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● 1	1	1	Q.1 Do you PERSONALLY use any of the following devices?	Base: All adults UK	1143
● 9	2	2	Q.2 Which of the following do you have in your home?	Base: All adults UK	1143
● 17	3	3	Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?	Base: All adults UK	1143
● 27	4	4	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	782
● 37	5	5	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	189
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● 102	14	14	Q.7Ai\7Bi Response to recorded message on landline or mobile phone	Base: All who have received a recorded message on either their mobile or landline	264

	Page	Table	Title	Base Description	Base
●	107	15	Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone	Base: All adults UK	1143
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●	120	17	Q.TV	Base: All adults UK	1143
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Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1143	558	585	117	163	168	166	169	200	160	280	863	200	285	258	400
Weighted Base	1143	555	588	161	190	207	186	181	122	96	351	792	220	340	246	337
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	838	414	424	143	173	178	146	123	52	23	316	522	188	284	175	191
	73%	75%	72%	89% <i>fghik</i>	91% <i>fghik</i>	86% <i>ghik</i>	79% <i>ghik</i>	68% <i>hi</i>	43% <i>i</i>	24%	90% <i>fghik</i>	66% <i>hi</i>	85% <i>no</i>	84% <i>no</i>	71% <i>o</i>	57%
A mobile phone (not a Smartphone) with internet access	150	71	79	25	15	31	25	26	21	7	40	110	17	46	38	49
	13%	13%	13%	16% <i>i</i>	8%	15% <i>i</i>	14%	14%	17% <i>di</i>	7%	11%	14% <i>di</i>	8%	13%	16% <i>i</i>	15% <i>i</i>
A mobile phone without internet access	160	73	87	12	14	9	21	27	37	41	26	134	18	33	36	73
	14%	13%	15%	7%	7%	4%	11% <i>e</i>	15% <i>d</i> <i>e</i> <i>j</i>	30% <i>c</i> <i>d</i> <i>e</i> <i>f</i> <i>g</i> <i>j</i> <i>k</i>	42% <i>c</i> <i>d</i> <i>e</i> <i>f</i> <i>g</i> <i>h</i> <i>j</i> <i>k</i>	7%	17% <i>c</i> <i>d</i> <i>e</i> <i>j</i>	8%	10%	15% <i>i</i>	22% <i>l</i> <i>m</i> <i>n</i>
A tablet (e.g. iPad, Samsung Galaxy)	560	243	316	82	101	123	84	95	49	26	182	377	129	198	115	117
	49%	44%	54% <i>a</i>	51% <i>i</i>	53% <i>hi</i>	60% <i>f</i> <i>h</i> <i>i</i> <i>k</i>	45% <i>i</i>	52% <i>hi</i>	40% <i>i</i>	27%	52% <i>hi</i>	48% <i>i</i>	58% <i>no</i>	58% <i>no</i>	47% <i>o</i>	35%
A desktop computer	241	139	102	32	43	39	45	51	17	14	75	166	73	87	48	33
	21%	25% <i>b</i>	17%	20%	22% <i>h</i>	19%	24% <i>h</i>	28% <i>eh</i> <i>i</i> <i>k</i>	14%	15%	21% <i>h</i>	21% <i>h</i>	33% <i>no</i>	26% <i>o</i>	20% <i>o</i>	10%
A laptop or netbook	651	327	324	104	121	136	115	106	48	20	226	426	159	232	143	117
	57%	59%	55%	65% <i>h</i> <i>i</i> <i>k</i>	64% <i>h</i> <i>i</i> <i>k</i>	66% <i>h</i> <i>i</i> <i>k</i>	62% <i>hi</i>	59% <i>hi</i>	39% <i>i</i>	21%	64% <i>h</i> <i>i</i> <i>k</i>	54% <i>hi</i>	72% <i>no</i>	68% <i>no</i>	58% <i>o</i>	35%
An e- reader (e.g. Kindle, Kobo)	130	48	82	15	13	24	26	35	13	6	28	103	36	51	26	18
	11%	9%	14% <i>a</i>	9%	7%	12%	14% <i>di</i>	19% <i>c</i> <i>d</i> <i>h</i> <i>i</i> <i>j</i> <i>k</i>	10%	6%	8%	13% <i>d</i> <i>i</i> <i>j</i>	16% <i>o</i>	15% <i>o</i>	11% <i>o</i>	5%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	250	170	79	82	66	63	22	15	2	-	148	102	44	87	62	57
	22%	31% <i>b</i>	14%	51% <i>d</i> <i>e</i> <i>f</i> <i>g</i> <i>h</i> <i>i</i> <i>k</i>	35% <i>f</i> <i>g</i> <i>h</i> <i>i</i> <i>k</i>	30% <i>f</i> <i>g</i> <i>h</i> <i>i</i> <i>k</i>	12% <i>hi</i>	8% <i>hi</i>	2%	-	42% <i>e</i> <i>f</i> <i>g</i> <i>h</i> <i>i</i> <i>k</i>	13% <i>hi</i>	20%	26% <i>o</i>	25% <i>o</i>	17%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	66	43	23	24	19	13	4	5	1	-	43	23	12	27	16	12
	6%	8% <i>b</i>	4%	15% <i>e</i> <i>f</i> <i>g</i> <i>h</i> <i>i</i> <i>k</i>	10% <i>f</i> <i>g</i> <i>h</i> <i>i</i> <i>k</i>	7% <i>h</i> <i>i</i> <i>k</i>	2%	3%	*	-	12% <i>f</i> <i>g</i> <i>h</i> <i>i</i> <i>k</i>	3% <i>i</i>	5%	8% <i>o</i>	7%	3%
Other mobile device	2	1	1	-	1	-	-	-	1	1	1	1	-	1	*	1
	*	*	*	-	*	-	-	-	1%	1%	*	*	-	*	*	*
SUMMARY CODES																
ANY MOBILE PHONE	1067	514	553	157	187	200	178	169	108	69	343	724	212	330	232	293
	93%	93%	94%	98% <i>h</i> <i>i</i> <i>k</i>	98% <i>g</i> <i>h</i> <i>i</i> <i>k</i>	97% <i>h</i> <i>i</i> <i>k</i>	95% <i>hi</i>	93% <i>i</i>	89% <i>i</i>	72%	98% <i>g</i> <i>h</i> <i>i</i> <i>k</i>	91% <i>i</i>	96% <i>o</i>	97% <i>o</i>	95% <i>o</i>	87%
ANY MOBILE WITH INTERNET ACCESS	944	458	486	152	183	198	165	145	73	28	334	610	202	309	204	228
	83%	82%	83%	94% <i>g</i> <i>h</i> <i>i</i> <i>k</i>	96% <i>f</i> <i>g</i> <i>h</i> <i>i</i> <i>k</i>	96% <i>f</i> <i>g</i> <i>h</i> <i>i</i> <i>k</i>	89% <i>g</i> <i>h</i> <i>i</i> <i>k</i>	80% <i>hi</i>	60% <i>i</i>	30%	95% <i>f</i> <i>g</i> <i>h</i> <i>i</i> <i>k</i>	77% <i>hi</i>	92% <i>no</i>	91% <i>no</i>	83% <i>o</i>	68%

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1143	558	585	117	163	168	166	169	200	160	280	863	200	285	258	400
Weighted Base	1143	555	588	161	190	207	186	181	122	96	351	792	220	340	246	337
ANY COMPUTER INC. TABLET	895	431	463	132	160	178	153	151	77	44	292	603	201	306	194	194
	78%	78%	79%	82%hi	84%hik	86%hik	82%hi	83%hik	63%i	45%	83%hik	76%hi	91%no	90%no	79%o	57%
ANY COMPUTER EXC. TABLET	744	379	365	113	131	146	134	129	61	29	244	500	183	267	161	133
	65%	68%b	62%	71%hi	69%hi	71%hi	72%hik	71%hi	50%i	30%	70%hi	63%hi	83%no	79%no	66%o	39%
ANY GAMING DEVICE	260	178	82	85	70	64	22	16	2	-	155	105	46	90	64	60
	23%	32%b	14%	53%defghik	37%fghik	31%fghik	12%hi	9%hi	2%	-	44%efghik	13%hi	21%	26%o	26%o	18%
ANY DEVICE	1100	535	565	161	189	205	183	174	112	76	350	750	218	337	242	303
	96%	96%	96%	100%ghik	99%hik	99%hik	98%hi	96%i	92%i	79%	100%ghik	95%i	99%o	99%o	98%o	90%
None	42	19	23	-	1	2	4	7	9	19	1	40	1	3	4	33
	4%	3%	4%	-	1%	1%	2%	4%cj	7%cdelfj	20%cdelfghjk	*	5%cdelj	1%	1%	2%	10%lmn
Don't know	2	2	-	-	-	-	-	-	1	1	-	2	1	-	-	1
	*	*	-	-	-	-	-	-	*	1%j	-	*	*	-	-	*

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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	1143	648	300	195	520	623	295	848	886	257	909	117	55	62
Weighted Base	1143	660	334	149	622	521	346	797	887	256	918	118	55*	52*
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	838 73%	497 75% ^c	268 80% ^c	74 50%	530 85% ^e	308 59%	300 87% ^g	539 68%	666 75% ⁱ	173 67%	680 74% ^m	93 78% ^m	36 66%	30 57%
A mobile phone (not a Smartphone) with internet access	150 13%	85 13%	50 15%	15 10%	73 12%	77 15%	52 15%	98 12%	109 12%	41 16%	124 14% ^k	8 7%	8 15%	10 18% ^k
A mobile phone without internet access	160 14%	82 12%	41 12%	38 25% ^{ab}	45 7%	115 22% ^d	28 8%	133 17% ^f	120 14%	40 16%	123 13%	16 14%	9 17%	12 23%
A tablet (e.g. iPad, Samsung Galaxy)	560 49%	351 53% ^{bc}	145 43%	64 43%	327 53% ^e	233 45%	202 58% ^g	358 45%	426 48%	134 52%	445 48%	70 59% ^{jm}	25 45%	20 38%
A desktop computer	241 21%	168 26% ^{bc}	50 15%	22 15%	161 26% ^e	80 15%	72 21%	169 21%	184 21%	57 22%	209 23% ^m	19 16%	10 18%	3 6%
A laptop or netbook	651 57%	402 61% ^c	192 57% ^c	58 39%	414 67% ^e	238 46%	211 61%	440 55%	510 58%	141 55%	532 58%	62 53%	29 53%	28 54%
An e- reader (e.g. Kindle, Kobo)	130 11%	91 14% ^b	19 6%	20 14% ^b	88 14% ^e	42 8%	34 10%	96 12%	93 10%	38 15%	100 11%	19 16%	7 13%	4 7%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	250 22%	141 21% ^c	96 29% ^{ac}	12 8%	169 27% ^e	81 16%	114 33% ^g	136 17%	201 23%	49 19%	203 22% ^{lm}	30 26% ^m	15 27% ^m	2 3%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	66 6%	35 5%	25 8%	6 4%	50 8% ^e	16 3%	24 7%	43 5%	50 6%	16 6%	55 6%	5 4%	5 9%	1 2%
Other mobile device	2 *	1 *	1 *	* *	1 *	1 *	- -	2 *	1 *	1 *	2 *	- -	1 1%	- -
SUMMARY CODES														
ANY MOBILE PHONE	1067 93%	624 95% ^c	320 96% ^c	124 83%	604 97% ^e	464 89%	336 97% ^g	732 92%	830 94%	237 93%	851 93%	113 95%	52 95%	51 98%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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	1143	648	300	195	520	623	295	848	886	257	909	117	55	62
Weighted Base	1143	660	334	149	622	521	346	797	887	256	918	118	55*	52*
ANY MOBILE WITH INTERNET ACCESS	944 83%	566 86% ^c	291 87% ^c	87 59%	580 93% ^e	363 70%	329 95% ^g	615 77%	737 83%	207 81%	761 83%	101 85%	43 78%	39 76%
ANY COMPUTER INC. TABLET	895 78%	549 83% ^{bc}	252 75% ^c	93 63%	537 86% ^e	358 69%	293 85% ^g	601 75%	696 79%	198 77%	731 80% ^m	92 78% ^m	39 71%	33 63%
ANY COMPUTER EXC. TABLET	744 65%	466 71% ^{bc}	210 63% ^c	67 45%	466 75% ^e	277 53%	231 67%	513 64%	580 65%	163 64%	616 67% ^k	67 56%	32 59%	29 55%
ANY GAMING DEVICE	260 23%	145 22% ^c	100 30% ^{ac}	15 10%	178 29% ^e	82 16%	116 33% ^g	144 18%	210 24%	50 19%	212 23% ^m	30 26% ^m	15 27% ^m	3 5%
ANY DEVICE	1100 96%	644 98% ^c	324 97% ^c	132 89%	617 99% ^e	482 92%	343 99% ^g	757 95%	856 96%	244 95%	880 96%	115 97%	53 97%	51 98%
None	42 4%	14 2%	10 3%	17 11% ^{ab}	4 1%	38 7% ^d	3 1%	38 5% ^f	31 3%	11 4%	36 4%	3 3%	2 3%	1 2%
Don't know	2 *	2 *	-	-	-	2 *	-	2 *	*	1 *	2 *	-	-	-

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE	
		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)	Own/Mort gage (m)	Rent/Other (n)
Unweighted Base	1143	58	110	109	72	102	114	130	139	75	55	117	62	704	439
Weighted Base	1143	58*	99*	114*	74*	99*	115*	142	148	69*	55*	118	52*	692	451
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	838	46	75	84	57	55	79	115	124	44	36	93	30	514	324
	73%	79%el	75%el	74%el	78%el	56%	68%	81%efijl	84%efijl	65%	66%	78%eil	57%	74%	72%
A mobile phone (not a Smartphone) with internet access	150	5	4	13	14	27	15	32	7	7	8	8	10	75	74
	13%	9%	4%	12%	19%bkh	27%abcfhik	13%bh	22%abchik	5%	10%	15%bh	7%	18%bkh	11%	17% ^m
A mobile phone without internet access	160	7	15	23	8	14	13	14	16	13	9	16	12	90	71
	14%	11%	15%	20%g	12%	15%	11%	10%	11%	19%	17%	14%	23% ^{gh}	13%	16%
A tablet (e.g. iPad, Samsung Galaxy)	560	21	52	63	44	31	54	66	82	32	25	70	20	360	200
	49%	36%	52% ^e	55% ^{ael}	59% ^{ael}	31%	47% ^e	47% ^e	56% ^{ael}	47%	45%	59% ^{ael}	38%	52% ⁿ	44%
A desktop computer	241	6	16	26	23	18	27	38	42	12	10	19	3	160	80
	21%	10%	16%	23% ^l	32% ^{abkl}	19% ^l	23% ^{al}	27% ^{akl}	28% ^{abkl}	17%	18%	16%	6%	23% ⁿ	18%
A laptop or netbook	651	29	44	75	44	52	67	85	103	32	29	62	28	420	232
	57%	50%	44%	66% ^{bi}	60%	52%	58%	60% ^b	69% ^{abeik}	46%	53%	53%	54%	61% ⁿ	51%
An e- reader (e.g. Kindle, Kobo)	130	16	13	8	16	6	12	10	15	4	7	19	4	95	35
	11%	27% ^{bcefg^hil}	13%	7%	22% ^{cegh^{il}}	6%	11%	7%	10%	6%	13%	16% ^{egi}	7%	14% ⁿ	8%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	250	11	15	34	26	22	32	27	27	9	15	30	2	132	117
	22%	20% ^l	15% ^l	30% ^{bhil}	35% ^{bgh^{il}}	22% ^l	27% ^{bil}	19% ^l	18% ^l	14% ^l	27% ^l	26% ^l	3%	19%	26% ^m
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	66	1	-	7	5	9	5	12	11	5	5	5	1	33	33
	6%	1%	-	6% ^b	7% ^b	9% ^b	4% ^b	8% ^b	7% ^b	8% ^b	9% ^b	4%	2%	5%	7%
Other mobile device	2	-	-	*	1	1	-	-	-	-	1	-	-	1	1
	*	-	-	*	1%	1%	-	-	-	-	1%	-	-	*	*
SUMMARY CODES															
ANY MOBILE PHONE	1067	56	90	105	70	89	104	135	141	62	52	113	51	649	418
	93%	96%	91%	92%	94%	89%	91%	95%	95%	91%	95%	95%	98% ^e	94%	93%
ANY MOBILE WITH INTERNET ACCESS	944	50	77	95	65	77	93	128	129	49	43	101	39	573	371
	83%	85%	78%	83%	87% ⁱ	77%	80%	90% ^{befij^l}	87% ⁱ	72%	78%	85% ⁱ	76%	83%	82%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE	
		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)	Own\Mort gage (m)	Rent\Other (n)
Unweighted Base	1143	58	110	109	72	102	114	130	139	75	55	117	62	704	439
Weighted Base	1143	58*	99*	114*	74*	99*	115*	142	148	69*	55*	118	52*	692	451
ANY COMPUTER INC. TABLET	895 78%	38 66%	73 74%	99 87%abeijl	62 84%aeil	66 67%	96 84%aeil	117 83%aeil	135 91%abegijkl	44 64%	39 71%	92 78%il	33 63%	568 82%n	326 72%
ANY COMPUTER EXC. TABLET	744 65%	32 54%	52 52%	83 73%abeikl	53 72%abik	56 57%	85 74%abeikl	104 73%abeikl	114 77%abeijkl	37 54%	32 59%	67 56%	29 55%	481 69%n	263 58%
ANY GAMING DEVICE	260 23%	11 20%l	15 15%	34 30%bl	27 36%bghil	23 23%l	33 29%bl	27 19%l	28 19%l	13 18%l	15 27%l	30 26%l	3 5%	134 19%	126 28%m
ANY DEVICE	1100 96%	57 98%	90 91%	110 97%	73 99%	91 92%	111 96%	138 97%	146 98%be	64 93%	53 97%	115 97%	51 98%	665 96%	434 96%
None	42 4%	1 2%	8 8%h	4 3%	1 1%	8 8%h	4 4%	4 3%	3 2%	4 6%	2 3%	3 3%	1 2%	26 4%	16 4%
Don't know	2 *	- -	* *	- -	- -	1 1%	- -	- -	- -	1 1%	- -	- -	- -	1 *	* *

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	1143	1039	782	710	329	72	931	280	707	150	6	167	976	167	886	704	439
Weighted Base	1143	1067	749	700	368	49*	987	351	790	188	7**	110	1033	110	945	692	451
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	838 73%	838 79%be	543 73%e	543 78%be	295 80%be	-	795 80%k	328 94%fhk	686 87%fk	170 90%fk	7 100%	9 8%	829 80%am	9 8%	771 82%am	514 74%	324 72%
A mobile phone (not a Smartphone) with internet access	150 13%	150 14%be	78 10%e	78 11%e	71 19%abce	-	135 14%	33 9%	98 12%	19 10%	-	11 10%	139 13%	11 10%	122 13%	75 11%	74 17%o
A mobile phone without internet access	160 14%	160 15%e	115 15%e	115 16%e	45 12%e	-	95 10%g	17 5%	59 8%	12 6%	-	58 53%fghi	103 10%	58 53%ln	86 9%	90 13%	71 16%
A tablet (e.g. iPad, Samsung Galaxy)	560 49%	546 51%e	387 52%e	378 54%de	168 46%e	9 18%	542 55%k	195 56%k	446 56%k	113 60%k	3 43%	5 4%	555 54%am	5 4%	525 56%am	360 52%p	200 44%
A desktop computer	241 21%	231 22%	176 24%de	170 24%de	61 17%	6 13%	239 24%k	111 32%fk	200 25%k	57 30%k	2 22%	1 1%	239 23%am	1 1%	228 24%am	160 23%p	80 18%
A laptop or netbook	651 57%	636 60%e	433 58%e	423 60%e	213 58%e	10 20%	637 65%k	247 70%k	512 65%k	135 72%k	4 54%	3 3%	648 63%am	3 3%	616 65%am	420 61%p	232 51%
An e- reader (e.g. Kindle, Kobo)	130 11%	128 12%	95 13%	92 13%	36 10%	3 6%	128 13%k	52 15%k	107 14%k	18 10%k	2 31%	2 2%	128 12%am	2 2%	124 13%am	95 14%p	35 8%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	250 22%	245 23%e	148 20%e	147 21%e	97 26%be	1 2%	239 24%k	100 28%k	218 28%k	56 30%k	-	*	249 24%am	*	230 24%am	132 19%	117 26%o
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	66 6%	65 6%	37 5%	36 5%	30 8%	1 2%	66 7%k	30 8%k	58 7%k	15 8%k	-	-	66 6%am	-	62 7%am	33 5%	33 7%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All adults UK

	Q.1/2 PHONES OWN						INTERNET ACCESS						INTERNET ACCESS			TENURE	
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone/tablet using a mobile network (e.g. 3G/4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	1143	1039	782	710	329	72	931	280	707	150	6	167	976	167	886	704	439
Weighted Base	1143	1067	749	700	368	49*	987	351	790	188	7**	110	1033	110	945	692	451
Other mobile device	2	1	2	1	-	1	1	1	1	-	-	1	1	1	1	1	1
	*	*	*	*	-	2%abcd	*	*	*	-	-	1%	*	1%l	*	*	*
SUMMARY CODES																	
ANY MOBILE PHONE	1067	1067	700	700	368	-	945	347	774	182	7	77	990	77	909	649	418
	93%	100%be	93%e	100%be	100%be	-	96%k	99%fk	98%fk	97%k	100%	71%	96%m	71%	96% _m	94%	93%
ANY MOBILE WITH INTERNET ACCESS	944	944	609	609	335	-	886	343	746	178	7	20	924	20	855	573	371
	83%	88%be	81%e	87%be	91%be	-	90%k	98%fhk	94%fk	94%k	100%	18%	89% _m	18%	90% _m	83%	82%
ANY COMPUTER INC. TABLET	895	867	602	585	282	17	866	320	685	166	6	9	886	9	835	568	326
	78%	81%e	80%e	84%de	77%e	35%	88%k	91%k	87%k	88%k	79%	8%	86% _m	8%	88% _m	82%p	72%
ANY COMPUTER EXC. TABLET	744	722	502	488	234	14	728	281	582	156	5	4	739	4	703	481	263
	65%	68%e	67%e	70%e	64%e	29%	74%k	80%fhk	74%k	83%fhk	64%	4%	72% _m	4%	74% _m	69%p	58%
ANY GAMING DEVICE	260	254	155	153	101	2	249	103	227	57	-	*	259	*	240	134	126
	23%	24%e	21%e	22%e	27%be	3%	25%k	29%k	29%k	30%k	-	*	25% _m	*	25% _m	19%	28% _o
ANY DEVICE	1100	1067	719	700	368	20	975	350	787	185	7	80	1020	80	935	665	434
	96%	100%be	96%e	100%be	100%be	40%	99%k	100%k	100%k	98%k	100%	73%	99% _m	73%	99% _m	96%	96%
None	42	-	28	-	-	28	11	1	3	3	-	30	12	30	9	26	16
	4%	-	4%acd	-	-	58%abcd	1%	*	*	2%	-	27% _{fghi}	1%	27% _{ln}	1%	4%	4%
Don't know	2	-	1	-	-	1	2	-	-	-	-	-	2	-	1	1	*
	*	-	*	-	-	2%abcd	*	-	-	-	-	-	*	-	*	*	*

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1143	558	585	117	163	168	166	169	200	160	280	863	200	285	258	400
Weighted Base	1143	555	588	161	190	207	186	181	122	96	351	792	220	340	246	337
Landline phone	749	361	387	70	95	133	127	143	100	82	165	584	173	214	163	198
	65%	65%	66%	44%	50%	64%cdj	68%cdj	79%cdelj	82%cdelfjk	85%cdelfjk	47%	74%cdelj	79%lmno	63%	66%	59%
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.	965	471	494	138	172	189	169	158	88	52	310	655	212	315	206	232
	84%	85%	84%	86%hi	90%hik	91%hik	91%hik	87%hi	72%i	54%	88%hik	83%hi	96%no	93%no	84%o	69%
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	192	98	94	43	58	33	24	23	8	3	102	91	20	60	63	50
	17%	18%	16%	27%efghik	31%efghik	16%hi	13%i	12%i	6%	3%	29%efghik	11%hi	9%	18%l	26%lmo	15%
SUMMARY CODES																
ANY MOBILE PHONE	1067	514	553	157	187	200	178	169	108	69	343	724	212	330	232	293
	93%	93%	94%	98%hik	98%ghik	97%hik	95%hi	93%i	89%i	72%	98%ghik	91%i	96%o	97%o	95%o	87%
NONE	10	3	7	-	1	-	-	4	3	1	1	8	-	-	*	9
	1%	1%	1%	-	1%	-	-	2%ef	2%ef	1%	*	1%	-	-	*	3%lmn
ANY SERVICE	1074	523	550	152	182	195	179	166	111	89	334	740	218	333	231	291
	94%	94%	94%	94%	96%	94%	96%h	92%	91%	93%	95%	93%	99%no	98%no	94%o	86%
ANY SERVICE (INC. MOBILE)	1133	552	581	161	189	207	186	177	120	95	350	784	220	340	245	328
	99%	99%	99%	100%	99%	100%gh	100%gh	98%	98%	99%	100%	99%	100%o	100%o	100%o	97%

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1143	558	585	117	163	168	166	169	200	160	280	863	200	285	258	400
Weighted Base	1143	555	588	161	190	207	186	181	122	96	351	792	220	340	246	337
SERVICES HAVE																
MOBILE NOT LANDLINE	368	181	187	87	93	72	58	32	17	9	180	188	46	123	78	120
	32%	33%	32%	54%efghik	49%efghik	35%ghik	31%ghi	18%	14%	10%	51%efghik	24%hi	21%	36%l	32%l	36%l
LANDLINE NOT MOBILE	49	28	21	-	1	4	7	6	9	22	1	48	8	7	9	25
	4%	5%	4%	-	1%	2%	4%cj	3%cj	8%cdej	23%cdefghjk	*	6%cdej	4%	2%	4%	7%lm
LANDLINE AND MOBILE	700	334	366	70	94	129	120	137	91	60	164	536	166	207	154	173
	61%	60%	62%	44%	49%	62%cdj	64%cdj	75%cdefij	74%cdefij	62%cdj	47%	68%cdj	75%mn	61%o	63%o	51%
LANDLINE OR MOBILE	1117	542	575	157	188	204	185	174	118	91	345	772	220	337	242	318
	98%	98%	98%	98%	99%i	99%i	99%i	96%	96%	95%	98%i	97%	100%o	99%o	98%o	94%
None	69	32	38	9	8	12	7	15	11	7	17	52	2	7	14	46
	6%	6%	6%	6%	4%	6%	4%	8%	9%f	7%	5%	7%	1%	2%	6%lm	14%lmn
Av number of services (inc mobile)	2.236	2.235	2.237	2.021	2.656	2.416	2.503	1.994	1.993	2.095	2.415	2.187	2.581	2.505	2.374	2.053
Standard Deviation	0.848	0.842	0.859	1.098	0.897	0.924	0.826	0.881	0.712	0.612	1.012	0.795	0.817	0.660	0.839	0.866
Error Variance	0.004	0.007	0.007	0.120	0.040	0.050	0.025	0.037	0.009	0.007	0.034	0.004	0.039	0.016	0.016	0.007

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1143	648	300	195	520	623	295	848	886	257	909	117	55	62
Weighted Base	1143	660	334	149	622	521	346	797	887	256	918	118	55*	52*
Landline phone	749	466	173	110	408	340	207	541	569	179	600	71	33	44
	65%	71% ^b	52%	74% ^b	66%	65%	60%	68% ^f	64%	70%	65%	60%	59%	85% ^{kl}
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.	965	602	260	103	574	391	313	652	747	218	783	95	45	42
	84%	91% ^{bc}	78% ^c	69%	92% ^e	75%	90% ^g	82%	84%	85%	85%	80%	83%	80%
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	192	108	71	13	112	81	76	116	168	25	160	22	9	1
	17%	16% ^c	21% ^c	9%	18%	15%	22% ^g	15%	19% ⁱ	10%	17% ^m	18% ^m	17% ^m	2%
SUMMARY CODES														
ANY MOBILE PHONE	1067	624	320	124	604	464	336	732	830	237	851	113	52	51
	93%	95% ^c	96% ^c	83%	97% ^e	89%	97% ^g	92%	94%	93%	93%	95%	95%	98%
NONE	10	4	4	2	2	8	1	8	9	1	7	3	-	-
	1%	1%	1%	1%	*	2% ^d	*	1%	1%	*	1%	2%	-	-
ANY SERVICE	1074	642	294	138	599	475	333	741	828	246	870	103	52	49
	94%	97% ^{bc}	88%	93%	96% ^e	91%	96% ^g	93%	93%	96%	95% ^k	87%	95%	93%
ANY SERVICE (INC. MOBILE)	1133	656	330	147	620	513	345	789	878	255	911	115	55	52
	99%	99%	99%	99%	100% ^e	98%	100%	99%	99%	100%	99%	98%	100%	100%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1143	648	300	195	520	623	295	848	886	257	909	117	55	62
Weighted Base	1143	660	334	149	622	521	346	797	887	256	918	118	55*	52*
SERVICES HAVE														
MOBILE NOT LANDLINE	368	182	154	32	208	160	133	235	296	72	296	43	21	8
	32%	28%	46%ac	22%	33%	31%	38%g	29%	33%	28%	32%am	37%am	38%am	15%
LANDLINE NOT MOBILE	49	24	7	18	12	37	5	44	35	14	45	2	1	1
	4%	4%	2%	12%ab	2%	7%cd	1%	6%ef	4%	5%	5%	2%	3%	2%
LANDLINE AND MOBILE	700	442	166	92	396	304	203	497	534	165	556	69	31	44
	61%	67%b	50%	62%b	64%	58%	59%	62%	60%	65%	61%	59%	57%	84%ikl
LANDLINE OR MOBILE	1117	648	327	142	616	501	341	776	865	251	896	115	53	52
	98%	98%	98%	96%	99%e	96%	98%	97%	98%	98%	98%	97%	98%	100%
None	69	18	41	10	23	46	13	56	59	10	48	15	3	4
	6%	3%	12%a	7%a	4%	9%cd	4%	7%ef	7%	4%	5%	13%j	5%	7%
Av number of services (inc mobile)	2.236	2.550	1.936	2.044	2.412	2.155	2.618	2.125	2.291	2.051	2.278	2.152	1.825	2.208
Standard Deviation	0.848	0.778	0.918	0.633	0.876	0.827	0.814	0.829	0.889	0.671	0.824	1.116	0.657	0.785
Error Variance	0.004	0.007	0.014	0.008	0.017	0.004	0.019	0.004	0.005	0.010	0.004	0.066	0.054	0.028

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE	
		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)	Own\Mort gage (m)	Rent\Other (n)
Unweighted Base	1143	58	110	109	72	102	114	130	139	75	55	117	62	704	439
Weighted Base	1143	58*	99*	114*	74*	99*	115*	142	148	69*	55*	118	52*	692	451
Landline phone	749	24	84	82	48	64	71	77	105	47	33	71	44	534	215
	65%	40%	85%acdefghi jk	72%ag	65%a	64%a	62%a	54%	71%ag	69%a	59%	60%a	85%adefg hijk	77%n	48%
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.	965	42	82	97	60	89	105	122	137	48	45	95	42	611	354
	84%	73%	83%	86%i	81%	89%ai	91%aik	86%ai	92%abdikl	70%	83%	80%	80%	88%n	79%
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	192	14	20	43	12	17	2	12	20	21	9	22	1	105	87
	17%	24%fgl	20%fgl	38%bdefghjk l	16%fl	17%fl	2%	8%f	13%fl	31%efghl	17%fl	18%fgl	2%	15%	19%
SUMMARY CODES															
ANY MOBILE PHONE	1067	56	90	105	70	89	104	135	141	62	52	113	51	649	418
	93%	96%	91%	92%	94%	89%	91%	95%	95%	91%	95%	95%	98%ee	94%	93%
NONE	10	1	2	1	1	1	2	-	-	-	-	3	-	3	7
	1%	1%	2%	1%	1%	1%	1%	-	-	-	-	2%	-	*	2%
ANY SERVICE	1074	50	94	112	69	94	111	131	146	62	52	103	49	671	403
	94%	86%	95%	99%agikl	93%	95%	96%ak	93%	99%adgikl	91%	95%	87%	93%	97%n	89%
ANY SERVICE (INC. MOBILE)	1133	58	97	113	73	98	113	142	148	69	55	115	52	689	444
	99%	99%	98%	99%	99%	99%	99%	100%	100%	100%	100%	98%	100%	100%	98%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE		
		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)	Own\Mort gage (m)	Rent\Other (n)	
Unweighted Base	1143	58	110	109	72	102	114	130	139	75	55	117	62	704	439	
Weighted Base	1143	58*	99*	114*	74*	99*	115*	142	148	69*	55*	118	52*	692	451	
SERVICES HAVE																
MOBILE NOT LANDLINE	368 32%	33 57% bdefhik l	13 14% a	29 26% b	24 32% bl	30 30% bl	39 33% bl	63 45% bcehl	43 29% bl	21 31% bl	21 38% bl	43 37% bl	8 15% a	150 22%	218 48% m	
LANDLINE NOT MOBILE	49 4%	* 1%	8 8% k	6 5%	2 3%	5 5%	5 4%	6 4%	6 4%	7 9% ak	1 3%	2 2%	1 2%	34 5%	15 3%	
LANDLINE AND MOBILE	700 61%	23 40%	76 77% aefgjkl	76 67% ag	46 62% a	59 59% a	66 57% a	71 50%	98 66% ag	41 59% a	31 57%	69 59% a	44 84% acdef ghijk	500 72% n	200 44%	
LANDLINE OR MOBILE	1117 98%	57 97%	97 98%	111 98%	71 97%	94 95%	109 95%	140 99%	148 100% ef	69 100%	53 98%	115 97%	52 100%	684 99% n	433 96%	
None	69 6%	8 14% cfh	5 5%	1 1%	5 7% h	5 5%	4 4%	10 7% ch	2 1%	6 9% ch	3 5%	15 13% cfh	4 7% ch	22 3%	47 11% m	
Av number of services (inc mobile)	2.236	2.116	2.545	2.396	2.374	2.388	2.115	2.275	2.255	2.143	1.825	2.152	2.208	2.333	2.157	
Standard Deviation	0.848	0.797	1.156	0.513	0.895	0.782	0.927	0.796	0.587	0.887	0.657	1.116	0.785	0.814	0.872	
Error Variance	0.004	0.035	0.070	0.018	0.134	0.027	0.061	0.028	0.031	0.034	0.054	0.066	0.028	0.007	0.007	

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All adults UK

	Q.1/2 PHONES OWN						INTERNET ACCESS						INTERNET ACCESS			TENURE	
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone/tablet using a mobile network (e.g. 3G/4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	1143	1039	782	710	329	72	931	280	707	150	6	167	976	167	886	704	439
Weighted Base	1143	1067	749	700	368	49*	987	351	790	188	7**	110	1033	110	945	692	451
Landline phone	749	700	749	700	-	49	667	246	517	114	4	72	677	72	654	534	215
	65%	66% ^d	100% ^{ad}	100% ^{ad}	-	100% ^{ad}	68%	70%	65%	61%	52%	66%	65%	66%	69%	77% ^p	48%
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.	965	923	668	641	281	27	936	337	722	173	7	20	945	20	945	611	354
	84%	86% ^{de}	89% ^{de}	92% ^{ade}	76% ^e	54%	95% ^{hk}	96% ^{hk}	91% ^k	92% ^k	100%	18%	91% ^m	18%	100% ^{lm}	88% ^p	79%
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	192	188	113	111	77	2	175	62	157	31	1	2	190	2	155	105	87
	17%	18% ^e	15% ^e	16% ^e	21% ^{be}	4%	18% ^k	18% ^k	20% ^k	16% ^k	12%	2%	18% ^m	2%	16% ^m	15%	19%
SUMMARY CODES																	
ANY MOBILE PHONE	1067	1067	700	700	368	-	945	347	774	182	7	77	990	77	909	649	418
	93%	100% ^{be}	93% ^e	100% ^{be}	100% ^{be}	-	96% ^k	99% ^{fk}	98% ^{fk}	97% ^k	100%	71%	96% ^m	71%	96% ^m	94%	93%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own\Mortgage (o)	Rent\Other (p)
Unweighted Base	1143	1039	782	710	329	72	931	280	707	150	6	167	976	167	886	704	439
Weighted Base	1143	1067	749	700	368	49*	987	351	790	188	7**	110	1033	110	945	692	451
NONE	10 1%	-	-	-	-	-	2 *	-	-	1 1%	-	7 6% ^{fghi}	3 *	7 6% ^{ln}	-	3 *	7 2%
ANY SERVICE	1074 94%	1008 94% ^d	749 100% ^{ad}	700 100% ^{ad}	309 84%	49 100% ^d	972 98% ^{hk}	346 99% ^{hk}	759 96% ^k	182 97% ^k	7 100%	79 72%	995 96% ^m	79 72%	945 100% ^{lm}	671 97% ^p	403 89%
ANY SERVICE (INC. MOBILE)	1133 99%	1067 100%	749 100%	700 100%	368 100%	49 100%	986 100% ^k	351 100% ^k	790 100% ^k	187 99% ^k	7 100%	103 94%	1031 100% ^m	103 94%	945 100% ^m	689 100%	444 98%
SERVICES HAVE																	
MOBILE NOT LANDLINE	368 32%	368 34% ^{bce}	-	-	368 100% ^{abce}	-	305 31%	103 29%	266 34% ^k	70 37% ^k	3 48%	27 25%	340 33%	27 25%	279 30%	150 22%	218 48% ^o
LANDLINE NOT MOBILE	49 4%	-	49 7% ^{acd}	-	-	49 100% ^{abcd}	27 3% ^{gh}	2 1%	8 1%	2 1%	-	22 20% ^{fghi}	27 3%	22 20% ^{ln}	24 3%	34 5%	15 3%
LANDLINE AND MOBILE	700 61%	700 66% ^{de}	700 93% ^{ade}	700 100% ^{abde}	-	-	640 65% ^k	244 70% ^{ik}	508 64% ^k	112 60% ^k	4 52%	50 46%	650 63% ^m	50 46%	630 67% ^m	500 72% ^p	200 44%
LANDLINE OR MOBILE	1117 98%	1067 100%	749 100%	700 100%	368 100%	49 100%	972 98% ^k	349 99% ^k	782 99% ^k	184 98% ^k	7 100%	99 91%	1017 98% ^m	99 91%	933 99% ^m	684 99% ^p	433 96%
None	69 6%	59 6% ^{bc}	-	-	59 16% ^{abce}	-	15 2%	5 1%	31 4% ^{fg}	6 3%	-	31 28% ^{fghi}	38 4% ⁿ	31 28% ^{ln}	-	22 3%	47 11% ^o
Av number of services (inc mobile)	2.236	2.236	2.683	2.683	1.590	-	2.772	2.622	2.484	2.267	2.000	1.842	2.510	1.842	2.879	2.333	2.157
Standard Deviation	0.848	0.848	0.624	0.624	0.702	-	0.699	0.856	0.847	0.882	-	0.656	0.862	0.656	0.614	0.814	0.872
Error Variance	0.004	0.004	0.003	0.003	0.007	-	0.006	0.056	0.011	0.078	-	0.004	0.007	0.004	0.005	0.007	0.007

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1143	558	585	117	163	168	166	169	200	160	280	863	200	285	258	400
Weighted Base	1143	555	588	161	190	207	186	181	122	96	351	792	220	340	246	337
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.	143	72	71	12	15	20	22	34	24	16	27	116	36	38	38	31
	12%	13%	12%	7%	8%	10%	12%	19%cdelj	19%cdelj	17%cdj	8%	15%cdj	16%o	11%	16%o	9%
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	224	98	126	17	30	30	34	51	34	28	47	177	59	57	55	53
	20%	18%	21%	11%	16%	15%	18%	28%cdelj	28%cdelj	29%cdelj	13%	22%cej	27%mo	17%	22%o	16%
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.	188	85	104	16	25	35	32	33	32	16	41	147	55	60	39	35
	16%	15%	18%	10%	13%	17%	17%	18%	26%cdeljk	16%	12%	19%cj	25%no	18%o	16%	10%
Some other type of call that you didn't want or ask for - for example a market research call	18	8	11	-	-	2	5	5	4	3	-	18	2	6	2	8
	2%	1%	2%	-	-	1%	3%dj	3%dj	3%cdj	3%cdj	-	2%j	1%	2%	1%	2%
SUMMARY CODES																
1 TYPE EXPERIENCED	143	69	74	9	10	17	28	36	22	21	20	124	35	42	33	34
	13%	12%	13%	6%	5%	8%	15%cdj	20%cdelj	18%cdelj	21%cdelj	6%	16%cdelj	16%	12%	13%	10%
2 TYPES EXPERIENCED	105	55	51	11	10	23	17	16	14	14	21	84	32	27	25	21
	9%	10%	9%	7%	5%	11%	9%	9%	11%j	15%cdj	6%	11%j	15%mo	8%	10%	6%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1143	558	585	117	163	168	166	169	200	160	280	863	200	285	258	400
Weighted Base	1143	555	588	161	190	207	186	181	122	96	351	792	220	340	246	337
3 TYPES EXPERIENCED	70	26	44	4	13	8	9	19	13	5	18	52	16	22	16	16
	6%	5%	7%	3%	7%	4%	5%	10%cej	11%cejf	5%	5%	7%	7%	6%	6%	5%
4 TYPES EXPERIENCED	2	1	1	-	-	-	1	-	1	-	-	2	1	-	1	*
	*	*	*	-	-	-	*	-	1%j	-	-	*	*	-	*	*
ANY UNSOLICITED CALLS (LANDLINE)	321	151	170	25	34	48	55	70	50	39	59	263	85	91	75	71
	28%	27%	29%	15%	18%	23%	30%cdj	39%cdej	41%cdefj	41%cdefj	17%	33%cdej	38%mo	27%	30%o	21%
None	822	404	418	136	157	158	131	111	72	57	292	530	136	249	171	266
	72%	73%	71%	85%fghik	82%fghik	77%ghik	70%hi	61%	59%	59%	83%fghik	67%	62%	73%l	70%	79%ln
Av number of issues	1.786	1.734	1.832	1.800	2.089	1.799	1.678	1.754	1.878i	1.591	1.967i	1.745	1.806	1.772	1.799	1.766
Standard Deviation	0.806	0.773	0.834	0.735	0.839	0.703	0.801	0.850	0.903	0.697	0.803	0.803	0.792	0.812	0.816	0.822
Error Variance	0.002	0.004	0.004	0.030	0.025	0.013	0.013	0.011	0.010	0.008	0.014	0.002	0.008	0.007	0.008	0.008

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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	1143	648	300	195	520	623	295	848	886	257	909	117	55	62
Weighted Base	1143	660	334	149	622	521	346	797	887	256	918	118	55*	52*
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.	143 12%	91 14% ^b	30 9%	21 14%	76 12%	67 13%	30 9%	113 14% ^f	110 12%	33 13%	117 13% ^m	15 13% ^m	10 18% ^m	1 2%
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	224 20%	134 20% ^b	49 15%	41 27% ^b	116 19%	107 21%	42 12%	182 23% ^f	168 19%	56 22%	170 19%	29 24%	11 21%	14 26%
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.	188 16%	119 18% ^b	41 12%	29 19% ^b	104 17%	84 16%	50 14%	139 17%	142 16%	47 18%	148 16% ^m	25 21% ^m	14 25% ^m	1 2%
Some other type of call that you didn't want or ask for - for example a market research call	18 2%	10 1%	3 1%	6 4% ^{ab}	7 1%	12 2%	2 *	17 2%	13 1%	5 2%	14 2%	1 1%	3 6% ^j	- -

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1143	648	300	195	520	623	295	848	886	257	909	117	55	62
Weighted Base	1143	660	334	149	622	521	346	797	887	256	918	118	55*	52*
SUMMARY CODES														
1 TYPE EXPERIENCED	143	91	24	28	67	76	24	119	111	33	110	16	6	13
	13%	14% ^b	7%	19% ^b	11%	15%	7%	15% ^f	12%	13%	12%	13%	11%	24% ^j
2 TYPES EXPERIENCED	105	64	24	18	60	45	25	81	77	28	80	17	7	2
	9%	10%	7%	12%	10%	9%	7%	10%	9%	11%	9%	14% ^m	12%	3%
3 TYPES EXPERIENCED	70	42	17	11	38	32	17	53	53	17	57	7	6	-
	6%	6%	5%	8%	6%	6%	5%	7%	6%	7%	6%	6%	12% ^m	-
4 TYPES EXPERIENCED	2	2	-	-	-	2	-	2	2	-	2	-	-	-
	*	*	-	-	-	*	-	*	*	-	*	-	-	-
ANY UNSOLICITED CALLS (LANDLINE)	321	200	65	57	166	155	65	256	243	78	249	39	19	14
	28%	30% ^b	19%	38% ^b	27%	30%	19%	32% ^f	27%	30%	27%	33%	34%	27%
None	822	460	270	92	456	366	281	541	644	178	669	79	36	38
	72%	70%	81% ^{a,c}	62%	73%	70%	81% ^g	68%	73%	70%	73%	67%	66%	73%
Av number of issues	1.786	1.775	1.888	1.706	1.825	1.744	1.884	1.761	1.782	1.799	1.807	1.777	2.029	1.120
Standard Deviation	0.806	0.817	0.795	0.783	0.780	0.834	0.787	0.811	0.817	0.779	0.820	0.732	0.823	0.337
Error Variance	0.002	0.003	0.011	0.008	0.004	0.003	0.012	0.002	0.003	0.007	0.003	0.013	0.036	0.006

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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											TENURE			
		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)	Own/Mort gage (m)	Rent/Other (n)	
Unweighted Base	1143	58	110	109	72	102	114	130	139	75	55	117	62	704	439	
Weighted Base	1143	58*	99*	114*	74*	99*	115*	142	148	69*	55*	118	52*	692	451	
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.	143	8	15	16	12	13	11	18	18	5	10	15	1	99	44	
	12%	13%l	16%l	14%l	16%l	13%l	10%	12%l	12%l	8%	18%l	13%l	2%	14%n	10%	
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	224	5	17	29	19	15	14	31	33	7	11	29	14	167	57	
	20%	8%	17%	26%afi	26%afi	15%	13%	22%ai	23%ai	10%	21%	24%afi	26%afi	24%n	13%	
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.	188	5	13	21	12	13	15	25	38	8	14	25	1	137	52	
	16%	8%	13%l	18%l	16%l	13%l	13%l	17%l	26%abefil	11%	25%al	21%al	2%	20%n	11%	
Some other type of call that you didn't want or ask for - for example a market research call	18	1	2	*	1	2	2	-	5	1	3	1	-	11	7	
	2%	2%	2%	*	1%	2%	1%	-	3%g	2%	6%cg	1%	-	2%	2%	
SUMMARY CODES																
1 TYPE EXPERIENCED	143	7	20	7	13	12	15	17	15	3	6	16	13	107	36	
	13%	12%	21%chi	6%	18%ci	12%	13%	12%	10%	5%	11%	13%	24%cahi	15%n	8%	

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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												TENURE	
		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)	Own/Mort gage (m)	Rent/Other (n)
Unweighted Base	1143	58	110	109	72	102	114	130	139	75	55	117	62	704	439
Weighted Base	1143	58*	99*	114*	74*	99*	115*	142	148	69*	55*	118	52*	692	451
2 TYPES EXPERIENCED	105 9%	2 4%	8 8%	13 11%	7 10%	5 5%	7 6%	14 10%	22 15%aeifil	2 3%	7 12%	17 14%aeil	2 3%	74 11%	32 7%
3 TYPES EXPERIENCED	70 6%	2 4%	4 4%	11 9%l	5 7%	6 6%	5 4%	10 7%	10 7%	4 7%	6 12%l	7 6%	- -	51 7%n	19 4%
4 TYPES EXPERIENCED	2 *	- -	- -	* *	- -	1 1%	- -	- -	1 1%	- -	- -	- -	- -	1 *	1 *
ANY UNSOLICITED CALLS (LANDLINE)	321 28%	11 19%	32 32%l	31 27%	26 35%l	23 23%	26 23%	40 28%l	49 33%l	10 15%	19 34%l	39 33%l	14 27%	233 34%n	88 19%
None	822 72%	47 81%	67 68%	83 73%	48 65%	76 77%	89 77%	102 72%	99 67%	59 85%bdghjk	36 66%	79 67%	38 73%	459 66%	363 81% ^m
Av number of issues	1.786	1.576	1.481	2.142	1.697	1.814	1.606	1.826	1.947^b	2.107	2.029	1.777	1.120	1.771	1.824
Standard Deviation	0.806	0.824	0.708	0.788	0.809	0.949	0.782	0.803	0.789	0.926	0.823	0.732	0.337	0.809	0.804
Error Variance	0.002	0.057	0.013	0.018	0.023	0.039	0.019	0.018	0.013	0.078	0.036	0.013	0.006	0.003	0.007

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	1143	1039	782	710	329	72	931	280	707	150	6	167	976	167	886	704	439
Weighted Base	1143	1067	749	700	368	49*	987	351	790	188	7**	110	1033	110	945	692	451
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.	143 12%	134 13%d	143 19%ad	134 19%ad	- -	9 18%d	130 13%	41 12%	102 13%	25 13%	- -	10 9%	133 13%	10 9%	127 13%	99 14%p	44 10%
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	224 20%	213 20%d	224 30%ad	213 31%ad	- -	10 21%d	204 21%	69 20%	156 20%	40 21%	1 15%	18 16%	206 20%	18 16%	197 21%	167 24%p	57 13%
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.	188 16%	181 17%d	188 25%ad	181 26%ad	- -	8 16%d	180 18%k	69 20%k	148 19%k	43 23%k	- -	6 5%	183 18%m	6 5%	173 18% m	137 20%p	52 11%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own\Mortgage (o)	Rent\Other (p)
Unweighted Base	1143	1039	782	710	329	72	931	280	707	150	6	167	976	167	886	704	439
Weighted Base	1143	1067	749	700	368	49*	987	351	790	188	7**	110	1033	110	945	692	451
Some other type of call that you didn't want or ask for - for example a market research call	18	16	18	16	-	2	18	2	12	-	1	-	18	-	17	11	7
	2%	2%d	2%d	2%d	-	4%d	2%	*	2%	-	15%	-	2%	-	2%	2%	2%
SUMMARY CODES																	
1 TYPE EXPERIENCED	143	134	143	134	-	10	128	38	92	16	-	15	129	15	127	107	36
	13%	13%d	19%ad	19%ad	-	20%d	13%	11%	12%	8%	-	14%	12%	14%	13%	15%p	8%
2 TYPES EXPERIENCED	105	102	105	102	-	3	97	42	76	26	1	8	98	8	90	74	32
	9%	10%d	14%ad	15%ad	-	6%d	10%	12%	10%	14%	15%	7%	9%	7%	10%	11%	7%
3 TYPES EXPERIENCED	70	67	70	67	-	3	67	19	55	13	-	1	69	1	65	51	19
	6%	6%d	9%ad	10%ad	-	5%d	7%k	5%k	7%k	7%k	-	1%	7% ^m	1%	7% ^m	7%p	4%
4 TYPES EXPERIENCED	2	1	2	1	-	1	2	-	2	-	-	-	2	-	2	1	1
	*	*	*	*	-	3%abcd	*	-	*	-	-	-	*	-	*	*	*
ANY UNSOLICITED CALLS (LANDLINE)	321	304	321	304	-	17	294	100	226	55	1	24	297	24	285	233	88
	28%	29%d	43%ad	44%ad	-	34%d	30%k	28%	29%	29%	15%	22%	29%	22%	30% ^m	34%p	19%
None	822	763	428	395	368	32	693	251	564	134	6	86	736	86	660	459	363
	72%	71%bc	57%	56%	100%abce	66%	70%	72%	71%	71%	85%	78% ^f	71%	78% ⁿ	70%	66%	81% ^o
Av number of issues	1.786	1.789	1.786	1.789	-	1.735	1.809k	1.809k	1.853k	1.957k	2.000	1.416	1.815m	1.416	1.799m	1.771	1.824
Standard Deviation	0.806	0.795	0.806	0.795	-	1.020	0.813	0.736	0.818	0.734	-	0.591	0.815	0.591	0.819	0.809	0.804
Error Variance	0.002	0.002	0.002	0.002	-	0.042	0.002	0.007	0.003	0.012	-	0.009	0.002	0.009	0.002	0.003	0.007

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All adults UK

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d 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	1143	538	341	352	217	153	102	415	239	286	264	189	116	38	20	19
Weighted Base	1143	550	321	393	217	143	119*	426	224	316	276	188	136	39*	18**	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.	143 12%	143 26%ci	143 44%acgijlm	74 19%	143 66%abcfgh ijklm	143 100%abcfgh ijklm	45 38%acgil	100 24%	94 42%acgijlm	55 17%	89 32%cgi	86 46%acgijlm	30 22%	9 22%	7 39%	2 11%
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	224 20%	224 41%cl	224 70%acdfgij lm	127 32%	104 48%cilmm	94 66%acdfgij lm	42 36%	224 53%acfilmm	224 100%abcdfg ijklm	114 36%	130 47%cilmm	126 67%acdfgij lm	39 28%	10 25%	10 54%	1 5%
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.	188 16%	188 34%ci	188 59%acdfgil m	107 27%	97 45%acgim	86 60%acdfgil m	42 35%	141 33%	126 56%acdfgil m	84 27%	188 68%abcdfg hilmm	188 100%abcdfg hijlm	49 36%	8 20%	7 36%	2 11%
Some other type of call that you didn't want or ask for - for example a market research call	18 2%	18 3%	18 6%cg	9 2%	10 5%	7 5%	5 5%	11 3%	10 4%	8 2%	9 3%	7 3%	5 4%	18 47%abcdef ghijkl	18 100%	1 5%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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

Base: All adults UK

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d 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	1143	538	341	352	217	153	102	415	239	286	264	189	116	38	20	19
Weighted Base	1143	550	321	393	217	143	119*	426	224	316	276	188	136	39*	18**	22**
SUMMARY CODES																
1 TYPE EXPERIENCED	143 13%	143 26%cdfgijl	143 45%acdefgh ijklm	57 15%l	37 17%l	29 21%fl	11 9%	81 19%fl	68 30%cddefgij lm	44 14%l	43 16%l	42 22%cfil	7 5%	5 13%	4 20%	1 7%
2 TYPES EXPERIENCED	105 9%	105 19%	105 33%acdfgil	64 16%	50 23%ci	42 29%acgi	26 22%	89 21%	84 38%acdfgil	47 15%	81 29%acgil	76 40%acdfgij lm	26 19%	9 22%	8 44%	1 3%
3 TYPES EXPERIENCED	70 6%	70 13%	70 22%aci	43 11%	69 32%abcfgh m	69 48%abcfgh ijklm	23 19%ci	69 16%ci	69 31%abcfgh m	40 13%	68 25%acgil	68 36%abcfgh lm	20 15%	4 11%	4 24%	- -
4 TYPES EXPERIENCED	2 *	2 *	2 1%	1 *	2 1%	2 2%	1 1%	2 1%	2 1%	1 *	2 1%	2 1%	1 1%	2 6%abcdghi j	2 13%	1 5%
ANY UNSOLICITED CALLS (LANDLINE)	321 28%	321 58%cil	321 100%acdfgij lm	165 42%	158 73%acfgil m	143 100%acdfgij lm	60 51%	241 57%cil	224 100%acdfgij lm	132 42%	194 70%acfgil m	188 100%acdfgij lm	54 40%	20 52%	18 100%	3 15%
None	822 72%	228 42%bdehjk	- -	228 58%abdeghj k	58 27%behk	- -	58 49%bdehjk	184 43%bdehjk	- -	184 58%abdeghj k	82 30%behk	- -	82 60%abdeghj k	18 48%bdehjk	- -	18 85%
Av number of issues	1.786	1.786	1.786	1.926	2.234abcghi	2.310abcgh	2.228abcbg	1.972ab	2.026ab	1.982ab	2.150abcbg	2.159abcbg	2.277abcgi	2.192	2.292	2.218
Standard Deviation	0.806	0.806	0.806	0.795	0.822	0.815	0.764	0.813	0.811	0.820	0.775	0.781	0.720	0.963	0.954	1.602
Error Variance	0.002	0.002	0.002	0.004	0.004	0.004	0.011	0.003	0.003	0.005	0.003	0.003	0.012	0.040	0.046	0.641

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	782	382	400	53	81	104	112	130	166	136	134	648	162	193	179	248
Weighted Base	749	361	387	70*	95*	133*	127	143	100	82	165	584	173	214	163	198
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.	143 19%	72 20%	71 18%	12 17%	15 16%	20 15%	22 17%	34 24%	24 24%	16 19%	27 16%	116 20%	36 21%	38 18%	38 24% ^o	31 15%
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	224 30%	98 27%	126 32%	17 24%	30 32%	30 23%	34 26%	51 36% ^e	34 34% ^e	28 34%	47 28%	177 30%	59 34%	57 27%	55 34%	53 27%
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.	188 25%	85 24%	104 27%	16 23%	25 26%	35 26%	32 26%	33 23%	32 31% ⁱ	16 19%	41 25%	147 25%	55 32% ^o	60 28% ^o	39 24%	35 17%
Some other type of call that you didn't want or ask for - for example a market research call	18 2%	8 2%	11 3%	- -	- -	2 1%	5 4% ^j	5 4% ^j	4 4% ^j	3 4% ^{dj}	- -	18 3% ^j	2 1%	6 3%	2 1%	8 4%
SUMMARY CODES																
1 TYPE EXPERIENCED	143 19%	69 19%	74 19%	9 13%	10 11%	17 13%	28 22% ^{dj}	36 25% ^{dej}	22 22% ^{dj}	21 25% ^{dej}	20 12%	124 21% ^{dj}	35 20%	42 20%	33 20%	34 17%
2 TYPES EXPERIENCED	105 14%	55 15%	51 13%	11 16%	10 11%	23 17%	17 14%	16 11%	14 14%	14 17%	21 13%	84 14%	32 18% ^o	27 13%	25 15%	21 11%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	782	382	400	53	81	104	112	130	166	136	134	648	162	193	179	248
Weighted Base	749	361	387	70*	95*	133*	127	143	100	82	165	584	173	214	163	198
3 TYPES EXPERIENCED	70	26	44	4	13	8	9	19	13	5	18	52	16	22	16	16
	9%	7%	11%	6%	14%	6%	7%	13%	13% ⁱ	6%	11%	9%	9%	10%	10%	8%
4 TYPES EXPERIENCED	2	1	1	-	-	-	1	-	1	-	-	2	1	-	1	*
	*	*	*	-	-	-	1%	-	1%	-	-	*	1%	-	1%	*
ANY UNSOLICITED CALLS (LANDLINE)	321	151	170	25	34	48	55	70	50	39	59	263	85	91	75	71
	43%	42%	44%	35%	36%	36%	44%	49% ^{ej}	50% ^{dej}	48% ^j	36%	45%	49% ^{eo}	42%	46%	36%
None	428	210	218	45	61	85	71	72	51	43	106	321	89	123	89	127
	57%	58%	56%	65%	64% ^h	64% ^{gh}	56%	51%	50%	52%	64% ^{ghi}	55%	51%	58%	54%	64% ⁱ
Av number of issues	1.786	1.734	1.832	1.800	2.089	1.799	1.678	1.754	1.878 ⁱ	1.591	1.967 ⁱ	1.745	1.806	1.772	1.799	1.766
Standard Deviation	0.806	0.773	0.834	0.735	0.839	0.703	0.801	0.850	0.903	0.697	0.803	0.803	0.792	0.812	0.816	0.822
Error Variance	0.002	0.004	0.004	0.030	0.025	0.013	0.013	0.011	0.010	0.008	0.014	0.002	0.008	0.007	0.008	0.008

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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	782	474	158	150	345	437	174	608	593	189	620	73	34	55
Weighted Base	749	466	173	110	408	340	207	541	569	179	600	71*	33**	44*
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.	143 19%	91 20%	30 17%	21 19%	76 19%	67 20%	30 14%	113 21%	110 19%	33 18%	117 19% ^m	15 21% ^m	10 30%	1 3%
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	224 30%	134 29%	49 28%	41 37%	116 28%	107 32%	42 20%	182 34% ^f	168 30%	56 31%	170 28%	29 40% ^j	11 35%	14 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.	188 25%	119 26%	41 24%	29 26%	104 25%	84 25%	50 24%	139 26%	142 25%	47 26%	148 25% ^m	25 35% ^m	14 43%	1 3%
Some other type of call that you didn't want or ask for - for example a market research call	18 2%	10 2%	3 2%	6 5%	7 2%	12 3%	2 1%	17 3%	13 2%	5 3%	14 2%	1 1%	3 10%	- -

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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

Base: All who have landline phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	782	474	158	150	345	437	174	608	593	189	620	73	34	55
Weighted Base	749	466	173	110	408	340	207	541	569	179	600	71*	33**	44*
SUMMARY CODES														
1 TYPE EXPERIENCED	143	91	24	28	67	76	24	119	111	33	110	16	6	13
	19%	20%	14%	25% ^b	16%	22% ^d	12%	22% ^f	19%	18%	18%	22%	18%	28%
2 TYPES EXPERIENCED	105	64	24	18	60	45	25	81	77	28	80	17	7	2
	14%	14%	14%	16%	15%	13%	12%	15%	14%	16%	13%	24% ^{j,m}	21%	4%
3 TYPES EXPERIENCED	70	42	17	11	38	32	17	53	53	17	57	7	6	-
	9%	9%	10%	10%	9%	9%	8%	10%	9%	10%	9% ^m	10% ^m	19%	-
4 TYPES EXPERIENCED	2	2	-	-	-	2	-	2	2	-	2	-	-	-
	*	1%	-	-	-	1%	-	*	*	-	*	-	-	-
ANY UNSOLICITED CALLS (LANDLINE)	321	200	65	57	166	155	65	256	243	78	249	39	19	14
	43%	43%	37%	52% ^b	41%	46%	32%	47% ^f	43%	43%	41%	55% ^{j,m}	58%	32%
None	428	266	108	53	243	185	142	286	326	101	352	32	14	30
	57%	57%	63% ^c	48%	59%	54%	68% ^g	53%	57%	57%	59% ^k	45%	42%	68% ^k
Av number of issues	1.786	1.775	1.888	1.706	1.825	1.744	1.884	1.761	1.782	1.799	1.807	1.777	2.029	1.120
Standard Deviation	0.806	0.817	0.795	0.783	0.780	0.834	0.787	0.811	0.817	0.779	0.820	0.732	0.823	0.337
Error Variance	0.002	0.003	0.011	0.008	0.004	0.003	0.012	0.002	0.003	0.007	0.003	0.013	0.036	0.006

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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												TENURE		
		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)	Own\Mort gage (m)	Rent\Other (n)	
Unweighted Base	782	24	95	83	50	65	77	72	101	53	34	73	55	562	220	
Weighted Base	749	24**	84*	82*	48*	64*	71*	77*	105*	47*	33**	71*	44*	534	215	
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.	143 19%	8 32%	15 18%l	16 20%l	12 25%l	13 20%l	11 16%l	18 23%l	18 18%l	5 12%	10 30%	15 21%l	1 3%	99 18%	44 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	224 30%	5 19%	17 20%	29 36%bi	19 40%bfi	15 24%	14 20%	31 40%bfi	33 32%i	7 14%	11 35%	29 40%bfi	14 30%	167 31%	57 27%	
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.	188 25%	5 19%	13 16%l	21 26%l	12 25%l	13 20%l	15 21%l	25 32%bl	38 36%befil	8 16%l	14 43%	25 35%bil	1 3%	137 26%	52 24%	
Some other type of call that you didn't want or ask for - for example a market research call	18 2%	1 4%	2 2%	* *	1 2%	2 3%	2 2%	- -	5 5%	1 3%	3 10%	1 1%	- -	11 2%	7 3%	
SUMMARY CODES																
1 TYPE EXPERIENCED	143 19%	7 29%	20 24%ci	7 9%	13 28%ci	12 18%	15 21%ci	17 22%ci	15 14%	3 7%	6 18%	16 22%ci	13 28%chi	107 20%	36 17%	

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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												TENURE	
		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)	Own/Mort gage (m)	Rent/Other (n)
Unweighted Base	782	24	95	83	50	65	77	72	101	53	34	73	55	562	220
Weighted Base	749	24**	84*	82*	48*	64*	71*	77*	105*	47*	33**	71*	44*	534	215
2 TYPES EXPERIENCED	105	2	8	13	7	5	7	14	22	2	7	17	2	74	32
	14%	10%	9%	16%l	15%	8%	10%	18%il	21%beil	5%	21%	24%befil	4%	14%	15%
3 TYPES EXPERIENCED	70	2	4	11	5	6	5	10	10	4	6	7	-	51	19
	9%	9%	5%	13%l	11%l	9%l	6%	13%l	10%l	9%l	19%	10%l	-	10%	9%
4 TYPES EXPERIENCED	2	-	-	*	-	1	-	-	1	-	-	-	-	1	1
	*	-	-	*	-	1%	-	-	1%	-	-	-	-	*	*
ANY UNSOLICITED CALLS (LANDLINE)	321	11	32	31	26	23	26	40	49	10	19	39	14	233	88
	43%	48%	38%i	38%	54%il	36%	37%	52%il	47%i	21%	58%	55%befil	32%	44%	41%
None	428	12	51	51	22	41	45	37	56	37	14	32	30	301	127
	57%	52%	62%k	62%	46%	64%k	63%k	48%	53%	79%bdghk	42%	45%	68%dgk	56%	59%
Av number of issues	1.786	1.576	1.481	2.142	1.697	1.814	1.606	1.826	1.947b	2.107	2.029	1.777	1.120	1.771	1.824
Standard Deviation	0.806	0.824	0.708	0.788	0.809	0.949	0.782	0.803	0.789	0.926	0.823	0.732	0.337	0.809	0.804
Error Variance	0.002	0.057	0.013	0.018	0.023	0.039	0.019	0.018	0.013	0.078	0.036	0.013	0.006	0.003	0.007

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All who have landline phone

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	782	710	782	710	-	72	656	199	475	95	4	117	665	117	639	562	220
Weighted Base	749	700	749	700	-**	49*	667	246	517	114*	4**	72	677	72	654	534	215
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.	143 19%	134 19%	143 19%	134 19%	- -	9 18%	130 20%	41 17%	102 20%	25 22%	- -	10 14%	133 20%	10 14%	127 19%	99 18%	44 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	224 30%	213 31%	224 30%	213 31%	- -	10 21%	204 31%	69 28%	156 30%	40 35%	1 28%	18 25%	206 30%	18 25%	197 30%	167 31%	57 27%
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.	188 25%	181 26%	188 25%	181 26%	- -	8 16%	180 27%k	69 28%k	148 29%k	43 37%fk	- -	6 8%	183 27%km	6 8%	173 26%km	137 26%	52 24%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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 PHONES OWN						INTERNET ACCESS						INTERNET ACCESS			TENURE	
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connectio n) (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessibl e computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mort gage (o)	Rent/Othe r (p)
Unweighted Base	782	710	782	710	-	72	656	199	475	95	4	117	665	117	639	562	220
Weighted Base	749	700	749	700	-**	49*	667	246	517	114*	4**	72	677	72	654	534	215
Some other type of call that you didn't want or ask for - for example a market research call	18 2%	16 2%	18 2%	16 2%	- -	2 4%	18 3%	2 1%	12 2%	- -	1 28%	- -	18 3%	- -	17 3%	11 2%	7 3%
SUMMARY CODES																	
1 TYPE EXPERIENCED	143 19%	134 19%	143 19%	134 19%	- -	10 20%	128 19%	38 15%	92 18%	16 14%	- -	15 21%	129 19%	15 21%	127 19%	107 20%	36 17%
2 TYPES EXPERIENCED	105 14%	102 15%	105 14%	102 15%	- -	3 6%	97 15%	42 17%	76 15%	26 22%k	1 28%	8 11%	98 14%	8 11%	90 14%	74 14%	32 15%
3 TYPES EXPERIENCED	70 9%	67 10%	70 9%	67 10%	- -	3 5%	67 10%k	19 8%k	55 11%k	13 12%k	- -	1 2%	69 10%m	1 2%	65 10%m	51 10%	19 9%
4 TYPES EXPERIENCED	2 *	1 *	2 *	1 *	- -	1 3%abc	2 *	- -	2 *	- -	- -	- -	2 *	- -	2 *	1 *	1 *
ANY UNSOLICITED CALLS (LANDLINE)	321 43%	304 44%	321 43%	304 44%	- -	17 34%	294 44%k	100 40%	226 44%	55 48%k	1 28%	24 33%	297 44%m	24 33%	285 44%m	233 44%	88 41%
None	428 57%	395 56%	428 57%	395 56%	- -	32 66%	373 56%	147 60%	291 56%	60 52%	3 72%	48 67%fi	380 56%	48 67%ln	369 56%	301 56%	127 59%
Av number of issues	1.786	1.789	1.786	1.789	-	1.735	1.809k	1.809k	1.853k	1.957k	2.000	1.416	1.815m	1.416	1.799m	1.771	1.824
Standard Deviation	0.806	0.795	0.806	0.795	-	1.020	0.813	0.736	0.818	0.734	-	0.591	0.815	0.591	0.819	0.809	0.804
Error Variance	0.002	0.002	0.002	0.002	-	0.042	0.002	0.007	0.003	0.012	-	0.009	0.002	0.009	0.002	0.003	0.007

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All who have landline phone

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d 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	782	425	341	239	182	153	67	324	239	195	218	189	70	27	20	8
Weighted Base	749	417	321	261	176	143	78*	318	224	208	222	188	83*	25**	18**	8**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	143 19%	143 34%	143 44%acgi	74 28%	143 81%abcfgh ijkl	143 100%abcfgh ijkl	45 57%acghijl	100 32%	94 42%acgi	55 26%	89 40%ci	86 46%acgi	30 37%	9 34%	7 39%	2 31%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	224 30%	224 54%	224 70%acdfijl	127 49%	104 59%	94 66%acl	42 54%	224 70%acdfij l	224 100%abcdefg ijkl	114 55%	130 58%	126 67%acil	39 47%	10 39%	10 54%	1 13%
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.	188 25%	188 45%	188 59%acgi	107 41%	97 55%acgi	86 60%acgi	42 54%	141 44%	126 56%acgi	84 40%	188 85%abcde ghil	188 100%abcde hijl	49 59%acgi	8 31%	7 36%	2 30%
Some other type of call that you didn't want or ask for - for example a market research call	18 2%	18 4%	18 6%	9 4%	10 6%	7 5%	5 7%	11 3%	10 4%	8 4%	9 4%	7 3%	5 6%	18 73%	18 100%	1 13%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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

Base: All who have landline phone

	Total	Q6A6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d 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	782	425	341	239	182	153	67	324	239	195	218	189	70	27	20	8
Weighted Base	749	417	321	261	176	143	78*	318	224	208	222	188	83*	25**	18**	8**
SUMMARY CODES																
1 TYPE EXPERIENCED	143 19%	143 34%cdcf gij	143 45%acdefg hijkl	57 22%l	37 21%l	29 21%l	11 14%	81 25%l	68 30%cdcfij	44 21%l	43 19%l	42 22%l	7 9%	5 20%	4 20%	1 18%
2 TYPES EXPERIENCED	105 14%	105 25%	105 33%aci	64 24%	50 29%	42 29%	26 33%	89 28%	84 38%acgi	47 23%	81 36%aci	76 40%acdeg i	26 31%	9 34%	8 44%	1 8%
3 TYPES EXPERIENCED	70 9%	70 17%	70 22%	43 16%	69 39%abcg ijl	69 48%abcfgh ijkl	23 29%ac	69 22%	69 31%abcgi	40 19%	68 30%abcgi	68 36%abcgi	20 24%	4 17%	4 24%	- -
4 TYPES EXPERIENCED	2 *	2 1%	2 1%	1 *	2 1%	2 2%	1 1%	2 1%	2 1%	1 1%	2 1%	2 1%	1 1%	2 9%	2 13%	1 13%
ANY UNSOLICITED CALLS (LANDLINE)	321 43%	321 77%ci l	321 100%acdf gijl	165 63%	158 90%acfg il	143 100%acdf gijl	60 77%ci	241 76%ci	224 100%acdf gijl	132 63%	194 87%acgil	188 100%acdf gijl	54 65%	20 81%	18 100%	3 40%
None	428 57%	96 23%bdeh jk	- 37%abdefg h	96 10%behk	17 -	- -	17 23%bdehk	76 24%bdeh jk	- -	76 37%abdefg h	29 13%behk	- -	29 35%abdeh jk	5 19%	- -	5 60%
Av number of issues	1.786	1.786	1.786	1.926	2.234abcgh	2.310abcgh	2.228abcg	1.972ab	2.026ab	1.982ab	2.150abcg	2.159abcg	2.277abcgi	2.192	2.292	2.218
Standard Deviation	0.806	0.806	0.806	0.795	0.822	0.815	0.764	0.813	0.811	0.820	0.775	0.781	0.720	0.963	0.954	1.602
Error Variance	0.002	0.002	0.002	0.004	0.004	0.004	0.011	0.003	0.003	0.005	0.003	0.003	0.012	0.040	0.046	0.641

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	189	87	102	11	20	27	28	28	49	26	31	158	50	55	40	44
Weighted Base	188	85*	104*	16**	25**	35**	32**	33**	32*	16**	41**	147	55*	60*	39*	35*
Listen to the full message before hanging up	20	5	15	-	1	4	7	1	3	3	1	19	8	8	4	1
	10%	6%	14%	-	5%	11%	21%	4%	11%	21%	3%	13%	14%	13%	9%	3%
Listen to some of the message before hanging up	43	19	24	5	4	4	7	11	10	4	8	35	15	15	8	6
	23%	23%	23%	29%	14%	11%	22%	33%	31%	23%	20%	24%	27%	24%	19%	18%
Hang up immediately, as soon as I realise it is a recorded message	125	60	65	11	20	27	19	20	18	9	32	93	33	38	28	27
	67%	71%	63%	71%	81%	78%	58%	62%	58%	56%	77%	63%	59%	63%	71%	79%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	63	24	39	5	5	8	14	12	13	7	9	54	23	22	11	7
	33%	29%	37%	29%	19%	22%	42%	38%	42%	44%	23%	37%	41%	37%	29%	21%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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

Base: All that have received recorded messages on their landline

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /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	189	118	35	36	83	106	38	151	139	50	150	24	14	1
Weighted Base	188	119	41*	29*	104*	84*	50*	139	142	47*	148	25**	14**	1**
Listen to the full message before hanging up	20 10%	14 12%	3 8%	2 7%	12 12%	8 9%	4 8%	16 11%	19 13% ⁱ	1 1%	18 12%	- -	2 11%	- -
Listen to some of the message before hanging up	43 23%	25 21%	10 25%	8 29%	22 21%	22 26%	4 8%	40 28% ^f	26 18%	17 38% ^h	34 23%	3 13%	5 34%	1 100%
Hang up immediately, as soon as I realise it is a recorded message	125 67%	80 67%	27 67%	18 64%	70 68%	55 65%	42 84% ^g	84 60%	97 68%	28 61%	96 65%	22 87%	8 55%	- -
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	63 33%	39 33%	13 33%	10 36%	34 32%	29 35%	8 16%	55 40% ⁱ	45 32%	18 39%	53 35%	3 13%	6 45%	1 100%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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											TENURE			
		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)	Own\Mort gage (m)	Rent\Other (n)	
Unweighted Base	189	5	16	22	12	12	19	21	35	8	14	24	1	140	49	
Weighted Base	188	5**	13**	21**	12**	13**	15**	25**	38*	8**	14**	25**	1**	137	52*	
Listen to the full message before hanging up	20	-	1	1	-	-	-	7	7	1	2	-	-	19	1	
	10%	-	11%	6%	-	-	-	30%	20%	9%	11%	-	-	14%n	2%	
Listen to some of the message before hanging up	43	2	*	6	5	2	6	5	3	4	5	3	1	35	9	
	23%	49%	4%	29%	46%	13%	42%	20%	8%	56%	34%	13%	100%	25%	17%	
Hang up immediately, as soon as I realise it is a recorded message	125	2	11	14	6	11	9	12	27	3	8	22	-	83	42	
	67%	51%	85%	65%	54%	87%	58%	50%	72%	35%	55%	87%	-	61%	81% ^m	
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	63	2	2	7	5	2	6	12	10	5	6	3	1	53	10	
	33%	49%	15%	35%	46%	13%	42%	50%	28%	65%	45%	13%	100%	39%n	19%	

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All that have received recorded messages on their landline

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	189	178	189	178	-	11	177	53	133	34	-	10	179	10	170	140	49
Weighted Base	188	181	188	181	**	8**	180	69*	148	43*	**	6**	183	6**	173	137	52*
Listen to the full message before hanging up	20 10%	19 10%	20 10%	19 10%	- -	1 13%	20 11%	11 16%	17 11%	10 23%	- -	- -	20 11%	- -	20 11%	19 14%p	1 2%
Listen to some of the message before hanging up	43 23%	42 23%	43 23%	42 23%	- -	2 21%	41 23%	11 15%	28 19%	6 14%	- -	3 44%	41 22%	3 44%	37 22%	35 25%	9 17%
Hang up immediately, as soon as I realise it is a recorded message	125 67%	120 67%	125 67%	120 67%	- -	5 66%	120 66%	47 69%	103 70%	27 63%	- -	3 56%	122 67%	3 56%	116 67%	83 61%	42 81%o
SUMMARY CODE																	
LISTEN TO ANY OF MESSAGE	63 33%	60 33%	63 33%	60 33%	- -	3 34%	61 34%	21 31%	45 30%	16 37%	- -	3 44%	61 33%	3 44%	57 33%	53 39%p	10 19%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All that have received recorded messages on their landline

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d 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	189	189	189	99	99	90	36	142	128	80	189	189	41	9	7	3
Weighted Base	188	188	188	107*	97*	86*	42*	141	126	84*	188	188	49*	8**	7**	2**
Listen to the full message before hanging up	20 10%	20 10%	20 10%	12 11%	8 8%	5 6%	7 16%	14 10%	11 9%	10 12%	20 10%	20 10%	6 12%	- -	- -	- -
Listen to some of the message before hanging up	43 23%	43 23%	43 23%	24 22%	25 25%	23 27%l	6 15%	34 24%	32 26%	19 22%	43 23%	43 23%	5 10%	2 24%	2 29%	- -
Hang up immediately, as soon as I realise it is a recorded message	125 67%	125 67%	125 67%	71 67%	64 66%	58 67%	29 69%	93 66%	83 66%	55 66%	125 67%	125 67%	38 78%	6 76%	5 71%	2 100%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	63 33%	63 33%	63 33%	36 33%	33 34%	28 33%	13 31%	48 34%	43 34%	29 34%	63 33%	63 33%	11 22%	2 24%	2 29%	- -

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	65	28	37	3	4	6	11	11	20	10	7	58	22	22	11	10
Weighted Base	63*	24**	39*	5**	5**	8**	14**	12**	13**	7**	9**	54*	23**	22**	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	40	16	24	5	4	5	7	9	8	2	9	31	16	14	6	3
	63%	63%	62%	100%	84%	66%	48%	73%	65%	27%	92%	58%	69%	64%	58%	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	13	6	7	2	-	2	3	4	2	*	2	11	9	2	2	-
	20%	23%	19%	37%	-	30%	21%	30%	13%	7%	18%	21%	39%	10%	15%	-
Telling you about a competition	6	3	4	2	-	-	1	1	*	1	2	4	5	-	*	*
	10%	11%	9%	37%	-	-	11%	12%	3%	17%	18%	8%	23%	-	4%	6%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	10	4	5	-	-	1	4	1	2	2	-	10	3	4	1	2
	16%	18%	14%	-	-	15%	26%	9%	17%	25%	-	18%	14%	17%	13%	22%
Other type	6	2	4	2	-	2	-	-	1	2	2	4	*	5	-	-
	9%	7%	11%	35%	-	19%	-	-	5%	29%	18%	8%	2%	24%	-	-
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	46	18	29	5	4	5	10	9	10	3	9	38	19	17	6	4
	73%	72%	74%	100%	84%	66%	74%	73%	80%	42%	92%	70%	83%	76%	58%	59%
ANY EXC. APPOINTMENT REMINDERS	40	16	25	5	4	5	7	9	9	2	9	32	16	14	6	3
	64%	63%	64%	100%	84%	66%	48%	73%	70%	27%	92%	59%	72%	64%	58%	45%
Can't Remember	13	5	7	-	1	1	3	3	2	2	1	12	3	2	5	3
	20%	21%	19%	-	16%	15%	26%	27%	15%	29%	8%	22%	15%	8%	42%	41%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced 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	65	42	11	12	28	37	6	59	46	19	54	4	6	1
Weighted Base	63*	39*	13**	10**	34**	29*	8**	55*	45*	18**	53*	3**	6**	1**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	40	25	11	3	24	16	4	36	28	12	35	1	3	-
	63%	63%	85%	33%	71%	54%	50%	65%	62%	64%	67%	35%	54%	-
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	13	10	2	1	9	4	1	11	11	2	11	1	1	-
	20%	26%	13%	7%	26%	13%	18%	21%	23%	12%	21%	35%	11%	-
Telling you about a competition	6	4	2	1	3	3	-	6	6	*	6	-	-	-
	10%	10%	13%	7%	9%	11%	-	11%	13%	3%	12%	-	-	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	10	6	1	2	6	4	-	10	9	1	10	-	*	-
	16%	16%	8%	23%	17%	15%	-	18%	20%	5%	18%	-	5%	-
Other type	6	3	2	2	3	3	2	4	6	-	4	-	2	-
	9%	7%	12%	15%	9%	9%	19%	8%	13%	-	8%	-	24%	-
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	46	28	12	6	27	19	4	42	33	13	41	1	4	-
	73%	71%	92%	56%	80%	65%	50%	77%	74%	72%	78%	35%	65%	-
ANY EXC. APPOINTMENT REMINDERS	40	25	11	4	24	16	4	36	28	12	35	1	4	-
	64%	63%	85%	40%	71%	56%	50%	66%	62%	68%	67%	35%	65%	-
Can't Remember	13	9	1	3	5	8	2	10	8	5	9	2	1	1
	20%	22%	8%	29%	15%	26%	31%	19%	17%	28%	17%	65%	11%	100%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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												TENURE	
		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)	Own/Mort gage (m)	Rent/Other (n)
Unweighted Base	65	3	3	7	6	2	9	10	9	5	6	4	1	56	9
Weighted Base	63*	2**	2**	7**	5**	2**	6**	12**	10**	5**	6**	3**	1**	53*	10**
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	-	-	5	4	-	5	12	6	4	3	1	-	36	3
	63%	-	-	66%	70%	-	77%	100%	53%	77%	54%	35%	-	68%	32%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	13	-	-	-	1	-	*	8	1	-	1	1	-	13	-
	20%	-	-	-	21%	-	8%	65%	14%	-	11%	35%	-	24%	-
Telling you about a competition	6	-	-	*	-	-	1	5	-	-	-	-	-	6	-
	10%	-	-	6%	-	-	18%	38%	-	-	-	-	-	12%	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	10	-	1	-	1	1	1	2	3	-	*	-	-	9	1
	16%	-	52%	-	21%	69%	22%	14%	31%	-	5%	-	-	17%	10%
Other type	6	-	1	-	-	-	-	-	3	-	2	-	-	4	2
	9%	-	48%	-	-	-	-	-	32%	-	24%	-	-	8%	17%
SUMMARY CODES															
ANY INC. APPOINTMENT REMINDERS	46	-	1	5	4	1	6	12	9	4	4	1	-	42	4
	73%	-	52%	66%	70%	69%	88%	100%	84%	77%	65%	35%	-	79%	43%
ANY EXC. APPOINTMENT REMINDERS	40	-	-	5	4	-	5	12	6	4	4	1	-	37	3
	64%	-	-	66%	70%	-	77%	100%	53%	77%	65%	35%	-	70%	32%
Can't Remember	13	2	-	2	2	1	1	-	-	1	1	2	1	7	6
	20%	100%	-	34%	30%	31%	12%	-	-	23%	11%	65%	100%	13%	57%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

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

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connectio n) (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessibl e computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mort gage (o)	Rent/Othe r (p)
Unweighted Base	65	61	65	61	-	4	61	17	41	13	-	4	61	4	58	56	9
Weighted Base	63*	60*	63*	60*	-**	3**	61*	21**	45*	16**	-**	3**	61*	3**	57*	53*	10**
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 63%	38 63%	40 63%	38 63%	- -	2 62%	40 65%	16 73%	32 71%	15 93%	- -	-	40 65%	- -	36 63%	36 68%	3 32%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	13 20%	13 21%	13 20%	13 21%	- -	- -	12 20%	7 31%	11 23%	9 59%	- -	1 27%	12 20%	1 27%	12 21%	13 24%	- -
Telling you about a competition	6 10%	5 8%	6 10%	5 8%	- -	1 41%	6 10%	3 14%	5 10%	5 29%	- -	-	6 10%	- -	6 11%	6 12%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	10 16%	8 13%	10 16%	8 13%	- -	2 85%	10 16%	4 18%	7 15%	1 9%	- -	-	10 16%	- -	9 16%	9 17%	1 10%
Other type	6 9%	6 10%	6 9%	6 10%	- -	- -	6 10%	2 7%	4 9%	3 17%	- -	-	6 10%	- -	6 10%	4 8%	2 17%
SUMMARY CODES																	
ANY INC. APPOINTMENT REMINDERS	46 73%	44 72%	46 73%	44 72%	- -	3 100%	46 75%	18 85%	36 80%	15 93%	- -	1 27%	46 75%	1 27%	42 74%	42 79%	4 43%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

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

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connectio n) (g)	Internet access via a mobile phone\ntablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessibl e computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own\Mort gage (o)	Rent\Othe r (p)
Unweighted Base	65	61	65	61	-	4	61	17	41	13	-	4	61	4	58	56	9
Weighted Base	63*	60*	63*	60*	-**	3**	61*	21**	45*	16**	-**	3**	61*	3**	57*	53*	10**
ANY EXC. APPOINTMENT REMINDERS	40 64%	39 64%	40 64%	39 64%	- -	2 62%	40 65%	16 73%	32 71%	15 93%	- -	1 27%	40 65%	1 27%	36 63%	37 70%	3 32%
Can't Remember	13 20%	13 21%	13 20%	13 21%	- -	- -	11 18%	2 8%	6 14%	- -	- -	2 73%	11 18%	2 73%	11 19%	7 13%	6 57%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

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

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d 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	65	65	65	34	37	34	11	49	44	28	65	65	9	2	2	-
Weighted Base	63*	63*	63*	36*	33*	28**	13**	48*	43*	29**	63*	63*	11**	2**	2**	..**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	40 63%	40 63%	40 63%	26 72%	21 66%	19 65%	9 65%	33 69%	30 70%	22 75%	40 63%	40 63%	9 79%	2 100%	2 100%	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	13 20%	13 20%	13 20%	9 25%	7 23%	6 21%	5 39%	13 27%	11 25%	9 30%	13 20%	13 20%	4 39%	- -	- -	- -
Telling you about a competition	6 10%	6 10%	6 10%	3 8%	3 9%	3 11%	1 11%	6 13%	6 14%	3 10%	6 10%	6 10%	3 26%	* 21%	* 21%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	10 16%	10 16%	10 16%	4 11%	6 18%	4 16%	3 20%	6 13%	4 9%	4 14%	10 16%	10 16%	- -	- -	- -	- -
Other type	6 9%	6 9%	6 9%	2 6%	1 3%	1 3%	- -	3 7%	3 7%	* 2%	6 9%	6 9%	2 14%	- -	- -	- -
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	46 73%	46 73%	46 73%	27 77%	25 78%	21 74%	10 77%	36 75%	32 74%	23 80%	46 73%	46 73%	9 79%	2 100%	2 100%	- -
ANY EXC. APPOINTMENT REMINDERS	40 64%	40 64%	40 64%	26 72%	22 68%	19 68%	9 65%	34 70%	31 71%	22 75%	40 64%	40 64%	9 79%	2 100%	2 100%	- -
Can't Remember	13 20%	13 20%	13 20%	6 18%	6 20%	6 23%	3 23%	10 22%	10 23%	5 18%	13 20%	13 20%	1 7%	- -	- -	- -

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1143	558	585	117	163	168	166	169	200	160	280	863	200	285	258	400
Weighted Base	1143	555	588	161	190	207	186	181	122	96	351	792	220	340	246	337
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.	119 10%	59 11%	60 10%	14 9% <i>i</i>	20 10% <i>i</i>	33 16% <i>ghij</i>	26 14% <i>hi</i>	15 9% <i>i</i>	8 7% <i>i</i>	1 1%	34 10% <i>i</i>	85 11% <i>i</i>	29 13% <i>o</i>	36 11% <i>o</i>	35 14% <i>o</i>	18 5%
Receiving a sales/ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	185 16%	100 18%	86 15%	14 9%	39 20% <i>ci</i>	43 21% <i>ci</i>	41 22% <i>chi</i>	27 15% <i>i</i>	16 13% <i>i</i>	5 5%	53 15% <i>i</i>	132 17% <i>ci</i>	49 22% <i>o</i>	67 20% <i>o</i>	44 18% <i>o</i>	25 8%
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.	233 20%	112 20%	120 20%	16 10%	48 25% <i>chi</i>	53 26% <i>chi</i>	56 30% <i>chijk</i>	41 23% <i>chi</i>	15 12% <i>i</i>	4 4%	64 18% <i>ci</i>	169 21% <i>chi</i>	50 22% <i>o</i>	84 25% <i>o</i>	55 23% <i>o</i>	44 13%
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.	136 12%	68 12%	69 12%	17 11% <i>hi</i>	29 15% <i>hi</i>	35 17% <i>hik</i>	28 15% <i>hi</i>	20 11% <i>hi</i>	5 4%	1 1%	46 13% <i>hi</i>	90 11% <i>hi</i>	29 13% <i>o</i>	52 15% <i>o</i>	33 13% <i>o</i>	23 7%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1143	558	585	117	163	168	166	169	200	160	280	863	200	285	258	400
Weighted Base	1143	555	588	161	190	207	186	181	122	96	351	792	220	340	246	337
Some other type of call that you didn't want or ask for - for example a market research call	22 2%	11 2%	10 2%	4 3%	3 1%	8 4%	2 1%	1 1%	2 2%	1 1%	7 2%	15 2%	7 3%	8 2%	3 1%	5 1%
SUMMARY CODES																
1 TYPE EXPERIENCED	213 19%	113 20%	100 17%	35 22%i	44 23%hi	45 22%hi	34 18%i	34 19%i	16 13%i	5 6%	79 22%hik	134 17%i	39 17%	73 21%o	53 22%o	48 14%
2 TYPES EXPERIENCED	98 9%	49 9%	49 8%	7 5%	14 7%	32 16%cdhijk	21 11%chi	17 9%i	5 4%	2 2%	21 6%	77 10%hi	21 10%o	32 9%o	29 12%o	16 5%
3 TYPES EXPERIENCED	48 4%	23 4%	25 4%	3 2%	11 6%i	11 6%i	11 6%i	8 4%i	3 2%	- -	14 4%i	33 4%i	13 6%o	17 5%o	12 5%o	6 2%
4 TYPES EXPERIENCED	31 3%	14 3%	17 3%	2 1%	6 3%	7 4%	10 5%gi	2 1%	3 2%	1 1%	8 2%	23 3%	7 3%	15 4%o	6 2%	3 1%
ANY UNSOLICITED CALLS (MOBILE)	393 34%	201 36%	192 33%	47 29%i	77 40%hi	96 47%cgghijk	77 41%chi	61 34%hi	27 22%i	8 9%	124 35%hi	270 34%hi	83 38%o	137 40%o	100 41%o	74 22%
None	750 66%	354 64%	396 67%	114 71%ef	113 60%	110 53%	110 59%	120 66%e	95 78%defgjk	88 91%cddefghj k	227 65%e	522 66%e	137 62%	203 60%	146 59%	263 78%lmn
Av number of issues	1.765	1.737	1.795	1.397	1.795	1.800c	2.002cj	1.706	1.724	1.562	1.644	1.821c	1.966o	1.806	1.707	1.544
Standard Deviation	1.005	1.010	1.002	0.774	1.102	0.931	1.109	0.954	1.037	0.991	1.006	1.002	1.134	1.029	0.904	0.901
Error Variance	0.003	0.006	0.006	0.017	0.018	0.012	0.019	0.017	0.026	0.076	0.010	0.004	0.018	0.010	0.008	0.010

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \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	1143	648	300	195	520	623	295	848	886	257	909	117	55	62
Weighted Base	1143	660	334	149	622	521	346	797	887	256	918	118	55*	52*
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.	119 10%	82 12% ^c	27 8%	9 6%	78 12% ^e	41 8%	42 12%	76 10%	94 11%	24 10%	101 11%	8 7%	8 14%	2 4%
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)	185 16%	119 18% ^c	51 15%	16 11%	127 20% ^e	59 11%	52 15%	133 17%	151 17%	34 13%	154 17%	14 12%	8 15%	9 17%
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	233 20%	154 23% ^{bc}	58 17%	22 15%	166 27% ^e	67 13%	84 24% ^g	149 19%	191 22%	42 16%	192 21%	21 18%	11 21%	8 16%
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.	136 12%	88 13% ^c	37 11%	11 8%	99 16% ^e	37 7%	46 13%	90 11%	113 13%	23 9%	108 12%	18 15% ^m	9 17% ^m	2 3%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /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	1143	648	300	195	520	623	295	848	886	257	909	117	55	62
Weighted Base	1143	660	334	149	622	521	346	797	887	256	918	118	55*	52*
Some other type of call that you didn't want or ask for - for example a market research call	22 2%	15 2%	5 1%	1 1%	13 2%	8 2%	10 3%	12 1%	17 2%	5 2%	16 2%	4 3%	1 3%	- -
SUMMARY CODES														
1 TYPE EXPERIENCED	213 19%	131 20% ^c	68 20% ^c	14 9%	149 24% ^e	64 12%	70 20%	143 18%	162 18%	51 20%	168 18%	24 20%	12 23%	8 16%
2 TYPES EXPERIENCED	98 9%	58 9%	26 8%	14 9%	67 11% ^e	31 6%	36 11%	62 8%	83 9%	15 6%	84 9%	7 6%	4 6%	3 6%
3 TYPES EXPERIENCED	48 4%	37 6% ^{bc}	8 3%	2 2%	33 5% ^e	14 3%	20 6%	27 3%	42 5%	5 2%	42 5%	5 4%	- -	- -
4 TYPES EXPERIENCED	31 3%	20 3%	8 2%	3 2%	21 3%	10 2%	7 2%	23 3%	25 3%	6 2%	22 2%	3 2%	5 8% ^j	2 3%
ANY UNSOLICITED CALLS (MOBILE)	393 34%	250 38% ^c	111 33% ^c	33 22%	274 44% ^e	119 23%	134 39%	259 32%	314 35%	79 31%	321 35%	39 33%	21 37%	13 25%
None	750 66%	410 62%	224 67%	116 78% ^{ab}	348 56%	402 77% ^d	212 61%	538 68%	573 65%	177 69%	597 65%	79 67%	34 63%	39 75%
Av number of issues	1.765	1.829	1.604	1.823	1.762	1.773	1.741	1.778	1.802	1.619	1.780	1.660	1.846	1.597
Standard Deviation	1.005	1.051	0.912	0.911	1.008	1.004	0.913	1.051	1.001	1.015	0.996	0.966	1.248	1.023
Error Variance	0.003	0.005	0.009	0.024	0.005	0.008	0.008	0.005	0.004	0.015	0.003	0.028	0.087	0.081

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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												TENURE	
		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)	Own\Mort gage (m)	Rent\Other (n)
Unweighted Base	1143	58	110	109	72	102	114	130	139	75	55	117	62	704	439
Weighted Base	1143	58*	99*	114*	74*	99*	115*	142	148	69*	55*	118	52*	692	451
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.	119 10%	6 11%	7 7%	15 13%	7 9%	14 14% ⁱ	6 6%	24 17% ^b fikl	19 13% ⁱ	3 4%	8 14%	8 7%	2 4%	72 10%	47 10%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	185 16%	7 13%	14 14%	20 17%	12 16%	19 19%	17 15%	38 27% ^a b ^f hik	19 13%	8 11%	8 15%	14 12%	9 17%	129 19% ⁿ	56 12%
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.	233 20%	11 20%	14 14%	19 17%	19 25% ⁱ	26 26% ⁱ	25 22%	41 29% ^b ci	29 20%	7 10%	11 21%	21 18%	8 16%	142 21%	90 20%
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.	136 12%	8 13% ⁱ	9 9%	6 5%	13 17% ^c il	11 11%	9 8%	26 18% ^c fil	24 16% ^c il	2 3%	9 17% ^c il	18 15% ^c il	2 3%	78 11%	58 13%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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												TENURE	
		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)	Own/Mort gage (m)	Rent/Other (n)
Unweighted Base	1143	58	110	109	72	102	114	130	139	75	55	117	62	704	439
Weighted Base	1143	58*	99*	114*	74*	99*	115*	142	148	69*	55*	118	52*	692	451
Some other type of call that you didn't want or ask for - for example a market research call	22 2%	- -	- -	1 1%	2 2%	2 2%	5 4%	2 2%	4 3%	- -	1 3%	4 3%	- -	14 2%	7 2%
SUMMARY CODES															
1 TYPE EXPERIENCED	213 19%	12 21%	19 19%	15 13%	15 20%	21 21%	29 25% ^c	24 17%	25 17%	9 13%	12 23%	24 20%	8 16%	133 19%	80 18%
2 TYPES EXPERIENCED	98 9%	- -	8 9% ^a	12 11% ^{af}	6 9% ^a	4 4%	3 3%	27 19% ^{abefijkl}	19 13% ^{aef}	5 7%	4 6%	7 6%	3 6%	62 9%	36 8%
3 TYPES EXPERIENCED	48 4%	4 6% ^b	- -	3 3%	4 6% ^b	10 10% ^{bcijl}	5 4%	8 6% ^b	8 5% ^b	1 1%	- -	5 4% ^b	- -	32 5%	16 4%
4 TYPES EXPERIENCED	31 3%	2 4%	2 2%	2 1%	1 1%	2 2%	3 3%	8 5%	2 1%	- -	5 8% ^{chi}	3 2%	2 3%	16 2%	15 3%
ANY UNSOLICITED CALLS (MOBILE)	393 34%	18 31%	29 30%	33 29%	28 37% ⁱ	38 38% ⁱ	40 35% ⁱ	66 46% ^{bcikl}	55 37% ⁱ	14 20%	21 37% ⁱ	39 33%	13 25%	247 36%	146 33%
None	750 66%	40 69%	69 70% ^g	81 71% ^g	46 63%	62 62%	75 65%	76 54%	94 63%	55 80% ^{defghj}	34 63%	79 67% ^g	39 75% ^g	446 64%	304 67%
Av number of issues	1.765	1.779	1.512	1.830	1.875	1.903	1.558	1.996 ^f	1.756	1.415	1.846	1.660	1.597	1.768	1.761
Standard Deviation	1.005	1.180	0.850	1.023	1.186	1.132	0.996	0.978	0.850	0.597	1.248	0.966	1.023	1.008	1.004
Error Variance	0.003	0.082	0.026	0.035	0.059	0.037	0.028	0.017	0.016	0.024	0.087	0.028	0.081	0.005	0.008

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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 PHONES OWN						INTERNET ACCESS						INTERNET ACCESS			TENURE	
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone/tablet using a mobile network (e.g. 3G/4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	1143	1039	782	710	329	72	931	280	707	150	6	167	976	167	886	704	439
Weighted Base	1143	1067	749	700	368	49*	987	351	790	188	7**	110	1033	110	945	692	451
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.	119 10%	119 11%e	78 10%e	78 11%e	41 11%e	-	116 12%k	49 14%k	91 12%k	27 14%k	3 37%	1 1%	118 11%k	1 1%	113 12%k	72 10%	47 10%
Receiving a sales/marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	185 16%	185 17%e	123 16%e	123 18%e	62 17%e	-	176 18%k	86 24%k	161 20%k	42 22%k	2 31%	4 4%	181 17%k	4 4%	165 17%k	129 19%p	56 12%
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.	233 20%	233 22%e	154 21%e	154 22%e	79 22%e	-	223 23%k	96 27%k	200 25%k	46 24%k	4 52%	6 6%	226 22%k	6 6%	211 22%k	142 21%	90 20%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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 PHONES OWN						INTERNET ACCESS						INTERNET ACCESS			TENURE	
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone/tablet using a mobile network (e.g. 3G/4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	1143	1039	782	710	329	72	931	280	707	150	6	167	976	167	886	704	439
Weighted Base	1143	1067	749	700	368	49*	987	351	790	188	7**	110	1033	110	945	692	451
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.	136 12%	136 13%e	83 11%e	83 12%e	53 15%e	-	130 13%k	66 19%fk	118 15%k	39 21%fk	1 16%	1 1%	135 13%lm	1 1%	125 13%lm	78 11%	58 13%
Some other type of call that you didn't want or ask for - for example a market research call	22 2%	22 2%	8 1%	8 1%	14 4%bc	-	21 2%	9 3%	17 2%	5 3%	1 16%	-	22 2%	-	21 2%	14 2%	7 2%
SUMMARY CODES																	
1 TYPE EXPERIENCED	213 19%	213 20%e	148 20%e	148 21%e	65 18%e	-	197 20%k	68 20%k	168 21%ik	26 14%	-	10 9%	203 20%lm	10 9%	189 20%lm	133 19%	80 18%
2 TYPES EXPERIENCED	98 9%	98 9%e	63 8%e	63 9%e	35 9%e	-	92 9%k	46 13%k	81 10%k	24 13%k	3 36%	1 1%	97 9%lm	1 1%	84 9%lm	62 9%	36 8%
3 TYPES EXPERIENCED	48 4%	48 4%	29 4%	29 4%	18 5%	-	47 5%k	25 7%k	39 5%k	16 8%k	-	*	47 5%lm	*	45 5%lm	32 5%	16 4%
4 TYPES EXPERIENCED	31 3%	31 3%	18 2%	18 3%	13 3%	-	31 3%k	14 4%k	30 4%k	8 4%k	-	-	31 3%lm	-	31 3%lm	16 2%	15 3%
ANY UNSOLICITED CALLS (MOBILE)	393 34%	393 37%e	261 35%e	261 37%e	132 36%e	-	371 38%k	156 44%fk	322 41%k	75 40%k	4 52%	11 10%	382 37%lm	11 10%	353 37%lm	247 36%	146 33%
None	750 66%	674 63%	488 65%	439 63%	235 64%	49 100%abcd	616 62%g	195 56%	468 59%	113 60%	3 48%	99 90%lghi	651 63%	99 90%ln	593 63%	446 64%	304 67%
Av number of issues	1.765	1.765	1.707	1.707	1.881	-	1.793	1.958	1.821	2.118fh	2.906	1.145	1.783	1.145	1.801	1.768	1.761
Standard Deviation	1.005	1.005	0.971	0.971	1.064	-	1.021	1.066	1.045	1.055	1.617	0.445	1.011	0.445	1.036	1.008	1.004

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connectio n) (g)	Internet access via a mobile phone\ntablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessibl e computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own\Mort gage (o)	Rent\Othe r (p)
Unweighted Base	1143	1039	782	710	329	72	931	280	707	150	6	167	976	167	886	704	439
Weighted Base	1143	1067	749	700	368	49*	987	351	790	188	7**	110	1033	110	945	692	451
Error Variance	0.003	0.003	0.004	0.004	0.010	-	0.003	0.009	0.004	0.018	0.872	0.013	0.003	0.013	0.003	0.005	0.008

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All adults UK

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d 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	1143	538	341	352	217	153	102	415	239	286	264	189	116	38	20	19
Weighted Base	1143	550	321	393	217	143	119*	426	224	316	276	188	136	39*	18**	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.	119 10%	119 22%	60 19%	119 30%abgh	119 55%abceghi jkm	45 31%abgh	119 100%abcdegh ijklm	89 21%	42 19%	81 26%	77 28%bh	42 22%	59 44%abceghi jk	12 31%	5 29%	8 36%
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)	185 16%	185 34%b	82 25%	185 47%abdehjk	82 38%b	41 29%	68 57%abdeghj km	185 44%abehk	70 31%	185 59%abcdegh jkm	102 37%b	57 30%	69 50%abdehjk	13 35%	5 27%	9 40%
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.	233 20%	233 42%be	104 32%	233 59%abdehjk m	83 38%	43 30%	64 54%abdehjk	233 55%abdehjk	92 41%be	233 74%abcdefg hijklm	115 42%be	69 37%	69 51%bdek	15 38%	8 42%	8 38%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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

Base: All adults UK

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d 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	1143	538	341	352	217	153	102	415	239	286	264	189	116	38	20	19
Weighted Base	1143	550	321	393	217	143	119*	426	224	316	276	188	136	39*	18**	22**
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	136 12%	136 25%bh	54 17%	136 35%abegh	69 32%begh	30 21%	59 50%abcdegh ik	100 23%b	39 17%	91 29%bh	136 49%abcdegh ik	49 26%bh	136 100%abcdegh hijkm	13 33%bh	5 29%	8 39%
Some other type of call that you didn't want or ask for - for example a market research call	22 2%	22 4%bh	3 1%	22 5%bghk	9 4%bh	2 2%	8 6%bhk	10 2%	1 *	10 3%h	10 4%bh	2 1%	8 6%bhk	22 56%abcdegh ijkl	1 6%	22 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	213 19%	213 39%bdefhjk l	82 25%	213 54%abcdegh jklm	39 18%	25 18%	22 19%	160 38%bdefhjk l	60 27% ^d	151 48%abcdegh jkl	60 22%	40 21%	30 22%	12 30%	2 10%	10 45%
2 TYPES EXPERIENCED	98 9%	98 18%	44 14%	98 25%abeh	42 20%	22 15%	31 26%beh	88 21% ^b	33 15%	84 27%abehk	60 22% ^b	33 18%	45 33%abcdeghj km	4 11%	4 19%	1 3%
3 TYPES EXPERIENCED	48 4%	48 9%	24 8%	48 12%	32 15% ^{ab}	15 11%	30 26%abcdegh ijk	46 11%	20 9%	46 15% ^{ab}	41 15% ^{ab}	21 11%	29 21%abcdeghk	5 12%	- -	5 22%
4 TYPES EXPERIENCED	31 3%	31 6%	15 5%	31 8%	31 14%abcghk	12 8%	31 26%abcdeghi jk	31 7%	14 6%	31 10% ^{ab}	29 11% ^{ab}	12 6%	29 22%abcdeghi jk	5 14% ^b	4 21%	3 12%
ANY UNSOLICITED CALLS (MOBILE)	393 34%	393 72%behk	165 51%	393 100%abcdeghj km	148 68%behk	74 52%	119 100%abcdeghj km	329 77%bdehk	127 57%	316 100%abcdeghj km	194 70%behk	107 57%	136 100%abcdeghj km	30 77%behk	9 50%	22 100%
None	750 66%	156 28%cfil	156 49%acdfgijl m	- -	69 32%cfqil	69 48%acdfgijl m	- -	96 23%cfil	96 43%acdfgijl m	- -	81 30%cfil	81 43%acdfgijl m	- -	9 23%cfil	9 50%	- -
Av number of issues	1.765	1.765	1.835	1.765	2.443abcgh ik	2.182abcg	2.684abceg hijk	1.876	1.910	1.900	2.261abcgh i	2.048ac	2.506abcgh ik	2.509	2.646	2.523

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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	1143	538	341	352	217	153	102	415	239	286	264	189	116	38	20	19
Weighted Base	1143	550	321	393	217	143	119*	426	224	316	276	188	136	39*	18**	22**
Standard Deviation	1.005	1.005	0.993	1.005	1.165	1.079	1.147	1.046	1.032	1.056	1.112	1.018	1.138	1.491	1.278	1.600
Error Variance	0.003	0.003	0.006	0.003	0.010	0.017	0.013	0.004	0.009	0.004	0.007	0.010	0.011	0.086	0.204	0.135

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1039	500	539	114	160	162	158	156	175	114	274	765	189	273	240	337
Weighted Base	1067	514	553	157	187	200	178	169	108	69	343	724	212	330	232	293
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.	119 11%	59 11%	60 11%	14 9% <i>i</i>	20 11% <i>i</i>	33 17% <i>hij</i>	26 15% <i>i</i>	15 9% <i>i</i>	8 8% <i>i</i>	1 2%	34 10% <i>i</i>	85 12% <i>i</i>	29 14% <i>o</i>	36 11% <i>o</i>	35 15% <i>o</i>	18 6%
Receiving a sales/ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	185 17%	100 19%	86 15%	14 9%	39 21% <i>ci</i>	43 22% <i>ci</i>	41 23% <i>cij</i>	27 16% <i>i</i>	16 14%	5 7%	53 15% <i>i</i>	132 18% <i>ci</i>	49 23% <i>o</i>	67 20% <i>o</i>	44 19% <i>o</i>	25 9%
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.	233 22%	112 22%	120 22%	16 10%	48 26% <i>chi</i>	53 27% <i>chi</i>	56 31% <i>chijk</i>	41 24% <i>chi</i>	15 14% <i>i</i>	4 6%	64 19% <i>ci</i>	169 23% <i>chi</i>	50 23% <i>o</i>	84 26% <i>o</i>	55 24% <i>o</i>	44 15%
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.	136 13%	68 13%	69 12%	17 11% <i>i</i>	29 16% <i>hi</i>	35 18% <i>hi</i>	28 16% <i>hi</i>	20 12% <i>hi</i>	5 5%	1 2%	46 13% <i>hi</i>	90 12% <i>hi</i>	29 14% <i>o</i>	52 16% <i>o</i>	33 14% <i>o</i>	23 8%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1039	500	539	114	160	162	158	156	175	114	274	765	189	273	240	337
Weighted Base	1067	514	553	157	187	200	178	169	108	69	343	724	212	330	232	293
Some other type of call that you didn't want or ask for - for example a market research call	22 2%	11 2%	10 2%	4 3%	3 1%	8 4%	2 1%	1 1%	2 2%	1 2%	7 2%	15 2%	7 3%	8 2%	3 1%	5 2%
SUMMARY CODES																
1 TYPE EXPERIENCED	213 20%	113 22%	100 18%	35 22%i	44 24%i	45 23%i	34 19%i	34 20%i	16 15%	5 8%	79 23%hi	134 19%i	39 18%	73 22%	53 23%	48 17%
2 TYPES EXPERIENCED	98 9%	49 10%	49 9%	7 5%	14 7%	32 16%cdhij	21 12%chij	17 10%i	5 5%	2 3%	21 6%	77 11%hij	21 10%	32 10%	29 12%o	16 5%
3 TYPES EXPERIENCED	48 4%	23 4%	25 5%	3 2%	11 6%i	11 6%i	11 6%i	8 5%i	3 3%	- -	14 4%i	33 5%i	13 6%o	17 5%o	12 5%o	6 2%
4 TYPES EXPERIENCED	31 3%	14 3%	17 3%	2 1%	6 3%	7 4%	10 6%cg	2 1%	3 3%	1 1%	8 2%	23 3%	7 3%	15 4%o	6 3%	3 1%
ANY UNSOLICITED CALLS (MOBILE)	393 37%	201 39%	192 35%	47 30%i	77 41%hi	96 48%cgghijk	77 43%chi	61 36%hi	27 25%i	8 12%	124 36%hi	270 37%hi	83 39%o	137 41%o	100 43%o	74 25%
None	674 63%	313 61%	361 65%	110 70%ef	110 59%	104 52%	101 57%	107 64%e	81 75%defgjk	61 88%cddefghj k	220 64%e	454 63%e	129 61%	193 59%	133 57%	219 75%lmn
Av number of issues	1.765	1.737	1.795	1.397	1.795	1.800c	2.002cj	1.706	1.724	1.562	1.644	1.821c	1.966o	1.806	1.707	1.544
Standard Deviation	1.005	1.010	1.002	0.774	1.102	0.931	1.109	0.954	1.037	0.991	1.006	1.002	1.134	1.029	0.904	0.901
Error Variance	0.003	0.006	0.006	0.017	0.018	0.012	0.019	0.017	0.026	0.076	0.010	0.004	0.018	0.010	0.008	0.010

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All who have a mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1039	600	282	157	505	534	285	754	812	227	821	108	50	60
Weighted Base	1067	624	320	124	604	464	336	732	830	237	851	113*	52*	51*
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.	119 11%	82 13%	27 8%	9 7%	78 13%e	41 9%	42 13%	76 10%	94 11%	24 10%	101 12%	8 7%	8 15%	2 4%
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)	185 17%	119 19%	51 16%	16 13%	127 21%e	59 13%	52 16%	133 18%	151 18%	34 14%	154 18%	14 13%	8 16%	9 18%
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.	233 22%	154 25%b	58 18%	22 17%	166 27%e	67 14%	84 25%	149 20%	191 23%	42 18%	192 23%	21 19%	11 22%	8 16%
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.	136 13%	88 14%	37 12%	11 9%	99 16%e	37 8%	46 14%	90 12%	113 14%	23 10%	108 13% m	18 16% m	9 18% m	2 3%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All who have a mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1039	600	282	157	505	534	285	754	812	227	821	108	50	60
Weighted Base	1067	624	320	124	604	464	336	732	830	237	851	113*	52*	51*
Some other type of call that you didn't want or ask for - for example a market research call	22 2%	15 2%	5 2%	1 1%	13 2%	8 2%	10 3%	12 2%	17 2%	5 2%	16 2%	4 4%	1 3%	- -
SUMMARY CODES														
1 TYPE EXPERIENCED	213 20%	131 21% ^c	68 21% ^c	14 11%	149 25% ^e	64 14%	70 21%	143 20%	162 19%	51 22%	168 20%	24 21%	12 24%	8 17%
2 TYPES EXPERIENCED	98 9%	58 9%	26 8%	14 11%	67 11% ^e	31 7%	36 11%	62 8%	83 10%	15 6%	84 10%	7 6%	4 7%	3 6%
3 TYPES EXPERIENCED	48 4%	37 6% ^b	8 3%	2 2%	33 6%	14 3%	20 6%	27 4%	42 5%	5 2%	42 5%	5 5%	- -	- -
4 TYPES EXPERIENCED	31 3%	20 3%	8 2%	3 2%	21 3%	10 2%	7 2%	23 3%	25 3%	6 3%	22 3%	3 2%	5 9% ^j	2 3%
ANY UNSOLICITED CALLS (MOBILE)	393 37%	250 40% ^c	111 35%	33 26%	274 45% ^e	119 26%	134 40%	259 35%	314 38%	79 33%	321 38%	39 35%	21 39%	13 26%
None	674 63%	373 60%	209 65%	91 74% ^a	330 55%	344 74% ^d	201 60%	473 65%	516 62%	158 67%	531 62%	74 65%	31 61%	38 74%
Av number of issues	1.765	1.829	1.604	1.823	1.762	1.773	1.741	1.778	1.802	1.619	1.780	1.660	1.846	1.597
Standard Deviation	1.005	1.051	0.912	0.911	1.008	1.004	0.913	1.051	1.001	1.015	0.996	0.966	1.248	1.023
Error Variance	0.003	0.005	0.009	0.024	0.005	0.008	0.008	0.005	0.004	0.015	0.003	0.028	0.087	0.081

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Table 8

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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												TENURE	
		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)	Own\Mort gage (m)	Rent\Other (n)
Unweighted Base	1039	55	95	96	67	89	102	121	130	66	50	108	60	639	400
Weighted Base	1067	56*	90*	105*	70*	89*	104*	135	141	62*	52*	113*	51*	649	418
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.	119 11%	6 11%	7 8%	15 14%	7 10%	14 16%fil	6 6%	24 18%bfikl	19 13%	3 4%	8 15%	8 7%	2 4%	72 11%	47 11%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	185 17%	7 13%	14 16%	20 19%	12 17%	19 21%	17 17%	38 28%abhik	19 14%	8 12%	8 16%	14 13%	9 18%	129 20%n	56 13%
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.	233 22%	11 20%	14 16%	19 18%	19 27%i	26 29%bi	25 24%	41 30%bi	29 21%	7 12%	11 22%	21 19%	8 16%	142 22%	90 22%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	136 13%	8 14%	9 10%	6 6%	13 18%cil	11 13%	9 8%	26 19%cfil	24 17%cil	2 4%	9 18%cil	18 16%cil	2 3%	78 12%	58 14%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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												TENURE	
		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)	Own/Mort gage (m)	Rent/Other (n)
Unweighted Base	1039	55	95	96	67	89	102	121	130	66	50	108	60	639	400
Weighted Base	1067	56*	90*	105*	70*	89*	104*	135	141	62*	52*	113*	51*	649	418
Some other type of call that you didn't want or ask for - for example a market research call	22 2%	- -	- -	1 1%	2 3%	2 2%	5 4%	2 2%	4 3%	- -	1 3%	4 4%	- -	14 2%	7 2%
SUMMARY CODES															
1 TYPE EXPERIENCED	213 20%	12 22%	19 21%	15 14%	15 21%	21 24%	29 28% ^c	24 17%	25 18%	9 14%	12 24%	24 21%	8 17%	133 20%	80 19%
2 TYPES EXPERIENCED	98 9%	- -	8 9% ^a	12 12% ^{af}	6 9% ^a	4 4%	3 3%	27 20% ^{aefikl}	19 14% ^{aef}	5 7% ^a	4 7%	7 6%	3 6%	62 10%	36 9%
3 TYPES EXPERIENCED	48 4%	4 7% ^b	- -	3 3%	4 6% ^b	10 12% ^{bcijl}	5 5%	8 6% ^b	8 5% ^b	1 1%	- -	5 5%	- -	32 5%	16 4%
4 TYPES EXPERIENCED	31 3%	2 4%	2 2%	2 2%	1 1%	2 3%	3 3%	8 6%	2 2%	- -	5 9% ^{chi}	3 2%	2 3%	16 3%	15 4%
ANY UNSOLICITED CALLS (MOBILE)	393 37%	18 33%	29 33%	33 31%	28 40% ⁱ	38 43% ⁱ	40 39% ⁱ	66 49% ^{bcikl}	55 39% ⁱ	14 22%	21 39%	39 35%	13 26%	247 38%	146 35%
None	674 63%	38 67%	60 67% ^g	72 69% ^g	42 60%	51 57%	64 61%	69 51%	87 61%	48 78% ^{defgh}	31 61%	74 65% ^g	38 74% ^g	402 62%	272 65%
Av number of issues	1.765	1.779	1.512	1.830	1.875	1.903	1.558	1.996 ^f	1.756	1.415	1.846	1.660	1.597	1.768	1.761
Standard Deviation	1.005	1.180	0.850	1.023	1.186	1.132	0.996	0.978	0.850	0.597	1.248	0.966	1.023	1.008	1.004
Error Variance	0.003	0.082	0.026	0.035	0.059	0.037	0.028	0.017	0.016	0.024	0.087	0.028	0.081	0.005	0.008

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All who have a mobile phone

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own\Mortgage (o)	Rent\Other (p)
Unweighted Base	1039	1039	710	710	329	-	880	277	691	145	6	115	924	115	844	639	400
Weighted Base	1067	1067	700	700	368	-**	945	347	774	182	7**	77	990	77	909	649	418
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.	119 11%	119 11%	78 11%	78 11%	41 11%	- -	116 12%k	49 14%k	91 12%k	27 15%k	3 37%	1 1%	118 12%m	1 1%	113 12%m	72 11%	47 11%
Receiving a sales\marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	185 17%	185 17%	123 18%	123 18%	62 17%	- -	176 19%k	86 25%fk	161 21%k	42 23%k	2 31%	4 6%	181 18%m	4 6%	165 18%m	129 20%p	56 13%
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.	233 22%	233 22%	154 22%	154 22%	79 22%	- -	223 24%k	96 28%k	200 26%k	46 25%k	4 52%	6 8%	226 23%m	6 8%	211 23%m	142 22%	90 22%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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 PHONES OWN						INTERNET ACCESS						INTERNET ACCESS			TENURE	
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone/tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	1039	1039	710	710	329	-	880	277	691	145	6	115	924	115	844	639	400
Weighted Base	1067	1067	700	700	368	**	945	347	774	182	7**	77	990	77	909	649	418
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.	136 13%	136 13%	83 12%	83 12%	53 15%	-	130 14%k	66 19%fk	118 15%k	39 22%fk	1 16%	1 1%	135 14%lm	1 1%	125 14%lm	78 12%	58 14%
Some other type of call that you didn't want or ask for - for example a market research call	22 2%	22 2%	8 1%	8 1%	14 4%bc	-	21 2%	9 3%	17 2%	5 3%	1 16%	-	22 2%	-	21 2%	14 2%	7 2%
SUMMARY CODES																	
1 TYPE EXPERIENCED	213 20%	213 20%	148 21%	148 21%	65 18%	-	197 21%k	68 20%	168 22%k	26 14%	-	10 12%	203 21%	10 12%	189 21%	133 20%	80 19%
2 TYPES EXPERIENCED	98 9%	98 9%	63 9%	63 9%	35 9%	-	92 10%k	46 13%k	81 10%k	24 13%k	3 36%	1 1%	97 10%lm	1 1%	84 9%lm	62 10%	36 9%
3 TYPES EXPERIENCED	48 4%	48 4%	29 4%	29 4%	18 5%	-	47 5%k	25 7%k	39 5%k	16 9%k	-	*	47 5%lm	*	45 5%lm	32 5%	16 4%
4 TYPES EXPERIENCED	31 3%	31 3%	18 3%	18 3%	13 3%	-	31 3%	14 4%	30 4%	8 4%	-	-	31 3%	-	31 3%	16 3%	15 4%
ANY UNSOLICITED CALLS (MOBILE)	393 37%	393 37%	261 37%	261 37%	132 36%	-	371 39%k	156 45%k	322 42%k	75 42%k	4 52%	11 14%	382 39%lm	11 14%	353 39%lm	247 38%	146 35%
None	674 63%	674 63%	439 63%	439 63%	235 64%	-	574 61%	191 55%	452 58%	106 58%	3 48%	66 86%lghi	608 61%	66 86%ln	556 61%	402 62%	272 65%
Av number of issues	1.765	1.765	1.707	1.707	1.881	-	1.793	1.958	1.821	2.118fh	2.906	1.145	1.783	1.145	1.801	1.768	1.761
Standard Deviation	1.005	1.005	0.971	0.971	1.064	-	1.021	1.066	1.045	1.055	1.617	0.445	1.011	0.445	1.036	1.008	1.004

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connectio n) (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessibl e computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mort gage (o)	Rent/Othe r (p)
Unweighted Base	1039	710	710	329	-	880	277	691	145	6	115	924	115	844	639	400
Weighted Base	1067	700	700	368	-**	945	347	774	182	7**	77	990	77	909	649	418
Error Variance	0.003	0.004	0.004	0.010	-	0.003	0.009	0.004	0.018	0.872	0.013	0.003	0.013	0.003	0.005	0.008

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All who have a mobile phone

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d 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	1039	513	316	352	203	139	102	398	222	286	253	178	116	35	17	19
Weighted Base	1067	533	304	393	208	134	119*	415	213	316	268	181	136	37*	16**	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.	119 11%	119 22%	60 20%	119 30%abgh	119 57%abceghi jklm	45 33%abgh	119 100%abcdegh ijklm	89 21%	42 20%	81 26%	77 29%bgh	42 23%	59 44%abcghij k	12 32%	5 33%	8 36%
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)	185 17%	185 35%b	82 27%	185 47%abehjk	82 40%b	41 31%	68 57%abdeghj km	185 45%abehk	70 33%	185 59%abcdegh jkm	102 38%b	57 31%	69 50%abehjk	13 36%	5 30%	9 40%
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.	233 22%	233 44%be	104 34%	233 59%abdehjk m	83 40%	43 32%	64 54%bdek	233 56%abdehjk	92 43%be	233 74%abcdefg hijklm	115 43%be	69 38%	69 51%be	15 40%	8 47%	8 38%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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

Base: All who have a mobile phone

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d 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	1039	513	316	352	203	139	102	398	222	286	253	178	116	35	17	19
Weighted Base	1067	533	304	393	208	134	119*	415	213	316	268	181	136	37*	16**	22**
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	136 13%	136 26%bh	54 18%	136 35%abegh	69 33%bgh	30 23%	59 50%abcdegh ik	100 24%	39 18%	91 29%bh	136 51%abcdegh ik	49 27%bh	136 100%abcdegh hijkm	13 34%bh	5 33%	8 39%
Some other type of call that you didn't want or ask for - for example a market research call	22 2%	22 4%bh	3 1%	22 5%bghk	9 4%bh	2 2%	8 6%bhk	10 3%	1 *	10 3%h	10 4%h	2 1%	8 6%bhk	22 58%abcdegh ijkl	1 6%	22 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	213 20%	213 40%bdefhjk l	82 27%	213 54%abcdegh jklm	39 19%	25 19%	22 19%	160 39%bdefhjk l	60 28% d	151 48%abcdegh jkl	60 22%	40 22%	30 22%	12 31%	2 11%	10 45%
2 TYPES EXPERIENCED	98 9%	98 18%	44 14%	98 25%abeh	42 20%	22 16%	31 26%bh	88 21%b	33 16%	84 27%abeh	60 23%b	33 18%	45 33%abcdeghj km	4 12%	4 22%	1 3%
3 TYPES EXPERIENCED	48 4%	48 9%	24 8%	48 12%	32 15%ab	15 11%	30 26%abcdegh ijk	46 11%	20 10%	46 15%ab	41 15%ab	21 12%	29 21%abcghk	5 13%	- -	5 22%
4 TYPES EXPERIENCED	31 3%	31 6%	15 5%	31 8%	31 15%abcghk	12 9%	31 26%abcdeghi jk	31 7%	14 7%	31 10%ab	29 11%ab	12 7%	29 22%abcceghi jk	5 15%b	4 24%	3 12%
ANY UNSOLICITED CALLS (MOBILE)	393 37%	393 74%behk	165 54%	393 100%abcdeghj km	148 71%behk	74 55%	119 100%abcdeghj km	329 79%bdehk	127 60%	316 100%abcdeghj km	194 73%behk	107 59%	136 100%abcdeghj km	30 81%behk	9 56%	22 100%
None	674 63%	140 26%cfil	140 46%acdfgijl m	- -	60 29%cfqil	60 45%acdfgijl m	- -	86 21%cfil	86 40%acdfgijl m	- -	74 27%cfil	74 41%acdfgijl m	- -	7 19%cfil	7 44%	- -
Av number of issues	1.765	1.765	1.835	1.765	2.443abcgh ik	2.182abcg	2.684abceg hijk	1.876	1.910	1.900	2.261abcgh i	2.048ac	2.506abcgh ik	2.509	2.646	2.523

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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

Base: All who have a mobile phone

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d 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	1039	513	316	352	203	139	102	398	222	286	253	178	116	35	17	19
Weighted Base	1067	533	304	393	208	134	119*	415	213	316	268	181	136	37*	16**	22**
Standard Deviation	1.005	1.005	0.993	1.005	1.165	1.079	1.147	1.046	1.032	1.056	1.112	1.018	1.138	1.491	1.278	1.600
Error Variance	0.003	0.003	0.006	0.003	0.010	0.017	0.013	0.004	0.009	0.004	0.007	0.010	0.011	0.086	0.204	0.135

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	116	56	60	12	25	28	25	17	7	2	37	79	23	39	31	23
Weighted Base	136	68*	69*	17**	29**	35**	28**	20**	5**	1**	46*	90*	29**	52*	33**	23**
Listen to the full message before hanging up	12 9%	3 4%	9 14%	- -	2 6%	3 8%	3 10%	4 18%	1 13%	- -	2 4%	10 11%	4 15%	4 8%	2 7%	1 4%
Listen to some of the message before hanging up	28 21%	12 17%	16 24%	4 24%	5 16%	7 20%	8 28%	2 11%	1 21%	1 64%	9 19%	19 21%	5 19%	12 23%	6 18%	5 22%
Hang up immediately, as soon as I realise it is a recorded message	97 71%	54 79%	43 62%	13 76%	23 78%	25 72%	18 62%	14 70%	3 66%	* 36%	36 78%	61 67%	19 66%	36 69%	25 75%	17 75%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	40 29%	14 21%	26 38%	4 24%	6 22%	10 28%	11 38%	6 30%	2 34%	1 64%	10 22%	29 33%	10 34%	16 31%	8 25%	6 25%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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

Base: All that have received recorded messages on their mobile

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	116	74	33	9	80	36	38	78	97	19	94	13	8	1
Weighted Base	136	88*	37*	11**	99*	37*	46*	90*	113*	23**	108*	18**	9**	2**
Listen to the full message before hanging up	12 9%	11 13%	1 2%	- -	10 10%	1 4%	6 13%	6 6%	10 9%	1 6%	8 7%	1 8%	2 26%	- -
Listen to some of the message before hanging up	28 21%	13 15%	11 29%	4 38%	17 17%	11 30%	8 17%	20 22%	23 20%	5 21%	25 23%	1 8%	2 16%	- -
Hang up immediately, as soon as I realise it is a recorded message	97 71%	64 73%	26 69%	7 62%	72 73%	24 66%	32 70%	64 71%	80 70%	17 73%	75 69%	15 84%	5 58%	2 100%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	40 29%	24 27%	11 31%	4 38%	27 27%	13 34%	14 30%	26 29%	34 30%	6 27%	33 31%	3 16%	4 42%	- -

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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

Base: All that have received recorded messages on their mobile

	Total	GOVERNMENT REGIONS											TENURE			
		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)	Own\Mort gage (m)	Rent\Other (n)	
Unweighted Base	116	7	8	5	10	11	9	22	20	2	8	13	1	65	51	
Weighted Base	136	8**	9**	6**	13**	11**	9**	26**	24**	2**	9**	18**	2**	78*	58*	
Listen to the full message before hanging up	12	-	-	-	2	1	-	3	2	-	2	1	-	10	2	
	9%	-	-	-	14%	10%	-	11%	9%	-	26%	8%	-	12%	4%	
Listen to some of the message before hanging up	28	2	2	-	4	1	8	5	2	-	2	1	-	13	15	
	21%	28%	24%	-	29%	8%	96%	21%	10%	-	16%	8%	-	16%	27%	
Hang up immediately, as soon as I realise it is a recorded message	97	6	7	6	7	9	*	17	20	2	5	15	2	56	40	
	71%	72%	76%	100%	57%	82%	4%	68%	81%	100%	58%	84%	100%	72%	70%	
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	40	2	2	-	5	2	8	8	5	-	4	3	-	22	18	
	29%	28%	24%	-	43%	18%	96%	32%	19%	-	42%	16%	-	28%	30%	

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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 PHONES OWN						INTERNET ACCESS						INTERNET ACCESS			TENURE	
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone/tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	116	116	70	70	46	-	109	53	98	30	1	2	114	2	105	65	51
Weighted Base	136	136	83*	83*	53*	**	130	66*	118*	39**	1**	1**	135	1**	125*	78*	58*
Listen to the full message before hanging up	12 9%	12 9%	10 12%	10 12%	2 4%	-	12 9%	8 12%	10 8%	7 19%	-	-	12 9%	-	12 9%	10 12%	2 4%
Listen to some of the message before hanging up	28 21%	28 21%	14 17%	14 17%	14 26%	-	27 21%	12 18%	23 20%	4 11%	-	-	28 21%	-	22 18%	13 16%	15 27%
Hang up immediately, as soon as I realise it is a recorded message	97 71%	97 71%	59 71%	59 71%	38 71%	-	92 70%	46 70%	85 72%	28 70%	1 100%	1 100%	95 71%	1 100%	91 73%	56 72%	40 70%
SUMMARY CODE																	
LISTEN TO ANY OF MESSAGE	40 29%	40 29%	24 29%	24 29%	16 29%	-	39 30%	20 30%	33 28%	12 30%	-	-	40 29%	-	34 27%	22 28%	18 30%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All that have received recorded messages on their mobile

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d 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	116	116	45	116	58	26	49	86	33	79	116	41	116	10	4	7
Weighted Base	136	136	54*	136	69*	30**	59*	100*	39*	91*	136	49*	136	13**	5**	8**
Listen to the full message before hanging up	12 9%	12 9%	10 18%	12 9%	8 12%	5 18%	5 9%	9 9%	7 18%	8 9%	12 9%	10 20%	12 9%	- -	- -	- -
Listen to some of the message before hanging up	28 21%	28 21%	8 14%	28 21%	15 21%	4 14%	13 22%	19 19%	3 7%	19 21%	28 21%	6 12%	28 21%	7 57%	3 48%	5 55%
Hang up immediately, as soon as I realise it is a recorded message	97 71%	97 71%	37 67%	97 71%	46 67%	21 68%	41 69%	72 72%	29 75%	64 70%	97 71%	33 68%	97 71%	6 43%	3 52%	4 45%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	40 29%	40 29%	18 33%	40 29%	23 33%	10 32%	19 31%	28 28%	10 25%	27 30%	40 29%	16 32%	40 29%	7 57%	3 48%	5 55%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	34	12	22	3	6	8	9	5	2	1	9	25	7	13	8	6
Weighted Base	40*	14**	26**	4**	6**	10**	11**	6**	2**	1**	10**	29**	10**	16**	8**	6**
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	26 65%	8 54%	18 71%	3 78%	4 56%	4 44%	10 89%	3 57%	2 100%	- -	7 65%	19 65%	10 100%	9 58%	5 62%	2 29%
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..	9 21%	1 6%	8 30%	- -	1 13%	- -	4 37%	4 63%	- -	- -	1 8%	8 26%	4 44%	3 16%	- -	2 29%
Telling you about a competition	3 7%	- -	3 11%	- -	- -	- -	1 13%	1 24%	- -	- -	- -	3 10%	1 15%	1 9%	- -	- -
Reminding you of an appointment- e.g. dentist or doctor's appointment	8 20%	3 21%	5 19%	- -	2 29%	1 9%	3 23%	- -	2 100%	1 100%	2 18%	6 21%	2 25%	2 11%	3 35%	1 14%
Other type	3 7%	1 8%	2 6%	- -	- -	2 15%	- -	1 19%	- -	- -	- -	3 9%	- -	3 16%	- -	- -
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	29 73%	9 67%	20 77%	3 78%	5 73%	4 44%	10 89%	5 81%	2 100%	1 100%	8 75%	21 73%	10 100%	11 67%	7 86%	2 29%
ANY EXC. APPOINTMENT REMINDERS	27 69%	8 54%	20 77%	3 78%	4 56%	4 44%	10 89%	5 81%	2 100%	- -	7 65%	21 70%	10 100%	11 67%	5 62%	2 29%
Can't Remember	8 20%	3 25%	4 17%	1 22%	2 27%	4 41%	1 11%	- -	- -	- -	3 25%	5 18%	- -	3 17%	1 14%	4 71%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /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	34	20	10	4	22	12	12	22	29	5	29	2	3	-
Weighted Base	40*	24**	11**	4**	27**	13**	14**	26**	34**	6**	33**	3**	4**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	26 65%	18 75%	6 52%	2 46%	20 72%	6 50%	9 64%	17 66%	21 63%	5 76%	22 67%	3 100%	1 23%	-
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..	9 21%	5 21%	2 17%	1 34%	5 20%	3 24%	2 16%	6 24%	9 25%	-	9 26%	-	-	-
Telling you about a competition	3 7%	1 6%	-	1 34%	1 5%	1 11%	-	3 11%	3 9%	-	3 9%	-	-	-
Reminding you of an appointment- e.g. dentist or doctor's appointment	8 20%	2 9%	3 26%	3 66%	4 17%	3 27%	3 20%	5 20%	8 23%	-	8 24%	-	-	-
Other type	3 7%	3 11%	-	-	3 10%	-	2 11%	1 4%	3 8%	-	1 3%	-	2 38%	-
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	29 73%	18 75%	7 61%	4 100%	21 76%	9 68%	10 71%	19 74%	24 73%	5 76%	26 77%	3 100%	1 23%	-
ANY EXC. APPOINTMENT REMINDERS	27 69%	18 75%	6 52%	3 80%	20 72%	8 61%	9 64%	18 71%	23 67%	5 76%	24 71%	3 100%	1 23%	-
Can't Remember	8 20%	4 15%	4 39%	-	4 14%	4 32%	2 18%	5 21%	6 19%	2 24%	6 19%	-	2 38%	-

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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											TENURE			
		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)	Own/Mort gage (m)	Rent/Other (n)	
Unweighted Base	34	2	2	-	4	2	8	7	4	-	3	2	-	18	16	
Weighted Base	40*	2**	2**	..	5**	2**	8**	8**	5**	..	4**	3**	..	22**	18**	
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	26 65%	- -	2 100%	- -	5 100%	1 44%	5 61%	6 76%	2 49%	- -	1 23%	3 100%	- -	17 76%	9 51%	
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..	9 21%	- -	- -	- -	- -	- -	1 13%	4 45%	4 81%	- -	- -	- -	- -	4 20%	4 24%	
Telling you about a competition	3 7%	- -	- -	- -	- -	- -	- -	1 17%	1 32%	- -	- -	- -	- -	1 7%	1 8%	
Reminding you of an appointment- e.g. dentist or doctor's appointment	8 20%	- -	1 49%	- -	1 13%	- -	2 23%	3 40%	1 17%	- -	- -	- -	- -	2 10%	6 33%	
Other type	3 7%	- -	- -	- -	- -	1 56%	- -	- -	- -	- -	2 38%	- -	- -	3 12%	- -	
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	29 73%	- -	2 100%	- -	5 100%	1 44%	6 74%	7 86%	4 81%	- -	1 23%	3 100%	- -	17 76%	12 70%	
ANY EXC. APPOINTMENT REMINDERS	27 69%	- -	2 100%	- -	5 100%	1 44%	5 61%	6 76%	4 81%	- -	1 23%	3 100%	- -	17 76%	10 60%	
Can't Remember	8 20%	2 100%	- -	- -	- -	- -	2 26%	1 14%	1 19%	- -	2 38%	- -	- -	3 12%	5 30%	

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

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

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone/tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	34	34	21	21	13	-	33	16	28	9	-	-	34	-	30	18	16
Weighted Base	40*	40*	24**	24**	16**	-**	39*	20**	33**	12**	-**	-**	40*	-**	34**	22**	18**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	26 65%	26 65%	18 74%	18 74%	8 51%	-	26 67%	15 74%	20 62%	9 78%	-	-	26 65%	-	24 70%	17 76%	9 51%
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..	9 21%	9 21%	7 27%	7 27%	2 12%	-	9 22%	4 22%	7 23%	8 65%	-	-	9 21%	-	9 25%	4 20%	4 24%
Telling you about a competition	3 7%	3 7%	3 12%	3 12%	-	-	3 7%	1 7%	3 9%	3 25%	-	-	3 7%	-	3 8%	1 7%	1 8%
Reminding you of an appointment- e.g. dentist or doctor's appointment	8 20%	8 20%	7 29%	7 29%	1 5%	-	8 20%	3 17%	6 19%	2 19%	-	-	8 20%	-	8 23%	2 10%	6 33%
Other type	3 7%	3 7%	2 6%	2 6%	1 7%	-	3 7%	2 8%	3 8%	1 10%	-	-	3 7%	-	3 8%	3 12%	-
SUMMARY CODES																	
ANY INC. APPOINTMENT REMINDERS	29 73%	29 73%	20 84%	20 84%	9 57%	-	29 75%	16 79%	24 72%	11 90%	-	-	29 73%	-	27 80%	17 76%	12 70%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

	Q.1/2 PHONES OWN						INTERNET ACCESS						INTERNET ACCESS			TENURE	
	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)		Internet access at work (through workplace network connectio n) (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessibl e computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)		Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mort gage (o)	Rent/Othe r (p)
Unweighted Base	34	21	21	13	-		16	28	9	-	-		34	-	30	18	16
Weighted Base	40*	24**	24**	16**	-**		20**	33**	12**	-**	-**		40*	-**	34**	22**	18**
ANY EXC. APPOINTMENT REMINDERS	27	19	19	8	-		15	22	11	-	-		27	-	25	17	10
	69%	80%	80%	51%	-		74%	66%	90%	-	-		69%	-	74%	76%	60%
Can't Remember	8	2	2	6	-		3	6	-	-	-		8	-	4	3	5
	20%	9%	9%	36%	-		14%	20%	-	-	-		20%	-	13%	12%	30%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

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

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d 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	34 40*	34 40*	15 18**	34 40*	19 23**	9 10**	15 19**	24 28**	9 10**	23 27**	34 40*	13 16**	34 40*	5 7**	2 3**	3 5**
Weighted Base																
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	26 65%	26 65%	12 70%	26 65%	15 65%	8 77%	12 65%	19 68%	9 92%	18 67%	26 65%	10 67%	26 65%	4 59%	1 42%	3 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..	9 21%	9 21%	7 37%	9 21%	5 23%	4 38%	3 16%	9 30%	5 53%	9 31%	9 21%	7 42%	9 21%	- -	- -	- -
Telling you about a competition	3 7%	3 7%	3 16%	3 7%	3 13%	3 30%	1 8%	3 10%	1 15%	3 11%	3 7%	3 18%	3 7%	- -	- -	- -
Reminding you of an appointment- e.g. dentist or doctor's appointment	8 20%	8 20%	5 29%	8 20%	8 35%	5 52%	6 35%	8 28%	4 41%	7 26%	8 20%	4 25%	8 20%	1 15%	1 42%	- -
Other type	3 7%	3 7%	2 9%	3 7%	1 5%	- -	1 6%	1 4%	- -	1 4%	3 7%	2 10%	3 7%	- -	- -	- -
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	29 73%	29 73%	14 79%	29 73%	18 79%	9 92%	14 75%	22 79%	9 92%	22 79%	29 73%	12 76%	29 73%	4 59%	1 42%	3 69%
ANY EXC. APPOINTMENT REMINDERS	27 69%	27 69%	14 79%	27 69%	16 71%	9 92%	12 65%	20 73%	9 92%	20 72%	27 69%	12 76%	27 69%	4 59%	1 42%	3 69%
Can't Remember	8 20%	8 20%	2 13%	8 20%	4 16%	1 8%	4 19%	5 16%	1 8%	5 17%	8 20%	2 15%	8 20%	3 41%	2 58%	1 31%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1143	558	585	117	163	168	166	169	200	160	280	863	200	285	258	400
Weighted Base	1143	555	588	161	190	207	186	181	122	96	351	792	220	340	246	337
Silent Calls	217	111	106	21	26	42	40	43	27	17	47	170	51	63	59	44
	19%	20%	18%	13%	14%	20%	22%j	24%cdj	22%cdj	18%	13%	21%cdj	23%o	18%	24%o	13%
Sales/marketing texts	185	100	86	14	39	43	41	27	16	5	53	132	49	67	44	25
	16%	18%	15%	9%	20%ci	21%ci	22%chi	15%i	13%i	5%	15%i	17%ci	22%o	20%o	18%o	8%
Sales/marketing calls	365	172	193	28	55	72	69	73	38	29	82	283	84	118	87	76
	32%	31%	33%	17%	29%c	35%cj	37%cj	40%cdj	32%c	31%c	23%	36%cj	38%o	35%o	35%o	22%
Recorded message	276	131	144	30	43	56	52	44	33	17	73	203	71	93	61	52
	24%	24%	25%	19%	23%	27%	28%i	24%	27%i	18%	21%	26%i	32%o	27%o	25%o	15%
Other type	39	19	20	4	3	10	7	6	5	5	7	32	8	14	5	12
	3%	3%	3%	3%	1%	5%	4%	3%	4%	5%	2%	4%	4%	4%	2%	4%
SUMMARY CODES																
1 TYPE EXPERIENCED	235	119	115	34	39	43	37	40	24	17	73	162	46	76	53	59
	21%	22%	20%	21%	20%	21%	20%	22%	19%	18%	21%	20%	21%	22%	22%	18%
2 TYPES EXPERIENCED	151	78	73	16	18	40	26	25	12	14	33	117	40	43	42	27
	13%	14%	12%	10%	9%	19%cdhj	14%	14%	10%	14%	10%	15%i	18%o	13%	17%o	8%
3 TYPES EXPERIENCED	91	45	46	6	11	17	13	23	15	7	16	74	22	32	20	16
	8%	8%	8%	4%	6%	8%	7%	12%cdj	12%cdj	7%	5%	9%cj	10%o	9%o	8%	5%
4 TYPES EXPERIENCED	62	25	37	4	13	13	15	8	6	3	17	45	14	24	15	9
	5%	5%	6%	3%	7%	6%	8%	4%	5%	3%	5%	6%	6%o	7%o	6%o	3%
5 TYPES EXPERIENCED	5	1	4	-	-	2	1	1	1	-	-	5	1	2	1	1
	*	*	1%	-	-	1%	*	1%	1%j	-	-	1%	*	*	*	*
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	550	275	275	60	82	114	96	98	59	41	142	408	126	177	131	116
	48%	49%	47%	37%	43%	55%cdij	52%cj	54%cj	48%	43%	40%	52%cj	57%o	52%o	53%o	34%
None	593	280	313	101	109	92	90	84	64	55	209	384	94	163	115	221
	52%	51%	53%	63%efgk	57%e	45%	48%	46%	52%	57%e	60%efgk	48%	43%	48%	47%	66%lmn
Mean number of mentions	2.039	2.011	2.066	1.668	2.066	2.031	2.244c	2.055	2.129c	1.898	1.897	2.088c	2.149	2.074	1.998	1.909
Standard Deviation	1.147	1.161	1.134	0.923	1.271	1.048	1.342	1.112	1.144	0.955	1.150	1.143	1.192	1.156	1.040	1.197
Error Variance	0.002	0.005	0.005	0.019	0.023	0.012	0.021	0.014	0.014	0.014	0.011	0.003	0.012	0.009	0.008	0.011

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1143	648	300	195	520	623	295	848	886	257	909	117	55	62
Weighted Base	1143	660	334	149	622	521	346	797	887	256	918	118	55*	52*
Silent Calls	217	142	47	27	128	89	59	158	169	48	179	19	16	3
	19%	22% ^b	14%	18%	21%	17%	17%	20%	19%	19%	19% ^m	16%	29% ^m	6%
Sales/marketing texts	185	119	51	16	127	59	52	133	151	34	154	14	8	9
	16%	18% ^c	15%	11%	20% ^e	11%	15%	17%	17%	13%	17%	12%	15%	17%
Sales/marketing calls	365	232	83	49	223	142	100	265	289	76	292	36	18	18
	32%	35% ^b	25%	33%	36% ^e	27%	29%	33%	33%	30%	32%	31%	33%	35%
Recorded message	276	171	69	36	168	107	77	199	216	60	221	34	18	3
	24%	26%	21%	24%	27% ^e	21%	22%	25%	24%	23%	24% ^m	29% ^m	33% ^m	5%
Other type	39	24	8	7	20	19	11	28	29	10	29	5	5	-
	3%	4%	2%	5%	3%	4%	3%	3%	3%	4%	3%	4%	9% ^m	-
SUMMARY CODES														
1 TYPE EXPERIENCED	235	138	67	29	141	94	70	165	174	60	181	25	14	14
	21%	21%	20%	20%	23%	18%	20%	21%	20%	24%	20%	21%	25%	27%
2 TYPES EXPERIENCED	151	94	36	21	97	54	44	107	121	30	122	16	6	6
	13%	14%	11%	14%	16% ^e	10%	13%	13%	14%	12%	13%	14%	11%	12%
3 TYPES EXPERIENCED	91	59	20	11	52	38	23	67	74	17	76	10	5	-
	8%	9%	6%	8%	8%	7%	7%	8%	8%	7%	8% ^m	8% ^m	9% ^m	-
4 TYPES EXPERIENCED	62	41	13	8	39	23	21	41	50	12	50	5	5	2
	5%	6%	4%	5%	6%	4%	6%	5%	6%	5%	5%	5%	9%	3%
5 TYPES EXPERIENCED	5	4	-	1	3	2	-	5	5	-	4	1	-	-
	*	1%	-	1%	*	*	-	1%	1%	-	*	1%	-	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	550	340	138	71	336	214	157	392	427	123	438	58	31	22
	48%	52% ^b	41%	48%	54% ^e	41%	46%	49%	48%	48%	48%	49%	57%	43%
None	593	320	196	78	286	307	189	405	460	133	480	60	24	30
	52%	48%	59% ^a	52%	46%	59% ^d	54%	51%	52%	52%	52%	51%	43%	57%
Mean number of mentions	2.039	2.090	1.918	2.024	2.042	2.034	1.972	2.065	2.067	1.941	2.060	1.972	2.238	1.503
Standard Deviation	1.147	1.158	1.149	1.084	1.142	1.158	1.062	1.180	1.135	1.188	1.141	1.078	1.452	0.842
Error Variance	0.002	0.004	0.011	0.014	0.005	0.005	0.009	0.003	0.003	0.012	0.003	0.020	0.073	0.028

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE	
		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)	Own/Mort gage (m)	Rent/Other (n)
Unweighted Base	1143	58	110	109	72	102	114	130	139	75	55	117	62	704	439
Weighted Base	1143	58*	99*	114*	74*	99*	115*	142	148	69*	55*	118	52*	692	451
Silent Calls	217 19%	13 22%l	18 19%l	22 20%l	15 20%l	26 26%il	17 15%	31 22%l	30 20%l	7 11%	16 29%fil	19 16%	3 6%	146 21%n	71 16%
Sales/marketing texts	185 16%	7 13%	14 14%	20 17%	12 16%	19 19%	19 15%	38 27%abfhik	19 13%	8 11%	8 15%	14 12%	9 17%	129 19%n	56 12%
Sales/marketing calls	365 32%	14 24%	28 29%	36 32%i	29 39%i	35 35%i	34 30%i	56 39%ai	49 33%i	11 16%	18 33%i	36 31%i	18 35%i	242 35%n	123 27%
Recorded message	276 24%	11 19%l	21 22%l	23 20%l	22 29%il	23 23%l	21 19%l	42 30%il	48 33%cfil	9 12%	18 33%il	34 29%il	3 5%	184 27%n	91 20%
Other type	39 3%	1 2%	2 2%	2 1%	3 4%	4 4%	6 5%	2 2%	8 6%	1 2%	5 9%cgl	5 4%	-	25 4%	14 3%
SUMMARY CODES															
1 TYPE EXPERIENCED	235 21%	14 24%c	29 29%cgi	12 11%	16 21%	17 17%	31 27%ci	25 18%	27 18%	9 14%	14 25%c	25 21%c	14 27%cc	151 22%	83 18%
2 TYPES EXPERIENCED	151 13%	4 7%	15 15%	9 8%	9 12%	12 12%	12 10%	31 22%acfi	24 16%	5 8%	6 11%	16 14%	6 12%	103 15%	48 11%
3 TYPES EXPERIENCED	91 8%	3 5%	5 5%	12 11%il	8 11%il	12 12%il	9 8%l	11 8%l	15 10%il	1 2%	5 9%l	10 8%l	-	63 9%	28 6%
4 TYPES EXPERIENCED	62 5%	4 7%	2 2%	7 6%	3 4%	6 6%	3 3%	13 9%b	9 6%	3 5%	5 9%b	5 5%	2 3%	41 6%	21 5%
5 TYPES EXPERIENCED	5 *	-	-	* *	-	1 1%	2 1%	-	1 1%	-	-	1 1%	-	4 1%	1 *
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	550 48%	25 43%	51 52%ci	42 37%	38 52%i	48 49%i	57 50%i	80 56%ci	77 52%ci	19 28%	31 57%ci	58 49%i	22 43%	366 53%n	184 41%
None	593 52%	34 57%	47 48%	71 63%bghj	36 48%	51 51%	58 50%	62 44%	72 48%	49 72%bdefghjk	24 43%	60 51%	30 57%	327 47%	267 59%cm
Mean number of mentions	2.039	1.897	1.667	2.454bf	2.167	2.274b	1.796	2.143b	2.121b	1.907	2.238	1.972	1.503	2.055	2.006
Standard Deviation	1.147	1.189	1.011	1.248	1.325	1.227	1.070	1.040	1.071	1.123	1.452	1.078	0.842	1.138	1.167
Error Variance	0.002	0.059	0.018	0.035	0.046	0.033	0.020	0.015	0.016	0.057	0.073	0.020	0.028	0.004	0.008

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All adults UK

	Q.1\2 PHONES OWN						INTERNET ACCESS						INTERNET ACCESS			TENURE	
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	1143	1039	782	710	329	72	931	280	707	150	6	167	976	167	886	704	439
Weighted Base	1143	1067	749	700	368	49*	987	351	790	188	7**	110	1033	110	945	692	451
Silent Calls	217	208	176	167	41	9	202	75	159	37	3	11	206	11	197	146	71
	19%	19%d	23%d	24%ad	11%	18%	20%k	22%k	20%k	20%k	37%	10%	20%m	10%	21% _m	21%p	16%
Sales/marketing texts	185	185	123	123	62	-	176	86	161	42	2	4	181	4	165	129	56
	16%	17%e	16%e	18%e	17%e	-	18%k	24% _{fk}	20% _k	22% _k	31%	4%	17% _m	4%	17% _m	19%p	12%
Sales/marketing calls	365	354	286	275	79	10	336	129	278	66	4	23	342	23	320	242	123
	32%	33%d	38%ade	39%ade	22%	21%	34% _k	37% _k	35% _k	35% _k	52%	21%	33% _m	21%	34% _m	35%p	27%
Recorded message	276	268	222	215	53	8	262	109	221	63	1	7	269	7	252	184	91
	24%	25%d	30%ade	31%ade	15%	16%	27% _k	31% _k	28% _k	33% _k	16%	6%	26% _m	6%	27% _m	27%p	20%
Other type	39	37	25	23	14	2	38	10	28	5	2	-	39	-	36	25	14
	3%	3%	3%	3%	4%	4%	4% _k	3%	4% _k	3%	31%	-	4% _m	-	4% _m	4%	3%
SUMMARY CODES																	
1 TYPE EXPERIENCED	235	226	177	168	57	9	207	62	164	22	-	22	213	22	200	151	83
	21%	21%d	24%d	24%d	16%	18%	21% _i	18%	21% _i	12%	-	20% _i	21%	20%	21%	22%	18%
2 TYPES EXPERIENCED	151	147	109	106	42	4	139	64	115	33	1	7	144	7	132	103	48
	13%	14%	15%	15%	11%	7%	14% _k	18% _k	15% _k	18% _k	21%	6%	14% _m	6%	14% _m	15%	11%
3 TYPES EXPERIENCED	91	88	75	73	15	3	85	34	69	19	-	3	88	3	80	63	28
	8%	8%d	10%d	10%d	4%	5%	9% _k	10% _k	9% _k	10% _k	-	3%	8% _m	3%	8% _m	9%	6%
4 TYPES EXPERIENCED	62	62	46	46	16	-	62	26	53	16	1	-	62	-	59	41	21
	5%	6%	6%e	7%e	4%	-	6% _k	7% _k	7% _k	9% _k	15%	-	6% _m	-	6% _m	6%	5%
5 TYPES EXPERIENCED	5	4	5	4	-	1	5	2	4	-	-	-	5	-	5	4	1
	*	*	1%	1%	-	3% _{acd}	*	*	1%	-	-	-	*	-	1%	1%	*

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All adults UK

	Q.1\2 PHONES OWN						INTERNET ACCESS						INTERNET ACCESS			TENURE	
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connectio n) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessibl e computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mort gage (o)	Rent\Othe r (p)
Unweighted Base	1143	1039	782	710	329	72	931	280	707	150	6	167	976	167	886	704	439
Weighted Base	1143	1067	749	700	368	49*	987	351	790	188	7**	110	1033	110	945	692	451
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	550	533	417	400	132	17	504	190	412	92	4	32	518	32	484	366	184
	48%	50%de	56%ade	57%ade	36%	34%	51%k	54%k	52%k	49%k	52%	29%	50%lm	29%	51%lm	53%p	41%
None	593	535	332	299	235	32	483	161	378	96	3	78	516	78	462	327	267
	52%	50%bc	44%	43%	64%abc	66%abc	49%	46%	48%	51%	48%	71%fghi	50%	71%ln	49%	47%	59%o
Mean number of mentions	2.039	2.044	2.056	2.065	1.984	1.848	2.086k	2.210k	2.123k	2.377fk	3.785	1.405	2.077m	1.405	2.081m	2.055	2.006
Standard Deviation	1.147	1.146	1.154	1.153	1.126	1.210	1.167	1.150	1.193	1.106	1.965	0.668	1.159	0.668	1.172	1.138	1.167
Error Variance	0.002	0.003	0.003	0.003	0.011	0.059	0.003	0.009	0.004	0.016	1.287	0.009	0.003	0.009	0.003	0.004	0.008

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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 unsolite d calls (landline or mobile) (a)	Any unsolite d calls (landline) (b)	Any unsolite d 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	1143	538	341	352	217	153	102	415	239	286	264	189	116	38	20	19
Weighted Base	1143	550	321	393	217	143	119*	426	224	316	276	188	136	39*	18**	22**
Silent Calls	217 19%	217 39%	158 49%acgi	148 38%	217 100%abcghi jklm	143 100%abcghi jklm	119 100%abcghij klm	155 36%	104 46%cgi	107 34%	132 48%acgi	97 51%acgi	69 50%acgi	18 48%	10 57%	9 42%
Sales/marketing texts	185 16%	185 34%b	82 25%	185 47%abdehjk	82 38%b	41 29%	68 57%abdeghj km	185 44%abehk	70 31%	185 59%abcdegh jkm	102 37%b	57 30%	69 50%abdehjk	13 35%	5 27%	9 40%
Sales/marketing calls	365 32%	365 66%m	236 73%alm	268 68%m	143 66%m	98 69%m	80 67%m	365 86%abcdef jklm	224 100%abcdefg ijklm	255 81%abcdefj klm	184 67%m	137 73%lm	83 61%	18 47%	11 60%	8 38%
Recorded message	276 24%	276 50%	194 60%acgi	194 49%	132 61%acgi	89 62%acgi	77 65%acgi	203 48%	130 58%gi	145 46%	276 100%abcdef ghim	188 100%abcdef ghim	136 100%abcdefg him	18 47%	9 51%	10 45%
Other type	39 3%	39 7%	20 6%	30 8%	18 9%	9 6%	12 10%	20 5%	10 4%	17 5%	18 7%	8 4%	13 9%	39 100%abcdef ghijkl	18 100%	22 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	235 21%	235 43%bdefghj klm	111 35%defhijkl m	152 39%defhijkl m	39 18%m	27 19%m	15 13%m	147 35%defhijkl m	54 24%fk m	112 35%defhijkl m	49 18% <i>m</i>	29 15% <i>m</i>	25 18% <i>m</i>	- -	- -	- -
2 TYPES EXPERIENCED	151 13%	151 27%	90 28%	107 27%	47 22%	29 20%	28 23%	121 29%	64 28%	81 26%	84 30%de	58 31%de	37 27%	11 29%	4 20%	8 36%
3 TYPES EXPERIENCED	91 8%	91 16%	72 22%a	64 16%	63 29%acgim	49 34%abctgil m	23 19%	88 21%	65 29%acgim	57 18%	75 27%aci	58 31%abctgim	30 22%	5 12%	3 14%	2 10%
4 TYPES EXPERIENCED	62 5%	62 11%	43 13%	60 15%	58 27%abcghi	35 24%abcg	44 37%abceghi jk	58 14%	36 16%	56 18%a	57 21%abg	39 21%abg	37 27%abcghi	11 29%abcg	6 32%	5 25%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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	1143	538	341	352	217	153	102	415	239	286	264	189	116	38	20	19
Weighted Base	1143	550	321	393	217	143	119*	426	224	316	276	188	136	39*	18**	22**
5 TYPES EXPERIENCED	5	5	3	4	4	2	3	5	3	4	3	3	1	5	3	3
	*	1%	1%	1%	2%	2%	2%	1%	1%	1%	1%	2%	1%	12% hijkl	18%	12%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	550	550	321	393	217	143	119	426	224	316	276	188	136	39	18	22
	48%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
None	593	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	52%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean number of mentions	2.039	2.039	2.212a	2.175	2.819abcgh	2.716abcgh	3.097abceg	2.228a	2.443abcg	2.298a	2.645abcgi	2.626abcgi	2.801abcgh	3.755abcde	3.950	3.651
					i	i	hijk						i	fghijkl		
Standard Deviation	1.147	1.147	1.138	1.216	1.230	1.129	1.303	1.182	1.113	1.264	1.168	1.036	1.307	1.447	1.356	1.528
Error Variance	0.002	0.002	0.004	0.004	0.007	0.008	0.017	0.003	0.005	0.006	0.005	0.006	0.015	0.055	0.092	0.123

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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

Base: All who have a landline or mobile phone

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1111	543	568	114	161	166	164	161	193	152	275	836	199	282	252	378
Weighted Base	1117	542	575	157	188	204	185	174	118	91	345	772	220	337	242	318
Silent Calls	217	111	106	21	26	42	40	43	27	17	47	170	51	63	59	44
	19%	20%	18%	13%	14%	20%	22%j	25%cdj	23%cdj	19%	14%	22%cdj	23%o	19%	25%o	14%
Sales/marketing texts	185	100	86	14	39	43	41	27	16	5	53	132	49	67	44	25
	17%	18%	15%	9%	21%ci	21%ci	22%chi	16%i	13%i	5%	15%i	17%ci	22%o	20%o	18%o	8%
Sales/marketing calls	365	172	193	28	55	72	69	73	38	29	82	283	84	118	87	76
	33%	32%	34%	18%	29%c	35%cj	38%cj	42%cdj	33%cj	32%c	24%	37%cj	38%o	35%o	36%o	24%
Recorded message	276	131	144	30	43	56	52	44	33	17	73	203	71	93	61	52
	25%	24%	25%	19%	23%	27%	28%	25%	28%i	19%	21%	26%	32%o	28%o	25%o	16%
Other type	39	19	20	4	3	10	7	6	5	5	7	32	8	14	5	12
	3%	4%	3%	3%	1%	5%	4%	4%	4%	5%cd	2%	4%	4%	4%	2%	4%
SUMMARY CODES																
1 TYPE EXPERIENCED	235	119	115	34	39	43	37	40	24	17	73	162	46	76	53	59
	21%	22%	20%	22%	21%	21%	20%	23%	20%	19%	21%	21%	21%	23%	22%	19%
2 TYPES EXPERIENCED	151	78	73	16	18	40	26	25	12	14	33	117	40	43	42	27
	14%	14%	13%	10%	9%	19%cdhj	14%	14%	11%	15%	10%	15%j	18%o	13%	17%o	9%
3 TYPES EXPERIENCED	91	45	46	6	11	17	13	23	15	7	16	74	22	32	20	16
	8%	8%	8%	4%	6%	8%	7%	13%cdj	12%cdj	8%	5%	10%cj	10%o	9%o	8%	5%
4 TYPES EXPERIENCED	62	25	37	4	13	13	15	8	6	3	17	45	14	24	15	9
	6%	5%	6%	3%	7%	6%	8%	4%	5%	3%	5%	6%	6%	7%o	6%	3%
5 TYPES EXPERIENCED	5	1	4	-	-	2	1	1	1	-	-	5	1	2	1	1
	*	*	1%	-	-	1%	*	1%	1%j	-	-	1%	*	*	*	*
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	550	275	275	60	82	114	96	98	59	41	142	408	126	177	131	116
	49%	51%	48%	38%	43%	56%cdj	52%cj	56%cdj	50%	45%	41%	53%cdj	57%o	53%o	54%o	36%
None	567	267	300	97	106	90	88	77	59	50	203	364	94	160	111	203
	51%	49%	52%	62%efgk	57%egk	44%	48%	44%	50%	55%	59%efgk	47%	43%	47%	46%	64%lmn
Mean number of mentions	2.039	2.011	2.066	1.668	2.066	2.031	2.244c	2.055	2.129c	1.898	1.897	2.088c	2.149	2.074	1.998	1.909
Standard Deviation	1.147	1.161	1.134	0.923	1.271	1.048	1.342	1.112	1.144	0.955	1.150	1.143	1.192	1.156	1.040	1.197
Error Variance	0.002	0.005	0.005	0.019	0.023	0.012	0.021	0.014	0.014	0.014	0.011	0.003	0.012	0.009	0.008	0.011

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All who have a landline or mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1111	634	291	186	515	596	290	821	861	250	884	112	53	62
Weighted Base	1117	648	327	142	616	501	341	776	865	251	896	115	53*	52*
Silent Calls	217	142	47	27	128	89	59	158	169	48	179	19	16	3
	19%	22% ^b	14%	19%	21%	18%	17%	20%	20%	19%	20% ^m	17%	29% ^m	6%
Sales/marketing texts	185	119	51	16	127	59	52	133	151	34	154	14	8	9
	17%	18% ^c	16%	11%	21% ^e	12%	15%	17%	17%	14%	17%	13%	15%	17%
Sales/marketing calls	365	232	83	49	223	142	100	265	289	76	292	36	18	18
	33%	36% ^b	26%	35% ^b	36% ^e	28%	29%	34%	33%	30%	33%	32%	33%	35%
Recorded message	276	171	69	36	168	107	77	199	216	60	221	34	18	3
	25%	26%	21%	25%	27% ^e	21%	23%	26%	25%	24%	25% ^m	30% ^m	34% ^m	5%
Other type	39	24	8	7	20	19	11	28	29	10	29	5	5	-
	3%	4%	2%	5%	3%	4%	3%	4%	3%	4%	3%	4%	9% ^m	-
SUMMARY CODES														
1 TYPE EXPERIENCED	235	138	67	29	141	94	70	165	174	60	181	25	14	14
	21%	21%	21%	20%	23%	19%	20%	21%	20%	24%	20%	22%	26%	27%
2 TYPES EXPERIENCED	151	94	36	21	97	54	44	107	121	30	122	16	6	6
	14%	14%	11%	15%	16% ^e	11%	13%	14%	14%	12%	14%	14%	11%	12%
3 TYPES EXPERIENCED	91	59	20	11	52	38	23	67	74	17	76	10	5	-
	8%	9%	6%	8%	9%	8%	7%	9%	9%	7%	8% ^m	8% ^m	9% ^m	-
4 TYPES EXPERIENCED	62	41	13	8	39	23	21	41	50	12	50	5	5	2
	6%	6%	4%	6%	6%	5%	6%	5%	6%	5%	6%	5%	9%	3%
5 TYPES EXPERIENCED	5	4	-	1	3	2	-	5	5	-	4	1	-	-
	*	1%	-	1%	*	*	-	1%	1%	-	*	1%	-	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	550	340	138	71	336	214	157	392	427	123	438	58	31	22
	49%	53% ^b	42%	50%	54% ^e	43%	46%	51%	49%	49%	49%	50%	58%	43%
None	567	307	188	71	280	287	183	384	438	129	458	57	22	30
	51%	47%	58% ^a	50%	46%	57% ^d	54%	49%	51%	51%	51%	50%	42%	57%
Mean number of mentions	2.039	2.090	1.918	2.024	2.042	2.034	1.972	2.065	2.067	1.941	2.060	1.972	2.238	1.503
Standard Deviation	1.147	1.158	1.149	1.084	1.142	1.158	1.062	1.180	1.135	1.188	1.141	1.078	1.452	0.842
Error Variance	0.002	0.004	0.011	0.014	0.005	0.005	0.009	0.003	0.003	0.012	0.003	0.020	0.073	0.028

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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												TENURE	
		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)	Own/Mort gage (m)	Rent/Other (n)
Unweighted Base	1111	56	108	106	70	95	108	128	138	75	53	112	62	691	420
Weighted Base	1117	57*	97*	111*	71*	94*	109*	140	148	69*	53*	115	52*	684	433
Silent Calls	217	13	18	22	15	26	17	31	30	7	16	19	3	146	71
	19%	22%l	19%l	20%l	20%l	28%il	15%	22%l	20%l	11%	29%il	17%	6%	21%	16%
Sales/marketing texts	185	7	14	20	12	19	8	38	19	8	8	14	9	129	56
	17%	13%	14%	18%	16%	20%	16%	27%abhik	13%	11%	15%	13%	17%	19%n	13%
Sales/marketing calls	365	14	28	36	29	35	34	56	49	11	18	36	18	242	123
	33%	25%	29%l	32%l	41%l	37%l	31%l	40%l	33%l	16%	33%l	32%l	35%l	35%n	28%
Recorded message	276	11	21	23	22	23	21	42	48	9	18	34	3	184	91
	25%	20%l	22%l	21%l	30%il	25%l	20%l	30%il	33%fil	12%	34%il	30%il	5%	27%n	21%
Other type	39	1	2	2	3	4	6	2	8	1	5	5	-	25	14
	3%	2%	2%	1%	4%	4%	6%	2%	6%	2%	9%cgl	4%	-	4%	3%
SUMMARY CODES															
1 TYPE EXPERIENCED	235	14	29	12	16	17	31	25	27	9	14	25	14	151	83
	21%	25%c	30%cghi	11%	22%	18%	29%ci	18%	18%	14%	26%c	22%c	27%cc	22%	19%
2 TYPES EXPERIENCED	151	4	15	9	9	12	12	31	24	5	6	16	6	103	48
	14%	7%	16%	8%	13%	12%	11%	22%acfi	16%	8%	11%	14%	12%	15%	11%
3 TYPES EXPERIENCED	91	3	5	12	8	12	9	11	15	1	5	10	-	63	28
	8%	5%	5%	11%il	12%il	13%il	8%l	8%l	10%il	2%	9%l	8%l	-	9%	6%
4 TYPES EXPERIENCED	62	4	2	7	3	6	3	13	9	3	5	5	2	41	21
	6%	8%	2%	6%	5%	7%	3%	9%b	6%	5%	9%b	5%	3%	6%	5%
5 TYPES EXPERIENCED	5	-	-	*	-	1	2	-	1	-	-	1	-	4	1
	*	-	-	*	-	1%	1%	-	1%	-	-	1%	-	1%	*
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	550	25	51	42	38	48	57	80	77	19	31	58	22	366	184
	49%	44%	53%ci	38%	53%l	51%l	52%l	57%ci	52%ci	28%	58%ci	50%l	43%	53%n	42%
None	567	32	46	69	33	46	52	60	71	49	22	57	30	318	249
	51%	56%	47%	62%bghj	47%	49%	48%	43%	48%	72%bdefghjk	42%	50%	57%	47%	58%mn
Mean number of mentions	2.039	1.897	1.667	2.454bf	2.167	2.274b	1.796	2.143b	2.121b	1.907	2.238	1.972	1.503	2.055	2.006
Standard Deviation	1.147	1.189	1.011	1.248	1.325	1.227	1.070	1.040	1.071	1.123	1.452	1.078	0.842	1.138	1.167
Error Variance	0.002	0.059	0.018	0.035	0.046	0.033	0.020	0.015	0.016	0.057	0.073	0.020	0.028	0.004	0.008

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All who have a landline or mobile phone

	Total	Q.1\2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	1111	1039	782	710	329	72	913	279	700	147	6	154	957	154	872	691	420
Weighted Base	1117	1067	749	700	368	49*	972	349	782	184	7**	99	1017	99	933	684	433
Silent Calls	217	208	176	167	41	9	202	75	159	37	3	11	206	11	197	146	71
	19%	19%d	23%d	24%ad	11%	18%	21%k	22%k	20%k	20%k	37%	11%	20%m	11%	21% _m	21%	16%
Sales/marketing texts	185	185	123	123	62	-	176	86	161	42	2	4	181	4	165	129	56
	17%	17%e	16%e	18%e	17%e	-	18%k	25%fk	21%k	23%k	31%	4%	18% _m	4%	18% _m	19%p	13%
Sales/marketing calls	365	354	286	275	79	10	336	129	278	66	4	23	342	23	320	242	123
	33%	33%d	38%ade	39%ade	22%	21%	35%k	37%k	36%k	36%k	52%	23%	34% _m	23%	34% _m	35%p	28%
Recorded message	276	268	222	215	53	8	262	109	221	63	1	7	269	7	252	184	91
	25%	25%d	30%ade	31%ade	15%	16%	27%k	31%k	28%k	34%k	16%	7%	26% _m	7%	27% _m	27%p	21%
Other type	39	37	25	23	14	2	38	10	28	5	2	-	39	-	36	25	14
	3%	3%	3%	3%	4%	4%	4%k	3%	4%k	3%	31%	-	4% _m	-	4% _m	4%	3%
SUMMARY CODES																	
1 TYPE EXPERIENCED	235	226	177	168	57	9	207	62	164	22	-	22	213	22	200	151	83
	21%	21%d	24%d	24%d	16%	18%	21%i	18%	21%i	12%	-	22%i	21%	22%	21%	22%	19%
2 TYPES EXPERIENCED	151	147	109	106	42	4	139	64	115	33	1	7	144	7	132	103	48
	14%	14%	15%	15%	11%	7%	14%k	18%k	15%k	18%k	21%	7%	14% _m	7%	14% _m	15%	11%
3 TYPES EXPERIENCED	91	88	75	73	15	3	85	34	69	19	-	3	88	3	80	63	28
	8%	8%d	10%d	10%d	4%	5%	9%k	10%k	9%k	11%k	-	3%	9% _m	3%	9% _m	9%	6%
4 TYPES EXPERIENCED	62	62	46	46	16	-	62	26	53	16	1	-	62	-	59	41	21
	6%	6%	6%e	7%e	4%	-	6%k	7%k	7%k	9%k	15%	-	6% _m	-	6% _m	6%	5%
5 TYPES EXPERIENCED	5	4	5	4	-	1	5	2	4	-	-	-	5	-	5	4	1
	*	*	1%	1%	-	3%acd	*	*	1%	-	-	-	*	-	1%	1%	*

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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 PHONES OWN						INTERNET ACCESS						INTERNET ACCESS			TENURE	
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	1111	1039	782	710	329	72	913	279	700	147	6	154	957	154	872	691	420
Weighted Base	1117	1067	749	700	368	49*	972	349	782	184	7**	99	1017	99	933	684	433
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	550	533	417	400	132	17	504	190	412	92	4	32	518	32	484	366	184
	49%	50%de	56%ade	57%ade	36%	34%	52%k	54%k	53%k	50%k	52%	32%	51%lm	32%	52%lm	53%p	42%
None	567	535	332	299	235	32	468	159	370	92	3	68	499	68	450	318	249
	51%	50%bc	44%	43%	64%abc	66%abc	48%	46%	47%	50%	48%	68%fghi	49%	68%ln	48%	47%	58%o
Mean number of mentions	2.039	2.044	2.056	2.065	1.984	1.848	2.086k	2.210k	2.123k	2.377fk	3.785	1.405	2.077m	1.405	2.081m	2.055	2.006
Standard Deviation	1.147	1.146	1.154	1.153	1.126	1.210	1.167	1.150	1.193	1.106	1.965	0.668	1.159	0.668	1.172	1.138	1.167
Error Variance	0.002	0.003	0.003	0.003	0.011	0.059	0.003	0.009	0.004	0.016	1.287	0.009	0.003	0.009	0.003	0.004	0.008

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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 unsolicite d calls (landline or mobile) (a)	Any unsolicite d calls (landline) (b)	Any unsolicite d 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	1111	538	341	352	217	153	102	415	239	286	264	189	116	38	20	19
Weighted Base	1117	550	321	393	217	143	119*	426	224	316	276	188	136	39*	18**	22**
Silent Calls	217 19%	217 39%	158 49%acgi	148 38%	217 100%abcghi jklm	143 100%abcghi jklm	119 100%abcghij klm	155 36%	104 46%cgi	107 34%	132 48%acgi	97 51%acgi	69 50%acgi	18 48%	10 57%	9 42%
Sales/marketing texts	185 17%	185 34%b	82 25%	185 47%abdehjk	82 38%b	41 29%	68 57%abdeghj km	185 44%abehk	70 31%	185 59%abcdegh jkm	102 37%b	57 30%	69 50%abdehjk	13 35%	5 27%	9 40%
Sales/marketing calls	365 33%	365 66% <i>m</i>	236 73% <i>alm</i>	268 68% <i>m</i>	143 66% <i>m</i>	98 69% <i>m</i>	80 67% <i>m</i>	365 86% <i>abcde</i> jklm	224 100% <i>abcde</i> ijklm	255 81% <i>abcde</i> klm	184 67% <i>m</i>	137 73% <i>lm</i>	83 61%	18 47%	11 60%	8 38%
Recorded message	276 25%	276 50%	194 60%acgi	194 49%	132 61%acgi	89 62%acgi	77 65%acgi	203 48%	130 58%gi	145 46%	276 100% <i>abcde</i> ghim	188 100% <i>abcde</i> ghim	136 100% <i>abcde</i> him	18 47%	9 51%	10 45%
Other type	39 3%	39 7%	20 6%	30 8%	18 9%	9 6%	12 10%	20 5%	10 4%	17 5%	18 7%	8 4%	13 9%	39 100% <i>abcde</i> ghijkl	18 100%	22 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	235 21%	235 43% <i>bde</i> <i>fghj</i> klm	111 35% <i>defh</i> <i>kl</i> m	152 39% <i>defh</i> <i>kl</i> m	39 18% <i>m</i>	27 19% <i>m</i>	15 13% <i>m</i>	147 35% <i>defh</i> <i>kl</i> m	54 24% <i>f</i> <i>km</i>	112 35% <i>defh</i> <i>kl</i> m	49 18% <i>m</i>	29 15% <i>m</i>	25 18% <i>m</i>	- -	- -	- -
2 TYPES EXPERIENCED	151 14%	151 27%	90 28%	107 27%	47 22%	29 20%	28 23%	121 29%	64 28%	81 26%	84 30% <i>de</i>	58 31% <i>de</i>	37 27%	11 29%	4 20%	8 36%
3 TYPES EXPERIENCED	91 8%	91 16%	72 22% <i>a</i>	64 16%	63 29% <i>acgim</i>	49 34% <i>abc</i> <i>gil</i> m	23 19%	88 21%	65 29% <i>acgim</i>	57 18%	75 27% <i>aci</i>	58 31% <i>abc</i> <i>gim</i>	30 22%	5 12%	3 14%	2 10%
4 TYPES EXPERIENCED	62 6%	62 11%	43 13%	60 15%	58 27% <i>abc</i> <i>ghi</i>	35 24% <i>abc</i> <i>g</i>	44 37% <i>abc</i> <i>eghi</i> jk	58 14%	36 16%	56 18% <i>a</i>	57 21% <i>abg</i>	39 21% <i>abg</i>	37 27% <i>abc</i> <i>ghi</i>	11 29% <i>abc</i> <i>g</i>	6 32%	5 25%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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

Base: All who have a landline or mobile phone

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d 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	1111	538	341	352	217	153	102	415	239	286	264	189	116	38	20	19
Weighted Base	1117	550	321	393	217	143	119*	426	224	316	276	188	136	39*	18**	22**
5 TYPES EXPERIENCED	5	5	3	4	4	2	3	5	3	4	3	3	1	5	3	3
	*	1%	1%	1%	2%	2%	2%	1%	1%	1%	1%	2%	1%	12% hijkl	18%	12%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	550	550	321	393	217	143	119	426	224	316	276	188	136	39	18	22
	49%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
None	567	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	51%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean number of mentions	2.039	2.039	2.212a	2.175	2.819abcgh	2.716abcgh	3.097abceg	2.228a	2.443abcg	2.298a	2.645abcgi	2.626abcgi	2.801abcgh	3.755abcde	3.950	3.651
					i	i	hijk						i	fghijkl		
Standard Deviation	1.147	1.147	1.138	1.216	1.230	1.129	1.303	1.182	1.113	1.264	1.168	1.036	1.307	1.447	1.356	1.528
Error Variance	0.002	0.002	0.004	0.004	0.007	0.008	0.017	0.003	0.005	0.006	0.005	0.006	0.015	0.055	0.092	0.123

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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

Base: All adults UK

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1143	558	585	117	163	168	166	169	200	160	280	863	200	285	258	400
Weighted Base	1143	555	588	161	190	207	186	181	122	96	351	792	220	340	246	337
Listen to the full message before hanging up	26	8	18	-	3	5	7	4	4	3	3	23	8	10	6	2
	2%	1%	3%	-	2%	3%	4%cj	2%	3%cj	3%cj	1%	3%	3%o	3%o	2%	1%
Listen to some of the message before hanging up	68	31	37	9	7	10	14	13	11	4	16	52	19	25	13	10
	6%	6%	6%	5%	4%	5%	7%	7%	9%	5%	5%	7%	9%o	7%o	5%	3%
Hang up immediately, as soon as I realise it is a recorded message	188	94	94	21	34	43	32	30	20	9	55	133	45	60	43	40
	16%	17%	16%	13%	18%i	21%i	17%	16%	17%	10%	16%	17%i	20%o	18%o	18%	12%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	92	39	53	9	10	15	21	16	14	8	19	73	27	34	19	12
	8%	7%	9%	5%	5%	7%	11%j	9%	12%dj	8%	5%	9%	12%o	10%o	8%o	4%
None	867	424	444	131	147	151	134	137	89	79	278	589	150	247	185	285
	76%	76%	75%	81%	77%	73%	72%	76%	73%	82%fhk	79%	74%	68%	73%	75%	85%lmn

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced 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	1143	648	300	195	520	623	295	848	886	257	909	117	55	62
Weighted Base	1143	660	334	149	622	521	346	797	887	256	918	118	55*	52*
Listen to the full message before hanging up	26 2%	20 3%	4 1%	2 1%	17 3%	9 2%	7 2%	18 2%	24 3%	2 1%	22 2%	1 1%	2 4%	- -
Listen to some of the message before hanging up	68 6%	35 5%	21 6%	13 8%	37 6%	31 6%	10 3%	58 7%	48 5%	20 8%	58 6%	4 4%	5 9%	1 2%
Hang up immediately, as soon as I realise it is a recorded message	188 16%	120 18%	45 13%	24 16%	117 19%	71 14%	62 18%	127 16%	149 17%	40 16%	146 16%	30 25%	11 20%	2 3%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	92 8%	52 8%	25 7%	15 10%	52 8%	40 8%	17 5%	74 9%	70 8%	22 8%	78 8%	6 5%	7 13%	1 2%
None	867 76%	489 74%	266 79%	112 76%	453 73%	414 79%	269 78%	598 75%	671 76%	196 77%	697 76%	84 71%	36 67%	49 95%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE		
		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)	Own/Mort gage (m)	Rent/Other (n)	
Unweighted Base	1143	58	110	109	72	102	114	130	139	75	55	117	62	704	439	
Weighted Base	1143	58*	99*	114*	74*	99*	115*	142	148	69*	55*	118	52*	692	451	
Listen to the full message before hanging up	26	-	1	1	2	1	-	7	8	1	2	1	-	23	3	
	2%	-	1%	1%	2%	1%	-	5% <i>f</i>	6% <i>f</i>	1%	4% <i>f</i>	1%	-	3% <i>n</i>	1%	
Listen to some of the message before hanging up	68	4	3	6	9	2	13	10	5	4	5	4	1	45	23	
	6%	7%	3%	5%	12% <i>behk</i>	2%	11% <i>behk</i>	7%	4%	6%	9%	4%	2%	6%	5%	
Hang up immediately, as soon as I realise it is a recorded message	188	7	17	16	13	19	9	25	37	3	11	30	2	119	69	
	16%	12%	17% <i>fil</i>	14% <i>l</i>	17% <i>il</i>	20% <i>fil</i>	7%	18% <i>fil</i>	25% <i>acfil</i>	5%	20% <i>fil</i>	25% <i>fil</i>	3%	17%	15%	
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	92	4	4	7	9	4	13	18	14	5	7	6	1	65	27	
	8%	7%	4%	6%	12% <i>e</i>	4%	11%	12% <i>bel</i>	9%	7%	13% <i>ee</i>	5%	2%	9% <i>n</i>	6%	
None	867	47	77	91	52	76	94	100	100	60	36	84	49	508	359	
	76%	81%	78%	80% <i>h</i>	71%	77%	81% <i>h</i>	70%	67%	88% <i>dghjk</i>	67%	71%	95% <i>abcde fghjk</i>	73%	80% <i>m</i>	

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All adults UK

	Q.1\2 PHONES OWN						INTERNET ACCESS						INTERNET ACCESS			TENURE	
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	1143	1039	782	710	329	72	931	280	707	150	6	167	976	167	886	704	439
Weighted Base	1143	1067	749	700	368	49*	987	351	790	188	7**	110	1033	110	945	692	451
Listen to the full message before hanging up	26 2%	25 2%	24 3% ^d	23 3% ^d	2 1%	1 2%	26 3%	13 4% ^k	20 3%	13 7% ^{fhk}	- -	- -	26 2%	- -	26 3% ^m	23 3% ^p	3 1%
Listen to some of the message before hanging up	68 6%	66 6%	54 7% ^d	53 8% ^d	14 4%	2 3%	64 7%	21 6%	48 6%	10 6%	- -	3 2%	65 6%	3 2%	58 6%	45 6%	23 5%
Hang up immediately, as soon as I realise it is a recorded message	188 16%	183 17% ^d	151 20% ^d	146 21% ^d	38 10%	5 10%	179 18% ^k	76 22% ^k	156 20% ^k	43 23% ^k	1 16%	4 4%	184 18% ^m	4 4%	174 18% ^m	119 17%	69 15%
SUMMARY CODE																	
LISTEN TO ANY OF MESSAGE	92 8%	89 8% ^d	76 10% ^d	74 11% ^d	16 4%	3 5%	88 9% ^k	33 9% ^k	68 9% ^k	22 12% ^k	- -	3 2%	89 9% ^m	3 2%	82 9% ^m	65 9% ^p	27 6%
None	867 76%	800 75% ^{bc}	526 70%	485 69%	315 85% ^{abc}	41 84% ^{bc}	725 73%	242 69%	569 72%	125 67%	6 84%	103 94% ^{fghi}	764 74%	103 94% ^{ln}	694 73%	508 73%	359 80% ^o

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All adults UK

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d 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	1143	538	341	352	217	153	102	415	239	286	264	189	116	38	20	19
Weighted Base	1143	550	321	393	217	143	119*	426	224	316	276	188	136	39*	18**	22**
Listen to the full message before hanging up	26 2%	26 5%	24 7%	18 5%	13 6%	9 6%	9 8%	18 4%	14 6%	14 5%	26 9%acgi	24 13%acdghim	12 9%	- -	- -	- -
Listen to some of the message before hanging up	68 6%	68 12%	48 15%	48 12%	37 17%	27 19%	17 15%	52 12%	34 15%	37 12%	68 25%abcfghi	46 24%abcghi	30 22%acgi	8 20%	3 16%	5 21%
Hang up immediately, as soon as I realise it is a recorded message	188 16%	188 34%	129 40%gi	135 34%	88 41%gi	59 41%i	53 45%gi	137 32%	86 38%	98 31%	188 68%abcdefg him	125 67%abcdefg him	101 74%abcdefg him	10 27%	6 35%	5 24%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	92 8%	92 17%	70 22%	64 16%	48 22%	34 24%	26 22%	69 16%	46 21%	50 16%	92 33%abcdfgh i	68 36%abcdefg hi	40 29%acgi	8 20%	3 16%	5 21%
None	867 76%	274 50%bdefjkl	127 40%ijkl	199 51%bdefjkl	85 39%ijkl	54 38%ijkl	42 35%ijkl	223 52%bdefhjk l	94 42%ijkl	171 54%bdefhjkl	- -	- -	- -	21 53%ijkl	9 49%	12 55%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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

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

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	264	127	137	21	36	44	45	38	52	28	57	207	62	80	62	60
Weighted Base	276	131	144	30**	43*	56*	52*	44*	33*	17**	73*	203	71*	93*	61*	52*
Listen to the full message before hanging up	26 9%	8 6%	18 13%	- -	3 7%	5 9%	7 13%	4 8%	4 12%	3 19%	3 4%	23 11%	8 11%	10 11%	6 10%	2 3%
Listen to some of the message before hanging up	68 25%	31 23%	37 26%	9 29%	7 17%	10 17%	14 27%	13 30%	11 32%	4 26%	16 22%	52 26%	19 27%	25 27%	13 22%	10 20%
Hang up immediately, as soon as I realise it is a recorded message	188 68%	94 72%	94 65%	21 71%	34 78%	43 76%	32 61%	30 67%	20 61%	9 55%	55 75%	133 66%	45 63%	60 65%	43 71%	40 78%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	92 33%	39 29%	53 37%	9 29%	10 24%	15 26%	21 39%	16 36%	14 42%	8 45%	19 26%	73 36%	27 38%	34 36%	19 31%	12 24%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/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	264	163	59	42	136	128	62	202	203	61	213	31	18	2
Weighted Base	276	171	69*	36*	168	107	77*	199	216	60*	221	34**	18**	3**
Listen to the full message before hanging up	26 9%	20 11%	4 6%	2 6%	17 10%	9 9%	7 9%	18 9%	24 11%	2 3%	22 10%	1 4%	2 13%	- -
Listen to some of the message before hanging up	68 25%	35 20%	21 30%	13 35%	37 22%	31 29%	10 13%	58 29%	48 22%	20 33%	58 26%	4 13%	5 26%	1 43%
Hang up immediately, as soon as I realise it is a recorded message	188 68%	120 70%	45 65%	24 66%	117 70%	71 66%	62 80%	127 64%	149 69%	40 66%	146 66%	30 87%	11 61%	2 57%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	92 33%	52 31%	25 36%	15 41%	52 31%	40 37%	17 23%	74 37%	70 33%	22 36%	78 35%	6 17%	7 39%	1 43%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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

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

	Total	GOVERNMENT REGIONS												TENURE	
		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)	Own/Mort gage (m)	Rent/Other (n)
Unweighted Base	264	11	23	24	19	22	25	36	44	9	18	31	2	181	83
Weighted Base	276	11**	21**	23**	22**	23**	21**	42*	48*	9**	18**	34**	3**	184	91*
Listen to the full message before hanging up	26 9%	- -	1 7%	1 5%	2 8%	1 5%	- -	7 18%	8 17%	1 8%	2 13%	1 4%	- -	23 12%	3 3%
Listen to some of the message before hanging up	68 25%	4 39%	3 13%	6 26%	9 42%	2 11%	13 60%	10 24%	5 11%	4 51%	5 26%	4 13%	1 43%	45 24%	23 26%
Hang up immediately, as soon as I realise it is a recorded message	188 68%	7 61%	17 80%	16 68%	13 58%	19 84%	9 40%	25 60%	37 76%	3 41%	11 61%	30 87%	2 57%	119 65%	69 76%
SUMMARY CODE															
LISTEN TO ANY OF MESSAGE	92 33%	4 39%	4 20%	7 32%	9 42%	4 16%	13 60%	18 42%	14 28%	5 59%	7 39%	6 17%	1 43%	65 35%	27 29%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

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

	Q.1\2 PHONES OWN						INTERNET ACCESS						INTERNET ACCESS			TENURE	
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	264	253	218	207	46	11	247	87	195	50	1	11	253	11	237	181	83
Weighted Base	276	268	222	215	53*	8**	262	109*	221	63*	1**	7**	269	7**	252	184	91*
Listen to the full message before hanging up	26 9%	25 9%	24 11%	23 11%	2 4%	1 13%	26 10%	13 12%	20 9%	13 21%fh	- -	- -	26 10%	- -	26 10%	23 12%p	3 3%
Listen to some of the message before hanging up	68 25%	66 25%	54 24%	53 25%	14 26%	2 21%	64 25%	21 19%	48 22%	10 17%	- -	3 39%	65 24%	3 39%	58 23%	45 24%	23 26%
Hang up immediately, as soon as I realise it is a recorded message	188 68%	183 68%	151 68%	146 68%	38 71%	5 66%	179 68%	76 70%	156 70%	43 68%	1 100%	4 61%	184 69%	4 61%	174 69%	119 65%	69 76%
SUMMARY CODE																	
LISTEN TO ANY OF MESSAGE	92 33%	89 33%	76 34%	74 34%	16 29%	3 34%	88 34%	33 30%	68 31%	22 35%	- -	3 39%	89 33%	3 39%	82 33%	65 35%	27 29%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

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

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d 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	264	264	193	174	129	92	66	195	131	132	264	189	116	17	9	9
Weighted Base	276	276	194	194	132	89*	77*	203	130	145	276	188	136	18**	9**	10**
Listen to the full message before hanging up	26 9%	26 9%	24 12%	18 9%	13 10%	9 10%	9 12%	18 9%	14 11%	14 10%	26 9%	24 13%	12 9%	- -	- -	- -
Listen to some of the message before hanging up	68 25%	68 25%	48 25%	48 25%	37 28%	27 30%	17 22%	52 26%	34 26%	37 25%	68 25%	46 24%	30 22%	8 42%	3 32%	5 47%
Hang up immediately, as soon as I realise it is a recorded message	188 68%	188 68%	129 66%	135 69%	88 67%	59 67%	53 69%	137 68%	86 66%	98 68%	188 68%	125 67%	101 74%	10 58%	6 68%	5 53%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	92 33%	92 33%	70 36%	64 33%	48 37%	34 38%	26 34%	69 34%	46 35%	50 35%	92 33%	68 36%	40 29%	8 42%	3 32%	5 47%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

Q.7Aii\7Bii Types of recorded messages 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)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1143	558	585	117	163	168	166	169	200	160	280	863	200	285	258	400
Weighted Base	1143	555	588	161	190	207	186	181	122	96	351	792	220	340	246	337
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	58 5%	23 4%	35 6%	8 5%	7 4%	9 5%	12 7%	10 5%	9 8% <i>i</i>	2 2%	15 4%	43 5%	20 9% <i>o</i>	22 6% <i>o</i>	11 5% <i>o</i>	5 1%
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	17 1%	6 1%	11 2%	2 1%	1 *	2 1%	4 2%	6 3% <i>j</i>	2 1%	* *	3 1%	14 2%	9 4% <i>no</i>	5 1%	2 1%	2 *
Telling you about a competition	8 1%	3 *	5 1%	2 1%	- -	- -	1 1%	3 2%	* *	1 1%	2 *	6 1%	5 2% <i>no</i>	1 *	* *	* *
Reminding you of an appointment (e.g. dentist or doctor's appointment)	18 2%	7 1%	10 2%	- -	2 1%	2 1%	6 3% <i>cj</i>	1 1%	4 3% <i>cj</i>	3 3% <i>cj</i>	2 1%	16 2%	6 3%	5 2%	4 2%	2 1%
Other type	7 1%	3 *	4 1%	2 1%	- -	2 1%	- -	1 1%	1 1%	2 2% <i>df</i>	2 *	5 1%	* *	6 2% <i>no</i>	- -	- -
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	68 6%	27 5%	41 7%	8 5%	8 4%	9 5%	16 9%	11 6%	12 9% <i>j</i>	4 4%	16 5%	52 7%	23 10% <i>o</i>	26 8% <i>o</i>	13 5% <i>o</i>	6 2%
ANY EXC. APPOINTMENT REMINDERS	60 5%	23 4%	37 6%	8 5%	7 4%	9 5%	12 7%	11 6%	10 8% <i>i</i>	2 2%	15 4%	45 6%	21 9% <i>o</i>	23 7% <i>o</i>	11 5% <i>o</i>	5 1%
Can't Remember	20 2%	9 2%	11 2%	1 1%	2 1%	5 3%	5 3%	3 2%	2 2%	2 2%	3 1%	17 2%	3 2%	4 1%	6 2%	6 2%
None	1051 92%	517 93%	535 91%	152 95%	180 95% <i>h</i>	192 93%	166 89%	165 91%	108 88%	88 92%	332 95% <i>fh</i>	719 91%	193 88%	306 90%	227 92%	325 96% <i>lmn</i>

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

Q.7Aii\7Bii Types of recorded messages 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	1143	648	300	195	520	623	295	848	886	257	909	117	55	62
Weighted Base	1143	660	334	149	622	521	346	797	887	256	918	118	55*	52*
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	58 5%	36 5%	17 5%	5 4%	38 6%	20 4%	11 3%	47 6%	43 5%	15 6%	50 5%	4 3%	4 8%	- -
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	17 1%	11 2%	4 1%	2 1%	10 2%	7 1%	2 1%	15 2%	15 2%	2 1%	15 2%	1 1%	1 1%	- -
Telling you about a competition	8 1%	4 1%	2 1%	2 1%	3 *	5 1%	- -	8 1%	7 1%	* *	8 1%	- -	- -	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	18 2%	9 1%	4 1%	5 4%a	10 2%	8 1%	3 1%	15 2%	17 2%	1 *	17 2%	- -	* 1%	- -
Other type	7 1%	4 1%	2 *	2 1%	4 1%	3 1%	2 *	5 1%	7 1%	- -	5 1%	- -	2 3%	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	68 6%	39 6%	19 6%	10 7%	42 7%	26 5%	13 4%	56 7%b	52 6%	17 7%	60 6%	4 3%	5 9%a	- -
ANY EXC. APPOINTMENT REMINDERS	60 5%	36 5%	17 5%	8 5%	38 6%	22 4%	11 3%	49 6%	44 5%	16 6%	52 6%	4 3%	5 9%a	- -
Can't Remember	20 2%	11 2%	5 2%	3 2%	9 1%	11 2%	5 1%	15 2%	13 1%	7 3%	14 2%	2 2%	2 4%	1 2%
None	1051 92%	608 92%	310 93%	134 90%	569 92%	482 92%	329 95%g	723 91%	817 92%	234 92%	840 92%	112 95%	48 87%	51 98%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Table 15

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE		
		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)	Own/Mort gage (m)	Rent/Other (n)	
Unweighted Base	1143	58	110	109	72	102	114	130	139	75	55	117	62	704	439	
Weighted Base	1143	58*	99*	114*	74*	99*	115*	142	148	69*	55*	118	52*	692	451	
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	58 5%	- -	2 2%	5 4%	7 10% ^{abel}	1 1%	9 8% ^{ael}	16 11% ^{abehkl}	6 4%	4 6%	4 8% ^{ae}	4 3%	- -	46 7% ⁿ	12 3%	
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	17 1%	- -	- -	- -	1 2%	- -	2 1%	9 6% ^{bceik}	4 2%	- -	1 1%	1 1%	- -	13 2%	4 1%	
Telling you about a competition	8 1%	- -	- -	* *	- -	- -	1 1%	5 3%	1 1%	- -	- -	- -	- -	6 1%	1 *	
Reminding you of an appointment (e.g. dentist or doctor's appointment)	18 2%	- -	2 2%	- -	2 2%	1 1%	3 3%	5 4%	4 3%	- -	* 1%	- -	- -	11 2%	7 1%	
Other type	7 1%	- -	1 1%	- -	- -	1 1%	- -	- -	3 2%	- -	2 3%	- -	- -	5 1%	2 *	
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	68 6%	- -	3 3%	5 4%	7 10% ^{ael}	2 2%	11 9% ^{ael}	16 12% ^{abekl}	11 7% ^{al}	4 6%	5 9% ^{al}	4 3%	- -	52 7% ⁿ	17 4%	
ANY EXC. APPOINTMENT REMINDERS	60 5%	- -	2 2%	5 4%	7 10% ^{abel}	1 1%	9 8% ^{ael}	16 11% ^{abekl}	8 5%	4 6%	5 9% ^{ael}	4 3%	- -	47 7% ⁿ	14 3%	
Can't Remember	20 2%	4 7% ^{begh}	- -	2 2%	2 2%	1 1%	2 2%	1 1%	1 1%	1 2%	2 4%	2 2%	1 2%	10 1%	10 2%	
None	1051 92%	54 93%	95 96% ^g	106 94%	65 88%	96 96% ^{dgi}	102 89%	124 88%	135 91%	64 93%	48 87%	112 95%	51 98% ^g	627 91%	424 94% ^m	

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All adults UK

	Q.1\2 PHONES OWN						INTERNET ACCESS						INTERNET ACCESS			TENURE	
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	1143	1039	782	710	329	72	931	280	707	150	6	167	976	167	886	704	439
Weighted Base	1143	1067	749	700	368	49*	987	351	790	188	7**	110	1033	110	945	692	451
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	58 5%	57 5%d	50 7%d	49 7%d	8 2%	2 3%	58 6%k	25 7%k	46 6%k	19 10%k	- -	- -	58 6%m	- -	53 6%m	46 7%p	12 3%
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	17 1%	17 2%	15 2%	15 2%	2 1%	- -	16 2%	7 2%	14 2%	13 7%fghk	- -	1 1%	16 2%	1 1%	16 2%	13 2%	4 1%
Telling you about a competition	8 1%	7 1%	8 1%	7 1%	- -	1 2%d	8 1%	3 1%	6 1%	6 3%fh	- -	- -	8 1%	- -	8 1%	6 1%	1 *
Reminding you of an appointment (e.g. dentist or doctor's appointment)	18 2%	15 1%	17 2%d	15 2%d	1 *	2 5%d	18 2%	7 2%	13 2%	4 2%	- -	- -	18 2%	- -	17 2%	11 2%	7 1%
Other type	7 1%	7 1%	6 1%	6 1%	1 *	- -	7 1%	2 *	5 1%	4 2%	- -	- -	7 1%	- -	7 1%	5 1%	2 *
SUMMARY CODES																	
ANY INC. APPOINTMENT REMINDERS	68 6%	66 6%d	59 8%d	57 8%d	9 2%	3 5%	68 7%k	28 8%k	53 7%k	20 11%k	- -	1 1%	68 7%m	1 1%	62 7% m	52 7%p	17 4%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connectio n) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessibl e computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own\Mort gage (o)	Rent\Othe r (p)
Unweighted Base	1143	1039	782	710	329	72	931	280	707	150	6	167	976	167	886	704	439
Weighted Base	1143	1067	749	700	368	49*	987	351	790	188	7**	110	1033	110	945	692	451
ANY EXC. APPOINTMENT REMINDERS	60 5%	59 6% ^d	52 7% ^d	51 7% ^d	8 2%	2 3%	60 6% ^k	25 7% ^k	47 6% ^k	20 11% ^{fk}	- -	1 1%	60 6% ^m	1 1%	54 6% ^m	47 7% ^p	14 3%
Can't Remember	20 2%	20 2%	14 2%	14 2%	6 2%	- -	17 2%	4 1%	12 2%	- -	- -	2 2%	18 2%	2 2%	14 2%	10 1%	10 2%
None	1051 92%	978 92%	672 90%	626 89%	352 96% ^{abc}	46 95%	899 91%	318 91%	723 91%	166 88%	7 100%	107 98% ^{fghi}	944 91%	107 98% ^{ln}	863 91%	627 91%	424 94%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

Q.7Aii/7Bii Types of recorded messages 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	1143	538	341	352	217	153	102	415	239	286	264	189	116	38	20	19
Weighted Base	1143	550	321	393	217	143	119*	426	224	316	276	188	136	39*	18**	22**
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	58 5%	58 11%	45 14%	44 11%	31 14%	23 16%	18 15%	46 11%	33 15%	34 11%	58 21%abcgi	43 23%abcdghi	27 20%acgi	6 16%	3 16%	3 15%
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	17 1%	17 3%	15 5%	13 3%	10 4%	8 6%	5 4%	17 4%	11 5%	13 4%	17 6%	15 8%ac	9 6%	-	-	-
Telling you about a competition	8 1%	8 1%	8 2%	4 1%	4 2%	4 3%	1 1%	8 2%	6 3%	4 1%	8 3%	8 4%ac	4 3%	* 1%	* 2%	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	18 2%	18 3%	15 5%	12 3%	14 6%	10 7%	9 8%ac	14 3%	8 3%	11 4%	18 6%a	14 7%acg	8 6%	1 3%	1 6%	-
Other type	7 1%	7 1%	6 2%	3 1%	2 1%	1 1%	1 1%	4 1%	3 1%	2 1%	7 3%	6 3%i	3 2%	-	-	-
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	68 6%	68 12%	53 16%	49 13%	39 18%	27 19%	21 18%	52 12%	35 15%	39 12%	68 25%abcghi	51 27%abcdghi	31 23%acgi	6 16%	3 16%	3 15%
ANY EXC. APPOINTMENT REMINDERS	60 5%	60 11%	47 15%	46 12%	33 15%	25 17%a	18 15%	48 11%	33 15%	36 11%	60 22%abcgi	45 24%abcdghi	29 21%acgi	6 16%	3 16%	3 15%
Can't Remember	20 2%	20 4%	14 4%	14 3%	9 4%	6 4%	6 5%	14 3%	10 4%	9 3%	20 7%acgi	14 8%acgi	8 6%	3 8%	2 8%	1 7%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

Q.7Aii\7Bii Types of recorded messages 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	1143	538	341	352	217	153	102	415	239	286	264	189	116	38	20	19
Weighted Base	1143	550	321	393	217	143	119*	426	224	316	276	188	136	39*	18**	22**
None	1051	458	251	329	169	109	92	357	178	266	184	121	97	31	15	17
	92%	83%ijkl	78%ijk	84%ijkl	78%ijk	76%k	78%jk	84%ijkl	79%jk	84%ijkl	67%	64%	71%	80%	84%	79%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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

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

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	90	40	50	6	9	12	17	14	21	11	15	75	25	31	19	15
Weighted Base	92*	39*	53*	9**	10**	15**	21**	16**	14**	8**	19**	73*	27**	34**	19**	12**
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	58	23	35	8	7	9	12	10	9	2	15	43	20	22	11	5
	63%	60%	66%	90%	73%	64%	60%	63%	67%	24%	81%	59%	74%	65%	60%	41%
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	17	6	11	2	1	2	4	6	2	*	3	14	9	5	2	2
	18%	17%	20%	20%	8%	16%	19%	38%	12%	6%	13%	20%	33%	14%	9%	13%
Telling you about a competition	8	3	5	2	-	-	1	3	*	1	2	6	5	1	*	*
	8%	7%	9%	20%	-	-	7%	18%	3%	15%	9%	8%	20%	4%	2%	3%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	18	7	10	-	2	2	6	1	4	3	2	16	6	5	4	2
	19%	19%	19%	-	18%	14%	30%	7%	28%	34%	10%	22%	21%	16%	22%	19%
Other type	7	3	4	2	-	2	-	1	1	2	2	5	*	6	-	-
	8%	7%	8%	19%	-	10%	-	7%	5%	26%	9%	7%	2%	19%	-	-
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	68	27	41	8	8	9	16	11	12	4	16	52	23	26	13	6
	74%	70%	77%	90%	83%	64%	77%	72%	82%	49%	86%	71%	86%	77%	69%	49%
ANY EXC. APPOINTMENT REMINDERS	60	23	37	8	7	9	12	11	10	2	15	45	21	23	11	5
	66%	60%	70%	90%	73%	64%	60%	72%	72%	24%	81%	62%	77%	69%	60%	41%
Can't Remember	20	9	11	1	2	5	5	3	2	2	3	17	3	4	6	6
	22%	23%	21%	10%	17%	36%	23%	21%	14%	25%	14%	24%	12%	13%	31%	51%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	90	53	21	16	44	46	15	75	68	22	76	6	7	1
Weighted Base	92*	52*	25**	15**	52*	40*	17**	74*	70*	22**	78*	6**	7**	1**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	58 63%	36 68%	17 70%	5 37%	38 72%	20 51%	11 66%	47 63%	43 61%	15 70%	50 65%	4 65%	4 60%	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	17 18%	11 21%	4 15%	2 15%	10 19%	7 18%	2 13%	15 20%	15 21%	2 10%	15 20%	1 19%	1 10%	- -
Telling you about a competition	8 8%	4 7%	2 7%	2 15%	3 6%	5 12%	- -	8 10%	7 10%	* 2%	8 10%	- -	- -	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	18 19%	9 16%	4 16%	5 36%	10 19%	8 19%	3 16%	15 20%	17 24%	1 5%	17 22%	- -	* 4%	- -
Other type	7 8%	4 7%	2 7%	2 10%	4 8%	3 7%	2 9%	5 7%	7 10%	- -	5 7%	- -	2 21%	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	68 74%	39 74%	19 78%	10 69%	42 81%	26 66%	13 72%	56 75%	52 74%	17 77%	60 77%	4 65%	5 69%	- -
ANY EXC. APPOINTMENT REMINDERS	60 66%	36 68%	17 70%	8 51%	38 72%	22 57%	11 66%	49 66%	44 63%	16 73%	52 66%	4 65%	5 69%	- -
Can't Remember	20 22%	11 22%	5 22%	3 21%	9 17%	11 27%	5 28%	15 20%	13 19%	7 30%	14 19%	2 35%	2 31%	1 100%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

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

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

	Total	GOVERNMENT REGIONS												TENURE	
		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)	Own/Mort gage (m)	Rent/Other (n)
Unweighted Base	90	5	5	7	8	4	15	15	12	5	7	6	1	66	24
Weighted Base	92*	4**	4**	7**	9**	4**	13**	18**	14**	5**	7**	6**	1**	65*	27**
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	58 63%	- -	2 54%	5 66%	7 82%	1 24%	9 69%	16 88%	6 47%	4 77%	4 60%	4 65%	- -	46 71%	12 46%
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	17 18%	- -	- -	- -	1 12%	- -	2 12%	9 50%	4 27%	- -	1 10%	1 19%	- -	13 20%	4 16%
Telling you about a competition	8 8%	- -	- -	* 6%	- -	- -	1 9%	5 26%	1 11%	- -	- -	- -	- -	6 9%	1 5%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	18 19%	- -	2 50%	- -	2 20%	1 30%	3 26%	5 29%	4 29%	- -	* 4%	- -	- -	11 17%	7 25%
Other type	7 8%	- -	1 22%	- -	- -	1 31%	- -	- -	3 25%	- -	2 21%	- -	- -	5 8%	2 6%
SUMMARY CODES															
ANY INC. APPOINTMENT REMINDERS	68 74%	- -	3 78%	5 66%	7 82%	2 55%	11 83%	16 93%	11 81%	4 77%	5 69%	4 65%	- -	52 79%	17 62%
ANY EXC. APPOINTMENT REMINDERS	60 66%	- -	2 54%	5 66%	7 82%	1 24%	9 69%	16 88%	8 57%	4 77%	5 69%	4 65%	- -	47 72%	14 51%
Can't Remember	20 22%	4 100%	- -	2 34%	2 18%	1 14%	2 17%	1 7%	1 6%	1 23%	2 31%	2 35%	1 100%	10 15%	10 38%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

	Q.1\2 PHONES OWN						INTERNET ACCESS						INTERNET ACCESS			TENURE	
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	90	86	77	73	13	4	85	27	61	18	-	4	86	4	80	66	24
Weighted Base	92*	89*	76*	74*	16**	3**	88*	33**	68*	22**	-**	3**	89*	3**	82*	65*	27**
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	58 63%	57 63%	50 66%	49 66%	8 51%	2 62%	58 66%	25 75%	46 68%	19 84%	- -	- -	58 65%	- -	53 65%	46 71%	12 46%
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	17 18%	17 19%	15 20%	15 20%	2 12%	- -	16 18%	7 20%	14 20%	13 57%	- -	1 27%	16 18%	1 27%	16 20%	13 20%	4 16%
Telling you about a competition	8 8%	7 7%	8 10%	7 9%	- -	1 41%	8 9%	3 9%	6 9%	6 27%	- -	- -	8 9%	- -	8 9%	6 9%	1 5%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	18 19%	15 17%	17 22%	15 20%	1 5%	2 85%	18 20%	7 22%	13 19%	4 17%	- -	- -	18 20%	- -	17 21%	11 17%	7 25%
Other type	7 8%	7 8%	6 8%	6 8%	1 7%	- -	7 8%	2 5%	5 8%	4 17%	- -	- -	7 8%	- -	7 8%	5 8%	2 6%
SUMMARY CODES																	
ANY INC. APPOINTMENT REMINDERS	68 74%	66 74%	59 78%	57 77%	9 57%	3 100%	68 76%	28 86%	53 79%	20 90%	- -	1 27%	68 76%	1 27%	62 76%	52 79%	17 62%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

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

	Total	Q.1\2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connectio n) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessibl e computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own\Mort gage (o)	Rent\Othe r (p)
Unweighted Base	90	86	77	73	13	4	85	27	61	18	-	4	86	4	80	66	24
Weighted Base	92*	89*	76*	74*	16**	3**	88*	33**	68*	22**	-.**	3**	89*	3**	82*	65*	27**
ANY EXC. APPOINTMENT REMINDERS	60 66%	59 66%	52 69%	51 69%	8 51%	2 62%	60 68%	25 75%	47 70%	20 90%	- -	1 27%	60 67%	1 27%	54 66%	47 72%	14 51%
Can't Remember	20 22%	20 22%	14 19%	14 19%	6 36%	- -	17 19%	4 14%	12 18%	- -	- -	2 73%	18 20%	2 73%	14 18%	10 15%	10 38%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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

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

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici d calls (landline or mobile) (a)	Any unsolici d calls (landline) (b)	Any unsolici d 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	90	90	71	59	50	39	22	67	47	46	90	69	34	6	3	3
Weighted Base	92*	92*	70*	64*	48*	34*	26**	69*	46*	50*	92*	68*	40*	8**	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	58 63%	58 63%	45 64%	44 69%	31 65%	23 67%	18 67%	46 66%	33 71%	34 69%	58 63%	43 63%	27 69%	6 81%	3 100%	3 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	17 18%	17 18%	15 22%	13 20%	10 20%	8 24%	5 19%	17 25%	11 25%	13 26%	17 18%	15 22%	9 21%	- -	- -	- -
Telling you about a competition	8 8%	8 8%	8 11%	4 7%	4 9%	4 13%	1 5%	8 11%	6 13%	4 9%	8 8%	8 11%	4 11%	* 5%	* 13%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	18 19%	18 19%	15 21%	12 19%	14 29%	10 28%	9 34%	14 21%	8 17%	11 23%	18 19%	14 20%	8 20%	1 14%	1 37%	- -
Other type	7 8%	7 8%	6 8%	3 5%	2 4%	1 3%	1 4%	4 6%	3 7%	2 3%	7 8%	6 9%	3 7%	- -	- -	- -
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	68 74%	68 74%	53 76%	49 77%	39 80%	27 78%	21 80%	52 76%	35 75%	39 78%	68 74%	51 75%	31 77%	6 81%	3 100%	3 69%
ANY EXC. APPOINTMENT REMINDERS	60 66%	60 66%	47 67%	46 71%	33 69%	25 73%	18 67%	48 69%	33 73%	36 72%	60 66%	45 66%	29 72%	6 81%	3 100%	3 69%
Can't Remember	20 22%	20 22%	14 20%	14 21%	9 19%	6 19%	6 22%	14 21%	10 22%	9 18%	20 22%	14 21%	8 20%	3 39%	2 50%	1 31%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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 29 (QS8026 - 598501)

Q.TV

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)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1143	558	585	117	163	168	166	169	200	160	280	863	200	285	258	400
Weighted Base	1143	555	588	161	190	207	186	181	122	96	351	792	220	340	246	337
Sky - Digital Satellite TV for a monthly subscription	379 33%	186 34%	192 33%	44 27%	74 39%hi	72 35%i	81 44%cgghijk	55 31%	32 26%	20 21%	118 34%i	261 33%i	98 44%lmno	117 34%o	79 32%	85 25%
Satellite TV from someone other than Sky	10 1%	4 1%	6 1%	2 1%	2 1%	- -	3 1%	3 2%	* *	- -	4 1%	6 1%	3 1%	- -	7 3%mo	1 *
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	49 4%	33 6%b	16 3%	8 5%	10 5%	7 3%	8 4%	8 5%	5 4%	3 3%	19 5%	31 4%	7 3%	9 3%	8 3%	26 8%lmn
Virgin Media through cable	164 14%	86 15%	79 13%	20 12%	26 13%	32 16%	26 14%	39 21%hijk	12 10%	10 10%	45 13%	119 15%	36 16%	51 15%	42 17%o	35 10%
Freeview through a TV aerial and set-top box	127 11%	60 11%	67 11%	22 14%	13 7%	25 12%	19 10%	19 11%	16 13%	14 15%d	35 10%	92 12%	22 10%	35 10%	26 11%	44 13%
TV set which has Freeview channels built in (without a separate set-top box)	313 27%	144 26%	169 29%	26 16%	33 17%	40 19%	56 30%cdej	54 30%cdej	55 45%cddefgjk	48 50%cddefgjk	59 17%	253 32%cdej	66 30%n	77 23%	52 21%	117 35%mn
YouView set top box	5 *	- -	5 1%a	2 1%	- -	1 1%	- -	1 1%	1 1%	- -	2 1%	3 *	- -	4 1%	- -	1 *
BT TV	57 5%	27 5%	29 5%	7 4%	6 3%	12 6%	11 6%	13 7%	4 3%	3 4%	13 4%	43 5%	8 4%	24 7%o	17 7%o	7 2%
Talk Talk TV	26 2%	14 3%	12 2%	4 2%	3 2%	8 4%	2 1%	4 2%	2 2%	3 3%	7 2%	19 2%	2 1%	9 3%	10 4%i	5 2%
Other	44 4%	18 3%	27 5%	10 6%fik	18 9%efghik	6 3%	2 1%	5 3%	3 2%	1 1%	28 8%efghik	17 2%	11 5%	7 2%	16 6%lm	11 3%
NO TV	59 5%	29 5%	30 5%	22 14%defghik	11 6%i	13 6%i	5 3%	4 2%	3 3%	* *	33 9%fghik	26 3%	4 2%	23 7%l	10 4%	22 6%i
Don't know	9 1%	6 1%	3 1%	3 2%	1 *	1 *	- -	4 2%	- -	* *	4 1%	5 1%	3 1%	3 1%	* *	3 1%

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

Q.TV

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	1143	648	300	195	520	623	295	848	886	257	909	117	55	62
Weighted Base	1143	660	334	149	622	521	346	797	887	256	918	118	55*	52*
Sky - Digital Satellite TV for a monthly subscription	379 33%	253 38%bc	86 26%	39 26%	244 39%e	135 26%	130 38%	248 31%	296 33%	83 32%	298 32%	46 39%	17 31%	17 33%
Satellite TV from someone other than Sky	10 1%	6 1%	3 1%	1 1%	7 1%	3 1%	3 1%	7 1%	9 1%	1 *	9 1%	* *	- -	- -
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	49 4%	22 3%	21 6%a	6 4%	22 4%	27 5%	12 4%	37 5%	45 5% <i>i</i>	5 2%	44 5%	2 2%	3 5%	- -
Virgin Media through cable	164 14%	94 14%	48 14%	22 15%	99 16%	65 13%	56 16%	109 14%	138 16% <i>i</i>	26 10%	140 15%lm	21 18%lm	1 1%	2 4%
Freeview through a TV aerial and set-top box	127 11%	67 10%	44 13%	16 11%	58 9%	70 13% <i>d</i>	29 8%	98 12%	95 11%	32 12%	115 13% <i>k</i>	5 4%	5 9%	2 5%
TV set which has Freeview channels built in (without a separate set-top box)	313 27%	176 27%	78 23%	58 39% <i>ab</i>	147 24%	166 32% <i>d</i>	62 18%	251 31% <i>f</i>	234 26%	79 31%	235 26%	26 22%	18 34%	34 65% <i>jkl</i>
YouView set top box	5 *	1 *	3 1%	1 1%	1 *	4 1%	1 *	4 *	5 1%	- -	5 1%	- -	- -	- -
BT TV	57 5%	39 6%	11 3%	7 4%	35 6%	21 4%	17 5%	39 5%	36 4%	20 8% <i>h</i>	46 5%	6 5%	2 3%	3 6%
Talk Talk TV	26 2%	17 3%	6 2%	2 2%	12 2%	13 3%	13 4% <i>g</i>	12 2%	19 2%	7 3%	21 2%	3 2%	2 3%	- -
Other	44 4%	24 4%	19 6% <i>c</i>	2 1%	31 5% <i>e</i>	13 2%	20 6%	24 3%	32 4%	12 5%	37 4%	5 4%	3 5%	- -
NO TV	59 5%	24 4%	28 9% <i>a</i>	6 4%	27 4%	32 6%	16 5%	43 5%	46 5%	13 5%	47 5%	7 6%	5 9%	* 1%
Don't know	9 1%	5 1%	4 1%	- -	2 *	7 1%	3 1%	6 1%	9 1%	* *	9 1%	- -	1 1%	- -

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Table 17

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

Q.TV

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE	
		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)	Own/Mort gage (m)	Rent/Other (n)
Unweighted Base	1143	58	110	109	72	102	114	130	139	75	55	117	62	704	439
Weighted Base	1143	58*	99*	114*	74*	99*	115*	142	148	69*	55*	118	52*	692	451
Sky - Digital Satellite TV for a monthly subscription	379 33%	14 25%	18 19%	43 38%bi	33 45%abi	37 37%bi	35 31%i	58 41%abi	49 33%bi	10 15%	17 31%i	46 39%bi	17 33%bi	254 37%n	125 28%
Satellite TV from someone other than Sky	10 1%	2 3%	-	-	1 1%	1 1%	1 1%	3 2%	1 1%	-	-	*	-	6 1%	4 1%
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	49 4%	7 11%cfghkl	20 20%cddefghijk l	1 1%	4 5%	4 4%	1 1%	1 1%	4 3%	2 2%	3 5%	2 2%	-	27 4%	22 5%
Virgin Media through cable	164 14%	10 17%ijl	20 20%ijl	22 19%ijl	7 10%	20 20%ijl	17 15%ijl	15 11%i	28 19%ijl	2 2%	1 1%	21 18%ijl	2 4%	105 15%	60 13%
Freeview through a TV aerial and set-top box	127 11%	10 18%bkl	5 5%	19 17%bkl	6 8%	14 14%bk	17 15%bk	25 17%bhkl	13 9%	6 8%	5 9%	5 4%	2 5%	68 10%	59 13%
TV set which has Freeview channels built in (without a separate set-top box)	313 27%	13 22%	22 23%	21 18%	21 29%g	33 33%cg	27 23%	23 16%	45 30%cg	30 44%abcfghk	18 34%cg	26 22%	34 65%abcde fghijk	200 29%	112 25%
YouView set top box	5 *	-	2 2%	-	3 4%ghk	-	-	-	-	-	-	-	-	3 *	2 *
BT TV	57 5%	1 2%	8 8%cg	1 1%	5 6%	5 5%	6 5%	3 2%	9 6%	7 10%cg	2 3%	6 5%	3 6%	41 6%	16 4%
Talk Talk TV	26 2%	1 2%	2 2%	3 3%	1 1%	1 1%	5 4%	2 1%	5 3%	2 3%	2 3%	3 2%	-	18 3%	8 2%
Other	44 4%	1 1%	1 1%	3 3%	9 13%abceghkl	2 2%	6 5%	2 1%	3 2%	9 14%abcefgghkl	3 5%	5 4%	-	24 3%	20 4%
NO TV	59 5%	9 15%bcefhil	2 2%	5 5%e	6 8%e	-	5 5%e	9 6%e	5 4%	5 8%e	5 9%e	7 6%e	*	18 3%	41 9%m
Don't know	9 1%	-	1 1%	-	3 4%h	*	-	5 3%h	-	-	1 1%	-	-	7 1%	3 1%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

Q.TV

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	1143	1039	782	710	329	72	931	280	707	150	6	167	976	167	886	704	439
Weighted Base	1143	1067	749	700	368	49*	987	351	790	188	7**	110	1033	110	945	692	451
Sky - Digital Satellite TV for a monthly subscription	379 33%	355 33% ^d	271 36% ^d	258 37% ^d	97 26%	13 26%	357 36% ^k	158 45% ^f ^h ^k	295 37% ^k	83 44% ^k	2 28%	17 16%	361 35% ^m	17 16%	348 37% ^m	254 37% ^p	125 28%
Satellite TV from someone other than Sky	10 1%	10 1%	5 1%	5 1%	5 1%	- -	9 1%	5 2%	9 1%	3 2%	- -	- -	10 1%	- -	9 1%	6 1%	4 1%
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	49 4%	45 4%	34 5%	30 4%	15 4%	4 8%	40 4%	10 3%	20 2%	5 3%	- -	6 5%	44 4%	6 5%	37 4%	27 4%	22 5%
Virgin Media through cable	164 14%	158 15%	100 13%	96 14%	62 17%	3 7%	155 16% ^l ^k	51 15%	120 15% ^l ^k	17 9%	- -	9 8%	156 15% ^m	9 8%	146 15% ^m	105 15%	60 13%
Freeview through a TV aerial and set-top box	127 11%	118 11%	74 10%	69 10%	48 13%	4 9%	99 10%	31 9%	88 11%	20 11%	- -	18 17% ^f ^g	109 11%	18 17% ^l ⁿ	95 10%	68 10%	59 13%
TV set which has Freeview channels built in (without a separate set-top box)	313 27%	284 27% ^d	230 31% ^d	208 30% ^d	76 21%	23 47% ^a ^b ^c ^d	237 24%	74 21%	183 23%	45 24%	5 72%	56 52% ^f ^g ^h ⁱ	256 25%	56 52% ^l ⁿ	233 25%	200 29%	112 25%
YouView set top box	5 *	5 *	3 *	3 *	2 1%	- -	5 *	1 *	5 1%	1 1%	2 26%	- -	5 *	- -	5 1%	3 *	2 *
BT TV	57 5%	57 5%	46 6% ^d ^e	46 7% ^d ^e	11 3%	- -	56 6% ^k	21 6% ^k	43 5% ^k	11 6% ^k	- *	* *	56 5% ^m	* *	55 6% ^m	41 6%	16 4%
Talk Talk TV	26 2%	24 2%	17 2%	16 2%	8 2%	1 3%	23 2%	2 1%	18 2%	2 1%	- -	2 2%	24 2%	2 2%	23 2%	18 3%	8 2%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

Q.TV

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connectio n) (g)	Internet access via a mobile phone\ntablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessibl e computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own\Mort gage (o)	Rent\Othe r (p)
Unweighted Base	1143	1039	782	710	329	72	931	280	707	150	6	167	976	167	886	704	439
Weighted Base	1143	1067	749	700	368	49*	987	351	790	188	7**	110	1033	110	945	692	451
Other	44	43	29	28	15	1	41	20	37	2	-	1	43	1	39	24	20
	4%	4%	4%	4%	4%	1%	4%k	6%ik	5%ik	1%	-	1%	4%lm	1%	4%lm	3%	4%
NO TV	59	56	15	13	44	2	51	15	46	16	-	3	56	3	42	18	41
	5%	5%bc	2%	2%	12%abc	4%	5%	4%	6%	8%k	-	3%	5%	3%	4%	3%	9%o
Don't know	9	9	8	8	*	-	7	3	7	3	-	3	7	3	7	7	3
	1%	1%	1%	1%	*	-	1%	1%	1%	2%	-	2%l	1%	2%l	1%	1%	1%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

Q.INTERNET

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)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1143	558	585	117	163	168	166	169	200	160	280	863	200	285	258	400
Weighted Base	1143	555	588	161	190	207	186	181	122	96	351	792	220	340	246	337
Internet access at home	987	481	507	145	178	198	173	160	87	45	324	664	213	322	220	233
	86%	87%	86%	90%hi	94%hik	96%ghik	93%hik	88%hi	71% <i>i</i>	47%	92%hik	84%hi	97%no	95%no	90% <i>o</i>	69%
Internet access at work (through workplace network connection)	351	188	163	33	89	107	80	39	2	1	122	229	114	145	59	33
	31%	34% <i>b</i>	28%	20%hi	47% <i>cghijk</i>	52% <i>cghijk</i>	43% <i>cghik</i>	21%hi	2%	1%	35% <i>cghi</i>	29%hi	52%no	43%no	24% <i>o</i>	10%
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	790	382	409	124	165	172	143	125	43	18	289	501	180	265	164	181
	69%	69%	69%	77%hik	87% <i>fghik</i>	83%ghik	77%hik	69%hi	35% <i>i</i>	19%	82%ghik	63%hi	82%no	78%no	67% <i>o</i>	54%
Internet access on publicly accessible computers (e.g. internet café, library)	188	106	82	53	40	36	27	21	6	5	93	95	55	85	21	28
	16%	19% <i>b</i>	14%	33% <i>defghik</i>	21%ghik	18%hi	14%hi	12%hi	5%	5%	27% <i>efghik</i>	12%hi	25%no	25%no	9%	8%
Other type of internet access	7	3	4	2	-	-	1	1	1	2	2	5	3	4	1	-
	1%	1%	1%	1%	-	-	1%	1%	1%	2% <i>de</i>	1%	1%	1%	1%	*	-
None of these \ Don't access the internet	110	49	60	1	2	3	7	12	35	49	3	106	7	13	17	72
	10%	9%	10%	1%	1%	2%	4%	7% <i>cd_eej</i>	29% <i>cd_eefgjk</i>	51% <i>cd_eefghjk</i>	1%	13% <i>cd_eefgj</i>	3%	4%	7%	21% <i>lmn</i>

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

Q.INTERNET

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	1143	648	300	195	520	623	295	848	886	257	909	117	55	62
Weighted Base	1143	660	334	149	622	521	346	797	887	256	918	118	55*	52*
Internet access at home	987	608	275	104	596	392	327	661	771	216	801	101	45	41
	86%	92%bc	82%bc	70%	96%e	75%	94%g	83%	87%	84%	87%	86%	82%	78%
Internet access at work (through workplace network connection)	351	252	79	20	332	19	148	203	285	66	284	38	18	11
	31%	38%bc	24%bc	13%	53%e	4%	43%g	25%	32%	26%	31%	32%	33%	22%
Internet access via a mobile phone \ tablet using a mobile network (e.g. 3G \ 4G access)	790	483	242	65	509	281	293	497	648	142	643	71	41	35
	69%	73%bc	72%bc	44%	82%e	54%	85%g	62%	73%h	55%	70%k	60%	75%	68%
Internet access on publicly accessible computers (e.g. internet café, library)	188	108	75	6	123	65	55	133	170	18	164	5	8	12
	16%	16%bc	22%bc	4%	20%e	12%	16%	17%	19%h	7%	18%k	4%	15%k	23%k
Other type of internet access	7	2	3	2	3	4	-	7	6	1	7	-	-	-
	1%	*	1%	1%	1%	1%	-	1%	1%	*	1%	-	-	-
None of these \ Don't access the internet	110	39	27	44	10	99	4	105	79	30	86	9	6	9
	10%	6%	8%	30%ab	2%	19%cd	1%	13%ef	9%	12%	9%	8%	10%	17%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

Q.INTERNET

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE	
		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)	Own\Mort gage (m)	Rent\Other (n)
Unweighted Base	1143	58	110	109	72	102	114	130	139	75	55	117	62	704	439
Weighted Base	1143	58*	99*	114*	74*	99*	115*	142	148	69*	55*	118	52*	692	451
Internet access at home	987	43	82	99	69	83	105	126	139	54	45	101	41	617	371
	86%	73%	83%	87%a	93%ail	83%	91%ail	89%al	93%abeijl	79%	82%	86%a	78%	89%n	82%
Internet access at work (through workplace network connection)	351	14	22	33	25	32	45	51	46	15	18	38	11	246	105
	31%	23%	23%	29%	34%	32%	39%bil	36%bi	31%	21%	33%	32%	22%	35%n	23%
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	790	48	50	90	62	54	89	115	95	40	41	71	35	460	330
	69%	81%behik	51%	79%behik	84%behikl	54%	77%behik	81%behik	64%	58%	75%be	60%	68%b	66%	73%bm
Internet access on publicly accessible computers (e.g. internet café, library)	188	2	11	19	14	9	14	39	50	7	8	5	12	114	74
	16%	4%	11%	16%ak	19%ak	9%	12%k	27%abefik	34%abcdefijk	10%	15%k	4%	23%aek	17%	16%
Other type of internet access	7	-	-	1	2	1	-	1	2	-	-	-	-	5	2
	1%	-	-	1%	3%	1%	-	1%	1%	-	-	-	-	1%	*
None of these \ Don't access the Internet	110	8	14	10	4	16	9	8	7	10	6	9	9	63	47
	10%	14%gh	14%gh	9%	6%	16%gh	8%	6%	5%	14%gh	10%	8%	17%dgh	9%	10%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

Q. INTERNET

Base: All adults UK

	Q.1/2 PHONES OWN						INTERNET ACCESS						INTERNET ACCESS			TENURE	
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	1143	1039	782	710	329	72	931	280	707	150	6	167	976	167	886	704	439
Weighted Base	1143	1067	749	700	368	49*	987	351	790	188	7**	110	1033	110	945	692	451
Internet access at home	987	945	667	640	305	27	987	349	749	178	7	-	987	-	936	617	371
	86%	89%de	89%de	91%de	83%e	56%	100%ghik	99%hik	95%k	95%k	100%	-	96%lm	-	99%lm	89%p	82%
Internet access at work (through workplace network connection)	351	347	246	244	103	2	349	351	343	102	4	-	351	-	337	246	105
	31%	32%e	33%e	35%de	28%e	4%	35%k	100%fhik	43%fk	54%fhk	59%	-	34%lm	-	36%lm	35%p	23%
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	790	774	517	508	266	8	749	343	790	180	6	-	790	-	722	460	330
	69%	73%e	69%e	73%e	72%e	17%	76%k	98%fk	100%fgik	96%fk	85%	-	76%lm	-	76%lm	66%	73%o
Internet access on publicly accessible computers (e.g. internet café, library)	188	182	114	112	70	2	178	102	180	188	1	-	188	-	173	114	74
	16%	17%e	15%e	16%e	19%e	5%	18%k	29%fhk	23%fk	100%fghk	16%	-	18%lm	-	18%lm	17%	16%
Other type of internet access	7	7	4	4	3	-	7	4	6	1	7	-	7	-	7	5	2
	1%	1%	*	1%	1%	-	1%	1%	1%	1%	100%	-	1%	-	1%	1%	*
None of these \ Don't access the internet	110	77	72	50	27	22	-	-	-	-	-	110	-	110	-	63	47
	10%	7%	10%	7%	7%	44%abcd	-	-	-	-	-	100%fghi	-	100%ln	-	9%	10%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Table 19

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1143	558	585	117	163	168	166	169	200	160	280	863	200	285	258	400
Weighted Base	1143	555	588	161	190	207	186	181	122	96	351	792	220	340	246	337
GENDER																
Male	555	555	-	83	87	106	95	84	53	46	171	385	116	161	135	142
	49%	100%b	-	52%	46%	51%	51%	46%	43%	48%	49%	49%	53%o	47%	55%o	42%
Female	588	-	588	77	103	100	91	97	69	50	180	408	104	179	110	195
	51%	-	100%a	48%	54%	49%	49%	54%	57%	52%	51%	51%	47%	53%	45%	58%ln
AGE																
16-24	161	83	77	161	-	-	-	-	-	-	161	-	12	65	29	54
	14%	15%	13%	100%defghijk	-	-	-	-	-	-	46%defghik	-	5%	19%ln	12%l	16%l
25-34	190	87	103	-	190	-	-	-	-	-	190	-	41	54	46	49
	17%	16%	18%	-	100%cefgghijk	-	-	-	-	-	54%cefgghik	-	19%	16%	19%	15%
35-44	207	106	100	-	-	207	-	-	-	-	-	207	40	80	47	39
	18%	19%	17%	-	-	100%cdfghijk	-	-	-	-	-	26%cdfghij	18%o	24%o	19%o	11%
45-54	186	95	91	-	-	-	186	-	-	-	-	186	47	40	46	53
	16%	17%	15%	-	-	-	100%cddeghijk	-	-	-	-	24%cddeghij	21%lm	12%	19%lm	16%
55-64	181	84	97	-	-	-	-	181	-	-	-	181	36	54	37	54
	16%	15%	16%	-	-	-	-	100%cddefghijk	-	-	-	23%cddefghij	16%	16%	15%	16%
65-74	122	53	69	-	-	-	-	-	122	-	-	122	28	26	22	47
	11%	10%	12%	-	-	-	-	-	100%cddefgijk	-	-	15%cddefgij	13%	8%	9%	14%lm
75+	96	46	50	-	-	-	-	-	-	96	-	96	16	21	18	41
	8%	8%	9%	-	-	-	-	-	-	100%cddefghijk	-	12%cddefghj	7%	6%	7%	12%lm
16-34	351	171	180	161	190	-	-	-	-	-	351	-	53	119	75	104
	31%	31%	31%	100%efghik	100%efghik	-	-	-	-	-	100%efghik	-	24%	35%l	31%	31%
35+	792	385	408	-	-	207	186	181	122	96	-	792	168	221	171	233
	69%	69%	69%	-	-	100%cdj	100%cdj	100%cdj	100%cdj	100%cdj	-	100%cdj	76%lm	65%	69%	69%
SOCIAL GRADE																
AB	220	116	104	12	41	40	47	36	28	16	53	168	220	-	-	-
	19%	21%	18%	7%	21%c	20%c	25%cj	20%c	23%cj	17%c	15%c	21%cj	100%mnno	-	-	-
C1	340	161	179	65	54	80	40	54	26	21	119	221	-	340	-	-
	30%	29%	30%	41%dfhik	28%	39%fhik	22%	30%	21%	22%	34%fhi	28%	-	100%lno	-	-

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1143	558	585	117	163	168	166	169	200	160	280	863	200	285	258	400
Weighted Base	1143	555	588	161	190	207	186	181	122	96	351	792	220	340	246	337
C2	246 21%	135 24%b	110 19%	29 18%	46 24%	47 23%	46 25%	37 21%	22 18%	18 19%	75 21%	171 22%	-	-	246 100%lmo	-
DE	337 29%	142 26%	195 33%a	54 34%e	49 26%	39 19%	53 28%e	54 30%e	47 38%defjk	41 43%defgjk	104 30%e	233 29%e	-	-	-	337 100%lmn
MARITAL STATUS																
Married\Living as married	660 58%	346 62%b	314 53%	30 19%	122 64%cij	152 74%chijk	125 67%chij	122 67%chij	68 56%cij	40 42%c	152 43%c	508 64%chij	155 70%mo	201 59%o	164 67%o	140 41%
Single	334 29%	159 29%	176 30%	130 81%defghijk	66 35%efghik	46 22%hi	38 20%i	32 18%i	15 13%	8 8%	196 56%defghik	139 18%i	43 20%	99 29%l	54 22%	139 41%lmn
Widow\Divorced\Separated	149 13%	50 9%	98 17%a	1 1%	2 1%	9 4%j	23 13%cdej	27 15%cdej	38 31%cdefgjk	48 50%cdefghjk	3 1%	146 18%cdej	22 10%	40 12%	28 11%	59 17%ln
WORKING STATUS																
Working	622 54%	336 60%b	286 49%	62 39%hi	142 75%cgghijk	166 80%cgghijk	137 74%cgghijk	105 58%chi	9 7%i	1 1%	204 58%chi	417 53%chi	145 66%o	212 62%o	158 64%o	107 32%
Not working	521 46%	219 40%	302 51%a	98 61%defgjk	48 25%	41 20%	49 26%	77 42%def	113 93%cdefgjk	95 99%cdefghj	147 42%def	375 47%def	75 34%	128 38%	88 36%	230 68%lmn
CHILDREN IN HOUSEHOLD																
Any	346 30%	144 26%	202 34%a	43 27%ghi	98 52%cfghijk	138 67%cdfghijk	55 29%ghi	9 5%	2 1%	1 1%	141 40%cfghik	205 26%ghi	56 25%	109 32%	92 37%lo	89 27%
None	797 70%	411 74%b	386 66%	117 73%dej	92 48%e	69 33%	132 71%dej	172 95%cdefjk	120 99%cdefjk	95 99%cdefjk	209 60%de	588 74%dej	164 75%ln	232 68%	154 63%	248 73%ln
AREA																
Urban	887 78%	433 78%	454 77%	125 78%	156 82%h	161 78%	153 82%h	133 73%	86 70%	74 77%	281 80%h	606 76%	162 74%	264 78%	186 76%	274 81%l
Rural	256 22%	122 22%	134 23%	36 22%	34 18%	46 22%	33 18%	49 27%	36 30%dfj	22 23%	70 20%	186 24%	58 26%o	76 22%	59 24%	63 19%
COUNTRY																
England	918 80%	451 81%	467 79%	132 82%	151 79%	163 79%	154 83%	146 80%	98 80%	75 78%	283 81%	635 80%	187 85%o	270 79%	204 83%	257 76%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1143	558	585	117	163	168	166	169	200	160	280	863	200	285	258	400
Weighted Base	1143	555	588	161	190	207	186	181	122	96	351	792	220	340	246	337
Scotland	118	57	61	14	25	26	14	19	11	8	40	79	11	41	28	38
	10%	10%	10%	9%	13%	13%	8%	11%	9%	8%	11%	10%	5%	12%l	11%l	11%l
Wales	55	24	31	9	11	10	7	7	6	5	20	35	5	18	11	21
	5%	4%	5%	6%	6%	5%	4%	4%	5%	5%	6%	4%	2%	5%	4%	6%
Northern Ireland	52	23	29	5	4	7	11	10	8	8	9	43	17	11	3	21
	5%	4%	5%	3%	2%	4%	6%	5%	6%dj	8%dj	3%	5%	8%mn	3%	1%	6%n
GOVERNMENT REGIONS																
North East	58	28	30	10	10	12	11	11	2	3	20	39	5	10	17	27
	5%	5%	5%	6%	5%	6%	6%	6%	2%	3%	6%	5%	2%	3%	7%lm	8%lm
North West	99	45	54	13	11	17	12	20	12	15	24	75	10	36	14	40
	9%	8%	9%	8%	6%	8%	6%	11%	10%	15%defjk	7%	9%	5%	10%l	6%	12%ln
Yorkshire and The Humber	114	56	57	27	18	22	13	16	11	6	45	69	23	28	41	22
	10%	10%	10%	17%fik	9%	11%	7%	9%	9%	6%	13%l	9%	10%	8%	17%mo	6%
East Midlands	74	32	42	15	14	13	8	8	10	5	29	45	20	28	8	17
	6%	6%	7%	9%	7%	6%	4%	5%	8%	5%	8%	6%	9%n	8%n	3%	5%
West Midlands	99	52	48	8	15	14	29	16	10	8	23	76	9	20	34	36
	9%	9%	8%	5%	8%	7%	16%cdehijk	9%	8%	8%	7%	10%	4%	6%	14%lm	11%lm
East of England	115	55	60	13	23	25	19	17	12	7	35	80	23	36	26	30
	10%	10%	10%	8%	12%	12%	10%	10%	9%	8%	10%	10%	10%	11%	10%	9%
London	142	73	68	21	22	28	32	20	9	10	43	99	43	43	24	32
	12%	13%	12%	13%	11%	14%	17%h	11%	7%	10%	12%	13%h	20%mn	13%	10%	10%
South East	148	77	71	16	27	20	26	26	20	13	43	105	46	49	27	27
	13%	14%	12%	10%	14%	10%	14%	14%	16%	14%	12%	13%	21%no	14%o	11%	8%
South West	69	32	36	9	12	12	5	11	12	8	21	48	8	21	13	27
	6%	6%	6%	6%	6%	6%	3%	6%	9%f	8%f	6%	6%	4%	6%	5%	8%l
Wales	55	24	31	9	11	10	7	7	6	5	20	35	5	18	11	21
	5%	4%	5%	6%	6%	5%	4%	4%	5%	5%	6%	4%	2%	5%	4%	6%
Scotland	118	57	61	14	25	26	14	19	11	8	40	79	11	41	28	38
	10%	10%	10%	9%	13%	13%	8%	11%	9%	8%	11%	10%	5%	12%l	11%l	11%l

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

Table 19

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1143	558	585	117	163	168	166	169	200	160	280	863	200	285	258	400
Weighted Base	1143	555	588	161	190	207	186	181	122	96	351	792	220	340	246	337
Northern Ireland	52	23	29	5	4	7	11	10	8	8	9	43	17	11	3	21
	5%	4%	5%	3%	2%	4%	6%	5%	6%dj	8%dj	3%	5%	8%mn	3%	1%	6%n
TENURE																
Own\Mortgage	692	353	340	61	84	116	125	137	92	75	146	547	189	232	141	131
	61%	64%	58%	38%	44%	56%cdj	67%cdj	76%cdj	76%cdj	78%cdj	41%	69%cdj	86%mn	68%no	57%o	39%
Rent\Other	451	202	248	99	106	90	61	44	30	21	205	245	32	109	105	206
	39%	36%	42%	62%efghik	56%efghik	44%fghik	33%i	24%	24%	22%	59%efghik	31%i	14%	32%i	43%lm	61%lmn
Q.1/2 PHONES OWN																
Mobile (any)	1067	514	553	157	187	200	178	169	108	69	343	724	212	330	232	293
	93%	93%	94%	98%hik	98%ghik	97%hik	95%hi	93%i	89%i	72%	98%ghik	91%i	96%o	97%o	95%o	87%
Landline	749	361	387	70	95	133	127	143	100	82	165	584	173	214	163	198
	65%	65%	66%	44%	50%	64%cdj	68%cdj	79%cdj	82%cdj	85%cdj	47%	74%cdj	79%mn	63%	66%	59%
Mobile & Landline	700	334	366	70	94	129	120	137	91	60	164	536	166	207	154	173
	61%	60%	62%	44%	49%	62%cdj	64%cdj	75%cdj	74%cdj	62%cdj	47%	68%cdj	75%mn	61%o	63%o	51%
Mobile only	368	181	187	87	93	72	58	32	17	9	180	188	46	123	78	120
	32%	33%	32%	54%efghik	49%efghik	35%ghik	31%ghi	18%	14%	10%	51%efghik	24%hi	21%	36%i	32%i	36%i
Landline only	49	28	21	-	1	4	7	6	9	22	1	48	8	7	9	25
	4%	5%	4%	-	1%	2%	4%cj	3%cj	8%cdj	23%cdj	*	6%cdj	4%	2%	4%	7%lm
INTERNET ACCESS																
Internet access at home	987	481	507	145	178	198	173	160	87	45	324	664	213	322	220	233
	86%	87%	86%	90%hi	94%hik	96%ghik	93%hik	88%hi	71%i	47%	92%hik	84%hi	97%no	95%no	90%o	69%
Internet access at work (through workplace network connection)	351	188	163	33	89	107	80	39	2	1	122	229	114	145	59	33
	31%	34%b	28%	20%hi	47%cgghik	52%cgghik	43%cgghik	21%hi	2%	1%	35%cgghik	29%hi	52%no	43%no	24%o	10%
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	790	382	409	124	165	172	143	125	43	18	289	501	180	265	164	181
	69%	69%	69%	77%hik	87%fghik	83%ghik	77%hik	69%hi	35%i	19%	82%ghik	63%hi	82%no	78%no	67%o	54%
Internet access on publicly accessible computers (e.g. internet café, library)	188	106	82	53	40	36	27	21	6	5	93	95	55	85	21	28
	16%	19%b	14%	33%defghik	21%ghik	18%hi	14%hi	12%hi	5%	5%	27%efghik	12%hi	25%no	25%no	9%	8%

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1143	558	585	117	163	168	166	169	200	160	280	863	200	285	258	400
Weighted Base	1143	555	588	161	190	207	186	181	122	96	351	792	220	340	246	337
Other type of internet access	7 1%	3 1%	4 1%	2 1%	- -	- -	1 1%	1 1%	1 1%	2 2%	2 1%	5 1%	3 1%	4 1%	1 *	- -
None of these \ Don't access the internet	110 10%	49 9%	60 10%	1 1%	2 1%	3 2%	7 4%	12 7%	35 29%	49 51%	3 1%	106 13%	7 3%	13 4%	17 7%	72 21%
INTERNET ACCESS																
Any Internet access	1033 90%	506 91%	528 90%	160 99%	188 99%	203 98%	179 96%	169 93%	87 71%	47 49%	348 99%	686 87%	213 97%	327 96%	229 93%	265 79%
No Internet access	110 10%	49 9%	60 10%	1 1%	2 1%	3 2%	7 4%	12 7%	35 29%	49 51%	3 1%	106 13%	7 3%	13 4%	17 7%	72 21%
Fixed Broadband Internet access at home	945 83%	464 84%	481 82%	138 86%	172 90%	188 91%	168 90%	154 85%	82 67%	43 45%	310 88%	635 80%	211 96%	310 91%	204 83%	221 66%
TENURE																
Own\Mortgage	692 61%	353 64%	340 58%	61 38%	84 44%	116 56%	125 67%	137 76%	92 76%	75 78%	146 41%	547 69%	189 86%	232 68%	141 57%	131 39%
Rent\Other	451 39%	202 36%	248 42%	99 62%	106 56%	90 44%	61 33%	44 24%	30 24%	21 22%	205 59%	245 31%	32 14%	109 32%	105 43%	206 61%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

Table 19

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

Q. Breaks x Breaks

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1143	648	300	195	520	623	295	848	886	257	909	117	55	62
Weighted Base	1143	660	334	149	622	521	346	797	887	256	918	118	55*	52*
GENDER														
Male	555	346	159	50	336	219	144	411	433	122	451	57	24	23
	49%	52% ^c	47% ^c	34%	54% ^e	42%	42%	52% ^f	49%	48%	49%	48%	44%	45%
Female	588	314	176	98	286	302	202	386	454	134	467	61	31	29
	51%	48%	53%	66% ^{ab}	46%	58% ^d	58% ^g	48%	51%	52%	51%	52%	56%	55%
AGE														
16-24	161	30	130	1	62	98	43	117	125	36	132	14	9	5
	14%	5% ^c	39% ^{ac}	1%	10%	19% ^d	12%	15%	14%	14%	14%	12%	17%	10%
25-34	190	122	66	2	142	48	98	92	156	34	151	25	11	4
	17%	19% ^c	20% ^c	1%	23% ^e	9%	28% ^g	12%	18%	13%	16%	21% ^m	19%	7%
35-44	207	152	46	9	166	41	138	69	161	46	163	26	10	7
	18%	23% ^{bc}	14% ^c	6%	27% ^e	8%	40% ^g	9%	18%	18%	18%	22%	19%	14%
45-54	186	125	38	23	137	49	55	132	153	33	154	14	7	11
	16%	19% ^b	11%	16%	22% ^e	9%	16%	17%	17%	13%	17%	12%	13%	20%
55-64	181	122	32	27	105	77	9	172	133	49	146	19	7	10
	16%	18% ^b	10%	18% ^b	17%	15%	3%	22% ^f	15%	19%	16%	16%	12%	19%
65-74	122	68	15	38	9	113	2	120	86	36	98	11	6	8
	11%	10% ^b	5%	26% ^{ab}	1%	22% ^d	1%	15% ^f	10%	14%	11%	9%	11%	14%
75+	96	40	8	48	1	95	1	95	74	22	75	8	5	8
	8%	6% ^b	2%	32% ^{ab}	*	18% ^d	*	12% ^f	8%	9%	8%	7%	10%	15%
16-34	351	152	196	3	204	147	141	209	281	70	283	40	20	9
	31%	23% ^c	59% ^{ac}	2%	33%	28%	41% ^g	26%	32%	27%	31% ^m	33% ^m	36% ^m	17%
35+	792	508	139	146	417	375	205	588	606	186	635	79	35	43
	69%	77% ^b	41%	98% ^{ab}	67%	72%	59%	74% ^f	68%	73%	69%	67%	64%	83% ^{kl}
SOCIAL GRADE														
AB	220	155	43	22	145	75	56	164	162	58	187	11	5	17
	19%	23% ^{bc}	13%	15%	23% ^e	14%	16%	21%	18%	23%	20% ^k	9%	10%	33% ^{kl}

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

Q. Breaks x Breaks

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1143	648	300	195	520	623	295	848	886	257	909	117	55	62
Weighted Base	1143	660	334	149	622	521	346	797	887	256	918	118	55*	52*
C1	340	201	99	40	212	128	109	232	264	76	270	41	18	11
	30%	31%	29%	27%	34%e	25%	31%	29%	30%	30%	29%	35%	33%	21%
C2	246	164	54	28	158	88	92	154	186	59	204	28	11	3
	21%	25%b	16%	19%	25%e	17%	27%g	19%	21%	23%	22%am	24%am	20%am	5%
DE	337	140	139	59	107	230	89	248	274	63	257	38	21	21
	29%	21%	41%a	39%a	17%	44%d	26%	31%	31%	25%	28%	32%	38%	41%
MARITAL STATUS														
Married/Living as married	660	660	-	-	418	242	258	402	504	156	532	65	28	35
	58%	100%bc	-	-	67%e	46%	74%g	50%	57%	61%	58%	55%	51%	67%
Single	334	-	334	-	160	175	73	261	271	63	269	33	21	11
	29%	-	100%ac	-	26%	34%d	21%	33%f	31%	25%	29%	28%	39%	21%
Widow/Divorced/Separated	149	-	-	149	44	104	15	133	111	37	117	20	5	6
	13%	-	-	100%ab	7%	20%d	4%	17%f	13%	15%	13%	17%	10%	11%
WORKING STATUS														
Working	622	418	160	44	622	-	239	382	480	141	494	73	32	23
	54%	63%bc	48%c	30%	100%e	-	69%g	48%	54%	55%	54%	62%am	58%	44%
Not working	521	242	175	104	-	521	107	415	407	115	424	45	23	29
	46%	37%	52%a	70%ab	-	100%d	31%	52%f	46%	45%	46%	38%	42%	56%k
CHILDREN IN HOUSEHOLD														
Any	346	258	73	15	239	107	346	-	270	76	284	34	16	12
	30%	39%bc	22%c	10%	38%e	20%	100%g	-	30%	30%	31%	29%	29%	23%
None	797	402	261	133	382	415	-	797	617	180	634	84	39	40
	70%	61%	78%a	90%ab	62%	80%d	-	100%f	70%	70%	69%	71%	71%	77%
AREA														
Urban	887	504	271	111	480	407	270	617	887	-	738	79	32	38
	78%	76%	81%	75%	77%	78%	78%	77%	100%i	-	80%kl	67%	58%	73%
Rural	256	156	63	37	141	115	76	180	-	256	180	39	23	14
	22%	24%	19%	25%	23%	22%	22%	23%	-	100%h	20%	33%j	42%j	27%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

Q. Breaks x Breaks

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1143	648	300	195	520	623	295	848	886	257	909	117	55	62
Weighted Base	1143	660	334	149	622	521	346	797	887	256	918	118	55*	52*
COUNTRY														
England	918	532	269	117	494	424	284	634	738	180	918	-	-	-
	80%	81%	81%	79%	79%	81%	82%	80%	83% ⁱ	70%	100% ^{klm}	-	-	-
Scotland	118	65	33	20	73	45	34	84	79	39	-	118	-	-
	10%	10%	10%	14%	12%	9%	10%	11%	9%	15% ^h	-	100% ^{ijlm}	-	-
Wales	55	28	21	5	32	23	16	39	32	23	-	-	55	-
	5%	4%	6%	4%	5%	4%	5%	5%	4%	9% ^h	-	-	100% ^{ijkm}	-
Northern Ireland	52	35	11	6	23	29	12	40	38	14	-	-	-	52
	5%	5%	3%	4%	4%	6%	3%	5%	4%	5%	-	-	-	100% ^{ijkl}
GOVERNMENT REGIONS														
North East	58	28	24	7	23	35	19	39	58	-	58	-	-	-
	5%	4%	7%	5%	4%	7% ^d	6%	5%	7% ⁱ	-	6% ^k	-	-	-
North West	99	46	36	16	45	54	27	72	89	9	99	-	-	-
	9%	7%	11%	11%	7%	10%	8%	9%	10% ⁱ	4%	11% ^{klm}	-	-	-
Yorkshire and The Humber	114	65	33	16	59	55	52	61	68	45	114	-	-	-
	10%	10%	10%	10%	9%	11%	15% ^g	8%	8%	18% ^h	12% ^{klm}	-	-	-
East Midlands	74	46	19	8	39	35	25	49	63	11	74	-	-	-
	6%	7%	6%	6%	6%	7%	7%	6%	7%	4%	8% ^{klm}	-	-	-
West Midlands	99	67	23	9	58	42	32	68	75	24	99	-	-	-
	9%	10%	7%	6%	9%	8%	9%	9%	8%	9%	11% ^{klm}	-	-	-
East of England	115	72	30	13	69	46	29	86	83	32	115	-	-	-
	10%	11%	9%	9%	11%	9%	9%	11%	9%	13%	13% ^{klm}	-	-	-
London	142	76	54	12	86	56	47	94	142	-	142	-	-	-
	12%	11%	16% ^c	8%	14%	11%	14%	12%	16% ⁱ	-	15% ^{klm}	-	-	-
South East	148	96	30	22	80	68	37	111	124	24	148	-	-	-
	13%	15% ^b	9%	15% ^b	13%	13%	11%	14%	14%	9%	16% ^{klm}	-	-	-
South West	69	35	20	13	35	34	14	54	35	34	69	-	-	-
	6%	5%	6%	9%	6%	6%	4%	7%	4%	13% ^h	7% ^{klm}	-	-	-

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

Q. Breaks x Breaks

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced /Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1143	648	300	195	520	623	295	848	886	257	909	117	55	62
Weighted Base	1143	660	334	149	622	521	346	797	887	256	918	118	55*	52*
Wales	55	28	21	5	32	23	16	39	32	23	-	-	55	-
	5%	4%	6%	4%	5%	4%	5%	5%	4%	9%h	-	-	100%ijklm	-
Scotland	118	65	33	20	73	45	34	84	79	39	-	118	-	-
	10%	10%	10%	14%	12%	9%	10%	11%	9%	15%h	-	100%ijlm	-	-
Northern Ireland	52	35	11	6	23	29	12	40	38	14	-	-	-	52
	5%	5%	3%	4%	4%	6%	3%	5%	4%	5%	-	-	-	100%ikl
TENURE														
Own/Mortgage	692	455	141	95	407	286	168	524	533	160	556	67	37	32
	61%	69%b	42%	64%b	65%e	55%	49%	66%f	60%	62%	61%	57%	68%	62%
Rent/Other	451	204	193	53	215	236	178	273	354	96	362	51	18	20
	39%	31%	58%ac	36%	35%	45%d	51%g	34%	40%	38%	39%	43%	32%	38%
Q.1/2 PHONES OWN														
Mobile (any)	1067	624	320	124	604	464	336	732	830	237	851	113	52	51
	93%	95%c	96%c	83%	97%e	89%	97%g	92%	94%	93%	93%	95%	95%	98%
Landline	749	466	173	110	408	340	207	541	569	179	600	71	33	44
	65%	71%b	52%	74%b	66%	65%	60%	68%f	64%	70%	65%	60%	59%	85%ijkl
Mobile & Landline	700	442	166	92	396	304	203	497	534	165	556	69	31	44
	61%	67%b	50%	62%b	64%	58%	59%	62%	60%	65%	61%	59%	57%	84%ijkl
Mobile only	368	182	154	32	208	160	133	235	296	72	296	43	21	8
	32%	28%	46%ac	22%	33%	31%	38%g	29%	33%	28%	32%am	37%am	38%am	15%
Landline only	49	24	7	18	12	37	5	44	35	14	45	2	1	1
	4%	4%	2%	12%ab	2%	7%d	1%	6%f	4%	5%	5%	2%	3%	2%
INTERNET ACCESS														
Internet access at home	987	608	275	104	596	392	327	661	771	216	801	101	45	41
	86%	92%bc	82%ac	70%	96%e	75%	94%g	83%	87%	84%	87%	86%	82%	78%
Internet access at work (through workplace network connection)	351	252	79	20	332	19	148	203	285	66	284	38	18	11
	31%	38%bc	24%ac	13%	53%e	4%	43%g	25%	32%	26%	31%	32%	33%	22%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

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	1143	648	300	195	520	623	295	848	886	257	909	117	55	62
Weighted Base	1143	660	334	149	622	521	346	797	887	256	918	118	55*	52*
Internet access via a mobile phone \ tablet using a mobile network (e.g. 3G \ 4G access)	790 69%	483 73% ^c	242 72% ^c	65 44%	509 82% ^e	281 54%	293 85% ^g	497 62%	648 73% ⁱ	142 55%	643 70% ^k	71 60%	41 75%	35 68%
Internet access on publicly accessible computers (e.g. internet café, library)	188 16%	108 16% ^c	75 22% ^{ac}	6 4%	123 20% ^e	65 12%	55 16%	133 17%	170 19% ⁱ	18 7%	164 18% ^k	5 4%	8 15% ^k	12 23% ^k
Other type of internet access	7 1%	2 *	3 1%	2 1%	3 1%	4 1%	- -	7 1%	6 1%	1 *	7 1%	- -	- -	- -
None of these \ Don't access the internet	110 10%	39 6%	27 8%	44 30% ^{ab}	10 2%	99 19% ^d	4 1%	105 13% ^f	79 9%	30 12%	86 9%	9 8%	6 10%	9 17%
INTERNET ACCESS														
Any Internet access	1033 90%	621 94% ^c	308 92% ^c	104 70%	611 98% ^e	422 81%	342 99% ^g	691 87%	808 91%	226 88%	832 91%	109 92%	49 90%	43 83%
No Internet access	110 10%	39 6%	27 8%	44 30% ^{ab}	10 2%	99 19% ^d	4 1%	105 13% ^f	79 9%	30 12%	86 9%	9 8%	6 10%	9 17%
Fixed Broadband Internet access at home	945 83%	591 90% ^{bc}	258 77% ^c	96 64%	573 92% ^e	372 71%	312 90% ^g	633 79%	734 83%	211 83%	769 84%	94 79%	42 77%	40 77%
TENURE														
Own \ Mortgage	692 61%	455 69% ^b	141 42%	95 64% ^b	407 65% ^e	286 55%	168 49%	524 66% ^f	533 60%	160 62%	556 61%	67 57%	37 68%	32 62%
Rent \ Other	451 39%	204 31%	193 58% ^{ac}	53 36%	215 35%	236 45% ^d	178 51% ^g	273 34%	354 40%	96 38%	362 39%	51 43%	18 32%	20 38%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Table 19

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

Q. Breaks x Breaks

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE		
		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)	Own/Mort gage (m)	Rent/Other (n)	
Unweighted Base	1143	58	110	109	72	102	114	130	139	75	55	117	62	704	439	
Weighted Base	1143	58*	99*	114*	74*	99*	115*	142	148	69*	55*	118	52*	692	451	
GENDER																
Male	555	28	45	56	32	52	55	73	77	32	24	57	23	353	202	
	49%	48%	45%	50%	43%	52%	48%	52%	52%	47%	44%	48%	45%	51%	45%	
Female	588	30	54	57	42	48	60	68	71	36	31	61	29	340	248	
	51%	52%	55%	50%	57%	48%	52%	48%	48%	53%	56%	52%	55%	49%	55%	
AGE																
16-24	161	10	13	27	15	8	13	21	16	9	9	14	5	61	99	
	14%	17%	13%	24%efhkl	20%e	8%	11%	15%	11%	13%	17%	12%	10%	9%	22% ^m	
25-34	190	10	11	18	14	15	23	22	27	12	11	25	4	84	106	
	17%	16%	11%	16%	19%	15%	20% ^l	15%	18%	17%	19%	21% ^l	7%	12%	24% ^m	
35-44	207	12	17	22	13	14	25	28	20	12	10	26	7	116	90	
	18%	20%	17%	20%	17%	14%	22%	20%	14%	18%	19%	22%	14%	17%	20%	
45-54	186	11	12	13	8	29	19	32	26	5	7	14	11	125	61	
	16%	19%	12%	12%	11%	29% ^{bcdfhijk}	16%	22% ^{bcik}	17%	7%	13%	12%	20% ^{ij}	18%	14%	
55-64	181	11	20	16	8	16	17	20	26	11	7	19	10	137	44	
	16%	18%	20%	14%	11%	16%	15%	14%	18%	16%	12%	16%	19%	20% ⁿ	10%	
65-74	122	2	12	11	10	10	12	9	20	12	6	11	8	92	30	
	11%	4%	12%	10%	14%	10%	10%	6%	13%	17% ^{ag}	11%	9%	14%	13% ⁿ	7%	
75+	96	3	15	6	5	8	7	10	13	8	5	8	8	75	21	
	8%	5%	15% ^c	5%	7%	8%	6%	7%	9%	12%	10%	7%	15% ^c	11% ⁿ	5%	
16-34	351	20	24	45	29	23	35	43	43	21	20	40	9	146	205	
	31%	34%	24%	39% ^{bel}	39% ^{bel}	23%	31%	30%	29%	31%	36% ^l	33% ^l	17%	21%	46% ^m	
35+	792	39	75	69	45	76	80	99	105	48	35	79	43	547	245	
	69%	66%	76% ^{cd}	61%	61%	77% ^{cd}	69%	70%	71%	69%	64%	67%	83% ^{cdjk}	79% ⁿ	54%	
SOCIAL GRADE																
AB	220	5	10	23	20	9	23	43	46	8	5	11	17	189	32	
	19%	8%	10%	20% ^{ek}	28% ^{abeijk}	9%	20% ^{ek}	30% ^{abeijk}	31% ^{abeijk}	11%	10%	9%	33% ^{abeij}	27% ⁿ	7%	

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

Q. Breaks x Breaks

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE	
		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)	Own\Mort gage (m)	Rent\Other (n)
Unweighted Base	1143	58	110	109	72	102	114	130	139	75	55	117	62	704	439
Weighted Base	1143	58*	99*	114*	74*	99*	115*	142	148	69*	55*	118	52*	692	451
C1	340 30%	10 18%	36 36%ae	28 24%	28 38%ael	20 20%	36 32%	43 30%	49 33%ae	21 30%	18 33%	41 35%ae	11 21%	232 33%n	109 24%
C2	246 21%	17 29%bd	14 14%	41 36%bdfghil	8 11%	34 34%bdghil	26 22%l	24 17%l	27 18%l	13 19%l	11 20%l	28 24%l	3 5%	141 20%	105 23%
DE	337 29%	27 45%cdfgh	40 40%cdfgh	22 19%	17 22%	36 36%cgh	30 26%	32 23%	27 18%	27 39%cdgh	21 38%ch	38 32%ch	21 41%cdgh	131 19%	206 46%m
MARITAL STATUS															
Married/Living as married	660 58%	28 48%	46 47%	65 57%	46 63%	67 67%abg	72 62%b	76 53%	96 65%ab	35 52%	28 51%	65 55%	35 67%ab	455 66%n	204 45%
Single	334 29%	24 41%ehl	36 37%h	33 29%	19 26%	23 23%	30 26%	54 38%ehl	30 20%	20 30%	21 39%h	33 28%	11 21%	141 20%	193 43%m
Widow/Divorced/Separated	149 13%	7 12%	16 17%	16 14%	8 11%	9 10%	13 12%	12 9%	22 15%	13 19%g	5 10%	20 17%	6 11%	95 14%	53 12%
WORKING STATUS															
Working	622 54%	23 39%	45 45%	59 52%	39 53%	58 58%a	69 60%ab	86 61%abl	80 54%	35 51%	32 58%	73 62%abl	23 44%	407 59%n	215 48%
Not working	521 46%	35 61%efgk	54 55%fgk	55 48%	35 47%	42 42%	46 40%	56 39%	68 46%	34 49%	23 42%	45 38%	29 56%gk	286 41%	236 52%m
CHILDREN IN HOUSEHOLD															
Any	346 30%	19 33%	27 27%	52 46%bfhikl	25 34%	32 32%	29 26%	47 33%	37 25%	14 21%	16 29%	34 29%	12 23%	168 24%	178 39%m
None	797 70%	39 67%	72 73%c	61 54%	49 66%	68 68%	86 74%c	94 67%	111 75%c	54 79%c	39 71%	84 71%c	40 77%cl	524 76%n	273 61%
AREA															
Urban	887 78%	58 100%bcdefhij kl	89 90%cefijkl	68 60%	63 85%cljk	75 76%clj	83 72%l	142 100%bcdefhij kl	124 84%cfijk	35 51%	32 58%	79 67%l	38 73%l	533 77%	354 79%
Rural	256 22%	- -	9 10%ag	45 40%abdeg	11 15%ag	24 24%abg	32 28%abgh	- -	24 16%ag	34 49%abdefghk	23 42%abdeg	39 33%abdgh	14 27%abg	160 23%	96 21%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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* small base

Table 19

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

Q. Breaks x Breaks

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE	
		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)	Own/Mort gage (m)	Rent/Other (n)
Unweighted Base	1143	58	110	109	72	102	114	130	139	75	55	117	62	704	439
Weighted Base	1143	58*	99*	114*	74*	99*	115*	142	148	69*	55*	118	52*	692	451
COUNTRY															
England	918	58	99	114	74	99	115	142	148	69	-	-	-	556	362
	80%	100% _{jkl}	100% _{jkl}	100% _{jkl}	100% _{jkl}	100% _{jkl}	100% _{jkl}	100% _{jkl}	100% _{jkl}	100% _{jkl}	-	-	-	80%	80%
Scotland	118	-	-	-	-	-	-	-	-	-	-	118	-	67	51
	10%	-	-	-	-	-	-	-	-	-	-	100% _{abcdef ghijl}	-	10%	11%
Wales	55	-	-	-	-	-	-	-	-	-	55	-	-	37	18
	5%	-	-	-	-	-	-	-	-	-	100% _{abcdefghi kl}	-	-	5%	4%
Northern Ireland	52	-	-	-	-	-	-	-	-	-	-	-	52	32	20
	5%	-	-	-	-	-	-	-	-	-	-	-	100% _{abcdef ghijk}	5%	4%
GOVERNMENT REGIONS															
North East	58	58	-	-	-	-	-	-	-	-	-	-	-	25	33
	5%	100% _{bcdefghij kl}	-	-	-	-	-	-	-	-	-	-	-	4%	7% _m
North West	99	-	99	-	-	-	-	-	-	-	-	-	-	69	30
	9%	-	100% _{acdefghij kl}	-	-	-	-	-	-	-	-	-	-	10%	7%
Yorkshire and The Humber	114	-	-	114	-	-	-	-	-	-	-	-	-	66	48
	10%	-	-	100% _{abdefghij kl}	-	-	-	-	-	-	-	-	-	10%	11%
East Midlands	74	-	-	-	74	-	-	-	-	-	-	-	-	46	28
	6%	-	-	-	100% _{abcefg hij kl}	-	-	-	-	-	-	-	-	7%	6%
West Midlands	99	-	-	-	-	99	-	-	-	-	-	-	-	72	28
	9%	-	-	-	-	100% _{abcd fghij kl}	-	-	-	-	-	-	-	10% _n	6%
East of England	115	-	-	-	-	-	115	-	-	-	-	-	-	62	53
	10%	-	-	-	-	-	100% _{abcde ghij kl}	-	-	-	-	-	-	9%	12%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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* small base

Table 19

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

Q. Breaks x Breaks

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE	
		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)	Own\Mort gage (m)	Rent\Other (n)
Unweighted Base	1143	58	110	109	72	102	114	130	139	75	55	117	62	704	439
Weighted Base	1143	58*	99*	114*	74*	99*	115*	142	148	69*	55*	118	52*	692	451
London	142	-	-	-	-	-	-	142	-	-	-	-	-	78	64
	12%	-	-	-	-	-	-	100%abcdehij kl	-	-	-	-	-	11%	14%
South East	148	-	-	-	-	-	-	-	148	-	-	-	-	104	44
	13%	-	-	-	-	-	-	-	100%abcdeghij kl	-	-	-	-	15% ⁿ	10%
South West	69	-	-	-	-	-	-	-	-	69	-	-	-	34	35
	6%	-	-	-	-	-	-	-	-	100%abcdeghj kl	-	-	-	5%	8%
Wales	55	-	-	-	-	-	-	-	-	-	55	-	-	37	18
	5%	-	-	-	-	-	-	-	-	-	100%abcdeghij kl	-	-	5%	4%
Scotland	118	-	-	-	-	-	-	-	-	-	-	118	-	67	51
	10%	-	-	-	-	-	-	-	-	-	-	100%abcde ghijl	-	10%	11%
Northern Ireland	52	-	-	-	-	-	-	-	-	-	-	-	52	32	20
	5%	-	-	-	-	-	-	-	-	-	-	-	100%abcde ghijk	5%	4%
TENURE															
Own\Mortgage	692	25	69	66	46	72	62	78	104	34	37	67	32	692	-
	61%	43%	70%afgi	58%	62%a	72%afgik	54%	55%	70%afgik	49%	68%a	57%	62%a	100% ⁿ	-
Rent\Other	451	33	30	48	28	28	53	64	44	35	18	51	20	-	451
	39%	57%bdehij	30%	42%	38%	28%	46%beh	45%beh	30%	51%beh	32%	43%eh	38%	-	100% ^m
Q.1/2 PHONES OWN															
Mobile (any)	1067	56	90	105	70	89	104	135	141	62	52	113	51	649	418
	93%	96%	91%	92%	94%	89%	91%	95%	95%	91%	95%	95%	98% ^e	94%	93%
Landline	749	24	84	82	48	64	71	77	105	47	33	71	44	534	215
	65%	40%	85%acdehij jk	72%ag	65%a	64%a	62%a	54%	71%ag	69%a	59%	60%a	85%ade ghijk	77% ⁿ	48%
Mobile & Landline	700	23	76	76	46	59	66	71	98	41	31	69	44	500	200
	61%	40%	77%aefghijk	67%ag	62%a	59%a	57%a	50%	66%ag	59%a	57%	59%a	84%acde ghijk	72% ⁿ	44%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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* small base

Table 19

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

Q. Breaks x Breaks

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE		
		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)	Own/Mort gage (m)	Rent/Other (n)	
Unweighted Base	1143	58	110	109	72	102	114	130	139	75	55	117	62	704	439	
Weighted Base	1143	58*	99*	114*	74*	99*	115*	142	148	69*	55*	118	52*	692	451	
Mobile only	368 32%	33 57%bcdefhik l	13 14%	29 26%b	24 32%bl	30 30%bl	39 33%bl	63 45%bcehl	43 29%bl	21 31%bl	21 38%bl	43 37%bl	8 15%	150 22%	218 48% ^m	
Landline only	49 4%	* 1%	8 8%k	6 5%	2 3%	5 5%	5 4%	6 4%	6 4%	7 9%ak	1 3%	2 2%	1 2%	34 5%	15 3%	
INTERNET ACCESS																
Internet access at home	987 86%	43 73%	82 83%	99 87%a	69 93%ail	83 83%	105 91%ail	126 89%al	139 93%abeijl	54 79%	45 82%	101 86%a	41 78%	617 89%n	371 82%	
Internet access at work (through workplace network connection)	351 31%	14 23%	22 23%	33 29%	25 34%	32 32%	45 39%bil	51 36%bi	46 31%	15 21%	18 33%	38 32%	11 22%	246 35%n	105 23%	
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	790 69%	48 81%behik	50 51%	90 79%behik	62 84%behikl	54 54%	89 77%behik	115 81%behik	95 64%	40 58%	41 75%be	71 60%	35 68%b	460 66%	330 73% ^m	
Internet access on publicly accessible computers (e.g. internet café, library)	188 16%	2 4%	11 11%	19 16%ak	14 19%ak	9 9%	14 12%k	39 27%abefik k	50 34%abcdefij k	7 10%	8 15%k	5 4%	12 23%aek	114 17%	74 16%	
Other type of internet access	7 1%	- -	- -	1 1%	2 3%	1 1%	- -	1 1%	2 1%	- -	- -	- -	- -	5 1%	2 *	
None of these \ Don't access the internet	110 10%	8 14%gh	14 14%gh	10 9%	4 6%	16 16%gh	9 8%	8 6%	7 5%	10 14%gh	6 10%	9 8%	9 17% ^{dgh}	63 9%	47 10%	
INTERNET ACCESS																
Any Internet access	1033 90%	50 86%	85 86%	104 91%	70 94%l	84 84%	106 92%	134 94%abeil	141 95%abeil	59 86%	49 90%	109 92%	43 83%	630 91%	404 90%	
No Internet access	110 10%	8 14%gh	14 14%gh	10 9%	4 6%	16 16%gh	9 8%	8 6%	7 5%	10 14%gh	6 10%	9 8%	9 17% ^{dgh}	63 9%	47 10%	
Fixed Broadband Internet access at home	945 83%	42 71%	81 81%	95 84%l	59 81%	83 83%l	105 91%abijkl	120 85%ai	137 92%abcdeijk l	48 69%	42 77%	94 79%	40 77%	597 86%n	348 77%	

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

Q. Breaks x Breaks

Base: All adults UK

	Total	GOVERNMENT REGIONS												TENURE	
		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)	Own\Mort gage (m)	Rent\Other (n)
Unweighted Base	1143	58	110	109	72	102	114	130	139	75	55	117	62	704	439
Weighted Base	1143	58*	99*	114*	74*	99*	115*	142	148	69*	55*	118	52*	692	451
TENURE															
Own\Mortgage	692	25	69	66	46	72	62	78	104	34	37	67	32	692	-
	61%	43%	70%afgi	58%	62%a	72%afgik	54%	55%	70%afgik	49%	68%a	57%	62%a	100%n	-
Rent\Other	451	33	30	48	28	28	53	64	44	35	18	51	20	-	451
	39%	57%bdehjl	30%	42%	38%	28%	46%beh	45%beh	30%	51%beh	32%	43%eh	38%	-	100%o

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

* small base

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

Q. Breaks x Breaks

Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone/tablet using a mobile network (e.g. 3G/4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	1143	1039	782	710	329	72	931	280	707	150	6	167	976	167	886	704	439
Weighted Base	1143	1067	749	700	368	49*	987	351	790	188	7**	110	1033	110	945	692	451
GENDER																	
Male	555	514	361	334	181	28	481	188	382	106	3	49	506	49	464	353	202
	49%	48%	48%	48%	49%	56%	49%	53%	48%	56%	49%	45%	49%	45%	49%	51%	45%
Female	588	553	387	366	187	21	507	163	409	82	4	60	528	60	481	340	248
	51%	52%	52%	52%	51%	44%	51%	47%	52%	44%	51%	55%	51%	55%	51%	49%	55%
AGE																	
16-24	161	157	70	70	87	-	145	33	124	53	2	1	160	1	138	61	99
	14%	15%bce	9%e	10%e	24%abce	-	15%gk	9%k	16%gk	28%fghk	26%	1%	15%m	1%	15% ^m	9%	22% ^o
25-34	190	187	95	94	93	1	178	89	165	40	-	2	188	2	172	84	106
	17%	17%bce	13%e	13%e	25%abce	2%	18%k	25%fk	21%k	21%k	-	2%	18% ^m	2%	18% ^m	12%	24% ^o
35-44	207	200	133	129	72	4	198	107	172	36	-	3	203	3	188	116	90
	18%	19%e	18%	18%e	19%e	8%	20%k	30%fhik	22%k	19%k	-	3%	20% ^m	3%	20% ^m	17%	20%
45-54	186	178	127	120	58	7	173	80	143	27	1	7	179	7	168	125	61
	16%	17%	17%	17%	16%	14%	18%k	23%ik	18%k	14%k	21%	6%	17% ^m	6%	18% ^m	18%	14%
55-64	181	169	143	137	32	6	160	39	125	21	1	12	169	12	154	137	44
	16%	16%d	19%d	20%d	9%	12%	16%g	11%	16%	11%	16%	11%	16%	11%	16%	20%p	10%
65-74	122	108	100	91	17	9	87	2	43	6	1	35	87	35	82	92	30
	11%	10%d	13%ad	13%d	5%	19%ad	9%ghi	1%	5%g	3%	10%	32%fghi	8%	32%ln	9%	13%p	7%
75+	96	69	82	60	9	22	45	1	18	5	2	49	47	49	43	75	21
	8%	6%d	11%ad	9%d	3%	45%abcd	5%gh	*	2%g	3%g	27%	45%fghi	5%	45%ln	5%	11%p	5%
16-34	351	343	165	164	180	1	324	122	289	93	2	3	348	3	310	146	205
	31%	32%bce	22%e	23%e	49%abce	2%	33%k	35%k	37%k	49%fghk	26%	3%	34% ^m	3%	33% ^m	21%	46% ^o

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

Q. Breaks x Breaks
Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connectio n) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessibl e computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own\Mort gage (o)	Rent\Othe r (p)
Unweighted Base	1143	1039	782	710	329	72	931	280	707	150	6	167	976	167	886	704	439
Weighted Base	1143	1067	749	700	368	49*	987	351	790	188	7**	110	1033	110	945	692	451
35+	792	724	584	536	188	48	664	229	501	95	5	106	686	106	635	547	245
	69%	68% ^d	78% ^{ad}	77% ^{ad}	51%	98% ^{abcd}	67% ⁱ	65% ⁱ	63% ⁱ	51%	74%	97% ^{fghi}	66%	97% ^{ln}	67%	79% ^p	54%
SOCIAL GRADE																	
AB	220	212	173	166	46	8	213	114	180	55	3	7	213	7	211	189	32
	19%	20% ^d	23% ^d	24% ^d	13%	16%	22% ^k	33% ^{fhk}	23% ^k	29% ^k	37%	7%	21% ^m	7%	22% ^m	27% ^p	7%
C1	340	330	214	207	123	7	322	145	265	85	4	13	327	13	310	232	109
	30%	31% ^e	29% ^e	30% ^e	34% ^e	14%	33% ^k	41% ^{fhk}	34% ^k	45% ^{fhk}	51%	12%	32% ^m	12%	33% ^m	33% ^p	24%
C2	246	232	163	154	78	9	220	59	164	21	1	17	229	17	204	141	105
	21%	22%	22%	22%	21%	19%	22% ⁱ	17%	21% ⁱ	11%	12%	15%	22%	15%	22%	20%	23%
DE	337	293	198	173	120	25	233	33	181	28	-	72	265	72	221	131	206
	29%	27%	26%	25%	33% ^c	51% ^{abcd}	24% ^{gi}	9%	23% ^{gi}	15%	-	65% ^{fghi}	26%	65% ^{ln}	23%	19%	46% ^{oo}
MARITAL STATUS																	
Married\Living as married	660	624	466	442	182	24	608	252	483	108	2	39	621	39	591	455	204
	58%	58% ^d	62% ^{de}	63% ^{de}	49%	49%	62% ^k	72% ^{fhik}	61% ^k	57% ^k	25%	35%	60% ^m	35%	63% ^m	66% ^p	45%
Single	334	320	173	166	154	7	275	79	242	75	3	27	308	27	258	141	193
	29%	30% ^{bce}	23%	24%	42% ^{abce}	14%	28%	23%	31% ^g	40% ^{fghk}	48%	24%	30%	24%	27%	20%	43% ^{oo}
Widow\Divorced\Separated	149	124	110	92	32	18	104	20	65	6	2	44	104	44	96	95	53
	13%	12%	15% ^d	13%	9%	37% ^{abcd}	10% ^{gi}	6%	8% ⁱ	3%	27%	40% ^{fghi}	10%	40% ^{ln}	10%	14%	12%
WORKING STATUS																	
Working	622	604	408	396	208	12	596	332	509	123	3	10	611	10	573	407	215
	54%	57% ^e	55% ^e	57% ^e	56% ^e	25%	60% ^k	95% ^{fhik}	64% ^k	65% ^k	46%	9%	59% ^m	9%	61% ^m	59% ^p	48%
Not working	521	464	340	304	160	37	392	19	281	65	4	99	422	99	372	286	236
	46%	43%	45%	43%	44%	75% ^{abcd}	40% ^g	5%	36% ^g	35% ^g	54%	91% ^{fghi}	41%	91% ^{ln}	39%	41%	52%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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Consumer Complaints Study - Wave 29 (QS8026 - 598501)

Q. Breaks x Breaks

Base: All adults UK

	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
								Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	Internet access on publicly accessible computers (e.g. internet café, library)		None of these \ Don't access the internet					
Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)			Other type of internet access (j)		Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
1143	1039	782	710	329	72	931	280	707	150	6	167	976	167	886	704	439
1143	1067	749	700	368	49*	987	351	790	188	7**	110	1033	110	945	692	451
346	336	207	203	133	5	327	148	293	55	-	4	342	4	312	168	178
30%	31%e	28%e	29%e	36%bce	10%	33%k	42%fik	37%k	29%k	-	4%	33%lm	4%	33%lm	24%	39%o
797	732	541	497	235	44	661	203	497	133	7	105	691	105	633	524	273
70%	69%	72%d	71%d	64%	90%abcd	67%g	58%	63%	71%g	100%	96%fghi	67%	96%ln	67%	76%p	61%
887	830	569	534	296	35	771	285	648	170	6	79	808	79	734	533	354
78%	78%	76%	76%	80%	71%	78%	81%k	82%k	90%fghk	84%	72%	78%	72%	78%	77%	79%
256	237	179	165	72	14	216	66	142	18	1	30	226	30	211	160	96
22%	22%	24%	24%	20%	29%	22%i	19%i	18%i	10%	16%	28%ghi	22%	28%	22%	23%	21%
918	851	600	556	296	45	801	284	643	164	7	86	832	86	769	556	362
80%	80%	80%	79%	80%	91%abcd	81%	81%	81%	87%k	100%	78%	81%	78%	81%	80%	80%
118	113	71	69	43	2	101	38	71	5	-	9	109	9	94	67	51
10%	11%	10%	10%	12%	4%	10%i	11%i	9%i	2%	-	8%i	11%	8%	10%	10%	11%
55	52	33	31	21	1	45	18	41	8	-	6	49	6	42	37	18
5%	5%	4%	4%	6%	3%	5%	5%	5%	4%	-	5%	5%	5%	4%	5%	4%
52	51	44	44	8	1	41	11	35	12	-	9	43	9	40	32	20
5%	5%d	6%d	6%d	2%	2%	4%	3%	4%	6%	-	8%fg	4%	8%ln	4%	5%	4%
58	56	24	23	33	*	43	14	48	2	-	8	50	8	42	25	33
5%	5%b	3%	3%	9%abce	1%	4%	4%	6%i	1%	-	8%i	5%	8%	4%	4%	7%o
99	90	84	76	13	8	82	22	50	11	-	14	85	14	81	69	30
9%	8%d	11%d	11%d	4%	15%d	8%	6%	6%	6%	-	13%ghi	8%	13%	9%	10%	7%

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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Table 19

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

Q. Breaks x Breaks

Base: All adults UK

	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE		
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connectio n) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessibl e computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mort gage (o)	Rent/Othe r (p)
Unweighted Base	1143	1039	782	710	329	72	931	280	707	150	6	167	976	167	886	704	439
Weighted Base	1143	1067	749	700	368	49*	987	351	790	188	7**	110	1033	110	945	692	451
Yorkshire and The Humber	114	105	82	76	29	6	99	33	90	19	1	10	104	10	95	66	48
	10%	10%	11%	11%	8%	13%	10%	10%	11%	10%	16%	9%	10%	9%	10%	10%	11%
East Midlands	74	70	48	46	24	2	69	25	62	14	2	4	70	4	59	46	28
	6%	7%	6%	7%	6%	4%	7%	7%	8%	7%	26%	4%	7%	4%	6%	7%	6%
West Midlands	99	89	64	59	30	5	83	32	54	9	1	16	84	16	83	72	28
	9%	8%	9%	8%	8%	11%	8%	9%	7%	5%	10%	14% ^{hi}	8%	14% ^{ln}	9%	10% ^p	6%
East of England	115	104	71	66	39	5	105	45	89	14	-	9	106	9	105	62	53
	10%	10%	9%	9%	10%	10%	11%	13%	11%	7%	-	8%	10%	8%	11%	9%	12%
London	142	135	77	71	63	6	126	51	115	39	1	8	134	8	120	78	64
	12%	13%	10%	10%	17% ^{abc}	11%	13%	15% ^k	15% ^k	21% ^{fk}	21%	7%	13% ^m	7%	13%	11%	14%
South East	148	141	105	98	43	6	139	46	95	50	2	7	141	7	137	104	44
	13%	13%	14%	14%	12%	13%	14% ^k	13% ^k	12%	26% ^{fghk}	27%	6%	14% ^m	6%	14% ^m	15% ^p	10%
South West	69	62	47	41	21	7	54	15	40	7	-	10	59	10	48	34	35
	6%	6%	6%	6%	6%	13% ^{abcd}	5%	4%	5%	4%	-	9% ^g	6%	9%	5%	5%	8%
Wales	55	52	33	31	21	1	45	18	41	8	-	6	49	6	42	37	18
	5%	5%	4%	4%	6%	3%	5%	5%	5%	4%	-	5%	5%	5%	4%	5%	4%
Scotland	118	113	71	69	43	2	101	38	71	5	-	9	109	9	94	67	51
	10%	11%	10%	10%	12%	4%	10% ⁱ	11% ⁱ	9% ⁱ	2%	-	8% ⁱ	11%	8%	10%	10%	11%
Northern Ireland	52	51	44	44	8	1	41	11	35	12	-	9	43	9	40	32	20
	5%	5% ^d	6% ^d	6% ^d	2%	2%	4%	3%	4%	6%	-	8% ^{fg}	4%	8% ^{ln}	4%	5%	4%
TENURE																	
Own/Mortgage	692	649	534	500	150	34	617	246	460	114	5	63	630	63	597	692	-
	61%	61% ^d	71% ^{ad}	71% ^{ad}	41%	70% ^d	62%	70% ^{fhk}	58%	61%	74%	57%	61%	57%	63%	100% ^p	-

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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Consumer Complaints Study - Wave 29 (QS8026 - 598501)

Q. Breaks x Breaks
Base: All adults UK

	Total	Q.1/2 PHONES OWN					INTERNET ACCESS						INTERNET ACCESS			TENURE	
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own\Mortgage (o)	Rent\Other (p)
Unweighted Base	1143	1039	782	710	329	72	931	280	707	150	6	167	976	167	886	704	439
Weighted Base	1143	1067	749	700	368	49*	987	351	790	188	7**	110	1033	110	945	692	451
Rent\Other	451	418	215	200	218	15	371	105	330	74	2	47	404	47	348	-	451
	39%	39%bc	29%	29%	59%abce	30%	38%g	30%	42%g	39%	26%	43%g	39%	43%	37%	-	100%o
Q.1/2 PHONES OWN																	
Mobile (any)	1067	1067	700	700	368	-	945	347	774	182	7	77	990	77	909	649	418
	93%	100%be	93%e	100%be	100%be	-	96%k	99%fk	98%fk	97%k	100%	71%	96%lm	71%	96%lm	94%	93%
Landline	749	700	749	700	-	49	667	246	517	114	4	72	677	72	654	534	215
	65%	66%d	100%ad	100%ad	-	100%ad	68%	70%	65%	61%	52%	66%	65%	66%	69%	77%p	48%
Mobile & Landline	700	700	700	700	-	-	640	244	508	112	4	50	650	50	630	500	200
	61%	66%de	93%ade	100%abde	-	-	65%k	70%ik	64%k	60%k	52%	46%	63%lm	46%	67%lm	72%p	44%
Mobile only	368	368	-	-	368	-	305	103	266	70	3	27	340	27	279	150	218
	32%	34%bce	-	-	100%abce	-	31%	29%	34%k	37%k	48%	25%	33%	25%	30%	22%	48%o
Landline only	49	-	49	-	-	49	27	2	8	2	-	22	27	22	24	34	15
	4%	-	7%acd	-	-	100%abcd	3%gh	1%	1%	1%	-	20%fghi	3%	20%ln	3%	5%	3%
INTERNET ACCESS																	
Internet access at home	987	945	667	640	305	27	987	349	749	178	7	-	987	-	936	617	371
	86%	89%de	89%de	91%de	83%e	56%	100%ghik	99%hik	95%k	95%k	100%	-	96%lm	-	99%lm	89%p	82%
Internet access at work (through workplace network connection)	351	347	246	244	103	2	349	351	343	102	4	-	351	-	337	246	105
	31%	32%e	33%e	35%de	28%e	4%	35%k	100%fhik	43%fk	54%fhk	59%	-	34%lm	-	36%lm	35%p	23%
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	790	774	517	508	266	8	749	343	790	180	6	-	790	-	722	460	330
	69%	73%e	69%e	73%e	72%e	17%	76%k	98%fk	100%fgik	96%fk	85%	-	76%lm	-	76%lm	66%	73%o

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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

Consumer Complaints Study - Wave 29 (QS8026 - 598501)

Q. Breaks x Breaks

Base: All adults UK

	Q.1/2 PHONES OWN						INTERNET ACCESS						INTERNET ACCESS			TENURE	
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (through workplace network connection) (g)	Internet access via a mobile phone/tablet using a mobile network (e.g. 3G \ 4G access) (h)	Internet access on publicly accessible computers (e.g. internet café, library) (i)	Other type of internet access (j)	None of these \ Don't access the internet (k)	Any Internet access (l)	No Internet access (m)	Fixed Broadband Internet access at home (n)	Own/Mortgage (o)	Rent/Other (p)
Unweighted Base	1143	1039	782	710	329	72	931	280	707	150	6	167	976	167	886	704	439
Weighted Base	1143	1067	749	700	368	49*	987	351	790	188	7**	110	1033	110	945	692	451
Internet access on publicly accessible computers (e.g. internet café, library)	188	182	114	112	70	2	178	102	180	188	1	-	188	-	173	114	74
	16%	17%e	15%e	16%e	19%e	5%	18%k	29%fkh	23%fk	100%fghk	16%	-	18%lm	-	18%lm	17%	16%
Other type of internet access	7	7	4	4	3	-	7	4	6	1	7	-	7	-	7	5	2
	1%	1%	*	1%	1%	-	1%	1%	1%	1%	100%	-	1%	-	1%	1%	*
None of these \ Don't access the internet	110	77	72	50	27	22	-	-	-	-	-	110	-	110	-	63	47
	10%	7%	10%	7%	7%	44%abcd	-	-	-	-	-	100%fghi	-	100%ln	-	9%	10%
INTERNET ACCESS																	
Any Internet access	1033	990	677	650	340	27	987	351	790	188	7	-	1033	-	945	630	404
	90%	93%e	90%e	93%e	93%e	56%	100%k	100%k	100%k	100%k	100%	-	100%lm	-	100%lm	91%	90%
No Internet access	110	77	72	50	27	22	-	-	-	-	-	110	-	110	-	63	47
	10%	7%	10%	7%	7%	44%abcd	-	-	-	-	-	100%fghi	-	100%ln	-	9%	10%
Fixed Broadband Internet access at home	945	909	654	630	279	24	936	337	722	173	7	-	945	-	945	597	348
	83%	85%de	87%de	90%ade	76%e	50%	95%hk	96%hk	91%k	92%k	100%	-	91%lm	-	100%lm	86%p	77%
TENURE																	
Own/Mortgage	692	649	534	500	150	34	617	246	460	114	5	63	630	63	597	692	-
	61%	61%d	71%ad	71%ad	41%	70%cd	62%	70%fkh	58%	61%	74%	57%	61%	57%	63%	100%p	-
Rent/Other	451	418	215	200	218	15	371	105	330	74	2	47	404	47	348	-	451
	39%	39%bc	29%	29%	59%abce	30%	38%g	30%	42%g	39%	26%	43%g	39%	43%	37%	-	100%o

Fieldwork : 04/01/2019 - 08/01/2019 (Week 01)

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

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