4%	9 4%	24 5%	21 5%	8 4%	-	-	-
Listen to some of the message before hanging up	103 21%	103 21%	82 21%	68 23%	57 21%	47 20%	19 19%	95 24%	73 22%	59 24%	103 21%	81 21%	48 21%	-	-	-
Hang up immediately, as soon as I realise it is a recorded message	367 76%	367 76%	308 77%	232 77%	213 77%	178 77%	83 82%	306 76%	250 77%	190 77%	367 76%	295 77%	186 81%	1 100%	-	1 100%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	127 26%	127 26%	102 26%	80 27%	69 25%	59 26%	23 22%	108 27%	84 26%	67 27%	127 26%	101 26%	55 24%	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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



Q.7Aii7Bii Types of recorded messages experienced on landline or mobile phone

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

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	123	51	72	11	22	19	17	17	21	16	17	34	25	47
Weighted Base	127	56*	71*	14**	24**	23**	19**	19**	17**	11**	22**	42*	24**	39*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	98 77%	46 83%	52 73%	11 79%	17 74%	19 80%	18 96%	12 65%	11 63%	9 88%	15 70%	35 82%	20 82%	29 74%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	30 23%	12 22%	17 24%	2 17%	6 26%	10 41%	7 35%	1 7%	3 15%	1 7%	6 30%	9 22%	5 21%	9 22%
Telling you about a competition	10 8%	3 6%	7 10%	- -	2 8%	4 18%	2 11%	1 6%	1 3%	- -	- -	3 6%	1 5%	6 17%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	20 16%	9 15%	12 17%	2 15%	1 6%	6 24%	3 17%	5 25%	3 16%	1 5%	4 16%	9 22%	3 11%	5 12%
Other type	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	114 90%	51 91%	63 89%	13 90%	22 92%	22 94%	18 96%	17 88%	13 79%	9 88%	21 94%	38 91%	21 86%	34 89%
ANY EXC. APPOINTMENT REMINDERS	110 87%	49 88%	61 86%	13 90%	20 86%	22 94%	18 96%	15 77%	13 76%	9 88%	18 82%	38 90%	21 86%	33 87%
Can't Remember	12 10%	5 9%	8 11%	1 10%	2 8%	1 6%	1 4%	2 12%	4 21%	1 12%	1 6%	4 9%	3 14%	4 11%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.7Aii7Bii Types of recorded messages experienced on landline or mobile phone

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/Divorced/Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	123	80	22	21	52	71	35	88	94	29	106	8	8	1
Weighted Base	127	86*	24**	16**	63*	64*	41*	86*	96*	30**	107*	11**	7**	***
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	98 77%	71 82%	15 63%	12 75%	50 80%	48 75%	34 83%	64 75%	74 76%	25 82%	83 77%	10 87%	5 63%	* 100%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	30 23%	21 24%	7 31%	2 10%	20 32%e	9 15%	16 38%g	14 16%	26 27%	3 11%	25 23%	3 24%	2 26%	- -
Telling you about a competition	10 8%	6 7%	1 4%	3 19%	4 6%	6 10%	5 12%	5 6%	8 9%	2 6%	8 8%	1 12%	- -	* 100%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	20 16%	14 16%	4 15%	3 19%	13 20%	8 12%	5 12%	16 18%	14 15%	6 20%	19 17%	1 12%	- -	* 100%
Other type	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	114 90%	78 91%	21 86%	15 94%	57 91%	57 89%	38 92%	76 89%	86 89%	28 94%	99 92%	10 87%	5 72%	* 100%
ANY EXC. APPOINTMENT REMINDERS	110 87%	75 88%	21 86%	14 85%	56 89%	54 85%	38 92%	72 85%	83 86%	27 89%	95 88%	10 87%	5 72%	* 100%
Can't Remember	12 10%	8 9%	3 14%	1 6%	5 9%	7 11%	3 8%	9 11%	11 11%	2 6%	9 8%	1 13%	2 28%	- -

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.7Aii7Bii Types of recorded messages experienced on landline or mobile phone

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	123	7	10	14	12	12	14	13	12	12	8	8	1
Weighted Base	127	9**	10**	16**	9**	10**	15**	12**	15**	12**	7**	11**	**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	98 77%	7 82%	7 74%	12 75%	7 75%	9 88%	13 89%	10 84%	10 69%	7 62%	5 63%	10 87%	* 100%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	30 23%	4 43%	1 12%	3 16%	3 31%	4 39%	2 13%	3 25%	4 30%	1 12%	2 26%	3 24%	- -
Telling you about a competition	10 8%	- -	1 12%	1 6%	1 14%	3 32%	1 4%	- -	- -	1 11%	- -	1 12%	* 100%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	20 16%	2 29%	2 21%	1 6%	2 23%	4 43%	- -	1 6%	3 23%	3 21%	- -	1 12%	* 100%
Other type	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
SUMMARY CODES													
ANY INC. APPOINTMENT REMINDERS	114 90%	9 100%	8 83%	14 88%	8 93%	9 88%	15 100%	11 88%	15 100%	10 84%	5 72%	10 87%	* 100%
ANY EXC. APPOINTMENT REMINDERS	110 87%	9 100%	7 74%	14 88%	8 88%	9 88%	15 100%	11 88%	13 90%	9 74%	5 72%	10 87%	* 100%
Can't Remember	12 10%	- -	2 17%	2 12%	1 7%	1 12%	- -	1 12%	- -	2 16%	2 28%	1 13%	- -

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.7Aii7Bii Types of recorded messages experienced on landline or mobile phone
Base: ALL THAT HAVE LISTENED TO RECORDED MESSAGE ON THEIR LANDLINE OR MOBILE

	Q.1/2/3 PHONES OWN								Q.3/5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	123	112	37	71	108	97	15	11	83	30	53	83	76	18	46	108
Weighted Base	127	118*	36*	79*	109*	101*	17**	9**	89*	30**	59*	81*	81*	21**	53*	111*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	98 77%	93 79%	27 76%	64 81%	87 79%	81 81%	11 66%	5 62%	72 80%	23 76%	49 83%	66 81%	65 81%	20 94%	44 83%	88 79%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	30 23%	27 23%	6 17%	20 25%	26 24%	24 23%	4 21%	2 28%	20 23%	6 20%	14 24%	20 25%	21 26%	5 26%	13 24%	25 23%
Telling you about a competition	10 8%	8 7%	3 10%	5 6%	9 8%	7 7%	1 9%	2 21%	7 8%	3 10%	4 7%	8 10%	8 10%	2 10%	5 9%	10 9%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	20 16%	18 16%	9 24%	9 12%	17 16%	15 15%	3 20%	2 22%	17 19%	8 25%	9 15%	13 16%	13 15%	2 11%	9 17%	19 17%
Other type	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	114 90%	106 90%	30 85%	73 93%	99 91%	91 90%	15 87%	8 94%	80 90%	25 82%	56 94%	75 93%	74 91%	21 100%	49 93%	100 90%
ANY EXC. APPOINTMENT REMINDERS	110 87%	103 87%	29 81%	72 91%	97 88%	90 89%	13 79%	7 81%	78 88%	24 81%	54 91%	74 91%	72 89%	21 100%	47 88%	97 87%
Can't Remember	12 10%	12 10%	5 15%	6 7%	10 9%	10 10%	2 13%	* 6%	9 10%	5 18%	4 6%	6 7%	7 9%	-	4 7%	11 10%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Q.7Aii7Bii Types of recorded messages experienced on landline or mobile phone
Base: ALL THAT HAVE LISTENED TO RECORDED MESSAGE ON THEIR LANDLINE OR MOBILE

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	123	54	53	53	6	80	53	121	100	97	40	59	101	49
Weighted Base	127	60*	46*	46*	6**	88*	46*	124	108*	107*	49*	68*	110*	60*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	98 77%	47 78%	33 72%	33 72%	6 100%	68 77%	33 72%	95 77%	87 80%	85 80%	40 82%	55 82%	88 80%	50 83%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	30 23%	18 31%	7 15%	7 15%	1 10%	25 29%	7 15%	28 23%	27 25%	27 25%	11 23%	16 23%	27 24%	13 21%
Telling you about a competition	10 8%	3 5%	1 3%	1 3%	2 39%	9 11%	1 3%	10 8%	9 8%	9 8%	3 7%	4 7%	9 8%	4 6%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	20 16%	12 20%	8 18%	8 18%	1 24%	16 18%	8 18%	20 16%	16 14%	16 15%	7 15%	9 13%	16 14%	7 12%
Other type	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	114 90%	55 93%	38 81%	38 81%	6 100%	81 92%	38 81%	112 90%	97 90%	95 89%	45 92%	62 92%	99 90%	56 93%
ANY EXC. APPOINTMENT REMINDERS	110 87%	52 87%	37 80%	37 80%	6 100%	77 88%	37 80%	108 87%	95 88%	93 88%	43 89%	61 90%	97 88%	54 91%
Can't Remember	12 10%	4 7%	9 19%	9 19%	-	7 8%	9 19%	12 10%	11 10%	11 11%	4 8%	6 8%	11 10%	4 7%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.7Aii7Bii Types of recorded messages experienced on landline or mobile phone
Base: ALL THAT HAVE LISTENED TO RECORDED MESSAGE ON THEIR LANDLINE OR MOBILE

	Total	O6A16B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	123	123	102	74	69	60	22	106	85	61	123	99	51	-	-	-
Weighted Base	127	127	102*	80*	69*	59*	23**	108*	84*	67*	127	101*	55*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	98 77%	98 77%	81 80%	65 81%	55 79%	47 80%	19 84%	86 80%	68 82%	55 82%	98 77%	80 79%	47 84%	-	-	-
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	30 23%	30 23%	24 24%	21 26%	19 27%	17 29%	8 34%	28 26%	22 26%	19 28%	30 23%	24 24%	15 27%	-	-	-
Telling you about a competition	10 8%	10 8%	9 8%	4 4%	7 9%	5 9%	3 13%	10 9%	8 10%	3 4%	10 8%	9 9%	3 5%	-	-	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	20 16%	20 16%	17 17%	10 13%	17 24%	13 23%	6 26%	18 17%	15 18%	9 13%	20 16%	17 17%	6 10%	-	-	-
Other type	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	114 90%	114 90%	92 90%	74 93%	64 93%	55 94%	20 90%	98 91%	77 92%	61 92%	114 90%	91 90%	53 96%	-	-	-
ANY EXC. APPOINTMENT REMINDERS	110 87%	110 87%	90 88%	72 90%	62 89%	53 89%	20 90%	97 90%	76 91%	60 90%	110 87%	88 87%	52 93%	-	-	-
Can't Remember	12 10%	12 10%	10 10%	6 7%	5 7%	4 6%	2 10%	10 9%	6 8%	6 8%	12 10%	10 10%	2 4%	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Q.11A In the last 8 weeks have you lost or had your mobile phone stolen and been charged for unauthorised use during this time?

Base: All responsible for mobile phone bill

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	705	337	368	67	121	126	121	99	114	57	128	174	166	237
Weighted Base	729	368	361	83*	136	149	142	111*	74*	34*	141	232	168	188
Yes	3	3	1	2	1	-	1	-	-	-	2	-	-	2
	*	1%	*	2%	1%	-	1%	-	-	-	1%	-	-	1%
No	726	365	360	82	135	149	141	111	74	34	140	232	168	186
	100%	99%	100%	98%	99%	100%	99%	100%	100%	100%	99%	100%	100%	99%

Q.11A In the last 8 weeks have you lost or had your mobile phone stolen and been charged for unauthorised use during this time?

Base: All responsible for mobile phone bill

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
	Married Living as married (a)	Single (b)	Widow/Divorced/Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	705	163	127	350	355	219	486	544	161	563	49	37	56
Weighted Base	729	184	113	426	303	248	482	574	155	604	67*	38**	20*
Yes	3	3	-	-	3	1	3	3	1	3	-	-	-
	-	2%a	-	-	1%d	-	1%	-	1%	1%	-	-	-
No	726	180	113	426	300	247	479	572	154	601	67	38	20
	100%	98%b	100%	100%e	99%	100%	99%	100%	99%	99%	100%	100%	100%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Consumer Complaints Study - Wave 7 (QS9331 - 183427)

Q.11A In the last 8 weeks have you lost or had your mobile phone stolen and been charged for unauthorised use during this time?

Base: All responsible for mobile phone bill

	GOVERNMENT REGIONS												
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	705	32	71	64	67	58	66	60	93	52	37	49	56
Weighted Base	729	32**	71*	74*	70*	49*	71*	65*	111*	61*	38**	67*	20*
Yes	3	-	-	-	2	1	1	-	-	-	-	-	-
No	726	32	71	74	68	48	70	65	111	61	38	67	20
	100%	100%	100%	100%	97%	98%	99%	100%	100%	100%	100%	100%	100%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.11A In the last 8 weeks have you lost or had your mobile phone stolen and been charged for unauthorised use during this time?

Base: All responsible for mobile phone bill

	Q.11A PHONES OWN								Q.315A BILLS RESPONSIBLE FOR							
	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)	
Unweighted Base	705	256	445	544	544	161	-	705	256	445	481	474	107	327	705	
Weighted Base	729	226	498	561	561	168	**	729	226	498	489	500	123*	340	729	
Yes	3	1	3	2	2	2	-	3	1	3	-	-	3	-	3	
	*	*	1%	*	*	1%	-	*	*	1%	-	-	2%kin	-	*	
No	726	225	495	559	559	167	-	726	225	495	489	500	120	340	726	
	100%	100%	99%	100%	100%	99%	-	100%	100%	99%	100% _m	100% _m	98%	100% _m	100%	

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.11A In the last 8 weeks have you lost or had your mobile phone stolen and been charged for unauthorised use during this time?

Base: All responsible for mobile phone bill

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	705	295	289	288	35	408	303	683	562	550	236	325	585	308
Weighted Base	729	311	282	281	34*	435	296	703	607	595	268	370	634	364
Yes	3	3	1	1	-	2	2	3	3	3	3	2	3	3
	-	1%	-	-	-	-	1%	-	-	-	1%	-	-	1%
No	726	308	282	280	34	433	294	700	604	593	266	368	632	362
	100%	99%	100%	100%	100%	100%	99%	100%	100%	100%	99%	100%	100%	99%

Q.11A In the last 8 weeks have you lost or had your mobile phone stolen and been charged for unauthorised use during this time?

Base: All responsible for mobile phone bill

	Total	Q.12 BILL SHOCK (8 WEEKS)						
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	705	3	20	2	-	2	3	29
Weighted Base	729	3**	22**	1**	-**	1**	3**	30**
Yes	3	-	-	-	-	-	-	-
No	726	3	22	1	-	1	3	30
	100%	100%	100%	100%	-	100%	100%	100%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.11A In the last 8 weeks have you lost or had your mobile phone stolen and been charged for unauthorised use during this time? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers responsible for mobile phone bill

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	445	214	231	51	96	96	91	49	48	14	90	125	110	120
Weighted Base	498	255	243	65*	115*	117*	111*	54*	29*	8**	108*	174	117*	99*
Yes	3 1%	2 1%	1 *	2 3%	-	-	1 1%	-	-	-	2 2%	-	-	1 1%
No	495 99%	253 99%	242 100%	63 97%	115 100%	117 100%	110 99%	54 100%	29 100%	8 100%	106 98%	174 100%	117 100%	98 99%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Consumer Complaints Study - Wave 7 (QS9331 - 183427)

Q.11A In the last 8 weeks have you lost or had your mobile phone stolen and been charged for unauthorised use during this time? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers responsible for mobile phone bill

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	445	280	106	59	275	170	164	281	348	97	353	35	21	36
Weighted Base	498	317	128*	53*	342	156	195	303	398	99*	411	49*	24**	13*
Yes	3 1%	-	3 2%a	-	-	3 2%d	1 *	2 1%	2 *	1 1%	3 1%	-	-	-
No	495 99%	317 100%b	126 98%	53 100%	342 100%e	153 98%	194 100%	301 99%	396 100%	99 99%	408 99%	49 100%	24 100%	13 100%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.11A In the last 8 weeks have you lost or had your mobile phone stolen and been charged for unauthorised use during this time? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers responsible for mobile phone bill

	GOVERNMENT REGIONS												
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	445	17	44	41	40	36	44	38	62	31	21	35	36
Weighted Base	498	19**	48*	52*	45*	33*	49*	42*	79*	44**	24**	49*	13*
Yes	3 7%	-	-	-	2 4%	-	1 2%	-	-	-	-	-	-
No	495 89%	19 100%	48 100%	52 100%	43 96%	33 100%	48 98%	42 100%	79 100%	44 100%	24 100%	49 100%	13 100%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.11A In the last 8 weeks have you lost or had your mobile phone stolen and been charged for unauthorised use during this time? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers responsible for mobile phone bill

	Q.11A PHONES OWN							Q.315A BILLS RESPONSIBLE FOR							
	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	445	-	445	344	344	101	-	445	-	445	301	330	86	226	445
Weighted Base	498	**	498	381	381	117*	**	498	**	498	330	367	98*	249	498
Yes	3	-	3	2	2	1	-	3	-	3	-	-	3	-	3
	1%	-	1%	*	*	1%	-	1%	-	1%	-	-	3%kin	-	1%
No	495	-	495	379	379	116	-	495	-	495	330	367	95	249	495
	99%	-	99%	100%	100%	99%	-	99%	-	99%	100% _m	100% _m	97%	100% _m	99%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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



Q.11A In the last 8 weeks have you lost or had your mobile phone stolen and been charged for unauthorised use during this time? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers responsible for mobile phone bill

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	445	208	148	147	22	284	155	427	394	390	183	272	411	256
Weighted Base	498	232	166	165	21**	317	173	478	444	440	207	313	465	306
Yes	3	3	-	-	-	2	1	3	3	3	2	2	3	2
	1%	1%	-	-	-	1%	*	1%	1%	1%	1%	1%	1%	1%
No	495	229	166	165	21	315	173	475	441	438	206	311	463	304
	99%	99%	100%	100%	100%	99%	100%	99%	99%	99%	99%	99%	99%	99%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.11A In the last 8 weeks have you lost or had your mobile phone stolen and been charged for unauthorised use during this time? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers responsible for mobile phone bill

	Total	Q.12 BILL SHOCK (8 WEEKS)						
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	445	-	19	1	-	2	2	23
Weighted Base	498	-**	20**	1**	-**	1**	2**	23**
Yes	3	-	-	-	-	-	-	-
	7%	-	-	-	-	-	-	-
No	495	-	20	1	-	1	2	23
	99%	-	100%	100%	-	100%	100%	100%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.11B Did you have to pay for these costs, or did the mobile phone network or insurance cover them?

Base: All who have lost or had stolen their mobile phone in past 8 weeks and been charged for unauthorised use

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	3	2	1	1	1	-	1	-	-	-	1	-	-	2
Weighted Base	3*	3**	1**	2**	1**	..	1**	2**	2**
Paid all of the costs personally	1 22%	1 29%	-	-	1 100%	-	-	-	-	-	-	-	-	1 48%
Paid some of the costs personally	3 78%	2 71%	1 100%	2 100%	-	-	1 100%	-	-	-	2 100%	-	-	1 52%
Network paid all costs	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Insurance paid all costs	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE														
PAID ANY OF THE COSTS	3 100%	3 100%	1 100%	2 100%	1 100%	-	1 100%	-	-	-	2 100%	-	-	2 100%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.11B Did you have to pay for these costs, or did the mobile phone network or insurance cover them?

Base: All who have lost or had stolen their mobile phone in past 8 weeks and been charged for unauthorised use

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	3	-	3	-	-	3	1	2	2	1	3	-	-	-
Weighted Base	3*	..	3**	3**	1**	3**	3**	1**	3**
Paid all of the costs personally	1 22%	-	1 22%	-	-	1 22%	-	1 29%	1 29%	-	1 22%	-	-	-
Paid some of the costs personally	3 78%	-	3 78%	-	-	3 78%	1 100%	2 71%	2 71%	1 100%	3 78%	-	-	-
Network paid all costs	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Insurance paid all costs	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE														
PAID ANY OF THE COSTS	3 100%	-	3 100%	-	-	3 100%	1 100%	3 100%	3 100%	1 100%	3 100%	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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Q.11B Did you have to pay for these costs, or did the mobile phone network or insurance cover them?

Base: All who have lost or had stolen their mobile phone in past 8 weeks and been charged for unauthorised use

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	3	-	-	-	1	1	1	-	-	-	-	-	-
Weighted Base	3*	2**	1**	1**
Paid all of the costs personally	1 22%	-	-	-	-	1 100%	-	-	-	-	-	-	-
Paid some of the costs personally	3 78%	-	-	-	2 100%	-	1 100%	-	-	-	-	-	-
Network paid all costs	-	-	-	-	-	-	-	-	-	-	-	-	-
Insurance paid all costs	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE													
PAID ANY OF THE COSTS	3 100%	-	-	-	2 100%	1 100%	1 100%	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.11B Did you have to pay for these costs, or did the mobile phone network or insurance cover them?
Base: All who have lost or had stolen their mobile phone in past 8 weeks and been charged for unauthorised use

	Q.11B PHONES OWN								Q.315A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	3	3	1	2	1	1	2	-	3	1	2	-	-	2	-	3
Weighted Base	3*	3**	1**	3**	2**	2**	2**	**	3**	1**	3**	**	**	3**	**	3**
Paid all of the costs personally	1 22%	1 22%	1 100%	-	-	-	1 48%	-	1 22%	1 100%	-	-	-	-	-	1 22%
Paid some of the costs personally	3 78%	3 78%	-	3 100%	2 100%	2 100%	1 52%	-	3 78%	-	3 100%	-	-	3 100%	-	3 78%
Network paid all costs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Insurance paid all costs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE																
PAID ANY OF THE COSTS	3 100%	3 100%	1 100%	3 100%	2 100%	2 100%	2 100%	-	3 100%	1 100%	3 100%	-	-	3 100%	-	3 100%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Q.11B Did you have to pay for these costs, or did the mobile phone network or insurance cover them?

Base: All who have lost or had stolen their mobile phone in past 8 weeks and been charged for unauthorised use

Total	TV							INTERNET					
	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	3	1	1	-	1	2	3	2	2	2	1	2	2
Weighted Base	3*	1**	1**	-**	2**	2**	3**	3**	3**	3**	2**	3**	3**
Paid all of the costs personally	1	1	1	-	-	1	1	-	-	1	-	-	1
	22%	100%	100%	-	-	48%	22%	-	-	29%	-	-	29%
Paid some of the costs personally	3	-	-	-	2	1	3	3	3	2	2	3	2
	78%	100%	-	-	100%	52%	78%	100%	100%	71%	100%	100%	71%
Network paid all costs	-	-	-	-	-	-	-	-	-	-	-	-	-
Insurance paid all costs	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE													
PAID ANY OF THE COSTS	3	1	1	-	2	2	3	3	3	3	2	3	3
	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.11B Did you have to pay for these costs, or did the mobile phone network or insurance cover them?

Base: All who have lost or had stolen their mobile phone in past 8 weeks and been charged for unauthorised use

	Total	Q.12 BILL SHOCK (8 WEEKS)						
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	3	-	-	-	-	-	-	-
Weighted Base	3*	**	**	**	**	**	**	**
Paid all of the costs personally	1 22%	-	-	-	-	-	-	-
Paid some of the costs personally	3 78%	-	-	-	-	-	-	-
Network paid all costs	-	-	-	-	-	-	-	-
Insurance paid all costs	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
SUMMARY CODE								
PAID ANY OF THE COSTS	3 100%	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.11B Did you have to pay for these costs, or did the mobile phone network or insurance cover them? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have lost or had stolen their mobile phone in past 8 weeks and been charged for unauthorised use

Total	GENDER		AGE						SOCIAL GRADE				
	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	2	1	1	-	-	1	-	-	-	1	-	-	1
Weighted Base	3*	2**	1**	2**	-**	-**	1**	-**	-**	2**	-**	-**	1**
Paid all of the costs personally	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid some of the costs personally	3	2	1	2	-	1	-	-	-	2	-	-	1
Network paid all costs	-	-	-	-	-	-	-	-	-	-	-	-	-
Insurance paid all costs	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE													
PAID ANY OF THE COSTS	3	2	1	2	-	1	-	-	-	2	-	-	1
	100%	100%	100%	100%	-	100%	-	-	-	100%	-	-	100%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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Q.11B Did you have to pay for these costs, or did the mobile phone network or insurance cover them? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have lost or had stolen their mobile phone in past 8 weeks and been charged for unauthorised use

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	2	-	2	-	-	2	1	1	1	1	2	-	-	-
Weighted Base	3*	..	3**	3**	1**	2**	2**	1**	3**
Paid all of the costs personally	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid some of the costs personally	3	-	3	-	-	3	1	2	2	1	3	-	-	-
Network paid all costs	100%	-	100%	-	-	100%	100%	100%	100%	100%	100%	-	-	-
Insurance paid all costs	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE														
PAID ANY OF THE COSTS	3	-	3	-	-	3	1	2	2	1	3	-	-	-
	100%	-	100%	-	-	100%	100%	100%	100%	100%	100%	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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Q.11B Did you have to pay for these costs, or did the mobile phone network or insurance cover them? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have lost or had stolen their mobile phone in past 8 weeks and been charged for unauthorised use

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	2	-	-	-	1	-	1	-	-	-	-	-	-
Weighted Base	3*	2**	..	1**
Paid all of the costs personally	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid some of the costs personally	3 100%	-	-	-	2 100%	-	1 100%	-	-	-	-	-	-
Network paid all costs	-	-	-	-	-	-	-	-	-	-	-	-	-
Insurance paid all costs	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE													
PAID ANY OF THE COSTS	3 100%	-	-	-	2 100%	-	1 100%	-	-	-	-	-	-

Q.11B Did you have to pay for these costs, or did the mobile phone network or insurance cover them? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have lost or had stolen their mobile phone in past 8 weeks and been charged for unauthorised use

	Q.11B PHONES OWN								Q.315A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	2	2	-	2	1	1	1	-	2	-	2	-	-	2	-	2
Weighted Base	3*	3**	-**	3**	2**	2**	1**	-**	3**	-**	3**	-**	-**	3**	-**	3**
Paid all of the costs personally	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid some of the costs personally	3	3	-	3	2	2	1	-	3	-	3	-	-	3	-	3
Network paid all costs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Insurance paid all costs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE																
PAID ANY OF THE COSTS	3	3	-	3	2	2	1	-	3	-	3	-	-	3	-	3
	100%	100%	-	100%	100%	100%	100%	-	100%	-	100%	-	-	100%	-	100%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.11B Did you have to pay for these costs, or did the mobile phone network or insurance cover them? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have lost or had stolen their mobile phone in past 8 weeks and been charged for unauthorised use

Total	TV							INTERNET					
	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	2	-	-	-	1	1	2	2	2	1	1	2	1
Weighted Base	3*	**	**	**	2**	1**	3**	3**	3**	2**	2**	3**	2**
Paid all of the costs personally	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid some of the costs personally	3	-	-	-	2	1	3	3	3	2	2	3	2
Network paid all costs	-	-	-	-	-	-	-	-	-	-	-	-	-
Insurance paid all costs	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODE													
PAID ANY OF THE COSTS	3	-	-	-	2	1	3	3	3	2	2	3	2
	100%	100%	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.11B Did you have to pay for these costs, or did the mobile phone network or insurance cover them? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have lost or had stolen their mobile phone in past 8 weeks and been charged for unauthorised use

Total	Q.12 BILL SHOCK (8 WEEKS)						
	Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	2	-	-	-	-	-	-
Weighted Base	3*
Paid all of the costs personally	-	-	-	-	-	-	-
Paid some of the costs personally	3 100%	-	-	-	-	-	-
Network paid all costs	-	-	-	-	-	-	-
Insurance paid all costs	-	-	-	-	-	-	-
SUMMARY CODE							
PAID ANY OF THE COSTS	3 100%	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services?

Base: All responsible for any bills

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	929	441	488	75	139	144	142	128	172	129	164	228	191	346
Weighted Base	924	460	463	94*	159	170	170	140	110	80	175	294	190	265
Yes - Landline phone	7 1%	5 1%	2 1%	-	-	-	3 2%	4 3%	1 *	-	-	1 *	3 1%	3 1%
Yes - Mobile phone	22 2%	9 2%	13 3%	1 1%	11 7%eghi	2 1%	7 4%	1 1%	* *	-	5 3%	4 1%	5 3%	9 3%
Yes - Fixed broadband	3 *	1 *	1 *	1 1%	1 *	-	-	1 1%	-	-	-	-	-	3 1%
Yes - Mobile broadband	2 *	2 *	1 *	-	1 *	2 1%	-	-	-	-	-	-	-	2 1%
Yes - Pay TV	2 *	2 *	1 *	1 1%	-	-	-	1 1%	* *	-	-	* *	-	2 1%
Yes - Package of services (but don't know which service caused the high bill)	3 *	1 *	2 1%	1 1%	-	-	2 1%	-	* *	-	-	-	1 1%	2 1%
No - no unexpectedly high bills	871 94%	434 94%	437 94%	92 97%	146 92%	165 97%f	153 90%	131 93%	105 96%	79 98%df	165 94%	283 96%am	180 95%	243 92%
SUMMARY CODES														
MOBILE (PRE-PAY)	1 *	1 *	-	-	1 1%	-	-	-	-	-	1 1%	-	-	-
MOBILE (CONTRACT)	20 2%	8 2%	13 3%	1 1%	10 6%eghi	2 1%	7 4%	1 1%	* *	-	3 2%	4 1%	5 3%	9 3%
ANY BILL SHOCK	36 4%	17 4%	19 4%	3 3%	13 8%ehi	3 2%	11 7%i	5 3%	2 2%	* 1%	5 3%	5 2%	9 5%	18 7%k
NUMBER OF SERVICES EXPERIENCED BILL SHOCK														
EXPERIENCED ON 1 SERVICE (EXC. PACKAGE)	35 4%	16 3%	19 4%	2 2%	13 8%ehi	3 2%	11 7%i	3 2%	2 2%	* 1%	5 3%	5 2%	9 5%	16 6%k
EXPERIENCED ON 2 SERVICES (EXC. PACKAGE)	1 *	-	1 *	1 1%	-	-	-	-	-	-	-	-	-	1 *

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services?

Base: All responsible for any bills

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	929	441	488	75	139	144	142	128	172	129	164	228	191	346
Weighted Base	924	460	463	94*	159	170	170	140	110	80	175	294	190	265
EXPERIENCED ON 3 SERVICES (EXC. PACKAGE)	1	1	-	-	-	-	-	1	-	-	-	-	-	1
EXPERIENCED ON 4 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	1%	-	-	-	-	-	-
EXPERIENCED ON 5 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	16 2%	9 2%	7 1%	-	-	2 1%	6 4% ^d	5 3% ^d	2 2%	1 1%	6 3%	5 2%	1 *	4 2%
Mean number of services experienced bill shock	1.087	1.143	1.038	1.293	1.000	1.000	1.000	1.524	1.000	1.000	1.000	1.000	1.000	1.180
Standard Deviation	0.388	0.531	0.197	0.585	0.000	0.000	0.000	0.993	-	-	0.000	0.000	0.000	0.549
Error Variance	0.004	0.020	0.002	0.114	0.000	0.000	0.000	0.246	-	-	0.000	0.000	0.000	0.015

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services?

Base: All responsible for any bills

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/Divorced/Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	929	528	203	198	406	523	260	669	723	206	756	65	42	66
Weighted Base	924	541	223	160	498	426	297	627	731	192	776	84*	41*	23*
Yes - Landline phone	7 1%	3 1%	1 1%	3 2%	-	7 2% ^d	1 *	6 1%	6 1%	1 1%	4 *	2 3% ^j	1 3%	-
Yes - Mobile phone	22 2%	11 2%	5 2%	6 4%	16 3%	6 1%	14 5% ^g	8 1%	17 2%	4 2%	15 2%	4 4%	3 6%	* 2%
Yes - Fixed broadband	3 *	1 *	1 1%	-	1 *	2 *	1 *	2 *	2 *	1 *	1 *	1 1%	-	-
Yes - Mobile broadband	2 *	2 *	-	-	2 *	1 *	2 1%	-	2 *	-	2 *	-	-	-
Yes - Pay TV	2 *	2 *	1 *	-	-	2 1%	-	2 *	2 *	1 *	1 *	1 1%	-	-
Yes - Package of services (but don't know which service caused the high bill)	3 *	1 *	1 1%	1 1%	-	3 1%	2 1%	1 *	3 *	-	3 *	-	-	-
No - no unexpectedly high bills	871 94%	513 95%	210 94%	148 93%	473 95%	398 94%	269 91%	602 96% ^f	691 95%	180 94%	741 95% ^l	77 92% ^l	31 76%	22 98% ^l
SUMMARY CODES														
MOBILE (PRE-PAY)	1 *	-	1 1%	-	1 *	-	-	1 *	1 *	-	1 *	-	-	-
MOBILE (CONTRACT)	20 2%	11 2%	3 1%	6 4%	14 3%	6 1%	14 5% ^g	7 1%	16 2%	4 2%	14 2%	4 4%	3 6%	* 2%
ANY BILL SHOCK	36 4%	18 3%	9 4%	10 6%	18 4%	19 4%	20 7% ^g	16 3%	30 4%	6 3%	26 3%	6 7%	4 10%	* 2%
NUMBER OF SERVICES EXPERIENCED BILL SHOCK														
EXPERIENCED ON 1 SERVICE (EXC. PACKAGE)	35 4%	17 3%	8 3%	10 6%	18 4%	17 4%	20 7% ^g	14 2%	29 4%	6 3%	25 3%	5 6%	4 10%	* 2%

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services?

Base: All responsible for any bills

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separat ed (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	929	528	203	198	406	523	260	669	723	206	756	65	42	66
Weighted Base	924	541	223	160	498	426	297	627	731	192	776	84*	41*	23*
EXPERIENCED ON 2 SERVICES (EXC. PACKAGE)	1 *	- -	1 *	- -	- -	1 *	- -	1 *	- -	1 *	1 *	- -	- -	- -
EXPERIENCED ON 3 SERVICES (EXC. PACKAGE)	1 *	1 *	- -	- -	- -	1 *	- -	1 *	1 *	- -	- -	1 1%j	- -	- -
EXPERIENCED ON 4 SERVICES (EXC. PACKAGE)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
EXPERIENCED ON 5 SERVICES (EXC. PACKAGE)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Don't know	16 2%	10 2%	4 2%	2 1%	7 1%	9 2%	7 2%	9 1%	10 1%	6 3%	9 1%	1 1%	6 14%jkm	- -
Mean number of services experienced bill shock	1.087	1.133	1.088	1.000	1.000	1.170	1.000	1.196	1.081	1.116	1.029	1.409	1.000	1.000
Standard Deviation	0.388	0.513	0.301	0.000	0.000	0.535	0.000	0.572	0.401	0.348	0.170	0.884	0.000	-
Error Variance	0.004	0.014	0.013	0.000	0.000	0.014	0.000	0.019	0.006	0.015	0.001	0.195	0.000	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services?

Base: All responsible for any bills

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	929	38	102	75	88	75	85	85	129	79	42	65	66
Weighted Base	924	38*	100*	83*	90*	63*	87*	84*	145	84*	41*	84*	23*
Yes - Landline phone	7 1%	-	1 1%	-	1 1%	-	-	2 2%	-	-	1 3%	2 3%	-
Yes - Mobile phone	22 2%	1 3%	3 3%	1 1%	3 3%	1 1%	1 2%	3 3%	1 1%	1 1%	3 6%	4 4%	* 2%
Yes - Fixed broadband	3 *	-	-	-	1 1%	-	1 1%	-	-	-	-	1 1%	-
Yes - Mobile broadband	2 *	-	-	2 2%	-	-	1 1%	-	-	-	-	-	-
Yes - Pay TV	2 *	-	-	-	-	-	1 1%	-	-	-	-	1 1%	-
Yes - Package of services (but don't know which service caused the high bill)	3 *	-	1 1%	-	-	1 1%	-	* 1%	1 1%	-	-	-	-
No - no unexpectedly high bills	871 94%	36 97%j	93 93%j	81 97%j	84 93%j	61 97%j	82 94%j	80 94%j	141 97%j	83 99%j	31 76%	77 92%j	22 98%j
SUMMARY CODES													
MOBILE (PRE-PAY)	1 *	-	-	-	-	-	1 2%	-	-	-	-	-	-
MOBILE (CONTRACT)	20 2%	1 3%	3 3%	1 1%	3 3%	1 1%	-	3 3%	1 1%	1 1%	3 6%f	4 4%	* 2%
ANY BILL SHOCK	36 4%	1 3%	5 5%	2 3%	4 4%	1 2%	3 4%	5 6%	3 2%	1 1%	4 10%h	6 7%	* 2%
NUMBER OF SERVICES EXPERIENCED BILL SHOCK													
EXPERIENCED ON 1 SERVICE (EXC. PACKAGE)	35 4%	1 3%	5 5%	2 3%	4 4%	1 2%	2 3%	5 6%	3 2%	1 1%	4 10%h	5 6%	* 2%
EXPERIENCED ON 2 SERVICES (EXC. PACKAGE)	1 *	-	-	-	-	-	1 1%	-	-	-	-	-	-

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services?

Base: All responsible for any bills

	GOVERNMENT REGIONS												
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	929	38	102	75	88	75	85	85	129	79	42	65	66
Weighted Base	924	38*	100*	83*	90*	63*	87*	84*	145	84*	41*	84*	23*
EXPERIENCED ON 3 SERVICES (EXC. PACKAGE)	1	-	-	-	-	-	-	-	-	-	-	1	-
EXPERIENCED ON 4 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	1%	-
EXPERIENCED ON 5 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	16 2%	-	2 2%	-	2 2%	1 1%	2 2%	-	2 1%	-	6 14% ijkl	1 1%	-
Mean number of services experienced bill shock	1.087	1.000	1.000	1.000	1.000	1.000	1.230	1.000	1.000	1.000	1.000	1.409	1.000
Standard Deviation	0.388	-	0.000	0.000	0.000	-	0.506	0.000	0.000	-	0.000	0.884	-
Error Variance	0.004	-	0.000	0.000	0.000	-	0.064	0.000	0.000	-	0.000	0.195	-

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services?
 Base: All responsible for any bills

	Q.12/3 PHONES OWN								Q.3/5A BILLS RESPONSIBLE FOR							
	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)	
Unweighted Base	929	782	286	489	726	607	175	119	705	256	445	653	587	124	409	929
Weighted Base	924	808	253	546	713	625	183	88*	729	226	498	630	616	138	414	924
Yes - Landline phone	7 1%	7 1%	5 2%	2 *	7 1%	7 1%	- -	*	3 *	3 1%j	- -	7 1%j	2 *	- -	4 1%	7 1%
Yes - Mobile phone	22 2%	22 3%	1 1%	20 4%b	13 2%	13 2%	9 5%bdg	-	22 3%	1 1%	20 4%ik	10 2%	11 2%	5 4%	9 2%	22 2%
Yes - Fixed broadband	3 *	3 *	2 1%	1 *	2 *	2 *	1 *	-	1 *	1 *	1 *	2 *	3 *	- *	2 *	3 *
Yes - Mobile broadband	2 *	1 *	- -	1 *	- -	- -	1 *	-	- -	- -	- -	1 *	2 2%hjkino	- -	2 *	2 *
Yes - Pay TV	2 *	2 *	1 *	1 *	1 *	1 1%	- -	-	1 *	- -	1 *	2 *	- -	2 1%	2 *	2 *
Yes - Package of services (but don't know which service caused the high bill)	3 *	3 *	1 *	2 *	3 *	3 *	- -	*	3 *	1 *	2 *	2 *	1 *	1 1%	2 1%	3 *
No - no unexpectedly high bills	871 94%	764 95%	243 96%	512 94%	676 95%	594 95%	171 93%	83 94%	691 95%	217 96%	468 94%	598 95%	587 95%	130 94%	391 94%	871 94%
SUMMARY CODES																
MOBILE (PRE-PAY)	1 *	1 *	1 1%	- -	- -	- -	1 1%de	-	1 *	1 1%	- -	- -	- -	- -	- -	1 *
MOBILE (CONTRACT)	20 2%	20 3%b	- -	20 4%b	13 2%b	13 2%b	7 4%b	-	20 3%i	- -	20 4%ik	10 2%	11 2%	5 4%i	9 2%i	20 2%i
ANY BILL SHOCK	36 4%	34 4%	7 3%	26 5%	24 3%	23 4%	11 6%	1 1%	30 4%	6 3%	23 5%	21 3%	17 3%	8 6%	16 4%	36 4%
NUMBER OF SERVICES EXPERIENCED BILL SHOCK																
EXPERIENCED ON 1 SERVICE (EXC. PACKAGE)	35 4%	32 4%	6 2%	26 5%	23 3%	22 4%	10 5%	1 1%	29 4%	6 3%	23 5%	20 3%	15 3%	8 6%	14 3%	35 4%
EXPERIENCED ON 2 SERVICES (EXC. PACKAGE)	1 *	1 *	- -	1 *	- -	- -	1 *	-	1 *	- -	1 *	- -	1 *	- -	1 *	1 *

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services?

Base: All responsible for any bills

	Q.12/3 PHONES OWN								Q.3/5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	929	782	286	489	726	607	175	119	705	256	445	653	587	124	409	929
Weighted Base	924	808	253	546	713	625	183	88*	729	226	498	630	616	138	414	924
EXPERIENCED ON 3 SERVICES (EXC. PACKAGE)	1	1	1	-	1	1	-	-	-	-	-	1	1	-	1	1
EXPERIENCED ON 4 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
EXPERIENCED ON 5 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	16	10	2	7	13	8	2	5	8	2	6	12	11	-	7	16
	2%	1%	1%	1%	2%	1%	1%	5%abcde	1%	1%	1%	2%	2%	-	2%	2%
Mean number of services experienced bill shock	1.087	1.094	1.326	1.028	1.100	1.104	1.071	1.000	1.025	1.000	1.032	1.116	1.183	1.000	1.196	1.087
Standard Deviation	0.388	0.402	0.794	0.169	0.445	0.454	0.270	-	0.159	0.000	0.180	0.480	0.554	0.000	0.572	0.388
Error Variance	0.004	0.005	0.090	0.001	0.008	0.009	0.008	-	0.001	0.000	0.001	0.010	0.015	0.000	0.020	0.004

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n/o
 * small base



Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services?
Base: All responsible for any bills

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	929	386	388	387	43	534	403	898	699	682	271	371	723	349
Weighted Base	924	397	356	355	42*	551	370	887	743	727	306	422	772	412
Yes - Landline phone	7 1%	3 1%	4 1%	4 1%	- -	4 1%	4 1%	7 1%	6 1%	6 1%	1 *	- -	6 1%	1 *
Yes - Mobile phone	22 2%	9 2%	6 2%	6 2%	1 2%	14 3%	7 2%	22 2%	19 2%	16 2%	8 2%	16 4%	22 3%	10 2%
Yes - Fixed broadband	3 *	- *	1 *	1 *	1 2%a	2 *	1 *	3 *	3 *	3 *	- *	1 *	3 *	1 *
Yes - Mobile broadband	2 *	- *	- *	- *	- *	1 *	- *	2 *	2 *	2 *	1 *	2 *	2 *	2 *
Yes - Pay TV	2 *	- *	- *	- *	1 3%abcfg	2 *	- *	2 *	2 *	2 *	- *	1 *	2 *	1 *
Yes - Package of services (but don't know which service caused the high bill)	3 *	1 *	1 *	1 *	1 3%abcfg	3 1%	1 *	3 *	3 *	3 *	- *	- *	3 *	- *
No - no unexpectedly high bills	871 94%	376 95%	340 96%	339 96%	37 89%	517 94%	354 96%	835 94%	701 94%	687 95%	295 96%	399 94%	727 94%	394 96%
SUMMARY CODES														
MOBILE (PRE-PAY)	1 *	- *	- *	- *	- *	1 *	- *	1 *	1 *	1 *	- *	- *	1 *	- *
MOBILE (CONTRACT)	20 2%	9 2%	6 2%	6 2%	1 2%	13 2%	7 2%	20 2%	17 2%	14 2%	8 2%	16 4%	20 3%	10 2%
ANY BILL SHOCK	36 4%	13 3%	11 3%	11 3%	3 7%	23 4%	12 3%	36 4%	32 4%	29 4%	9 3%	19 4%	35 4%	14 3%
NUMBER OF SERVICES EXPERIENCED BILL SHOCK														
EXPERIENCED ON 1 SERVICE (EXC. PACKAGE)	35 4%	13 3%	11 3%	11 3%	2 6%	21 4%	12 3%	35 4%	30 4%	27 4%	9 3%	18 4%	33 4%	13 3%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base



Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services?
Base: All responsible for any bills

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	929	386	388	387	43	534	403	898	699	682	271	371	723	349
Weighted Base	924	397	356	355	42*	551	370	887	743	727	306	422	772	412
EXPERIENCED ON 2 SERVICES (EXC. PACKAGE)	1	-	-	-	1	1	-	1	1	1	-	1	1	1
	*	-	-	-	2%abcfg	*	-	*	*	*	-	*	*	*
EXPERIENCED ON 3 SERVICES (EXC. PACKAGE)	1	-	-	-	-	1	-	1	1	1	-	-	1	-
	*	-	-	-	-	*	-	*	*	*	-	-	*	-
EXPERIENCED ON 4 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
EXPERIENCED ON 5 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	16	8	4	4	1	11	4	15	11	11	1	5	11	5
	2%	2%	1%	1%	3%	2%	1%	2%	1%	2%	*	1%	1%	1%
Mean number of services experienced bill shock	1.087	1.000	1.000	1.000	1.243	1.136	1.000	1.087	1.101	1.111	1.000	1.040	1.092	1.055
Standard Deviation	0.388	0.000	0.000	0.000	0.523	0.481	0.000	0.388	0.417	0.436	0.000	0.200	0.398	0.237
Error Variance	0.004	0.000	0.000	0.000	0.068	0.010	0.000	0.004	0.005	0.007	0.000	0.002	0.005	0.004

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base



Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services?

Base: All responsible for any bills

	Total	Q.12 BILL SHOCK (8 WEEKS)						
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	929	7	20	3	2	3	4	36
Weighted Base	924	7**	22**	3**	2**	2**	3**	36*
Yes - Landline phone	7	7	-	1	-	1	-	7
	1%	100%	-	47%	-	50%	-	21%
Yes - Mobile phone	22	-	22	-	-	-	-	22
	2%	-	100%	-	-	-	-	59%
Yes - Fixed broadband	3	1	-	3	-	2	-	3
	*	16%	-	100%	-	81%	-	7%
Yes - Mobile broadband	2	-	-	-	2	-	-	2
	*	-	-	-	100%	-	-	6%
Yes - Pay TV	2	1	-	2	-	2	-	2
	*	16%	-	76%	-	100%	-	7%
Yes - Package of services (but don't know which service caused the high bill)	3	-	-	-	-	-	3	3
	*	-	-	-	-	-	100%	9%
No - no unexpectedly high bills	871	-	-	-	-	-	-	-
	94%	-	-	-	-	-	-	-
SUMMARY CODES								
MOBILE (PRE-PAY)	1	-	1	-	-	-	-	1
	*	-	7%	-	-	-	-	4%
MOBILE (CONTRACT)	20	-	20	-	-	-	-	20
	2%	-	93%	-	-	-	-	55%
ANY BILL SHOCK	36	7	22	3	2	2	3	36
	4%	100%	100%	100%	100%	100%	100%	100%
NUMBER OF SERVICES EXPERIENCED BILL SHOCK								
EXPERIENCED ON 1 SERVICE (EXC. PACKAGE)	35	6	22	1	2	*	3	35
	4%	84%	100%	24%	100%	19%	100%	95%
EXPERIENCED ON 2 SERVICES (EXC. PACKAGE)	1	-	-	1	-	1	-	1
	*	-	-	29%	-	31%	-	2%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services?

Base: All responsible for any bills

	Total	Q.12 BILL SHOCK (8 WEEKS)						
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	929	7	20	3	2	3	4	36
Weighted Base	924	7**	22**	3**	2**	2**	3**	36*
EXPERIENCED ON 3 SERVICES (EXC. PACKAGE)	1	1	-	1	-	1	-	1
	*	16%	-	47%	-	50%	-	3%
EXPERIENCED ON 4 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-
EXPERIENCED ON 5 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-
Don't know	16 2%	-	-	-	-	-	-	-
Mean number of services experienced bill shock	1.087	1.326	1.000	2.239	1.000	2.316	1.000	1.087
Standard Deviation	0.388	0.793	0.000	1.034	0.000	1.005	0.000	0.388
Error Variance	0.004	0.090	0.000	0.356	0.000	0.336	0.000	0.004

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers responsible for any bills

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	489	239	250	53	104	105	98	61	50	18	100	141	112	136
Weighted Base	546	282	264	68*	123*	128*	121*	66*	30*	10**	117*	197	120*	112
Yes - Landline phone	2	2	-	-	-	-	1	1	-	-	-	1	-	1
	*	1%	-	-	-	-	1%	2%	-	-	-	1%	-	1%
Yes - Mobile phone	20	8	13	1	10	2	7	1	*	-	3	4	5	9
	4%	3%	5%	1%	8%e	1%	6%	1%	2%	-	3%	2%	4%	8%k
Yes - Fixed broadband	1	-	1	1	-	-	-	-	-	-	-	-	-	1
	*	-	*	1%	-	-	-	-	-	-	-	-	-	1%
Yes - Mobile broadband	1	-	1	-	1	-	-	-	-	-	-	-	-	1
	*	-	*	-	*	-	-	-	-	-	-	-	-	1%
Yes - Pay TV	1	*	1	1	-	-	-	-	*	-	-	*	-	1
	*	*	*	1%	-	-	-	-	2%	-	-	*	-	1%
Yes - Package of services (but don't know which service caused the high bill)	2	-	2	1	-	-	1	-	-	-	-	-	1	1
	*	-	1%	2%	-	-	1%	-	-	-	-	-	1%	1%
No - no unexpectedly high bills	512	267	246	66	113	124	111	60	29	10	110	190	113	99
	94%	94%	93%	96%	91%	97%	92%	90%	97%	100%	94%	97%am	94%	88%
SUMMARY CODES														
MOBILE (PRE-PAY)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MOBILE (CONTRACT)	20	8	13	1	10	2	7	1	*	-	3	4	5	9
	4%	3%	5%	1%	8%e	1%	6%	1%	2%	-	3%	2%	4%	8%k
ANY BILL SHOCK	26	11	16	3	11	2	9	2	1	-	3	5	6	12
	5%	4%	6%	4%	9%e	1%	7%e	3%	3%	-	3%	3%	5%	11%jk
NUMBER OF SERVICES EXPERIENCED BILL SHOCK														
EXPERIENCED ON 1 SERVICE (EXC. PACKAGE)	26	11	15	2	11	2	9	2	1	-	3	5	6	11
	5%	4%	6%	3%	9%e	1%	7%e	3%	3%	-	3%	3%	5%	10%jk
EXPERIENCED ON 2 SERVICES (EXC. PACKAGE)	1	-	1	1	-	-	-	-	-	-	-	-	-	1
	*	-	*	1%	-	-	-	-	-	-	-	-	-	1%

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers responsible for any bills

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	489	239	250	53	104	105	98	61	50	18	100	141	112	136
Weighted Base	546	282	264	68*	123*	128*	121*	66*	30*	10**	117*	197	120*	112
EXPERIENCED ON 3 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
EXPERIENCED ON 4 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
EXPERIENCED ON 5 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	7 1%	5 2%	2 1%	-	-	2 2%	1 1%	5 7% ^{df}	-	-	4 3%	1 1%	1 1%	1 1%
Mean number of services experienced bill shock	1.028	1.000	1.047	1.293	1.000	1.000	1.000	1.000	1.000	-	1.000	1.000	1.000	1.062
Standard Deviation	0.169	0.000	0.219	0.585	0.000	-	0.000	0.000	-	-	0.000	0.000	0.000	0.253
Error Variance	0.001	0.000	0.003	0.114	0.000	-	0.000	0.000	-	-	0.000	0.000	0.000	0.005

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers responsible for any bills

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	489	306	113	70	299	190	183	306	387	102	393	38	21	37
Weighted Base	546	347	137*	62*	372	174	216	330	440	106*	455	53*	24**	14*
Yes - Landline phone	2	1	-	1	-	2	-	2	2	-	1	1	-	-
	*	*	-	2%	-	1%d	-	1%	1%	-	*	2%	-	-
Yes - Mobile phone	20	11	3	6	14	6	14	7	16	4	14	4	3	*
	4%	3%	2%	9%ab	4%	4%	6%g	2%	4%	4%	3%	7%	11%	3%
Yes - Fixed broadband	1	-	1	-	-	1	-	1	-	1	1	-	-	-
	*	-	1%	-	-	*	-	*	-	1%	*	-	-	-
Yes - Mobile broadband	1	1	-	-	-	1	1	-	1	-	1	-	-	-
	*	*	-	-	-	*	*	-	*	-	*	-	-	-
Yes - Pay TV	1	*	1	-	-	1	-	1	*	1	1	-	-	-
	*	*	1%	-	-	1%	-	*	*	1%	*	-	-	-
Yes - Package of services (but don't know which service caused the high bill)	2	-	1	1	-	2	2	-	2	-	2	-	-	-
	*	-	1%	1%a	-	1%	1%	-	*	-	*	-	-	-
No - no unexpectedly high bills	512	329	130	54	354	158	196	316	416	96	434	48	17	13
	94%	95%c	95%	86%	95%	91%	91%	96%f	95%	91%	95%	91%	70%	97%
SUMMARY CODES														
MOBILE (PRE-PAY)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MOBILE (CONTRACT)	20	11	3	6	14	6	14	7	16	4	14	4	3	*
	4%	3%	2%	9%ab	4%	4%	6%g	2%	4%	4%	3%	7%	11%	3%
ANY BILL SHOCK	26	14	5	8	14	12	16	10	21	5	19	5	3	*
	5%	4%	4%	13%ab	4%	7%	7%	3%	5%	5%	4%	9%	11%	3%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers responsible for any bills

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	
Unweighted Base	489	306	113	70	299	190	183	306	387	102	393	38	21	37
Weighted Base	546	347	137*	62*	372	174	216	330	440	106*	455	53*	24**	14*
NUMBER OF SERVICES EXPERIENCED BILL SHOCK														
EXPERIENCED ON 1 SERVICE (EXC. PACKAGE)	26 5%	14 4%	4 3%	8 13% ^{ab}	14 4%	12 7%	16 7% ^g	10 3%	21 5%	4 4%	18 4%	5 9%	3 11%	* 3%
EXPERIENCED ON 2 SERVICES (EXC. PACKAGE)	1 *	-	1 1%	-	-	1 *	-	1 *	-	1 1%	-	-	-	-
EXPERIENCED ON 3 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
EXPERIENCED ON 4 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
EXPERIENCED ON 5 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	7 1%	5 1%	2 1%	1 1%	4 1%	3 2%	4 2%	3 1%	3 1%	5 4% ^h	3 1%	-	5 19%	-
Mean number of services experienced bill shock	1.028	1.000	1.149	1.000	1.000	1.060	1.000	1.072	1.000	1.146	1.040	1.000	1.000	1.000
Standard Deviation	0.169	0.000	0.399	0.000	0.000	0.248	0.000	0.271	0.000	0.393	0.202	0.000	0.000	-
Error Variance	0.001	0.000	0.040	0.000	0.000	0.005	0.000	0.007	0.000	0.022	0.002	0.000	0.000	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Consumer Complaints Study - Wave 7 (QS9331 - 183427)

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers responsible for any bills

	GOVERNMENT REGIONS												
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	489	19	55	41	46	39	48	46	65	34	21	38	37
Weighted Base	546	21**	60*	52*	52*	36*	55*	50*	83*	46*	24**	53*	14*
Yes - Landline phone	2	-	1	-	-	-	-	-	-	-	-	1	-
	*	-	2%	-	-	-	-	-	-	-	-	2%	-
Yes - Mobile phone	20	1	3	1	3	1	-	3	1	1	3	4	*
	4%	6%	5%	2%	6%	2%	-	5%	2%	3%	11%	7%	3%
Yes - Fixed broadband	1	-	-	-	-	-	1	-	-	-	-	-	-
	*	-	-	-	-	-	1%	-	-	-	-	-	-
Yes - Mobile broadband	1	-	-	-	-	-	1	-	-	-	-	-	-
	*	-	-	-	-	-	1%	-	-	-	-	-	-
Yes - Pay TV	1	-	-	-	-	-	1	-	-	-	-	-	-
	*	-	-	-	-	-	2%	-	-	-	-	-	-
Yes - Package of services (but don't know which service caused the high bill)	2	-	-	-	-	1	-	-	1	-	-	-	-
	*	-	-	-	-	2%	-	-	1%	-	-	-	-
No - no unexpectedly high bills	512	20	56	51	49	35	51	48	80	45	17	48	13
	94%	94%	93%	98%	94%	96%	93%	95%	96%	97%	70%	91%	97%
SUMMARY CODES													
MOBILE (PRE-PAY)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
MOBILE (CONTRACT)	20	1	3	1	3	1	-	3	1	1	3	4	*
	4%	6%	5%	2%	6%	2%	-	5%	2%	3%	11%	7%	3%
ANY BILL SHOCK	26	1	4	1	3	1	2	3	3	1	3	5	*
	5%	6%	7%	2%	6%	4%	3%	5%	3%	3%	11%	9%	3%
NUMBER OF SERVICES EXPERIENCED BILL SHOCK													
EXPERIENCED ON 1 SERVICE (EXC. PACKAGE)	26	1	4	1	3	1	1	3	3	1	3	5	*
	5%	6%	7%	2%	6%	4%	2%	5%	3%	3%	11%	9%	3%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Consumer Complaints Study - Wave 7 (QS9331 - 183427)

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers responsible for any bills

	GOVERNMENT REGIONS												
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	489	19	55	41	46	39	48	46	65	34	21	38	37
Weighted Base	546	21**	60*	52*	52*	36*	55*	50*	83*	46*	24**	53*	14*
EXPERIENCED ON 2 SERVICES (EXC. PACKAGE)	1	-	-	-	-	-	1	-	-	-	-	-	-
EXPERIENCED ON 3 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	1%	-	-	-	-	-	-
EXPERIENCED ON 4 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-
EXPERIENCED ON 5 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	7 1%	-	-	-	-	-	2 4%	-	1 1%	-	5 19%	-	-
Mean number of services experienced bill shock	1.028	1.000	1.000	1.000	1.000	1.000	1.413	1.000	1.000	1.000	1.000	1.000	1.000
Standard Deviation	0.169	-	0.000	-	0.000	-	-	0.000	0.000	-	0.000	0.000	-
Error Variance	0.001	-	0.000	-	0.000	-	-	0.000	0.000	-	0.000	0.000	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers responsible for any bills

	Q.12.3 PHONES OWN							Q.3.5A BILLS RESPONSIBLE FOR								
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	489	489	-	489	382	382	107	-	445	-	445	332	364	92	244	489
Weighted Base	546	546	**	546	423	423	123*	**	498	**	498	364	405	103*	268	546
Yes - Landline phone	2	2	-	2	2	2	-	-	-	-	-	2	1	-	2	2
	*	*	-	*	1%	1%	-	-	-	-	-	1%	*	-	1%	*
Yes - Mobile phone	20	20	-	20	13	13	7	-	20	-	20	10	11	5	9	20
	4%	4%	-	4%	3%	3%	6%	-	4%	-	4%	3%	3%	5%	3%	4%
Yes - Fixed broadband	1	1	-	1	-	-	1	-	1	-	1	-	1	-	1	1
	*	*	-	*	-	-	1%	-	*	-	*	-	*	-	*	*
Yes - Mobile broadband	1	1	-	1	-	-	1	-	-	-	-	-	1	1	-	1
	*	*	-	*	-	-	*	-	-	-	-	-	*	1%	*	*
Yes - Pay TV	1	1	-	1	-	-	1	-	1	-	1	-	1	-	1	1
	*	*	-	*	-	-	1%	-	*	-	*	-	*	-	*	*
Yes - Package of services (but don't know which service caused the high bill)	2	2	-	2	2	2	-	-	2	-	2	2	1	1	1	2
	*	*	-	*	*	*	-	-	*	-	*	1%	*	1%	*	*
No - no unexpectedly high bills	512	512	-	512	400	400	112	-	468	-	468	344	383	96	250	512
	94%	94%	-	94%	94%	94%	91%	-	94%	-	94%	94%	95%	94%	93%	94%
SUMMARY CODES																
MOBILE (PRE-PAY)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MOBILE (CONTRACT)	20	20	-	20	13	13	7	-	20	-	20	10	11	5	9	20
	4%	4%	-	4%	3%	3%	6%	-	4%	-	4%	3%	3%	5%	3%	4%
ANY BILL SHOCK	26	26	-	26	17	17	9	-	23	-	23	15	15	7	14	26
	5%	5%	-	5%	4%	4%	7%	-	5%	-	5%	4%	4%	6%	5%	5%
NUMBER OF SERVICES EXPERIENCED BILL SHOCK																
EXPERIENCED ON 1 SERVICE (EXC. PACKAGE)	26	26	-	26	17	17	8	-	23	-	23	15	14	7	13	26
	5%	5%	-	5%	4%	4%	7%	-	5%	-	5%	4%	4%	6%	5%	5%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers responsible for any bills

	Q.12.3 PHONES OWN							Q.3.5A BILLS RESPONSIBLE FOR								
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	489	489	-	489	382	382	107	-	445	-	445	332	364	92	244	489
Weighted Base	546	546	**	546	423	423	123*	**	498	**	498	364	405	103*	268	546
EXPERIENCED ON 2 SERVICES (EXC. PACKAGE)	1	1	-	1	-	-	1	-	1	-	1	-	1	-	1	1
EXPERIENCED ON 3 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-
EXPERIENCED ON 4 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
EXPERIENCED ON 5 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	7	7	-	7	6	6	1	-	6	-	6	5	7	-	5	7
	1%	1%	-	1%	1%	1%	1%	-	1%	-	1%	1%	2%	-	2%	1%
Mean number of services experienced bill shock	1.028	1.028	-	1.028	1.000	1.000	1.082	-	1.032	-	1.032	1.000	1.049	1.000	1.055	1.028
Standard Deviation	0.169	0.169	-	0.169	0.000	0.000	0.291	-	0.180	-	0.180	0.000	0.224	0.000	0.236	0.169
Error Variance	0.001	0.001	-	0.001	0.000	0.000	0.011	-	0.001	-	0.001	0.000	0.003	0.000	0.004	0.001

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Consumer Complaints Study - Wave 7 (QS9331 - 183427)

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers responsible for any bills

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	489	234	158	157	25	318	165	469	435	431	200	297	452	277
Weighted Base	546	260	177	176	24**	353	185	524	491	487	227	341	512	331
Yes - Landline phone	2	2	-	-	-	2	-	2	2	2	1	-	2	1
	*	1%	-	-	-	1%	-	*	1%	1%	-	-	*	*
Yes - Mobile phone	20	9	6	6	1	13	7	20	17	14	8	16	20	10
	4%	4%	3%	3%	3%	4%	4%	4%	3%	3%	3%	5%	4%	3%
Yes - Fixed broadband	1	-	-	-	1	1	-	1	1	1	-	1	1	1
	*	-	-	-	3%	*	-	*	*	*	-	*	*	*
Yes - Mobile broadband	1	-	-	-	-	1	-	1	1	1	1	-	1	-
	*	-	-	-	-	*	-	*	*	*	-	*	*	-
Yes - Pay TV	1	-	-	-	1	1	-	1	1	1	-	1	1	1
	*	-	-	-	5%	*	-	*	*	*	-	*	*	*
Yes - Package of services (but don't know which service caused the high bill)	2	1	-	-	1	2	-	2	2	2	-	-	2	-
	*	*	-	-	5%	1%	-	*	*	*	-	-	*	-
No - no unexpectedly high bills	512	242	171	170	20	328	178	490	461	460	216	319	479	315
	94%	93%	97%	97%	82%	93%	96%	94%	94%	94%	95%	94%	94%	95%
SUMMARY CODES														
MOBILE (PRE-PAY)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MOBILE (CONTRACT)	20	9	6	6	1	13	7	20	17	14	8	16	20	10
	4%	4%	3%	3%	3%	4%	4%	4%	3%	3%	3%	5%	4%	3%
ANY BILL SHOCK	26	12	6	6	3	19	7	26	23	21	9	17	26	12
	5%	5%	3%	3%	13%	5%	4%	5%	5%	4%	4%	5%	5%	4%
NUMBER OF SERVICES EXPERIENCED BILL SHOCK														
EXPERIENCED ON 1 SERVICE (EXC. PACKAGE)	26	12	6	6	2	18	7	26	23	20	9	16	26	11
	5%	5%	3%	3%	10%	5%	4%	5%	5%	4%	4%	5%	5%	3%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers responsible for any bills

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	489	234	158	157	25	318	165	469	435	431	200	297	452	277
Weighted Base	546	260	177	176	24**	353	185	524	491	487	227	341	512	331
EXPERIENCED ON 2 SERVICES (EXC. PACKAGE)	1	-	-	-	1	1	-	1	1	-	-	1	1	1
	*	-	-	-	3%	*	-	*	*	-	-	*	*	*
EXPERIENCED ON 3 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
EXPERIENCED ON 4 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
EXPERIENCED ON 5 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	7	5	-	-	1	7	-	7	7	7	1	5	7	5
	1%	2%	-	-	6%	2%	-	1%	1%	1%	1%	1%	1%	1%
Mean number of services experienced bill shock	1.028	1.000	1.000	1.000	1.243	1.039	1.000	1.028	1.032	1.036	1.000	1.043	1.028	1.063
Standard Deviation	0.169	0.000	0.000	0.000	0.523	0.200	0.000	0.169	0.180	0.192	0.000	0.210	0.169	0.253
Error Variance	0.001	0.000	0.000	0.000	0.068	0.002	0.000	0.001	0.001	0.002	0.000	0.003	0.001	0.005

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers responsible for any bills

	Q.12 BILL SHOCK (8 WEEKS)							
	Total	Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	489	2	19	1	1	2	2	26
Weighted Base	546	2**	20**	1**	1**	1**	2**	26**
Yes - Landline phone	2	2	-	-	-	-	-	2
*		100%	-	-	-	-	-	9%
Yes - Mobile phone	20	-	20	-	-	-	-	20
4%		-	100%	-	-	-	-	76%
Yes - Fixed broadband	1	-	-	1	-	1	-	1
*		-	-	100%	-	62%	-	3%
Yes - Mobile broadband	1	-	-	-	1	-	-	1
*		-	-	-	100%	-	-	2%
Yes - Pay TV	1	-	-	1	-	1	-	1
*		-	-	100%	-	100%	-	5%
Yes - Package of services (but don't know which service caused the high bill)	2	-	-	-	-	-	2	2
*		-	-	-	-	-	100%	7%
No - no unexpectedly high bills	512	-	-	-	-	-	-	-
94%		-	-	-	-	-	-	-
SUMMARY CODES								
MOBILE (PRE-PAY)	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-
MOBILE (CONTRACT)	20	-	20	-	-	-	-	20
4%		-	100%	-	-	-	-	76%
ANY BILL SHOCK	26	2	20	1	1	1	2	26
5%		100%	100%	100%	100%	100%	100%	100%
NUMBER OF SERVICES EXPERIENCED BILL SHOCK								
EXPERIENCED ON 1 SERVICE (EXC. PACKAGE)	26	2	20	-	1	*	2	26
5%		100%	100%	-	100%	38%	100%	97%
EXPERIENCED ON 2 SERVICES (EXC. PACKAGE)	1	-	-	1	-	1	-	1
*		-	-	100%	-	62%	-	3%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers responsible for any bills

	Q.12 BILL SHOCK (8 WEEKS)							
	Total	Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	489	2	19	1	1	2	2	26
Weighted Base	546	2**	20**	1**	1**	1**	2**	26**
EXPERIENCED ON 3 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-
EXPERIENCED ON 4 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-
EXPERIENCED ON 5 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-
Don't know	7	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-
Mean number of services experienced bill shock	1.028	1.000	1.000	2.000	1.000	1.621	1.000	1.028
Standard Deviation	0.169	0.000	0.000	-	-	-	-	0.169
Error Variance	0.001	0.000	0.000	-	-	-	-	0.001

Q.13Aii Using this list approximately how much more than usual was the monthly bill for your landline phone the last time it was higher than you expected?

Base: All who have received an unexpectedly high landline bill in the past 8 weeks

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	7	4	3	-	-	-	2	3	1	1	-	1	2	4
Weighted Base	7*	5**	2**	3**	4**	1**	3**	3**	
Up to £5	(2.5)	1	1	-	-	-	1	-	-	-	-	1	-	
	20%	-	60%	-	-	-	54%	-	-	-	-	53%	-	
£6-£10	(8.0)	1	-	-	-	-	1	-	-	-	1	-	-	
	17%	25%	-	-	-	-	46%	-	-	-	100%	-	-	
£11-£20	(15.5)	1	1	-	-	-	-	-	1	-	-	-	1	
	13%	-	40%	-	-	-	-	-	100%	100%	-	-	29%	
£21-£30	(25.5)	1	-	-	-	-	-	1	-	-	-	-	1	
	16%	1	-	-	-	-	-	32%	-	-	-	-	36%	
£31-£40	(35.5)	1	-	-	-	-	-	1	-	-	-	1	-	
	18%	1	-	-	-	-	-	35%	-	-	-	47%	-	
£41-£50	(45.5)	-	-	-	-	-	-	-	-	-	-	-	-	
£51-£60	(55.5)	-	-	-	-	-	-	-	-	-	-	-	-	
£61-£70	(65.5)	-	-	-	-	-	-	-	-	-	-	-	-	
£71-£80	(75.5)	-	-	-	-	-	-	-	-	-	-	-	-	
£81-£90	(85.5)	-	-	-	-	-	-	-	-	-	-	-	-	
£91-£100	(95.5)	-	-	-	-	-	-	-	-	-	-	-	-	
More than £100	(100)	1	-	-	-	-	-	1	-	-	-	-	1	
	16%	1	-	-	-	-	-	32%	-	-	-	-	36%	
Av number	30.592	41.830	7.707	-	-	-	5.031	53.161	15.500	15.500	-	8.000	18.090	49.127
Standard Deviation	35.053	38.450	8.263	-	-	-	3.441	38.156	-	-	-	-	20.547	45.189
Error Variance	75.528	369.603	22.761	-	-	-	5.921	485.294	-	-	-	-	211.088	510.520

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Consumer Complaints Study - Wave 7 (QS9331 - 183427)

Q.13Aii) Using this list approximately how much more than usual was the monthly bill for your landline phone the last time it was higher than you expected?

Base: All who have received an unexpectedly high landline bill in the past 8 weeks

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/Divorced/Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	7	4	1	2	-	7	1	6	6	1	4	2	1	-
Weighted Base	7*	3**	1**	3**	**	7**	1**	6**	6**	1**	4**	2**	1**	**
Up to £5	(2.5)	1	1	-	-	1	1	-	1	-	1	-	-	-
		20%	100%	-	-	20%	100%	-	24%	-	40%	-	-	-
£6-£10	(8.0)	1	-	-	-	1	-	1	1	-	1	-	-	-
		17%	36%	-	-	17%	-	21%	20%	-	34%	-	-	-
£11-£20	(15.5)	1	-	-	-	1	-	1	1	-	1	-	-	-
		13%	28%	-	-	13%	-	16%	16%	-	27%	-	-	-
£21-£30	(25.5)	1	-	-	-	1	-	1	1	-	-	1	-	-
		16%	35%	-	-	16%	-	20%	20%	-	-	50%	-	-
£31-£40	(35.5)	1	-	1	-	1	-	1	-	1	-	-	1	-
		18%	-	52%	-	18%	-	22%	-	100%	-	-	100%	-
£41-£50	(45.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£51-£60	(55.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£61-£70	(65.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£71-£80	(75.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£81-£90	(85.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£91-£100	(95.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
More than £100	(100)	1	-	1	-	1	-	1	1	-	-	1	-	-
		16%	-	48%	-	16%	-	20%	20%	-	-	50%	-	-
Av number	30.592	16.291	2.500	66.421	-	30.592	2.500	37.503	29.538	35.500	7.806	62.750	35.500	-
Standard Deviation	35.053	8.792	-	41.376	-	35.053	-	36.071	39.195	-	6.062	48.513	-	-
Error Variance	175.528	19.323	-	855.984	-	175.528	-	216.855	256.035	-	9.186	1176.734	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.13Aii Using this list approximately how much more than usual was the monthly bill for your landline phone the last time it was higher than you expected?
Base: All who have received an unexpectedly high landline bill in the past 8 weeks

		GOVERNMENT REGIONS												
		Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	7	-	1	-	1	-	-	2	-	-	1	2	-	
Weighted Base	7*	**	1**	**	1**	**	**	2**	**	**	1**	2**	**	
Up to £5	(2.5)	1	-	-	-	-	-	1	-	-	-	-	-	
	20%	-	-	-	-	-	-	76%	-	-	-	-	-	
£6-£10	(8.0)	1	1	-	-	-	-	-	-	-	-	-	-	
	17%	-	100%	-	-	-	-	-	-	-	-	-	-	
£11-£20	(15.5)	1	-	-	1	-	-	1	-	-	-	-	-	
	13%	-	-	-	100%	-	-	24%	-	-	-	-	-	
£21-£30	(25.5)	1	-	-	-	-	-	-	-	-	-	1	-	
	16%	-	-	-	-	-	-	-	-	-	-	50%	-	
£31-£40	(35.5)	1	-	-	-	-	-	-	-	-	1	-	-	
	18%	-	-	-	-	-	-	-	-	-	100%	-	-	
£41-£50	(45.5)	-	-	-	-	-	-	-	-	-	-	-	-	
£51-£60	(55.5)	-	-	-	-	-	-	-	-	-	-	-	-	
£61-£70	(65.5)	-	-	-	-	-	-	-	-	-	-	-	-	
£71-£80	(75.5)	-	-	-	-	-	-	-	-	-	-	-	-	
£81-£90	(85.5)	-	-	-	-	-	-	-	-	-	-	-	-	
£91-£100	(95.5)	-	-	-	-	-	-	-	-	-	-	-	-	
More than £100	(100)	1	-	-	-	-	-	-	-	-	-	1	-	
	16%	-	-	-	-	-	-	-	-	-	-	50%	-	
Av number	30.592	-	8.000	-	15.500	-	-	5.642	-	-	35.500	62.750	-	
Standard Deviation	35.053	-	-	-	-	-	-	-	-	-	-	48.513	-	
Error Variance	75.528	-	-	-	-	-	-	-	-	-	-	1176.734	-	

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l
 * small base; ** very small base (under 30) ineligible for sig testing



Q.13Aii Using this list approximately how much more than usual was the monthly bill for your landline phone the last time it was higher than you expected?
Base: All who have received an unexpectedly high landline bill in the past 8 weeks

	Total	Q.12/3 PHONES OWN							Q.3/5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	7	6	4	2	7	6	-	1	3	3	-	7	2	-	3	7
Weighted Base	7*	7**	5**	2**	7**	7**	..	***	3**	3**	..	7**	2**	..	4**	7**
Up to £5	(2.5)	1	1	-	1	1	-	-	1	1	-	1	-	-	-	1
		20%	21%	33%	20%	21%	-	-	45%	45%	-	20%	-	-	-	20%
£6-£10	(8.0)	1	1	-	1	1	-	-	-	-	-	1	-	-	1	1
		17%	18%	-	51%	17%	-	-	-	-	-	17%	-	-	34%	17%
£11-£20	(15.5)	1	1	1	-	1	1	-	1	1	-	1	-	-	-	1
		13%	7%	11%	-	13%	7%	-	16%	16%	-	13%	-	-	-	13%
£21-£30	(25.5)	1	1	1	-	1	-	-	-	-	-	1	1	-	1	1
		16%	17%	27%	-	16%	17%	-	-	-	-	16%	50%	-	33%	16%
£31-£40	(35.5)	1	1	1	-	1	-	-	1	1	-	1	-	-	-	1
		18%	19%	29%	-	18%	19%	-	40%	40%	-	18%	-	-	-	18%
£41-£50	(45.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£51-£60	(55.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£61-£70	(65.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£71-£80	(75.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£81-£90	(85.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£91-£100	(95.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
More than £100	(100)	1	1	-	1	1	-	-	-	-	-	1	1	-	1	1
		16%	17%	-	49%	16%	17%	-	-	-	-	16%	50%	-	33%	16%
Av number	30.592	31.605	19.786	53.241	30.592	31.605	-	15.500	17.687	17.687	-	30.592	62.750	-	44.096	30.592
Standard Deviation	35.053	36.137	15.207	59.559	35.053	36.137	-	-	18.148	18.148	-	35.053	48.513	-	46.661	35.053
Error Variance	175.528	217.647	57.810	1773.625	175.528	217.647	-	-	109.788	109.788	-	175.528	1176.734	-	725.759	175.528

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Consumer Complaints Study - Wave 7 (QS9331 - 183427)

Q.13Aii Using this list approximately how much more than usual was the monthly bill for your landline phone the last time it was higher than you expected?
 Base: All who have received an unexpectedly high landline bill in the past 8 weeks

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	7	3	4	4	-	4	4	7	5	5	1	-	5	1
Weighted Base	7*	3**	4**	4**	**	4**	4**	7**	6**	6**	1**	**	6**	1**
Up to £5	(2.5)	1	1	1	-	-	1	1	1	1	-	-	1	-
		20%	39%	39%	-	-	39%	20%	26%	26%	-	-	26%	-
£6-£10	(8.0)	1	-	-	-	1	-	1	1	1	1	-	1	1
		17%	43%	-	-	30%	-	17%	22%	22%	100%	-	22%	100%
£11-£20	(15.5)	1	1	1	-	*	1	1	*	*	-	-	*	-
		13%	16%	26%	-	11%	26%	13%	8%	8%	-	-	8%	-
£21-£30	(25.5)	1	-	-	-	1	-	1	1	1	-	-	1	-
		16%	-	-	-	29%	-	16%	22%	22%	-	-	22%	-
£31-£40	(35.5)	1	1	1	-	-	1	1	-	-	-	-	1	-
		18%	35%	35%	-	-	35%	18%	-	-	-	-	-	-
£41-£50	(45.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£51-£60	(55.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£61-£70	(65.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£71-£80	(75.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£81-£90	(85.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£91-£100	(95.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
More than £100	(100)	1	-	-	-	1	-	1	1	1	-	-	1	-
		16%	41%	-	-	29%	-	16%	22%	22%	-	-	22%	-
Av number	30.592	47.214	17.415	17.415	-	40.865	17.415	30.592	30.822	30.822	8.000	-	30.822	8.000
Standard Deviation	35.053	54.583	16.566	16.566	-	44.288	16.566	35.053	41.025	41.025	-	-	41.025	-
Error Variance	175.528	993.084	68.610	68.610	-	490.347	68.610	175.528	336.614	336.614	-	-	336.614	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.13Aii Using this list approximately how much more than usual was the monthly bill for your landline phone the last time it was higher than you expected?
 Base: All who have received an unexpectedly high landline bill in the past 8 weeks

		Q.12 BILL SHOCK (8 WEEKS)						
Total		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	7	7	-	1	-	1	-	7
Weighted Base	7*	7**	**	1**	**	1**	**	7**
Up to £5	(2.5)	1 20%	-	-	-	-	-	1 20%
£6-£10	(8.0)	1 17%	-	-	-	-	-	1 17%
£11-£20	(15.5)	1 13%	-	-	-	-	-	1 13%
£21-£30	(25.5)	1 16%	-	1 100%	-	1 100%	-	1 16%
£31-£40	(35.5)	1 18%	-	-	-	-	-	1 18%
£41-£50	(45.5)	-	-	-	-	-	-	-
£51-£60	(55.5)	-	-	-	-	-	-	-
£61-£70	(65.5)	-	-	-	-	-	-	-
£71-£80	(75.5)	-	-	-	-	-	-	-
£81-£90	(85.5)	-	-	-	-	-	-	-
£91-£100	(95.5)	-	-	-	-	-	-	-
More than £100	(100)	1 16%	-	-	-	-	-	1 16%
Av number	30.592	30.592	-	25.500	-	25.500	-	30.592
Standard Deviation	35.053	35.053	-	-	-	-	-	35.053
Error Variance	175.528	175.528	-	-	-	-	-	175.528

Q.13Aii Using this list approximately how much more than usual was the monthly bill for your landline phone the last time it was higher than you expected? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	2	2	-	-	-	-	1	1	-	-	-	1	-	1
Weighted Base	2*	2**	**	**	**	**	1**	1**	**	**	**	1**	**	1**
Up to £5	(2.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£6-£10	(8.0)	1	1	-	-	-	1	-	-	-	-	1	-	-
£11-£20	(15.5)	-	-	-	-	-	100%	-	-	-	-	100%	-	-
£21-£30	(25.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£31-£40	(35.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£41-£50	(45.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£51-£60	(55.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£61-£70	(65.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£71-£80	(75.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£81-£90	(85.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£91-£100	(95.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
More than £100	(100)	1	1	-	-	-	-	1	-	-	-	-	-	1
		49%	49%	-	-	-	-	100%	-	-	-	-	-	100%
Av number	53.241	53.241	-	-	-	-	8.000	100.000	-	-	-	8.000	-	100.000
Standard Deviation	59.559	59.559	-	-	-	-	-	-	-	-	-	-	-	-
Error Variance	1773.625	1773.625	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Consumer Complaints Study - Wave 7 (QS9331 - 183427)

Q.13AiiAii Using this list approximately how much more than usual was the monthly bill for your landline phone the last time it was higher than you expected? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \ Living as married (a)	Single (b)	Widow \ Divorced \ Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	2	1	-	1	-	2	-	2	2	-	1	1	-	-
Weighted Base	2*	1**	-**	1**	-**	2**	-**	2**	2**	-**	1**	1**	-**	-**
Up to £5	(2.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£6-£10	(8.0)	1	-	-	-	1	-	1	1	-	1	-	-	-
		51%	-	-	-	51%	-	51%	51%	-	100%	-	-	-
£11-£20	(15.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£21-£30	(25.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£31-£40	(35.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£41-£50	(45.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£51-£60	(55.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£61-£70	(65.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£71-£80	(75.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£81-£90	(85.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£91-£100	(95.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
More than £100	(100)	1	-	1	-	1	-	1	1	-	1	-	-	-
		49%	-	100%	-	49%	-	49%	49%	-	100%	-	-	-
Av number	53.241	8.000	-	100.000	-	53.241	-	53.241	53.241	-	8.000	100.000	-	-
Standard Deviation	59.559	-	-	-	-	59.559	-	59.559	59.559	-	-	-	-	-
Error Variance	173.625	-	-	-	-	173.625	-	173.62	173.625	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c - d/e - f/g - h/i - j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.13Aii Using this list approximately how much more than usual was the monthly bill for your landline phone the last time it was higher than you expected? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

		GOVERNMENT REGIONS											
Total		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	2	-	1	-	-	-	-	-	-	-	-	1	-
Weighted Base	2*	**	1**	**	**	**	**	**	**	**	**	1**	**
Up to £5	(2.5)	-	-	-	-	-	-	-	-	-	-	-	-
£6-£10	(8.0)	1	1	-	-	-	-	-	-	-	-	-	-
		51%	100%	-	-	-	-	-	-	-	-	-	-
£11-£20	(15.5)	-	-	-	-	-	-	-	-	-	-	-	-
£21-£30	(25.5)	-	-	-	-	-	-	-	-	-	-	-	-
£31-£40	(35.5)	-	-	-	-	-	-	-	-	-	-	-	-
£41-£50	(45.5)	-	-	-	-	-	-	-	-	-	-	-	-
£51-£60	(55.5)	-	-	-	-	-	-	-	-	-	-	-	-
£61-£70	(65.5)	-	-	-	-	-	-	-	-	-	-	-	-
£71-£80	(75.5)	-	-	-	-	-	-	-	-	-	-	-	-
£81-£90	(85.5)	-	-	-	-	-	-	-	-	-	-	-	-
£91-£100	(95.5)	-	-	-	-	-	-	-	-	-	-	-	-
More than £100	(100)	1	-	-	-	-	-	-	-	-	-	1	-
		49%	-	-	-	-	-	-	-	-	-	100%	-
Av number	53.241	-	8.000	-	-	-	-	-	-	-	-	100.000	-
Standard Deviation	59.559	-	-	-	-	-	-	-	-	-	-	-	-
Error Variance	73.625	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l
 * small base; ** very small base (under 30) ineligible for sig testing



Q.13Aii Using this list approximately how much more than usual was the monthly bill for your landline phone the last time it was higher than you expected? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

	Total	Q.13 PHONES OWN						Q.35A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)
Unweighted Base	2	2	-	2	2	2	-	-	-	-	2	1	-	2	2
Weighted Base	2*	2**	-**	2**	2**	2**	-**	-**	-**	-**	2**	1**	-**	2**	2**
Up to £5	(2.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£6-£10	(8.0)	1	-	1	1	1	-	-	-	-	1	-	-	1	1
		51%	-	51%	51%	51%	-	-	-	-	51%	-	-	51%	51%
£11-£20	(15.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£21-£30	(25.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£31-£40	(35.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£41-£50	(45.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£51-£60	(55.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£61-£70	(65.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£71-£80	(75.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£81-£90	(85.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£91-£100	(95.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
More than £100	(100)	1	-	1	1	1	-	-	-	-	1	1	-	1	1
		49%	-	49%	49%	49%	-	-	-	-	49%	100%	-	49%	49%
Av number	53.241	53.241	-	53.241	53.241	53.241	-	-	-	-	53.241	100.000	-	53.241	53.241
Standard Deviation	59.559	59.559	-	59.559	59.559	59.559	-	-	-	-	59.559	-	-	59.559	59.559
Error Variance	1773.625	1773.625	-	1773.625	1773.625	1773.625	-	-	-	-	1773.625	-	-	1773.625	1773.625

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Q.13Aii Using this list approximately how much more than usual was the monthly bill for your landline phone the last time it was higher than you expected? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

	Total	TV						INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)
Unweighted Base	2	2	-	-	-	2	-	2	2	1	-	2	1
Weighted Base	2*	2**	2**	..	2**	2**	1**	..	2**	1**
Up to £5	(2.5)	-	-	-	-	-	-	-	-	-	-	-	-
£6-£10	(8.0)	1	-	-	-	1	-	1	1	1	-	1	1
		51%	-	-	-	51%	-	51%	51%	100%	-	51%	100%
£11-£20	(15.5)	-	-	-	-	-	-	-	-	-	-	-	-
£21-£30	(25.5)	-	-	-	-	-	-	-	-	-	-	-	-
£31-£40	(35.5)	-	-	-	-	-	-	-	-	-	-	-	-
£41-£50	(45.5)	-	-	-	-	-	-	-	-	-	-	-	-
£51-£60	(55.5)	-	-	-	-	-	-	-	-	-	-	-	-
£61-£70	(65.5)	-	-	-	-	-	-	-	-	-	-	-	-
£71-£80	(75.5)	-	-	-	-	-	-	-	-	-	-	-	-
£81-£90	(85.5)	-	-	-	-	-	-	-	-	-	-	-	-
£91-£100	(95.5)	-	-	-	-	-	-	-	-	-	-	-	-
More than £100	(100)	1	-	-	-	1	-	1	1	-	-	1	-
		49%	-	-	-	49%	-	49%	49%	-	-	49%	-
Av number	53.241	53.241	-	-	-	53.241	-	53.241	53.241	8.000	-	53.241	8.000
Standard Deviation	59.559	59.559	-	-	-	59.559	-	59.559	59.559	-	-	59.559	-
Error Variance	1773.625	1773.625	-	-	-	1773.625	-	1773.625	1773.625	-	-	1773.625	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.13Aii Using this list approximately how much more than usual was the monthly bill for your landline phone the last time it was higher than you expected? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

		Q.12 BILL SHOCK (8 WEEKS)						
Total		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	2	2	-	-	-	-	-	2
Weighted Base	2*	2**	-**	-**	-**	-**	-**	2**
Up to £5	(2.5)	-	-	-	-	-	-	-
£6-£10	(8.0)	1	-	-	-	-	-	1
	51%	51%	-	-	-	-	-	51%
£11-£20	(15.5)	-	-	-	-	-	-	-
£21-£30	(25.5)	-	-	-	-	-	-	-
£31-£40	(35.5)	-	-	-	-	-	-	-
£41-£50	(45.5)	-	-	-	-	-	-	-
£51-£60	(55.5)	-	-	-	-	-	-	-
£61-£70	(65.5)	-	-	-	-	-	-	-
£71-£80	(75.5)	-	-	-	-	-	-	-
£81-£90	(85.5)	-	-	-	-	-	-	-
£91-£100	(95.5)	-	-	-	-	-	-	-
More than £100	(100)	1	-	-	-	-	-	1
	49%	49%	-	-	-	-	-	49%
Av number	53.241	53.241	-	-	-	-	-	53.241
Standard Deviation	59.559	59.559	-	-	-	-	-	59.559
Error Variance	1773.625	1773.625	-	-	-	-	-	1773.625

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone?

Base: All who have received an unexpectedly high landline bill in the past 8 weeks

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	7	4	3	-	-	-	2	3	1	1	-	1	2	4
Weighted Base	7*	5**	2**	3**	4**	1**	***	..	1**	3**	3**
Making calls to numbers not included in your monthly call allowance	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	6%	-	19%	-	-	-	-	-	-	100%	-	-	-	14%
Calls made to an international number	1	1	-	-	-	-	-	1	-	-	-	-	-	1
	16%	24%	-	-	-	-	-	32%	-	-	-	-	-	36%
Used more than your monthly inclusive call allowance	1	1	-	-	-	-	-	1	-	-	-	-	1	-
	18%	26%	-	-	-	-	-	35%	-	-	-	-	47%	-
Calls made outside of your free specified time frames	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls to mobile phones	*	-	*	-	-	-	-	-	-	*	-	-	-	*
	6%	-	19%	-	-	-	-	-	-	100%	-	-	-	14%
Calls to directory enquiries (i.e. 118 numbers)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Service was used by friend/family member	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Charges for repairs to your service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	1	1	-	-	-	-	-	1	-	-	-	-	-	1
	16%	24%	-	-	-	-	-	32%	-	-	-	-	-	36%
Other reason	3	1	2	-	-	-	1	1	1	-	-	-	1	2
	43%	24%	81%	-	-	-	54%	32%	100%	-	-	-	53%	51%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone?

Base: All who have received an unexpectedly high landline bill in the past 8 weeks

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	7	4	3	-	-	-	2	3	1	1	-	1	2	4
Weighted Base	7*	5**	2**	3**	4**	1**	***	..	1**	3**	3**
SUMMARY CODES														
ANY INC. INCORRECT CHARGES	5	3	2	-	-	-	1	3	1	-	-	-	3	2
	67%	51%	100%	-	-	-	54%	68%	100%	100%	-	-	100%	64%
ANY EXC. INCORRECT CHARGES	5	3	2	-	-	-	1	3	1	-	-	-	3	2
	67%	51%	100%	-	-	-	54%	68%	100%	100%	-	-	100%	64%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	2	2	-	-	-	-	1	1	-	-	-	1	-	1
	33%	49%	-	-	-	-	46%	32%	-	-	-	100%	-	36%
Mean number of reasons	1.965	1.959	2.000	-	-	-	-	1.959	-	2.000	-	-	1.000	2.721
Standard Deviation	1.123	1.283	-	-	-	-	-	1.283	-	-	-	-	-	-
Error Variance	0.420	0.823	-	-	-	-	-	0.823	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone?

Base: All who have received an unexpectedly high landline bill in the past 8 weeks

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married/Living as married (a)	Single (b)	Widow/Divorced/Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	7	4	1	2	-	7	1	6	6	1	4	2	1	-
Weighted Base	7*	3**	1**	3**	-**	7**	1**	6**	6**	1**	4**	2**	1**	-**
Making calls to numbers not included in your monthly call allowance	*	-	-	-	-	*	-	*	*	-	*	-	-	-
6%	14%	-	-	-	-	6%	-	8%	8%	-	13%	-	-	-
Calls made to an international number	1	-	-	1	-	1	-	1	1	-	-	1	-	-
16%	-	-	48%	-	16%	-	20%	20%	-	-	-	50%	-	-
Used more than your monthly inclusive call allowance	1	-	-	1	-	1	-	1	-	1	-	-	1	-
18%	-	-	52%	-	18%	-	22%	-	100%	-	-	-	100%	-
Calls made outside of your free specified time frames	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls to mobile phones	*	-	-	-	-	*	-	*	*	-	*	-	-	-
6%	14%	-	-	-	-	6%	-	8%	8%	-	13%	-	-	-
Calls to directory enquiries (i.e. 118 numbers)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Service was used by friend/family member	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Charges for repairs to your service	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone?

Base: All who have received an unexpectedly high landline bill in the past 8 weeks

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married / Living as married (a)	Single (b)	Widow/Divorced / Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	7	4	1	2	-	7	1	6	6	1	4	2	1	-
Weighted Base	7*	3**	1**	3**	-**	7**	1**	6**	6**	1**	4**	2**	1**	-**
Incorrect charges	1	-	-	1	-	1	-	1	1	-	-	1	-	-
	16%	-	-	48%	-	16%	-	20%	20%	-	-	50%	-	-
Other reason	3	1	1	1	-	3	1	2	3	-	2	1	-	-
	43%	15%	100%	48%	-	43%	100%	29%	52%	-	54%	50%	-	-
SUMMARY CODES														
ANY INC. INCORRECT CHARGES	5	1	1	3	-	5	1	4	4	1	2	1	1	-
	67%	28%	100%	100%	-	67%	100%	59%	60%	100%	66%	50%	100%	-
ANY EXC. INCORRECT CHARGES	5	1	1	3	-	5	1	4	4	1	2	1	1	-
	67%	28%	100%	100%	-	67%	100%	59%	60%	100%	66%	50%	100%	-
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	2	2	-	-	-	2	-	2	2	-	1	1	-	-
	33%	72%	-	-	-	33%	-	41%	40%	-	34%	50%	-	-
Mean number of reasons	1.965	2.000	-	1.959	-	1.965	-	1.965	2.721	1.000	2.000	3.000	1.000	-
Standard Deviation	1.123	-	-	1.283	-	1.123	-	1.123	-	-	-	-	-	-
Error Variance	0.420	-	-	0.823	-	0.420	-	0.420	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone?

Base: All who have received an unexpectedly high landline bill in the past 8 weeks

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	7	-	1	-	1	-	-	2	-	-	1	2	-
Weighted Base	7*	..	1**	..	1**	2**	1**	2**	..
Making calls to numbers not included in your monthly call allowance	* 6%	-	-	-	-	-	-	*	-	-	-	-	-
Calls made to an international number	1 16%	-	-	-	-	-	-	-	-	-	-	1 50%	-
Used more than your monthly inclusive call allowance	1 18%	-	-	-	-	-	-	-	-	-	1 100%	-	-
Calls made outside of your free specified time frames	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls to mobile phones	* 6%	-	-	-	-	-	-	*	-	-	-	-	-
Calls to directory enquiries (i.e. 118 numbers)	-	-	-	-	-	-	-	-	-	-	-	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	-	-	-	-	-	-	-	-	-	-	-	-	-
Service was used by friend/family member	-	-	-	-	-	-	-	-	-	-	-	-	-
Charges for repairs to your service	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	1 16%	-	-	-	-	-	-	-	-	-	-	1 50%	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l
 * small base; ** very small base (under 30) ineligible for sig testing



Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone?

Base: All who have received an unexpectedly high landline bill in the past 8 weeks

	GOVERNMENT REGIONS												
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	7	-	1	-	1	-	-	2	-	-	1	2	-
Weighted Base	7*	..	1**	..	1**	2**	1**	2**	..
Other reason	3	-	-	-	1	-	-	1	-	-	-	1	-
	43%	-	-	-	100%	-	-	76%	-	-	-	50%	-
SUMMARY CODES													
ANY INC. INCORRECT CHARGES	5	-	-	-	1	-	-	2	-	-	1	1	-
	67%	-	-	-	100%	-	-	100%	-	-	100%	50%	-
ANY EXC. INCORRECT CHARGES	5	-	-	-	1	-	-	2	-	-	1	1	-
	67%	-	-	-	100%	-	-	100%	-	-	100%	50%	-
None	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	2	-	1	-	-	-	-	-	-	-	-	1	-
	33%	-	100%	-	-	-	-	-	-	-	-	50%	-
Mean number of reasons	1.965	-	-	-	-	-	-	2.000	-	-	1.000	3.000	-
Standard Deviation	1.123	-	-	-	-	-	-	-	-	-	-	-	-
Error Variance	0.420	-	-	-	-	-	-	-	-	-	-	-	-

Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone?

Base: All who have received an unexpectedly high landline bill in the past 8 weeks

	Q.1/2/3 PHONES OWN								Q.3/5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	7	6	4	2	7	6	-	1	3	3	-	7	2	-	3	7
Weighted Base	7*	7**	5**	2**	7**	7**	..	***	3**	3**	..	7**	2**	..	4**	7**
Making calls to numbers not included in your monthly call allowance	6%	-	-	-	6%	-	-	100%	-	-	-	6%	-	-	-	6%
Calls made to an international number	16%	17%	-	49%	16%	17%	-	-	-	-	-	16%	50%	-	33%	16%
Used more than your monthly inclusive call allowance	18%	19%	29%	-	18%	19%	-	-	40%	40%	-	18%	-	-	-	18%
Calls made outside of your free specified time frames	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls to mobile phones	6%	-	-	-	6%	-	-	100%	-	-	-	6%	-	-	-	6%
Calls to directory enquiries (i.e. 118 numbers)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Service was used by friend/family member	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Charges for repairs to your service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	16%	17%	-	49%	16%	17%	-	-	-	-	-	16%	50%	-	33%	16%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone?

Base: All who have received an unexpectedly high landline bill in the past 8 weeks

	Q.12/3 PHONES OWN								Q.3/5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	7	6	4	2	7	6	-	1	3	3	-	7	2	-	3	7
Weighted Base	7*	7**	5**	2**	7**	7**	..	***	3**	3**	..	7**	2**	..	4**	7**
Other reason	3	3	2	1	3	3	-	-	2	2	-	3	1	-	1	3
	43%	46%	44%	49%	43%	46%	-	-	60%	60%	-	43%	50%	-	33%	43%
SUMMARY CODES																
ANY INC. INCORRECT CHARGES	5	5	3	1	5	5	-	*	3	3	-	5	1	-	1	5
	67%	65%	73%	49%	67%	65%	-	100%	100%	100%	-	67%	50%	-	33%	67%
ANY EXC. INCORRECT CHARGES	5	5	3	1	5	5	-	*	3	3	-	5	1	-	1	5
	67%	65%	73%	49%	67%	65%	-	100%	100%	100%	-	67%	50%	-	33%	67%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	2	2	1	1	2	2	-	-	-	-	-	2	1	-	2	2
	33%	35%	27%	51%	33%	35%	-	-	-	-	-	33%	50%	-	67%	33%
Mean number of reasons	1.965	1.959	1.000	3.000	1.965	1.959	-	2.000	1.000	1.000	-	1.965	3.000	-	3.000	1.965
Standard Deviation	1.123	1.283	-	-	1.123	1.283	-	-	-	-	-	1.123	-	-	-	1.123
Error Variance	0.420	0.823	-	-	0.420	0.823	-	-	-	-	-	0.420	-	-	-	0.420

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone?

Base: All who have received an unexpectedly high landline bill in the past 8 weeks

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	7	3	4	4	-	4	4	7	5	5	1	-	5	1
Weighted Base	7*	3**	4**	4**	..	4**	4**	7**	6**	6**	1**	..	6**	1**
Making calls to numbers not included in your monthly call allowance	6%	16%	12%	12%	-	11%	12%	6%	8%	8%	-	-	8%	-
Calls made to an international number	16%	41%	-	-	-	29%	-	16%	22%	22%	-	-	22%	-
Used more than your monthly inclusive call allowance	18%	-	35%	35%	-	-	35%	18%	-	-	-	-	-	-
Calls made outside of your free specified time frames	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls to mobile phones	6%	16%	12%	12%	-	11%	12%	6%	8%	8%	-	-	8%	-
Calls to directory enquiries (i.e. 118 numbers)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Service was used by friend/family member	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Charges for repairs to your service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	16%	41%	-	-	-	29%	-	16%	22%	22%	-	-	22%	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone?

Base: All who have received an unexpectedly high landline bill in the past 8 weeks

Total	TV							INTERNET						
	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)	
Unweighted Base	7	3	4	4	-	4	4	7	5	5	1	-	5	1
Weighted Base	7*	3**	4**	4**	..	4**	4**	7**	6**	6**	1**	..	6**	1**
Other reason	3	1	2	2	-	1	2	3	3	3	-	-	3	-
	43%	41%	53%	53%	-	29%	53%	43%	48%	48%	-	-	48%	-
SUMMARY CODES														
ANY INC. INCORRECT CHARGES	5	2	4	4	-	2	4	5	3	3	-	-	3	-
	67%	57%	100%	100%	-	41%	100%	67%	56%	56%	-	-	56%	-
ANY EXC. INCORRECT CHARGES	5	2	4	4	-	2	4	5	3	3	-	-	3	-
	67%	57%	100%	100%	-	41%	100%	67%	56%	56%	-	-	56%	-
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	2	1	-	-	-	2	-	2	2	2	1	-	2	1
	33%	43%	-	-	-	59%	-	33%	44%	44%	100%	-	44%	100%
Mean number of reasons	1.965	2.721	1.262	1.262	-	2.721	1.262	1.965	2.721	2.721	-	-	2.721	-
Standard Deviation	1.123	-	-	-	-	-	-	1.123	-	-	-	-	-	-
Error Variance	0.420	-	-	-	-	-	-	0.420	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone?

Base: All who have received an unexpectedly high landline bill in the past 8 weeks

	Total	Q.12 BILL SHOCK (8 WEEKS)						
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	7	7	-	1	-	1	-	7
Weighted Base	7*	7**	**	1**	**	1**	**	7**
Making calls to numbers not included in your monthly call allowance	*	*	-	-	-	-	-	*
	6%	6%	-	-	-	-	-	6%
Calls made to an international number	1	1	-	-	-	-	-	1
	16%	16%	-	-	-	-	-	16%
Used more than your monthly inclusive call allowance	1	1	-	-	-	-	-	1
	18%	18%	-	-	-	-	-	18%
Calls made outside of your free specified time frames	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
Calls made to non- geographical numbers e.g. 0845, 0870, 09 numbers	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
Calls to mobile phones	*	*	-	-	-	-	-	*
	6%	6%	-	-	-	-	-	6%
Calls to directory enquiries (i.e. 118 numbers)	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
Service was used by friend/family member	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
Charges for repairs to your service	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
Incorrect charges	1	1	-	-	-	-	-	1
	16%	16%	-	-	-	-	-	16%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone?

Base: All who have received an unexpectedly high landline bill in the past 8 weeks

	Total	Q.12 BILL SHOCK (8 WEEKS)						
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	7	7	-	1	-	1	-	7
Weighted Base	7*	7**	..	1**	..	1**	..	7**
Other reason	3	3	-	-	-	-	-	3
	43%	43%	-	-	-	-	-	43%
SUMMARY CODES								
ANY INC. INCORRECT CHARGES	5	5	-	-	-	-	-	5
	67%	67%	-	-	-	-	-	67%
ANY EXC. INCORRECT CHARGES	5	5	-	-	-	-	-	5
	67%	67%	-	-	-	-	-	67%
None	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
Don't know	2	2	-	1	-	1	-	2
	33%	33%	-	100%	-	100%	-	33%
Mean number of reasons	1.965	1.965	-	-	-	-	-	1.965
Standard Deviation	1.123	1.123	-	-	-	-	-	1.123
Error Variance	0.420	0.420	-	-	-	-	-	0.420

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	2	2	-	-	-	-	1	1	-	-	-	1	-	1
Weighted Base	2*	2**	-**	-**	-**	-**	1**	1**	-**	-**	-**	1**	-**	1**
Making calls to numbers not included in your monthly call allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made to an international number	1 49%	1 49%	-	-	-	-	-	1 100%	-	-	-	-	-	1 100%
Used more than your monthly inclusive call allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made outside of your free specified time frames	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls to mobile phones	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls to directory enquiries (i.e. 118 numbers)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Service was used by friend/family member	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Charges for repairs to your service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	1 49%	1 49%	-	-	-	-	-	1 100%	-	-	-	-	-	1 100%
Other reason	1 49%	1 49%	-	-	-	-	-	1 100%	-	-	-	-	-	1 100%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	2	2	-	-	-	-	1	1	-	-	-	1	-	1
Weighted Base	2*	2**	-**	-**	-**	-**	1**	1**	-**	-**	-**	1**	-**	1**
SUMMARY CODES														
ANY INC. INCORRECT CHARGES	1 49%	1 49%	-	-	-	-	-	1 100%	-	-	-	-	-	1 100%
ANY EXC. INCORRECT CHARGES	1 49%	1 49%	-	-	-	-	-	1 100%	-	-	-	-	-	1 100%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	1 51%	1 51%	-	-	-	-	1 100%	-	-	-	-	1 100%	-	-
Mean number of reasons	3.000	3.000	-	-	-	-	-	3.000	-	-	-	-	-	3.000
Standard Deviation	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Error Variance	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married/Living as married (a)	Single (b)	Widow/Divorced/Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	2	1	-	1	-	2	-	2	2	-	1	1	-	-
Weighted Base	2*	1**	-**	1**	-**	2**	-**	2**	2**	-**	1**	1**	-**	-**
Making calls to numbers not included in your monthly call allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made to an international number	1 49%	-	-	1 100%	-	1 49%	-	1 49%	1 49%	-	-	1 100%	-	-
Used more than your monthly inclusive call allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made outside of your free specified time frames	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls to mobile phones	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls to directory enquiries (i.e. 118 numbers)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Service was used by friend/family member	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Charges for repairs to your service	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married/Living as married (a)	Single (b)	Widow/Divorced/Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	2	1	-	1	-	2	-	2	2	-	1	1	-	-
Weighted Base	2*	1**	-**	1**	-**	2**	-**	2**	2**	-**	1**	1**	-**	-**
Incorrect charges	1	-	-	1	-	1	-	1	1	-	-	1	-	-
	49%	-	-	100%	-	49%	-	49%	49%	-	-	100%	-	-
Other reason	1	-	-	1	-	1	-	1	1	-	-	1	-	-
	49%	-	-	100%	-	49%	-	49%	49%	-	-	100%	-	-
SUMMARY CODES														
ANY INC. INCORRECT CHARGES	1	-	-	1	-	1	-	1	1	-	-	1	-	-
	49%	-	-	100%	-	49%	-	49%	49%	-	-	100%	-	-
ANY EXC. INCORRECT CHARGES	1	-	-	1	-	1	-	1	1	-	-	1	-	-
	49%	-	-	100%	-	49%	-	49%	49%	-	-	100%	-	-
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	1	1	-	-	-	1	-	1	1	-	1	-	-	-
	51%	100%	-	-	-	51%	-	51%	51%	-	100%	-	-	-
Mean number of reasons	3.000	-	-	3.000	-	3.000	-	3.000	3.000	-	-	3.000	-	-
Standard Deviation	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Error Variance	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	2	-	1	-	-	-	-	-	-	-	-	1	-
Weighted Base	2*	..	1**	1**	..
Making calls to numbers not included in your monthly call allowance	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made to an international number	1 49%	-	-	-	-	-	-	-	-	-	-	1 100%	-
Used more than your monthly inclusive call allowance	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made outside of your free specified time frames	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls to mobile phones	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls to directory enquiries (i.e. 118 numbers)	-	-	-	-	-	-	-	-	-	-	-	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	-	-	-	-	-	-	-	-	-	-	-	-	-
Service was used by friend/family member	-	-	-	-	-	-	-	-	-	-	-	-	-
Charges for repairs to your service	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	1 49%	-	-	-	-	-	-	-	-	-	-	1 100%	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l
 * small base; ** very small base (under 30) ineligible for sig testing



Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	2	-	1	-	-	-	-	-	-	-	-	1	-
Weighted Base	2*	..	1**	1**	..
Other reason	1	-	-	-	-	-	-	-	-	-	-	1	-
	49%	-	-	-	-	-	-	-	-	-	-	100%	-
SUMMARY CODES													
ANY INC. INCORRECT CHARGES	1	-	-	-	-	-	-	-	-	-	-	1	-
	49%	-	-	-	-	-	-	-	-	-	-	100%	-
ANY EXC. INCORRECT CHARGES	1	-	-	-	-	-	-	-	-	-	-	1	-
	49%	-	-	-	-	-	-	-	-	-	-	100%	-
None	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	1	-	1	-	-	-	-	-	-	-	-	-	-
	51%	-	100%	-	-	-	-	-	-	-	-	-	-
Mean number of reasons	3.000	-	-	-	-	-	-	-	-	-	-	3.000	-
Standard Deviation	-	-	-	-	-	-	-	-	-	-	-	-	-
Error Variance	-	-	-	-	-	-	-	-	-	-	-	-	-

Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

	Q.1/2/3 PHONES OWN								Q.3/5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	2	2	-	2	2	2	-	-	-	-	-	2	1	-	2	2
Weighted Base	2*	2**	-**	2**	2**	2**	-**	-**	-**	-**	-**	2**	1**	-**	2**	2**
Making calls to numbers not included in your monthly call allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made to an international number	1 49%	1 49%	-	1 49%	1 49%	1 49%	-	-	-	-	-	1 49%	1 100%	-	1 49%	1 49%
Used more than your monthly inclusive call allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made outside of your free specified time frames	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls to mobile phones	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls to directory enquiries (i.e. 118 numbers)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Service was used by friend/family member	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Charges for repairs to your service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	1 49%	1 49%	-	1 49%	1 49%	1 49%	-	-	-	-	-	1 49%	1 100%	-	1 49%	1 49%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

	Q.12/3 PHONES OWN							Q.3/5A BILLS RESPONSIBLE FOR								
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	2	2	-	2	2	2	-	-	-	-	-	2	1	-	2	2
Weighted Base	2*	2**	-**	2**	2**	2**	-**	-**	-**	-**	-**	2**	1**	-**	2**	2**
Other reason	1	1	-	1	1	1	-	-	-	-	-	1	1	-	1	1
	49%	49%	-	49%	49%	49%	-	-	-	-	-	49%	100%	-	49%	49%
SUMMARY CODES																
ANY INC. INCORRECT CHARGES	1	1	-	1	1	1	-	-	-	-	-	1	1	-	1	1
	49%	49%	-	49%	49%	49%	-	-	-	-	-	49%	100%	-	49%	49%
ANY EXC. INCORRECT CHARGES	1	1	-	1	1	1	-	-	-	-	-	1	1	-	1	1
	49%	49%	-	49%	49%	49%	-	-	-	-	-	49%	100%	-	49%	49%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	1	1	-	1	1	1	-	-	-	-	-	1	-	-	1	1
	51%	51%	-	51%	51%	51%	-	-	-	-	-	51%	-	-	51%	51%
Mean number of reasons	3.000	3.000	-	3.000	3.000	3.000	-	-	-	-	-	3.000	3.000	-	3.000	3.000
Standard Deviation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Error Variance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

	Total	TV						INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)
Unweighted Base	2	2	-	-	-	2	-	2	2	1	-	2	1
Weighted Base	2*	2**	2**	..	2**	2**	1**	..	2**	1**
Making calls to numbers not included in your monthly call allowance	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made to an international number	1 49%	1 49%	-	-	-	1 49%	-	1 49%	1 49%	-	-	1 49%	-
Used more than your monthly inclusive call allowance	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made outside of your free specified time frames	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls to mobile phones	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls to directory enquiries (i.e. 118 numbers)	-	-	-	-	-	-	-	-	-	-	-	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	-	-	-	-	-	-	-	-	-	-	-	-	-
Service was used by friend/family member	-	-	-	-	-	-	-	-	-	-	-	-	-
Charges for repairs to your service	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	1 49%	1 49%	-	-	-	1 49%	-	1 49%	1 49%	-	-	1 49%	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

Total	TV							INTERNET					
	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	2	-	-	-	2	-	2	2	2	1	-	2	1
Weighted Base	2*	**	**	**	2**	**	2**	2**	2**	1**	**	2**	1**
Other reason	1	-	-	-	1	-	1	1	1	-	-	1	-
	49%	-	-	-	49%	-	49%	49%	49%	-	-	49%	-
SUMMARY CODES													
ANY INC. INCORRECT CHARGES	1	-	-	-	1	-	1	1	1	-	-	1	-
	49%	-	-	-	49%	-	49%	49%	49%	-	-	49%	-
ANY EXC. INCORRECT CHARGES	1	-	-	-	1	-	1	1	1	-	-	1	-
	49%	-	-	-	49%	-	49%	49%	49%	-	-	49%	-
None	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	1	-	-	-	1	-	1	1	1	1	-	1	1
	51%	-	-	-	51%	-	51%	51%	51%	100%	-	51%	100%
Mean number of reasons	3.000	-	-	-	3.000	-	3.000	3.000	3.000	-	-	3.000	-
Standard Deviation	-	-	-	-	-	-	-	-	-	-	-	-	-
Error Variance	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

	Total	Q.12 BILL SHOCK (8 WEEKS)						
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	2	2	-	-	-	-	-	2
Weighted Base	2*	2**	**	**	**	**	**	2**
Making calls to numbers not included in your monthly call allowance	-	-	-	-	-	-	-	-
Calls made to an international number	1 49%	1 49%	-	-	-	-	-	1 49%
Used more than your monthly inclusive call allowance	-	-	-	-	-	-	-	-
Calls made outside of your free specified time frames	-	-	-	-	-	-	-	-
Calls made to non- geographical numbers e.g. 0845, 0870, 09 numbers	-	-	-	-	-	-	-	-
Calls to mobile phones	-	-	-	-	-	-	-	-
Calls to directory enquiries (i.e. 118 numbers)	-	-	-	-	-	-	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	-	-	-	-	-	-	-	-
Service was used by friend/family member	-	-	-	-	-	-	-	-
Charges for repairs to your service	-	-	-	-	-	-	-	-
Incorrect charges	1 49%	1 49%	-	-	-	-	-	1 49%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

	Total	Q.12 BILL SHOCK (8 WEEKS)						
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	2	2	-	-	-	-	-	2
Weighted Base	2*	2**	**	**	**	**	**	2**
Other reason	1	1	-	-	-	-	-	1
	49%	49%	-	-	-	-	-	49%
SUMMARY CODES								
ANY INC. INCORRECT CHARGES	1	1	-	-	-	-	-	1
	49%	49%	-	-	-	-	-	49%
ANY EXC. INCORRECT CHARGES	1	1	-	-	-	-	-	1
	49%	49%	-	-	-	-	-	49%
None	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
Don't know	1	1	-	-	-	-	-	1
	51%	51%	-	-	-	-	-	51%
Mean number of reasons	3.000	3.000	-	-	-	-	-	3.000
Standard Deviation	-	-	-	-	-	-	-	-
Error Variance	-	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.13Bii Using this list approximately how much more than usual was the monthly bill for your mobile phone the last time it was higher than you expected?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	20	7	13	1	10	1	6	1	1	-	3	3	5	9
Weighted Base	22*	9**	13**	1**	11**	2**	7**	1**	**	-	5**	4**	5**	9**
Up to £5	(2.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£6-£10	(8.0)	2	2	-	2	-	-	-	-	-	-	-	-	2
	8%	-	14%	-	16%	-	-	-	-	-	-	-	-	21%
£11-£20	(15.5)	5	3	-	3	-	3	-	-	-	1	4	-	-
	24%	29%	21%	-	23%	-	38%	-	-	-	31%	100%	-	-
£21-£30	(25.5)	5	4	1	1	-	2	1	-	-	-	-	3	2
	21%	10%	29%	100%	11%	-	25%	100%	-	-	-	-	52%	24%
£31-£40	(35.5)	2	1	-	-	2	1	-	-	-	-	-	-	2
	11%	18%	6%	-	-	100%	11%	-	-	-	-	-	-	27%
£41-£50	(45.5)	1	1	-	1	-	-	-	-	-	1	-	-	-
	7%	-	11%	-	12%	-	-	-	-	-	31%	-	-	-
£51-£60	(55.5)	1	-	-	1	-	-	-	-	-	-	-	1	-
	5%	13%	-	-	10%	-	-	-	-	-	-	-	24%	-
£61-£70	(65.5)	*	*	-	-	-	-	-	-	-	-	-	-	*
	2%	-	4%	-	-	-	-	-	100%	-	-	-	-	5%
£71-£80	(75.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£81-£90	(85.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£91-£100	(95.5)	1	-	-	1	-	-	-	-	-	-	-	1	-
	5%	12%	-	-	10%	-	-	-	-	-	-	-	23%	-
More than £100	(100)	4	2	-	2	-	2	-	-	-	2	-	-	2
	17%	19%	15%	-	17%	-	26%	-	-	-	38%	-	-	22%
Av number	42.664	50.963	36.652	25.500	45.515	35.500	41.969	25.500	65.500	-	56.624	15.500	49.054	43.487
Standard Deviation	33.350	36.184	31.253	-	36.833	-	37.666	-	-	-	40.437	0.000	31.830	35.359
Error Variance	55.610	187.042	75.136	-	135.668	-	236.449	-	-	-	545.063	0.000	202.627	138.918

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Consumer Complaints Study - Wave 7 (QS9331 - 183427)

Q.13B1/Bii Using this list approximately how much more than usual was the monthly bill for your mobile phone the last time it was higher than you expected?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/Divorced/Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	20	11	3	6	14	6	12	8	14	6	13	2	4	1
Weighted Base	22*	11**	5**	6**	16**	6**	14**	8**	17**	4**	15**	4**	3**	***
Up to £5	(2.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£6-£10	(8.0)	2	2	-	2	-	2	-	2	-	-	2	-	-
		8%	40%	-	12%	-	13%	-	10%	-	-	51%	-	-
£11-£20	(15.5)	5	1	1	4	1	3	3	5	-	5	-	-	-
		24%	23%	20%	26%	19%	19%	32%	30%	-	34%	-	-	-
£21-£30	(25.5)	5	4	*	4	1	3	2	2	3	3	-	1	*
		21%	36%	8%	24%	14%	20%	22%	11%	59%	17%	-	55%	100%
£31-£40	(35.5)	2	-	2	-	2	2	1	2	1	2	-	1	-
		11%	-	40%	-	38%	12%	9%	9%	17%	11%	-	28%	-
£41-£50	(45.5)	1	-	1	1	-	-	1	1	-	1	-	-	-
		7%	-	24%	9%	-	-	17%	8%	-	9%	-	-	-
£51-£60	(55.5)	1	1	-	1	-	-	1	1	-	1	-	-	-
		5%	10%	-	8%	-	-	14%	7%	-	8%	-	-	-
£61-£70	(65.5)	*	-	*	-	*	-	*	-	*	-	-	*	-
		2%	-	8%	-	8%	-	6%	-	11%	-	-	17%	-
£71-£80	(75.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£81-£90	(85.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£91-£100	(95.5)	1	1	-	1	-	1	-	1	-	1	-	-	-
		5%	10%	-	7%	-	8%	-	6%	-	7%	-	-	-
More than £100	(100)	4	2	1	2	1	4	-	3	1	2	2	-	-
		17%	21%	29%	15%	21%	27%	-	18%	14%	13%	49%	-	-
Av number	42.664	48.710	36.990	35.469	41.214	46.305	48.332	33.271	42.903	41.717	42.084	52.940	35.232	25.500
Standard Deviation	33.350	36.472	45.661	14.903	34.373	33.329	39.609	17.541	35.005	29.899	31.943	54.335	18.389	-
Error Variance	55.610	120.925	694.973	37.018	84.391	185.141	130.742	38.463	87.525	148.996	78.487	1476.173	84.539	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.13B1Bii Using this list approximately how much more than usual was the monthly bill for your mobile phone the last time it was higher than you expected?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	20	1	2	1	3	1	1	2	1	1	4	2	1
Weighted Base	22*	1**	3**	1**	3**	1**	1**	3**	1**	1**	3**	4**	**
Up to £5	(2.5)	-	-	-	-	-	-	-	-	-	-	-	-
£6-£10	(8.0)	2	-	-	-	-	-	-	-	-	-	2	-
	8%	-	-	-	-	-	-	-	-	-	-	51%	-
£11-£20	(15.5)	5	-	-	-	-	1	3	-	-	-	-	-
	24%	100%	-	-	-	-	100%	100%	-	-	-	-	-
£21-£30	(25.5)	5	-	1	2	-	-	-	-	-	1	-	-
	21%	-	-	100%	61%	-	-	-	-	-	55%	-	100%
£31-£40	(35.5)	2	-	2	-	-	-	-	-	-	1	-	-
	11%	-	55%	-	-	-	-	-	-	-	28%	-	-
£41-£50	(45.5)	1	-	-	-	-	-	-	1	-	-	-	-
	7%	-	-	-	-	-	-	-	100%	-	-	-	-
£51-£60	(55.5)	1	-	-	-	-	-	-	-	1	-	-	-
	5%	-	-	-	-	-	-	-	-	100%	-	-	-
£61-£70	(65.5)	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-	-	-	-	-	-	-	-	-	17%	-	-
£71-£80	(75.5)	-	-	-	-	-	-	-	-	-	-	-	-
£81-£90	(85.5)	-	-	-	-	-	-	-	-	-	-	-	-
£91-£100	(95.5)	1	-	-	1	-	-	-	-	-	-	-	-
	5%	-	-	-	39%	-	-	-	-	-	-	-	-
More than £100	(100)	4	-	1	-	1	-	-	-	-	-	2	-
	17%	-	45%	-	-	100%	-	-	-	-	-	49%	-
Av number	42.664	15.500	64.556	25.500	52.977	100.000	15.500	15.500	45.500	55.500	35.232	52.940	25.500
Standard Deviation	33.350	-	39.551	-	42.416	-	-	0.000	-	-	18.389	54.335	-
Error Variance	55.610	-	782.155	-	599.717	-	-	0.000	-	-	84.539	1476.173	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.13Bii Using this list approximately how much more than usual was the monthly bill for your mobile phone the last time it was higher than you expected?
Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	Q.12/3 PHONES OWN							Q.3/5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	20	20	1	19	14	14	6	-	20	1	19	11	12	4	8	20
Weighted Base	22*	22**	1**	20**	13**	13**	9**	**	22**	1**	20**	10**	11**	5**	9**	22**
Up to £5	(2.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£6-£10	(8.0)	2	-	2	-	-	2	-	2	-	2	-	-	2	-	2
		8%	-	9%	-	-	21%	-	8%	-	9%	-	-	37%	-	8%
£11-£20	(15.5)	5	1	4	4	4	1	-	5	1	4	4	2	-	2	5
		24%	24%	100%	18%	29%	29%	16%	24%	100%	18%	36%	21%	-	27%	24%
£21-£30	(25.5)	5	-	5	5	5	-	-	5	-	5	2	3	1	1	5
		21%	-	22%	35%	35%	-	-	21%	-	22%	19%	25%	28%	17%	21%
£31-£40	(35.5)	2	-	2	1	1	2	-	2	-	2	1	1	-	1	2
		11%	-	12%	6%	6%	18%	-	11%	-	12%	7%	7%	-	8%	11%
£41-£50	(45.5)	1	-	1	-	-	1	-	1	-	1	-	1	-	1	1
		7%	-	7%	-	-	16%	-	7%	-	7%	-	13%	-	16%	7%
£51-£60	(55.5)	1	-	1	1	1	-	-	1	-	1	1	1	-	1	1
		5%	-	6%	9%	9%	-	-	5%	-	6%	11%	10%	-	13%	5%
£61-£70	(65.5)	*	-	*	*	*	-	-	*	-	*	*	*	-	*	*
		2%	-	2%	4%	4%	-	-	2%	-	2%	4%	4%	-	-	2%
£71-£80	(75.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£81-£90	(85.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£91-£100	(95.5)	1	-	1	-	-	1	-	1	-	1	-	-	-	-	1
		5%	-	6%	-	-	13%	-	5%	-	6%	-	-	-	-	5%
More than £100	(100)	4	-	4	2	2	1	-	4	-	4	2	2	2	2	4
		17%	-	18%	18%	18%	15%	-	17%	-	18%	22%	21%	35%	19%	17%
Av number	42.664	42.664	15.500	44.587	40.675	40.675	45.630	-	42.664	15.500	44.587	44.346	46.715	45.391	45.302	42.664
Standard Deviation	33.350	33.350	-	33.707	31.871	31.871	37.284	-	33.350	-	33.707	34.799	31.986	46.031	31.913	33.350
Error Variance	55.610	55.610	-	59.800	72.554	72.554	231.681	-	55.610	-	59.800	110.088	85.257	529.724	127.304	55.610

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Consumer Complaints Study - Wave 7 (QS9331 - 183427)

Q.13B1Bii Using this list approximately how much more than usual was the monthly bill for your mobile phone the last time it was higher than you expected?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	20	8	6	6	1	12	7	20	18	15	7	16	20	10
Weighted Base	22*	9**	6**	6**	1**	14**	7**	22**	19**	16**	8**	16**	22**	10**
Up to £5	(2.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£6-£10	(8.0)	2	2	2	-	-	2	2	-	-	-	2	2	-
		8%	30%	30%	-	-	26%	8%	-	-	-	11%	8%	-
£11-£20	(15.5)	5	-	-	-	5	-	5	5	4	2	2	5	2
		24%	-	-	-	36%	-	24%	28%	25%	31%	14%	24%	24%
£21-£30	(25.5)	5	3	1	-	2	2	5	5	5	-	4	5	1
		21%	35%	22%	-	17%	32%	21%	24%	29%	6%	23%	21%	13%
£31-£40	(35.5)	2	2	-	1	2	-	2	2	2	-	1	2	1
		11%	18%	-	100%	17%	-	11%	13%	15%	-	4%	11%	7%
£41-£50	(45.5)	1	1	-	-	1	-	1	1	1	1	1	1	1
		7%	16%	-	-	10%	-	7%	8%	9%	19%	9%	7%	14%
£51-£60	(55.5)	1	1	-	-	1	-	1	1	-	1	1	1	1
		5%	13%	-	-	8%	-	5%	6%	-	15%	7%	5%	12%
£61-£70	(65.5)	*	*	*	-	-	*	*	*	-	*	*	*	*
		2%	8%	8%	-	-	7%	2%	3%	-	6%	3%	2%	5%
£71-£80	(75.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£81-£90	(85.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£91-£100	(95.5)	1	1	1	-	-	1	1	1	1	-	1	1	1
		5%	-	19%	-	-	16%	5%	6%	7%	-	7%	5%	11%
More than £100	(100)	4	2	1	-	2	1	4	2	2	2	4	4	1
		17%	19%	22%	-	12%	19%	17%	13%	15%	23%	22%	17%	13%
Av number	42.664	48.296	52.574	52.574	35.500	37.025	49.237	42.664	41.958	42.259	50.163	48.853	42.664	49.945
Standard Deviation	33.350	28.523	43.784	43.784	-	27.610	41.633	33.350	30.645	32.100	33.895	35.948	33.350	32.724
Error Variance	55.610	101.696	319.512	319.512	-	63.524	247.618	55.610	52.172	68.695	164.126	80.768	55.610	107.083

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.13B1Bii Using this list approximately how much more than usual was the monthly bill for your mobile phone the last time it was higher than you expected?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	Q.12 BILL SHOCK (8 WEEKS)						Any bill shock (g)
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	
Unweighted Base	20	-	20	-	-	-	-	20
Weighted Base	22*	**	22**	**	**	**	**	22**
Up to £5	(2.5)	-	-	-	-	-	-	-
£6-£10	(8.0)	2	2	-	-	-	-	2
		8%	8%	-	-	-	-	8%
£11-£20	(15.5)	5	5	-	-	-	-	5
		24%	24%	-	-	-	-	24%
£21-£30	(25.5)	5	5	-	-	-	-	5
		21%	21%	-	-	-	-	21%
£31-£40	(35.5)	2	2	-	-	-	-	2
		11%	11%	-	-	-	-	11%
£41-£50	(45.5)	1	1	-	-	-	-	1
		7%	7%	-	-	-	-	7%
£51-£60	(55.5)	1	1	-	-	-	-	1
		5%	5%	-	-	-	-	5%
£61-£70	(65.5)	*	*	-	-	-	-	*
		2%	2%	-	-	-	-	2%
£71-£80	(75.5)	-	-	-	-	-	-	-
£81-£90	(85.5)	-	-	-	-	-	-	-
£91-£100	(95.5)	1	1	-	-	-	-	1
		5%	5%	-	-	-	-	5%
More than £100	(100)	4	4	-	-	-	-	4
		17%	17%	-	-	-	-	17%
Av number	42.664	-	42.664	-	-	-	-	42.664
Standard Deviation	33.350	-	33.350	-	-	-	-	33.350
Error Variance	55.610	-	55.610	-	-	-	-	55.610

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.13Bii Using this list approximately how much more than usual was the monthly bill for your mobile phone the last time it was higher than you expected? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	19	6	13	1	9	1	6	1	1	-	2	3	5	9
Weighted Base	20*	8**	13**	1**	10**	2**	7**	1**	**	-	3**	4**	5**	9**
Up to £5	(2.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£6-£10	(8.0)	2	2	-	2	-	-	-	-	-	-	-	-	2
		9%	14%	-	18%	-	-	-	-	-	-	-	-	21%
£11-£20	(15.5)	4	3	-	1	-	3	-	-	-	-	4	-	-
		18%	21%	-	12%	-	38%	-	-	-	-	100%	-	-
£21-£30	(25.5)	5	4	1	1	-	2	1	-	-	-	-	3	2
		22%	29%	100%	13%	-	25%	100%	-	-	-	-	52%	24%
£31-£40	(35.5)	2	1	-	-	2	1	-	-	-	-	-	-	2
		12%	6%	-	-	100%	11%	-	-	-	-	-	-	27%
£41-£50	(45.5)	1	1	-	1	-	-	-	-	-	1	-	-	-
		7%	11%	-	14%	-	-	-	-	-	45%	-	-	-
£51-£60	(55.5)	1	-	-	1	-	-	-	-	-	-	-	1	-
		6%	-	-	12%	-	-	-	-	-	-	-	24%	-
£61-£70	(65.5)	*	*	-	-	-	-	-	*	-	-	-	-	*
		2%	4%	-	-	-	-	-	100%	-	-	-	-	5%
£71-£80	(75.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£81-£90	(85.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£91-£100	(95.5)	1	-	-	1	-	-	-	-	-	-	-	1	-
		6%	-	-	11%	-	-	-	-	-	-	-	23%	-
More than £100	(100)	4	2	-	2	-	2	-	-	-	2	-	-	2
		18%	15%	-	19%	-	26%	-	-	-	55%	-	-	22%
Av number	44.587	57.589	36.652	25.500	49.853	35.500	41.969	25.500	65.500	-	75.412	15.500	49.054	43.487
Standard Deviation	33.707	35.636	31.253	-	37.537	-	37.666	-	-	-	32.856	0.000	31.830	35.359
Error Variance	59.800	211.652	75.136	-	156.557	-	236.449	-	-	-	539.770	0.000	202.627	138.918

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.13B1Bii Using this list approximately how much more than usual was the monthly bill for your mobile phone the last time it was higher than you expected? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	19	11	2	6	13	6	12	7	13	6	12	2	4	1
Weighted Base	20*	11**	3**	6**	14**	6**	14**	7**	16**	4**	14**	4**	3**	**
Up to £5	(2.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£6-£10	(8.0)	2	2	-	2	-	2	-	2	-	-	2	-	-
		9%	58%	-	13%	-	13%	-	11%	-	-	51%	-	-
£11-£20	(15.5)	4	3	1	3	1	3	1	4	-	4	-	-	-
		18%	23%	20%	18%	19%	19%	17%	24%	-	28%	-	-	-
£21-£30	(25.5)	5	4	-	4	1	3	2	2	3	3	-	1	*
		22%	36%	8%	26%	14%	20%	26%	12%	59%	19%	-	55%	100%
£31-£40	(35.5)	2	-	2	-	2	2	1	2	1	2	-	1	-
		12%	-	40%	-	38%	12%	11%	10%	17%	12%	-	28%	-
£41-£50	(45.5)	1	-	1	1	-	-	1	1	-	1	-	-	-
		7%	-	24%	10%	-	-	21%	9%	-	10%	-	-	-
£51-£60	(55.5)	1	1	-	1	-	-	1	1	-	1	-	-	-
		6%	10%	-	8%	-	-	17%	7%	-	9%	-	-	-
£61-£70	(65.5)	*	-	*	-	*	-	*	-	*	-	-	*	-
		2%	-	8%	-	8%	-	7%	-	11%	-	-	17%	-
£71-£80	(75.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£81-£90	(85.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£91-£100	(95.5)	1	1	-	1	-	1	-	1	-	1	-	-	-
		6%	10%	-	8%	-	8%	-	7%	-	8%	-	-	-
More than £100	(100)	4	2	1	2	1	4	-	3	1	2	2	-	-
		18%	21%	42%	17%	21%	27%	-	19%	14%	14%	49%	-	-
Av number	44.587	48.710	46.858	35.469	43.834	46.305	48.332	37.059	45.379	41.717	44.886	52.940	35.232	25.500
Standard Deviation	33.707	36.472	55.120	14.903	35.088	33.329	39.609	16.994	35.561	29.899	32.366	54.335	18.389	-
Error Variance	59.800	120.925	1519.102	37.018	94.703	185.141	130.742	41.259	97.273	148.996	87.294	1476.173	84.539	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.13B1Bii Using this list approximately how much more than usual was the monthly bill for your mobile phone the last time it was higher than you expected? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	19	1	2	1	3	1	-	2	1	1	4	2	1
Weighted Base	20*	1**	3**	1**	3**	1**	**	3**	1**	1**	3**	4**	1**
Up to £5	(2.5)	-	-	-	-	-	-	-	-	-	-	-	-
£6-£10	(8.0)	2	-	-	-	-	-	-	-	-	-	2	-
		9%	-	-	-	-	-	-	-	-	-	51%	-
£11-£20	(15.5)	4	1	-	-	-	-	3	-	-	-	-	-
		18%	100%	-	-	-	-	100%	-	-	-	-	-
£21-£30	(25.5)	5	-	1	2	-	-	-	-	-	1	-	-
		22%	-	100%	61%	-	-	-	-	-	55%	-	100%
£31-£40	(35.5)	2	-	2	-	-	-	-	-	-	1	-	-
		12%	-	55%	-	-	-	-	-	-	28%	-	-
£41-£50	(45.5)	1	-	-	-	-	-	-	1	-	-	-	-
		7%	-	-	-	-	-	-	100%	-	-	-	-
£51-£60	(55.5)	1	-	-	-	-	-	-	-	1	-	-	-
		6%	-	-	-	-	-	-	-	100%	-	-	-
£61-£70	(65.5)	*	-	-	-	-	-	-	-	-	*	-	-
		2%	-	-	-	-	-	-	-	-	17%	-	-
£71-£80	(75.5)	-	-	-	-	-	-	-	-	-	-	-	-
£81-£90	(85.5)	-	-	-	-	-	-	-	-	-	-	-	-
£91-£100	(95.5)	1	-	-	1	-	-	-	-	-	-	-	-
		6%	-	-	39%	-	-	-	-	-	-	-	-
More than £100	(100)	4	1	-	-	1	-	-	-	-	-	2	-
		18%	45%	-	-	100%	-	-	-	-	-	49%	-
Av number	44.587	15.500	64.556	25.500	52.977	100.000	-	15.500	45.500	55.500	35.232	52.940	25.500
Standard Deviation	33.707	-	39.551	-	42.416	-	0.000	0.000	-	-	18.389	54.335	-
Error Variance	59.800	-	782.155	-	599.717	-	0.000	-	-	-	84.539	1476.173	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.13Bii Using this list approximately how much more than usual was the monthly bill for your mobile phone the last time it was higher than you expected? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	Q.12/3 PHONES OWN						Q.3/5A BILLS RESPONSIBLE FOR								
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	19	19	-	19	14	14	5	-	19	-	19	11	12	4	8	19
Weighted Base	20*	20**	..	20**	13**	13**	7**	..	20**	..	20**	10**	11**	5**	9**	20**
Up to £5	(2.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£6-£10	(8.0)	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
		9%	9%	9%	9%	9%	25%	-	9%	-	9%	-	-	37%	-	9%
£11-£20	(15.5)	4	4	4	4	4	-	-	4	-	4	4	2	-	2	4
		18%	18%	18%	29%	29%	-	-	18%	-	18%	36%	21%	-	27%	18%
£21-£30	(25.5)	5	5	5	5	5	-	-	5	-	5	2	3	1	1	5
		22%	22%	22%	35%	35%	-	-	22%	-	22%	19%	25%	28%	17%	22%
£31-£40	(35.5)	2	2	2	1	1	2	-	2	-	2	1	1	-	1	2
		12%	12%	12%	6%	6%	22%	-	12%	-	12%	7%	7%	-	8%	12%
£41-£50	(45.5)	1	1	1	-	-	1	-	1	-	1	-	1	-	1	1
		7%	7%	7%	-	-	19%	-	7%	-	7%	-	13%	-	16%	7%
£51-£60	(55.5)	1	1	1	1	1	-	-	1	-	1	1	1	-	1	1
		6%	6%	6%	9%	9%	-	-	6%	-	6%	11%	10%	-	13%	6%
£61-£70	(65.5)	*	*	*	*	*	-	-	*	-	*	*	*	-	-	-
		2%	2%	2%	4%	4%	-	-	2%	-	2%	4%	4%	-	-	2%
£71-£80	(75.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£81-£90	(85.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£91-£100	(95.5)	1	1	1	-	-	1	-	1	-	1	-	-	-	-	1
		6%	6%	6%	-	-	15%	-	6%	-	6%	-	-	-	-	6%
More than £100	(100)	4	4	4	2	2	1	-	4	-	4	2	2	2	2	4
		18%	18%	18%	18%	18%	18%	-	18%	-	18%	22%	21%	35%	19%	18%
Av number	44.587	44.587	-	44.587	40.675	40.675	51.575	-	44.587	-	44.587	44.346	46.715	45.391	45.302	44.587
Standard Deviation	33.707	33.707	-	33.707	31.871	31.871	38.203	-	33.707	-	33.707	34.799	31.986	46.031	31.913	33.707
Error Variance	59.800	59.800	-	59.800	72.554	72.554	291.889	-	59.800	-	59.800	110.088	85.257	529.724	127.304	59.800

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Q.13Bii Using this list approximately how much more than usual was the monthly bill for your mobile phone the last time it was higher than you expected? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	19	8	6	6	1	11	7	19	17	14	7	16	19	10
Weighted Base	20*	9**	6**	6**	1**	13**	7**	20**	17**	14**	8**	16**	20**	10**
Up to £5	(2.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£6-£10	(8.0)	2	2	2	-	-	2	2	-	-	-	2	2	-
		9%	30%	30%	-	-	26%	9%	-	-	-	11%	9%	-
£11-£20	(15.5)	4	-	-	-	4	-	4	4	3	2	2	4	2
		18%	-	-	-	29%	-	18%	22%	18%	31%	14%	18%	24%
£21-£30	(25.5)	5	3	1	1	2	2	5	5	5	*	4	5	1
		22%	35%	22%	22%	18%	32%	22%	26%	32%	6%	23%	22%	13%
£31-£40	(35.5)	2	2	-	1	2	-	2	2	2	-	1	2	1
		12%	18%	-	100%	18%	-	12%	14%	16%	-	4%	12%	7%
£41-£50	(45.5)	1	1	-	-	1	-	1	1	1	1	1	1	1
		7%	16%	-	-	11%	-	7%	8%	10%	19%	9%	7%	14%
£51-£60	(55.5)	1	1	-	-	1	-	1	1	1	1	1	1	1
		6%	13%	-	-	9%	-	6%	7%	-	15%	7%	6%	12%
£61-£70	(65.5)	*	*	*	*	*	*	*	*	*	*	*	*	*
		2%	-	8%	8%	-	-	7%	2%	-	6%	3%	2%	5%
£71-£80	(75.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£81-£90	(85.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£91-£100	(95.5)	1	1	1	-	-	1	1	1	1	-	1	1	1
		6%	-	19%	19%	-	16%	6%	7%	8%	-	7%	6%	11%
More than £100	(100)	4	2	1	1	2	1	4	2	2	2	4	4	1
		18%	19%	22%	22%	14%	19%	18%	14%	16%	23%	22%	18%	13%
Av number	44.587	48.296	52.574	52.574	35.500	39.446	49.237	44.587	44.173	44.942	50.163	48.853	44.587	49.945
Standard Deviation	33.707	28.523	43.784	43.784	-	28.150	41.633	33.707	30.905	32.505	33.895	35.948	33.707	32.724
Error Variance	59.800	101.696	319.512	319.512	-	72.038	247.618	59.800	56.185	75.471	164.126	80.768	59.800	107.083

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.13B1Bii Using this list approximately how much more than usual was the monthly bill for your mobile phone the last time it was higher than you expected? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

		Q.12 BILL SHOCK (8 WEEKS)						
Total		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	19	-	19	-	-	-	-	19
Weighted Base	20*	**	20**	**	**	**	**	20**
Up to £5	(2.5)	-	-	-	-	-	-	-
£6-£10	(8.0)	2	2	-	-	-	-	2
	9%	-	9%	-	-	-	-	9%
£11-£20	(15.5)	4	4	-	-	-	-	4
	18%	-	18%	-	-	-	-	18%
£21-£30	(25.5)	5	5	-	-	-	-	5
	22%	-	22%	-	-	-	-	22%
£31-£40	(35.5)	2	2	-	-	-	-	2
	12%	-	12%	-	-	-	-	12%
£41-£50	(45.5)	1	1	-	-	-	-	1
	7%	-	7%	-	-	-	-	7%
£51-£60	(55.5)	1	1	-	-	-	-	1
	6%	-	6%	-	-	-	-	6%
£61-£70	(65.5)	*	*	-	-	-	-	*
	2%	-	2%	-	-	-	-	2%
£71-£80	(75.5)	-	-	-	-	-	-	-
£81-£90	(85.5)	-	-	-	-	-	-	-
£91-£100	(95.5)	1	1	-	-	-	-	1
	6%	-	6%	-	-	-	-	6%
More than £100	(100)	4	4	-	-	-	-	4
	18%	-	18%	-	-	-	-	18%
Av number	44.587	-	44.587	-	-	-	-	44.587
Standard Deviation	33.707	-	33.707	-	-	-	-	33.707
Error Variance	59.800	-	59.800	-	-	-	-	59.800

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	20	7	13	1	10	1	6	1	1	-	3	3	5	9
Weighted Base	22*	9**	13**	1**	11**	2**	7**	1**	**	-	5**	4**	5**	9**
Making calls to numbers not included in your monthly call allowance	3 15%	1 12%	2 16%	-	2 20%	-	1 13%	-	-	-	-	1 32%	2 42%	-
Sending texts not included in your monthly text allowance	2 8%	-	2 14%	-	2 16%	-	-	-	-	-	-	-	-	2 21%
Sending picture messages/MMS not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance	2 11%	2 18%	1 6%	-	-	2 100%	1 11%	-	-	-	-	-	-	2 27%
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Call (s) made to an international number	3 13%	1 16%	1 11%	-	3 25%	-	-	-	-	-	3 62%	-	-	-
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away outside of Europe	4 17%	3 32%	1 7%	-	-	-	4 56%	-	-	-	2 38%	1 31%	1 18%	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	20	7	13	1	10	1	6	1	1	-	3	3	5	9
Weighted Base	22*	9**	13**	1**	11**	2**	7**	1**	**	-**	5**	4**	5**	9**
Using data on your mobile whilst away outside of Europe	3 13%	3 32%	-	-	1 10%	-	2 26%	-	-	-	2 38%	-	1 24%	-
Used more than your monthly call allowance	5 23%	2 22%	3 23%	1 100%	2 19%	-	1 11%	1 100%	-	-	-	-	1 23%	4 45%
Used more than your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly data allowance	1 6%	-	1 10%	-	1 12%	-	-	-	-	-	-	-	-	1 15%
Calls you had made to non-geographical numbers e.g. 0845, 0870, 09 numbers	2 9%	1 12%	1 7%	-	2 17%	-	-	-	-	-	-	-	2 41%	-
Charges for repairs to the service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased the monthly fee/tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls/data/messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES														
ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE	7 34%	3 30%	5 37%	-	4 36%	2 100%	2 24%	-	-	-	-	1 32%	2 42%	4 49%
ANY USING MOBILE ABROAD	5 23%	4 45%	1 7%	-	1 10%	-	4 56%	-	-	-	2 38%	1 31%	2 43%	-
ANY CALLS/DATA IN EUROPE	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY CALLS/DATA OUTSIDE EUROPE	5 23%	4 45%	1 7%	-	1 10%	-	4 56%	-	-	-	2 38%	1 31%	2 43%	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	20	7	13	1	10	1	6	1	1	-	3	3	5	9
Weighted Base	22*	9**	13**	1**	11**	2**	7**	1**	**	..	5**	4**	5**	9**
ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE	6 29%	2 22%	4 34%	1 100%	3 31%	-	1 11%	1 100%	*	-	-	-	1 23%	5 60%
ANY INCREASED CHARGES	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY REASON EXCLUDING INCORRECT CHARGES	19 90%	9 100%	10 83%	1 100%	11 100%	2 100%	5 67%	1 100%	*	-	5 100%	2 63%	4 83%	9 100%
None	1 6%	-	1 11%	-	-	-	1 21%	-	-	-	-	1 37%	-	-
Don't know	1 4%	-	1 6%	-	-	-	1 12%	-	-	-	-	-	1 17%	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married/Living as married (a)	Single (b)	Widow/Divorced/Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	20	11	3	6	14	6	12	8	14	6	13	2	4	1
Weighted Base	22*	11**	5**	6**	16**	6**	14**	8**	17**	4**	15**	4**	3**	***
Making calls to numbers not included in your monthly call allowance	3 15%	2 18%	-	1 20%	2 13%	1 19%	2 17%	1 11%	2 13%	1 20%	3 21%	-	-	-
Sending texts not included in your monthly text allowance	2 8%	-	2 40%	-	2 12%	-	2 13%	-	2 10%	-	-	2 51%	-	-
Sending picture messages\MMS not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance	2 11%	-	-	2 40%	-	2 38%	2 12%	1 9%	2 9%	1 17%	2 11%	-	1 28%	-
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Call (s) made to an international number	3 13%	-	1 31%	1 24%	3 18%	-	-	3 35%	3 16%	-	3 19%	-	-	-
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married/Living as married (a)	Single (b)	Widow/Divorced/Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	20	11	3	6	14	6	12	8	14	6	13	2	4	1
Weighted Base	22*	11**	5**	6**	16**	6**	14**	8**	17**	4**	15**	4**	3**	***
Using calls on your mobile whilst away outside of Europe	4 17%	4 33%	-	-	4 24%	-	2 13%	2 25%	3 17%	1 20%	2 14%	2 49%	-	-
Using data on your mobile whilst away outside of Europe	3 13%	3 26%	-	-	3 19%	-	2 13%	1 14%	3 17%	-	1 8%	2 49%	-	-
Used more than your monthly call allowance	5 23%	3 29%	-	2 28%	4 24%	1 20%	3 21%	2 26%	2 13%	3 62%	3 17%	-	2 70%	* 100%
Used more than your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly data allowance	1 6%	-	1 29%	-	-	1 21%	1 10%	-	1 8%	-	1 9%	-	-	-
Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers	2 9%	2 17%	-	-	1 7%	1 14%	2 15%	-	2 11%	-	2 13%	-	-	-
Charges for repairs to the service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased the monthly fee/tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls/data/messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES														
ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE	7 34%	2 18%	2 40%	4 60%	4 25%	4 57%	6 42%	2 20%	6 33%	2 37%	5 32%	2 51%	1 28%	-

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	20	11	3	6	14	6	12	8	14	6	13	2	4	1
Weighted Base	22*	11**	5**	6**	16**	6**	14**	8**	17**	4**	15**	4**	3**	***
ANY USING MOBILE ABROAD	5 23%	5 44%	-	-	5 32%	-	2 13%	3 39%	4 23%	1 20%	3 21%	2 49%	-	-
ANY CALLS/DATA IN EUROPE	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY CALLS/DATA OUTSIDE EUROPE	5 23%	5 44%	-	-	5 32%	-	2 13%	3 39%	4 23%	1 20%	3 21%	2 49%	-	-
ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE	6 29%	3 29%	1 29%	2 28%	4 24%	3 41%	4 31%	2 26%	4 21%	3 62%	4 26%	-	2 70%	* 100%
ANY INCREASED CHARGES	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY REASON EXCLUDING INCORRECT CHARGES	19 90%	9 81%	5 100%	6 100%	13 86%	6 100%	11 84%	8 100%	16 92%	4 82%	14 91%	4 100%	2 70%	* 100%
None	1 6%	1 12%	-	-	1 9%	-	1 10%	-	1 8%	-	1 9%	-	-	-
Don't know	1 4%	1 7%	-	-	1 5%	-	1 6%	-	-	1 18%	-	-	1 30%	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	20	1	2	1	3	1	1	2	1	1	4	2	1
Weighted Base	22*	1**	3**	1**	3**	1**	1**	3**	1**	1**	3**	4**	**
Making calls to numbers not included in your monthly call allowance	3 15%	1 100%	-	-	2 70%	-	-	-	-	-	-	-	-
Sending texts not included in your monthly text allowance	2 8%	-	-	-	-	-	-	-	-	-	-	2 51%	-
Sending picture messages/MMS not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance	2 11%	-	2 55%	-	-	-	-	-	-	-	1 28%	-	-
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-
Call (s) made to an international number	3 13%	-	-	-	-	-	1 100%	-	1 100%	-	-	-	-
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away outside of Europe	4 17%	-	-	-	1 31%	-	-	1 46%	-	-	-	2 49%	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	20	1	2	1	3	1	1	2	1	1	4	2	1
Weighted Base	22*	1**	3**	1**	3**	1**	1**	3**	1**	1**	3**	4**	***
Using data on your mobile whilst away outside of Europe	3 13%	-	-	-	-	-	-	-	-	1 100%	-	2 49%	-
Used more than your monthly call allowance	5 23%	-	-	1 100%	1 39%	1 100%	-	-	-	-	2 70%	-	- 100%
Used more than your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly data allowance	1 6%	-	1 45%	-	-	-	-	-	-	-	-	-	-
Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers	2 9%	-	-	-	2 69%	-	-	-	-	-	-	-	-
Charges for repairs to the service	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased the monthly fee/tariff	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data/messaging	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES													
ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE	7 34%	1 100%	2 55%	-	2 70%	-	-	-	-	-	1 28%	2 51%	-
ANY USING MOBILE ABROAD	5 23%	-	-	-	1 31%	-	-	1 46%	-	1 100%	-	2 49%	-
ANY CALLS/DATA IN EUROPE	-	-	-	-	-	-	-	-	-	-	-	-	-

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	20	1	2	1	3	1	1	2	1	1	4	2	1
Weighted Base	22*	1**	3**	1**	3**	1**	1**	3**	1**	1**	3**	4**	***
ANY CALLS/DATA OUTSIDE EUROPE	5 23%	-	-	-	1 31%	-	-	1 46%	-	1 100%	-	2 49%	-
ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE	6 29%	-	1 45%	1 100%	1 39%	1 100%	-	-	-	-	2 70%	-	1 100%
ANY INCREASED CHARGES	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY REASON EXCLUDING INCORRECT CHARGES	19 90%	1 100%	3 100%	1 100%	3 100%	1 100%	1 100%	1 46%	1 100%	1 100%	2 70%	4 100%	1 100%
None	1 6%	-	-	-	-	-	-	1 54%	-	-	-	-	-
Don't know	1 4%	-	-	-	-	-	-	-	-	-	1 30%	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Q.12/3 PHONES OWN								Q.3/5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	20	20	1	19	14	14	6	-	20	1	19	11	12	4	8	20
Weighted Base	22*	22**	1**	20**	13**	13**	9**	**	22**	1**	20**	10**	11**	5**	9**	22**
Making calls to numbers not included in your monthly call allowance	3 15%	3 15%	-	3 16%	2 16%	2 16%	1 13%	-	3 15%	-	3 16%	1 11%	1 11%	-	1 13%	3 15%
Sending texts not included in your monthly text allowance	2 8%	2 8%	-	2 9%	-	-	2 21%	-	2 8%	-	2 9%	-	-	2 37%	-	2 8%
Sending picture messages/MMS not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance	2 11%	2 11%	-	2 12%	1 6%	1 6%	2 18%	-	2 11%	-	2 12%	1 7%	1 7%	-	1 8%	2 11%
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Call (s) made to an international number	3 13%	3 13%	1 100%	1 7%	-	-	3 33%	-	3 13%	1 100%	1 7%	-	1 13%	-	1 16%	3 13%
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away outside of Europe	4 17%	4 17%	-	4 19%	4 29%	4 29%	-	-	4 17%	-	4 19%	3 28%	3 26%	2 35%	3 33%	4 17%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?
Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Q.1/2/3 PHONES OWN								Q.3/5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	20	20	1	19	14	14	6	-	20	1	19	11	12	4	8	20
Weighted Base	22*	22**	1**	20**	13**	13**	9**	**	22**	1**	20**	10**	11**	5**	9**	22**
Using data on your mobile whilst away outside of Europe	3 13%	3 13%	-	3 14%	3 22%	3 22%	-	-	3 13%	-	3 14%	3 28%	3 26%	2 35%	3 33%	3 13%
Used more than your monthly call allowance	5 23%	5 23%	-	5 24%	4 29%	4 29%	1 13%	-	5 23%	-	5 24%	4 37%	4 34%	1 28%	1 16%	5 23%
Used more than your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly data allowance	1 6%	1 6%	-	1 7%	-	-	1 15%	-	1 6%	-	1 7%	-	-	-	-	1 6%
Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers	2 9%	2 9%	-	2 10%	1 7%	1 7%	1 13%	-	2 9%	-	2 10%	-	-	-	-	2 9%
Charges for repairs to the service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased the monthly fee/tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data/messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES																
ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE	7 34%	7 34%	-	7 36%	3 22%	3 22%	5 52%	-	7 34%	-	7 36%	2 18%	2 17%	2 37%	2 22%	7 34%
ANY USING MOBILE ABROAD	5 23%	5 23%	-	5 24%	5 38%	5 38%	-	-	5 23%	-	5 24%	4 39%	4 36%	2 35%	4 46%	5 23%
ANY CALLS/DATA IN EUROPE	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Q.1/2/3 PHONES OWN								Q.3/5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	20	20	1	19	14	14	6	-	20	1	19	11	12	4	8	20
Weighted Base	22*	22**	1**	20**	13**	13**	9**	**	22**	1**	20**	10**	11**	5**	9**	22**
ANY CALLS/DATA OUTSIDE EUROPE	5	5	-	5	5	5	-	-	5	-	5	4	4	2	4	5
	23%	23%	-	24%	38%	38%	-	-	23%	-	24%	39%	36%	35%	46%	23%
ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE	6	6	-	6	4	4	2	-	6	-	6	4	4	1	1	6
	29%	29%	-	31%	29%	29%	28%	-	29%	-	31%	37%	34%	28%	16%	29%
ANY INCREASED CHARGES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY REASON EXCLUDING INCORRECT CHARGES	19	19	1	18	11	11	9	-	19	1	18	9	10	5	8	19
	90%	90%	100%	89%	83%	83%	100%	-	90%	100%	89%	87%	93%	100%	91%	90%
None	1	1	-	1	1	1	-	-	1	-	1	1	-	-	-	1
	6%	6%	-	7%	11%	11%	-	-	6%	-	7%	13%	-	-	-	6%
Don't know	1	1	-	1	1	1	-	-	1	-	1	-	1	-	1	1
	4%	4%	-	4%	6%	6%	-	-	4%	-	4%	-	7%	-	9%	4%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	20	8	6	6	1	12	7	20	18	15	7	16	20	10
Weighted Base	22*	9**	6**	6**	1**	14**	7**	22**	19**	16**	8**	16**	22**	10**
Making calls to numbers not included in your monthly call allowance	3 15%	1 10%	1 19%	1 19%	-	2 15%	1 16%	3 15%	3 17%	2 13%	1 16%	3 19%	3 15%	2 23%
Sending texts not included in your monthly text allowance	2 8%	-	2 30%	2 30%	-	-	2 26%	2 8%	-	-	-	2 11%	2 8%	-
Sending picture messages/MMS not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance	2 11%	2 18%	-	-	1 100%	2 17%	-	2 11%	2 13%	2 15%	-	1 4%	2 11%	1 7%
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Call (s) made to an international number	3 13%	1 16%	-	-	-	3 20%	-	3 13%	3 15%	3 18%	1 19%	1 9%	3 13%	1 14%
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

Total	TV							INTERNET						
	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)	
Unweighted Base	20	8	6	6	1	12	7	20	18	15	7	16	20	10
Weighted Base	22*	9**	6**	6**	1**	14**	7**	22**	19**	16**	8**	16**	22**	10**
Using calls on your mobile whilst away outside of Europe	4 17%	3 29%	- -	- -	- -	4 27%	- -	4 17%	4 20%	4 24%	3 38%	4 23%	4 17%	1 12%
Using data on your mobile whilst away outside of Europe	3 13%	3 32%	- -	- -	- -	3 20%	- -	3 13%	3 16%	2 11%	3 38%	3 18%	3 13%	1 12%
Used more than your monthly call allowance	5 23%	1 7%	3 48%	3 48%	1 100%	1 10%	3 42%	5 23%	5 27%	4 28%	1 12%	5 30%	5 23%	4 37%
Used more than your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly data allowance	1 6%	-	1 22%	1 22%	-	-	1 19%	1 6%	-	-	-	1 8%	1 6%	1 13%
Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers	2 9%	1 9%	1 19%	1 19%	-	-	2 29%	2 9%	2 11%	2 13%	-	2 12%	2 9%	1 11%
Charges for repairs to the service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased the monthly fee/tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data/messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES														
ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE	7 34%	2 27%	3 48%	3 48%	1 100%	4 31%	3 42%	7 34%	6 30%	4 28%	1 16%	6 35%	7 34%	3 31%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	20	8	6	6	1	12	7	20	18	15	7	16	20	10
Weighted Base	22*	9**	6**	6**	1**	14**	7**	22**	19**	16**	8**	16**	22**	10**
ANY USING MOBILE ABROAD	5	4	-	-	-	5	-	5	5	4	4	5	5	2
23%	41%	-	-	-	-	35%	-	23%	27%	24%	54%	30%	23%	24%
ANY CALLS/DATA IN EUROPE	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY CALLS/DATA OUTSIDE EUROPE	5	4	-	-	-	5	-	5	5	4	4	5	5	2
23%	41%	-	-	-	-	35%	-	23%	27%	24%	54%	30%	23%	24%
ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE	6	1	4	4	1	1	4	6	5	4	1	6	6	5
29%	7%	70%	70%	100%	10%	62%	29%	29%	27%	28%	12%	38%	29%	50%
ANY INCREASED CHARGES	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY REASON EXCLUDING INCORRECT CHARGES	19	8	6	6	1	12	7	19	16	14	8	16	19	10
90%	91%	100%	100%	100%	85%	100%	90%	90%	88%	86%	100%	100%	90%	100%
None	1	-	-	-	-	1	-	1	1	1	-	-	1	-
6%	-	-	-	-	-	10%	-	6%	7%	9%	-	-	6%	-
Don't know	1	1	-	-	-	1	-	1	1	1	-	-	1	-
4%	9%	-	-	-	-	6%	-	4%	4%	5%	-	-	4%	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	Q.12 BILL SHOCK (8 WEEKS)						Any bill shock (g)
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	
Unweighted Base	20	-	20	-	-	-	-	20
Weighted Base	22*	..	22**	22**
Making calls to numbers not included in your monthly call allowance	3 15%	-	3 15%	-	-	-	-	3 15%
Sending texts not included in your monthly text allowance	2 8%	-	2 8%	-	-	-	-	2 8%
Sending picture messages/MMS not included in your monthly text allowance	-	-	-	-	-	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance	2 11%	-	2 11%	-	-	-	-	2 11%
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-
Incorrect charges	-	-	-	-	-	-	-	-
Call (s) made to an international number	3 13%	-	3 13%	-	-	-	-	3 13%
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away outside of Europe	4 17%	-	4 17%	-	-	-	-	4 17%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	Q.12 BILL SHOCK (8 WEEKS)						Any bill shock (g)
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	
Unweighted Base	20	-	20	-	-	-	-	20
Weighted Base	22*	**	22**	**	**	**	**	22**
Using data on your mobile whilst away outside of Europe	3 13%	- -	3 13%	- -	- -	- -	- -	3 13%
Used more than your monthly call allowance	5 23%	- -	5 23%	- -	- -	- -	- -	5 23%
Used more than your monthly text allowance	- -	- -	- -	- -	- -	- -	- -	- -
Used more than your monthly data allowance	1 6%	- -	1 6%	- -	- -	- -	- -	1 6%
Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers	2 9%	- -	2 9%	- -	- -	- -	- -	2 9%
Charges for repairs to the service	- -	- -	- -	- -	- -	- -	- -	- -
Provider increased the monthly fee/tariff	- -	- -	- -	- -	- -	- -	- -	- -
Provider increased their costs for calls\data\messaging	- -	- -	- -	- -	- -	- -	- -	- -
Other reason	- -	- -	- -	- -	- -	- -	- -	- -
SUMMARY CODES								
ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE	7 34%	- -	7 34%	- -	- -	- -	- -	7 34%
ANY USING MOBILE ABROAD	5 23%	- -	5 23%	- -	- -	- -	- -	5 23%
ANY CALLS/DATA IN EUROPE	- -	- -	- -	- -	- -	- -	- -	- -

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	Q.12 BILL SHOCK (8 WEEKS)						
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	20	-	20	-	-	-	-	20
Weighted Base	22*	..	22**	22**
ANY CALLS/DATA OUTSIDE EUROPE	5 23%	-	5 23%	-	-	-	-	5 23%
ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE	6 29%	-	6 29%	-	-	-	-	6 29%
ANY INCREASED CHARGES	-	-	-	-	-	-	-	-
ANY REASON EXCLUDING INCORRECT CHARGES	19 90%	-	19 90%	-	-	-	-	19 90%
None	1 6%	-	1 6%	-	-	-	-	1 6%
Don't know	1 4%	-	1 4%	-	-	-	-	1 4%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

		Q.14B WHAT WERE THE REASONS YOU WERE CHARGED OR PAID MORE THAN YOU HAD EXPECTED FOR YOUR MOBILE PHONE												
		Making calls to numbers not included in your monthly call allowance (a)	Sending texts not included in your monthly text allowance (b)	Sending picture messages\MMS not included in your monthly text allowance (c)	Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance (d)	Accessing services from within an app (e.g. dialling a premium rate number) (e)	Incorrect charges (f)	Call (s) made to an international number (g)	Using calls on your mobile whilst away within Europe (h)	Using data on your mobile whilst away within Europe (i)	Using calls on your mobile whilst away outside of Europe (j)	Using data on your mobile whilst away outside of Europe (k)	Used more than your monthly call allowance (l)	Used more than your monthly text allowance (m)
Unweighted Base	20	3	1	-	2	-	-	2	-	-	3	2	7	-
Weighted Base	22*	3**	2**	**	2**	**	**	3**	**	**	4**	3**	5**	**
Making calls to numbers not included in your monthly call allowance	3 15%	3 100%	-	-	-	-	-	-	-	-	1 23%	-	1 23%	-
Sending texts not included in your monthly text allowance	2 8%	-	2 100%	-	-	-	-	-	-	-	-	-	-	-
Sending picture messages\MMS not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance	2 11%	-	-	-	2 100%	-	-	-	-	-	-	-	1 15%	-
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Call (s) made to an international number	3 13%	-	-	-	-	-	3 100%	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y

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Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

Q.14B WHAT WERE THE REASONS YOU WERE CHARGED OR PAID MORE THAN YOU HAD EXPECTED FOR YOUR MOBILE PHONE													
Total	Used more than your monthly data allowance (e.g. email, internet, social networking) (n)	Calls you had made to non-geographical numbers e.g. 0845,0870,09 numbers (o)	Charges for repairs to the service (p)	Provider increased the monthly fee/tariff (q)	Provider increased their costs for calls/data/messaging (r)	Other reason (s)	ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE (t)	ANY USING MOBILE ABROAD (u)	ANY CALLS/DATA IN EUROPE (v)	ANY CALLS/DATA OUTSIDE EUROPE (w)	ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE (x)	ANY INCREASED CHARGES (y)	
Unweighted Base	20	1	2	-	-	-	6	4	-	4	8	-	
Weighted Base	22*	1**	2**	-**	-**	-**	7**	5**	-**	5**	6**	-**	
Making calls to numbers not included in your monthly call allowance	3 15%	- 57%	-	-	-	-	3 43%	1 18%	-	1 18%	1 18%	-	
Sending texts not included in your monthly text allowance	2 8%	-	-	-	-	-	2 25%	-	-	-	-	-	
Sending picture messages/MMS not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance	2 11%	-	-	-	-	-	2 32%	-	-	-	1 12%	-	
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	
Call (s) made to an international number	3 13%	-	-	-	-	-	-	-	-	-	-	-	

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y
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Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Q.14B WHAT WERE THE REASONS YOU WERE CHARGED OR PAID MORE THAN YOU HAD EXPECTED FOR YOUR MOBILE PHONE													
	Total	Making calls to numbers not included in your monthly call allowance (a)	Sending texts not included in your monthly text allowance (b)	Sending picture messages\MMS not included in your monthly text allowance (c)	Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance (d)	Accessing services from within an app (e.g. dialling a premium rate number) (e)	Incorrect charges (f)	Call (s) made to an international number (g)	Using calls on your mobile whilst away within Europe (h)	Using data on your mobile whilst away within Europe (i)	Using calls on your mobile whilst away outside of Europe (j)	Using data on your mobile whilst away outside of Europe (k)	Used more than your monthly call allowance (l)	Used more than your monthly text allowance (m)
Unweighted Base	20	3	1	-	2	-	-	2	-	-	3	2	7	-
Weighted Base	22*	3**	2**	**	2**	**	**	3**	**	**	4**	3**	5**	**
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away outside of Europe	4 17%	1 28%	-	-	-	-	-	-	-	4 100%	2 60%	-	-	-
Using data on your mobile whilst away outside of Europe	3 13%	-	-	-	-	-	-	-	-	2 46%	3 100%	-	-	-
Used more than your monthly call allowance	5 23%	1 35%	-	-	1 31%	-	-	-	-	-	-	-	5 100%	-
Used more than your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly data allowance	1 6%	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers	2 9%	1 35%	-	-	-	-	-	-	-	-	-	-	1 23%	-
Charges for repairs to the service	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y

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Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

Q.14B WHAT WERE THE REASONS YOU WERE CHARGED OR PAID MORE THAN YOU HAD EXPECTED FOR YOUR MOBILE PHONE												
Total	Used more than your monthly data allowance (e.g. email, internet, social networking) (n)	Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers (o)	Charges for repairs to the service (p)	Provider increased the monthly fee/tariff (q)	Provider increased their costs for calls/data/messaging (r)	Other reason (s)	ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE (t)	ANY USING MOBILE ABROAD (u)	ANY CALLS/DATA IN EUROPE (v)	ANY CALLS/DATA OUTSIDE EUROPE (w)	ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE (x)	ANY INCREASED CHARGES (y)
Unweighted Base	20	1	2	-	-	-	6	4	-	4	8	-
Weighted Base	22*	1**	2**	-**	-**	-**	7**	5**	-**	5**	6**	-**
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away outside of Europe	4 17%	-	-	-	-	-	1 12%	4 76%	-	4 76%	-	-
Using data on your mobile whilst away outside of Europe	3 13%	-	-	-	-	-	-	3 59%	-	3 59%	-	-
Used more than your monthly call allowance	5 23%	-	1 57%	-	-	-	2 25%	-	-	-	5 79%	-
Used more than your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly data allowance	1 6%	1 100%	-	-	-	-	-	-	-	-	1 21%	-
Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers	2 9%	-	2 100%	-	-	-	1 15%	-	-	-	1 18%	-
Charges for repairs to the service	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y
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Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?
Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

Q.14B WHAT WERE THE REASONS YOU WERE CHARGED OR PAID MORE THAN YOU HAD EXPECTED FOR YOUR MOBILE PHONE													
Total	Making calls to numbers not included in your monthly call allowance (a)	Sending texts not included in your monthly text allowance (b)	Sending picture messages\MMS not included in your monthly text allowance (c)	Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance (d)	Accessing services from within an app (e.g. dialling a premium rate number) (e)	Incorrect charges (f)	Call (s) made to an international number (g)	Using calls on your mobile whilst away within Europe (h)	Using data on your mobile whilst away within Europe (i)	Using calls on your mobile whilst away outside of Europe (j)	Using data on your mobile whilst away outside of Europe (k)	Used more than your monthly call allowance (l)	Used more than your monthly text allowance (m)
Unweighted Base	20	3	1	-	2	-	2	-	-	3	2	7	-
Weighted Base	22*	3**	2**	**	2**	**	3**	**	**	4**	3**	5**	**
Provider increased the monthly fee/tariff	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data\messaging	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES													
ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE	7 34%	3 100%	2 100%	-	2 100%	-	-	-	-	1 23%	-	2 38%	-
ANY USING MOBILE ABROAD	5 23%	1 28%	-	-	-	-	-	-	-	4 100%	3 100%	-	-
ANY CALLS/DATA IN EUROPE	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY CALLS/DATA OUTSIDE EUROPE	5 23%	1 28%	-	-	-	-	-	-	-	4 100%	3 100%	-	-
ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE	6 29%	1 35%	-	-	1 31%	-	-	-	-	-	-	5 100%	-
ANY INCREASED CHARGES	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y
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Consumer Complaints Study - Wave 7 (QS9331 - 183427)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

Q.14B WHAT WERE THE REASONS YOU WERE CHARGED OR PAID MORE THAN YOU HAD EXPECTED FOR YOUR MOBILE PHONE												
Total	Used more than your monthly data allowance (e.g. email, internet, social networking) (n)	Calls you had made to non-geographical numbers e.g. 0845, 0870, 09 numbers (o)	Charges for repairs to the service (p)	Provider increased the monthly fee/tariff (q)	Provider increased their costs for calls/data/messaging (r)	Other reason (s)	ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE (t)	ANY USING MOBILE ABROAD (u)	ANY CALLS/DATA IN EUROPE (v)	ANY CALLS/DATA OUTSIDE EUROPE (w)	ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE (x)	ANY INCREASED CHARGES (y)
Unweighted Base	20	1	2	-	-	-	6	4	-	4	8	-
Weighted Base	22*	1**	2**	-**	-**	-**	7**	5**	-**	5**	6**	-**
Provider increased the monthly fee/tariff	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls/data/messaging	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES												
ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE	7 34%	- -	1 57%	- -	- -	- -	7 100%	1 18%	- -	1 18%	2 30%	- -
ANY USING MOBILE ABROAD	5 23%	- -	- -	- -	- -	- -	1 12%	5 100%	- -	5 100%	- -	- -
ANY CALLS/DATA IN EUROPE	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
ANY CALLS/DATA OUTSIDE EUROPE	5 23%	- -	- -	- -	- -	- -	1 12%	5 100%	- -	5 100%	- -	- -
ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE	6 29%	1 100%	1 57%	- -	- -	- -	2 25%	- -	- -	- -	6 100%	- -
ANY INCREASED CHARGES	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y
 * small base; ** very small base (under 30) ineligible for sig testing



Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

		Q.14B WHAT WERE THE REASONS YOU WERE CHARGED OR PAID MORE THAN YOU HAD EXPECTED FOR YOUR MOBILE PHONE												
		Making calls to numbers not included in your monthly call allowance (a)	Sending texts not included in your monthly text allowance (b)	Sending picture messages\MMS not included in your monthly text allowance (c)	Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance (d)	Accessing services from within an app (e.g. dialling a premium rate number) (e)	Incorrect charges (f)	Call (s) made to an international number (g)	Using calls on your mobile whilst away within Europe (h)	Using data on your mobile whilst away within Europe (i)	Using calls on your mobile whilst away outside of Europe (j)	Using data on your mobile whilst away outside of Europe (k)	Used more than your monthly call allowance (l)	Used more than your monthly text allowance (m)
Unweighted Base	20	3	1	-	2	-	-	2	-	-	3	2	7	-
Weighted Base	22*	3**	2**	**	2**	**	**	3**	**	**	4**	3**	5**	**
ANY REASON EXCLUDING INCORRECT CHARGES	19	3	2	-	2	-	-	3	-	-	4	3	5	-
	90%	100%	100%	-	100%	-	-	100%	-	-	100%	100%	100%	-
None	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	6%	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y

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Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

		Q.14B WHAT WERE THE REASONS YOU WERE CHARGED OR PAID MORE THAN YOU HAD EXPECTED FOR YOUR MOBILE PHONE										
Total	Used more than your monthly data allowance (e.g. email, internet, social networking) (n)	Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers (o)	Charges for repairs to the service (p)	Provider increased the monthly tariff (q)	Provider increased their costs for calls/data/messaging (r)	Other reason (s)	ANY CALLS/ TEXT/MMS/ DATA NOT INCLUDED IN MONTHLY ALLOWANCE (t)	ANY USING MOBILE ABROAD (u)	ANY CALLS/ DATA IN EUROPE (v)	ANY CALLS/ DATA OUTSIDE EUROPE (w)	ANY USING MORE THAN MONTHLY CALL/ TEXT/DATA ALLOWANCE (x)	ANY INCREASED CHARGES (y)
Unweighted Base	20	1	2	-	-	-	6	4	-	4	8	-
Weighted Base	22*	1**	2**	-**	-**	-**	7**	5**	-**	5**	6**	-**
ANY REASON EXCLUDING INCORRECT CHARGES	19	1	2	-	-	-	7	5	-	5	6	-
None	1	-	-	-	-	-	-	-	-	-	-	-
Don't know	1	-	-	-	-	-	-	-	-	-	-	-
	6%	-	-	-	-	-	-	-	-	-	-	-
	4%	-	-	-	-	-	-	-	-	-	-	-
	90%	100%	100%	-	-	-	100%	100%	-	100%	100%	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y
 * small base; ** very small base (under 30) ineligible for sig testing



Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	19	6	13	1	9	1	6	1	1	-	2	3	5	9
Weighted Base	20*	8**	13**	1**	10**	2**	7**	1**	**	-	3**	4**	5**	9**
Making calls to numbers not included in your monthly call allowance	3 16%	1 15%	2 16%	-	2 23%	-	1 13%	-	-	-	-	1 32%	2 42%	-
Sending texts not included in your monthly text allowance	2 9%	-	2 14%	-	2 18%	-	-	-	-	-	-	-	-	2 21%
Sending picture messages/MMMS not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance	2 12%	2 21%	1 6%	-	-	2 100%	1 11%	-	-	-	-	-	-	2 27%
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Call (s) made to an international number	1 7%	-	1 11%	-	1 14%	-	-	-	-	-	1 45%	-	-	-
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away outside of Europe	4 19%	3 38%	1 7%	-	-	-	4 56%	-	-	-	2 55%	1 31%	1 18%	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	19	6	13	1	9	1	6	1	1	-	2	3	5	9
Weighted Base	20*	8**	13**	1**	10**	2**	7**	1**	**	-**	3**	4**	5**	9**
Using data on your mobile whilst away outside of Europe	3 14%	3 38%	-	-	1 12%	-	2 26%	-	-	-	2 55%	-	1 24%	-
Used more than your monthly call allowance	5 24%	2 26%	3 23%	1 100%	2 22%	-	1 11%	1 100%	-	-	-	-	1 23%	4 45%
Used more than your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly data allowance	1 7%	-	1 10%	-	1 13%	-	-	-	-	-	-	-	-	1 15%
Calls you had made to non-geographical numbers e.g. 0845, 0870, 09 numbers	2 10%	1 15%	1 7%	-	2 20%	-	-	-	-	-	-	-	2 41%	-
Charges for repairs to the service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased the monthly fee/tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls/data/messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES														
ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE	7 36%	3 36%	5 37%	-	4 41%	2 100%	2 24%	-	-	-	-	1 32%	2 42%	4 49%
ANY USING MOBILE ABROAD	5 24%	4 53%	1 7%	-	1 12%	-	4 56%	-	-	-	2 55%	1 31%	2 43%	-
ANY CALLS/DATA IN EUROPE	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY CALLS/DATA OUTSIDE EUROPE	5 24%	4 53%	1 7%	-	1 12%	-	4 56%	-	-	-	2 55%	1 31%	2 43%	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	19	6	13	1	9	1	6	1	1	-	2	3	5	9
Weighted Base	20*	8**	13**	1**	10**	2**	7**	1**	**	..	3**	4**	5**	9**
ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE	6 31%	2 26%	4 34%	1 100%	3 35%	-	1 11%	1 100%	* 100%	-	-	-	1 23%	5 60%
ANY INCREASED CHARGES	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY REASON EXCLUDING INCORRECT CHARGES	18 89%	8 100%	10 83%	1 100%	10 100%	2 100%	5 67%	1 100%	* 100%	-	3 100%	2 63%	4 83%	9 100%
None	1 7%	-	1 11%	-	-	-	1 21%	-	-	-	-	1 37%	-	-
Don't know	1 4%	-	1 6%	-	-	-	1 12%	-	-	-	-	-	1 17%	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married/Living as married (a)	Single (b)	Widow/Divorced/Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	19	11	2	6	13	6	12	7	13	6	12	2	4	1
Weighted Base	20*	11**	3**	6**	14**	6**	14**	7**	16**	4**	14**	4**	3**	**
Making calls to numbers not included in your monthly call allowance	3 16%	2 18%	-	1 20%	2 14%	1 19%	2 17%	1 13%	2 15%	1 20%	3 23%	-	-	-
Sending texts not included in your monthly text allowance	2 9%	-	2 58%	-	2 13%	-	2 13%	-	2 11%	-	-	2 51%	-	-
Sending picture messages\MMS not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance	2 12%	-	-	2 40%	-	2 38%	2 12%	1 11%	2 10%	1 17%	2 12%	-	1 28%	-
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Call (s) made to an international number	1 7%	-	-	1 24%	1 10%	-	-	1 21%	1 9%	-	1 10%	-	-	-
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married/Living as married (a)	Single (b)	Widow/Divorced/Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	19	11	2	6	13	6	12	7	13	6	12	2	4	1
Weighted Base	20*	11**	3**	6**	14**	6**	14**	7**	16**	4**	14**	4**	3**	***
Using calls on your mobile whilst away outside of Europe	4 19%	4 33%	-	-	4 27%	-	2 13%	2 30%	3 18%	1 20%	2 15%	2 49%	-	-
Using data on your mobile whilst away outside of Europe	3 14%	3 26%	-	-	3 21%	-	2 13%	1 17%	3 18%	-	1 9%	2 49%	-	-
Used more than your monthly call allowance	5 24%	3 29%	-	2 28%	4 27%	1 20%	3 21%	2 31%	2 14%	3 62%	3 19%	-	2 70%	* 100%
Used more than your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly data allowance	1 7%	-	1 42%	-	-	1 21%	1 10%	-	1 8%	-	1 10%	-	-	-
Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers	2 10%	2 17%	-	-	1 8%	1 14%	2 15%	-	2 12%	-	2 14%	-	-	-
Charges for repairs to the service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased the monthly fee/tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls/data/messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES														
ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE	7 36%	2 18%	2 58%	4 60%	4 27%	4 57%	6 42%	2 24%	6 36%	2 37%	5 35%	2 51%	1 28%	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separat ed (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	19	11	2	6	13	6	12	7	13	6	12	2	4	1
Weighted Base	20*	11**	3**	6**	14**	6**	14**	7**	16**	4**	14**	4**	3**	***
ANY USING MOBILE ABROAD	5 24%	5 44%	-	-	5 35%	-	2 13%	3 48%	4 26%	1 20%	3 24%	2 49%	-	-
ANY CALLS/DATA IN EUROPE	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY CALLS/DATA OUTSIDE EUROPE	5 24%	5 44%	-	-	5 35%	-	2 13%	3 48%	4 26%	1 20%	3 24%	2 49%	-	-
ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE	6 31%	3 29%	1 42%	2 28%	4 27%	3 41%	4 31%	2 31%	4 22%	3 62%	4 29%	-	2 70%	* 100%
ANY INCREASED CHARGES	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY REASON EXCLUDING INCORRECT CHARGES	18 89%	9 81%	3 100%	6 100%	12 84%	6 100%	11 84%	7 100%	14 91%	4 82%	12 90%	4 100%	2 70%	* 100%
None	1 7%	1 12%	-	-	1 10%	-	1 10%	-	1 9%	-	1 10%	-	-	-
Don't know	1 4%	1 7%	-	-	1 6%	-	1 6%	-	-	1 18%	-	-	1 30%	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	19	1	2	1	3	1	-	2	1	1	4	2	1
Weighted Base	20*	1**	3**	1**	3**	1**	**	3**	1**	1**	3**	4**	**
Making calls to numbers not included in your monthly call allowance	3 16%	1 100%	-	-	2 70%	-	-	-	-	-	-	-	-
Sending texts not included in your monthly text allowance	2 9%	-	-	-	-	-	-	-	-	-	-	2 51%	-
Sending picture messages/MMS not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance	2 12%	-	2 55%	-	-	-	-	-	-	-	1 28%	-	-
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-
Call (s) made to an international number	1 7%	-	-	-	-	-	-	-	1 100%	-	-	-	-
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away outside of Europe	4 19%	-	-	-	1 31%	-	-	1 46%	-	-	-	2 49%	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	19	1	2	1	3	1	-	2	1	1	4	2	1
Weighted Base	20*	1**	3**	1**	3**	1**	**	3**	1**	1**	3**	4**	**
Using data on your mobile whilst away outside of Europe	3 14%	-	-	-	-	-	-	-	-	1 100%	-	2 49%	-
Used more than your monthly call allowance	5 24%	-	-	1 100%	1 39%	1 100%	-	-	-	-	2 70%	-	- 100%
Used more than your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly data allowance	1 7%	-	1 45%	-	-	-	-	-	-	-	-	-	-
Calls you had made to non-geographical numbers e.g. 0845, 0870, 09 numbers	2 10%	-	-	-	2 69%	-	-	-	-	-	-	-	-
Charges for repairs to the service	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased the monthly fee/tariff	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data/messaging	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES													
ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE	7 36%	1 100%	2 55%	-	2 70%	-	-	-	-	-	1 28%	2 51%	-
ANY USING MOBILE ABROAD	5 24%	-	-	-	1 31%	-	-	1 46%	-	1 100%	-	2 49%	-
ANY CALLS/DATA IN EUROPE	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	19	1	2	1	3	1	-	2	1	1	4	2	1
Weighted Base	20*	1**	3**	1**	3**	1**	**	3**	1**	1**	3**	4**	**
ANY CALLS/DATA OUTSIDE EUROPE	5 24%	-	-	-	1 31%	-	-	1 46%	-	1 100%	-	2 49%	-
ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE	6 31%	-	1 45%	1 100%	1 39%	1 100%	-	-	-	-	2 70%	-	1 100%
ANY INCREASED CHARGES	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY REASON EXCLUDING INCORRECT CHARGES	18 89%	1 100%	3 100%	1 100%	3 100%	1 100%	-	1 46%	1 100%	1 100%	2 70%	4 100%	1 100%
None	1 7%	-	-	-	-	-	-	1 54%	-	-	-	-	-
Don't know	1 4%	-	-	-	-	-	-	-	-	-	1 30%	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	Q.14B PHONES OWN							Q.3:5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	19	19	-	19	14	14	5	-	19	-	19	11	12	4	8	19
Weighted Base	20*	20**	..	20**	13**	13**	7**	..	20**	..	20**	10**	11**	5**	9**	20**
Making calls to numbers not included in your monthly call allowance	3 16%	3 16%	-	3 16%	2 16%	2 16%	1 15%	-	3 16%	-	3 16%	1 11%	1 11%	-	1 13%	3 16%
Sending texts not included in your monthly text allowance	2 9%	2 9%	-	2 9%	-	-	2 25%	-	2 9%	-	2 9%	-	-	2 37%	-	2 9%
Sending picture messages/MMS not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance	2 12%	2 12%	-	2 12%	1 6%	1 6%	2 22%	-	2 12%	-	2 12%	1 7%	1 7%	-	1 8%	2 12%
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Call (s) made to an international number	1 7%	1 7%	-	1 7%	-	-	1 19%	-	1 7%	-	1 7%	-	1 13%	-	1 16%	1 7%
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away outside of Europe	4 19%	4 19%	-	4 19%	4 29%	4 29%	-	-	4 19%	-	4 19%	3 28%	3 26%	2 35%	3 33%	4 19%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Q.1/2/3 PHONES OWN								Q.3/5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	19	19	-	19	14	14	5	-	19	-	19	11	12	4	8	19
Weighted Base	20*	20**	**	20**	13**	13**	7**	**	20**	**	20**	10**	11**	5**	9**	20**
Using data on your mobile whilst away outside of Europe	3 14%	3 14%	-	3 14%	3 22%	3 22%	-	-	3 14%	-	3 14%	3 28%	3 26%	2 35%	3 33%	3 14%
Used more than your monthly call allowance	5 24%	5 24%	-	5 24%	4 29%	4 29%	1 15%	-	5 24%	-	5 24%	4 37%	4 34%	1 28%	1 16%	5 24%
Used more than your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly data allowance	1 7%	1 7%	-	1 7%	-	-	1 18%	-	1 7%	-	1 7%	-	-	-	-	1 7%
Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers	2 10%	2 10%	-	2 10%	1 7%	1 7%	1 15%	-	2 10%	-	2 10%	-	-	-	-	2 10%
Charges for repairs to the service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased the monthly fee/tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data/messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES																
ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE	7 36%	7 36%	-	7 36%	3 22%	3 22%	5 62%	-	7 36%	-	7 36%	2 18%	2 17%	2 37%	2 22%	7 36%
ANY USING MOBILE ABROAD	5 24%	5 24%	-	5 24%	5 38%	5 38%	-	-	5 24%	-	5 24%	4 39%	4 36%	2 35%	4 46%	5 24%
ANY CALLS/DATA IN EUROPE	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Q.12/3 PHONES OWN								Q.3/5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	19	19	-	19	14	14	5	-	19	-	19	11	12	4	8	19
Weighted Base	20*	20**	-**	20**	13**	13**	7**	-**	20**	-**	20**	10**	11**	5**	9**	20**
ANY CALLS/DATA OUTSIDE EUROPE	5	5	-	5	5	5	-	-	5	-	5	4	4	2	4	5
	24%	24%	-	24%	38%	38%	-	-	24%	-	24%	39%	36%	35%	46%	24%
ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE	6	6	-	6	4	4	2	-	6	-	6	4	4	1	1	6
	31%	31%	-	31%	29%	29%	34%	-	31%	-	31%	37%	34%	28%	16%	31%
ANY INCREASED CHARGES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY REASON EXCLUDING INCORRECT CHARGES	18	18	-	18	11	11	7	-	18	-	18	9	10	5	8	18
	89%	89%	-	89%	83%	83%	100%	-	89%	-	89%	87%	93%	100%	91%	89%
None	1	1	-	1	1	1	-	-	1	-	1	1	-	-	-	1
	7%	7%	-	7%	11%	11%	-	-	7%	-	7%	13%	-	-	-	7%
Don't know	1	1	-	1	1	1	-	-	1	-	1	-	1	-	1	1
	4%	4%	-	4%	6%	6%	-	-	4%	-	4%	-	7%	-	9%	4%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	19	8	6	6	1	11	7	19	17	14	7	16	19	10
Weighted Base	20*	9**	6**	6**	1**	13**	7**	20**	17**	14**	8**	16**	20**	10**
Making calls to numbers not included in your monthly call allowance	3 16%	1 10%	1 19%	1 19%	-	2 16%	1 16%	3 16%	3 19%	2 14%	1 16%	3 19%	3 16%	2 23%
Sending texts not included in your monthly text allowance	2 9%	-	2 30%	2 30%	-	-	2 26%	2 9%	-	-	-	2 11%	2 9%	-
Sending picture messages/MMS not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance	2 12%	2 18%	-	-	1 100%	2 18%	-	2 12%	2 14%	2 16%	-	1 4%	2 12%	1 7%
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Call (s) made to an international number	1 7%	1 16%	-	-	-	1 11%	-	1 7%	1 8%	1 10%	1 19%	1 9%	1 7%	1 14%
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	19	8	6	6	1	11	7	19	17	14	7	16	19	10
Weighted Base	20*	9**	6**	6**	1**	13**	7**	20**	17**	14**	8**	16**	20**	10**
Using calls on your mobile whilst away outside of Europe	4 19%	3 29%	-	-	-	4 30%	-	4 19%	4 22%	4 26%	3 38%	4 23%	4 19%	1 12%
Using data on your mobile whilst away outside of Europe	3 14%	3 32%	-	-	-	3 23%	-	3 14%	3 17%	2 12%	3 38%	3 18%	3 14%	1 12%
Used more than your monthly call allowance	5 24%	1 7%	3 48%	3 48%	1 100%	1 11%	3 42%	5 24%	5 29%	4 31%	1 12%	5 30%	5 24%	4 37%
Used more than your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly data allowance	1 7%	-	1 22%	1 22%	-	-	1 19%	1 7%	-	-	-	1 8%	1 7%	1 13%
Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers	2 10%	1 9%	1 19%	1 19%	-	-	2 29%	2 10%	2 12%	2 14%	-	2 12%	2 10%	1 11%
Charges for repairs to the service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased the monthly fee/tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data/messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES														
ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE	7 36%	2 27%	3 48%	3 48%	1 100%	4 35%	3 42%	7 36%	6 32%	4 30%	1 16%	6 35%	7 36%	3 31%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	19	8	6	6	1	11	7	19	17	14	7	16	19	10
Weighted Base	20*	9**	6**	6**	1**	13**	7**	20**	17**	14**	8**	16**	20**	10**
ANY USING MOBILE ABROAD	5	4	-	-	-	5	-	5	5	4	4	5	5	2
24%	41%	-	-	-	-	39%	-	24%	29%	26%	54%	30%	24%	24%
ANY CALLS/DATA IN EUROPE	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY CALLS/DATA OUTSIDE EUROPE	5	4	-	-	-	5	-	5	5	4	4	5	5	2
24%	41%	-	-	-	-	39%	-	24%	29%	26%	54%	30%	24%	24%
ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE	6	1	4	4	1	1	4	6	5	4	1	6	6	5
31%	7%	70%	70%	100%	11%	62%	31%	29%	31%	12%	38%	31%	50%	
ANY INCREASED CHARGES	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY REASON EXCLUDING INCORRECT CHARGES	18	8	6	6	1	11	7	18	15	12	8	16	18	10
89%	91%	100%	100%	100%	83%	100%	89%	87%	85%	100%	100%	89%	89%	100%
None	1	-	-	-	-	1	-	1	1	1	-	-	1	-
7%	-	-	-	-	-	11%	-	7%	8%	10%	-	-	7%	-
Don't know	1	1	-	-	-	1	-	1	1	1	-	-	1	-
4%	9%	-	-	-	-	6%	-	4%	5%	6%	-	-	4%	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	Q.12 BILL SHOCK (8 WEEKS)						Any bill shock (g)
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	
Unweighted Base	19	-	19	-	-	-	-	19
Weighted Base	20*	..	20**	20**
Making calls to numbers not included in your monthly call allowance	3 16%	-	3 16%	-	-	-	-	3 16%
Sending texts not included in your monthly text allowance	2 9%	-	2 9%	-	-	-	-	2 9%
Sending picture messages/MMS not included in your monthly text allowance	-	-	-	-	-	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance	2 12%	-	2 12%	-	-	-	-	2 12%
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-
Incorrect charges	-	-	-	-	-	-	-	-
Call (s) made to an international number	1 7%	-	1 7%	-	-	-	-	1 7%
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away outside of Europe	4 19%	-	4 19%	-	-	-	-	4 19%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	Q.12 BILL SHOCK (8 WEEKS)						
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	19	-	19	-	-	-	-	19
Weighted Base	20*	**	20**	**	**	**	**	20**
Using data on your mobile whilst away outside of Europe	3 14%	- -	3 14%	- -	- -	- -	- -	3 14%
Used more than your monthly call allowance	5 24%	- -	5 24%	- -	- -	- -	- -	5 24%
Used more than your monthly text allowance	- -	- -	- -	- -	- -	- -	- -	- -
Used more than your monthly data allowance	1 7%	- -	1 7%	- -	- -	- -	- -	1 7%
Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers	2 10%	- -	2 10%	- -	- -	- -	- -	2 10%
Charges for repairs to the service	- -	- -	- -	- -	- -	- -	- -	- -
Provider increased the monthly fee/tariff	- -	- -	- -	- -	- -	- -	- -	- -
Provider increased their costs for calls\data\messaging	- -	- -	- -	- -	- -	- -	- -	- -
Other reason	- -	- -	- -	- -	- -	- -	- -	- -
SUMMARY CODES								
ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE	7 36%	- -	7 36%	- -	- -	- -	- -	7 36%
ANY USING MOBILE ABROAD	5 24%	- -	5 24%	- -	- -	- -	- -	5 24%
ANY CALLS/DATA IN EUROPE	- -	- -	- -	- -	- -	- -	- -	- -

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	Q.12 BILL SHOCK (8 WEEKS)						
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	19	-	19	-	-	-	-	19
Weighted Base	20*	..	20**	20**
ANY CALLS/DATA OUTSIDE EUROPE	5 24%	-	5 24%	-	-	-	-	5 24%
ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE	6 31%	-	6 31%	-	-	-	-	6 31%
ANY INCREASED CHARGES	-	-	-	-	-	-	-	-
ANY REASON EXCLUDING INCORRECT CHARGES	18 89%	-	18 89%	-	-	-	-	18 89%
None	1 7%	-	1 7%	-	-	-	-	1 7%
Don't know	1 4%	-	1 4%	-	-	-	-	1 4%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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Consumer Complaints Study - Wave 7 (QS9331 - 183427)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

Q.14B WHAT WERE THE REASONS YOU WERE CHARGED OR PAID MORE THAN YOU HAD EXPECTED FOR YOUR MOBILE PHONE													
Total	Making calls to numbers not included in your monthly call allowance (a)	Sending texts not included in your monthly text allowance (b)	Sending picture messages\MMS not included in your monthly text allowance (c)	Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance (d)	Accessing services from within an app (e.g. dialling a premium rate number) (e)	Incorrect charges (f)	Call (s) made to an international number (g)	Using calls on your mobile whilst away within Europe (h)	Using data on your mobile whilst away within Europe (i)	Using calls on your mobile whilst away outside of Europe (j)	Using data on your mobile whilst away outside of Europe (k)	Used more than your monthly call allowance (l)	Used more than your monthly text allowance (m)
Unweighted Base	19	3	1	-	2	-	1	-	-	3	2	7	-
Weighted Base	20*	3**	2**	-**	2**	-**	1**	-**	-**	4**	3**	5**	-**
Making calls to numbers not included in your monthly call allowance	3 16%	3 100%	-	-	-	-	-	-	-	1 23%	-	1 23%	-
Sending texts not included in your monthly text allowance	2 9%	-	2 100%	-	-	-	-	-	-	-	-	-	-
Sending picture messages\MMS not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance	2 12%	-	-	-	2 100%	-	-	-	-	-	-	1 15%	-
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-
Call (s) made to an international number	1 7%	-	-	-	-	-	1 100%	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y

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Consumer Complaints Study - Wave 7 (QS9331 - 183427)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

Q.14B WHAT WERE THE REASONS YOU WERE CHARGED OR PAID MORE THAN YOU HAD EXPECTED FOR YOUR MOBILE PHONE													
Total	Used more than your monthly data allowance (e.g. email, internet, social networking) (n)	Calls you had made to non-geographical numbers e.g. 0845,0870,09 numbers (o)	Charges for repairs to the service (p)	Provider increased the monthly fee/tariff (q)	Provider increased their costs for calls/data/messaging (r)	Other reason (s)	ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE (t)	ANY USING MOBILE ABROAD (u)	ANY CALLS/DATA IN EUROPE (v)	ANY CALLS/DATA OUTSIDE EUROPE (w)	ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE (x)	ANY INCREASED CHARGES (y)	
Unweighted Base	19	2	-	-	-	-	6	4	-	4	8	-	
Weighted Base	20*	2**	-**	-**	-**	-**	7**	5**	-**	5**	6**	-**	
Making calls to numbers not included in your monthly call allowance	3 16%	1 57%	-	-	-	-	3 43%	1 18%	-	1 18%	1 18%	-	
Sending texts not included in your monthly text allowance	2 9%	-	-	-	-	-	2 25%	-	-	-	-	-	
Sending picture messages/MMS not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance	2 12%	-	-	-	-	-	2 32%	-	-	-	1 12%	-	
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	
Call (s) made to an international number	1 7%	-	-	-	-	-	-	-	-	-	-	-	

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y
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Consumer Complaints Study - Wave 7 (QS9331 - 183427)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Q.14B WHAT WERE THE REASONS YOU WERE CHARGED OR PAID MORE THAN YOU HAD EXPECTED FOR YOUR MOBILE PHONE													
	Total	Making calls to numbers not included in your monthly call allowance (a)	Sending texts not included in your monthly text allowance (b)	Sending picture messages/MMS not included in your monthly text allowance (c)	Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance (d)	Accessing services from within an app (e.g. dialling a premium rate number) (e)	Incorrect charges (f)	Call (s) made to an international number (g)	Using calls on your mobile whilst away within Europe (h)	Using data on your mobile whilst away within Europe (i)	Using calls on your mobile whilst away outside of Europe (j)	Using data on your mobile whilst away outside of Europe (k)	Used more than your monthly call allowance (l)	Used more than your monthly text allowance (m)
Unweighted Base	19	3	1	-	2	-	-	1	-	-	3	2	7	-
Weighted Base	20*	3**	2**	**	2**	**	**	1**	**	**	4**	3**	5**	**
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away outside of Europe	4 19%	1 28%	-	-	-	-	-	-	-	4 100%	2 60%	-	-	-
Using data on your mobile whilst away outside of Europe	3 14%	-	-	-	-	-	-	-	-	2 46%	3 100%	-	-	-
Used more than your monthly call allowance	5 24%	1 35%	-	-	1 31%	-	-	-	-	-	-	-	5 100%	-
Used more than your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly data allowance	1 7%	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers	2 10%	1 35%	-	-	-	-	-	-	-	-	-	-	1 23%	-
Charges for repairs to the service	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y
 * small base; ** very small base (under 30) ineligible for sig testing



Consumer Complaints Study - Wave 7 (QS9331 - 183427)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Q.14B WHAT WERE THE REASONS YOU WERE CHARGED OR PAID MORE THAN YOU HAD EXPECTED FOR YOUR MOBILE PHONE											
	Total	Used more than your monthly data allowance (e.g. email, internet, social networking) (n)	Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers (o)	Charges for repairs to the service (p)	Provider increased the monthly tariff (q)	Provider increased their costs for calls/data/messaging (r)	Other reason (s)	ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE (t)	ANY USING MOBILE ABROAD (u)	ANY CALLS/DATA IN EUROPE (v)	ANY CALLS/DATA OUTSIDE EUROPE (w)	ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE (x)
Unweighted Base	19	1	2	-	-	-	6	4	-	4	8	-
Weighted Base	20*	1**	2**	-**	-**	-**	7**	5**	-**	5**	6**	-**
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away outside of Europe	4 19%	-	-	-	-	-	1 12%	4 76%	-	4 76%	-	-
Using data on your mobile whilst away outside of Europe	3 14%	-	-	-	-	-	-	3 59%	-	3 59%	-	-
Used more than your monthly call allowance	5 24%	-	1 57%	-	-	-	2 25%	-	-	-	5 79%	-
Used more than your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly data allowance	1 7%	1 100%	-	-	-	-	-	-	-	-	1 21%	-
Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers	2 10%	-	2 100%	-	-	-	1 15%	-	-	-	1 18%	-
Charges for repairs to the service	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y

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Consumer Complaints Study - Wave 7 (QS9331 - 183427)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Q.14B WHAT WERE THE REASONS YOU WERE CHARGED OR PAID MORE THAN YOU HAD EXPECTED FOR YOUR MOBILE PHONE													
	Total	Making calls to numbers not included in your monthly call allowance (a)	Sending texts not included in your monthly text allowance (b)	Sending picture messages\MMS not included in your monthly text allowance (c)	Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance (d)	Accessing services from within an app (e.g. dialling a premium rate number) (e)	Incorrect charges (f)	Call (s) made to an international number (g)	Using calls on your mobile whilst away within Europe (h)	Using data on your mobile whilst away within Europe (i)	Using calls on your mobile whilst away outside of Europe (j)	Using data on your mobile whilst away outside of Europe (k)	Used more than your monthly call allowance (l)	Used more than your monthly text allowance (m)
Unweighted Base	19	3	1	-	2	-	-	1	-	-	3	2	7	-
Weighted Base	20*	3**	2**	**	2**	**	**	1**	**	**	4**	3**	5**	**
Provider increased the monthly fee/tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data\messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SUMMARY CODES														
ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE	7 36%	3 100%	2 100%	-	2 100%	-	-	-	-	-	1 23%	-	2 38%	-
ANY USING MOBILE ABROAD	5 24%	1 28%	-	-	-	-	-	-	-	-	4 100%	3 100%	-	-
ANY CALLS/DATA IN EUROPE	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY CALLS/DATA OUTSIDE EUROPE	5 24%	1 28%	-	-	-	-	-	-	-	-	4 100%	3 100%	-	-
ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE	6 31%	1 35%	-	-	1 31%	-	-	-	-	-	-	-	5 100%	-
ANY INCREASED CHARGES	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y
 * small base; ** very small base (under 30) ineligible for sig testing



Consumer Complaints Study - Wave 7 (QS9331 - 183427)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

Q.14B WHAT WERE THE REASONS YOU WERE CHARGED OR PAID MORE THAN YOU HAD EXPECTED FOR YOUR MOBILE PHONE													
Total	Used more than your monthly data allowance (e.g. email, internet, social networking) (n)	Calls you had made to non-geographical numbers e.g. 0845,0870,09 numbers (o)	Charges for repairs to the service (p)	Provider increased the monthly fee/tariff (q)	Provider increased their costs for calls/data/messaging (r)	Other reason (s)	ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE (t)	ANY USING MOBILE ABROAD (u)	ANY CALLS/DATA IN EUROPE (v)	ANY CALLS/DATA OUTSIDE EUROPE (w)	ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE (x)	ANY INCREASED CHARGES (y)	
Unweighted Base	19	2	-	-	-	-	6	4	-	4	8	-	
Weighted Base	20*	2**	-**	-**	-**	-**	7**	5**	-**	5**	6**	-**	
Provider increased the monthly fee/tariff	-	-	-	-	-	-	-	-	-	-	-	-	
Provider increased their costs for calls/data/messaging	-	-	-	-	-	-	-	-	-	-	-	-	
Other reason	-	-	-	-	-	-	-	-	-	-	-	-	
SUMMARY CODES													
ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE	7 36%	1 57%	-	-	-	-	7 100%	1 18%	-	1 18%	2 30%	-	
ANY USING MOBILE ABROAD	5 24%	-	-	-	-	-	1 12%	5 100%	-	5 100%	-	-	
ANY CALLS/DATA IN EUROPE	-	-	-	-	-	-	-	-	-	-	-	-	
ANY CALLS/DATA OUTSIDE EUROPE	5 24%	-	-	-	-	-	1 12%	5 100%	-	5 100%	-	-	
ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE	6 31%	1 100%	1 57%	-	-	-	2 25%	-	-	-	6 100%	-	
ANY INCREASED CHARGES	-	-	-	-	-	-	-	-	-	-	-	-	

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y
 * small base; ** very small base (under 30) ineligible for sig testing



Consumer Complaints Study - Wave 7 (QS9331 - 183427)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

		Q.14B WHAT WERE THE REASONS YOU WERE CHARGED OR PAID MORE THAN YOU HAD EXPECTED FOR YOUR MOBILE PHONE												
Total		Making calls to numbers not included in your monthly call allowance (a)	Sending texts not included in your monthly text allowance (b)	Sending picture messages\MMS not included in your monthly text allowance (c)	Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance (d)	Accessing services from within an app (e.g. dialling a premium rate number) (e)	Incorrect charges (f)	Call (s) made to an international number (g)	Using calls on your mobile whilst away within Europe (h)	Using data on your mobile whilst away within Europe (i)	Using calls on your mobile whilst away outside of Europe (j)	Using data on your mobile whilst away outside of Europe (k)	Used more than your monthly call allowance (l)	Used more than your monthly text allowance (m)
Unweighted Base	19	3	1	-	2	-	-	1	-	-	3	2	7	-
Weighted Base	20*	3**	2**	**	2**	**	**	1**	**	**	4**	3**	5**	**
ANY REASON EXCLUDING INCORRECT CHARGES	18	3	2	-	2	-	-	1	-	-	4	3	5	-
	89%	100%	100%	-	100%	-	-	100%	-	-	100%	100%	100%	-
None	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	7%	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	4%	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y

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



Consumer Complaints Study - Wave 7 (QS9331 - 183427)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

		Q.14B WHAT WERE THE REASONS YOU WERE CHARGED OR PAID MORE THAN YOU HAD EXPECTED FOR YOUR MOBILE PHONE										
Total	Used more than your monthly data allowance (e.g. email, internet, social networking) (n)	Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers (o)	Charges for repairs to the service (p)	Provider increased the monthly tariff (q)	Provider increased their costs for calls/data/messaging (r)	Other reason (s)	ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE (t)	ANY USING MOBILE ABROAD (u)	ANY CALLS/DATA IN EUROPE (v)	ANY CALLS/DATA OUTSIDE EUROPE (w)	ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE (x)	ANY INCREASED CHARGES (y)
Unweighted Base	19	2	-	-	-	-	6	4	-	4	8	-
Weighted Base	20*	2**	**	**	**	**	7**	5**	**	5**	6**	**
ANY REASON EXCLUDING INCORRECT CHARGES	18	2	-	-	-	-	7	5	-	5	6	-
	89%	100%	-	-	-	-	100%	100%	-	100%	100%	-
None	1	-	-	-	-	-	-	-	-	-	-	-
	7%	-	-	-	-	-	-	-	-	-	-	-
Don't know	1	-	-	-	-	-	-	-	-	-	-	-
	4%	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y
 * small base; ** very small base (under 30) ineligible for sig testing



Q.14A\14B Reasons for bill shock on landline or mobile phone

Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	27	11	16	1	10	1	8	4	2	1	3	4	7	13
Weighted Base	29*	14**	15**	1**	11**	2**	9**	5**	1**	***	5**	5**	8**	12**
Making calls to numbers not included in your monthly call allowance	4 13%	1 8%	3 17%	-	2 20%	-	1 9%	-	-	-	-	1 24%	2 26%	- 4%
Calls made to an international number	4 14%	3 19%	1 9%	-	3 25%	-	-	1 26%	-	-	3 62%	-	-	1 10%
Used more than your monthly inclusive call allowance	6 21%	3 24%	3 19%	1 100%	2 19%	-	1 8%	2 48%	-	-	-	-	2 32%	4 32%
Calls made outside of your free specified time frames	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	2 7%	1 8%	1 6%	-	2 17%	-	-	-	-	-	-	-	2 26%	-
Calls to mobile phones	* 2%	-	* 3%	-	-	-	-	-	-	* 100%	-	-	-	* 4%
Calls to directory enquiries (i.e. 118 numbers)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Service was used by friend/family member	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Charges for repairs to your service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	1 4%	1 9%	-	-	-	-	-	1 26%	-	-	-	-	-	1 10%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.14A\14B Reasons for bill shock on landline or mobile phone

Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	27	11	16	1	10	1	8	4	2	1	3	4	7	13
Weighted Base	29*	14**	15**	1**	11**	2**	9**	5**	1**	***	5**	5**	8**	12**
Sending texts not included in your monthly text allowance	2 6%	-	2 12%	-	2 16%	-	-	-	-	-	-	-	-	2 15%
Sending picture messages/MMS not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance.	2 8%	2 11%	1 5%	-	-	2 100%	1 8%	-	-	-	-	-	-	2 20%
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away outside of Europe	4 13%	3 20%	1 6%	-	-	-	4 40%	-	-	-	2 38%	1 23%	1 12%	-
Using data on your mobile whilst away outside of Europe	3 10%	3 20%	-	-	1 10%	-	2 18%	-	-	-	2 38%	-	1 15%	-
Used more than your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly data allowance (e.g. email, internet, social networking)	1 5%	-	1 9%	-	1 12%	-	-	-	-	-	-	-	-	1 11%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A\14B Reasons for bill shock on landline or mobile phone

Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	27	11	16	1	10	1	8	4	2	1	3	4	7	13
Weighted Base	29*	14**	15**	1**	11**	2**	9**	5**	1**	**	5**	5**	8**	12**
Provider increased the monthly fee\tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data/messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	3	1	2	-	-	-	1	1	1	-	-	-	1	2
	11%	9%	13%	-	-	-	16%	26%	53%	-	-	-	19%	14%
None	1	-	1	-	-	-	1	-	-	-	-	1	-	-
	5%	-	9%	-	-	-	15%	-	-	-	-	28%	-	-
Don't know	3	2	1	-	-	-	2	1	-	-	-	1	1	1
	11%	18%	5%	-	-	-	22%	26%	-	-	-	25%	10%	10%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A\14B Reasons for bill shock on landline or mobile phone

Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married/Living as married (a)	Single (b)	Widow/Divorced/Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	27	15	4	8	14	13	13	14	20	7	17	4	5	1
Weighted Base	29*	15**	6**	8**	16**	14**	15**	14**	23**	6**	19**	6**	4**	***
Making calls to numbers not included in your monthly call allowance	4 13%	2 17%	-	1 14%	2 13%	2 12%	2 15%	1 10%	3 12%	1 15%	4 20%	-	-	-
Calls made to an international number	4 14%	-	1 24%	3 31%	3 18%	1 9%	-	4 29%	4 17%	-	3 15%	1 20%	-	-
Used more than your monthly inclusive call allowance	6 21%	3 22%	-	3 35%	4 24%	3 19%	3 19%	3 24%	2 10%	4 71%	3 14%	-	3 80%	* 100%
Calls made outside of your free specified time frames	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	2 7%	2 13%	-	-	1 7%	1 6%	2 13%	-	2 8%	-	2 10%	-	-	-
Calls to mobile phones	* 2%	* 3%	-	-	-	* 3%	-	* 3%	* 2%	-	* 3%	-	-	-
Calls to directory enquiries (i.e. 118 numbers)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Service was used by friend/family member	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Charges for repairs to your service	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A\14B Reasons for bill shock on landline or mobile phone

Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married/Living as married (a)	Single (b)	Widow/Divorced/Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	27	15	4	8	14	13	13	14	20	7	17	4	5	1
Weighted Base	29*	15**	6**	8**	16**	14**	15**	14**	23**	6**	19**	6**	4**	***
Incorrect charges	1 4%	-	-	1 14%	-	1 9%	-	1 9%	1 5%	-	-	1 20%	-	-
Sending texts not included in your monthly text allowance	2 6%	-	2 30%	-	2 12%	-	2 12%	-	2 8%	-	-	2 30%	-	-
Sending picture messages/MMS not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance.	2 8%	-	-	2 28%	-	2 17%	2 11%	1 5%	2 7%	1 13%	2 9%	-	1 19%	-
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away outside of Europe	4 13%	4 26%	-	-	4 24%	-	2 11%	2 14%	3 12%	1 15%	2 11%	2 29%	-	-
Using data on your mobile whilst away outside of Europe	3 10%	3 20%	-	-	3 19%	-	2 11%	1 8%	3 12%	-	1 6%	2 29%	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A\14B Reasons for bill shock on landline or mobile phone

Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	27	15	4	8	14	13	13	14	20	7	17	4	5	1
Weighted Base	29*	15**	6**	8**	16**	14**	15**	14**	23**	6**	19**	6**	4**	**
Used more than your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly data allowance (e.g. email, internet, social networking)	1 5%	-	1 22%	-	-	1 10%	1 9%	-	1 6%	-	1 7%	-	-	-
Provider increased the monthly fee/tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls/data/messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	3 11%	1 4%	1 24%	1 14%	-	3 24%	1 10%	2 12%	3 14%	-	2 11%	1 20%	-	-
None	1 5%	1 9%	-	-	1 9%	-	1 9%	-	1 6%	-	1 7%	-	-	-
Don't know	3 11%	3 22%	-	-	1 5%	2 18%	1 5%	2 17%	2 11%	1 14%	1 7%	1 20%	1 20%	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A\14B Reasons for bill shock on landline or mobile phone

Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	27	1	3	1	4	1	1	4	1	1	5	4	1
Weighted Base	29*	1**	4**	1**	3**	1**	1**	4**	1**	1**	4**	6**	***
Making calls to numbers not included in your monthly call allowance	4 13%	1 100%	-	-	2 59%	-	-	* 10%	-	-	-	-	-
Calls made to an international number	4 14%	-	-	-	-	-	1 100%	-	1 100%	-	-	1 20%	-
Used more than your monthly inclusive call allowance	6 21%	-	-	1 100%	1 33%	1 100%	-	-	-	-	3 80%	-	* 100%
Calls made outside of your free specified time frames	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	2 7%	-	-	-	2 58%	-	-	-	-	-	-	-	-
Calls to mobile phones	* 2%	-	-	-	-	-	-	* 10%	-	-	-	-	-
Calls to directory enquiries (i.e. 118 numbers)	-	-	-	-	-	-	-	-	-	-	-	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	-	-	-	-	-	-	-	-	-	-	-	-	-
Service was used by friend/family member	-	-	-	-	-	-	-	-	-	-	-	-	-
Charges for repairs to your service	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	1 4%	-	-	-	-	-	-	-	-	-	-	1 20%	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A\14B Reasons for bill shock on landline or mobile phone

Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	27	1	3	1	4	1	1	4	1	1	5	4	1
Weighted Base	29*	1**	4**	1**	3**	1**	1**	4**	1**	1**	4**	6**	***
Sending texts not included in your monthly text allowance	2 6%	-	-	-	-	-	-	-	-	-	-	2 30%	-
Sending picture messages\MMS not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance.	2 8%	-	2 38%	-	-	-	-	-	-	-	1 19%	-	-
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away outside of Europe	4 13%	-	-	-	1 26%	-	-	1 26%	-	-	-	2 29%	-
Using data on your mobile whilst away outside of Europe	3 10%	-	-	-	-	-	-	-	-	1 100%	-	2 29%	-
Used more than your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A\14B Reasons for bill shock on landline or mobile phone

Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	27	1	3	1	4	1	1	4	1	1	5	4	1
Weighted Base	29*	1**	4**	1**	3**	1**	1**	4**	1**	1**	4**	6**	**
Used more than your monthly data allowance (e.g. email, internet, social networking)	1 5%	-	1 31%	-	-	-	-	-	-	-	-	-	-
Provider increased the monthly fee/tariff	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data\messaging	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	3 11%	-	-	-	1 15%	-	-	1 33%	-	-	-	1 20%	-
None	1 5%	-	-	-	-	-	-	1 31%	-	-	-	-	-
Don't know	3 11%	-	1 30%	-	-	-	-	-	-	-	1 20%	1 20%	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A\14B Reasons for bill shock on landline or mobile phone

Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Q.1\2\3 PHONES OWN								Q.3\5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	27	26	5	21	21	20	6	1	23	4	19	18	14	4	11	27
Weighted Base	29*	29**	6**	23**	20**	20**	9**	***	25**	5**	20**	18**	14**	5**	13**	29**
Making calls to numbers not included in your monthly call allowance	4 13%	3 11%	-	3 14%	3 12%	2 10%	1 13%	- 100%	3 13%	-	3 16%	2 9%	1 9%	-	1 9%	4 13%
Calls made to an international number	4 14%	4 14%	1 24%	3 12%	1 6%	1 6%	3 33%	-	3 11%	1 30%	1 7%	1 7%	3 19%	-	3 21%	4 14%
Used more than your monthly inclusive call allowance	6 21%	6 22%	1 22%	5 22%	5 25%	5 26%	1 13%	-	6 25%	1 28%	5 24%	5 29%	4 28%	1 28%	1 11%	6 21%
Calls made outside of your free specified time frames	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	2 7%	2 7%	-	2 9%	1 4%	1 4%	1 13%	-	2 8%	-	2 10%	-	-	-	-	2 7%
Calls to mobile phones	* 2%	-	-	-	* 2%	-	-	* 100%	-	-	-	* 3%	-	-	-	* 2%
Calls to directory enquiries (i.e. 118 numbers)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Service was used by friend/family member	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Charges for repairs to your service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	1 4%	1 4%	-	1 5%	1 6%	1 6%	-	-	-	-	-	1 7%	1 9%	-	1 10%	1 4%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Q.14A\14B Reasons for bill shock on landline or mobile phone

Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Q.1\2\3 PHONES OWN								Q.3\5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	27	26	5	21	21	20	6	1	23	4	19	18	14	4	11	27
Weighted Base	29*	29**	6**	23**	20**	20**	9**	***	25**	5**	20**	18**	14**	5**	13**	29**
Sending texts not included in your monthly text allowance	2 6%	2 6%	-	2 8%	-	-	2 21%	-	2 7%	-	2 9%	-	-	2 37%	-	2 6%
Sending picture messages\MMS not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance.	2 8%	2 8%	-	2 10%	1 4%	1 4%	2 18%	-	2 9%	-	2 12%	1 4%	1 5%	-	1 6%	2 8%
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away outside of Europe	4 13%	4 13%	-	4 17%	4 18%	4 19%	-	-	4 15%	-	4 19%	3 16%	3 21%	2 35%	3 23%	4 13%
Using data on your mobile whilst away outside of Europe	3 10%	3 10%	-	3 13%	3 14%	3 14%	-	-	3 12%	-	3 14%	3 16%	3 21%	2 35%	3 23%	3 10%
Used more than your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Q.14A\14B Reasons for bill shock on landline or mobile phone

Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Q.12/3 PHONES OWN								Q.3/5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	27	26	5	21	21	20	6	1	23	4	19	18	14	4	11	27
Weighted Base	29*	29**	6**	23**	20**	20**	9**	***	25**	5**	20**	18**	14**	5**	13**	29**
Used more than your monthly data allowance (e.g. email, internet, social networking)	1 5%	1 5%	-	1 6%	-	-	1 15%	-	1 5%	-	1 7%	-	-	-	-	1 5%
Provider increased the monthly fee/tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls/data/messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	3 11%	3 11%	2 33%	1 5%	3 16%	3 16%	-	-	2 8%	2 42%	-	3 18%	1 9%	-	1 10%	3 11%
None	1 5%	1 5%	-	1 6%	1 7%	1 7%	-	-	1 6%	-	1 7%	1 8%	-	-	-	1 5%
Don't know	3 11%	3 11%	1 20%	2 9%	3 16%	3 16%	-	-	1 3%	-	1 4%	2 14%	2 15%	-	3 26%	3 11%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A\14B Reasons for bill shock on landline or mobile phone

Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	27	11	10	10	1	16	11	27	23	20	8	16	25	11
Weighted Base	29*	12**	10**	10**	1**	18**	11**	29**	24**	21**	9**	16**	27**	11**
Making calls to numbers not included in your monthly call allowance	4 13%	1 11%	2 16%	2 16%	-	3 14%	2 15%	4 13%	4 15%	2 12%	1 13%	3 19%	4 13%	2 21%
Calls made to an international number	4 14%	3 22%	-	-	-	4 22%	-	4 14%	4 17%	4 19%	1 16%	1 9%	4 15%	1 13%
Used more than your monthly inclusive call allowance	6 21%	1 6%	4 43%	4 43%	1 100%	1 8%	4 40%	6 21%	5 20%	4 21%	1 10%	5 30%	5 18%	4 33%
Calls made outside of your free specified time frames	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	2 7%	1 7%	1 11%	1 11%	-	-	2 18%	2 7%	2 8%	2 9%	-	2 12%	2 7%	1 10%
Calls to mobile phones	* 2%	* 4%	* 5%	* 5%	-	* 3%	* 4%	* 2%	* 2%	* 2%	-	-	* 2%	-
Calls to directory enquiries (i.e. 118 numbers)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Service was used by friend/family member	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Charges for repairs to your service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	1 4%	1 10%	-	-	-	1 7%	-	1 4%	1 5%	1 6%	-	-	1 4%	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.14A\14B Reasons for bill shock on landline or mobile phone

Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	27	11	10	10	1	16	11	27	23	20	8	16	25	11
Weighted Base	29*	12**	10**	10**	1**	18**	11**	29**	24**	21**	9**	16**	27**	11**
Sending texts not included in your monthly text allowance	2 6%	-	2 18%	2 18%	-	-	2 17%	2 6%	-	-	-	2 11%	2 7%	-
Sending picture messages\MMS not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance.	2 8%	2 13%	-	-	1 100%	2 13%	-	2 8%	2 10%	2 11%	-	1 4%	2 9%	1 7%
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away outside of Europe	4 13%	3 22%	-	-	-	4 21%	-	4 13%	4 16%	4 18%	3 33%	4 23%	4 14%	1 10%
Using data on your mobile whilst away outside of Europe	3 10%	3 24%	-	-	-	3 16%	-	3 10%	3 12%	2 8%	3 33%	3 18%	3 11%	1 10%
Used more than your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.14A\14B Reasons for bill shock on landline or mobile phone

Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	27	11	10	10	1	16	11	27	23	20	8	16	25	11
Weighted Base	29*	12**	10**	10**	1**	18**	11**	29**	24**	21**	9**	16**	27**	11**
Used more than your monthly data allowance (e.g. email, internet, social networking)	1 5%	- -	1 13%	1 13%	- -	- -	1 12%	1 5%	- -	- -	- -	1 8%	1 5%	1 12%
Provider increased the monthly fee/tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data/messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	3 11%	1 10%	2 20%	2 20%	-	1 7%	2 19%	3 11%	3 11%	3 13%	-	-	3 10%	-
None	1 5%	-	-	-	-	1 8%	-	1 5%	1 6%	1 6%	-	-	1 5%	-
Don't know	3 11%	2 17%	-	-	-	3 18%	-	3 11%	3 14%	3 15%	1 14%	-	3 12%	1 11%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.14A\14B Reasons for bill shock on landline or mobile phone

Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	Q.12 BILL SHOCK (8 WEEKS)						Any bill shock (g)
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	
Unweighted Base	27	7	20	1	-	1	-	27
Weighted Base	29*	7**	22**	1**	**	1**	**	29**
Making calls to numbers not included in your monthly call allowance	4 13%	* 6%	3 15%	-	-	-	-	4 13%
Calls made to an international number	4 14%	1 16%	3 13%	-	-	-	-	4 14%
Used more than your monthly inclusive call allowance	6 21%	1 18%	5 23%	-	-	-	-	6 21%
Calls made outside of your free specified time frames	-	-	-	-	-	-	-	-
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	2 7%	-	2 9%	-	-	-	-	2 7%
Calls to mobile phones	* 2%	* 6%	-	-	-	-	-	* 2%
Calls to directory enquiries (i.e. 118 numbers)	-	-	-	-	-	-	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	-	-	-	-	-	-	-	-
Service was used by friend/family member	-	-	-	-	-	-	-	-
Charges for repairs to your service	-	-	-	-	-	-	-	-
Incorrect charges	1 4%	1 16%	-	-	-	-	-	1 4%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A\14B Reasons for bill shock on landline or mobile phone

Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	Q.12 BILL SHOCK (8 WEEKS)						Any bill shock (g)
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	
Unweighted Base	27	7	20	1	-	1	-	27
Weighted Base	29*	7**	22**	1**	**	1**	**	29**
Sending texts not included in your monthly text allowance	2 6%	-	2 8%	-	-	-	-	2 6%
Sending picture messages\MMS not included in your monthly text allowance	-	-	-	-	-	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance.	2 8%	-	2 11%	-	-	-	-	2 8%
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away outside of Europe	4 13%	-	4 17%	-	-	-	-	4 13%
Using data on your mobile whilst away outside of Europe	3 10%	-	3 13%	-	-	-	-	3 10%
Used more than your monthly text allowance	-	-	-	-	-	-	-	-
Used more than your monthly data allowance (e.g. email, internet, social networking)	1 5%	-	1 6%	-	-	-	-	1 5%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A\14B Reasons for bill shock on landline or mobile phone

Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	Q.12 BILL SHOCK (8 WEEKS)						
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	27	7	20	1	-	1	-	27
Weighted Base	29*	7**	22**	1**	-**	1**	-**	29**
Provider increased the monthly fee/tariff	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data/messaging	-	-	-	-	-	-	-	-
Other reason	3 11%	3 43%	-	-	-	-	-	3 11%
None	1 5%	-	1 6%	-	-	-	-	1 5%
Don't know	3 11%	2 33%	1 4%	1 100%	-	1 100%	-	3 11%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	21	8	13	1	9	1	7	2	1	-	2	4	5	10
Weighted Base	23*	10**	13**	1**	10**	2**	8**	2**	**	-**	3**	5**	5**	10**
Making calls to numbers not included in your monthly call allowance	3 14%	1 11%	2 16%	-	2 23%	-	1 11%	-	-	-	-	1 24%	2 42%	-
Calls made to an international number	3 12%	1 12%	1 11%	-	1 14%	-	-	1 58%	-	-	1 45%	-	-	1 12%
Used more than your monthly inclusive call allowance	5 22%	2 20%	3 23%	1 100%	2 22%	-	1 9%	1 42%	-	1 100%	-	-	1 23%	4 39%
Calls made outside of your free specified time frames	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	2 9%	1 11%	1 7%	-	2 20%	-	-	-	-	-	-	-	2 41%	-
Calls to mobile phones	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls to directory enquiries (i.e. 118 numbers)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Service was used by friend/family member	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Charges for repairs to your service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	1 5%	1 12%	-	-	-	-	-	1 58%	-	-	-	-	-	1 12%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	21	8	13	1	9	1	7	2	1	-	2	4	5	10
Weighted Base	23*	10**	13**	1**	10**	2**	8**	2**	**	-**	3**	5**	5**	10**
Sending texts not included in your monthly text allowance	2 8%	-	2 14%	-	2 18%	-	-	-	-	-	-	-	-	2 18%
Sending picture messages/MMS not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance.	2 10%	2 16%	1 6%	-	-	2 100%	1 9%	-	-	-	-	-	-	2 24%
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away outside of Europe	4 17%	3 28%	1 7%	-	-	-	4 47%	-	-	-	2 55%	1 23%	1 18%	-
Using data on your mobile whilst away outside of Europe	3 13%	3 28%	-	-	1 12%	-	2 22%	-	-	-	2 55%	-	1 24%	-
Used more than your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly data allowance (e.g. email, internet, social networking)	1 6%	-	1 10%	-	1 13%	-	-	-	-	-	-	-	-	1 14%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	21	8	13	1	9	1	7	2	1	-	2	4	5	10
Weighted Base	23*	10**	13**	1**	10**	2**	8**	2**	**	-**	3**	5**	5**	10**
Provider increased the monthly fee\tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data\messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	1 5%	1 12%	-	-	-	-	-	1 58%	-	-	-	-	-	1 12%
None	1 6%	-	1 11%	-	-	-	1 17%	-	-	-	-	1 28%	-	-
Don't know	2 9%	1 12%	1 6%	-	-	-	2 26%	-	-	-	-	1 25%	1 17%	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	21	12	2	7	13	8	12	9	15	6	13	3	4	1
Weighted Base	23*	13**	3**	7**	14**	9**	14**	9**	18**	4**	15**	5**	3**	***
Making calls to numbers not included in your monthly call allowance	3 14%	2 16%	-	1 17%	2 14%	1 14%	2 17%	1 10%	2 13%	1 20%	3 21%	-	-	-
Calls made to an international number	3 12%	-	-	3 37%	1 10%	1 14%	-	3 29%	3 14%	-	1 10%	1 26%	-	-
Used more than your monthly inclusive call allowance	5 22%	3 26%	-	2 23%	4 27%	1 14%	3 21%	2 23%	2 12%	3 62%	3 18%	-	2 70%	* 100%
Calls made outside of your free specified time frames	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made to non- geographical numbers e.g. 0845, 0870, 09 numbers	2 9%	2 16%	-	-	1 8%	1 10%	2 15%	-	2 11%	-	2 13%	-	-	-
Calls to mobile phones	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls to directory enquiries (i.e. 118 numbers)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Service was used by friend/family member	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Charges for repairs to your service	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married/Living as married (a)	Single (b)	Widow/Divorced/Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	21	12	2	7	13	8	12	9	15	6	13	3	4	1
Weighted Base	23*	13**	3**	7**	14**	9**	14**	9**	18**	4**	15**	5**	3**	**
Incorrect charges	1 5%	-	-	1 17%	-	1 14%	-	1 13%	1 7%	-	-	1 26%	-	-
Sending texts not included in your monthly text allowance	2 8%	-	2 58%	-	2 13%	-	2 13%	-	2 10%	-	-	2 38%	-	-
Sending picture messages/MMS not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance.	2 10%	-	-	2 33%	-	2 27%	2 12%	1 8%	2 9%	1 17%	2 11%	-	1 28%	-
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away outside of Europe	4 17%	4 30%	-	-	4 27%	-	2 13%	2 22%	3 16%	1 20%	2 14%	2 36%	-	-
Using data on your mobile whilst away outside of Europe	3 13%	3 23%	-	-	3 21%	-	2 13%	1 13%	3 16%	-	1 8%	2 36%	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	21	12	2	7	13	8	12	9	15	6	13	3	4	1
Weighted Base	23*	13**	3**	7**	14**	9**	14**	9**	18**	4**	15**	5**	3**	**
Used more than your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly data allowance (e.g. email, internet, social networking)	1 6%	-	1 42%	-	-	1 15%	1 10%	-	1 7%	-	1 9%	-	-	-
Provider increased the monthly fee/tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data/messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	1 5%	-	-	1 17%	-	1 14%	-	1 13%	1 7%	-	-	1 26%	-	-
None	1 6%	1 11%	-	-	1 10%	-	1 10%	-	1 8%	-	1 9%	-	-	-
Don't know	2 9%	2 16%	-	-	1 6%	1 15%	1 6%	1 14%	1 7%	1 18%	1 8%	-	1 30%	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	21	1	3	1	3	1	-	2	1	1	4	3	1
Weighted Base	23*	1**	4**	1**	3**	1**	**	3**	1**	1**	3**	5**	**
Making calls to numbers not included in your monthly call allowance	3 14%	1 100%	-	-	2 70%	-	-	-	-	-	-	-	-
Calls made to an international number	3 12%	-	-	-	-	-	-	-	1 100%	-	-	1 26%	-
Used more than your monthly inclusive call allowance	5 22%	-	-	1 100%	1 39%	1 100%	-	-	-	-	2 70%	-	1 100%
Calls made outside of your free specified time frames	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	2 9%	-	-	-	2 69%	-	-	-	-	-	-	-	-
Calls to mobile phones	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls to directory enquiries (i.e. 118 numbers)	-	-	-	-	-	-	-	-	-	-	-	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	-	-	-	-	-	-	-	-	-	-	-	-	-
Service was used by friend/family member	-	-	-	-	-	-	-	-	-	-	-	-	-
Charges for repairs to your service	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	1 5%	-	-	-	-	-	-	-	-	-	-	1 26%	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	21	1	3	1	3	1	-	2	1	1	4	3	1
Weighted Base	23*	1**	4**	1**	3**	1**	**	3**	1**	1**	3**	5**	**
Sending texts not included in your monthly text allowance	2 8%	-	-	-	-	-	-	-	-	-	-	2 38%	-
Sending picture messages\MMS not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance.	2 10%	-	2 38%	-	-	-	-	-	-	-	1 28%	-	-
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away outside of Europe	4 17%	-	-	-	1 31%	-	-	1 46%	-	-	-	2 36%	-
Using data on your mobile whilst away outside of Europe	3 13%	-	-	-	-	-	-	-	-	1 100%	-	2 36%	-
Used more than your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	21	1	3	1	3	1	-	2	1	1	4	3	1
Weighted Base	23*	1**	4**	1**	3**	1**	**	3**	1**	1**	3**	5**	**
Used more than your monthly data allowance (e.g. email, internet, social networking)	1 6%	-	1 31%	-	-	-	-	-	-	-	-	-	-
Provider increased the monthly fee/tariff	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls/data/messaging	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	1 5%	-	-	-	-	-	-	-	-	-	-	1 26%	-
None	1 6%	-	-	-	-	-	-	1 54%	-	-	-	-	-
Don't know	2 9%	-	1 30%	-	-	-	-	-	-	-	1 30%	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Q.1\2\3 PHONES OWN								Q.3\5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	21	21	-	21	16	16	5	-	19	-	19	13	13	4	10	21
Weighted Base	23*	23**	**	23**	15**	15**	7**	**	20**	**	20**	13**	12**	5**	11**	23**
Making calls to numbers not included in your monthly call allowance	3 14%	3 14%	-	3 14%	2 13%	2 13%	1 15%	-	3 16%	-	3 16%	1 9%	1 10%	-	1 10%	3 14%
Calls made to an international number	3 12%	3 12%	-	3 12%	1 8%	1 8%	1 19%	-	1 7%	-	1 7%	1 9%	3 21%	-	3 23%	3 12%
Used more than your monthly inclusive call allowance	5 22%	5 22%	-	5 22%	4 25%	4 25%	1 15%	-	5 24%	-	5 24%	4 30%	4 31%	1 28%	1 12%	5 22%
Calls made outside of your free specified time frames	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	2 9%	2 9%	-	2 9%	1 5%	1 5%	1 15%	-	2 10%	-	2 10%	-	-	-	-	2 9%
Calls to mobile phones	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls to directory enquiries (i.e. 118 numbers)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Service was used by friend/family member	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Charges for repairs to your service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	1 5%	1 5%	-	1 5%	1 8%	1 8%	-	-	-	-	-	1 9%	1 10%	-	1 11%	1 5%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Q.1\2\3 PHONES OWN								Q.3\5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	21	21	-	21	16	16	5	-	19	-	19	13	13	4	10	21
Weighted Base	23*	23**	-**	23**	15**	15**	7**	-**	20**	-**	20**	13**	12**	5**	11**	23**
Sending texts not included in your monthly text allowance	2 8%	2 8%	-	2 8%	-	-	2 25%	-	2 9%	-	2 9%	-	-	2 37%	-	2 8%
Sending picture messages\MMS not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance.	2 10%	2 10%	-	2 10%	1 5%	1 5%	2 22%	-	2 12%	-	2 12%	1 6%	1 6%	-	1 7%	2 10%
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away outside of Europe	4 17%	4 17%	-	4 17%	4 24%	4 24%	-	-	4 19%	-	4 19%	3 22%	3 23%	2 35%	3 25%	4 17%
Using data on your mobile whilst away outside of Europe	3 13%	3 13%	-	3 13%	3 19%	3 19%	-	-	3 14%	-	3 14%	3 22%	3 23%	2 35%	3 25%	3 13%
Used more than your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Q.1\2\3 PHONES OWN								Q.3\5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	21	21	-	21	16	16	5	-	19	-	19	13	13	4	10	21
Weighted Base	23*	23**	-**	23**	15**	15**	7**	-**	20**	-**	20**	13**	12**	5**	11**	23**
Used more than your monthly data allowance (e.g. email, internet, social networking)	1 6%	1 6%	-	1 6%	-	-	1 18%	-	1 7%	-	1 7%	-	-	-	-	1 6%
Provider increased the monthly fee/tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data/messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	1 5%	1 5%	-	1 5%	1 8%	1 8%	-	-	-	-	-	1 9%	1 10%	-	1 11%	1 5%
None	1 6%	1 6%	-	1 6%	1 9%	1 9%	-	-	1 7%	-	1 7%	1 11%	-	-	-	1 6%
Don't know	2 9%	2 9%	-	2 9%	2 13%	2 13%	-	-	1 4%	-	1 4%	1 10%	1 6%	-	2 18%	2 9%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	21	10	6	6	1	13	7	21	19	16	8	16	21	11
Weighted Base	23*	12**	6**	6**	1**	15**	7**	23**	20**	17**	9**	16**	23**	11**
Making calls to numbers not included in your monthly call allowance	3 14%	1 8%	1 19%	1 19%	-	2 14%	1 16%	3 14%	3 16%	2 12%	1 13%	3 19%	3 14%	2 21%
Calls made to an international number	3 12%	3 23%	-	-	-	3 17%	-	3 12%	3 13%	3 16%	1 16%	1 9%	3 12%	1 13%
Used more than your monthly inclusive call allowance	5 22%	1 6%	3 48%	3 48%	1 100%	1 9%	3 42%	5 22%	5 25%	4 27%	1 10%	5 30%	5 22%	4 33%
Calls made outside of your free specified time frames	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	2 9%	1 7%	1 19%	1 19%	-	-	2 29%	2 9%	2 10%	2 12%	-	2 12%	2 9%	1 10%
Calls to mobile phones	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls to directory enquiries (i.e. 118 numbers)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Service was used by friend/family member	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Charges for repairs to your service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	1 5%	1 11%	-	-	-	1 8%	-	1 5%	1 6%	1 7%	-	-	1 5%	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	21	10	6	6	1	13	7	21	19	16	8	16	21	11
Weighted Base	23*	12**	6**	6**	1**	15**	7**	23**	20**	17**	9**	16**	23**	11**
Sending texts not included in your monthly text allowance	2 8%	-	2 30%	2 30%	-	-	2 26%	2 8%	-	-	-	2 11%	2 8%	-
Sending picture messages\MMS not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance.	2 10%	2 14%	-	-	1 100%	2 15%	-	2 10%	2 12%	2 14%	-	1 4%	2 10%	1 7%
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away outside of Europe	4 17%	3 22%	-	-	-	4 25%	-	4 17%	4 19%	4 22%	3 33%	4 23%	4 17%	1 10%
Using data on your mobile whilst away outside of Europe	3 13%	3 25%	-	-	-	3 19%	-	3 13%	3 15%	2 10%	3 33%	3 18%	3 13%	1 10%
Used more than your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing



Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	21	10	6	6	1	13	7	21	19	16	8	16	21	11
Weighted Base	23*	12**	6**	6**	1**	15**	7**	23**	20**	17**	9**	16**	23**	11**
Used more than your monthly data allowance (e.g. email, internet, social networking)	1 6%	- -	1 22%	1 22%	- -	- -	1 19%	1 6%	- -	- -	- -	1 8%	1 6%	1 12%
Provider increased the monthly fee/tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data/messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	1 5%	1 11%	-	-	-	1 8%	-	1 5%	1 6%	1 7%	-	-	1 5%	-
None	1 6%	-	-	-	-	1 9%	-	1 6%	1 7%	1 8%	-	-	1 6%	-
Don't know	2 9%	2 18%	-	-	-	2 13%	-	2 9%	2 10%	2 12%	1 14%	-	2 9%	1 11%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	Q.12 BILL SHOCK (8 WEEKS)						
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	21	2	19	-	-	-	-	21
Weighted Base	23*	2**	20**	**	**	**	**	23**
Making calls to numbers not included in your monthly call allowance	3 14%	-	3 16%	-	-	-	-	3 14%
Calls made to an international number	3 12%	1 49%	1 7%	-	-	-	-	3 12%
Used more than your monthly inclusive call allowance	5 22%	-	5 24%	-	-	-	-	5 22%
Calls made outside of your free specified time frames	-	-	-	-	-	-	-	-
Calls made to non- geographical numbers e.g. 0845, 0870, 09 numbers	2 9%	-	2 10%	-	-	-	-	2 9%
Calls to mobile phones	-	-	-	-	-	-	-	-
Calls to directory enquiries (i.e. 118 numbers)	-	-	-	-	-	-	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	-	-	-	-	-	-	-	-
Service was used by friend/family member	-	-	-	-	-	-	-	-
Charges for repairs to your service	-	-	-	-	-	-	-	-
Incorrect charges	1 5%	1 49%	-	-	-	-	-	1 5%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	Q.12 BILL SHOCK (8 WEEKS)						Any bill shock (g)
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	
Unweighted Base	21	2	19	-	-	-	-	21
Weighted Base	23*	2**	20**	**	**	**	**	23**
Sending texts not included in your monthly text allowance	2 8%	-	2 9%	-	-	-	-	2 8%
Sending picture messages/MMS not included in your monthly text allowance	-	-	-	-	-	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance.	2 10%	-	2 12%	-	-	-	-	2 10%
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away outside of Europe	4 17%	-	4 19%	-	-	-	-	4 17%
Using data on your mobile whilst away outside of Europe	3 13%	-	3 14%	-	-	-	-	3 13%
Used more than your monthly text allowance	-	-	-	-	-	-	-	-
Used more than your monthly data allowance (e.g. email, internet, social networking)	1 6%	-	1 7%	-	-	-	-	1 6%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	Q.12 BILL SHOCK (8 WEEKS)						
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	21	2	19	-	-	-	-	21
Weighted Base	23*	2**	20**	**	**	**	**	23**
Provider increased the monthly fee/tariff	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data\messaging	-	-	-	-	-	-	-	-
Other reason	1 5%	1 49%	-	-	-	-	-	1 5%
None	1 6%	-	1 7%	-	-	-	-	1 6%
Don't know	2 9%	1 51%	1 4%	-	-	-	-	2 9%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

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

Q.TV

Base: All adults UK

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	436	435	45	606	452	1009	785	766	298	430	812	392
Weighted Base	1044	467	404	402	43*	627	419	1002	840	820	340	488	872	462
Sky - Digital Satellite TV for a monthly subscription	440 42%	440 94%bcdefg	44 11%	44 11%	1 3%	440 70%bcdfg	46 11%	440 44%bcdf	389 46%	382 47%	152 45%	251 51%	401 46%	216 47%
Satellite TV from someone other than Sky	13 1%	13 3%e	5 1%	5 1%	-	3	6 2%	13 1%	12 1%	11 1%	2 1%	7 1%	12 1%	4 1%
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	19 2%	19 4%bceg	2 *	2 *	2 4%bc	5 1%	19 4%bceg	19 2%	17 2%	17 2%	6 2%	7 1%	17 2%	8 2%
Virgin Media through cable	145 14%	1 *	12 3%a	12 3%a	-	145 23%abcdfg	13 3%a	145 14%abcd	130 15%	129 16%	58 17%	61 13%	131 15%	66 14%
Freeview through a TV aerial and set-top box	144 14%	24 5%	144 36%adeg	144 36%adeg	1 2%	24 4%	144 34%adeg	144 14%ade	101 12%	91 11%	27 8%	57 12%	108 12%	38 8%
TV set which has Freeview channels built in (without a separate set-top box)	270 26%	25 5%	270 67%adeg	270 67%adeg	1 3%	37 6%	270 64%adeg	270 27%ade	172 20%	169 21%	82 24%	100 20%	186 21%	104 22%
YouView set top box	2 *	-	2 1%	1 *	-	-	1 *	2 *	2 *	2 *	1 *	2 *	2 *	2 1%
BT Vision	25 2%	3 1%	-	-	25 58%abcfe	25 4%abcf	2 *	25 2%abcf	24 3%	23 3%	12 4%	11 2%	24 3%	12 3%
Talk Talk TV	18 2%	-	2 1%	2 1%	18 42%abcfe	18 3%abcf	2 1%	18 2%a	18 2%	18 2%	10 3%	13 3%	18 2%	14 3%
Other	12 1%	-	2 *	2 *	-	-	2 *	12 1%ae	11 1%	11 1%	3 1%	9 2%	11 1%	8 2%
NO TV	36 3%	-	-	-	-	-	-	-	29 4%	28 3%	13 4%	13 3%	29 3%	16 3%
Don't know	7 1%	-	-	-	-	-	-	-	4 *	4 *	-	3 1%	5 1%	3 1%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

Q.INTERNET

Base: All adults UK

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	436	435	45	606	452	1009	785	766	298	430	812	392
Weighted Base	1044	467	404	402	43*	627	419	1002	840	820	340	488	872	462
Using a Wi-Fi (wireless) connection to broadband	808	397	254	253	40	541	269	777	808	808	294	435	808	420
	77%	85%bcfg	63%	63%	93%bcfg	86%bcfg	64%	78%bcf	96%jkim	99%hjkim	86%	89%	93%j	91%
Using a wired (Ethernet) connection to broadband	117	48	43	43	6	73	45	110	117	89	117	64	117	60
	11%	10%	11%	11%	14%	12%	11%	11%	14%	11%	35%shikim	13%	13%	13%
Using a mobile network e.g. using 3G/4G on a smartphone/tablet/dongle	341	186	114	114	13	235	117	332	308	306	189	341	341	261
	33%	40%bcfg	28%	28%	31%	37%bcf	28%	33%	37%	37%	56%hil	70%hijim	39%	56%hil
Using a dial-up connection to the internet i.e. you cannot make phone calls at the same time	1	-	1	1	-	-	1	1	1	1	1	1	1	1
	*	-	*	*	-	-	*	*	*	*	*	*	*	*
While travelling using a Wi-Fi (wireless) network	159	82	46	46	13	112	49	155	150	159	159	140	159	159
	15%	18%bcf	11%	12%	30%bcfg	18%bcf	12%	15%	18%	19%	47%shikim	29%hil	18%	34%hil
While travelling using a mobile network e.g. using 3G/4G on a smartphone/tablet/dongle	341	169	108	107	20	223	111	329	321	318	183	341	338	341
	33%	36%bcf	27%	27%	46%bcf	36%bcf	26%	33%bcf	38%	39%	54%hil	70%hijj	39%	74%hijj
At work or place of study	171	76	59	59	10	116	61	169	166	166	171	140	170	171
	16%	16%	15%	15%	23%	19%	15%	17%	20%	20%	50%shikim	29%hil	19%	37%hikl
In a public place (e.g. café or library) using a Wi-Fi (wireless) network	111	51	38	38	11	79	38	109	106	111	99	103	111	111
	11%	11%	9%	9%	25%abcfebg	13%	9%	11%	13%	14%	29%shikl	21%hil	13%	24%hil
In a public place (e.g. café or library) using a wired (Ethernet) connection to broadband	36	17	13	13	1	24	13	35	31	34	36	32	34	36
	3%	4%	3%	3%	3%	4%	3%	3%	4%	4%	11%hil	7%h	4%	8%hil
In a public place (e.g. café or library) using a mobile network e.g. using 3G/4G on a smartphone/tablet/dongle	135	67	44	44	4	93	46	132	128	132	102	135	134	135
	13%	14%	11%	11%	10%	15%	11%	13%	15%	16%	30%hil	28%hil	15%	29%hil

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

Q.INTERNET**Base: All adults UK**

	TV							INTERNET						
	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)	
Unweighted Base	1044	450	436	435	45	606	452	1009	785	766	298	430	812	392
Weighted Base	1044	467	404	402	43*	627	419	1002	840	820	340	488	872	462
Home/personal email address	741	342	237	236	38	476	249	708	720	701	304	425	735	429
	71%	73%bcf	59%	59%	88%abcfg	76%bcfg	59%	71%bcf	86%	85%	90%l	87%	84%	93%hikl
Work email address	170	79	57	56	11	117	57	165	164	160	128	134	166	149
	16%	17%	14%	14%	25%	19%f	14%	16%	19%	20%	38%chikl	27%chil	19%	32%hil
None of these/Don't access the internet	159	36	112	112	1	48	113	155	-	-	-	-	-	-
	15%	8%	28%adeg	28%adeg	2%	8%	27%adeg	15%ade	-	-	-	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1044	487	557	117	162	157	150	139	180	139	179	251	214	400
Weighted Base	1044	507	537	145*	180	185	179	152	116	87	196	328	215	305
GENDER														
Male	507	507	-	71	87	98	81	82	54	35	103	153	115	135
	49%	100% ^b	-	49%	48%	53% ⁱ	45%	54% ⁱ	46%	40%	53%	47%	54% ^m	44%
Female	537	-	537	74	94	88	97	70	62	52	93	175	100	170
	51%	-	100% ^a	51%	52%	47%	55%	46%	54%	60% ^{eg}	47%	53%	46%	56% ^l
AGE														
16-24	145	71	74	145	-	-	-	-	-	-	16	57	31	41
	14%	14%	14%	100% ^{defghi}	-	-	-	-	-	-	8%	17% ^j	14%	13%
25-34	180	87	94	-	180	-	-	-	-	-	38	57	39	47
	17%	17%	17%	-	100% ^{cdefghi}	-	-	-	-	-	19%	17%	18%	15%
35-44	185	98	88	-	-	185	-	-	-	-	42	62	38	44
	18%	19%	16%	-	-	100% ^{scdfghi}	-	-	-	-	21%	19%	18%	14%
45-54	179	81	97	-	-	-	179	-	-	-	35	61	41	42
	17%	16%	18%	-	-	-	100% ^{cdeghi}	-	-	-	18%	19%	19%	14%
55-64	152	82	70	-	-	-	-	152	-	-	29	45	33	46
	15%	16%	13%	-	-	-	-	100% ^{cdelhi}	-	-	15%	14%	15%	15%
65-74	116	54	62	-	-	-	-	-	116	-	25	30	20	41
	11%	11%	12%	-	-	-	-	-	100% ^{cdelghi}	-	13%	9%	9%	14%
75+	87	35	52	-	-	-	-	-	-	87	11	16	14	45
	8%	7%	10%	-	-	-	-	-	-	100% ^{cdelgh}	6%	5%	6%	15% ^{ijkl}
SOCIAL GRADE														
AB	196	103	93	16	38	42	35	29	25	11	196	-	-	-
	19%	20%	17%	11%	21% ^{cc}	23% ^{cci}	20%	19%	21% ^{cc}	13%	100% ^{klm}	-	-	-
C1	328	153	175	57	57	62	61	45	30	16	-	328	-	-
	31%	30%	33%	40% ^{ghi}	31% ^{gi}	33% ^{gi}	34% ^{gi}	30%	26%	19%	-	100% ^{ijlm}	-	-
C2	215	115	100	31	39	38	41	33	20	14	-	-	215	-
	21%	23%	19%	21%	22%	20%	23%	22%	17%	16%	-	-	100% ^{ijkm}	-
DE	305	135	170	41	47	44	42	46	41	45	-	-	-	305
	29%	27%	32%	28%	26%	23%	23%	30%	36% ^{cef}	52% ^{cdelgh}	-	-	-	100% ^{sjkl}

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1044	487	557	117	162	157	150	139	180	139	179	251	214	400
Weighted Base	1044	507	537	145*	180	185	179	152	116	87	196	328	215	305
MARITAL STATUS														
Married/Living as married	584	295	289	19	114	131	117	94	73	36	143	184	132	125
	56%	58%	54%	13%	63%ci	71%ci	65%ci	62%ci	63%ci	41%ci	73%klm	56%am	61%am	41%
Single	282	146	136	125	52	37	32	20	11	5	34	95	55	97
	27%	29%	25%	87%defghi	29%fghi	20%hi	18%ci	13%	9%	6%	17%	29%ej	26%	32%ej
Widow/Divorced/Separated	178	66	112	1	14	18	30	38	32	46	19	48	27	83
	17%	13%	21%a	*	8%ci	10%ci	17%cd	25%cde	27%cdef	53%cdefgh	10%	15%	13%	27%ijkl
WORKING STATUS														
Working	541	296	245	52	136	140	132	73	9	*	126	195	134	86
	52%	58%b	46%	36%hi	75%cg	75%cg	74%cg	48%hi	8%i	*	64%am	59%am	62%am	28%
Not working	503	211	292	93	44	46	47	79	107	87	70	133	81	219
	48%	42%	54%a	64%def	25%	25%	26%	52%def	92%cdefg	100%cdefgh	36%	41%	38%	72%ijkl
CHILDREN IN HOUSEHOLD														
Any	330	147	183	51	90	119	58	10	2	*	72	94	78	86
	32%	29%	34%	35%ghi	50%cfghi	64%cdfghi	32%ghi	6%hi	1%	1%	37%	29%	36%	28%
None	714	360	354	94	90	66	121	142	114	86	124	234	137	219
	68%	71%	66%	65%de	50%e	36%	68%de	94%cdef	99%cdefg	99%cdefg	63%	71%	64%	72%
AREA														
Urban	832	403	429	126	144	150	145	113	87	66	149	257	173	253
	80%	79%	80%	87%ghi	80%	81%	81%	75%	75%	76%	76%	78%	80%	83%
Rural	212	104	108	19	37	35	34	39	29	21	47	71	42	52
	20%	21%	20%	13%	20%	19%	19%	25%ci	25%ci	24%ci	24%	22%	20%	17%
COUNTRY														
England	879	432	447	128	162	160	144	118	92	75	157	284	181	257
	84%	85%	83%	88%g	90%fgh	86%	81%	78%	79%	86%	80%	87%	84%	84%
Scotland	89	42	46	4	10	15	23	18	13	7	23	23	17	26
	9%	8%	9%	3%	6%	8%	13%cd	12%ci	11%ci	8%	12%	7%	8%	9%
Wales	52	21	32	10	5	6	8	12	8	4	9	19	12	13
	5%	4%	6%	7%	3%	3%	4%	8%cd	7%	4%	5%	6%	5%	4%
Northern Ireland	24	12	12	3	4	5	3	4	3	1	7	2	5	10
	2%	2%	2%	2%	2%	2%	2%	3%	3%	2%	3%k	1%	3%	3%k

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
 * small base



Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1044	487	557	117	162	157	150	139	180	139	179	251	214	400
Weighted Base	1044	507	537	145*	180	185	179	152	116	87	196	328	215	305
GOVERNMENT REGIONS														
North East	49	25	24	11	12	4	4	7	7	4	9	19	14	8
	5%	5%	5%	8%e	7%	2%	2%	5%	6%	4%	5%	6%	6% <small>m</small>	2%
North West	108	51	58	14	20	11	18	22	12	12	15	36	19	38
	10%	10%	11%	10%	11%	6%	10%	14% <small>e</small>	10%	14% <small>e</small>	8%	11%	9%	13%
Yorkshire and The Humber	86	42	44	18	22	16	12	6	4	7	16	13	21	36
	8%	8%	8%	13% <small>g</small> <small>h</small>	12% <small>g</small> <small>h</small>	8%	7%	4%	4%	8%	8%	4%	10% <small>k</small>	12% <small>k</small>
East Midlands	92	52	40	11	16	21	12	13	12	7	16	28	22	26
	9%	10%	7%	8%	9%	11%	7%	9%	10%	8%	8%	9%	10%	9%
West Midlands	76	32	44	11	11	13	14	7	12	7	7	13	21	34
	7%	6%	8%	8%	6%	7%	8%	4%	10%	8%	3%	4%	10% <small>j</small> <small>k</small>	11% <small>j</small> <small>k</small>
East of England	98	50	47	11	15	22	19	17	8	7	22	38	16	22
	9%	10%	9%	8%	8%	12%	11%	11%	7%	8%	11%	12%	7%	7%
London	120	61	59	17	22	25	21	18	8	9	26	37	22	36
	11%	12%	11%	12%	12%	14%	12%	12%	7%	10%	13%	11%	10%	12%
South East	157	77	80	22	27	36	28	15	23	7	27	70	29	32
	15%	15%	15%	15%	15%	19% <small>g</small> <small>i</small>	15%	10%	20% <small>g</small> <small>i</small>	9%	14%	21% <small>l</small> <small>m</small>	13%	11%
South West	94	43	50	12	17	13	17	14	7	15	20	31	18	25
	9%	9%	9%	8%	9%	7%	9%	9%	6%	17% <small>c</small> <small>e</small> <small>h</small>	10%	9%	9%	8%
Wales	52	21	32	10	5	6	8	12	8	4	9	19	12	13
	5%	4%	6%	7%	3%	3%	4%	8% <small>d</small>	7%	4%	5%	6%	5%	4%
Scotland	89	42	46	4	10	15	23	18	13	7	23	23	17	26
	9%	8%	9%	3%	6%	8%	13% <small>c</small> <small>d</small>	12% <small>c</small>	11% <small>c</small>	8%	12%	7%	8%	9%
Northern Ireland	24	12	12	3	4	5	3	4	3	1	7	2	5	10
	2%	2%	2%	2%	2%	2%	2%	3%	3%	2%	3% <small>k</small>	1%	3%	3% <small>k</small>
Q.11/2/3 PHONES OWN														
Mobile (any)	910	448	462	141	168	174	160	137	83	46	173	300	194	242
	87%	88%	86%	97% <small>f</small> <small>g</small> <small>h</small> <small>i</small>	93% <small>h</small> <small>i</small>	94% <small>h</small> <small>i</small>	90% <small>h</small> <small>i</small>	90% <small>h</small> <small>i</small>	72% <small>i</small>	53%	88% <small>m</small>	92% <small>m</small>	90% <small>m</small>	79%
Mobile - Pre-pay	284	136	148	38	29	34	32	66	51	36	43	69	59	112
	27%	27%	28%	26%	16%	18%	18%	43% <small>c</small> <small>d</small> <small>e</small> <small>f</small>	44% <small>c</small> <small>d</small> <small>e</small> <small>f</small>	41% <small>c</small> <small>d</small> <small>e</small> <small>f</small>	22%	21%	28%	37% <small>j</small> <small>k</small> <small>l</small>

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m
 * small base



Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1044	487	557	117	162	157	150	139	180	139	179	251	214	400
Weighted Base	1044	507	537	145*	180	185	179	152	116	87	196	328	215	305
Mobile - contract	605	300	305	99	135	138	124	70	30	10	126	223	132	125
	58%	59%	57%	68%ghi	75%ghi	74%ghi	70%ghi	46%hi	28%i	11%	64%km	68%km	61%km	41%
Landline	801	377	423	103	116	137	152	126	92	75	161	256	165	219
	77%	74%	79%	71%	64%	74%	85%code	83%cd	80%cd	86%code	82%km	78%	77%	72%
Mobile & Landline	704	336	368	102	110	131	137	116	66	41	143	236	151	175
	67%	66%	69%	71%hi	61%i	71%hi	77%cdhi	76%cdhi	57%	48%	73%km	72%km	70%km	57%
Mobile only	206	112	94	39	58	43	23	21	17	5	31	64	44	67
	20%	22%	17%	27%fghi	32%fghi	23%fi	13%	14%i	15%i	5%	16%	20%	20%	22%
Landline only	96	42	55	1	6	5	15	10	26	33	18	20	15	43
	9%	8%	10%	1%	4%	3%	8%c	6%c	23%codefg	38%codefgh	9%	6%	7%	14%kl
Q.3:5A BILLS RESPONSIBLE FOR														
Mobile (any)	729	368	361	83	136	149	142	111	74	34	141	232	168	188
	70%	73%	67%	58%i	75%chi	80%chi	80%chi	73%ci	64%i	39%	72%km	71%km	78%km	62%
Mobile - Pre-pay	226	110	116	19	20	31	29	57	44	26	32	57	48	88
	22%	22%	22%	13%	11%	17%	16%	37%codef	38%codef	30%codef	17%	17%	22%	29%jkl
Mobile - contract	498	255	243	65	115	117	111	54	29	8	108	174	117	99
	48%	50%	45%	45%hi	64%oghi	63%oghi	62%oghi	35%i	25%i	9%	55%km	53%km	55%km	32%
Landline	630	306	324	21	91	119	135	111	84	70	126	208	126	170
	60%	60%	60%	15%	50%c	64%cd	75%code	73%cd	72%cd	81%code	64%	64%	59%	56%
Fixed broadband	616	317	299	36	120	143	126	101	65	25	141	218	122	135
	59%	63%b	56%	25%	67%ci	77%chi	71%chi	66%ci	58%ci	29%	72%lm	66%lm	57%km	44%
Mobile broadband	138	76	62	21	29	36	23	20	7	3	24	43	24	48
	13%	15%	12%	14%hi	16%hi	20%hi	13%i	13%hi	6%	3%	12%	13%	11%	16%
Pay TV	414	216	197	21	63	96	93	67	45	28	94	122	89	108
	40%	43%	37%	15%	35%c	52%cdhi	52%cdhi	44%c	39%c	32%c	48%kkm	37%	42%	35%
Any bill	924	460	463	94	159	170	170	140	110	80	175	294	190	265
	88%	91%b	86%	65%	88%c	92%c	95%cd	92%c	95%cd	92%c	89%	90%	88%	87%
TV														
ANY SATELLITE	467	233	233	72	75	101	91	66	38	24	96	153	106	111
	45%	46%	43%	50%hi	42%i	55%cdhi	51%hi	43%i	33%	27%	49%km	47%km	49%km	36%

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1044	487	557	117	162	157	150	139	180	139	179	251	214	400
Weighted Base	1044	507	537	145*	180	185	179	152	116	87	196	328	215	305
ANY FREEVIEW INC. YOUVIEW	404	197	206	52	57	47	65	64	63	55	65	112	91	135
	39%	39%	38%	36%	32%	25%	37%	42%e	54%cddefg	63%cddefg	33%	34%	43%	44%ijk
ANY FREEVIEW EXC. YOUVIEW	402	196	206	52	56	47	65	64	63	55	64	112	91	135
	39%	39%	38%	36%	31%	25%	37%	42%e	54%cddefg	63%cddefg	32%	34%	43%	44%ijk
ANY IPTV	43	11	32	5	12	11	6	4	2	3	8	10	8	16
	4%	2%	6%a	4%	7%	6%	3%	3%	2%	3%	4%	3%	4%	5%
ANY PAY TV	627	304	323	86	104	138	121	87	59	32	126	212	124	164
	60%	60%	60%	60%i	58%i	74%cdghi	68%hi	57%i	51%i	37%	64%lm	65%lm	58%	54%
ANY FTA	419	203	216	52	59	51	70	68	64	55	69	117	94	139
	40%	40%	40%	36%	33%	27%	39%e	45%de	55%cddef	64%cddefg	35%	36%	44%	46%ijk
ANY TV SERVICE	1002	482	520	131	163	183	176	149	114	86	189	308	212	292
	96%	95%	97%	91%	90%	99%cd	98%cd	98%cd	98%cd	99%cd	97%	94%	99%k	96%
INTERNET														
FIXED BROADBAND AT HOME	840	421	419	133	160	169	155	125	73	25	182	288	170	200
	80%	83%	78%	92%ghi	89%hi	91%ghi	87%hi	82%hi	63%i	29%	93%lm	88%lm	79%lm	66%
ANY WIFI ACCESS	820	405	415	133	155	164	155	121	69	23	180	279	168	194
	79%	80%	77%	92%ghi	86%hi	88%hi	87%hi	80%hi	59%i	26%	92%lm	85%lm	78%lm	64%
ANY WIRED (ETHERNET) ACCESS	340	187	153	64	83	84	58	32	16	4	81	115	61	82
	33%	37%b	28%	44%ghi	46%fghi	45%fghi	32%ghi	21%i	14%i	5%	41%lm	35%lm	28%	27%
ANY MOBILE (3G/4G) ACCESS	488	244	244	102	120	119	80	48	16	3	103	168	111	107
	47%	48%	45%	71%fghi	67%fghi	64%fghi	45%ghi	32%hi	13%i	4%	53%lm	51%lm	51%lm	35%
INTERNET ACCESS AT HOME	872	432	440	140	174	174	159	126	73	25	182	296	183	212
	84%	85%	82%	97%fghi	97%fghi	94%ghi	89%hi	83%hi	63%i	29%	93%lm	90%lm	85%lm	70%
INTERNET ACCESS OUTSIDE OF HOME	462	238	224	97	115	122	73	42	12	2	106	164	92	100
	44%	47%	42%	67%fghi	64%fghi	66%fghi	41%ghi	27%hi	10%i	3%	54%lm	50%lm	43%lm	33%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
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 * small base



Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/Divorced/Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1044	573	254	217	442	602	292	752	817	227	854	69	53	68
Weighted Base	1044	584	282	178	541	503	330	714	832	212	879	89*	52*	24*
GENDER														
Male	507	295	146	66	296	211	147	360	403	104	432	42	21	12
	49%	50% ^c	52% ^c	37%	55% ^e	42%	45%	50%	48%	49%	49%	48%	39%	49%
Female	537	289	136	112	245	292	183	354	429	108	447	46	32	12
	51%	50%	48%	63% ^{ab}	45%	58% ^d	55%	50%	52%	51%	51%	52%	61%	51%
AGE														
16-24	145	19	125	1	52	93	51	94	126	19	128	4	10	3
	14%	3% ^c	44% ^{ac}	*	10%	18% ^d	15%	13%	15% ⁱ	9%	15% ^k	5%	18% ^k	14% ^k
25-34	180	114	52	14	136	44	90	90	144	37	162	10	5	4
	17%	20% ^c	19% ^c	8%	25% ^e	9%	27% ^g	13%	17%	17%	18%	11%	9%	16%
35-44	185	131	37	18	140	46	119	66	150	35	160	15	6	5
	18%	22% ^{bc}	13%	10%	26% ^e	9%	36% ^g	9%	18%	17%	18%	17%	12%	19%
45-54	179	117	32	30	132	47	58	121	145	34	144	23	8	3
	17%	20% ^b	11%	17%	24% ^e	9%	18%	17%	17%	16%	16%	26%	15%	14%
55-64	152	94	20	38	73	79	10	142	113	39	118	18	12	4
	15%	16% ^b	7%	21% ^b	13%	16%	3%	20% ^f	14%	18%	13%	20%	23%	17%
65-74	116	73	11	32	9	107	2	114	87	29	92	13	8	3
	11%	13% ^b	4%	18% ^b	2%	21% ^d	1%	16% ^f	10%	14%	10%	14%	16%	13%
75+	87	36	5	46	*	87	*	86	66	21	75	7	4	1
	8%	6% ^b	2%	26% ^{ab}	*	17% ^d	*	12% ^f	8%	10%	9%	8%	7%	6%
SOCIAL GRADE														
AB	196	143	34	19	126	70	72	124	149	47	157	23	9	7
	19%	24% ^{bc}	12%	11%	23% ^e	14%	22%	17%	18%	22%	18%	26%	17%	29% ^j
C1	328	184	95	48	195	133	94	234	257	71	284	23	19	2
	31%	32%	34%	27%	36% ^e	26%	28%	33%	31%	33%	32% ^m	25% ^m	36% ^m	9%
C2	215	132	55	27	134	81	78	137	173	42	181	17	12	5
	21%	23% ^c	20%	15%	25% ^e	16%	24%	19%	21%	20%	21%	19%	23%	23%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1044	573	254	217	442	602	292	752	817	227	854	69	53	68
Weighted Base	1044	584	282	178	541	503	330	714	832	212	879	89*	52*	24*
DE	305	125	97	83	86	219	86	219	253	52	257	26	13	10
	29%	21%	34%a	47%ab	16%	44%d	26%	31%	30%	25%	29%	29%	25%	40%
MARITAL STATUS														
Married/Living as married	584	584	-	-	360	224	240	344	447	137	485	57	28	14
	56%	100%bc	-	-	67%e	45%	73%g	48%	54%	65%h	55%	64%	54%	59%
Single	282	-	282	-	128	154	70	213	244	39	253	12	11	6
	27%	-	100%ac	-	24%	31%d	21%	30%f	29%i	18%	29%k	14%	20%	25%
Widow/Divorced/Separated	178	-	-	178	53	125	20	157	142	36	141	19	14	4
	17%	-	-	100%ab	10%	25%d	6%	22%f	17%	17%	16%	22%	26%	16%
WORKING STATUS														
Working	541	360	128	53	541	-	218	323	429	113	462	47	21	12
	52%	62%bc	45%c	30%	100%e	-	66%g	45%	52%	53%	53%	53%	39%	50%
Not working	503	224	154	125	-	503	112	391	403	100	418	42	32	12
	48%	38%	55%a	70%ab	-	100%d	34%	55%f	48%	47%	47%	47%	61%	50%
CHILDREN IN HOUSEHOLD														
Any	330	240	70	20	218	112	330	-	274	56	274	26	20	9
	32%	41%bc	25%c	11%	40%e	22%	100%g	-	33%	26%	31%	29%	39%	38%
None	714	344	213	157	323	391	-	714	558	156	605	63	32	15
	68%	59%	75%a	89%ab	60%	78%d	-	100%f	67%	74%	69%	71%	61%	62%
AREA														
Urban	832	447	244	142	429	403	274	558	832	-	720	69	30	14
	80%	76%	86%a	80%	79%	80%	83%	78%	100%i	-	82%lm	77%lm	57%	58%
Rural	212	137	39	36	113	100	56	156	-	212	159	20	22	10
	20%	24%b	14%	20%	21%	20%	17%	22%	-	100%h	18%	23%	43%jk	42%jk
COUNTRY														
England	879	485	253	141	462	418	274	605	720	159	879	-	-	-
	84%	83%	90%ac	79%	85%	83%	83%	85%	87%i	75%	100%klm	-	-	-
Scotland	89	57	12	19	47	42	26	63	69	20	-	89	-	-
	9%	10%b	4%	11%b	9%	8%	8%	9%	8%	10%	-	100%jlm	-	-

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/Divorced/Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1044	573	254	217	442	602	292	752	817	227	854	69	53	68
Weighted Base	1044	584	282	178	541	503	330	714	832	212	879	89*	52*	24*
Wales	52 5%	28 5%	11 4%	14 8%	21 4%	32 6%	20 6%	32 4%	30 4%	22 11%h	-	-	52 100%jkm	-
Northern Ireland	24 2%	14 2%	6 2%	4 2%	12 2%	12 2%	9 3%	15 2%	14 2%	10 5%h	-	-	-	24 100%jkl
GOVERNMENT REGIONS														
North East	49 5%	27 5%	14 5%	8 4%	23 4%	26 5%	13 4%	36 5%	49 6%i	-	49 6%	-	-	-
North West	108 10%	62 11%	24 8%	22 13%	49 9%	59 12%	38 11%	71 10%	108 13%i	-	108 12%klm	-	-	-
Yorkshire and The Humber	86 8%	47 8% ^c	35 12% ^c	5 3%	50 9%	36 7%	26 8%	60 8%	67 8%	19 9%	86 10%klm	-	-	-
East Midlands	92 9%	53 9%	23 8%	16 9%	55 10%	37 7%	42 13% ^g	49 7%	59 7%	33 16%h	92 10%klm	-	-	-
West Midlands	76 7%	41 7%	22 8%	12 7%	31 6%	45 9%	23 7%	52 7%	61 7%	15 7%	76 9%klm	-	-	-
East of England	98 9%	58 10%	23 8%	17 10%	62 11% ^e	36 7%	26 8%	72 10%	61 7%	37 17%h	98 11%klm	-	-	-
London	120 11%	53 9%	38 13%	29 17% ^a	66 12%	54 11%	32 10%	88 12%	120 14%i	-	120 14%klm	-	-	-
South East	157 15%	88 15%	51 18% ^c	19 11%	76 14%	82 16%	55 17%	103 14%	138 17%i	19 9%	157 18%klm	-	-	-
South West	94 9%	55 9%	25 9%	13 7%	51 9%	42 8%	20 6%	74 10% ^f	56 7%	38 18%h	94 11%klm	-	-	-
Wales	52 5%	28 5%	11 4%	14 8%	21 4%	32 6%	20 6%	32 4%	30 4%	22 11%h	-	-	52 100%jkm	-
Scotland	89 9%	57 10% ^b	12 4%	19 11% ^b	47 9%	42 8%	26 8%	63 9%	69 8%	20 10%	-	89 100%jlm	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/Divorced/Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1044	573	254	217	442	602	292	752	817	227	854	69	53	68
Weighted Base	1044	584	282	178	541	503	330	714	832	212	879	89*	52*	24*
Northern Ireland	24	14	6	4	12	12	9	15	14	10	-	-	-	24
	2%	2%	2%	2%	2%	2%	3%	2%	2%	5%h	-	-	-	100%jkl
Q.11/2/3 PHONES OWN														
Mobile (any)	910	515	253	142	508	402	305	605	727	183	765	76	48	22
	87%	88%c	90%c	80%	94%e	80%	92%g	85%	87%	86%	87%	86%	92%	90%
Mobile - Pre-pay	284	144	76	65	96	188	65	219	221	63	239	20	18	7
	27%	25%	27%	37%ab	18%	37%d	20%	31%f	27%	30%	27%	23%	35%	29%
Mobile - contract	605	366	171	69	402	203	236	369	485	120	506	56	29	15
	58%	63%c	60%c	39%	74%e	40%	72%g	52%	58%	57%	58%	63%	56%	62%
Landline	801	466	193	142	420	381	253	548	621	179	665	76	40	20
	77%	80%b	68%	80%b	78%	76%	77%	77%	75%	84%h	76%	86%	76%	85%
Mobile & Landline	704	412	177	116	401	304	233	471	551	153	584	67	35	18
	67%	70%b	63%	65%	74%e	60%	71%	66%	66%	72%	66%	75%	68%	76%
Mobile only	206	103	76	26	108	98	72	134	175	31	181	9	13	3
	20%	18%	27%ac	15%	20%	20%	22%	19%	21%i	14%	21%	10%	24%	14%
Landline only	96	54	16	26	19	77	20	77	70	27	81	9	4	2
	9%	9%	6%	15%b	4%	15%d	6%	11%f	8%	13%	9%	10%	8%	9%
Q.3/5A BILLS RESPONSIBLE FOR														
Mobile (any)	729	433	184	113	426	303	248	482	574	155	604	67	38	20
	70%	74%bc	65%	64%	79%e	60%	75%g	67%	69%	73%	69%	76%	73%	83%j
Mobile - Pre-pay	226	115	54	56	79	146	53	173	170	56	187	18	13	7
	22%	20%	19%	32%ab	15%	29%d	16%	24%f	20%	26%	21%	21%	26%	27%
Mobile - contract	498	317	128	53	342	156	195	303	398	99	411	49	24	13
	48%	54%bc	45%c	30%	63%e	31%	59%g	42%	48%	47%	47%	55%	47%	56%
Landline	630	398	104	128	343	288	195	435	483	148	514	70	28	19
	60%	68%b	37%	72%b	63%	57%	59%	61%	58%	70%h	58%	78%ij	54%	78%j
Fixed broadband	616	407	115	94	392	224	214	402	479	137	518	59	23	16
	59%	70%bc	41%	53%b	72%e	44%	65%g	56%	58%	64%	59%	66%l	44%	68%l

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/Divorced/Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1044	573	254	217	442	602	292	752	817	227	854	69	53	68
Weighted Base	1044	584	282	178	541	503	330	714	832	212	879	89*	52*	24*
Mobile broadband	138 13%	82 14%	37 13%	19 11%	94 17%e	44 9%	63 19%g	75 11%	118 14%	20 9%	99 11%	31 35%j	3 5%	5 22%l
Pay TV	414 40%	280 48%b	61 22%	73 41%b	253 47%e	161 32%	163 50%g	250 35%	335 40%	79 37%	326 37%	56 63%j	22 43%	10 42%
Any bill	924 88%	541 93%b	223 79%	160 90%b	498 92%e	426 85%	297 90%	627 88%	731 88%	192 91%	776 88%	84 95%l	41 79%	23 96%l
TV														
ANY SATELLITE	467 45%	278 48%c	122 43%	66 37%	260 48%e	207 41%	179 54%g	288 40%	377 45%	90 42%	377 43%	44 49%	33 64%j	13 53%
ANY FREEVIEW INC. YOUVIEW	404 39%	193 33%	119 42%a	92 52%a	183 34%	221 44%d	88 27%	315 44%f	309 37%	95 45%	347 39%	27 30%	19 37%	11 45%
ANY FREEVIEW EXC. YOUVIEW	402 39%	192 33%	119 42%a	82 52%a	182 34%	221 44%d	87 26%	315 44%f	308 37%	95 45%	346 39%	27 30%	19 37%	11 45%
ANY IPTV	43 4%	21 4%	14 5%	8 4%	25 5%	18 3%	15 4%	28 4%	28 3%	15 7%h	40 5%	1 2%	2 3%	- -
ANY PAY TV	627 60%	377 65%bc	150 53%	99 56%	357 66%e	270 54%	236 72%g	391 55%	516 62%i	111 52%	513 58%	66 74%j	35 68%	13 56%
ANY FTA	419 40%	201 34%	125 44%a	94 53%a	186 34%	233 46%d	92 28%	328 46%f	322 39%	97 46%	360 41%	28 32%	19 37%	11 48%
ANY TV SERVICE	1002 96%	565 97%b	259 92%	178 100%ab	522 96%	480 95%	320 97%	681 95%	794 95%	208 98%	843 96%	85 96%	50 96%	24 99%
INTERNET														
FIXED BROADBAND AT HOME	840 80%	506 87%bc	223 79%c	110 62%	490 90%e	350 70%	301 91%g	538 75%	664 80%	175 83%	718 82%i	71 80%l	33 63%	18 76%
ANY WIFI ACCESS	820 79%	498 85%bc	222 79%c	100 56%	481 89%e	339 67%	297 90%g	523 73%	649 78%	171 81%	703 80%l	64 72%	34 66%	19 80%
ANY WIRED (ETHERNET) ACCESS	340 33%	194 33%c	108 38%c	38 21%	231 43%e	108 22%	129 39%g	211 29%	271 33%	69 32%	280 32%	37 42%	15 28%	8 35%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/Divorced/Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1044	573	254	217	442	602	292	752	817	227	854	69	53	68
Weighted Base	1044	584	282	178	541	503	330	714	832	212	879	89*	52*	24*
ANY MOBILE (3G/4G) ACCESS	488 47%	292 50%c	152 54%c	44 25%	326 60%e	162 32%	207 63%g	281 39%	389 47%	99 47%	404 46%	42 48%	28 53%	14 61%j
INTERNET ACCESS AT HOME	872 84%	522 89%c	239 85%c	111 63%	510 94%e	363 72%	318 97%g	554 78%	691 83%	181 85%	741 84%l	74 84%	38 73%	19 80%
INTERNET ACCESS OUTSIDE OF HOME	462 44%	278 48%c	148 52%c	37 21%	318 59%e	145 29%	197 60%g	266 37%	360 43%	102 48%	390 44%	34 39%	28 55%	10 41%

Q. Breaks x Breaks
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	47	110	77	90	86	93	121	141	89	53	69	68
Weighted Base	1044	49*	108*	86*	92*	76*	98*	120*	157	94*	52*	89*	24*
GENDER													
Male	507	25	51	42	52	32	50	61	77	43	21	42	12
	49%	50%	47%	48%	56%	42%	52%	51%	49%	46%	39%	48%	49%
Female	537	24	58	44	40	44	47	59	80	50	32	46	12
	51%	50%	53%	52%	44%	58%	48%	49%	51%	54%	61%	52%	51%
AGE													
16-24	145	11	14	18	11	11	11	17	22	12	10	4	3
	14%	23%k	13%	21%k	12%	15%k	11%	14%	14%	13%	18%k	5%	14%k
25-34	180	12	20	22	16	11	15	22	27	17	5	10	4
	17%	24%	18%	26%jk	17%	15%	15%	19%	17%	18%	9%	11%	16%
35-44	185	4	11	16	21	13	22	25	36	13	6	15	5
	18%	8%	10%	18%	22%b	17%	22%b	21%b	23%ab	14%	12%	17%	19%
45-54	179	4	18	12	12	14	19	21	28	17	8	23	3
	17%	9%	17%	14%	13%	19%	19%	17%	18%	18%	15%	26%a	14%
55-64	152	7	22	6	13	7	17	18	15	14	12	18	4
	15%	15%	20%ch	7%	14%	9%	17%	15%	9%	15%	23%ceh	20%c	17%
65-74	116	7	12	4	12	12	8	8	23	7	8	13	3
	11%	14%	11%	5%	13%	16%c	8%	7%	14%c	7%	16%	14%	13%
75+	87	4	12	7	7	7	7	9	7	15	4	7	1
	8%	7%	11%	8%	8%	9%	7%	7%	5%	16%h	7%	8%	6%
SOCIAL GRADE													
AB	196	9	15	16	16	7	22	26	27	20	9	23	7
	19%	19%	14%	18%	17%	9%	22%e	22%e	17%	21%e	17%	26%e	29%be
C1	328	19	36	13	28	13	38	37	70	31	19	23	2
	31%	38%cel	33%cel	15%	31%cl	18%	39%cel	31%cl	44%cegkl	33%cel	36%cel	25%l	9%
C2	215	14	19	21	22	21	16	22	29	18	12	17	5
	21%	28%	18%	24%	24%	28%	16%	18%	18%	20%	23%	19%	23%
DE	305	8	38	36	26	34	22	36	32	25	13	26	10
	29%	15%	36%ah	42%afhi	28%	45%adlghij	23%	30%	20%	26%	25%	29%	40%ath

Q. Breaks x Breaks
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	47	110	77	90	86	93	121	141	89	53	69	68
Weighted Base	1044	49*	108*	86*	92*	76*	98*	120*	157	94*	52*	89*	24*
MARITAL STATUS													
Married/Living as married	584 56%	27 55%	62 58%	47 54%	53 58%	41 55%	58 60%g	53 44%	88 56%	55 59%g	28 54%	57 64%g	14 59%
Single	282 27%	14 29%	24 22%	35 40%bfjk	23 25%	22 29%k	23 23%	38 31%k	51 32%k	25 27%	11 20%	12 14%	6 25%
Widow/Divorced/Separated	178 17%	8 16%	22 21%c	5 6%	16 17%c	12 16%c	17 17%c	29 25%ch	19 12%	13 14%	14 26%ch	19 22%c	4 16%c
WORKING STATUS													
Working	541 52%	23 46%	49 45%	50 58%e	55 60%ej	31 41%	62 63%behj	66 55%	76 48%	51 55%	21 39%	47 53%	12 50%
Not working	503 48%	26 54%	59 55%l	36 42%	37 40%	45 59%cdf	36 37%	54 45%	82 52%l	42 45%	32 61%df	42 47%	12 50%
CHILDREN IN HOUSEHOLD													
Any	330 32%	13 27%	38 35%i	26 31%	42 46%afgik	23 31%	26 26%	32 26%	55 35%i	20 21%	20 39%i	26 29%	9 38%i
None	714 68%	36 73%l	71 65%	60 69%	49 54%	52 69%	72 74%l	88 74%l	103 65%	74 79%bdhjl	32 61%	63 71%l	15 62%
AREA													
Urban	832 80%	49 100%cd efhi jkl	108 100%cd efhij kl	67 78%fijl	59 64%	61 81%dfijl	61 63%	120 100%cd efhij kl	138 88%dfijl	56 60%	30 57%	69 77%ijl	14 58%
Rural	212 20%	-	-	19 22%abg	33 36%abegh	15 19%abg	37 37%abcegh	-	19 12%abg	38 40%abceghk	22 43%abceghk	20 23%abg	10 42%abceghk
COUNTRY													
England	879 84%	49 100%ijkl	108 100%ijkl	86 100%ijkl	92 100%ijkl	76 100%ijkl	98 100%ijkl	120 100%ijkl	157 100%ijkl	94 100%ijkl	-	-	-
Scotland	89 9%	-	-	-	-	-	-	-	-	-	-	89 100%abcdef ghijl	-
Wales	52 5%	-	-	-	-	-	-	-	-	-	52 100%abcdefgh ikl	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l
 * small base



Q. Breaks x Breaks
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	47	110	77	90	86	93	121	141	89	53	69	68
Weighted Base	1044	49*	108*	86*	92*	76*	98*	120*	157	94*	52*	89*	24*
Northern Ireland	24 2%	-	-	-	-	-	-	-	-	-	-	-	24 100%abcdefghi jk
GOVERNMENT REGIONS													
North East	49 5%	49 100%bcdefghi jkl	-	-	-	-	-	-	-	-	-	-	-
North West	108 10%	-	108 100%acdefghi jkl	-	-	-	-	-	-	-	-	-	-
Yorkshire and The Humber	86 8%	-	-	86 100%abdefghi jkl	-	-	-	-	-	-	-	-	-
East Midlands	92 9%	-	-	-	92 100%abcefghi jkl	-	-	-	-	-	-	-	-
West Midlands	76 7%	-	-	-	-	76 100%abcdefghi jkl	-	-	-	-	-	-	-
East of England	98 9%	-	-	-	-	-	98 100%abcdeghi jkl	-	-	-	-	-	-
London	120 11%	-	-	-	-	-	-	120 100%abcdefhi jkl	-	-	-	-	-
South East	157 15%	-	-	-	-	-	-	-	157 100%abcdefgi jkl	-	-	-	-
South West	94 9%	-	-	-	-	-	-	-	-	94 100%abcdefgh jkl	-	-	-

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l
 * small base



Q. Breaks x Breaks
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	47	110	77	90	86	93	121	141	89	53	69	68
Weighted Base	1044	49*	108*	86*	92*	76*	98*	120*	157	94*	52*	89*	24*
Wales	52 5%	-	-	-	-	-	-	-	-	-	52 100%abcdefg ikl	-	-
Scotland	89 9%	-	-	-	-	-	-	-	-	-	-	89 100%abcdef ghijl	-
Northern Ireland	24 2%	-	-	-	-	-	-	-	-	-	-	-	24 100%abcdefghi jk
Q.1 2 3 PHONES OWN													
Mobile (any)	910 87%	42 86%	95 88%	77 89%	79 86%	63 84%	88 91%i	110 92%i	136 86%	73 78%	48 92%	76 86%	22 90%
Mobile - Pre-pay	284 27%	18 36%	30 28%	22 26%	28 30%	18 24%	27 27%	29 24%	46 29%	21 22%	18 35%	20 23%	7 29%
Mobile - contract	605 58%	25 50%	64 59%	54 63%	52 56%	43 57%	62 63%	65 54%	88 56%	53 56%	29 56%	56 63%	15 62%
Landline	801 77%	37 75%h	92 85%h	69 80%h	69 75%h	61 81%h	80 81%h	97 81%h	90 57%	71 75%h	40 76%h	76 86%h	20 85%h
Mobile & Landline	704 67%	32 64%	84 77%hi	64 74%h	58 63%	51 67%h	76 78%hi	88 73%hi	77 49%	55 59%	35 68%h	67 75%hi	18 76%hi
Mobile only	206 20%	11 22%	12 11%	13 15%	21 23%b	12 16%	13 13%	23 19%	58 37%bcdefgi kl	19 20%	13 24%b	9 10%	3 14%
Landline only	96 9%	5 11%	8 7%	5 6%	11 12%	10 13%f	4 4%	9 7%	13 8%	16 17%cf	4 8%	9 10%	2 9%
Q.3 5A BILLS RESPONSIBLE FOR													
Mobile (any)	729 70%	32 65%	71 66%	74 86%abeghi	70 76%g	49 65%	71 73%g	65 54%	111 71%g	61 65%	38 73%g	67 76%g	20 83%begi
Mobile - Pre-pay	226 22%	13 27%	22 21%	22 26%	25 27%	16 21%	22 23%	19 16%	31 20%	17 18%	13 26%	18 21%	7 27%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	47	110	77	90	86	93	121	141	89	53	69	68
Weighted Base	1044	49*	108*	86*	92*	76*	98*	120*	157	94*	52*	89*	24*
Mobile - contract	498 48%	19 38%	48 45%	52 60%ag	45 49%	33 44%	49 50%	42 35%	79 50%g	44 47%	24 47%	49 55%g	13 56%g
Landline	630 60%	27 54%	73 67%gh	49 57%	53 58%	49 65%h	67 69%gh	60 50%	77 49%	60 64%h	28 54%	70 78%acdgh	19 78%acdgh
Fixed broadband	616 59%	22 44%	66 61%g	47 55%	53 58%g	40 53%	72 74%acegj	48 40%	111 70%acegj	59 63%g	23 44%	59 66%agj	16 68%agj
Mobile broadband	138 13%	2 4%	14 13%i	17 19%afgij	17 18%afgi	12 16%gi	6 6%	7 6%	22 14%i	2 2%	3 5%	31 35%abcde	5 22%afgij
Pay TV	414 40%	13 26%	49 45%ag	32 37%g	32 35%	23 31%	42 43%g	27 22%	73 46%aeg	35 38%g	22 43%g	56 63%abcde	10 42%g
Any bill	924 88%	38 76%	100 92%agj	83 97%aegj	90 99%aefgij	63 84%	87 89%g	84 70%	145 92%agj	84 90%g	41 79%	84 95%aegj	23 96%aegj
TV													
ANY SATELLITE	467 45%	21 42%	47 43%	43 50%	40 44%	27 35%	36 37%	54 45%	74 47%	35 38%	33 64%bdefgj	44 49%	13 53%e
ANY FREEVIEW INC. YOUVIEW	404 39%	24 48%h	41 38%	39 45%h	39 42%h	25 33%	34 35%	58 48%ehk	44 28%	44 47%hk	19 37%	27 30%	11 45%h
ANY FREEVIEW EXC. YOUVIEW	402 39%	24 48%h	41 38%	38 44%h	39 42%h	25 33%	34 35%	58 48%ehk	44 28%	44 47%hk	19 37%	27 30%	11 45%h
ANY IPTV	43 4%	1 2%	5 5%	5 6%	6 6%	3 4%	5 5%	5 4%	5 3%	6 6%	2 3%	1 2%	- -
ANY PAY TV	627 60%	22 45%	68 63%	47 54%	57 62%	45 60%	57 58%	68 57%	101 64%a	47 50%	35 68%a	66 74%acgil	13 56%
ANY FTA	419 40%	24 48%h	43 40%	40 46%h	39 43%	25 33%	35 36%	63 53%efhk	47 30%	45 49%h	19 37%	28 32%	11 48%h
ANY TV SERVICE	1002 96%	44 90%	103 95%	86 100%afh	92 100%abfh	74 98%	91 94%	115 96%	146 93%	92 98%	50 96%	85 96%	24 99%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	47	110	77	90	86	93	121	141	89	53	69	68
Weighted Base	1044	49*	108*	86*	92*	76*	98*	120*	157	94*	52*	89*	24*
INTERNET													
FIXED BROADBAND AT HOME	840	41	84	64	73	52	89	104	138	72	33	71	18
	80%	84%j	78%	75%	79%	69%	91%bcdejil	87%cej	88%cejil	77%	63%	80%j	76%
ANY WIFI ACCESS	820	39	81	68	73	51	88	100	134	69	34	64	19
	79%	79%	75%	79%	79%	68%	90%beijk	84%ej	85%ejk	74%	66%	72%	80%
ANY WIRED (ETHERNET) ACCESS	340	16	41	46	28	19	37	42	33	18	15	37	8
	33%	32%	38%hi	53%adeghijl	30%	25%	38%hi	35%hi	21%	19%	28%	42%ehi	35%hi
ANY MOBILE (3G/4G) ACCESS	488	16	48	55	27	32	56	66	66	38	28	42	14
	47%	33%	44%d	64%abdehi	29%	42%	57%ad	55%ad	42%	41%	53%d	48%d	61%abdehi
INTERNET ACCESS AT HOME	872	43	87	75	75	55	91	105	139	72	38	74	19
	84%	87%	80%	87%e	82%	72%	93%beijl	88%ej	89%ejl	77%	73%	84%	80%
INTERNET ACCESS OUTSIDE OF HOME	462	20	45	59	36	21	55	53	61	39	28	34	10
	44%	40%	42%	69%abdeghi	39%	27%	56%deh	44%e	39%	42%	55%e	39%	41%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	Q.1/2/3 PHONES OWN						Q.3/5A BILLS RESPONSIBLE FOR								
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	873	314	541	807	677	196	130	705	256	445	653	587	124	409	929
Weighted Base	1044	910	284	605	801	704	206	96	729	226	498	630	616	138	414	924
GENDER																
Male	507	448	136	300	377	336	112	42	368	110	255	306	317	76	216	460
	49%	49%	48%	50%	47%	48%	54%	43%	50%	49%	51%	49%	51%	55%	52%	50%
Female	537	462	148	305	423	368	94	55	361	116	243	324	299	62	197	463
	51%	51%	52%	50%	53%	52%	46%	57%	50%	51%	49%	51%	49%	45%	48%	50%
AGE																
16-24	145	141	38	99	103	102	39	1	83	19	65	21	36	21	21	94
	14%	15%g	13%g	16%g	13%g	14%g	19%dg	1%	11%kln	8%k	13%kln	3%	6%	15%kln	5%	10%kln
25-34	180	168	29	135	116	110	58	6	136	20	115	91	120	29	63	159
	17%	18%bg	10%	22%bdeg	15%g	16%bg	28%abdeg	7%	19%i	9%	23%ikno	14%i	20%ik	21%i	15%i	17%i
35-44	185	174	34	138	137	131	43	5	149	31	117	119	143	36	96	170
	18%	19%bg	12%	23%bdg	17%g	19%bg	21%bg	5%	20%i	14%	24%io	19%	23%io	23%i	23%i	18%
45-54	179	160	32	124	152	137	23	15	142	29	111	135	126	23	93	170
	17%	18%bf	11%	21%bf	19%bf	19%bf	11%	15%	19%i	13%	22%i	21%i	20%i	16%	23%i	18%
55-64	152	137	66	70	126	116	21	10	111	57	54	111	101	20	67	140
	15%	15%	23%acdefg	12%	16%	16%cf	10%	10%	15%	25%hijklmno	11%	18%j	16%j	15%	16%j	15%j
65-74	116	83	51	30	92	66	17	26	74	44	29	84	65	7	45	110
	11%	9%c	18%acdefg	5%	12%c	9%c	8%	27%acdef	10%j	20%hijklmno	6%	13%jm	10%j	5%	11%j	12%jm
75+	87	46	36	10	75	41	5	33	34	26	8	70	25	3	28	80
	8%	5%c	13%acef	2%	9%acef	6%c	2%	35%abcdef	5%j	12%hijlmn	2%	11%hijlmn	4%j	2%	7%j	9%hijlm
SOCIAL GRADE																
AB	196	173	43	126	161	143	31	18	141	32	108	126	141	24	94	175
	19%	19%	15%	21%	20%	20%	15%	19%	19%	14%	22%i	20%	23%i	17%	23%i	19%
C1	328	300	69	223	256	236	64	20	232	57	174	208	218	43	122	294
	31%	33%bg	24%	37%bfg	32%bg	33%bg	31%	21%	32%	25%	35%i	33%i	35%i	31%	30%	32%
C2	215	194	59	132	165	151	44	15	168	48	117	126	122	24	89	190
	21%	21%	21%	22%	21%	21%	21%	15%	23%	21%	24%	20%	20%	17%	22%	21%



Q. Breaks x Breaks
Base: All adults UK

	Total	Q.1/2/3 PHONES OWN						Q.3/5A BILLS RESPONSIBLE FOR								
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	873	314	541	807	677	196	130	705	256	445	653	587	124	409	929
Weighted Base	1044	910	284	605	801	704	206	96	729	226	498	630	616	138	414	924
DE	305	242	112	125	219	175	67	43	188	88	99	170	135	48	108	265
	29%	27% ^c	40% ^{acde}	21%	27% ^c	25%	33% ^{ce}	45% ^{acdef}	26% ^j	39% ^{hijklno}	20%	27% ^j	22%	34% ^{jl}	26%	29% ^{jl}
MARITAL STATUS																
Married/Living as married	584	515	144	366	466	412	103	54	433	115	317	398	407	82	280	541
	56%	57%	51%	60% ^{bf}	58% ^b	58% ^b	50%	56%	59% ⁱ	51%	64% ⁱ	63% ⁱ	66% ^{hio}	60%	68% ^{hio}	59%
Single	282	253	76	171	193	177	76	16	184	54	128	104	115	37	61	223
	27%	28% ^g	27% ^g	28% ^g	24%	25%	37% ^{abcde}	17%	25% ^{kn}	24% ^{kn}	26% ^{kln}	16%	19%	27% ^{kn}	15%	24% ^{kln}
Widow/Divorced/Separated	178	142	65	69	142	116	26	26	113	56	53	128	94	19	73	160
	17%	16% ^c	23% ^{acef}	11%	18% ^c	16% ^c	13%	27% ^{acdef}	15% ^j	25% ^{hijlmno}	11%	20% ^{hjl}	15% ^j	14%	18% ^j	17% ^j
WORKING STATUS																
Working	541	508	96	402	420	401	108	19	426	79	342	343	392	94	253	498
	52%	56% ^{bg}	34% ^g	66% ^{abdefg}	52% ^{bg}	57% ^{bg}	52% ^{bg}	20%	58% ⁱ	35%	69% ^{hikno}	54% ⁱ	64% ^{iko}	68% ^{iko}	61% ^{io}	54% ⁱ
Not working	503	402	188	203	381	304	98	77	303	146	156	288	224	44	161	426
	48%	44% ^c	66% ^{acdef}	34%	48% ^c	43% ^c	48% ^c	80% ^{abcdef}	42% ^j	65% ^{hijklmno}	31%	46% ^{ijm}	36%	32%	39% ^j	46% ^{ijmn}
CHILDREN IN HOUSEHOLD																
Any	330	305	65	236	253	233	72	20	248	53	195	195	214	63	163	297
	32%	33% ^{bg}	23%	39% ^{bddeg}	32% ^{bg}	33% ^{bg}	35% ^{bg}	20%	34% ⁱ	23%	39% ^{iko}	31% ⁱ	35% ⁱ	45% ^{shiklo}	40% ^{iko}	32% ⁱ
None	714	605	219	369	548	471	134	77	482	173	303	435	402	75	250	627
	68%	67%	77% ^{acdef}	61%	68% ^c	67% ^c	65%	80% ^{acdef}	66% ^m	77% ^{hijklmno}	61%	69% ^{jmn}	65% ^m	55%	60%	68% ^{jmn}
AREA																
Urban	832	727	221	485	621	551	175	70	574	170	398	483	479	118	335	731
	80%	80%	78%	80%	78%	78%	85% ^{dg}	72%	79%	75%	80%	77%	78%	86% ^{ik}	81%	79%
Rural	212	183	63	120	179	153	31	27	155	56	99	148	137	20	79	192
	20%	20%	22%	20%	22% ^f	22%	15%	28% ^f	21%	25% ^m	20%	23% ^m	22%	14%	19%	21%

Q. Breaks x Breaks
Base: All adults UK

	Q.1:2/3 PHONES OWN								Q.3:5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	873	314	541	807	677	196	130	705	256	445	653	587	124	409	929
Weighted Base	1044	910	284	605	801	704	206	96	729	226	498	630	616	138	414	924
COUNTRY																
England	879	765	239	506	665	584	181	81	604	187	411	514	518	99	326	776
	84%	84%	84%	84%	83%	83%	88%	84%	83% _m	83% _m	83% _m	82% _m	84% _{mn}	72%	79%	84% _{mn}
Scotland	89	76	20	56	76	67	9	9	67	18	49	70	59	31	56	84
	9%	8%	7%	9%	9% _f	9% _f	4%	9%	9%	8%	10%	11%	10%	23% _{hijkl}	13% _{ho}	9%
Wales	52	48	18	29	40	35	13	4	38	13	24	28	23	3	22	41
	5%	5%	6%	5%	5%	5%	6%	5%	5%	6%	5%	4%	4%	2%	5%	4%
Northern Ireland	24	22	7	15	20	18	3	2	20	7	13	19	16	5	10	23
	2%	2%	2%	2%	3%	3%	2%	2%	3%	3%	3%	3%	3%	4%	2%	2%
GOVERNMENT REGIONS																
North East	49	42	18	25	37	32	11	5	32	13	19	27	22	2	13	38
	5%	5%	6%	4%	5%	4%	5%	6%	4%	6%	4%	4%	3%	1%	3%	4%
North West	108	95	30	64	92	84	12	8	71	22	48	73	66	14	49	100
	10%	10%	11%	11%	11% _f	12% _f	6%	8%	10%	10%	10%	12%	11%	10%	12%	11%
Yorkshire and The Humber	86	77	22	54	69	64	13	5	74	22	52	49	47	17	32	83
	8%	8%	8%	9%	9%	9%	6%	5%	10%	10%	10%	8%	8%	12%	8%	9%
East Midlands	92	79	28	52	69	58	21	11	70	25	45	53	53	17	32	90
	9%	9%	10%	9%	9%	8%	10%	11%	10%	11%	9%	8%	9%	12%	8%	10%
West Midlands	76	63	18	43	61	51	12	10	49	16	33	49	40	12	23	63
	7%	7%	6%	7%	8%	7%	6%	11%	7%	7%	7%	8%	7%	9%	6%	7%
East of England	98	88	27	62	80	76	13	4	71	22	49	67	72	6	42	87
	9%	10%	9%	10% _g	10% _g	11% _g	6%	4%	10%	10%	10%	11%	12% _m	5%	10%	9%
London	120	110	29	65	97	88	23	9	65	19	42	60	48	7	27	84
	11%	12%	10%	11%	12%	12%	11%	9%	9%	9%	8%	10%	8%	5%	6%	9%
South East	157	136	46	88	90	77	58	13	111	31	79	77	111	22	73	145
	15%	15% _{de}	16% _{de}	15%	11%	11%	28% _{abcde}	13%	15%	14%	16%	12%	18% _k	16%	18% _k	16%
South West	94	73	21	53	71	55	19	16	61	17	44	60	59	2	35	84
	9%	8%	7%	9%	9%	8%	9%	16% _{abcde}	8% _m	8% _m	9% _m	9% _m	10% _m	1%	9% _m	9% _m



Q. Breaks x Breaks
Base: All adults UK

	Q.1 2 3 PHONES OWN								Q.3 5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	873	314	541	807	677	196	130	705	256	445	653	587	124	409	929
Weighted Base	1044	910	284	605	801	704	206	96	729	226	498	630	616	138	414	924
Wales	52 5%	48 5%	18 6%	29 5%	40 5%	35 5%	13 6%	4 5%	38 5%	13 6%	24 5%	28 4%	23 4%	3 2%	22 5%	41 4%
Scotland	89 9%	76 8%	20 7%	56 9%	76 9% ^f	67 9% ^f	9 4%	9 9%	67 9%	18 8%	49 10%	70 11%	59 10%	31 23% ^{hijkl} no	56 13% ^{ho}	84 9%
Northern Ireland	24 2%	22 2%	7 2%	15 2%	20 3%	18 3%	3 2%	2 2%	20 3%	7 3%	13 3%	19 3%	16 3%	5 4%	10 2%	23 2%
Q.1 2 3 PHONES OWN																
Mobile (any)	910 87%	910 100% ^{dg}	284 100% ^{dg}	605 100% ^{dg}	704 88% ^g	704 100% ^{dg}	206 100% ^{dg}	-	729 100% ^{klmno}	226 100% ^{klmno}	498 100% ^{klmno}	542 86%	556 90% ^k	131 95% ^{ko}	368 89%	808 88%
Mobile - Pre-pay	284 27%	284 31% ^{cg}	284 100% ^{acdefg}	-	214 27% ^{cg}	214 30% ^{cg}	70 34% ^{cg}	-	226 31% ^{ijmn}	226 100% ^{hijklmn}	-	170 27% ^j	147 24% ^j	27 19% ^j	97 23% ^j	253 27% ^j
Mobile - contract	605 58%	605 67% ^{bdg}	-	605 100% ^{abdefg}	472 59% ^{bg}	472 67% ^{bdg}	134 65% ^{bg}	-	498 68% ^{iko}	-	498 100% ^{shiklmno}	364 58% ⁱ	405 66% ^{iko}	103 75% ^{iko}	268 65% ^{ik}	546 59% ⁱ
Landline	801 77%	704 77% ^f	214 75% ^f	472 78% ^f	801 100% ^{abcf}	704 100% ^{abcf}	-	96 100% ^{abcf}	561 77% ^m	174 77%	381 76%	630 100% ^{hijlmno}	490 80% ^m	93 67%	335 81% ^m	713 77% ^m
Mobile & Landline	704 67%	704 77% ^{fg}	214 75% ^{fg}	472 78% ^{fg}	704 88% ^{abcf}	704 100% ^{abcdfg}	-	-	561 77% ^{mo}	174 77% ^{mo}	381 76% ^{mo}	542 86% ^{hijlmno}	450 73% ^o	92 67%	302 73%	625 68%
Mobile only	206 20%	206 23% ^{deg}	70 25% ^{deg}	134 22% ^{deg}	-	-	206 100% ^{abcddeg}	-	168 23% ^{klno}	51 23% ^k	117 24% ^{klno}	-	106 17% ^k	39 28% ^{klno}	66 16% ^k	183 20% ^k
Landline only	96 9%	-	-	-	96 12% ^{abcef}	-	-	96 100% ^{abcef}	-	-	-	88 14% ^{hijlmno}	40 6% ^{hijm}	1 1%	33 8% ^{hijm}	88 10% ^{hijm}
Q.3 5A BILLS RESPONSIBLE FOR																
Mobile (any)	729 70%	729 80% ^{dg}	226 79% ^{dg}	498 82% ^{dg}	561 70% ^g	561 80% ^{dg}	168 82% ^{dg}	-	729 100% ^{klmno}	226 100% ^{klmno}	498 100% ^{klmno}	489 78%	500 81%	123 89% ^{ko}	340 82%	729 79%

Q. Breaks x Breaks
Base: All adults UK

	Q.1/2/3 PHONES OWN								Q.3/5A BILLS RESPONSIBLE FOR							
	Total	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	873	314	541	807	677	196	130	705	256	445	653	587	124	409	929
Weighted Base	1044	910	284	605	801	704	206	96	729	226	498	630	616	138	414	924
Mobile - Pre-pay	226	226 22%cg	226 79%acdefg	-	174 22%cg	174 25%cg	51 25%cg	-	226 31%klmno	226 100%hijklmno	-	154 24%j	131 21%j	25 18%j	89 21%j	226 24%j
Mobile - contract	498	498 55%bdg	-	498 82%abdefg	381 48%bg	381 54%bdg	117 57%bdg	-	498 68%iklno	-	498 100%hiklmo	330 52%i	367 60%ik	98 71%iklno	249 60%ik	498 54%i
Landline	630	542 60%f	170 60%f	364 60%f	630 79%abcf	542 77%abcf	-	88 92%abcdef	489 67%	154 68%	330 66%	630 100%hijlmno	475 77%hijmo	84 61%	320 77%hijmo	630 68%
Fixed broadband	616	556 59%	147 61%bfg	405 67%abfg	490 61%bfg	450 64%bfg	106 51%	40 41%	500 69%i	131 58%	367 74%io	475 75%hio	616 100%hijklmno	101 74%i	347 84%hijkmo	616 67%i
Mobile broadband	138	131 13%	27 14%bg	103 17%bdg	93 12%g	92 13%g	39 19%bdg	1 1%	123 17%i	25 11%	98 20%iko	84 13%	101 16%	138 100%hijklno	84 20%iko	138 15%
Pay TV	414	368 40%	97 34%	268 44%bf	335 42%bf	302 43%bf	66 32%	33 34%	340 47%	89 39%	249 50%i	320 51%io	347 56%hio	84 61%hio	414 100%hijklmo	414 45%
Any bill	924	808 88%	253 89%	546 90%	713 89%	625 89%	183 89%	88 92%	729 100%	226 100%	498 100%	630 100%	616 100%	138 100%	414 100%	924 100%
TV																
ANY SATELLITE	467	414 45%bf	98 35%	304 50%bf	379 47%bf	339 48%bf	75 36%	40 42%	311 43%i	74 33%	232 47%i	276 44%i	285 46%i	60 44%	287 69%hijklmo	397 43%i
ANY FREEVIEW INC. YOUVIEW	404	339 39%	131 46%acde	194 32%	307 38%c	261 37%	78 38%	46 48%ace	282 39%ln	114 50%hijklmno	166 33%ln	246 39%ln	198 32%ln	43 31%ln	28 7%	356 39%ln
ANY FREEVIEW EXC. YOUVIEW	402	338 39%	131 46%acde	193 32%	306 38%c	259 37%	78 38%	46 48%ace	281 39%ln	114 50%hijklmno	165 33%ln	245 39%ln	197 32%ln	43 31%ln	28 7%	355 38%ln
ANY IPTV	43	41 4%	12 4%	26 4%	36 5%	35 5%	6 3%	2 2%	34 5%	12 5%	21 4%	28 5%	31 5%	7 5%	31 7%o	42 5%

Q. Breaks x Breaks
Base: All adults UK

	Total	Q.1 2 3 PHONES OWN						Q.3 5A BILLS RESPONSIBLE FOR								
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	873	314	541	807	677	196	130	705	256	445	653	587	124	409	929
Weighted Base	1044	910	284	605	801	704	206	96	729	226	498	630	616	138	414	924
ANY PAY TV	627 60%	560 62% <i>bf</i>	147 52%	401 66% <i>bfg</i>	504 63% <i>bfg</i>	454 65% <i>bfg</i>	106 51%	50 52%	435 60% <i>i</i>	114 51%	317 64% <i>i</i>	387 61% <i>i</i>	408 66% <i>hio</i>	95 69% <i>i</i>	411 99% <i>hijklmo</i>	551 60% <i>i</i>
ANY FTA	419 40%	354 39%	139 49% <i>acde</i>	201 33%	318 40% <i>c</i>	271 39%	82 40%	47 49% <i>c</i>	296 41% <i>ln</i>	120 53% <i>hijklmno</i>	173 35% <i>n</i>	253 40% <i>ln</i>	206 33% <i>n</i>	44 32% <i>n</i>	30 7%	370 40% <i>ln</i>
ANY TV SERVICE	1002 96%	875 96% <i>f</i>	272 96%	583 96% <i>f</i>	780 97% <i>f</i>	688 98% <i>f</i>	187 91%	93 96%	703 96%	220 97%	478 96%	615 97%	593 96%	132 96%	414 100% <i>hijklmo</i>	887 96%
INTERNET																
FIXED BROADBAND AT HOME	840 80%	768 84% <i>bfg</i>	203 71% <i>g</i>	547 90% <i>abdfg</i>	666 83% <i>bfg</i>	616 87% <i>bdfg</i>	152 74% <i>g</i>	50 52%	607 83% <i>i</i>	157 69%	444 89% <i>hiko</i>	511 81% <i>i</i>	594 96% <i>hijkmo</i>	126 91% <i>hiko</i>	368 89% <i>hiko</i>	743 80% <i>i</i>
ANY WIFI ACCESS	820 79%	752 83% <i>bfg</i>	194 68% <i>g</i>	543 90% <i>abdefg</i>	646 81% <i>bg</i>	596 85% <i>bfg</i>	155 75% <i>g</i>	50 52%	595 82% <i>i</i>	149 66%	440 88% <i>hiko</i>	496 79% <i>i</i>	576 94% <i>hijkno</i>	122 89% <i>hiko</i>	363 88% <i>hiko</i>	727 79% <i>i</i>
ANY WIRED (ETHERNET) ACCESS	340 33%	328 36% <i>bg</i>	75 26% <i>g</i>	244 40% <i>bfg</i>	276 35% <i>bg</i>	270 38% <i>bfg</i>	57 28% <i>g</i>	6 7%	268 37% <i>i</i>	59 26%	207 42% <i>iko</i>	209 33%	238 39% <i>io</i>	82 59% <i>hijklno</i>	163 39% <i>io</i>	306 33%
ANY MOBILE (3G/4G) ACCESS	488 47%	472 52% <i>bg</i>	69 24% <i>g</i>	387 64% <i>abdefg</i>	378 47% <i>bg</i>	366 52% <i>bg</i>	105 51% <i>bg</i>	11 12%	370 51% <i>ik</i>	52 23%	313 63% <i>hiklno</i>	277 44% <i>i</i>	310 50% <i>ik</i>	90 65% <i>hiklno</i>	208 50% <i>i</i>	422 46% <i>i</i>
INTERNET ACCESS AT HOME	872 84%	800 88% <i>bg</i>	211 74% <i>g</i>	570 94% <i>abdefg</i>	677 85% <i>bg</i>	627 89% <i>bdg</i>	173 84% <i>bg</i>	50 52%	634 87% <i>ik</i>	163 72%	465 93% <i>hiko</i>	520 83% <i>i</i>	598 97% <i>hijkno</i>	136 99% <i>hijkno</i>	376 91% <i>iko</i>	772 84% <i>i</i>
INTERNET ACCESS OUTSIDE OF HOME	462 44%	444 49% <i>bg</i>	77 27% <i>g</i>	364 60% <i>abdefg</i>	359 45% <i>bg</i>	344 49% <i>bg</i>	100 49% <i>bg</i>	15 15%	364 50% <i>ik</i>	57 25%	306 61% <i>hiklno</i>	268 43% <i>i</i>	310 50% <i>iko</i>	84 61% <i>hikno</i>	204 49% <i>i</i>	412 45% <i>i</i>

Q. Breaks x Breaks
Base: All adults UK

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	436	435	45	606	452	1009	785	766	298	430	812	392
Weighted Base	1044	467	404	402	43*	627	419	1002	840	820	340	488	872	462
GENDER														
Male	507	233	197	196	11	304	203	482	421	405	187	244	432	238
	49%	50% ^d	49% ^d	49% ^d	25%	48% ^d	48% ^d	48% ^d	50%	49%	55%	50%	50%	52%
Female	537	233	206	206	32	323	216	520	419	415	153	244	440	224
	51%	50%	51%	51%	75% ^{abcdefg}	52%	52%	52%	50%	51%	45%	50%	50%	48%
AGE														
16-24	145	72	52	52	5	86	52	131	133	133	64	102	140	97
	14%	15%	13%	13%	13%	14%	12%	13%	16%	16%	19%	21% ^h	16%	21% ^h
25-34	180	75	57	56	12	104	59	163	160	155	83	120	174	115
	17%	16%	14%	14%	27% ^{bcf}	17%	14%	16%	19%	19%	24%	25% ^{hi}	20%	25% ^{hi}
35-44	185	101	47	47	11	138	51	183	169	164	84	119	174	122
	18%	22% ^{bcf}	12%	12%	25% ^{bcf}	22% ^{bcf}	12%	18% ^{bcf}	20%	20%	25%	24%	20%	26% ^{hil}
45-54	179	91	65	65	6	121	70	176	155	155	58	80	159	73
	17%	20%	16%	16%	13%	19%	17%	18%	18%	19%	17%	16%	18%	16%
55-64	152	66	64	64	4	87	68	149	125	121	32	48	126	42
	15%	14%	16%	16%	10%	14%	16%	15%	15% ^{ijkm}	15% ^{ijkm}	9%	10%	14% ^{ijkm}	9%
65-74	116	38	63	63	2	59	64	114	73	69	16	16	73	12
	11%	8%	16% ^{aeg}	16% ^{aeg}	5%	9%	15% ^{ae}	11%	9% ^{ijkm}	8% ^{km}	5%	3%	8% ^{km}	2%
75+	87	24	55	55	3	32	55	86	25	23	4	3	25	2
	8%	5%	14% ^{aeg}	14% ^{aeg}	6%	5%	13% ^{aeg}	9% ^{ae}	3% ^{km}	3% ^{km}	1%	1%	3% ^{km}	1%
SOCIAL GRADE														
AB	196	96	65	64	8	126	69	189	182	180	81	103	182	106
	19%	21%	16%	16%	20%	20%	16%	19%	22%	22%	24%	21%	21%	23%
C1	328	153	112	112	10	212	117	308	288	279	115	168	296	164
	31%	33%	28%	28%	24%	34%	28%	31%	34%	34%	34%	34%	34%	35%
C2	215	106	91	91	8	124	94	212	170	168	61	111	183	92
	21%	23%	23%	23%	20%	20%	22%	21%	20%	20%	18%	23%	21%	20%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	436	435	45	606	452	1009	785	766	298	430	812	392
Weighted Base	1044	467	404	402	43*	627	419	1002	840	820	340	488	872	462
DE	305	111	135	135	16	164	139	292	200	194	82	107	212	100
	29%	24%	33%ae	34%ae	37%	26%	33%ae	29%	24%	24%	24%	22%	24%	22%
MARITAL STATUS														
Married/Living as married	584	278	193	192	21	377	201	565	506	498	194	292	522	278
	56%	60%bcf	48%	48%	49%	60%bcf	48%	56%bcf	60%	61%	57%	60%	60%	60%
Single	282	122	119	119	14	150	125	259	223	222	108	152	239	148
	27%	26%	29%	29%	33%	24%	30%	26%	27%	27%	32%	31%	27%	32%
Widow/Divorced/Separated	178	66	92	92	8	99	94	178	110	100	38	44	111	37
	17%	14%	23%ae	23%aeg	17%	16%	22%ae	18%	13%am	12%am	11%	9%	13%am	8%
WORKING STATUS														
Working	541	260	183	182	25	357	186	522	490	481	231	326	510	318
	52%	56%bcf	45%	45%	59%	57%bcf	44%	52%bcf	58%	59%	68%hil	67%hil	58%	69%hil
Not working	503	207	221	221	18	270	233	480	350	339	108	162	363	145
	48%	44%	55%aeg	55%aeg	41%	43%	56%aeg	48%	42%jkm	41%jkm	32%	33%	42%jkm	31%
CHILDREN IN HOUSEHOLD														
Any	330	179	88	87	15	236	92	320	301	297	129	207	318	197
	32%	38%bcfg	22%	22%	34%	38%bcfg	22%	32%bcf	36%	36%	38%	42%h	36%	43%h
None	714	288	315	315	28	391	328	681	538	523	211	281	554	266
	68%	62%	78%aeg	78%aeg	66%	62%	78%aeg	68%ae	64%km	64%	62%	58%	64%	57%
AREA														
Urban	832	377	309	308	28	516	322	794	664	649	271	389	691	360
	80%	81%cd	77%	77%	65%	82%bcd	77%	79%cd	79%	79%	80%	80%	79%	78%
Rural	212	90	95	95	15	111	97	208	175	171	69	99	181	102
	20%	19%	23%e	23%e	35%aeg	18%	23%	21%	21%	21%	20%	20%	21%	22%
COUNTRY														
England	879	377	347	346	40	513	360	843	718	703	280	404	741	390
	84%	81%	86%	86%	93%	82%	86%	84%	85%	86%	82%	83%	85%	84%
Scotland	89	44	27	27	1	66	28	85	71	64	37	42	74	34
	9%	9%	7%	7%	3%	10%	7%	8%	8%	8%	11%	9%	9%	7%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	436	435	45	606	452	1009	785	766	298	430	812	392
Weighted Base	1044	467	404	402	43*	627	419	1002	840	820	340	488	872	462
Wales	52	33	19	19	2	35	19	50	33	34	15	28	38	28
	5%	7%	5%	5%	4%	6%	5%	5%	4%	4%	4%	6%	4%	6%
Northern Ireland	24	13	11	11	-	13	11	24	18	19	8	14	19	10
	2%	3%	3%	3%	-	2%	3%	2%	2%	2%	2%	3%	2%	2%
GOVERNMENT REGIONS														
North East	49	21	24	24	1	22	24	44	41	39	16	16	43	20
	5%	4%	6%	6%	3%	4%	6%	4%	5%	5%	5%	3%	5%	4%
North West	108	47	41	41	5	68	43	103	84	81	41	48	87	45
	10%	10%	10%	10%	12%	11%	10%	10%	10%	10%	12%	10%	10%	10%
Yorkshire and The Humber	86	43	39	38	5	47	40	86	64	68	46	55	75	59
	8%	9%	10%	9%	11%	7%	10%	9%	8%	8%	14%hil	11%	9%	13%hil
East Midlands	92	40	39	39	6	57	39	92	73	73	28	27	75	36
	9%	9%	10%	10%	13%	9%	9%	9%	9%	9%	8%	5%	9%	8%
West Midlands	76	27	25	25	3	45	25	74	52	51	19	32	55	21
	7%	6%	6%	6%	7%	7%	6%	7%	6%	6%	6%	7%	6%	4%
East of England	98	36	34	34	5	57	35	91	89	88	37	56	91	55
	9%	8%	8%	8%	11%	9%	8%	9%	11%	11%	11%	11%	10%	12%
London	120	54	58	58	5	68	63	115	104	100	42	66	105	53
	11%	12%	14%	14%	12%	11%	15%	12%	12%	12%	12%	14%	12%	12%
South East	157	74	44	44	5	101	47	146	138	134	33	66	139	61
	15%	16%	11%	11%	11%	16%bcf	11%	15%	16%j	16%j	10%	14%	16%j	13%
South West	94	35	44	44	6	47	45	92	72	69	18	38	72	39
	9%	8%	11%	11%	13%	7%	11%	9%	9%	8%	5%	8%	8%	9%
Wales	52	33	19	19	2	35	19	50	33	34	15	28	38	28
	5%	7%	5%	5%	4%	6%	5%	5%	4%	4%	4%	6%	4%	6%
Scotland	89	44	27	27	1	66	28	85	71	64	37	42	74	34
	9%	9%	7%	7%	3%	10%	7%	8%	8%	8%	11%	9%	9%	7%
Northern Ireland	24	13	11	11	-	13	11	24	18	19	8	14	19	10
	2%	3%	3%	3%	-	2%	3%	2%	2%	2%	2%	3%	2%	2%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	436	435	45	606	452	1009	785	766	298	430	812	392
Weighted Base	1044	467	404	402	43*	627	419	1002	840	820	340	488	872	462
Q.1/2/3 PHONES OWN														
Mobile (any)	910	414	339	338	41	560	354	875	768	752	328	472	800	444
	87%	89%	84%	84%	95%	89%bcf	84%	87%	91%	92%	96%hil	97%hil	92%	96%hil
Mobile - Pre-pay	284	98	131	131	12	147	139	272	203	194	75	69	211	77
	27%	21%	32%ae	33%ae	28%	23%	33%aeg	27%a	24%k	24%km	22%k	14%	24%km	17%
Mobile - contract	605	304	194	193	26	401	201	583	547	543	244	387	570	364
	58%	65%bcfg	48%	48%	60%	64%bcfg	48%	58%bcf	65%	66%	72%	79%hijl	65%	79%hil
Landline	801	379	307	306	36	504	318	780	666	646	276	378	677	359
	77%	81%	76%	76%	84%	80%	76%	78%	79%	79%	81%	77%	78%	78%
Mobile & Landline	704	339	261	259	35	454	271	688	616	596	270	366	627	344
	67%	73%bcf	65%	64%	80%bcf	72%bcf	65%	69%	73%	73%	80%il	75%	72%	74%
Mobile only	206	75	78	78	6	106	82	187	152	155	57	105	173	100
	20%	16%	19%	19%	14%	17%	20%	19%	18%	19%	17%	22%	20%	22%
Landline only	96	40	46	46	2	50	47	93	50	50	6	11	50	15
	9%	9%	11%	11%	4%	8%	11%	9%	6%jk	6%jkm	2%	2%	6%jk	3%
Q.3/5A BILLS RESPONSIBLE FOR														
Mobile (any)	729	311	282	281	34	435	296	703	607	595	268	370	634	364
	70%	67%	70%	70%	79%	69%	71%	70%	72%	73%	79%h	76%	73%	79%hil
Mobile - Pre-pay	226	74	114	114	12	114	120	220	157	149	59	52	163	57
	22%	16%	28%aeg	28%aeg	27%	18%	29%aeg	22%a	19%km	18%km	17%k	11%	19%km	12%
Mobile - contract	498	232	166	165	21	317	173	478	444	440	207	313	465	306
	48%	50%bcf	41%	41%	49%	50%bcf	41%	48%bcf	53%	54%	61%hil	64%hil	53%	66%hil
Landline	630	276	246	245	28	387	253	615	511	496	209	277	520	268
	60%	59%	61%	61%	66%	62%	60%	61%	61%	61%	62%	57%	60%	58%
Fixed broadband	616	285	198	197	31	408	206	593	594	576	238	310	598	310
	59%	61%bcf	49%	49%	72%bcf	65%bcfg	49%	59%bcf	71%k	70%k	70%	64%	69%	67%
Mobile broadband	138	60	43	43	7	95	44	132	126	122	82	90	136	84
	13%	13%	11%	11%	15%	15%f	10%	13%	15%	15%	24%hil	18%	16%	18%

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	436	435	45	606	452	1009	785	766	298	430	812	392
Weighted Base	1044	467	404	402	43*	627	419	1002	840	820	340	488	872	462
Pay TV	414	287	28	28	31	411	30	414	368	363	163	208	376	204
	40%	61%bcfg	7%	7%	72%bcfg	66%bcfg	7%	41%bcf	44%	44%	48%	43%	43%	44%
Any bill	924	397	356	355	42	551	370	887	743	727	306	422	772	412
	88%	85%	88%	88%	97%a	88%	88%	89%	89%	89%	90%	87%	89%	89%
TV														
ANY SATELLITE	467	467	49	49	3	443	66	467	413	405	159	262	426	226
	45%	100%bcdefg	12%	12%	6%	71%bcdifg	16%	47%bcdf	49%	49%	47%	54%	49%	49%
ANY FREEVIEW INC. YOUVIEW	404	49	404	402	2	59	402	404	271	257	108	153	288	140
	39%	11%	100%adefg	100%adefg	6%	9%	96%adeg	40%ade	32%	31%	32%	31%	33%	30%
ANY FREEVIEW EXC. YOUVIEW	402	49	402	402	2	59	402	402	269	256	108	152	287	139
	39%	11%	100%adefg	100%adefg	6%	9%	96%adeg	40%ade	32%	31%	32%	31%	33%	30%
ANY IPTV	43	3	2	2	43	43	4	43	42	40	22	24	42	26
	4%	1%	1%	1%	100%abcefg	7%abcfg	1%	4%abcf	5%	5%	6%	5%	5%	6%
ANY PAY TV	627	443	59	59	43	627	63	627	560	550	232	336	573	308
	60%	95%bcfg	15%	15%	100%bcfg	100%abcfg	15%	63%bcf	67%	67%	68%	69%	66%	67%
ANY FTA	419	66	402	402	4	63	419	419	285	271	114	158	303	147
	40%	14%	100%adeg	100%adeg	9%	10%	100%adeg	42%ade	34%	33%	33%	32%	35%	32%
ANY TV SERVICE	1002	467	404	402	43	627	419	1002	807	789	327	473	838	444
	96%	100%	100%	100%	100%	100%	100%	100%	96%	96%	96%	97%	96%	96%
INTERNET														
FIXED BROADBAND AT HOME	840	413	271	269	42	560	285	807	840	811	325	452	840	433
	80%	89%bcfg	67%	67%	98%bcfg	89%bcfg	68%	81%bcf	100%ijklm	99%ijklm	96%	93%	96%k	94%
ANY WIFI ACCESS	820	405	257	256	40	550	271	789	811	820	305	447	820	432
	79%	87%bcfg	64%	64%	93%bcfg	88%bcfg	65%	79%bcf	97%ijklm	100%hijklm	90%	92%	94%j	93%
ANY WIRED (ETHERNET) ACCESS	340	159	108	108	22	232	114	327	325	305	340	239	336	283
	33%	34%bcf	27%	27%	51%abcfg	37%bcf	27%	33%bc	39%	37%	100%shiklm	49%hil	39%	61%shikt
ANY MOBILE (3G/4G) ACCESS	488	262	153	152	24	336	158	473	452	447	239	488	484	408
	47%	56%bcfg	38%	38%	56%bcf	54%bcfg	38%	47%bcf	54%	54%	70%chil	100%shijlm	56%	88%shijl

Fieldwork : 02/07/2014 - 06/07/2014 (Week 27)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base



Q. Breaks x Breaks
Base: All adults UK

	TV							INTERNET						
	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)	
Total														
Unweighted Base	1044	450	436	435	45	606	452	1009	785	766	298	430	812	392
Weighted Base	1044	467	404	402	43*	627	419	1002	840	820	340	488	872	462
INTERNET ACCESS AT HOME	872	426	288	287	42	573	303	838	840	820	336	484	872	455
	84%	91%bcfg	71%	71%	98%bcfg	91%bcfg	72%	84%bcf	100%jkm	100%jkm	99%	99%	100%jkm	98%
INTERNET ACCESS OUTSIDE OF HOME	462	226	140	139	26	308	147	444	493	432	283	408	455	462
	44%	48%bcf	35%	35%	60%bcf	49%bcf	35%	44%bcf	52%	53%	83%hil	84%hil	52%	100%shijkl