

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 1  
**Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?**  
**If you have more than one household landline connection, please select the one you use most often.**  
**Base: All respondents**

	Total	Gender		Age							Social Grade					Area type			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)	
Unweighted base	6340	3123	3217	763	1078	997	1102	962	1069	369	1888	1675	1346	1431	3563	2777	5081	1259	
Weighted base	6340	3100	3240	875	1059	983	1090	913	1063	358	1724	1788	1287	1541	3512	2828	5082	1258	
BT	1379 22%	706 23%	673 21%	206 24% <sup>de</sup>	161 15%	167 17%	225 21% <sup>d</sup>	225 25% <sup>def</sup>	307 29% <sup>code</sup>	87 24% <sup>de</sup>	463 27% <sup>klm</sup>	412 23% <sup>m</sup>	265 21% <sup>m</sup>	238 15%	238 25% <sup>o</sup>	876 18%	503 19%	957 34% <sup>p</sup>	422
EE	265 4%	132 4%	133 4%	23 3%	49 5% <sup>c</sup>	47 5% <sup>c</sup>	39 4%	32 3%	49 5% <sup>c</sup>	25 7% <sup>cfg</sup>	73 4%	82 5%	41 3%	68 4%	155 4%	110 4%	199 4%	66 5%	
Plusnet	355 6%	162 5%	193 6%	18 2%	54 5% <sup>c</sup>	65 7% <sup>c</sup>	71 7% <sup>c</sup>	54 6% <sup>c</sup>	77 7% <sup>c</sup>	16 4% <sup>c</sup>	94 5%	104 6%	74 6%	83 5%	198 6%	157 6%	261 5%	93 7% <sup>p</sup>	
Post Office	53 1%	26 1%	27 1%	7 1%	6 1%	4 *	12 1%	10 1%	11 1%	3 1%	13 1%	12 1%	9 1%	19 1%	25 1%	28 1%	45 1%	8 1%	
Sky	1156 18%	541 17%	615 19%	109 12%	224 21% <sup>chi</sup>	225 23% <sup>cgh</sup>	235 22% <sup>cgh</sup>	162 18% <sup>ci</sup>	161 15%	41 11%	279 16%	303 17%	281 22% <sup>jk</sup>	293 19%	582 17%	574 20% <sup>n</sup>	955 19% <sup>q</sup>	202 16%	
TalkTalk	688 11%	335 11%	353 11%	77 9%	110 10%	87 9%	99 9%	97 11%	142 13% <sup>cde</sup>	76 21% <sup>cde</sup>	168 10%	182 10%	136 11%	202 13% <sup>jk</sup>	350 10%	338 12% <sup>n</sup>	537 11%	151 12%	
Virgin Media	1221 19%	586 19%	635 20%	161 18%	201 19%	190 19%	225 21%	187 20%	191 18%	66 19%	303 18%	338 19%	275 21% <sup>j</sup>	305 20%	641 18%	580 21% <sup>n</sup>	1118 22% <sup>q</sup>	104 8%	
Vodafone	259 4%	155 5% <sup>b</sup>	104 3%	48 6% <sup>ghi</sup>	72 7% <sup>efgh</sup>	45 5% <sup>hi</sup>	42 4% <sup>hi</sup>	29 3% <sup>h</sup>	17 2%	6 2%	104 6% <sup>klm</sup>	66 4%	38 3%	51 3%	170 5% <sup>o</sup>	89 3%	208 4%	51 4%	
Home Telecom	2 *	-	2 *	-	-	-	-	2 *	-	-	1 *	-	-	1 *	1 *	1 *	2 *	-	
Hyperoptic	5 *	2 *	3 *	1 *	1 *	-	2 *	-	-	1 *	4 *	-	-	5 *	-	-	5 *	-	
John Lewis Broadband	21 *	9 *	11 *	-	1 *	3 *	3 *	5 1% <sup>c</sup>	7 1% <sup>cd</sup>	2 1% <sup>cd</sup>	8 *	6 *	2 *	4 *	14 *	6 *	8 *	12 1% <sup>p</sup>	
KCOM / Karoo / Kingston Communications	36 1%	24 1%	12 *	5 1%	4 *	6 1%	10 1%	6 1%	3 *	2 *	3 *	13 1% <sup>j</sup>	15 1% <sup>jm</sup>	6 *	15 *	21 1%	33 1%	3 *	
Now TV Broadband	90 1%	40 1%	51 2%	9 1%	12 1%	15 2%	19 2%	15 2%	15 1%	6 2%	17 1%	18 1%	24 2% <sup>j</sup>	31 2% <sup>jk</sup>	35 1%	55 2% <sup>n</sup>	72 1%	18 1%	

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

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Table 1  
**Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?**  
**If you have more than one household landline connection, please select the one you use most often.**  
**Base: All respondents**

	Total	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6340	3100	3240	875	1059	983	1090	913	1063	358	1724	1788	1287	1541	3512	2828	5082	1258
Panasonic	4	-	4	1%defh	-	-	-	-	-	-	-	-	1	3	-	4	4	-
The Phone Co-op	2	1	1	-	-	-	-	2	1	-	-	-	1	1	-	2	1	2
Pop Telecom	4	3	1	-	-	-	-	-	1	3	4	-	-	-	4	-	3	1
See The Light	3	1	2	-	1	1	1	1	-	-	1	1	2	-	1	2	3	-
Shell Energy Broadband	25	13	12	-	1	2	5	5	10	3	4	10	5	7	14	12	21	5
SSE	38	27	11	2	3	3	4	8	16	3	12	8	6	12	20	18	28	10
Utility warehouse	36	18	18	-	4	1	5	6	16	4	12	11	4	9	23	13	27	9
Zen Internet	15	9	6	-	1	3	4	3	3	-	8	2	2	3	10	5	13	2
Other answers	36	20	16	-	4	5	3	8	8	8	8	16	2	11	23	13	16	20
Don't have a landline telephone/line rental service	571	256	315	145	143	109	86	56	27	5	131	172	97	171	303	268	514	57
Don't know	76	33	43	59	8	4	2	1	-	1	20	27	8	22	46	30	55	21

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

## Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 2  
**Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?**  
**If you have more than one household landline connection, please select the one you use most often.**  
**Base: All respondents**

	Country					Region										Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6340	5259	551	337	193	551	251	653	496	527	499	337	587	849	865	532	193	5701	575
Weighted base	6340	5320	529	301	190	529	252	701	517	553	455	301	597	836	867	541	190	5701	573
BT	1379 22%	1134 21%	111 21%	74 25%	60 32%ab	111 21%	39 16%	149 21%	85 16%	113 20%	78 17%	74 25%fhj	142 24%fhj	172 21%	203 23%fhj	153 28%efgh ijm	60 32%efgh ijlmn	1276 22%r	92 16%
EE	265 4%	218 4%d	27 5%d	19 6%d	1 *	27 5%gp	15 6%gp	18 3%	33 6%glop	22 4%p	21 5%p	19 6%glop	20 3%p	38 5%p	36 4%p	15 3%	1 *	238 4%	25 4%
Plusnet	355 6%	290 5%	31 6%	22 7%	12 6%	31 6%m	15 6%am	45 6%am	31 6%am	39 7%mo	28 6%am	22 7%am	43 7%mo	23 3%	45 5%am	22 4%	12 6%am	335 6%r	14 3%
Post Office	53 1%	40 1%	3 1%	9 3%abd	1 *	3 1%	1 *	5 1%	10 2%jmn	3 1%	1 *	9 3%efgij mnop	7 1%	4 *	4 1%	5 1%	1 *	50 1%	3 *
Sky	1156 18%	945 18%	103 19%	60 20%	49 26%a	103 19%am	45 18%	151 22%hmo	83 16%	96 17%	79 17%	60 20%	108 18%	126 15%	171 20%am	84 16%	49 26%hijl mo	1030 18%	119 21%
TalkTalk	688 11%	574 11%	62 12%	32 11%	20 11%	62 12%	22 9%	86 12%i	49 9%	46 8%	56 12%i	32 11%	73 12%i	79 9%	92 11%	72 13%im	20 11%	636 11%	49 9%
Virgin Media	1221 19%	1071 20%cd	90 17%	36 12%	24 12%	90 17%o	64 25%egkl nop	116 17%o	105 20%kop	143 26%egkl nop	120 26%eghik lnop	36 12%	112 19%ko	188 22%egko p	166 19%kop	57 10%	24 12%	1089 19%	123 21%
Vodafone	259 4%	222 4%	19 4%	9 3%	8 4%	19 4%h	8 3%	25 4%h	6 1%	14 3%	9 2%	9 3%	18 3%	76 9%efghi jklmp	30 3%h	37 7%efghi jklm	8 4%h	219 4%	36 6%q
Home Telecom	2 *	2 *	-	-	-	-	-	1 *	-	-	-	-	-	1 *	-	-	-	2 *	-
Hyperoptic	5 *	5 *	-	-	-	-	-	-	-	-	-	-	-	5 1%n	-	-	-	2 *	2 *q
John Lewis Broadband	21 *	16 *	3 1%	1 *	-	3 1%g	-	-	2 *	1 *	3 1%g	1 *	1 *	2 *	3 *	4 1%g	-	20 *	1 *

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 2

**Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?**  
**If you have more than one household landline connection, please select the one you use most often.**

**Base: All respondents**

	Country					Region										Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Weighted base	6340	5320	529	301	190	529	252	701	517	553	455	301	597	836	867	541	190	5701	573
KCOM / Karoo / Kingston Communications	36 1%	36 1%	-	-	-	-	-	-	36 7%efgij klmnop	-	-	-	-	-	-	-	-	36 1%	-
Now TV Broadband	90 1%	79 1%	4 1%	5 2%	2 1%	4 1%	4 1%	21 3%eijmn	9 2%	3 1%	4 1%	5 2%	14 2%eim	6 1%	11 1%	6 1%	2 1%	84 1%	5 1%
Panasonic	4 *	4 *	-	-	-	-	-	-	1 *	-	-	-	-	3 *	-	-	-	-	4 1%q
The Phone Co-op	2 *	1 *	1 *	-	-	1 *	-	1 *	-	-	-	-	-	-	-	-	-	2 *	-
Pop Telecom	4 *	4 *	-	-	-	-	-	-	-	-	-	-	-	-	2 *	2 *	-	4 *	-
See The Light	3 *	3 *	-	-	-	-	-	-	-	1 *	-	1 *	-	1 *	1 *	-	-	3 *	-
Shell Energy Broadband	25 *	22 *	3 1%	-	-	3 1%	3 1%jm	2 *	2 *	1 *	-	-	3 1%	1 *	3 *	7 1%gjmn	-	25 *	-
SSE	38 1%	33 1%	3 *	3 1%	-	3 *	3 1%gj	1 *	4 1%	8 1%gjmn	-	3 1%j	6 1%gj	3 *	3 *	5 1%	-	37 1%	1 *
Utility warehouse	36 1%	31 1%	1 *	4 1%b	-	1 *	1 *	5 1%	1 *	2 *	3 1%	4 1%eh	4 1%	3 *	4 *	8 1%ehm	-	35 1%	-
Zen Internet	15 *	14 *	1 *	1 *	-	1 *	2 1%gl	-	-	1 *	-	1 *	-	4 *	4 *	2 *	-	13 *	1 *
Other answers	36 1%	28 1%	5 1%	3 1%	1 *	5 1%h	-	3 *	-	5 1%	2 1%	3 1%h	3 *	4 *	6 1%	5 1%h	1 *	32 1%	3 1%
Don't have a landline telephone/line rental service	571 9%	479 9%	58 11%	21 7%	13 7%	58 11%l	29 12%l	64 9%l	48 9%l	50 9%l	43 9%l	21 7%	32 5%	91 11%l	72 8%l	49 9%l	13 7%	480 8%	83 14%q
Don't know	76 1%	70 1%	3 *	3 1%	-	3 *	1 1%	8 1%	11 2%e	7 1%	7 2%	3 1%	10 2%	7 1%	11 1%	8 1%	-	53 1%	13 2%q

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

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 3  
**Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?**  
**If you have more than one household landline connection, please select the one you use most often.**  
**Base: All respondents**

	Q.1 Landline supplier													Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM/Karoo (j)	Now TV (k)	SSE (l)	Utility Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6340	5685	1382	264	368	56	1142	689	1204	258	34	94	35	39	6246	221	1188	402	18	1121	572	687	470	874	127	98	239	71
Weighted base	6340	5693	1379	265	355	53*	1156	688	1221	259	36**	90*	38**	36*	6245	212	1197	411	17**	1102	584	693	470	879	127	92*	241	69*
BT	1379	1379	1379	-	-	-	-	-	-	-	-	-	-	-	1359	184	256	68	-	263	136	116	48	209	20	14	18	8
	22%	24%cd efghi km	100%acde fghikm	-	-	-	-	-	-	-	-	-	-	-	22%quv zA	87%npq stuvw yzA	21%uvz	17%vz	-	24%quv zA	23%quv zA	17%vz	10%	24%quv zA	16%z	15%	8%	11%
EE	265	265	-	265	-	-	-	-	-	-	-	-	-	-	262	3	164	10	-	19	21	14	4	11	6	2	4	2
	4%	5%bdfg hik	-	100%abde fghikm	-	-	-	-	-	-	-	-	-	-	4%osuv w	1%	14%noqs tuvxyz A	3%	-	2%	4%sw	2%	1%	1%	5%sw	2%	2%	2%
Plusnet	355	355	-	-	355	-	-	-	-	-	-	-	-	-	348	1	48	50	-	51	42	36	16	34	12	39	5	6
	6%	8%bcfg hik	-	-	100%abce fghikm	-	-	-	-	-	-	-	-	-	6%opw z	1%	4%o	12%nops tuvwz	-	5%o	7%opsv wz	5%o	3%	4%o	9%ops vwz	43%nopq stuvwz A	2%	8%oz
Post Office	53	53	-	-	-	53	-	-	-	-	-	-	-	-	53	1	8	8	-	6	9	5	2	4	3	1	*	-
	1%	1%bfg hik	-	-	-	100%abcd efghikm	-	-	-	-	-	-	-	-	1%	*	1%	2%npsw	-	1%	2%	1%	*	*	3%swz	1%	*	-
Sky	1156	1156	-	-	-	-	1156	-	-	-	-	-	-	-	1142	7	214	66	3	223	114	121	40	137	23	4	167	7
	18%	20%bcde ghikm	-	-	-	-	100%abcd efghikm	-	-	-	-	-	-	-	18%ow y	3%	18%ov y	16%ov y	16%	20%ov y	20%ov y	17%ov y	9%o	16%ov y	18%ov y	4%	69%nop qstuvw xyA	11%o
TalkTalk	688	688	-	-	-	-	-	688	-	-	-	-	-	-	669	2	112	46	2	144	76	97	28	84	22	7	11	9
	11%	12%bcde fghikm	-	-	-	-	-	100%abcd efghikm	-	-	-	-	-	-	11%ovz	1%	9%ovz	11%ovz	14%	13%nop vwz	13%opv wz	14%nopv wz	6%o	10%ovz	17%nopv wz	7%o	4%	14%ovz
Virgin Media	1221	1221	-	-	-	-	-	-	1221	-	-	-	-	-	1211	1	202	46	5	192	105	154	281	151	21	5	12	14
	19%	21%bcde fgikm	-	-	-	-	-	-	100%abcd efgikm	-	-	-	-	-	19%opq z	*	17%oq z	11%oz	30%	17%oq z	18%oq z	22%opq swyz	60%nop qstuvw yzA	17%oq z	16%oyz	5%o	5%o	20%oqyz
Vodafone	259	259	-	-	-	-	-	-	-	259	-	-	-	-	257	3	19	18	3	26	10	18	13	137	2	1	2	2
	4%	5%bcdf ghk	-	-	-	-	-	-	-	100%abcd efghk	-	-	-	-	4%opst uz	1%	2%	4%ptz	17%	2%	2%	3%	3%	16%nopq stuvw yzA	2%	2%	1%	4%
Home Telecom	2	2	-	-	-	-	-	-	-	-	-	-	-	-	2	-	1	-	-	1	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

Prepared by Yonder



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**Base: All respondents**

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	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now TV (k)	SSE (l)	Utility Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Weighted base	6340	5693	1379	265	355	53*	1156	688	1221	259	36**	90*	38**	36*	6245	212	1197	411	17**	1102	584	693	470	879	127	92*	241	69*
Hyperoptic	5	5	-	-	-	-	-	-	-	-	-	-	-	-	5	-	-	-	-	3	-	1	1	-	-	-	-	-
John Lewis Broadband	21	21	-	-	-	-	-	-	-	-	-	-	-	-	21	-	2	1	-	5	6	-	2	1	-	2	-	-
KCOM / Karoo / Kingston Communications	36	36	-	-	-	-	-	-	-	36	-	-	-	-	36	-	3	-	-	5	3	11	2	6	1	1	1	1
Now TV Broadband	90	90	-	-	-	-	-	-	-	-	-	90	-	-	89	-	14	13	-	14	11	14	2	5	4	4	1	2
Panasonic	4	4	-	-	-	-	-	-	-	-	-	-	-	-	4	-	3	-	-	1	-	-	-	-	-	-	-	-
The Phone Co-op	2	2	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	1	-	1	-	-	-	-	-	-	-	-
Pop Telecom	4	4	-	-	-	-	-	-	-	-	-	-	-	-	4	-	-	-	-	2	-	1	1	-	-	-	-	-
See The Light	3	3	-	-	-	-	-	-	-	-	-	-	-	-	3	-	-	-	-	2	1	-	-	-	-	-	-	-
Shell Energy Broadband	25	25	-	-	-	-	-	-	-	-	-	-	-	-	24	-	2	2	-	4	2	5	-	3	1	1	2	1
SSE	38	38	-	-	-	-	-	-	-	-	-	-	38	-	36	-	4	5	-	7	8	1	1	3	3	1	3	1
Utility warehouse	36	36	-	-	-	-	-	-	-	-	-	-	-	36	-	6	4	-	3	3	2	1	3	-	1	-	-	
Zen Internet	15	15	-	-	-	-	-	-	-	-	-	-	-	-	15	-	3	6	-	3	-	1	-	2	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 3  
**Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?**  
 If you have more than one household landline connection, please select the one you use most often.  
 Base: All respondents

	Q.1 Landline supplier													Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now TV (k)	SSE (l)	Utility Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Weighted base	6340	5693	1379	265	355	53*	1156	688	1221	259	36**	90*	38**	36*	6245	212	1197	411	17**	1102	584	693	470	879	127	92*	241	69*
Other answers	36	36	-	-	-	-	-	-	-	-	-	-	-	-	36	-	4	7	-	8	4	3	-	5	-	1	-	-
	1%	1%bfh	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	*	2%npuv	-	1%	1%	*	-	1%	-	2%v	-	-
Don't have a landline telephone/line rental service	571	-	-	-	-	-	-	-	-	-	-	-	-	-	568	6	114	54	4	111	27	85	29	77	8	7	14	15
	9%	-	-	-	-	-	-	-	-	-	-	-	-	-	9%otv	3%	10%otv	13%notvwz	23%	10%otv	5%	12%notvwz	6%	9%ot	7%	7%	6%	22%nopstuvwxyz
Don't know	76	-	-	-	-	-	-	-	-	-	-	-	-	-	64	4	16	6	-	11	6	9	1	9	*	1	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-	1%	2%vz	1%	1%	-	1%	1%	1%	*	1%	*	1%	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 4  
**Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?**  
**If you have more than one household landline connection, please select the one you use most often.**  
**Base: All respondents**

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions		
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM/Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	6340	6153	1278	295	419	61	1245	734	1439	268	34	108	32	35	40	3698	379	1952	203	1038	1109	3332	1216	2107	4064
Weighted base	6340	6150	1273	292	404	61*	1265	731	1461	266	34*	105*	33**	36*	3782	390	1990	207	1071	1133	3224	1257	2105	4057	
BT	1379 22%	1367 22% cde fghijkl n	1192 94% acde fghijkl	14 5%	15 4%	5 8% ghk	49 4%	18 3%	43 3%	10 4%	-	*	-	-	1 3%	793 21% rs	324 83% oqrs	420 21% rs	3 2%	30 3%	178 16%	717 22% t	315 25% t	394 19%	946 23% w
EE	265 4%	265 4% bdfg hk	9 1%	233 80% abde fghijkl	3 1%	-	3 *	1 *	9 1%	6 2% fgh	-	-	-	-	-	126 3% s	13 3%	83 4% os	3 1%	17 2%	53 5%	135 4%	45 4%	87 4%	166 4%
Plusnet	355 6%	353 6% bcfg hik	-	-	350 87% abcde fghijkl	1 1% bgh	2 *	-	-	-	-	-	-	-	-	79 2% ps	2 1%	54 3% ops	2 1%	2 *	73 6%	178 6%	75 6%	131 6%	218 5%
Post Office	53 1%	52 1% bfg	2 *	-	3 1% fg	43 70% abcd fghijkl	1 *	-	3 *	-	-	-	-	-	15 *	-	8 *	1 *	2 *	9 1%	28 1%	9 1%	25 1%	27 1%	
Sky	1156 18%	1147 19% bcde ghijkl	10 1%	9 3% bdgh	-	3 5% bdg hk	1108 88% abcd efghijkl	4 1%	6 *	6 2% bdgh	-	-	-	-	-	1015 27% prs	11 3% s	992 50% oprs	4 2% s	3 *	223 20%	599 19%	221 18%	378 18%	750 18%
TalkTalk	688 11%	680 11% bcde fhikn	7 1%	2 1%	2 *	1 1%	8 1%	651 89% abcd efghijkl	3 *	2 1%	-	1 1% h	-	-	-	306 8% pqs	5 1%	114 6% ps	170 82% opqs	8 1%	121 11%	380 12% v	110 9%	245 12%	421 10%
Virgin Media	1221 19%	1212 20% bcde fgijkl	4 *	4 1% b	2 *	1 2%	8 1%	3 *	1188 81% abcd efghijkl	2 1%	-	-	-	-	1024 27% pqr	6 2%	79 4% p	4 2%	928 87% opqr	227 20%	620 19%	244 19%	412 20%	779 19%	
Vodafone	259 4%	259 4% bcd fghk	7 1%	1 *	2 1%	1 1%	13 1%	8 1% h	5 *	219 83% abcd efghijkl	-	-	-	-	127 3% s	16 4% s	66 3% s	13 6% oqs	20 2%	54 5%	111 3%	71 6% u	77 4%	173 4%	
Home Telecom	2 *	2 *	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1 *	1 *	1 *	1 *
Hyperoptic	5 *	5 *	-	-	-	-	-	-	-	-	-	-	-	-	2 *	-	1 *	-	-	-	-	4 *	1 *	1 *	4 *

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

Prepared by Yonder





### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 4  
**Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?**  
 If you have more than one household landline connection, please select the one you use most often.  
 Base: All respondents

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/ limiting conditions		
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM/ Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Weighted base	6340	6150	1273	292	404	61*	1265	731	1461	266	34*	105*	33**	37**	36*	3782	390	1990	207	1071	1133	3224	1257	2105	4057
John Lewis Broadband	21	21	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	1	-	1	2	11	4	7	13
KCOM / Karoo / Kingston Communications	36	32	-	-	-	-	-	-	-	-	32	-	-	-	24	-	23	-	-	8	24	3	9	26	
	1%	1%bth	-	-	-	-	-	-	-	-	95%abcd efghikn	-	-	-	1% s	-	1% os	-	-	1%	1%	*	*	*	
Now TV Broadband	90	89	-	-	-	-	-	-	-	-	89	-	-	-	25	-	11	-	1	17	51	13	34	55	
	1%	1%bdfg h	-	-	-	-	-	-	-	-	85%abcd efghijn	-	-	-	1% s	-	1%	-	*	2%	2%	1%	2%	1%	
Panasonic	4	4	-	-	-	-	3	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	
	*	*	-	-	-	-	* a	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	
The Phone Co-op	2	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	1	2
	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	*	-	*	
Pop Telecom	4	4	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-	2	2	
	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-	*	*	
See The Light	3	3	-	-	-	-	-	-	-	-	-	-	-	-	2	-	2	-	-	2	1	1	2	1	
	*	*	-	-	-	-	-	-	-	-	-	-	-	*	-	*	-	-	-	*	*	*	*	*	
Shell Energy Broadband	25	25	-	-	-	-	-	-	-	-	-	25	-	-	7	-	4	-	-	6	15	4	15	11	
	*	* bfh	-	-	-	-	-	-	-	-	-	77%	-	-	*	-	*	-	-	1%	*	*	1% x	*	
SSE	38	38	-	-	-	-	1	-	-	-	-	-	36	-	7	-	5	-	-	7	23	5	19	19	
	1%	1%bfg h	-	-	-	-	*	-	-	-	-	-	96%	-	*	-	*	-	-	1%	1%	*	1%	*	
Utility warehouse	36	36	1	-	-	-	-	-	-	-	-	-	-	-	10	1	8	-	-	1	25	7	14	22	
	1%	1%bth	*	-	-	-	-	-	-	-	-	-	-	-	* 95%abcd efghijk	*	*	-	-	*	1% t	1%	1%	1%	
Zen Internet	15	15	-	-	-	-	-	-	-	-	-	-	-	-	2	-	2	-	-	2	8	5	9	6	
	*	*	-	-	-	-	-	-	-	-	-	-	-	-	*	-	*	-	-	*	*	*	*	*	
Other answers	36	36	1	-	1	2	-	2	-	-	1	-	-	-	9	-	8	-	-	6	22	6	15	20	
	1%	1%bth	*	-	* fh	3%abcd fghi	-	*	-	-	1% fh	-	-	-	*	-	*	-	-	1%	1%	*	1%	*	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 4  
**Q.1 Which, if any, of the following companies does your household use for your landline telephone service and/or line rental?**  
 If you have more than one household landline connection, please select the one you use most often.  
 Base: All respondents

	Q.3 Broadband supplier														Q.4 Pay TV supplier				Financial vulnerability (Using Q21)			Impacting/limiting conditions			
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Weighted base	6340	6150	1273	292	404	61*	1265	731	1461	266	34*	105*	33**	37**	36*	3782	390	1990	207	1071	1133	3224	1257	2105	4057
Don't have a landline telephone/line rental service	571 9%	462 8% <sup>bf</sup>	29 2%	29 10% <sup>bdfg</sup>	22 6% <sup>b</sup>	5 8% <sup>b</sup>	61 5% <sup>b</sup>	41 6% <sup>b</sup>	196 13% <sup>abdfgin</sup>	18 7% <sup>b</sup>	2 5%	13 13% <sup>bdfg</sup>	3 11%	1 4%	1 2%	189 5% <sup>p</sup>	7 2%	103 5% <sup>p</sup>	7 3%	58 5% <sup>p</sup>	122 11% <sup>u</sup>	254 8%	111 9%	203 10%	352 9%
Don't know	76 1%	41 1%	10 1%	-	3 1%	-	7 1%	4 1%	8 1%	2 1%	-	-	4 13%	-	-	17 *	6 2% <sup>oqs</sup>	6 *	1 1%	3 *	21 2% <sup>uv</sup>	13 *	7 1%	25 1%	38 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 5  
**Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?**  
**If you have more than one mobile phone network provider, please select the one you use most often.**  
**Base: All respondents**

	Total	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6340	3123	3217	763	1078	997	1102	962	1069	369	1888	1675	1346	1431	3563	2777	5081	1259
Weighted base	6340	3100	3240	875	1059	983	1090	913	1063	358	1724	1788	1287	1541	3512	2828	5082	1258
BT Mobile	212	111	101	39	23	22	26	34	56	12	79	58	38	37	137	75	161	50
	3%	4%	3%	4%def	2%	2%	2%	4%	5%def	3%	5%lm	3%	3%	2%	4%o	3%	3%	4%
EE	1197	559	637	166	236	191	234	135	160	75	311	347	247	292	658	539	964	233
	19%	18%	20%	19%gh	22%gh	19%gh	21%gh	15%	15%	21%gh	18%	19%	19%	19%	19%	19%	19%	19%
giffgaff	411	203	208	68	87	64	62	54	59	17	108	117	77	108	226	185	334	77
	6%	7%	6%	8%	8%fhi	7%	6%	6%	6%	6%	6%	7%	6%	7%	6%	7%	7%	6%
Lycamobile	17	11	6	5	5	6	-	-	1	-	3	3	2	9	6	10	17	-
	*	*	*	1%fg	f	1%fgh	-	-	*	-	*	*	*	1%	*	*	*	-
O2	1102	479	624	134	217	196	167	161	178	50	300	306	233	264	605	497	881	222
	17%	15%	19%a	15%	20%cfh	20%cfi	15%	18%	17%	14%	17%	17%	18%	17%	17%	18%	17%	18%
Tesco Mobile	584	269	316	69	73	51	97	98	149	48	153	158	127	146	311	273	425	160
	9%	9%	10%	8%e	7%	5%	9%e	11%de	14%cde	13%cdef	9%	9%	10%	9%	9%	10%	8%	13%p
Three	693	365	328	113	144	146	118	85	68	19	202	197	121	172	399	294	577	115
	11%	12%	10%	13%ghi	14%ghi	15%fgh	11%hi	9%hi	6%	5%	12%	11%	9%	11%	11%	10%	11%q	9%
Virgin Media	470	258	212	55	57	75	85	70	98	30	120	138	99	113	258	212	395	74
	7%	8%b	7%	6%	5%	8%	8%d	8%	9%cd	8%d	7%	8%	8%	7%	7%	7%	8%q	6%
Vodafone	879	450	430	135	148	130	158	130	127	50	261	255	195	168	516	363	700	179
	14%	15%	13%	15%h	14%	13%	15%	14%	12%	14%	15%m	14%m	15%m	11%	15%	13%	14%	14%
1p Mobile	12	6	6	-	-	1	4	3	4	1	4	2	2	5	6	6	8	4
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Asda Mobile	26	11	15	-	1	1	4	7	12	1	3	7	7	9	10	16	21	5
	*	*	*	*	*	*	*	1%cde	1%def	*	*	*	1%	1%	*	1%	*	*
iD Mobile	127	61	65	15	15	19	20	24	27	6	34	38	21	33	72	55	106	21
	2%	2%	2%	2%	1%	2%	2%	3%	3%	2%	2%	2%	2%	2%	2%	2%	2%	2%
Lebara	28	14	14	7	4	4	4	6	3	1	5	8	5	11	13	15	22	6
	*	*	*	1%	*	*	*	1%	*	*	*	*	*	1%	*	1%	*	*

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

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 5  
**Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?  
 If you have more than one mobile phone network provider, please select the one you use most often.**  
 Base: All respondents

	Total	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6340	3100	3240	875	1059	983	1090	913	1063	358	1724	1788	1287	1541	3512	2828	5082	1258
Plusnet	92 1%	42 1%	50 2%	12 1%	5 *	15 2%d	11 1%	20 2%d	22 2%d	6 2%d	25 1%	25 1%	25 2%	18 1%	49 1%	43 2%	70 1%	22 2%
Sky	241 4%	132 4%	109 3%	21 2%	23 2%	32 3%	61 6%cde	44 5%cd	45 4%cd	13 4%	44 3%	76 4%j	50 4%j	71 5%j	120 3%	121 4%	197 4%	44 4%
Smarty	69 1%	39 1%	30 1%	11 1%	6 1%	15 2%dh	21 2%dh	8 1%	5 *	3 *	18 1%	13 1%	15 1%	22 1%	32 1%	37 1%	60 1%	9 1%
Talk mobile	20 *	11 *	9 *	1 *	- *	2 *	4 *	8 1%cd	3 *	2 *d	5 *	4 *	2 *	9 1%	9 *	11 *	18 *	2 *
Talk Talk	18 *	9 *	9 *	1 *	1 *	1 *	1 *	2 *	8 1%def	3 1%df	5 *	7 *	3 *	3 *	12 *	6 *	12 *	6 *
Utility Warehouse	10 *	3 *	7 *	- *	- *	* *	1 *	1 *	7 1%cd	1 g	2 *	4 *	- *	4 *	6 *	4 *	7 *	4 *
Voxi	19 *	9 *	10 *	12 1%efgh	5 *h	1 *	1 *	- *	- *	- *	11 1%kl	1 *	1 *	5 *	13 *	6 *	15 *	4 *
Other answers	19 *	12 *	7 *	- *	3 *	3 *	2 *	3 *	3 *	4 1%cd	5 *	3 *	4 *	6 *	8 *	10 *	17 *	2 *
Don't have a personal mobile	68 1%	30 1%	38 1%	1 *	2 *	4 *	8 1%	18 2%cd	24 2%cd	12 3%cd	19 1%	15 1%	8 1%	26 2%kl	34 1%	34 1%	51 1%	17 1%
Don't know	27 *	17 1%	10 *	11 1%dfgh	3 *	4 *	2 *	2 *	3 *	2 1%	7 *	6 *	5 *	9 1%	13 *	14 *	25 *	2 *

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

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 6  
Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?  
If you have more than one mobile phone network provider, please select the one you use most often.  
Base: All respondents

	Country					Region										Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of England (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6340	5259	551	337	193	551	251	653	496	527	499	337	587	849	865	532	193	5701	575
Weighted base	6340	5320	529	301	190	529	252	701	517	553	455	301	597	836	867	541	190	5701	573
BT Mobile	212 3%	177 3%	17 3%	9 3%	8 4%	17 3%	8 3%	24 3%	13 3%	9 2%	16 3%	9 3%	20 3%	37 4%in	19 2%	30 6%hin	8 4%	186 3%	19 3%
EE	1197 19%	989 19% <sup>d</sup>	115 22% <sup>d</sup>	79 26% <sup>ad</sup>	14 7%	115 22% <sup>glnp</sup>	49 19% <sup>p</sup>	116 17% <sup>p</sup>	98 19% <sup>p</sup>	127 23% <sup>glnp</sup>	87 19% <sup>p</sup>	79 26% <sup>gghjlnop</sup>	88 15% <sup>p</sup>	173 21% <sup>lp</sup>	147 17% <sup>p</sup>	104 19% <sup>p</sup>	14 7%	1087 19%	100 17%
giffgaff	411 6%	359 7%	24 5%	15 5%	12 6%	24 5%	18 7%	52 7%	36 7%	33 6%	22 5%	15 5%	36 6%	65 8% <sup>ee</sup>	49 6%	48 9% <sup>ejn</sup>	12 6%	358 6%	47 8%
Lycamobile	17 *	17 *	-	-	-	-	-	2 *	1 *	3 1%	1 *	-	-	7 1% <sup>ln</sup>	1 *	1 *	-	8 *	8 1% <sup>q</sup>
O2	1102 17%	895 17%	87 16%	41 13%	79 42% <sup>abc</sup>	87 16%	43 17%	127 18%	82 16%	82 15%	78 17%	41 13%	102 17%	142 17%	163 19% <sup>ko</sup>	76 14%	79 42% <sup>efghijklmno</sup>	1012 18%	83 14%
Tesco Mobile	584 9%	486 9%	54 10%	30 10%	14 7%	54 10% <sup>fim</sup>	14 6%	79 11% <sup>fim</sup>	49 9% <sup>m</sup>	36 7%	54 12% <sup>fim</sup>	30 10% <sup>m</sup>	76 13% <sup>fmn</sup>	47 6%	73 8% <sup>m</sup>	58 11% <sup>fm</sup>	14 7%	555 10% <sup>r</sup>	27 5%
Three	693 11%	569 11% <sup>d</sup>	65 12% <sup>d</sup>	47 16% <sup>ad</sup>	11 6%	65 12% <sup>jp</sup>	35 14% <sup>jp</sup>	70 10%	63 12% <sup>jp</sup>	69 12% <sup>jp</sup>	33 7%	47 16% <sup>gijmop</sup>	61 10%	82 10%	107 12% <sup>jp</sup>	49 9%	11 6%	569 10%	119 21% <sup>q</sup>
Virgin Media	470 7%	420 8% <sup>cd</sup>	32 6%	12 4%	5 3%	32 6%	21 8% <sup>p</sup>	39 6%	47 9% <sup>gkop</sup>	50 9% <sup>gkop</sup>	41 9% <sup>gkop</sup>	12 4%	48 8% <sup>kop</sup>	80 10% <sup>egkop</sup>	70 8% <sup>kop</sup>	24 4%	5 3%	422 7%	45 8%
Vodafone	879 14%	750 14%	69 13%	36 12%	24 13%	69 13%	44 17% <sup>gi</sup>	80 11%	62 12%	66 12%	56 12%	36 12%	94 16% <sup>g</sup>	131 16% <sup>g</sup>	142 16% <sup>ghi</sup>	74 14%	24 13%	787 14%	83 14%
1p Mobile	12 *	8 *	1 *	1 *	2 1% <sup>a</sup>	1 *	-	3 *	-	-	*	1 *	1 *	1 *	1 *	2 *	2 1% <sup>himn</sup>	12 *	-
Asda Mobile	26 *	19 *	5 1%	1 *	1 1%	5 1% <sup>j</sup>	-	5 1%	4 1%	2 *	-	1 *	2 *	2 *	4 *	1 *	1 1%	26 *	-
iD Mobile	127 2%	110 2%	10 2%	6 2%	1 *	10 2%	4 2%	15 2%	17 3% <sup>lmp</sup>	14 2%	11 2%	6 2%	8 1%	10 1%	14 2%	17 3% <sup>mp</sup>	1 *	120 2%	6 1%

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

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 6  
**Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?**  
**If you have more than one mobile phone network provider, please select the one you use most often.**  
**Base: All respondents**

	Country					Region											Ethnicity		
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Weighted base	6340	5320	529	301	190	529	252	701	517	553	455	301	597	836	867	541	190	5701	573
Lebara	28*	26*	-	1*	1*	-	1*	8* 1%e	1*	2*	1*	1*	6* 1%e	3*	2*	3*	1*	27*	1*
Plusnet	92 1%	81 2%	7 1%	3 1%	1 1%	7 1%	2 1%	13 2%	8 2%	8 1%	10 2%	3 1%	8 1%	7 1%	14 2%	12 2%	1 1%	89 2%r	2*
Sky	241 4%	194 4%	21 4%	14 5%	12 6%	21 4% m	10 4%	33 5% m	17 3%	19 4%	18 4%	14 5% m	27 5% m	17 2%	30 3%	22 4% m	12 6% m	222 4%	16 3%
Smarty	69 1%	58 1%	8 1%	2 1%	1*	8 1%	-	12 2%	6 1%	9 2%	6 1%	2 1%	5 1%	8 1%	7 1%	5 1%	1*	60 1%	7 1%
Talk mobile	20*	19*	1*	-	-	1*	-	2*	1*	4 1%	6 1% eghkl mo	-	1*	2*	3*	-	-	19*	1*
Talk Talk	18*	15*	1*	1*	1*	1*	-	3*	-	3 1%	2*	1*	1*	2*	2*	3*	1*	18*	-
Utility Warehouse	10*	10*	1*	-	-	1*	1*	2*	-	1*	-	-	2*	2*	1*	2*	-	10*	-
Voxi	19*	17*	-	*	1 1%	-	-	-	4 1% g	3 1%	1*	*	1*	5 1%	1*	2*	1 1%	16*	3*
Other answers	19*	17*	2*	-	-	2*	-	* 2*	* 2*	1*	1*	-	2*	2*	6 1%	2*	-	17*	2*
Don't have a personal mobile	68 1%	57 1%	7 1%	2 1%	2 1%	7 1%	3 1%	9 1%	6 1%	4 1%	6 1%	2 1%	7 1%	5 1%	10 1%	6 1%	2 1%	65 1% r	1*
Don't know	27*	25*	-	1*	1*	-	-	6 1% l	-	5 1% ehln	5 1% ehln	1*	-	7 1% eln	1*	1*	1*	16*	3 1%

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

## Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 7  
**Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?  
 If you have more than one mobile phone network provider, please select the one you use most often.**  
**Base: All respondents**

	Q.1 Landline supplier														Q.2 Mobile supplier																				
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM/ Karoo (j)	Now TV (k)	SSE (l)	Utility Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)							
Unweighted base	6340	5685	1382	264	368	56	1142	689	1204	258	34	94	35	39	6246	221	1188	402	18	1121	572	687	470	874	127	98	239	71							
Weighted base	6340	5693	1379	265	355	53*	1156	688	1221	259	36**	90*	38**	36*	6245	212	1197	411	17**	1102	584	693	470	879	127	92*	241	69*							
BT Mobile	212	202	184	3	1	1	7	2	1	3	-	-	-	-	212	212	-	-	-	-	-	-	-	-	-	-	-	-	-						
	3%	4%cdf	13%acde	1%h	*	1%h	1%h	*	*	1%h	-	-	-	-	3%pq	100%npqs	-	-	-	-	-	-	-	-	-	-	-	-	-						
		ghi	fghikm												stuv	tuvwxyzA																			
EE	1197	1067	256	164	48	8	214	112	202	19	3	14	4	6	1197	-	1197	-	-	-	-	-	-	-	-	-	-	-	-	-					
	19%	19%dhi	19%di	62%abd	14%i	16%	18%di	16%i	17%i	7%	10%	15%i	11%	16%	19%oqst	-	100%noqs	-	-	-	-	-	-	-	-	-	-	-	-	-					
				efghik	m										uvwxyzA		tuvwxyzA																		
giffgaff	411	351	68	10	50	8	66	46	46	18	-	13	5	4	411	-	-	411	-	-	-	-	-	-	-	-	-	-	-	-	-				
	6%	6%bh	5%	4%	14%abc	16%abcf	6%h	7%h	4%	7%h	-	14%abc	13%	10%	17%opst	-	-	100%npqs	-	-	-	-	-	-	-	-	-	-	-	-	-				
					fghi	gh						fgh			uvwxyz			tuvwxyzA																	
Lycamobile	17	13	-	-	-	-	3	2	5	3	-	-	-	-	17	-	-	-	17	-	-	-	-	-	-	-	-	-	-	-	-				
	*	*					*b	*b	*b	1%ab	-	-	-	-	*	-	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	-			
O2	1102	981	263	19	51	6	223	144	192	26	5	14	7	3	1102	-	-	-	-	1102	-	-	-	-	-	-	-	-	-	-	-	-			
	17%	17%ci	19%cdhi	7%	14%c	12%	19%cdh	21%acd	16%ci	10%	13%	15%c	18%	7%	18%opqt	-	-	-	-	100%nopq	-	-	-	-	-	-	-	-	-	-	-	-	-		
							i	hi							uvwxyzA					tuvwxyzA															
Tesco Mobile	584	552	136	21	42	9	114	76	105	10	3	11	8	3	584	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
	9%	10%i	10%i	8%	12%i	17%i	10%i	11%i	9%i	4%	9%	12%i	21%	9%	9%opqs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
															uvwxyz						100%nopq														
															A						suvwxyzA														
Three	693	599	116	14	36	5	121	97	154	18	11	14	1	2	693	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	11%	11%bc	8%	5%	10%c	10%	10%c	14%abc	13%abci	7%	31%	16%bci	3%	6%	11%opqs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
							fi								twxyzA																				
Virgin Media	470	440	48	4	16	2	40	28	281	13	2	2	1	1	470	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	7%	8%bcdf	3%	2%	4%	4%	3%	4%	23%abcd	5%c	6%	2%	2%	2%	8%opqs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
		gk							efghikm						uvwxyz																				
															A																				
Vodafone	879	794	209	11	34	4	137	84	151	137	6	5	3	3	879	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	14%	14%cdf	15%cdfk	4%	10%c	8%	12%c	12%c	12%ck	53%abc	17%	5%	7%	8%	14%opqs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		k							defghk	m					tuvwxyzA																				

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

Prepared by Yonder

.YONDER

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 7  
**Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?  
 If you have more than one mobile phone network provider, please select the one you use most often.  
 Base: All respondents**

	Q.1 Landline supplier														Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now TV (k)	SSE (l)	Utility Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)	
Weighted base	6340	5693	1379	265	355	53*	1156	688	1221	259	36**	90*	38**	36*	6245	212	1197	411	17**	1102	584	693	470	879	127	92*	241	69*	
1p Mobile	12*	11*	1*	-	2 1% <sup>f</sup>	-	-	1*	3*	-	-	3 3% <sup>abcf</sup> ghi	-	12*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Asda Mobile	26	23	5	1*	1*	1 2% <sup>fi</sup>	2	3	8 1%	-	-	1 1% <sup>f</sup>	-	1 3% <sup>afi</sup>	26	-	-	-	-	-	-	-	-	-	-	-	-	-	
iD Mobile	127	118	20	6	12 3% <sup>b</sup>	3 6% <sup>bhi</sup>	23	22	21	2	1	4 4% <sup>bi</sup>	3 8%	127	2% <sup>opqs</sup> tuvwz	-	-	-	-	-	-	-	-	-	127	100% <sup>nopq</sup> stuvwxyzA	-	-	
Lebara	28	22	4	1*	1*	-	6 1%	3	2	-	-	3 3% <sup>abdf</sup> ghi	-	28	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Plusnet	92	84	14	2	39 11% <sup>abcf</sup> ghik	1 2% <sup>f</sup>	4	7	5	1	1	4 4% <sup>bfgh</sup> i	1 3%	92	1% <sup>pgst</sup> uww	-	-	-	-	-	-	-	-	-	-	92	100% <sup>nopq</sup> stuvwxyzA	-	
Sky	241	227	18	4	5	* 1%	167	11	12	2	1	1	3 8%	241	4% <sup>opqs</sup> tuvwx	-	-	-	-	-	-	-	-	-	-	-	241	100% <sup>nopq</sup> stuvwxyzA	
Smarty	69	54	8	2	6	-	7	9	14	2	1	2	1	69	1% <sup>epstu</sup> vw	-	-	-	-	-	-	-	-	-	-	-	-	69	100% <sup>nopqstuvw</sup> xyz
Talk mobile	20	18	4	-	4 1% <sup>af</sup>	-	*	4 1% <sup>f</sup>	3	-	-	-	-	1 4% <sup>abcf</sup> ghi	20	-	-	-	-	-	-	-	-	-	-	-	-	-	
Talk Talk	18	17	-	-	-	-	3	13	2% <sup>abcd</sup> fh	-	-	-	-	18	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Utility Warehouse	10	10	-	-	-	-	-	-	-	-	-	-	-	10	29% <sup>abcd</sup> efghik	10	-	-	-	-	-	-	-	-	-	-	-	-	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

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Table 7  
**Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?**  
 If you have more than one mobile phone network provider, please select the one you use most often.  
 Base: All respondents

	Q.1 Landline supplier													Q.2 Mobile supplier															
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now TV (k)	SSE (l)	Utility Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)	
Weighted base	6340	5693	1379	265	355	53*	1156	688	1221	259	36**	90*	38**	36*	6245	212	1197	411	17**	1102	584	693	470	879	127	92*	241	69*	
Voxi	19*	14*	-	-	1*	3	2*	1*	4	1*	-	1	-	-	19*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other answers	19*	16*	3	-	-	-	3	4	3	1*	-	-	-	1	19*	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't have a personal mobile	68	66	20	2	6	-	12	11	9	-	1	-	2	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	1%	1%	2%i	-	1%	2%	1%	-	2%	-	4%	2%i	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Don't know	27*	15*	-	1	-	-	2*	7	1	1	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	*	*	-	1%b	-	-	*	1%abfh	*	1%b	-	1%bdh	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 8  
Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?  
If you have more than one mobile phone network provider, please select the one you use most often.  
Base: All respondents

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions	
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	6340	6153	1278	295	419	61	1245	734	1439	268	34	108	32	35	40	3698	379	1952	203	1038	1109	3332	1216	2107	4064
Weighted base	6340	6150	1273	292	404	61*	1265	731	1461	266	34*	105*	33**	36*	3782	390	1990	207	1071	1133	3224	1257	2105	4057	
BT Mobile	212 3%	208 3% <sup>cdf</sup> ghi	184 14% <sup>acde</sup> fghijkn	1 *	1 *	2 3% <sup>gh</sup>	10 1%	1 *	5 *	2 1%	-	-	-	-	147 4% <sup>qrs</sup>	83 21% <sup>oqrs</sup>	60 3% <sup>rs</sup>	-	1 *	30 3%	110 3%	44 4%	70 3%	131 3%	
EE	1197 19%	1175 19% <sup>di</sup>	237 19% <sup>i</sup>	176 60% <sup>abd</sup> efghijkn	57 14% <sup>i</sup>	6 10%	236 19% <sup>i</sup>	130 18% <sup>i</sup>	256 17% <sup>i</sup>	22 8%	4 12%	15 14%	2 7%	4 10%	5 12%	725 19%	71 18%	408 21% <sup>os</sup>	39 19%	185 17%	214 19%	594 18%	260 21%	383 18%	787 19%
giffgaff	411 6%	388 6% <sup>h</sup>	71 6%	12 4%	51 13% <sup>abc</sup> fghij	12 19% <sup>abcf</sup> ghij	68 5%	48 7%	65 4%	18 7%	-	14 14% <sup>abcf</sup> ghj	2 6%	5 13%	4 10%	180 5%	18 4%	99 5%	13 6%	39 4%	100 9% <sup>uv</sup>	194 6%	68 5%	156 7% <sup>x</sup>	244 6%
Lycamobile	17 *	15 *	1 *	-	-	-	2 *	3 *	6 *	2 1% <sup>ab</sup>	-	-	-	-	8 *	-	3 *	2 1% <sup>oq</sup>	2 *	6 1%	8 *	2 *	5 *	12 *	
O2	1102 17%	1066 17% <sup>ci</sup>	239 19% <sup>chi</sup>	27 9%	59 14%	10 16%	251 20% <sup>acd</sup> hi	154 21% <sup>acd</sup> hi	226 15% <sup>ci</sup>	26 10%	6 17%	17 16%	5 16%	7 18%	4 10%	663 18% <sup>s</sup>	60 15%	376 19% <sup>os</sup>	44 21% <sup>s</sup>	156 15%	186 16%	560 17%	209 17%	384 18%	687 17%
Tesco Mobile	584 9%	572 9% <sup>i</sup>	123 10% <sup>i</sup>	17 6%	46 11% <sup>ci</sup>	7 12% <sup>i</sup>	124 10% <sup>i</sup>	80 11% <sup>ci</sup>	119 8% <sup>i</sup>	9 4%	3 10%	12 11% <sup>i</sup>	2 6%	7 18%	3 9%	342 9% <sup>q</sup>	35 9%	160 8%	28 13% <sup>oq</sup>	101 9%	90 8%	329 10% <sup>tv</sup>	91 7%	227 11% <sup>x</sup>	349 9%
Three	693 11%	660 11% <sup>bc</sup>	111 9%	18 6%	42 10%	8 13%	129 10%	99 14% <sup>abc</sup> fi	176 12% <sup>bci</sup>	19 7%	10 29% <sup>abc</sup> dfghin	20 19% <sup>abc</sup> dfi	10 29%	1 3%	3 8%	396 10%	38 10%	206 10%	26 13%	114 11%	145 13%	340 11%	141 11%	223 11%	451 11%
Virgin Media	470 7%	465 8% <sup>abcd</sup> g	41 3% <sup>c</sup>	3 1%	19 5% <sup>cc</sup>	4 7% <sup>c</sup>	41 3% <sup>c</sup>	29 4% <sup>c</sup>	305 21% <sup>abcd</sup> efgikn	12 5% <sup>c</sup>	2 7% <sup>c</sup>	3 3%	-	1 2%	1 2%	354 9% <sup>pqr</sup>	19 5%	69 3%	8 4%	254 24% <sup>opqr</sup>	100 9%	233 7%	93 7%	145 7%	315 8%
Vodafone	879 14%	859 14% <sup>cdk</sup>	177 14% <sup>ck</sup>	14 5%	42 10% <sup>c</sup>	4 6%	160 13% <sup>ck</sup>	89 12% <sup>ck</sup>	197 13% <sup>ck</sup>	142 54% <sup>abcd</sup> efghjkn	3 9%	5 5%	4 12%	3 9%	3 8%	549 15%	57 15%	294 15%	28 14%	159 15%	143 13%	429 13%	211 17% <sup>tu</sup>	246 12%	605 15% <sup>w</sup>
1p Mobile	12 *	12 *	1 *	-	2 *	-	-	1 *	3 *	-	-	3 2% <sup>abcd</sup> ghi	-	-	-	2 *	-	-	-	2 *	1 *	10 *	1 *	2 *	10 *

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

Prepared by Yonder



### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 8  
**Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?**  
**If you have more than one mobile phone network provider, please select the one you use most often.**  
**Base: All respondents**

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions		
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Weighted base	6340	6150	1273	292	404	61*	1265	731	1461	266	34*	105*	33**	37**	36*	3782	390	1990	207	1071	1133	3224	1257	2105	4057
Asda Mobile	26*	26*	7 1%	1*	1*	-	2*	3*	10 1%	-	-	1 1% <sup>f</sup>	-	-	1 3% <sup>fi</sup>	7*	-	2*	-	5*	2*	19 1% <sup>v</sup>	1*	9*	17*
iD Mobile	127 2%	124 2%	18 1%	6 2%	12 3%	4 6% <sup>abf</sup>	25 2%	24 3% <sup>abhi</sup>	24 2%	2 1%	1 3%	3 3%	1 3%	3 8%	-	67 2%	5 1%	37 2%	5 2%	16 2%	20 2%	79 2% <sup>v</sup>	18 1%	39 2%	84 2%
Lebara	28*	24*	4*	2 1%	1*	-	6*	3*	4*	-	-	3 2% <sup>abdf</sup>	2 5%	-	-	6*	-	4*	-	2*	10 1% <sup>u</sup>	10*	4*	9*	19*
Plusnet	92 1%	92 1% <sup>bth</sup>	11 1%	3 1%	46 11% <sup>abce</sup>	1 2%	4*	7 1%	7*	1 1%	1 4% <sup>fh</sup>	4 4% <sup>bfg</sup>	1 2%	1 3%	1 2%	20 1%	-	13 1%	-	5*	12 1%	49 2%	22 2%	35 2%	57 1%
Sky	241 4%	238 4% <sup>abcdg</sup>	18 1%	4 1%	5 1%	1 1%	173 14% <sup>abcd</sup>	11 1%	15 1%	3 1%	1 2%	1 1%	2 6%	3 8%	-	216 6% <sup>prs</sup>	-	209 11% <sup>oprs</sup>	1 1%	5*	44 4%	125 4%	53 4%	76 4%	155 4%
Smarty	69 1%	63 1% <sup>b</sup>	6 1%	3 1%	8 2% <sup>bf</sup>	-	8 1%	9 1%	16 1%	2 1%	1 4% <sup>bf</sup>	2 2%	1 4%	1 3%	-	27 1%	1*	12 1%	3 2%	11 1%	8 1%	44 1%	12 1%	31 1%	36 1%
Talk mobile	20*	20 * <sup>f</sup>	4*	-	4 1% <sup>f</sup>	-	* *	4 1% <sup>f</sup>	6*	-	-	-	-	-	1 4% <sup>abcf</sup>	4*	-	3*	-	1*	6 1%	8*	1*	11 1%	9*
Talk Talk	18*	18*	-	-	-	-	3*	14 2% <sup>abcd</sup>	-	1*	-	-	-	-	-	10*	-	6*	4 2% <sup>opqs</sup>	-	-	14 * <sup>t</sup>	3*	5*	11*
Utility Warehouse	10*	10*	-	-	-	-	-	-	-	-	-	-	-	-	10 29% <sup>abcd</sup>	3*	-	3*	-	-	-	10*	-	5*	5*
Voxi	19*	17*	-	-	1*	3 5% <sup>abcd</sup>	2*	1*	7 * <sup>b</sup>	1 * <sup>b</sup>	-	1 1% <sup>b</sup>	-	-	-	3*	-	1*	-	2*	2*	7*	5*	5*	14*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 8  
**Q.2 Thinking of your personal mobile phone, so not one that might be provided to you by your work, which of the following networks are you on?**  
**If you have more than one mobile phone network provider, please select the one you use most often.**  
**Base: All respondents**

	Q.3 Broadband supplier													Q.4 Pay TV supplier				Financial vulnerability (Using Q21)			Impacting/limiting conditions				
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Weighted base	6340	6150	1273	292	404	61*	1265	731	1461	266	34*	105*	33**	37**	36*	3782	390	1990	207	1071	1133	3224	1257	2105	4057
Other answers	19	16	2	-	-	-	3	4	4	1	-	-	-	1	11	1	4	1	4	2	8	4	11	7	
Don't have a personal mobile	68	65	16	3	7	-	12	11	10	-	1	-	1	2	1	30	4	15	1	8	10	37	12	25	40
Don't know	27	15	-	1	1	-	4	5	2	1	-	1	-	-	10	-	6	3	1	3	9	1	4	12	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
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### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 9  
**Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.**  
**If you have more than one household broadband internet connection, please select the one you use most often.**  
**Base: All respondents**

	Gender		Age							Social Grade					Area type			
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6340	3123	3217	763	1078	997	1102	962	1069	369	1888	1675	1346	1431	3563	2777	5081	1259
Weighted base	6340	3100	3240	875	1059	983	1090	913	1063	358	1724	1788	1287	1541	3512	2828	5082	1258
BT	1273	639	633	205	149	152	195	209	282	81	414	394	247	217	809	464	862	411
	20%	21%	20%	23%def	14%	16%	18% <sup>d</sup>	23%def	27%def	23% <sup>de</sup>	24% <sup>lm</sup>	22% <sup>m</sup>	19% <sup>m</sup>	14%	23% <sup>o</sup>	16%	17%	33% <sup>p</sup>
EE	292	143	149	27	43	54	52	35	53	28	81	84	48	79	165	127	220	72
	5%	5%	5%	3%	4%	6% <sup>c</sup>	5%	4%	5%	8% <sup>cd</sup>	5%	5%	4%	5%	4%	4%	4%	6%
Plusnet	404	191	213	31	66	77	72	59	82	17	112	118	81	92	231	173	304	100
	6%	6%	7%	4%	6% <sup>c</sup>	8% <sup>c</sup>	7% <sup>c</sup>	6% <sup>c</sup>	8% <sup>c</sup>	5%	7%	7%	6%	6%	7%	6%	6%	8% <sup>p</sup>
Post Office	61	32	29	5	15	8	15	9	7	2	17	13	8	22	30	30	51	10
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Sky	1265	590	675	145	237	243	250	174	170	46	312	336	290	326	648	616	1062	203
	20%	19%	21%	17%	22% <sup>chi</sup>	25% <sup>cgh</sup>	23% <sup>chi</sup>	19% <sup>i</sup>	16%	13%	18%	19%	23% <sup>jk</sup>	21% <sup>j</sup>	18%	22% <sup>n</sup>	21% <sup>q</sup>	16%
TalkTalk	731	350	381	92	126	93	98	104	143	75	182	193	141	216	375	357	574	157
	12%	11%	12%	11%	12% <sup>f</sup>	9%	9%	11%	13% <sup>ef</sup>	21% <sup>cde</sup>	11%	11%	11%	14% <sup>kl</sup>	11%	13% <sup>n</sup>	11%	13%
Virgin Media	1461	695	766	226	272	227	262	201	205	68	371	412	314	364	783	678	1344	117
	23%	22%	24%	26% <sup>hi</sup>	26% <sup>hi</sup>	23%	24% <sup>h</sup>	22%	19%	19%	22%	23%	24%	24%	22%	24%	26% <sup>q</sup>	9%
Vodafone	266	164	102	50	70	47	48	28	19	5	98	65	51	52	163	103	211	55
	4%	5% <sup>b</sup>	3%	6% <sup>ghi</sup>	7% <sup>fghi</sup>	5% <sup>hi</sup>	4% <sup>hi</sup>	3%	2%	1%	6% <sup>klm</sup>	4%	4%	3%	5%	4%	4%	4%
Home Telecom	3	1	2	-	1	-	-	2	-	-	1	1	-	1	2	1	3	-
	*	*	*	-	*	-	-	*	-	-	*	*	-	*	*	*	*	-
Hyperoptic	14	7	7	4	5	1	3	-	-	1	4	6	3	1	10	4	14	-
	*	*	*	1% <sup>h</sup>	* <sup>h</sup>	*	*	-	-	*	*	*	*	*	*	*	*	-
John Lewis Broadband	24	10	13	-	1	3	3	6	8	4	11	7	2	4	18	6	10	14
	*	*	*	-	*	*	*	1% <sup>cd</sup>	1% <sup>cd</sup>	1% <sup>cd</sup>	1%	*	*	*	1%	*	1%	1% <sup>p</sup>
KCOM / Karoo	34	21	13	2	3	7	10	6	3	2	3	13	12	7	15	18	30	3
	1%	1%	*	*	*	1%	1%	1%	*	1%	*	1% <sup>j</sup>	1% <sup>ej</sup>	*	*	1%	1%	*
Now Broadband	105	42	63	14	14	17	22	16	15	6	21	24	25	36	44	61	87	18
	2%	1%	2%	2%	1%	2%	2%	2%	1%	2%	1%	1%	2%	2% <sup>j</sup>	1%	2% <sup>n</sup>	2%	1%

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

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 9  
**Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.**  
**If you have more than one household broadband internet connection, please select the one you use most often.**  
**Base: All respondents**

	Total	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6340	3100	3240	875	1059	983	1090	913	1063	358	1724	1788	1287	1541	3512	2828	5082	1258
O2 Broadband	3	2	*	*	1	-	1	-	-	-	1	1	-	*	2	*	3	-
Origin	5	3	2	1	-	2	1	1	-	-	1	1	-	3	3	3	2	3
Pop Telecom	4	3	1	-	-	-	-	-	1	3	4	-	-	-	4	-	3	1
										1% <sup>cdefg</sup>								
See The Light	7	1	6	2	3	1	1	1	-	-	2	3	3	-	5	3	6	1
Shell Energy Broadband	33	13	20	4	2	2	5	6	11	3	4	11	7	11	15	18	27	6
	1%	*	1%	*	*	*	*	1%	1% <sup>de</sup>	1%	*	1%	1%	1%	*	1%	1%	*
SSE	37	25	12	2	4	3	4	8	15	1	10	8	6	14	18	19	28	9
	1%	1% <sup>b</sup>	*	*	*	*	*	1%	1% <sup>cdef</sup>	*	1%	*	*	1%	1%	1%	1%	1%
Three Broadband	6	3	2	1	1	*	3	-	1	-	-	1	1	4	1	5	5	1
														1% <sup>j</sup>				*
Utility Warehouse	36	18	18	-	5	1	5	6	15	4	11	11	5	10	22	14	28	9
	1%	1%	1%	-	*	*	*	1% <sup>c</sup>	1% <sup>cdef</sup>	1% <sup>ce</sup>	1%	1%	*	1%	1%	1%	1%	1%
Zen Internet	21	12	9	1	2	3	7	3	4	-	12	4	2	3	16	5	17	4
							1%				1% <sup>l</sup>							*
Other answers	65	40	25	10	10	6	6	11	15	8	20	25	5	16	45	20	30	35
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2% <sup>ef</sup>	1% <sup>l</sup>	1% <sup>l</sup>	*	1%	1% <sup>o</sup>	1%	1%	3% <sup>p</sup>
Not applicable - I don't have a fixed broadband service	121	62	59	12	16	28	24	25	13	2	26	28	21	46	54	67	104	18
	2%	2%	2%	1%	2%	3% <sup>hi</sup>	2% <sup>i</sup>	3% <sup>hi</sup>	1%	1%	1%	2%	2%	3% <sup>kl</sup>	2%	2% <sup>n</sup>	2%	1%
Don't know	69	32	37	39	13	6	4	2	-	3	8	27	17	18	35	34	58	11
	1%	1%	1%	5% <sup>defghi</sup>	1% <sup>fgh</sup>	1% <sup>h</sup>	*	*	-	1% <sup>h</sup>	*	2% <sup>j</sup>	1% <sup>j</sup>	1% <sup>j</sup>	1%	1%	1%	1%

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

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 10  
**Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.**  
**If you have more than one household broadband internet connection, please select the one you use most often.**  
**Base: All respondents**

	Country				Region												Ethnicity		
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6340	5259	551	337	193	551	251	653	496	527	499	337	587	849	865	532	193	5701	575
Weighted base	6340	5320	529	301	190	529	252	701	517	553	455	301	597	836	867	541	190	5701	573
BT	1273 20%	1034 19%	112 21%	70 23%	56 30%ab	112 21%hj	38 15%	144 21%h	77 15%	94 17%	72 16%	70 23%fhij	125 21%hj	152 18%	194 22%fhij	139 26%fhij	56 30%efgh	1172 21%r	89 15%
EE	292 5%	239 5% <sup>d</sup>	31 6% <sup>d</sup>	20 7% <sup>d</sup>	2 1%	31 6% <sup>p</sup>	14 6% <sup>p</sup>	23 3%	36 7% <sup>eglnop</sup>	30 5% <sup>p</sup>	23 5% <sup>p</sup>	20 7% <sup>gp</sup>	22 4%	36 4% <sup>p</sup>	34 4%	21 4%	2 1%	263 5%	27 5%
Plusnet	404 6%	333 6%	35 7%	24 8%	13 7%	35 7% <sup>m</sup>	16 6%	49 7% <sup>m</sup>	38 7% <sup>m</sup>	43 8% <sup>mo</sup>	30 7% <sup>m</sup>	24 8% <sup>m</sup>	48 8% <sup>mo</sup>	33 4%	52 6%	25 5%	13 7%	378 7% <sup>r</sup>	19 3%
Post Office	61 1%	45 1%	7 1%	8 3% <sup>a</sup>	1 *	7 1%	1 *	9 1%	9 2% <sup>ejn</sup>	3 1%	1 *	8 3% <sup>fijlmno</sup>	5 1%	8 1%	4 1%	4 1%	1 *	54 1%	6 1%
Sky	1265 20%	1042 20%	107 20%	61 20%	56 29% <sup>abc</sup>	107 20%	50 20%	155 22% <sup>h</sup>	87 17%	108 20%	88 19%	61 20%	116 19%	151 18%	181 21%	105 19%	56 29% <sup>efhi</sup>	1121 20%	135 24% <sup>q</sup>
TalkTalk	731 12%	612 12%	66 13%	33 11%	20 11%	66 13% <sup>i</sup>	26 10%	89 13% <sup>i</sup>	54 11%	45 8%	54 12%	33 11%	73 12% <sup>i</sup>	97 12%	99 11%	75 14% <sup>i</sup>	20 11%	673 12%	55 10%
Virgin Media	1461 23%	1278 24% <sup>cd</sup>	114 22% <sup>cd</sup>	43 14%	25 13%	114 22% <sup>kop</sup>	77 31% <sup>egkl</sup>	142 20% <sup>kop</sup>	125 24% <sup>kop</sup>	165 30% <sup>egkl</sup>	145 32% <sup>eghklmnop</sup>	43 14%	128 21% <sup>kop</sup>	218 26% <sup>gkop</sup>	203 23% <sup>kop</sup>	76 14%	25 13%	1296 23%	156 27% <sup>q</sup>
Vodafone	266 4%	226 4%	19 4%	12 4%	9 5%	19 4%	8 3%	24 3%	10 2%	18 3%	11 2%	12 4%	18 3%	69 8% <sup>efghijkl</sup>	35 4% <sup>h</sup>	32 6% <sup>hjl</sup>	9 5%	225 4%	37 6% <sup>q</sup>
Home Telecom	3 *	3 *	-	-	-	-	-	1 *	-	-	-	-	1 *	1 *	-	-	-	3 *	-
Hyperoptic	14 *	13 *	2 *	-	-	2 *	-	1 *	-	-	-	-	-	10 1% <sup>ghijln</sup>	-	1 *	-	9 *	5 1% <sup>q</sup>
John Lewis Broadband	24 *	18 *	3 1%	2 1%	-	3 1% <sup>g</sup>	-	-	2 *	1 *	3 1% <sup>g</sup>	2 1% <sup>g</sup>	2 *	3 *	4 *	4 1% <sup>g</sup>	-	23 *	1 *

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 10

**Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.**

**If you have more than one household broadband internet connection, please select the one you use most often.**

**Base: All respondents**

	Country					Region											Ethnicity		
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York-shire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Weighted base	6340	5320	529	301	190	529	252	701	517	553	455	301	597	836	867	541	190	5701	573
KCOM / Karoo	34 1%	34 1%	-	-	-	-	-	-	34 7%efgij klmnop	-	-	-	-	-	-	-	-	34 1%	-
Now Broadband	105 2%	90 2%	7 1%	6 2%	2 1%	7 1%	4 1%	23 3%eijmn	12 2%im	3 1%	5 1%	6 2%	16 3%im	7 1%	12 1%	9 2%	2 1%	97 2%	6 1%
O2 Broadband	3 *	3 *	-	-	-	-	-	-	-	-	-	-	1 *	2 *	-	-	-	2 *	*
Origin	5 *	4 *	-	1 *	-	-	-	-	1 *	-	-	1 *	2 *	1 *	-	1 *	-	5 *	-
Pop Telecom	4 *	4 *	-	-	-	-	-	-	-	-	-	-	-	-	2 *	2 *	-	4 *	-
See The Light	7 *	7 *	-	-	-	-	-	-	1 *	2 *	-	2 *	-	2 *	1 *	1 *	-	6 *	1 *
Shell Energy Broadband	33 1%	30 1%	3 1%	-	-	3 1%	3 1%jm	2 *	2 *	6 1%jm	-	-	3 1%	1 *	5 1%	7 1%jm	-	33 1%	-
SSE	37 1%	32 1%	3 *	3 1%	-	3 *	3 1%j	1 *	4 1%	8 1%gjmn	-	3 1%j	6 1%	3 *	3 *	4 1%	-	36 1%	1 *
Three Broadband	6 *	6 *	-	-	-	-	-	2 *	-	-	1 *	-	-	1 *	2 *	1 *	-	5 *	1 *
Utility Warehouse	36 1%	32 1%	1 *	4 1%b	-	1 *	1 *	5 1%	1 *	2 *	4 1%	4 1%eh	4 1%	3 *	5 1%	6 1%	-	36 1%	-
Zen Internet	21 *	20 *	1 *	1 *	-	1 *	2 1%	1 *	2 *	3 *	-	1 *	1 *	4 *	4 *	3 1%	-	18 *	2 *
Other answers	65 1%	53 1%	6 1%	5 2%	2 1%	6 1%	4 2%	7 1%	4 1%	6 1%	6 1%	5 2%	4 1%	5 1%	6 1%	11 2%mn	2 1%	60 1%	4 1%
Not applicable - I don't have a fixed broadband service	121 2%	102 2%	9 2%	5 2%	5 3%	9 2%	3 1%	14 2%	11 2%	9 2%	6 1%	5 2%	13 2%	23 3%	16 2%	7 1%	5 3%	104 2%	15 3%

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

Prepared by Yonder

**.YONDER**



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

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**Base: All respondents**

	Country					Region										Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minor-ity ethnic (r)
Weighted base	6340	5320	529	301	190	529	252	701	517	553	455	301	597	836	867	541	190	5701	573
Don't know	69	62	4	4	-	4	3	9	8	7	4	4	7	8	7	8	-	45	14
	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	-	1%	2%

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

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

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**If you have more than one household broadband internet connection, please select the one you use most often.**  
**Base: All respondents**

	Q.1 Landline supplier													Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM / Karoo (j)	Now TV (k)	SSE (l)	Util-ly Ware-house (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-fone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6340	5685	1382	264	368	56	1142	689	1204	258	34	94	35	39	6246	221	1188	402	18	1121	572	687	470	874	127	98	239	71
Weighted base	6340	5693	1379	265	355	53*	1156	688	1221	259	36**	90*	38**	36*	6245	212	1197	411	17**	1102	584	693	470	879	127	92*	241	69*
BT	1273 20%	1234 22% cde fghikm	1192 86% acde fghikm	9 4% dfgh	-	2 3% dh	10 1%	7 1%	4 *	7 3% dfh	-	-	-	-	1257 20% uvz A	184 87% npq stuvwxyz yzA	237 20% vzA	71 17% vz	1 9%	239 22% uvy zA	123 21% uvz A	111 16% vz	41 9%	177 20% vzA	18 14% z	11 12%	18 7%	6 9%
EE	292 5%	263 5% bdfg hik	14 1%	233 88% abde fghikm	-	-	9 1%	2 *	4 *	1 *	-	-	-	-	288 5% osuv w	1 1%	176 15% noqs tuvxyz A	12 3% v	-	27 2% v	17 3% v	18 3% v	3 1%	14 2%	6 5% ovw	3 3% v	4 2%	3 5% ov
Plusnet	404 6%	379 7% bcfg hik	15 1% fh	3 1% fh	350 99% abce fghikm	3 6% bcfg hik	-	2 *	2 *	2 1% f	-	-	-	-	396 6% opvz	1 1%	57 5% o	51 13% nops tuvwz	-	59 5% o	46 8% opvw z	42 6% oz	19 4% o	42 5% o	12 9% ovz	46 49% nopq stuvwxyz A	5 2%	8 11% opwz
Post Office	61 1%	56 1% bfg	5 *	-	1 *	43 81% abcd fghikm	3 *	1 *	1 *	1 *	-	-	-	-	61 1%	2 1%	6 *	12 3% npsv wz	-	10 1%	7 1%	8 1%	4 1%	4 *	4 3% npsw z	1 1%	* *	-
Sky	1265 20%	1197 21% bcde ghikm	49 4% dgh	3 1%	2 1%	1 1%	1108 96% abcd efghikm	8 1%	8 1%	13 5% cdgh k	-	-	1 3%	-	1248 20% ovy	10 5%	236 20% ovy	68 17% ovy	2 13%	251 23% noq vwyA	124 21% ovy	129 19% ovy	41 9%	160 18% ovy	25 20% ovy	4 5%	173 72% nop qstuvw xyA	8 12% o
TalkTalk	731 12%	686 12% bcde fhikm	18 1% dfh	1 *	-	-	4 *	651 95% abcd efhikm	3 *	8 3% bcdf h	-	-	-	-	715 11% ovz	1 *	130 11% ovz	48 12% ovz	3 17%	154 14% nop vwz	80 14% ovz	99 14% nopv wz	29 6% o	89 10% ovz	24 19% nopq vwyz	7 7% o	11 4% o	9 14% ovz
Virgin Media	1461 23%	1257 22% bcde fgikm	43 3% dfg	9 3% dfg	-	3 6% dfgk	6 *	3 *	1188 97% abcd efgikm	5 2% dfg	-	-	-	-	1450 23% oqsy z	5 2%	256 21% oqy z	65 16% oz	6 36%	226 21% oyz	119 20% oyz	176 25% oqs yz	305 65% nop qstuvw yzA	197 22% oqy z	24 19% oyz	7 8% o	15 6%	16 23% oyz
Vodafone	266 4%	246 4% bdfg h	10 1%	6 2% dfgh	-	-	6 1%	2 *	2 *	219 85% abcd efghikm	-	-	-	-	265 4% opst z	2 1%	22 2%	18 4% opt	2 15%	26 2%	9 2%	19 3%	12 3%	142 16% nopq stuvwyz A	2 2%	1 2%	3 1%	2 4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



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**If you have more than one household broadband internet connection, please select the one you use most often.**  
**Base: All respondents**

	Q.1 Landline supplier													Q.2 Mobile supplier															
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM/ Karoo (j)	Now TV (k)	SSE (l)	Util-ity Ware-house (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-fone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)	
Weighted base	6340	5693	1379	265	355	53*	1156	688	1221	259	36**	90*	38**	36*	6245	212	1197	411	17**	1102	584	693	470	879	127	92*	241	69*	
Home Telecom	3	2	-	-	-	-	-	-	-	-	-	-	-	-	3	-	1	-	-	1	-	-	-	-	-	-	-	-	
Hyperoptic	14	6	-	-	-	-	-	-	1	1	-	-	-	-	14	1	2	1	-	4	2	2	1	1	-	-	-	1	
John Lewis Broadband	24	24	2	-	-	1	-	-	-	-	-	-	-	-	24	-	3	2	-	6	8	-	2	1	-	2	-	-	
			th			2%bdfgh									*		*	*		1%	1%npuw		*	*		3%nopqsuvwz			
KCOM/ Karoo	34	32	-	-	-	-	-	-	-	-	32	-	-	-	33	-	4	-	-	6	3	10	2	3	1	1	1	1	
	1%	1%bfh									88%				1%		*			1%	1%	1%npqw	*	*	1%	1%q	*	2%opqw	
Now Broadband	105	92	*	-	-	-	-	1	-	-	-	89	-	-	104	-	15	14	-	17	12	20	3	5	3	4	1	2	
	2%	2%bdfgh	*				*					99%abcd efghim			2%w		1%	3%enops wvz		2%	2%w	3%nopv	1%	1%	2%o	4%nopsvwz	1%	2%o	
O2 Broadband	3	2	1	-	-	-	*	-	-	-	-	-	-	-	3	-	-	-	-	1	-	*	-	1	-	-	-	-	
	*	*	*				*								*					*		*		*					
Origin	5	2	-	1	-	-	-	-	-	-	-	-	-	-	5	-	4	-	-	-	-	2	-	-	-	-	-	-	
	*	*		abh											*		n					*							
Pop Telecom	4	4	-	-	-	-	-	-	-	-	-	-	-	-	4	-	-	-	-	2	-	1	-	1	-	-	-	-	
	*	*													*					*		*		*					
See The Light	7	3	-	-	-	-	-	-	-	-	-	-	-	-	7	-	-	1	-	4	1	-	-	-	-	-	-	1	
	*	*													*		*	*		n	*							1%npuvw	
Shell Energy Broadband	33	25	-	-	-	-	-	-	-	-	-	-	-	-	32	-	2	2	-	5	2	10	-	4	1	1	2	1	
	1%	1%bfh													1%		*	1%	-	*	2	1%npv		*	1%	1%	1%	2%opv	
SSE	37	36	-	-	-	-	-	-	-	-	-	-	36	-	36	-	4	5	-	7	7	1	1	3	3	1	3	1	
	1%	1%bfh										95%			1%		*	1%pu		1%	1%pu	*	*	*	3	2%nopv	1%	1%	1%
																									vw				
Three Broadband	6	1	1	-	-	-	-	-	-	-	-	-	-	-	6	-	-	1	-	1	-	2	-	*	1	1	-	1	
	*	*	*												*			*		*		*		*	p	1%npst	-	1%npstvw	

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	Q.1 Landline supplier													Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM/ Karoo (j)	Now TV (k)	SSE (l)	Utility Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Weighted base	6340	5693	1379	265	355	53*	1156	688	1221	259	36**	90*	38**	36*	6245	212	1197	411	17**	1102	584	693	470	879	127	92*	241	69*
Utility Warehouse	36 1%	36 1% bfh	1 *	-	-	-	-	-	-	-	-	-	-	35 96% abcd efghik	36 1%	-	5 *	4 1%	-	4 *	3 1%	3 *	1 *	3 *	-	1 1%	-	-
Zen Internet	21 *	19 *	3 *	-	-	-	-	1 *	-	-	-	-	-	-	20 *	1 1%	5 *	7 2% npst uvw	-	4 *	-	1 *	-	2 *	-	-	-	-
Other answers	65 1%	46 1% fh	12 1% fh	1 *	-	-	1 *	1 *	-	-	-	-	1 2%	-	64 1%	-	11 1%	6 1%	-	12 1%	8 1%	8 1%	2 *	9 1%	-	1 1%	1 *	2 2% o
Not applicable - I don't have a fixed broadband service	121 2%	26 *	10 1% h	-	-	1 2% dh	5 *	2 *	2 *	-	4 12%	1 1% dh	-	-	118 2% v	1 *	15 1%	15 4% nop twz	2 10%	23 2% v	7 1%	27 4% nops twz	1 *	13 1% v	3 2% v	-	2 1%	6 9% nopst wxyz
Don't know	69 1%	20 *	1 *	-	2 1%	-	4 *	6 1% b	7 1%	-	-	-	-	-	57 1%	3 1%	6 1%	8 2% p	-	14 1%	5 1%	5 1%	4 1%	7 1%	-	-	1 1%	-

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**If you have more than one household broadband internet connection, please select the one you use most often.**  
**Base: All respondents**

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions		
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM/Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	6340	6153	1278	295	419	61	1245	734	1439	268	34	108	32	35	40	3698	379	1952	203	1038	1109	3332	1216	2107	4064
Weighted base	6340	6150	1273	292	404	61*	1265	731	1461	266	34*	105*	33**	37**	36*	3782	390	1990	207	1071	1133	3224	1257	2105	4057
BT	1273	1273	1273	-	-	-	-	-	-	-	-	-	-	-	-	753	335	379	5	21	160	656	297	355	878
	20%	21%cd	100%acde	-	-	-	-	-	-	-	-	-	-	-	-	20%rs	86%oqr	19%rs	2%	2%	14%	20%t	24%tu	17%	22%w
EE	292	292	-	292	-	-	-	-	-	-	-	-	-	-	-	123	11	88	6	7	51	159	46	93	187
	5%	5%bdfg	-	100%abde	-	-	-	-	-	-	-	-	-	-	-	3% <sup>s</sup>	3% <sup>s</sup>	4% <sup>os</sup>	3% <sup>s</sup>	1%	5%	5%	4%	4%	5%
Plusnet	404	404	-	-	404	-	-	-	-	-	-	-	-	-	-	91	2	57	2	9	79	206	85	152	245
	6%	7%bcfg	-	-	100%abce	-	-	-	-	-	-	-	-	-	-	2% <sup>ps</sup>	1%	3% <sup>ps</sup>	1%	1%	7%	6%	7%	7%	6%
Post Office	61	61	-	-	-	61	-	-	-	-	-	-	-	-	-	14	2	6	1	1	15	28	11	27	33
	1%	1%bfgh	-	-	-	100%abcd	-	-	-	-	-	-	-	-	-	*	*	*	1%	*	1%	1%	1%	1%	1%
Sky	1265	1265	-	-	-	-	1265	-	-	-	-	-	-	-	-	1091	10	1066	1	8	247	638	248	422	813
	20%	21%bcde	-	-	-	-	100%abcd	-	-	-	-	-	-	-	-	29%prs	3% <sup>s</sup>	54%oprs	*	1%	22%	20%	20%	20%	20%
TalkTalk	731	731	-	-	-	-	-	731	-	-	-	-	-	-	-	317	8	115	176	6	133	400	112	257	450
	12%	12%bcde	-	-	-	-	-	100%abcd	-	-	-	-	-	-	-	8% <sup>pqs</sup>	2% <sup>s</sup>	6% <sup>ps</sup>	85%opqs	1%	12% <sup>v</sup>	12% <sup>w</sup>	9%	12%	11%
Virgin Media	1461	1461	-	-	-	-	-	-	1461	-	-	-	-	-	-	1130	5	114	4	994	287	732	284	491	940
	23%	24%bcde	-	-	-	-	-	-	100%abcd	-	-	-	-	-	-	30% <sup>pqr</sup>	1%	6% <sup>pr</sup>	2%	93%opq	25%	23%	23%	23%	23%
Vodafone	266	266	-	-	-	-	-	-	-	266	-	-	-	-	-	121	16	70	9	17	47	120	75	78	180
	4%	4%bcdf	-	-	-	-	-	-	-	100%abcd	-	-	-	-	-	3% <sup>s</sup>	4% <sup>s</sup>	4% <sup>s</sup>	4% <sup>s</sup>	2%	4%	4%	6% <sup>u</sup>	4%	4%
Home Telecom	3	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	2	1	
	*	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	*	*	*	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 12  
**Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.**  
**If you have more than one household broadband internet connection, please select the one you use most often.**  
**Base: All respondents**

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions		
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Weighted base	6340	6150	1273	292	404	61*	1265	731	1461	266	34*	105*	33**	37**	36*	3782	390	1990	207	1071	1133	3224	1257	2105	4057
Hyperoptic	14*	14*	-	-	-	-	-	-	-	-	-	-	-	-	-	4*	-	1*	-	1*	*	6*	5*	5*	9*
John Lewis Broadband	24*	24*	-	-	-	-	-	-	-	-	-	-	-	-	-	2*	-	1*	-	1*	2*	14*	4*	9*	15*
KCOM / Karoo	34 1%	34 1% *bfh	-	-	-	-	-	-	-	-	34 100% *abcd efghikn	-	-	-	-	24 1% *s	-	21 1% *os	-	-	8 1% *	21 1% *	3*	9*	23 1% *
Now Broadband	105 2%	105 2% *abcd efghij	-	-	-	-	-	-	-	-	105 100% *abcd efghij	-	-	-	-	29 1% *s	-	15 1% *s	-	1*	19 2% *	59 2% *	15 1% *	39 2% *	62 2% *
O2 Broadband	3*	3*	-	-	-	-	-	-	-	-	-	-	-	-	3*	* *	2*	-	-	-	-	2 * *u	2*	1*	
Origin	5*	5*	-	-	-	-	-	-	-	-	-	-	-	-	2*	-	1*	-	-	-	4 * *u	1*	-	3*	2*
Pop Telecom	4*	4*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3*	-	2*	2*
See The Light	7*	7*	-	-	-	-	-	-	-	-	-	-	-	-	4*	-	4*	-	-	-	2*	4*	2*	2*	6*
Shell Energy Broadband	33 1%	33 1% *bfh	-	-	-	-	-	-	-	-	-	-	33 100% *	-	7*	-	4*	-	-	-	12 1% *	16 1% *	4*	20 1% * *x	13*
SSE	37 1%	37 1% *bfh	-	-	-	-	-	-	-	-	-	-	37 100% *	-	5*	-	4*	-	-	-	8 1% *	23 1% *	3*	20 1% * *x	17*
Three Broadband	6*	6*	-	-	-	-	-	-	-	-	-	-	-	-	1*	-	* *	-	-	-	1*	4*	-	4*	2*
Utility Warehouse	36 1%	36 1% *bfh	-	-	-	-	-	-	-	-	-	-	-	36 100% *abcd efghijk	12*	2 * *s	9 * *s	-	-	-	3*	23 1% *	7 1% *	14 1% *	23 1% *

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 12  
**Q.3 Which of the following companies, if any, does your household use for its fixed broadband internet connection? This could be through a phone line or fibre optic cable, perhaps using a WIFI router, not a mobile connection where you would plug a USB dongle into your computer.**  
**If you have more than one household broadband internet connection, please select the one you use most often.**  
**Base: All respondents**

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions		
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM/Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Util-ity Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vul-nerable (t)	Potent-ially vul-nerable (u)	Least vul-nerable (v)	Yes (w)	No (x)
Weighted base	6340	6150	1273	292	404	61*	1265	731	1461	266	34*	105*	33**	37**	36*	3782	390	1990	207	1071	1133	3224	1257	2105	4057
Zen Internet	21	21	-	-	-	-	-	-	-	-	-	-	-	-	-	4	-	4	-	-	3	11	6	11	10
Other answers	65	65	-	-	-	-	-	-	-	-	-	-	-	-	-	14	-	13	-	-	11	34	17	23	40
Not applicable - I don't have a fixed broadband service	121	-	-	-	-	-	-	-	-	-	-	-	-	-	-	15	-	12	2	1	31	49	19	44	73
Don't know	69	-	-	-	-	-	-	-	-	-	-	-	-	-	-	14	-	7	2	5	10	17	9	21	35

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 13  
**Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV.**  
**If you use more than one company, please select the one which you use most often.**  
**Base: All respondents**

	Gender		Age							Social Grade					Area type			
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6340	3123	3217	763	1078	997	1102	962	1069	369	1888	1675	1346	1431	3563	2777	5081	1259
Weighted base	6340	3100	3240	875	1059	983	1090	913	1063	358	1724	1788	1287	1541	3512	2828	5082	1258
BT	390 6%	216 7% <sup>b</sup>	175 5%	89 10% <sup>defg</sup> <sup>hi</sup>	69 7%	63 6%	54 5%	46 5%	56 5%	14 4%	136 8% <sup>km</sup>	104 6%	78 6%	72 5%	240 7% <sup>o</sup>	150 5%	296 6%	95 8% <sup>p</sup>
Sky	1990 31%	1014 33% <sup>b</sup>	976 30%	242 28%	326 31% <sup>i</sup>	349 36% <sup>cdg</sup> <sup>hi</sup>	393 36% <sup>cdg</sup> <sup>hi</sup>	279 31% <sup>i</sup>	319 30% <sup>i</sup>	82 23%	563 33% <sup>m</sup>	561 31%	427 33% <sup>m</sup>	440 29%	1123 32%	867 31%	1567 31%	423 34%
TalkTalk	207 3%	105 3%	102 3%	40 5% <sup>g</sup>	35 3%	28 3%	32 3%	22 2%	35 3%	15 4%	64 4% <sup>k</sup>	41 2%	44 3%	58 4% <sup>k</sup>	105 3%	102 4%	167 3%	40 3%
Virgin Media	1071 17%	533 17%	538 17%	150 17%	177 17%	161 16%	190 17%	165 18%	171 16%	57 16%	266 15%	308 17%	235 18% <sup>j</sup>	262 17%	575 16%	496 18%	981 19% <sup>q</sup>	90 7%
Freeview	6 *	3 *	4 *	2 *	4 *	1 *	-	-	-	-	1 *	2 *	1 *	3 *	3 *	4 *	5 *	2 *
Freesat	4 *	3 *	1 *	-	-	-	3 *	2 *	-	-	2 *	1 *	-	1 *	3 *	1 *	3 *	1 *
Polish TV (non-specific)	2 *	2 *	* *	-	* *	2 *	-	-	-	-	-	-	* *	2 *	-	2 *	2 *	-
Other answers	4 *	3 *	1 *	-	-	3 *	1 *	-	-	-	-	-	2 *	2 *	-	4 *	4 *	-
Invalid - Streaming service / on-demand / non-TV package	110 2%	52 2%	58 2%	5 1%	15 1%	18 2% <sup>c</sup>	29 3% <sup>c</sup>	23 3% <sup>c</sup>	15 1%	5 1%	18 1%	42 2% <sup>j</sup>	25 2%	26 2%	60 2%	50 2%	83 2%	27 2%
Not applicable - I don't have a pay TV service	2449 39%	1138 37%	1311 40% <sup>a</sup>	280 32%	413 39% <sup>c</sup>	351 36%	384 35%	374 41% <sup>cef</sup>	465 44% <sup>code</sup> <sup>fgh</sup>	184 52% <sup>cde</sup>	647 38%	690 39%	456 35%	657 43% <sup>kl</sup>	1337 38%	1112 39%	1893 37%	556 44% <sup>p</sup>
Don't know	108 2%	34 1%	74 2% <sup>a</sup>	67 8% <sup>defg</sup> <sup>hi</sup>	20 2% <sup>fghi</sup>	9 1% <sup>h</sup>	6 1%	4 *	2 *	-	28 2%	41 2%	20 2%	20 1%	69 2%	40 1%	84 2%	24 2%

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



## Reasons to Complain Survey

### ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 14

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

**If you use more than one company, please select the one which you use most often.**

**Base: All respondents**

	Country				Region												Ethnicity		
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6340	5259	551	337	193	551	251	653	496	527	499	337	587	849	865	532	193	5701	575
Weighted base	6340	5320	529	301	190	529	252	701	517	553	455	301	597	836	867	541	190	5701	573
BT	390 6%	339 6% <sup>c</sup>	30 6%	10 3%	11 6%	30 6%	10 4%	49 7% <sup>k</sup>	25 5%	32 6%	26 6%	10 3%	27 4%	72 9% <sup>f</sup> <sup>h</sup> <sup>k</sup> <sup>l</sup>	62 7% <sup>k</sup>	36 7%	11 6%	339 6%	48 8% <sup>q</sup>
Sky	1990 31%	1622 30%	178 34%	113 37% <sup>a</sup>	77 40% <sup>a</sup>	178 34% <sup>i</sup> <sup>m</sup>	77 31%	234 33% <sup>i</sup> <sup>m</sup>	163 31%	153 28%	144 32%	113 37% <sup>i</sup> <sup>l</sup> <sup>m</sup>	166 28%	228 27%	279 32% <sup>m</sup>	179 33% <sup>m</sup>	77 40% <sup>f</sup> <sup>h</sup> <sup>i</sup> <sup>j</sup> <sup>l</sup> <sup>m</sup>	1784 31%	196 34%
TalkTalk	207 3%	170 3%	20 4%	9 3%	8 4%	20 4%	8 3%	27 4%	11 2%	11 2%	12 3%	9 3%	21 4%	37 4% <sup>h</sup> <sup>i</sup>	28 3%	14 3%	8 4%	180 3%	24 4%
Virgin Media	1071 17%	945 18% <sup>c</sup> <sup>d</sup>	78 15%	31 10%	17 9%	78 15% <sup>o</sup>	55 22% <sup>e</sup> <sup>g</sup> <sup>k</sup> <sup>o</sup>	102 15% <sup>o</sup>	92 18% <sup>k</sup> <sup>o</sup> <sup>p</sup>	122 22% <sup>e</sup> <sup>g</sup> <sup>k</sup> <sup>l</sup> <sup>o</sup> <sup>p</sup>	102 23% <sup>e</sup> <sup>g</sup> <sup>k</sup> <sup>l</sup> <sup>o</sup> <sup>p</sup>	31 10%	99 17% <sup>k</sup> <sup>o</sup> <sup>p</sup>	163 20% <sup>e</sup> <sup>g</sup> <sup>k</sup> <sup>o</sup> <sup>p</sup>	165 19% <sup>g</sup> <sup>k</sup> <sup>o</sup> <sup>p</sup>	44 8%	17 9%	966 17%	97 17%
Freeview	6 *	6 *	- -	- -	- -	- -	1 *	2 *	1 *	- -	1 *	- -	2 *	* *	- -	- -	- -	3 *	2 *
Freesat	4 *	3 *	- -	1 <sup>a</sup>	- -	- -	- -	1 *	- -	- -	* *	1 *	1 *	- -	1 *	- -	- -	4 *	- -
Polish TV (non-specific)	2 *	2 *	- -	- -	- -	- -	- -	- -	2 *	- -	- -	- -	- -	* *	- -	- -	- -	2 *	- -
Other answers	4 *	2 *	1 *	1 <sup>a</sup>	- -	1 *	- -	- -	1 *	- -	- -	1 *	- -	- -	- -	1 *	- -	4 *	- -
Invalid - Streaming service / on-demand / non-TV package	110 2%	86 2%	15 3%	6 2%	3 1%	15 3% <sup>i</sup> <sup>j</sup> <sup>no</sup>	6 2% <sup>io</sup>	21 3% <sup>i</sup> <sup>j</sup> <sup>no</sup>	15 3% <sup>i</sup> <sup>j</sup> <sup>no</sup>	1 *	4 1%	6 2% <sup>i</sup>	14 2% <sup>ino</sup>	12 1% <sup>i</sup>	8 1%	4 1%	3 1%	99 2%	10 2%
Not applicable - I don't have a pay TV service	2449 39%	2046 38%	204 39%	124 41%	75 39%	204 39%	91 36%	259 37%	204 39%	223 40%	154 34%	124 41% <sup>j</sup>	256 43% <sup>e</sup> <sup>g</sup> <sup>j</sup> <sup>m</sup> <sup>n</sup>	303 36%	305 35%	252 46% <sup>e</sup> <sup>f</sup> <sup>g</sup> <sup>h</sup> <sup>j</sup> <sup>m</sup> <sup>n</sup>	75 39%	2236 39% <sup>r</sup>	183 32%
Don't know	108 2%	100 2% <sup>b</sup>	2 *	6 2% <sup>b</sup>	- -	2 *	4 2%	7 1%	5 1%	9 2%	10 2% <sup>ep</sup>	6 2% <sup>e</sup>	10 2%	20 2% <sup>ep</sup>	22 2% <sup>ep</sup>	13 2% <sup>ep</sup>	- -	83 1%	15 3% <sup>q</sup>

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

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 15  
**Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV. If you use more than one company, please select the one which you use most often.**  
**Base: All respondents**

	Q.1 Landline supplier													Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM/ Karoo (j)	Now TV (k)	SSE (l)	Util-ly Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-fone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6340	5685	1382	264	368	56	1142	689	1204	258	34	94	35	39	6246	221	1188	402	18	1121	572	687	470	874	127	98	239	71
Weighted base	6340	5693	1379	265	355	53*	1156	688	1221	259	36**	90*	38**	36*	6245	212	1197	411	17**	1102	584	693	470	879	127	92*	241	69*
BT	390	377	324	13	2	-	11	5	6	16	-	-	-	1	386	83	71	18	-	60	35	38	19	57	5	-	-	1
	6%	7% <sup>dfg</sup> hk	23% <sup>acde</sup> fghikm	5% <sup>dfgh</sup> k	1%	-	1%	1%	1%	6% <sup>dfgh</sup> k	-	-	-	2%	6% <sup>yz</sup>	39% <sup>npqs</sup> tuvxyz A	6% <sup>yz</sup>	4% <sup>z</sup>	-	5% <sup>yz</sup>	6% <sup>yz</sup>	5% <sup>yz</sup>	4% <sup>z</sup>	7% <sup>yz</sup>	4% <sup>z</sup>	-	-	1%
Sky	1990	1881	420	83	54	8	992	114	79	66	23	11	5	8	1969	60	408	99	3	376	160	206	69	294	37	13	209	12
	31%	33% <sup>abde</sup> ghik	30% <sup>deg</sup> hk	31% <sup>deg</sup> hk	15% <sup>h</sup>	15% <sup>h</sup>	86% <sup>abc</sup> deg hik m	17% <sup>h</sup>	6%	26% <sup>dgh</sup> k	62%	13% <sup>h</sup>	13%	23% <sup>h</sup>	32% <sup>qtv</sup> yA	28% <sup>vy</sup>	34% <sup>qtv</sup> yA	24% <sup>v</sup>	20%	34% <sup>qtv</sup> yA	27% <sup>vy</sup>	30% <sup>vy</sup> A	15%	33% <sup>qtv</sup> yA	29% <sup>vy</sup>	15%	87% <sup>nop</sup> qstuvw xyA	17%
TalkTalk	207	199	3	3	2	1	4	170	4	13	-	-	-	-	203	*	39	13	2	44	28	26	8	28	5	-	1	3
	3%	3% <sup>abcd</sup> h	1% <sup>b</sup>	1% <sup>b</sup>	1%	1%	25% <sup>abcd</sup> efhikm	5% <sup>bcdf</sup> hk	-	5% <sup>bcdf</sup> hk	-	-	-	-	3% <sup>oz</sup>	*	3% <sup>oz</sup>	3% <sup>oz</sup>	13%	4% <sup>ovz</sup>	5% <sup>ovyz</sup>	4% <sup>ovz</sup>	2%	3% <sup>oz</sup>	4% <sup>oz</sup>	-	1%	5% <sup>oyz</sup>
Virgin Media	1071	1011	30	17	2	2	3	8	928	20	-	1	-	-	1063	1	185	39	2	156	101	114	254	159	16	5	5	11
	17%	18% <sup>abcde</sup> fgikm	2% <sup>f</sup>	6% <sup>bdfg</sup>	1%	3% <sup>f</sup>	*	1% <sup>f</sup>	76% <sup>abcd</sup> efgikm	8% <sup>bdfg</sup> k	-	1%	-	-	17% <sup>oqsy</sup> z	1%	15% <sup>oqyz</sup>	9% <sup>oz</sup>	14%	14% <sup>oqy</sup> z	17% <sup>oqy</sup> z	16% <sup>oqy</sup> z	54% <sup>nop</sup> qstuw yzA	18% <sup>oqs</sup> yz	13% <sup>oz</sup>	5% <sup>o</sup>	2%	15% <sup>oyz</sup>
Freeview	6	5	*	-	1	-	-	1	1	-	-	-	-	-	6	-	1	-	-	3	1	*	-	-	1	-	-	-
	*	*	*	*	*	-	-	*	*	-	-	-	-	-	*	-	*	-	-	*	*	*	-	-	1% <sup>w</sup>	-	-	-
Freesat	4	4	3	1	-	1	-	-	-	-	-	-	-	-	4	-	2	-	-	-	-	1	-	1	-	-	-	-
	*	*	*	*	-	1% <sup>aefgh</sup>	-	-	-	-	-	-	-	-	*	-	*	-	-	-	-	*	-	-	-	-	-	-
Polish TV (non-specific)	2	*	-	-	-	-	-	*	-	-	-	-	-	-	2	-	*	-	-	2	-	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	*	-	-	-	-	-	-	*	-	*	-	-	*	-	-	-	-	-	-	-	-
Other answers	4	3	1	-	-	-	-	1	-	-	-	1	-	-	4	-	-	-	-	2	-	1	-	-	-	1	-	-
	*	*	*	-	-	-	-	*	-	-	-	1% <sup>abdf</sup> h	-	-	*	-	-	-	-	*	-	*	-	-	-	1% <sup>pw</sup>	-	-
Invalid - Streaming service / on-demand / non-TV package	110	99	12	9	18	4	6	7	7	12	2	12	2	1	108	2	20	12	-	21	18	10	5	12	4	1	1	1
	2%	2% <sup>bfh</sup>	1%	3% <sup>abfg</sup> h	5% <sup>abfg</sup> h	7% <sup>abfg</sup> h	1%	1%	1%	4% <sup>abfg</sup> h	4%	13% <sup>abcd</sup> fghi	5%	2%	2%	1%	2%	3% <sup>z</sup>	-	2%	3% <sup>nvwz</sup>	1%	1%	1%	3% <sup>z</sup>	2%	*	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 15  
**Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV. If you use more than one company, please select the one which you use most often.**  
**Base: All respondents**

	Q.1 Landline supplier													Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM/ Karoo (j)	Now TV (k)	SSE (l)	Util-ly Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Weighted base	6340	5693	1379	265	355	53*	1156	688	1221	259	36**	90*	38**	36*	6245	212	1197	411	17**	1102	584	693	470	879	127	92*	241	69*
Not applicable - I don't have a pay TV service	2449	2050	568	128	265	38	133	377	190	124	12	65	31	26	2405	62	451	223	6	415	237	291	112	314	58	69	24	42
	39%	36%fh	41%afh	48%afh	75%abc fghi	72%abc fghi	12%	55%abh	16%fh	48%afh	34%	72%abc fghi	82%	72%abc fghi	39%ovz	29%z	38%ovz	54%nop stuvwz	38%	38%ovz	41%ovz	42%ovw z	24%z	36%vz	46%ovw z	75%nop qstuvw xz	10%	60%nopstuvwz
Don't know	108	67	18	11	11	-	7	5	7	8	-	-	-	-	97	3	21	8	3	25	6	5	3	16	1	3	1	-
	2%	1%h	1%	4%abfh	3%abfh	-	1%	1%	1%	3%abfh	-	-	-	-	2%	2%	2%	2%	16%	2%u	1%	1%	1%	2%	1%	3%	*	-

**Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A**  
**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 16  
**Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV. If you use more than one company, please select the one which you use most often.**  
 Base: All respondents

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions		
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM/Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Financially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	6340	6153	1278	295	419	61	1245	734	1439	268	34	108	32	35	40	3698	379	1952	203	1038	1109	3332	1216	2107	4064
Weighted base	6340	6150	1273	292	404	61*	1265	731	1461	266	34*	105*	33**	36*	3782	390	1990	207	1071	1133	3224	1257	2105	4057	
BT	390	390	335	11	2	2	10	8	5	16	-	-	-	2	390	390	2	-	-	63	195	73	110	265	
	6%	6%dfg	26%acde	4%dfgh	1%	3%h	1%	1%h	*	6%dfgh	-	-	-	5%dfh	10%qrs	100%oqrs	*	-	-	6%	6%	6%	5%	7%	
Sky	1990	1972	379	88	57	6	1066	115	114	70	21	15	4	4	9	1990	2	1990	-	-	349	996	437	648	1298
	31%	32%deg	30%deg	30%deg	14%h	10%	84%abc	16%h	8%	27%deg	63%abc	14%h	11%	10%	25%h	53%prs	1%h	100%oprs	-	-	31%	31%	35%u	31%	32%
TalkTalk	207	203	5	6	2	1	1	176	4	9	-	-	-	-	207	-	-	207	-	42	104	33	84	113	
	3%	3%bdfh	*	2%bdfh	*	2%fh	*	24%abcd	*	3%bdfh	-	-	-	-	5%pqs	-	-	100%opqs	-	4%	3%	3%	4%h	3%	
Virgin Media	1071	1065	21	7	9	1	8	6	994	17	-	1	-	-	1071	-	-	-	1071	205	536	218	387	654	
	17%	17%bcde	2%f	2%f	2%f	2%	1%	1%	68%abcd	6%bcdf	-	1%	-	-	28%pqr	-	-	-	100%opqr	18%	17%	17%	18%h	16%	
Freeview	6	5	2	-	1	-	-	1	1	-	-	-	-	-	6	-	-	-	-	4	2	*	2	4	
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Freesat	4	4	2	1	-	1	-	-	-	-	-	-	-	-	4	-	-	-	-	-	3	1	2	2	
	*	*	*	*	*	1%afgh	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Polish TV (non-specific)	2	2	-	-	-	-	-	*	2	-	-	-	-	-	2	-	-	-	-	2	*	-	-	2	
	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
Other answers	4	4	-	1	-	-	-	1	-	-	-	1	-	-	4	-	-	-	-	-	4	-	-	4	
	*	*	*	*	*	*	*	*	*	*	*	1%abdf	*	*	*	*	*	*	*	*	*	*	*	*	*
Invalid - Streaming service / on-demand / non-TV package	110	109	11	10	21	4	6	10	11	9	3	12	4	2	1	110	-	-	-	-	20	58	23	37	71
	2%	2%bth	1%	3%bth	5%abfg	7%abfg	1%	1%	1%	4%abfg	8%abfg	12%abc	12%	5%	2%	3%pqrs	-	-	-	2%	2%	2%	2%	2%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 16  
**Q.4 Which, of the following companies does your household use for cable, satellite or other Pay TV, if any? By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV. If you use more than one company, please select the one which you use most often.**  
**Base: All respondents**

	Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions			
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM/Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Util-ity Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vuln-erable (t)	Potent-ially vuln-erable (u)	Least vuln-erable (v)	Yes (w)	No (x)
Weighted base	6340	6150	1273	292	404	61*	1265	731	1461	266	34*	105*	33**	37**	36*	3782	390	1990	207	1071	1133	3224	1257	2105	4057
Not applicable - I don't have a pay TV service	2449	2315	501	157	302	47	163	408	317	136	10	76	26	32	25	-	-	-	-	-	431	1305	459	800	1590
	39%	38%fh	39%fh	54%abf	75%abc	77%abc	13%	56%abf	22%fh	51%abf	30%fh	72%abc	78%	85%	68%abth	-	-	-	-	-	38%	40%v	36%	38%	39%
Don't know	108	82	18	12	11	-	10	6	14	8	-	-	-	-	-	-	-	-	-	-	17	24	14	34	56
	2%	1%	1%	4%abfg	3%atgh	-	1%	1%	1%	3%afgh	-	-	-	-	-	-	-	-	-	-	2%u	1%	1%	2%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 17  
**Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?**  
**Base: All respondents**

	Total	Gender		Age						Social Grade					Area type			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6340	3123	3217	763	1078	997	1102	962	1069	369	1888	1675	1346	1431	3563	2777	5081	1259
Weighted base	6340	3100	3240	875	1059	983	1090	913	1063	358	1724	1788	1287	1541	3512	2828	5082	1258
NET: Had reason to complain	2159	1174	985	385	513	375	339	253	221	72	655	613	416	475	1269	891	1808	351
	34%	38%b	30%	44%efg hi	48%efg hi	38%fgh i	31%hi	28%hi	21%	20%	38%klm	34%	32%	31%	36%o	31%	36%q	28%
Landline phone	419	253	166	46	95	68	83	54	52	21	135	106	85	94	240	178	342	76
	7%	8%b	5%	5%	9%cgh	7%	8%h	6%	5%	6%	8%k	6%	7%	6%	7%	6%	7%	6%
Mobile phone	615	381	234	122	196	114	75	56	40	12	208	157	109	140	365	249	547	68
	10%	12%b	7%	14%efg i	18%cef ghi	12%fghi	7%hi	6%h	4%	3%	12%klm	9%	8%	9%	10%	9%	11%q	5%
Fixed broadband internet	1600	835	765	280	401	266	261	183	163	45	480	450	315	355	930	670	1328	272
	25%	27%b	24%	32%efg hi	38%cef ghi	27%ghi	24%hi	20%hi	15%	13%	28%lm	25%	24%	23%	26%o	24%	26%q	22%
Pay TV	331	208	123	41	100	69	45	33	31	12	106	91	59	75	197	134	288	43
	5%	7%b	4%	5%	9%cfgh i	7%fghi	4%	4%	3%	3%	6%	5%	5%	5%	6%	5%	6%q	3%
None of these	4180	1925	2255	490	545	608	751	660	840	285	1069	1174	871	1065	2244	1936	3273	907
	66%	62%	70%a	56%	52%	62%cd	69%cde	72%cde	79%cde fg	80%cde fg	62%	66%j	68%j	69%j	64%	68%n	64%	72%p
Don't know	1	1	-	-	-	-	-	-	1	-	-	-	-	1	-	1	1	-

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 18  
**Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?**  
**Base: All respondents**

	Country				Region											Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6340	5259	551	337	193	551	251	653	496	527	499	337	587	849	865	532	193	5701	575
Weighted base	6340	5320	529	301	190	529	252	701	517	553	455	301	597	836	867	541	190	5701	573
NET: Had reason to complain	2159 34%	1864 35% <sup>bd</sup>	154 29%	95 31%	47 25%	154 29%	88 35% <sup>p</sup>	249 35% <sup>ejno</sup>	181 35% <sup>p</sup>	200 36% <sup>ejno</sup>	131 29%	95 31%	183 31%	414 50% <sup>efghijklno</sup>	259 30%	160 29%	47 25%	1830 32%	308 54% <sup>q</sup>
Landline phone	419 7%	357 7%	34 6%	20 7%	8 4%	34 6% <sup>f</sup>	6 3%	48 7% <sup>f</sup>	30 6%	49 9% <sup>fjnp</sup>	21 5%	20 7% <sup>f</sup>	42 7% <sup>f</sup>	83 10% <sup>efghjnop</sup>	45 5%	33 6%	8 4%	342 6%	74 13% <sup>q</sup>
Mobile phone	615 10%	545 10% <sup>d</sup>	40 8% <sup>d</sup>	25 8% <sup>d</sup>	5 3%	40 8% <sup>p</sup>	26 10% <sup>p</sup>	74 11% <sup>no</sup>	46 9% <sup>p</sup>	55 10% <sup>op</sup>	46 10% <sup>op</sup>	25 8% <sup>p</sup>	46 8% <sup>p</sup>	156 19% <sup>efghijklno</sup>	61 7% <sup>p</sup>	34 6%	5 3%	501 9%	103 18% <sup>q</sup>
Fixed broadband internet	1600 25%	1362 26%	125 24%	72 24%	41 21%	125 24% <sup>j</sup>	69 27% <sup>j</sup>	184 26% <sup>j</sup>	144 28% <sup>jlo</sup>	144 26% <sup>j</sup>	82 18%	72 24%	132 22%	287 34% <sup>efghijklno</sup>	203 23% <sup>j</sup>	117 22%	41 21%	1356 24%	230 40% <sup>q</sup>
Pay TV	331 5%	298 6% <sup>c</sup>	28 5% <sup>c</sup>	2 1%	4 2%	28 5% <sup>k</sup>	14 6% <sup>k</sup>	37 5% <sup>k</sup>	22 4% <sup>k</sup>	34 6% <sup>kp</sup>	27 6% <sup>k</sup>	2 1%	28 5% <sup>k</sup>	69 8% <sup>eghklno</sup>	43 5% <sup>k</sup>	23 4% <sup>k</sup>	4 2%	292 5%	37 6%
None of these	4180 66%	3455 65%	375 71% <sup>a</sup>	207 69%	143 75% <sup>a</sup>	375 71% <sup>gim</sup>	164 65% <sup>m</sup>	453 65% <sup>m</sup>	336 65% <sup>m</sup>	354 64% <sup>m</sup>	324 71% <sup>gim</sup>	207 69% <sup>m</sup>	414 69% <sup>m</sup>	421 50%	608 70% <sup>gim</sup>	382 71% <sup>gim</sup>	143 75% <sup>fghi</sup>	3870 68% <sup>r</sup>	265 46%
Don't know	1	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-

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

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 19  
Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?  
Base: All respondents

	Q.1 Landline supplier													Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now TV (k)	SSE (l)	Utility Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6340	5685	1382	264	368	56	1142	689	1204	258	34	94	35	39	6246	221	1188	402	18	1121	572	687	470	874	127	98	239	71
Weighted base	6340	5693	1379	265	355	53*	1156	688	1221	259	36**	90*	38**	36*	6245	212	1197	411	17**	1102	584	693	470	879	127	92*	241	69*
NET: Had reason to complain	2159	1968	462	106	104	19	367	228	475	119	13	30	10	6	2132	79	406	140	9	385	160	275	171	311	43	25	57	24
	34%	35%dfm	34%m	40%dfm	29%	36%	32%	33%	39%abd fgm	46%abd fgkm	37%	33%	25%	18%	34%tz	38%tz	34%tz	34%tz	51%	35%tz	27%	40%np t yz	37%tz	35%tz	34%z	27%	24%	35%
Landline phone	419	419	128	22	17	7	68	46	84	24	3	10	2	1	411	27	82	28	-	74	39	34	35	60	3	3	14	1
	7%	7%	9%adfh	8%	5%	13%d	6%	7%	7%	9%d	8%	11%d	6%	4%	7%	13%npqs tuvwxyz A	7%	7%	-	7%	7%	5%	7%	7%	2%	4%	6%	2%
Mobile phone	615	552	119	39	29	3	97	69	116	54	6	7	3	3	609	14	112	20	4	83	42	93	62	139	7	3	13	9
	10%	10%	9%	15%abdf h	8%	6%	8%	10%	9%	21%abd efghk	17%	8%	8%	9%	10%qsty z	7%	9%q	5%	22%	7%	7%	13%nop qstxyz	13%nop qstxyz	16%nopq stxyz	5%	3%	5%	12%qy
Fixed broadband internet	1600	1462	331	82	82	13	284	170	358	76	9	22	6	5	1579	51	300	117	7	301	122	202	125	205	32	20	42	18
	25%	26%	24%	31%bdf m	23%	24%	25%	25%	29%abd fgm	29%m	25%	24%	15%	13%	25%tz	24%	25%z	28%tz	43%	27%tz	21%	29%ntw z	27%tz	23%	25%	22%	18%	26%
Pay TV	331	321	62	17	5	2	91	16	96	23	4	2	-	-	326	21	70	19	1	55	25	33	27	44	8	1	16	1
	5%	6%bdg	5%dg	6%dg	1%	3%	8%abdg	2%	8%abdg	9%abd gk	11%	2%	-	-	5%y	10%npqs tuwyz A	6%y	5%	9%	5%	4%	5%	6%y	5%	6%y	1%	7%y	1%
None of these	4180	3725	917	159	251	34	789	459	746	139	23	60	28	30	4112	132	791	271	8	717	425	418	298	568	83	68	184	45
	66%	65%hi	66%hi	60%	71%ach i	64%	68%ach i	67%hi	61%	54%	63%	67%i	75%	82%abc hi	66%u	62%	66%u	66%	49%	65%	73%nop qsuvw	60%	63%	65%	66%	73%u	76%nop qsuvwx	65%
Don't know	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 20  
Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?  
Base: All respondents

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions		
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	6340	6153	1278	295	419	61	1245	734	1439	268	34	108	32	35	40	3698	379	1952	203	1038	1109	3332	1216	2107	4064
Weighted base	6340	6150	1273	292	404	61*	1265	731	1461	266	34*	105*	33**	36*	3782	390	1990	207	1071	1133	3224	1257	2105	4057	
NET: Had reason to complain	2159	2120	420	112	120	27	401	232	557	123	11	36	15	9	8	1398	159	694	90	414	453	1006	470	793	1289
	34%	34% <sup>f</sup>	33%	38% <sup>df</sup>	30%	44% <sup>dn</sup>	32%	32%	38% <sup>abd</sup>	46% <sup>abd</sup>	33%	34%	44%	24%	22%	37% <sup>q</sup>	41% <sup>q</sup>	35%	44% <sup>q</sup>	39%	40% <sup>u</sup>	31%	37% <sup>u</sup>	38% <sup>x</sup>	32%
Landline phone	419	411	121	19	22	8	78	41	81	22	-	10	1	2	1	286	46	146	16	76	99	191	84	148	251
	7%	7%	10% <sup>adfg</sup>	6%	5%	13% <sup>h</sup>	6%	6%	6%	8%	-	9%	2%	6%	4%	8%	12% <sup>oqs</sup>	7%	8%	7%	9% <sup>u</sup>	6%	7%	7%	6%
Mobile phone	615	586	102	35	33	9	109	70	137	53	3	6	5	2	3	412	47	195	39	121	175	254	124	240	349
	10%	10% <sup>b</sup>	8%	12% <sup>b</sup>	8%	14%	9%	10%	9%	20% <sup>abc</sup>	10%	6%	15%	6%	8%	11% <sup>q</sup>	12%	10%	19% <sup>opq</sup>	11%	15% <sup>uv</sup>	8%	10% <sup>u</sup>	11% <sup>x</sup>	9%
Fixed broadband internet	1600	1590	294	87	96	22	306	176	430	84	10	28	11	6	6	999	99	521	51	295	320	754	360	595	947
	25%	26% <sup>b</sup>	23%	30% <sup>b</sup>	24%	36% <sup>b</sup>	24%	24%	29% <sup>abcd</sup>	32% <sup>abcd</sup>	29%	27%	34%	16%	18%	26%	25%	26%	25%	28%	28% <sup>u</sup>	23%	29% <sup>u</sup>	28% <sup>x</sup>	23%
Pay TV	331	326	60	14	10	-	99	15	95	22	4	2	-	-	-	331	41	173	12	104	69	148	81	131	186
	5%	5% <sup>dg</sup>	5% <sup>g</sup>	5% <sup>g</sup>	2%	-	8% <sup>abde</sup>	2%	7% <sup>adg</sup>	8% <sup>abde</sup>	12% <sup>degk</sup>	2%	-	-	-	9%	10%	9%	6%	10%	6%	5%	6% <sup>u</sup>	6% <sup>x</sup>	5%
None of these	4180	4029	853	180	284	34	864	500	904	142	22	69	18	28	28	2384	232	1296	117	657	680	2218	787	1312	2768
	66%	66% <sup>hi</sup>	67% <sup>hi</sup>	62%	70% <sup>ceh</sup>	56%	68% <sup>ach</sup>	68% <sup>chi</sup>	62% <sup>ci</sup>	54%	67%	66% <sup>il</sup>	56%	76%	78% <sup>ei</sup>	63%	59%	65% <sup>opr</sup>	56%	61%	60%	69% <sup>tv</sup>	63%	62%	68% <sup>w</sup>
Don't know	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 21  
**Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?**  
**Base: All respondents who have service**

	Gender		Age							Social Grade					Area type			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	AB	C1	C2	DE	ABC1	C2DE	Urban	Rural
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	
Unweighted base	6340	3123	3217	763	1078	997	1102	962	1069	369	1888	1675	1346	1431	3563	2777	5081	1259
Weighted base	6340	3100	3240	875	1059	983	1090	913	1063	358	1724	1788	1287	1541	3512	2828	5082	1258
<b>Landline phone</b>																		
Total	5769	2844	2925	730	916	873	1004	857	1036	353	1594	1615	1190	1369	3209	2560	4568	1201
Had reason to complain	419	253	166	46	95	68	83	54	52	21	135	106	85	94	240	178	342	76
	7%	9%b	6%	6%	10%cghi	8%h	8%h	6%	5%	6%	8%	7%	7%	7%	7%	7%	7%	6%
<b>Mobile phone</b>																		
Total	6272	3070	3202	874	1057	979	1082	895	1039	346	1705	1773	1279	1515	3479	2793	5031	1241
Had reason to complain	615	381	234	122	196	114	75	56	40	12	208	157	109	140	365	249	547	68
	10%	12%b	7%	14%fghi	19%cef	12%fghi	7%hi	6%h	4%	4%	12%klm	9%	9%	9%	11%	9%	11%q	5%
<b>Fixed broadband</b>																		
Total	6219	3038	3181	862	1042	954	1066	888	1050	356	1699	1759	1266	1495	3458	2761	4979	1240
Had reason to complain	1600	835	765	280	401	266	261	183	163	45	480	450	315	355	930	670	1328	272
	26%	27%b	24%	32%fghi	38%cef	28%ghi	24%hi	21%hi	16%	13%	28%lm	26%	25%	24%	27%o	24%	27%q	22%
<b>Pay TV</b>																		
Total	3781	1910	1871	590	631	614	678	516	583	168	1059	1056	807	858	2116	1665	3106	675
Had reason to complain	329	208	122	41	100	69	44	33	31	12	106	91	59	73	197	132	286	43
	9%	11%b	7%	7%	16%cef	11%cfgh	6%	6%	5%	7%	10%	9%	7%	9%	9%	8%	9%q	6%

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 22  
**Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?**  
Base: All respondents who have service

	Country					Region										Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of England (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6340	5259	551	337	193	551	251	653	496	527	499	337	587	849	865	532	193	5701	575
Weighted base	6340	5320	529	301	190	529	252	701	517	553	455	301	597	836	867	541	190	5701	573
<b>Landline phone</b>																			
Total	5769	4841	471	280	177	471	223	637	468	503	412	280	564	745	795	493	177	5221	491
Had reason to complain	419 7%	357 7%	34 7%	20 7%	8 4%	34 7% <sup>f</sup>	6 3%	48 7% <sup>f</sup>	30 6%	49 10% <sup>fjnp</sup>	21 5%	20 7% <sup>f</sup>	42 7% <sup>f</sup>	83 11% <sup>efghj Inop</sup>	45 6%	33 7%	8 4%	342 7%	74 15% <sup>q</sup>
<b>Mobile phone</b>																			
Total	6272	5263	522	299	188	522	249	692	511	549	449	299	589	831	857	536	188	5636	573
Had reason to complain	615 10%	545 10% <sup>d</sup>	40 8% <sup>d</sup>	25 8% <sup>d</sup>	5 3%	40 8% <sup>p</sup>	26 10% <sup>p</sup>	74 11% <sup>nop</sup>	46 9% <sup>p</sup>	55 10% <sup>op</sup>	46 10% <sup>op</sup>	25 8% <sup>p</sup>	46 8% <sup>p</sup>	156 19% <sup>efghi jklno</sup>	61 7% <sup>p</sup>	34 6%	5 3%	501 9%	103 18% <sup>q</sup>
<b>Fixed broadband</b>																			
Total	6219	5218	520	296	185	520	250	687	505	545	449	296	583	813	851	535	185	5597	558
Had reason to complain	1600 26%	1362 26%	125 24%	72 24%	41 22%	125 24% <sup>j</sup>	69 28% <sup>j</sup>	184 27% <sup>j</sup>	144 29% <sup>jlo</sup>	144 27% <sup>j</sup>	82 18%	72 24%	132 23%	287 35% <sup>efgh ijklno</sup>	203 24% <sup>j</sup>	117 22%	41 22%	1356 24%	230 41% <sup>q</sup>
<b>Pay TV</b>																			
Total	3781	3188	309	171	113	309	156	421	298	329	296	171	326	521	554	286	113	3365	380
Had reason to complain	329 9%	296 9% <sup>c</sup>	28 9% <sup>c</sup>	2 1%	4 4%	28 9% <sup>k</sup>	14 9% <sup>k</sup>	35 8% <sup>k</sup>	22 7% <sup>k</sup>	34 10% <sup>kp</sup>	27 9% <sup>k</sup>	2 1%	28 9% <sup>k</sup>	69 13% <sup>ghkno p</sup>	43 8% <sup>k</sup>	23 8% <sup>k</sup>	4 4%	291 9%	37 10%

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

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 23  
Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?  
Base: All respondents who have service

	Q.1 Landline supplier														Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM / Karoo (j)	Now TV (k)	SSE (l)	Util-ity Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-fone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)	
Unweighted base	6340	5685	1382	264	368	56	1142	689	1204	258	34	94	35	39	6246	221	1188	402	18	1121	572	687	470	874	127	98	239	71	
Weighted base	6340	5693	1379	265	355	53*	1156	688	1221	259	36**	90*	38**	36*	6245	212	1197	411	17**	1102	584	693	470	879	127	92*	241	69*	
<b>Landline phone</b>																													
Total	5769	5693	1379	265	355	53*	1156	688	1221	259	36**	90*	38**	36*	5677	206	1082	357	13**	992	558	608	441	803	118	85*	227	54*	
Had reason to complain	419 7%	419 7%	128 9% <sup>adfh</sup>	22 8%	17 5%	7 13% <sup>d</sup>	68 6%	46 7%	84 7%	24 9% <sup>d</sup>	3 8%	10 11% <sup>d</sup>	2 6%	1 4%	411 7%	27 13% <sup>npst</sup> uwx <sup>yz</sup> A	82 8%	28 8%	-	74 7%	39 7%	34 6%	35 8%	60 7%	3 3%	3 4%	14 6%	1 2%	
<b>Mobile phone</b>																													
Total	6272	5627	1359	263	348	53*	1144	676	1212	259	36**	90*	36**	35*	6245	212	1197	411	17**	1102	584	693	470	879	127	92*	241	69*	
Had reason to complain	615 10%	552 10%	119 9%	39 15% <sup>abdf</sup> h	29 8%	3 6%	97 9%	69 10%	116 10%	54 21% <sup>abcd</sup> efghk	6 17%	7 8%	3 8%	3 9%	609 10% <sup>qsty</sup> z	14 7%	112 9% <sup>q</sup>	20 5%	4 22%	83 7%	42 7%	93 13% <sup>nop</sup> qstxyz	62 13% <sup>nop</sup> qstxyz	139 16% <sup>nopq</sup> stxyz	7 5%	3 3%	13 5%	9 12% <sup>qy</sup>	
<b>Fixed broadband</b>																													
Total	6219	5667	1369	265	355	52*	1151	685	1220	259	32**	89*	38**	36*	6127	211	1182	396	15**	1079	577	665	469	866	124	92*	239	63*	
Had reason to complain	1600 26%	1462 26%	331 24%	82 31% <sup>bdm</sup>	82 23%	13 25%	284 25%	170 25%	358 29% <sup>abd</sup> fm	76 29% <sup>am</sup>	9 29%	22 24%	6 15%	5 13%	1579 26% <sup>tz</sup>	51 24%	300 25% <sup>z</sup>	117 30% <sup>twz</sup>	7 48%	301 28% <sup>tz</sup>	122 21%	202 30% <sup>npt</sup> wz	125 27% <sup>z</sup>	205 24%	32 26%	20 22%	42 18%	18 29%	
<b>Pav TV</b>																													
Total	3781	3544	799	128	71*	11**	1016	303	1025	123*	23**	13**	5**	9**	3732	148	727	176	10**	667	329	391	352	553	64*	22**	216	26**	
Had reason to complain	329 9%	319 9% <sup>g</sup>	62 8%	17 13% <sup>g</sup>	4 6%	2 15%	91 9%	16 5%	96 9% <sup>g</sup>	23 19% <sup>abd</sup> fgh	4 17%	2 14%	-	-	325 9%	21 14% <sup>nst</sup> vw	70 10%	18 10%	1 14%	55 8%	25 7%	33 8%	27 8%	44 8%	8 12%	1 2%	16 7%	1 3%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 24  
Q.5 Which, if any, of the following services or suppliers have given you a reason to complain in the last 12 months, whether or not you went on to make a complaint?  
Base: All respondents who have service

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q2.1)			Impacting/limiting conditions		
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM/Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	6340	6153	1278	295	419	61	1245	734	1439	268	34	108	32	35	40	3698	379	1952	203	1038	1109	3332	1216	2107	4064
Weighted base	6340	6150	1273	292	404	61*	1265	731	1461	266	34*	105*	33**	37**	36*	3782	390	1990	207	1071	1133	3224	1257	2105	4057
<b>Landline phone</b>																									
Total	5769	5688	1244	263	382	56*	1204	690	1265	248	32**	92*	30**	36**	36*	3594	383	1887	200	1013	1011	2970	1147	1902	3705
Had reason to complain	419	411	121	19	22	8	78	41	81	22	-	10	1	2	1	286	46	146	16	76	99	191	84	148	251
	7%	7%	10%ad	7%	6%	14%g	6%	6%	6%	9%	-	11%	3%	6%	4%	8%	12%oqs	8%	8%	7%	10%u	6%	7%	8%	7%
<b>Mobile phone</b>																									
Total	6272	6085	1257	289	397	61*	1253	720	1451	266	33**	105*	32**	36**	36*	3752	386	1975	206	1063	1123	3187	1245	2079	4017
Had reason to complain	615	586	102	35	33	9	109	70	137	53	3	6	5	2	3	412	47	195	39	121	175	254	124	240	349
	10%	10%b	8%	12%b	8%	14%	9%	10%	9%	20%abc	10%	6%	15%	6%	9%	11%q	12%	10%	19%opq	11%	16%uv	8%	10%u	12%x	9%
<b>Fixed broadband</b>																									
Total	6219	6150	1273	292	404	61*	1265	731	1461	266	34*	105*	33**	37**	36*	3767	390	1978	205	1070	1102	3175	1238	2061	3984
Had reason to complain	1600	1590	294	87	96	22	306	176	430	84	10	28	11	6	6	999	99	521	51	295	320	754	360	595	947
	26%	26%b	23%	30%b	24%	36%b	24%	24%	29%abd	fg	32%abd	29%	27%	34%	16%	27%	25%	26%	25%	28%	29%u	24%	29%u	29%x	24%
<b>Pay TV</b>																									
Total	3781	3725	760	126	81*	10**	1095	314	1133	120*	21**	17**	4**	4**	11**	3672	390	1990	207	1071	682	1861	776	1267	2396
Had reason to complain	329	324	60	14	9	-	99	14	95	22	4	2	-	-	-	329	41	173	12	104	68	147	81	130	185
	9%	9%g	8%	11%g	11%g	-	9%g	5%	8%g	18%abf	19%	11%	-	-	-	9%	10%	9%	6%	10%	10%	8%	10%	10%x	8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 25  
**Q.6 What was the issue/s you had reason to complain about in connection with your home landline ?**  
 Base: All who had a reason to complain about landline phone provider

	Gender		Age							Social Grade					Area type			
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	408	246	162	44	92	67	81	53	48	23	146	96	86	80	242	166	335	73
Weighted base	419	253	166	46*	95*	68*	83*	54*	52*	21**	135	106*	85*	94*	240	178	342	76*
The service not performing as it should, for example, poor call/line quality, loss of service	212 51%	125 49%	87 52%	29 63%d	34 36%	37 54%d	50 60%d	28 53%	22 43%	12 57%	81 60%kl	46 43%	37 44%	48 51%	127 53%	85 48%	174 51%	38 49%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	147 35%	100 39%b	47 29%	18 39%	46 48%fh	23 34%	20 24%	21 39%	13 26%	6 31%	38 29%	40 38%	33 39%	35 38%	79 33%	68 38%	124 36%	23 30%
Dissatisfaction with customer service from a previous occasion or contact	84 20%	51 20%	33 20%	7 15%	26 28%	14 20%	18 22%	7 14%	9 17%	2 11%	32 24%	20 19%	13 15%	19 21%	52 22%	32 18%	75 22%	9 12%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/ didn't happen when you were told it would or didn't solve the problem	79 19%	50 20%	29 18%	4 9%	34 35%cfgh	14 20%	12 14%	6 12%	6 11%	4 17%	30 22%	21 20%	14 16%	14 15%	51 21%	28 16%	66 19%	13 16%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or appointment, it was not installed/set up correctly or time taken for hardware to arrive	69 17%	53 21%b	17 10%	6 14%	34 36%cefg	10 15%	11 13%	4 7%	4 7%	1 4%	27 20%	17 16%	12 14%	13 14%	44 18%	25 14%	60 18%	9 12%
Something else (please specify)	25 6%	14 5%	11 7%	-	-	1 1%	7 9%d	5 9%d	11 20%cd	1 6%	2 2%	8 8%j	7 8%j	8 9%j	10 4%	15 8%	17 5%	8 10%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m - n/o - p/q  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 26  
**Q.6 What was the issue/s you had reason to complain about in connection with your home landline ?**  
**Base: All who had a reason to complain about landline phone provider**

	Country					Region										Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	408	346	32	23	7	32	6	43	27	47	20	23	42	88	41	32	7	327	77
Weighted base	419	357	34**	20**	8**	34**	6**	48*	30**	49*	21**	20**	42*	83*	45*	33**	8**	342	74*
The service not performing as it should, for example, poor call/line quality, loss of service	212	176	18	11	7	18	2	25	18	21	10	11	17	38	26	19	7	180	31
	51%	49%	53%	56%	88%	53%	36%	52%	59%	42%	49%	56%	42%	45%	57%	59%	88%	53%	43%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	147	130	12	5	-	12	1	16	16	18	3	5	13	33	17	11	-	113	33
	35%	36%	36%	28%	-	36%	13%	34%	53%	37%	15%	28%	32%	40%	38%	35%	-	33%	45%
Dissatisfaction with customer service from a previous occasion or contact	84	74	7	3	-	7	-	9	8	6	9	3	8	21	5	8	-	65	19
	20%	21%	22%	16%	-	22%	-	18%	26%	12%	42%	16%	19%	26%	11%	26%	-	19%	25%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/ didn't happen when you were told it would or didn't solve the problem	79	69	7	2	1	7	1	5	3	7	6	2	6	25	13	3	1	61	18
	19%	19%	20%	9%	16%	20%	13%	10%	8%	15%	28%	9%	15%	30%g	29%g	9%	16%	18%	24%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or appointment, it was not installed/set up correctly or time taken for hardware to arrive	69	66	2	2	-	2	2	5	7	7	3	2	7	25	6	3	-	54	15
	17%	18%	7%	8%	-	7%	38%	10%	25%	13%	13%	8%	16%	30%g	14%	10%	-	16%	21%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p - q/r  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 26

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

**Base: All who had a reason to complain about landline phone provider**

	Country					Region										Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Weighted base	419	357	34**	20**	8**	34**	6**	48*	30**	49*	21**	20**	42*	83*	45*	33**	8**	342	74*
Something else (please specify)	25	20	3	1	1	3	-	5	2	5	1	1	3	1	2	1	1	23	-
	6%	6%	8%	7%	12%	8%	-	11% <sub>m</sub>	5%	11% <sub>m</sub>	3%	7%	7%	1%	5%	3%	12%	7% <sub>r</sub>	-

**Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p - q/r**  
**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**



### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 27  
**Q.6 What was the issue/s you had reason to complain about in connection with your home landline ?**  
Base: All who had a reason to complain about landline phone provider

	Q.1 Landline supplier													Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM / Karoo (j)	Now TV (k)	SSE (l)	Util-ity Ware-house (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-fone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	408	408	124	20	18	8	65	46	84	22	1	8	2	2	401	25	79	27	-	77	36	34	33	62	3	4	12	2
Weighted base	419	419	128	22**	17**	7**	68*	46*	84*	24**	3**	10**	2**	1**	411	27**	82*	28**	-**	74*	39**	34*	35**	60*	3**	3**	14**	1**
The service not performing as it should , for example, poor call/line quality, loss of service	212	212	64	10	8	4	27	26	44	10	3	8	2	1	209	9	50	16	-	39	17	14	13	32	3	3	5	1
	51%	51%	50%	45%	50%	66%	40%	56%	53%	41%	100%	83%	100%	100%	51%	35%	60%	57%	-	53%	45%	43%	38%	54%	100%	77%	37%	46%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	147	147	40	8	9	-	28	14	32	11	-	2	-	-	146	11	26	15	-	23	9	16	17	19	-	1	5	-
	35%	35%	32%	37%	54%	-	41%	31%	38%	47%	-	16%	-	-	35%	40%	32%	52%	-	32%	24%	46%	50%	33%	-	23%	38%	-
Dissatisfaction with customer service from a previous occasion or contact	84	84	20	9	2	1	9	8	23	9	-	-	-	-	83	7	29	5	-	9	3	4	10	10	-	-	3	-
	20%	20%	16%	40%	9%	10%	14%	18%	27%	37%	-	-	-	-	20%	25%	36%	19%	-	12%	7%	11%	29%	17%	-	-	24%	-
A problem with a repair to the service , for example the time taken to repair, it didn't happen/ didn't happen when you were told it would or didn't solve the problem	79	79	21	9	1	1	11	11	20	3	-	2	-	-	78	6	19	2	-	14	6	10	8	13	-	-	-	-
	19%	19%	16%	39%	5%	20%	16%	25%	24%	12%	-	17%	-	-	19%	22%	23%	7%	-	19%	16%	29%	22%	21%	-	-	-	-
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	69	69	26	7	1	2	11	5	12	5	-	-	-	-	69	8	20	2	-	9	4	6	5	14	-	-	-	-
	17%	17%	21%	33%	5%	24%	16%	11%	14%	20%	-	-	-	-	17%	30%	24%	8%	-	12%	11%	19%	15%	24%	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 27  
**Q.6 What was the issue/s you had reason to complain about in connection with your home landline ?**  
**Base: All who had a reason to complain about landline phone provider**

	Q.1 Landline supplier													Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM / Karoo (j)	Now TV (k)	SSE (l)	Util-ity Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-fone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Weighted base	419	419	128	22**	17**	7**	68*	46*	84*	24**	3**	10**	2**	1**	411	27**	82*	28**	-**	74*	39**	34*	35**	60*	3**	3**	14**	1**
Something else (please specify)	25	25	8	1	1	-	4	4	5	-	-	1	-	-	24	-	4	-	-	8	5	1	2	1	-	-	2	1
	6%	6%	6%	6%	4%	-	5%	8%	5%	-	-	9%	-	-	6%	-	5%	-	-	11%w	13%	3%	5%	2%	-	-	16%	54%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 28  
Q.6 What was the issue/s you had reason to complain about in connection with your home landline ?  
Base: All who had a reason to complain about landline phone provider

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions		
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	408	403	116	20	21	9	73	41	82	21	-	8	1	2	2	278	45	144	17	68	94	192	81	145	245
Weighted base	419	411	121*	19**	22**	8**	78*	41*	81*	22**	-**	10**	1**	2**	1**	286	46*	146	16**	76*	99*	191	84*	148	251
The service not performing as it should , for example, poor call/line quality, loss of service	212	209	59	8	12	6	36	24	42	8	-	8	-	2	1	140	20	71	9	39	43	99	51	72	135
	51%	51%	48%	43%	55%	73%	46%	59%	52%	38%	-	83%	-	100%	100%	49%	44%	48%	55%	52%	43%	52%	61%t	49%	54%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	147	143	38	6	12	3	31	12	30	9	-	2	-	-	-	107	17	52	6	31	39	64	31	58	83
	35%	35%	31%	32%	55%	34%	40%	30%	37%	40%	-	16%	-	-	-	37%	37%	35%	37%	41%	40%	33%	37%	39%	33%
Dissatisfaction with customer service from a previous occasion or contact	84	83	17	6	5	3	11	7	23	8	-	-	-	-	-	61	8	26	6	21	20	27	27	41	40
	20%	20%	14%	30%	21%	43%	15%	17%	28%b	38%	-	-	-	-	-	21%	18%	18%	35%	28%	20%	14%	33%u	28%x	16%
A problem with a repair to the service ,for example the time taken to repair, it didn't happen/ didn't happen when you were told it would or didn't solve the problem	79	78	23	3	4	2	14	8	17	5	-	2	-	-	-	67	13	21	6	26	18	34	19	31	43
	19%	19%	19%	15%	18%	25%	17%	20%	21%	22%	-	17%	-	-	-	23%q	29%q	15%	36%	34%oq	18%	18%	23%	21%	17%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 28  
**Q.6 What was the issue/s you had reason to complain about in connection with your home landline ?**  
 Base: All who had a reason to complain about landline phone provider

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions		
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Weighted base	419	411	121*	19**	22**	8**	78*	41*	81*	22**	-**	10**	1**	2**	1**	286	46*	146	16**	76*	99*	191	84*	148	251
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	69	69	21	5	5	1	14	3	12	6	-	-	1	-	58	14	26	1	17	22	25	17	28	36	
	17%	17%	18%	28%	25%	11%	18%	6%	15%	28%	-	-	100%	-	20%	30%	18%	7%	22%	22%	13%	21%	19%	14%	
Something else (please specify)	25	25	8	1	1	-	4	4	5	-	-	1	-	-	15	4	6	1	3	4	12	5	9	11	
	6%	6%	7%	7%	3%	-	5%	9%	6%	-	-	9%	-	-	5%	9%	4%	7%	4%	4%	6%	6%	6%	4%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 29  
**Q.7 And have you gone ahead and made a complaint about your landline service or supplier?**  
 Base: All who had a reason to complain about landline phone provider

	Total	Gender		Age						Social Grade					Area type			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	408	246	162	44	92	67	81	53	48	23	146	96	86	80	242	166	335	73
Weighted base	419	253	166	46*	95*	68*	83*	54*	52*	21**	135	106*	85*	94*	240	178	342	76*
NET: Yes	312	193	118	36	86	53	61	28	35	13	102	76	65	68	178	133	254	58
	74%	76%	71%	78%g	90%efg	78%g	73%g	53%	68%	60%	76%	72%	77%	73%	74%	75%	74%	76%
Yes - to my landline provider	298	185	113	35	79	52	59	28	32	13	98	72	62	65	170	128	241	57
	71%	73%	68%	76%g	84%gh	76%g	71%g	53%	61%	60%	73%	68%	74%	70%	71%	72%	70%	75%
Yes - to Ofcom	40	28	11	3	26	7	3	-	-	-	14	14	4	7	28	11	39	1
	9%	11%	7%	7%	28%cef	10%gh	4%	-	-	-	11%	13%	5%	7%	12%	6%	11%q	1%
Yes - other (please specify)	5	1	4	-	-	-	1	1	3	-	1	2	1	1	3	2	3	2
	1%	*	3%	-	-	-	1%	1%	7%cd	-	1%	2%	1%	1%	1%	1%	1%	3%
No	106	59	47	10	9	14	22	25	16	8	31	30	19	26	60	45	87	18
	25%	23%	28%	22%	10%	21%	27%cd	47%cde	30%cd	40%	23%	28%	23%	27%	25%	25%	25%	24%
Don't know	2	1	1	-	-	1	-	-	1	-	2	-	-	-	2	-	2	-
	*	*	*	-	-	1%	-	-	1%	-	1%	-	-	-	1%	-	*	-

Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m - n/o - p/q  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 30  
**Q.7 And have you gone ahead and made a complaint about your landline service or supplier?**  
Base: All who had a reason to complain about landline phone provider

	Country					Region										Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	408	346	32	23	7	32	6	43	27	47	20	23	42	88	41	32	7	327	77
Weighted base	419	357	34**	20**	8**	34**	6**	48*	30**	49*	21**	20**	42*	83*	45*	33**	8**	342	74*
NET: Yes	312	263	23	18	8	23	4	36	26	33	14	18	28	73	32	19	8	250	60
	74%	74%	68%	90%	100%	68%	57%	75%	86%	66%	64%	90%	67%	88% <sup>aln</sup>	70%	58%	100%	73%	82%
Yes - to my landline provider	298	249	23	18	8	23	4	29	26	32	14	18	26	69	31	19	8	240	57
	71%	70%	68%	90%	100%	68%	57%	60%	86%	65%	64%	90%	63%	83% <sup>gjl</sup>	68%	58%	100%	70%	77%
Yes - to Ofcom	40	37	3	-	-	3	-	5	2	3	2	-	5	15	4	-	-	27	13
	9%	10%	8%	-	-	8%	-	11%	6%	6%	11%	-	13%	19%	8%	-	-	8%	18% <sup>q</sup>
Yes - other (please specify)	5	4	1	-	-	1	-	3	-	1	-	-	-	1	-	-	-	5	-
	1%	1%	3%	-	-	3%	-	5%	-	2%	-	-	-	2%	-	-	-	1%	-
No	106	93	11	2	-	11	3	12	4	17	8	2	13	10	13	14	-	91	13
	25%	26%	32%	10%	-	32%	43%	25%	14%	34% <sup>m</sup>	36%	10%	31% <sup>m</sup>	11%	30% <sup>m</sup>	42%	-	27%	17%
Don't know	2	2	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1	1
	*	*	-	-	-	-	-	-	-	-	-	-	2%	1%	-	-	-	*	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p - q/r  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 31  
**Q.7 And have you gone ahead and made a complaint about your landline service or supplier?**  
Base: All who had a reason to complain about landline phone provider

	Q.1 Landline supplier													Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM / Karoo (j)	Now TV (k)	SSE (l)	Util-ity Ware-house (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-fone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	408	408	124	20	18	8	65	46	84	22	1	8	2	2	401	25	79	27	-	77	36	34	33	62	3	4	12	2
Weighted base	419	419	128	22**	17**	7**	68*	46*	84*	24**	3**	10**	2**	1**	411	27**	82*	28**	-**	74*	39**	34*	35**	60*	3**	3**	14**	1**
NET: Yes	312	312	93	15	12	5	52	36	60	21	3	9	2	-	307	22	68	18	-	48	24	27	27	50	2	3	12	-
	74%	74%	73%	67%	74%	76%	76%	78%	72%	90%	100%	90%	100%	-	75% <sub>s</sub>	79%	82% <sub>s</sub>	64%	-	65%	61%	80%	78%	83% <sub>s</sub>	71%	100%	83%	-
Yes - to my landline provider	298	298	93	12	11	4	50	34	57	20	3	9	2	-	293	21	63	17	-	44	24	27	25	48	2	3	12	-
	71%	71%	73%	53%	67%	62%	73%	75%	68%	87%	100%	90%	100%	-	71% <sub>s</sub>	76%	77% <sub>s</sub>	60%	-	60%	61%	80%	72%	80% <sub>s</sub>	71%	100%	83%	-
Yes - to Ofcom	40	40	3	9	2	3	6	5	12	1	-	-	-	-	40	2	18	-	-	7	-	3	4	5	-	-	-	-
	9%	9% <sub>b</sub>	2%	39%	9%	38%	9%	11% <sub>b</sub>	15% <sub>b</sub>	4%	-	-	-	-	10%	6%	22% <sub>nrw</sub>	-	-	10%	-	10%	11%	8%	-	-	-	-
Yes - other (please specify)	5	5	-	-	1	-	-	1	1	-	-	-	-	-	5	-	-	1	-	3	-	1	-	-	-	-	-	-
	1%	1%	-	-	7%	-	-	3%	1%	-	-	-	-	-	1%	-	-	4%	-	4% <sub>n</sub>	-	2%	-	-	-	-	-	-
No	106	106	34	7	4	2	16	10	22	2	-	1	-	1	103	6	15	10	-	26	14	6	8	10	1	-	2	1
	25%	25%	26%	33%	26%	24%	24%	22%	27%	10%	-	10%	-	100%	25%	21%	18%	36%	-	35% <sub>npw</sub>	37%	18%	22%	17%	29%	-	17%	100%
Don't know	2	2	1	-	-	-	-	-	1	-	-	-	-	-	2	-	-	-	-	-	1	1	-	-	-	-	-	-
	*	*	1%	-	-	-	-	-	1%	-	-	-	-	-	*	-	-	-	-	-	2%	2%	-	-	-	-	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 32  
Q.7 And have you gone ahead and made a complaint about your landline service or supplier?  
Base: All who had a reason to complain about landline phone provider

	Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions			
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	408	403	116	20	21	9	73	41	82	21	-	8	1	2	2	278	45	144	17	68	94	192	81	145	245
Weighted base	419	411	121*	19**	22**	8**	78*	41*	81*	22**	-**	10**	1**	2**	1**	286	46*	146	16**	76*	99*	191	84*	148	251
NET: Yes	312	305	85	14	18	4	61	32	58	19	-	9	1	2	-	229	36	121	14	55	82	130	66	112	185
		74%	74%	70%	74%	80%	52%	78%	71%	89%	-	90%	100%	100%	-	80%	79%	83%	91%	73%	83%u	68%	79%	75%	74%
Yes - to my landline provider	298	291	84	9	17	3	60	30	55	19	-	9	1	2	-	220	32	117	14	54	79	123	64	103	180
		71%	69%	50%	75%	40%	77%	75%	68%	89%	-	90%	100%	100%	-	77%	70%	80%	91%	72%	79%u	64%	77%	69%	72%
Yes - to Ofcom	40	40	5	7	6	1	5	2	11	3	-	-	-	-	-	36	8	11	3	14	8	18	10	20	17
		9%	10%b	4%	36%	28%	11%	6%	6%	14%b	14%	-	-	-	-	13%q	17%	8%	19%	18%q	8%	9%	12%	14%x	7%
Yes - other (please specify)	5	5	-	-	1	-	-	1	1	-	-	-	1	-	-	1	-	1	-	-	-	3	1	3	2
		1%	1%	-	5%	-	-	3%	1%	-	-	-	100%	-	-	*	-	1%	-	-	-	1%	1%	2%	1%
No	106	104	35	5	4	4	17	9	22	2	-	1	-	-	1	55	10	24	2	19	16	60	18	36	65
		25%	29%	26%	20%	48%	22%	22%	28%	11%	-	10%	-	-	100%	19%	21%	17%	9%	26%	16%	31%t	21%	24%	26%
Don't know	2	2	1	-	-	-	-	-	1	-	-	-	-	-	-	2	-	1	-	1	1	1	-	1	1
		*	1%	-	-	-	-	-	1%	-	-	-	-	-	1%	-	*	-	1%	1%	1%	*	-	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 33  
**Q.8 Why didn't you make a complaint about your landline service or supplier?**  
**Base: All who didn't complain about landline phone provider**

	Total	Gender		Age						Social Grade					Area type			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	96	53	43	9	8	13	22	24	12	8	30	26	21	19	56	40	78	18
Weighted base	106*	59*	47*	10**	9**	14**	22**	25**	16**	8**	31**	30**	19**	26**	60*	45*	87*	18**
It's not worth the hassle	32 31%	21 35%	12 25%	3 24%	1 16%	6 43%	9 41%	7 26%	4 27%	2 26%	10 34%	4 15%	8 39%	10 39%	15 24%	18 39%	28 32%	4 24%
The problem resolved itself	25 24%	16 27%	9 19%	5 44%	1 9%	3 23%	5 21%	7 28%	2 14%	2 26%	8 27%	6 20%	6 28%	5 20%	14 24%	11 23%	19 22%	5 29%
I didn't have the time	18 17%	6 11%	12 25%	1 8%	5 54%	2 11%	5 24%	5 22%	- -	- -	7 21%	9 31%	1 6%	1 5%	16 26%	3 6%	14 16%	4 21%
I/ someone else sorted the problem out	15 14%	9 15%	6 13%	2 24%	1 9%	2 14%	1 6%	6 25%	- -	2 19%	3 10%	6 21%	3 17%	2 8%	9 15%	5 12%	14 15%	1 7%
They wouldn't do anything anyway	15 14%	9 16%	5 12%	1 11%	- -	4 27%	5 24%	4 14%	- -	1 9%	4 13%	2 6%	3 17%	6 22%	6 9%	9 20%	12 13%	3 16%
I did not know where to go/ who to complain to	7 7%	5 8%	2 5%	1 10%	- -	1 9%	2 7%	- -	3 19%	- -	1 3%	1 3%	- -	5 20%	2 3%	5 11%	6 7%	1 5%
Other (please specify)	18 17%	9 16%	9 19%	1 11%	1 12%	2 15%	4 18%	2 8%	6 39%	2 20%	5 16%	5 17%	2 11%	6 23%	10 17%	8 18%	15 17%	3 19%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m - n/o - p/q  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 34  
**Q.8 Why didn't you make a complaint about your landline service or supplier?**  
**Base: All who didn't complain about landline phone provider**

	Country					Region										Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	96	84	9	3	-	9	3	10	3	14	7	3	14	9	10	14	-	84	10
Weighted base	106*	93*	11**	2**	-**	11**	3**	12**	4**	17**	8**	2**	13**	10**	13**	14**	-**	91*	13**
It's not worth the hassle	32 31%	26 28%	6 55%	1 39%	-	6 55%	1 39%	5 44%	1 32%	5 31%	2 27%	1 39%	6 46%	1 8%	3 22%	1 7%	-	25 28%	6 46%
The problem resolved itself	25 24%	21 23%	3 25%	1 39%	-	3 25%	-	4 36%	-	1 7%	1 12%	1 39%	2 12%	3 31%	3 25%	7 53%	-	23 26%	2 12%
I didn't have the time	18 17%	17 19%	* 4%	- 22%	-	* 4%	1 30%	4 35%	-	2 14%	1 11%	* 22%	4 27%	1 7%	4 31%	1 5%	-	16 18%	2 13%
I/ someone else sorted the problem out	15 14%	13 14%	2 19%	-	-	2 19%	1 31%	1 10%	-	4 24%	2 32%	-	2 13%	1 14%	-	1 9%	-	13 14%	2 16%
They wouldn't do anything anyway	15 14%	12 13%	2 19%	1 39%	-	2 19%	-	1 5%	1 32%	1 6%	2 27%	1 39%	3 25%	1 8%	1 9%	2 12%	-	9 10%	6 46%
I did not know where to go/ who to complain to	7 7%	7 8%	-	-	-	-	-	1 9%	-	1 8%	-	-	2 19%	2 23%	-	-	-	4 5%	3 23%
Other (please specify)	18 17%	16 17%	2 19%	-	-	2 19%	-	-	2 36%	3 17%	1 18%	-	2 14%	2 18%	4 31%	3 20%	-	16 18%	1 8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p - q/r  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 35  
**Q.8 Why didn't you make a complaint about your landline service or supplier?**  
Base: All who didn't complain about landline phone provider

	Q.1 Landline supplier													Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now TV (k)	SSE (l)	Utility Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	96	96	29	5	5	2	17	9	20	2	-	1	-	2	93	4	15	8	-	24	12	5	7	11	1	-	2	2
Weighted base	106*	106*	34**	7**	4**	2**	16**	10**	22**	2**	-**	1**	-**	1**	103*	6**	15**	10**	-**	26**	14**	6**	8**	10**	1**	-**	2**	1**
It's not worth the hassle	32	32	9	1	1	-	4	4	6	1	-	1	-	1	32	1	4	6	-	5	2	2	3	5	-	-	1	-
	31%	31%	28%	14%	31%	-	22%	41%	28%	52%	-	100%	-	61%	31%	14%	30%	56%	-	19%	15%	30%	44%	48%	-	-	46%	-
The problem resolved itself	25	25	11	1	-	-	5	2	6	-	-	-	-	1	25	3	2	3	-	8	3	2	1	2	-	-	1	-
	24%	24%	32%	10%	-	-	28%	16%	25%	-	-	-	-	61%	24%	48%	12%	26%	-	32%	24%	25%	18%	17%	-	-	50%	-
I didn't have the time	18	18	6	3	1	1	4	2	1	-	-	-	-	1	17	-	3	3	-	6	4	-	-	2	-	-	1	-
	17%	17%	19%	38%	17%	42%	22%	15%	6%	-	-	-	-	61%	17%	-	18%	29%	-	21%	26%	-	-	20%	-	-	46%	-
I/ someone else sorted the problem out	15	15	2	-	1	1	2	-	7	-	-	-	-	-	15	-	2	2	-	2	2	1	3	-	-	2	-	-
	14%	14%	6%	-	17%	58%	15%	-	29%	-	-	-	-	-	14%	-	16%	20%	-	7%	14%	22%	38%	-	-	-	100%	-
They wouldn't do anything anyway	15	15	4	2	-	-	1	3	3	-	-	-	-	-	15	-	2	3	-	5	1	-	-	2	-	-	-	-
	14%	14%	11%	29%	-	-	5%	31%	13%	-	-	-	-	-	14%	-	14%	27%	-	19%	8%	-	-	17%	-	-	-	-
I did not know where to go/ who to complain to	7	7	2	-	1	-	1	3	-	-	-	-	-	-	6	2	2	-	-	2	-	-	-	-	2	-	-	-
	7%	7%	6%	-	20%	-	6%	29%	-	-	-	-	-	-	6%	38%	13%	-	-	6%	-	-	-	-	-	-	-	-
Other (please specify)	18	18	6	1	1	-	3	2	3	1	-	-	-	1	18	-	3	-	-	4	6	1	-	2	1	-	-	1
	17%	17%	19%	19%	14%	-	21%	15%	11%	48%	-	-	-	39%	17%	-	18%	-	-	17%	42%	23%	-	19%	100%	-	-	54%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 36  
**Q.8 Why didn't you make a complaint about your landline service or supplier?**  
 Base: All who didn't complain about landline phone provider

	Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions			
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	96	95	29	4	5	3	18	8	20	2	-	1	-	-	2	50	7	25	2	16	14	55	16	31	60
Weighted base	106*	104*	35**	5**	4**	4**	17**	9**	22**	2**	-**	1**	-**	-**	1**	55*	10**	24**	2**	19**	16**	60*	18**	36**	65*
It's not worth the hassle	32	32	9	1	1	2	4	4	6	1	-	1	-	-	1	15	3	8	-	4	4	19	4	12	18
	31%	31%	26%	22%	31%	56%	21%	47%	28%	52%	-	100%	-	-	61%	28%	32%	33%	-	21%	22%	32%	21%	34%	27%
The problem resolved itself	25	25	10	1	-	-	5	2	6	-	-	-	-	-	1	17	3	9	-	6	2	14	8	8	17
	24%	24%	27%	22%	-	-	31%	18%	25%	-	-	-	-	-	61%	32%	28%	37%	-	29%	11%	24%	43%	21%	27%
I didn't have the time	18	18	9	-	1	1	4	2	1	-	-	-	-	-	1	12	1	5	2	4	6	8	1	8	9
	17%	17%	26%	-	17%	19%	21%	17%	6%	-	-	-	-	-	61%	21%	15%	19%	100%	21%	37%	13%	5%	23%	14%
I/ someone else sorted the problem out	15	15	2	-	1	3	2	-	7	-	-	-	-	-	7	-	2	-	5	3	8	2	4	10	
	14%	14%	6%	-	17%	81%	14%	-	29%	-	-	-	-	-	13%	-	10%	-	25%	21%	13%	14%	11%	15%	
They wouldn't do anything anyway	15	15	4	1	-	2	2	3	3	-	-	-	-	-	6	2	3	-	1	2	9	1	9	6	
	14%	14%	10%	28%	-	56%	9%	35%	13%	-	-	-	-	-	11%	16%	14%	-	5%	13%	14%	4%	24%	9%	
I did not know where to go/ who to complain to	7	6	2	1	1	-	-	2	-	-	-	-	-	-	3	2	1	-	-	2	4	-	2	5	
	7%	5%	6%	22%	20%	-	-	18%	-	-	-	-	-	-	5%	16%	4%	-	-	13%	6%	-	4%	8%	
Other (please specify)	18	18	6	1	1	-	3	2	3	1	-	-	-	-	5	2	2	-	1	1	9	6	5	13	
	17%	17%	18%	29%	14%	-	20%	18%	11%	48%	-	-	-	-	39%	9%	24%	8%	-	3%	8%	16%	34%	14%	20%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 37  
**Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider ?**  
 Base: All who had a reason to complain about mobile phone provider

	Gender		Age							Social Grade					Area type			
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	605	367	238	113	191	114	73	61	41	12	224	148	106	127	372	233	530	75
Weighted base	615	381	234	122*	196	114*	75*	56*	40*	12**	208	157	109*	140	365	249	547	68*
The service not performing as it should , for example loss of service, unable to use mobile (2G, 3G or 4G) in certain areas, messages (SMS or IM) or voice mails delivered late, poor call/line quality	306	183	122	62	103	56	38	26	13	9	104	65	58	79	169	137	275	31
	50%	48%	52%	51%	52%h	49%	50%	46%	32%	70%	50%	41%	53%	56%k	46%	55%	50%	45%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	243	150	93	43	89	40	28	25	12	4	82	65	39	57	147	96	223	20
	39%	39%	40%	36%	45%	35%	38%	44%	31%	36%	39%	41%	35%	41%	40%	38%	41%	30%
Dissatisfaction with customer service from a previous occasion or contact	126	81	45	25	54	14	13	12	7	1	51	34	13	29	85	41	115	11
	21%	21%	19%	21%	28%e	13%	17%	21%	17%	8%	24%l	22%	11%	21%	23%	17%	21%	16%
A problem with a repair to the service ,for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	87	63	24	19	37	25	2	1	2	1	34	26	10	17	60	27	85	2
	14%	17%b	10%	15%fg	19%fgh	22%fgh	3%	3%	4%	6%	17%	16%	9%	12%	16%	11%	16%q	2%
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	64	41	23	9	30	14	4	3	5	-	26	16	10	11	43	21	58	6
	10%	11%	10%	7%	15%f	12%	5%	5%	12%	-	13%	10%	9%	8%	12%	8%	11%	9%
Something else (please specify)	37	19	17	3	5	6	6	6	9	1	4	11	5	17	15	22	27	10
	6%	5%	7%	2%	3%	5%	8%	11%cd	23%cd	10%	2%	7%j	4%	12%j	4%	9%n	5%	14%p

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m - n/o - p/q  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

Prepared by Yonder



### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 38  
**Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider ?**  
Base: All who had a reason to complain about mobile phone provider

	Country				Region										Ethnicity				
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	605	532	40	27	6	40	24	71	43	50	48	27	44	155	61	36	6	486	108
Weighted base	615	545	40*	25**	5**	40*	26**	74*	46*	55*	46*	25**	46*	156	61*	34**	5**	501	103*
The service not performing as it should, for example loss of service, unable to use mobile (2G, 3G or 4G) in certain areas, messages (SMS or IM) or voice mails delivered late, poor call/line quality	306 50%	279 51%	18 44%	7 27%	2 43%	18 44%	15 58%	42 56% <sub>n</sub>	24 52%	35 63% <sub>jn</sub>	19 42%	7 27%	22 49%	85 54% <sub>n</sub>	23 37%	14 40%	2 43%	247 49%	52 51%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	243 39%	213 39%	15 38%	12 50%	2 39%	15 38%	10 40%	25 34%	23 50% <sub>i</sub>	14 25%	19 41%	12 50%	17 37%	66 42% <sub>i</sub>	24 39%	16 47%	2 39%	200 40%	38 36%
Dissatisfaction with customer service from a previous occasion or contact	126 21%	109 20%	8 20%	9 36%	-	8 20%	4 16%	10 13%	5 10%	10 17%	10 22%	9 36%	6 12%	42 27% <sub>gh</sub>	11 18%	13 37%	-	104 21%	20 20%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	87 14%	77 14%	8 20%	1 4%	1 18%	8 20%	1 4%	10 13%	2 5%	3 6%	7 14%	1 4%	9 19%	35 23% <sub>hi</sub>	9 14%	1 4%	1 18%	74 15%	12 12%
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	64 10%	57 11%	5 12%	2 7%	-	5 12%	1 4%	7 9%	6 12%	6 10%	1 3%	2 7%	3 5%	21 14%	10 16%	3 10%	-	49 10%	12 12%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p - q/r  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 38  
**Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider ?**  
**Base: All who had a reason to complain about mobile phone provider**

	Country					Region											Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)	
Weighted base	615	545	40*	25**	5**	40*	26**	74*	46*	55*	46*	25**	46*	156	61*	34**	5**	501	103*	
Something else (please specify)	37	32	4	1	-	4	1	6	2	5	2	1	3	5	5	3	-	34	2	
		6%	6%	10%	3%	-	10%	3%	8%	5%	9%	4%	3%	7%	3%	7%	10%	-	7%	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p - q/r  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 39  
**Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider ?**  
 Base: All who had a reason to complain about mobile phone provider

	Q.1 Landline supplier													Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now TV (k)	SSE (l)	Utility Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	605	538	112	34	30	4	93	66	118	57	4	7	2	4	600	17	108	18	5	83	34	95	60	138	7	4	10	8
Weighted base	615	552	119*	39**	29**	3**	97*	69*	116	54*	6**	7**	3**	3**	609	14**	112*	20**	4**	83*	42**	93*	62*	139	7**	3**	13**	9**
The service not performing as it should , for example loss of service, unable to use mobile (2G, 3G or 4G) in certain areas, messages (SMS or IM) or voice mails delivered late, poor call/line quality	306	268	64	14	18	-	45	32	52	24	6	6	2	1	305	10	63	11	3	39	15	52	22	65	6	2	4	6
	50%	49%	54%	36%	63%	-	46%	47%	45%	44%	90%	86%	74%	47%	50%v	73%	56%v	56%	70%	47%	34%	56%v	37%	47%	87%	67%	35%	66%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	243	221	40	16	10	2	44	23	54	21	2	3	3	1	240	5	40	5	1	41	20	33	25	57	2	1	4	5
	39%	40%	33%	39%	35%	58%	45%	33%	47%b	39%	28%	42%	100%	34%	39%	33%	36%	26%	35%	49%	48%	35%	41%	41%	26%	33%	29%	52%
Dissatisfaction with customer service from a previous occasion or contact	126	113	26	8	7	1	18	16	26	7	-	-	2	1	126	4	22	2	-	20	9	20	16	26	2	2	3	1
	21%	20%	22%	21%	24%	19%	19%	23%	23%	14%	-	-	74%	19%	21%	30%	20%	8%	-	24%	20%	21%	26%	19%	22%	49%	25%	15%
A problem with a repair to the service , for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	87	81	16	12	6	-	11	9	13	14	-	-	-	84	3	19	4	1	8	10	10	9	18	2	-	-	-	-
	14%	15%	13%	30%	19%	-	12%	13%	11%	26%afh	-	-	-	14%	22%	17%	22%	14%	9%	24%	11%	14%	13%	32%	-	-	-	-
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	64	61	10	12	-	-	13	2	12	11	1	-	-	64	2	16	1	1	8	4	7	7	18	-	1	-	-	-
	10%	11%g	8%	31%	-	-	14%g	3%	11%	20%abg	10%	-	-	10%	11%	14%	5%	15%	10%	8%	7%	12%	13%	-	33%	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing





**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 39  
**Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider ?**  
**Base: All who had a reason to complain about mobile phone provider**

	Q.1 Landline supplier													Q.2 Mobile supplier															
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now TV (k)	SSE (l)	Utility Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)	
Weighted base	615	552	119*	39**	29**	3**	97*	69*	116	54*	6**	7**	3**	3**	609	14**	112*	20**	4**	83*	42**	93*	62*	139	14**	7**	3**	13**	9**
Something else (please specify)	37	32	5	3	1	1	3	8	5	2	-	-	2	-	37	-	7	-	-	6	6	3	3	5	-	-	2	2	
		6%	6%	5%	8%	5%	23%	4%	12%	4%	4%	-	-	74%	6%	-	6%	-	-	7%	13%	4%	5%	4%	-	-	18%	27%	

**Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A**  
**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 40  
**Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider ?**  
Base: All who had a reason to complain about mobile phone provider

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions		
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	605	578	99	35	33	8	103	68	136	55	3	6	4	1	4	393	48	184	38	111	168	263	115	228	351
Weighted base	615	586	102*	35**	33**	9**	109*	70*	137	53*	3**	6**	5**	2**	3**	412	47*	195	39*	121*	175	254	124	240	349
The service not performing as it should , for example loss of service, unable to use mobile (2G, 3G or 4G) in certain areas, messages (SMS or IM) or voice mails delivered late, poor call/line quality	306	290	49	13	22	5	52	36	64	24	3	5	4	2	1	185	19	99	13	50	89	121	63	126	168
	50%	49%	48%	37%	67%	54%	48%	51%	47%	45%	81%	84%	85%	100%	47%	45%	41%	51%o	33%	41%	51%	48%	51%	52%	48%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	243	233	30	13	14	3	47	24	66	20	2	2	1	2	1	174	15	81	16	56	65	103	58	101	132
	39%	40%b	30%	38%	41%	37%	43%	35%	48%ab	37%	52%	32%	15%	100%	34%	42%	32%	41%	47%	37%	41%	47%	42%	38%	
Dissatisfaction with customer service from a previous occasion or contact	126	121	20	4	10	3	22	16	31	7	-	-	-	2	1	89	11	35	12	30	38	45	32	57	67
	21%	21%	20%	10%	30%	36%	21%	22%	23%	14%	-	-	-	100%	19%	22%	23%	18%	31%	25%	22%	18%	26%	24%	19%
A problem with a repair to the service , for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	87	84	17	6	9	1	14	11	16	9	-	-	-	-	73	12	23	14	23	28	26	22	35	47	
	14%	14%	17%	18%	26%	7%	13%	15%	12%	17%	-	-	-	-	18%q	26%q	12%	36%oq	19%	16%	10%	18%	14%	14%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 40  
**Q.9 What was the issue/s you had reason to complain about in connection with your mobile phone provider ?**  
 Base: All who had a reason to complain about mobile phone provider

	Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions			
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Weighted base	615	586	102*	35**	33**	9**	109*	70*	137	53*	3**	6**	5**	2**	3**	412	47*	195	39*	121*	175	254	124	240	349
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	64	62	13	4	3	-	14	6	12	7	1	-	-	-	55	10	18	7	20	25	17	17	32	25	
	10%	11%	12%	12%	9%	-	13%	9%	8%	13%	19%	-	-	-	13%q	21%q	9%	17%	17%	14%u	7%	13%	13%x	7%	
Something else (please specify)	37	36	5	4	1	1	3	8	7	2	-	-	-	2	16	2	7	3	4	15	16	3	15	19	
	6%	6%	5%	11%	4%	8%	3%	11%	5%	4%	-	-	-	100%	4%	3%	4%	8%	3%	9%	6%	3%	6%	6%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 41  
**Q.10 And did you go ahead and make a complaint about your mobile service or supplier?**  
**Base: All who had a reason to complain about mobile phone provider**

	Total	Gender		Age						Social Grade						Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	605	367	238	113	191	114	73	61	41	12	224	148	106	127	372	233	530	75
Weighted base	615	381	234	122*	196	114*	75*	56*	40*	12**	208	157	109*	140	365	249	547	68*
NET: Yes	450	288	162	88	150	85	59	39	23	8	162	121	73	94	283	167	399	51
	73%	76%	69%	72%	76%h	75%	79%h	69%	57%	64%	78%m	77%	67%	67%	78%o	67%	73%	76%
Yes - to my mobile phone provider	429	273	155	83	136	84	58	39	21	8	156	111	73	89	267	162	380	48
	70%	72%	66%	68%	69%	74%h	77%h	69%	53%	64%	75%m	70%	67%	63%	73%	65%	70%	71%
Yes - to Ofcom	36	29	6	4	25	4	1	1	1	-	14	17	2	2	32	4	33	3
	6%	8%b	3%	3%	13%cef	3%	1%	1%	3%	-	7%l	11%lm	1%	2%	9%o	2%	6%	4%
Yes - other (please specify)	8	5	3	4	2	-	1	-	1	-	3	2	1	3	4	4	6	2
	1%	1%	1%	3%	1%	-	1%	-	3%	-	1%	1%	1%	2%	1%	1%	1%	3%
No	159	89	70	29	46	29	16	17	17	4	42	35	36	46	77	82	143	17
	26%	23%	30%	24%	24%	25%	21%	31%	43%cdf	36%	20%	22%	33%j	33%j	21%	33%n	26%	24%
Don't know	5	4	1	5	-	-	-	-	-	-	4	1	-	-	5	-	5	-
	1%	1%	1%	4%de	-	-	-	-	-	-	2%	1%	-	-	1%	-	1%	-

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m - n/o - p/q  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 42  
**Q.10 And did you go ahead and make a complaint about your mobile service or supplier?**  
**Base: All who had a reason to complain about mobile phone provider**

	Country					Region										Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	605	532	40	27	6	40	24	71	43	50	48	27	44	155	61	36	6	486	108
Weighted base	615	545	40*	25**	5**	40*	26**	74*	46*	55*	46*	25**	46*	156	61*	34**	5**	501	103*
NET: Yes	450 73%	406 74% <sup>b</sup>	22 55%	20 82%	2 44%	22 55%	12 48%	56 76% <sup>e</sup>	34 73%	40 72%	39 84% <sup>e</sup>	20 82%	36 78% <sup>e</sup>	119 76% <sup>e</sup>	48 79% <sup>e</sup>	22 65%	2 44%	363 73%	82 80%
Yes - to my mobile phone provider	429 70%	386 71%	22 55%	19 76%	2 44%	22 55%	12 48%	52 70%	31 67%	37 66%	35 76%	19 76%	35 76%	117 75% <sup>e</sup>	45 73%	22 65%	2 44%	345 69%	79 77%
Yes - to Ofcom	36 6%	35 6%	* 1%	-	-	* 1%	-	5 7%	3 6%	3 6%	4 8%	-	1 2%	11 7%	9 14% <sup>e</sup>	-	-	28 6%	7 7%
Yes - other (please specify)	8 1%	6 1%	1 2%	2 6%	-	1 2%	-	1 2%	-	1 1%	3 6% <sup>m</sup>	2 6%	-	1 1%	-	-	-	7 1%	1 1%
No	159 26%	134 25%	18 45% <sup>a</sup>	4 18%	3 56%	18 45% <sup>g</sup>	12 47%	16 22%	12 27%	15 28%	7 16%	4 18%	9 20%	36 23%	13 21%	12 35%	3 56%	135 27%	19 19%
Don't know	5 1%	5 1%	-	-	-	-	1 5%	2 2%	-	-	-	-	1 2%	1 1%	-	-	-	3 1%	2 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p - q/r  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 43  
Q.10 And did you go ahead and make a complaint about your mobile service or supplier?  
Base: All who had a reason to complain about mobile phone provider

	Q.1 Landline supplier													Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now TV (k)	SSE (l)	Utility Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	605	538	112	34	30	4	93	66	118	57	4	7	2	4	600	17	108	18	5	83	34	95	60	138	7	4	10	8
Weighted base	615	552	119*	39**	29**	3**	97*	69*	116	54*	6**	7**	3**	3**	609	14**	112*	20**	4**	83*	42**	93*	62*	139	7**	3**	13**	9**
NET: Yes	450	408	84	34	21	2	69	46	93	39	5	5	3	2	449	12	82	13	2	62	33	66	45	105	3	1	12	7
	73%	74%	71%	86%	73%	77%	70%	67%	81%	72%	82%	72%	100%	52%	74%	84%	73%	65%	49%	75%	77%	71%	73%	76%	48%	39%	94%	77%
Yes - to my mobile phone provider	429	387	79	28	21	2	61	45	93	39	5	5	3	2	427	9	74	13	2	60	27	66	44	104	3	1	11	7
	70%	70%	66%	72%	73%	77%	62%	66%	80%abf	71%	82%	72%	100%	52%	70%	64%	66%	65%	49%	72%	64%	70%	72%	75%	48%	39%	84%	77%
Yes - to Ofcom	36	36	6	9	3	-	8	3	6	1	-	-	-	-	36	2	13	2	-	8	6	3	1	2	-	-	-	-
	6%	6%	5%	23%	12%	-	8%	4%	5%	1%	-	-	-	-	6%w	12%	12%nuvw	8%	-	10%w	13%	3%	1%	2%	-	-	-	-
Yes - other (please specify)	8	6	2	-	-	-	1	-	1	1	-	-	-	-	8	1	2	-	-	1	-	-	2	-	-	-	1	2
	1%	1%	2%	-	-	-	1%	-	1%	1%	-	-	-	-	1%	7%	1%	-	-	2%	-	-	1%	-	-	-	11%	19%
No	159	141	34	6	8	1	27	22	22	14	1	2	-	1	155	2	30	7	2	20	10	25	17	33	4	2	1	1
	26%	25%	28%	14%	27%	23%	28%	33%	19%	25%	18%	28%	-	48%	25%	16%	27%	35%	51%	24%	23%	27%	27%	24%	52%	61%	6%	11%
Don't know	5	4	1	-	-	-	2	-	-	1	-	-	-	-	5	-	-	-	-	1	-	2	-	1	-	-	-	1
	1%	1%	1%	-	-	-	2%	-	-	2%	-	-	-	-	1%	-	-	-	-	2%	-	2%	-	1%	-	-	-	12%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 44  
Q.10 And did you go ahead and make a complaint about your mobile service or supplier?  
Base: All who had a reason to complain about mobile phone provider

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions		
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	605	578	99	35	33	8	103	68	136	55	3	6	4	1	4	393	48	184	38	111	168	263	115	228	351
Weighted base	615	586	102*	35**	33**	9**	109*	70*	137	53*	3**	6**	5**	2**	3**	412	47*	195	39*	121*	175	254	124	240	349
NET: Yes	450	432	74	29	26	8	77	46	110	36	2	5	1	2	2	323	36	148	30	100	136	187	91	183	252
		73%	74%	73%	83%	77%	92%	70%	65%	81%ag	68%	67%	85%	27%	100%	79%	76%	76%	77%	83%	78%	74%	73%	76%	72%
Yes - to my mobile phone provider	429	410	68	27	26	7	72	45	108	33	2	5	1	2	2	305	32	140	30	93	125	181	90	170	244
		70%	70%	67%	77%	82%	66%	64%	79%afg	62%	67%	85%	27%	100%	52%	74%	69%	72%	77%	77%	72%	71%	72%	71%	70%
Yes - to Ofcom	36	36	7	3	6	1	8	3	4	4	-	-	-	-	34	5	14	3	12	12	16	8	23	11	
		6%	6%	7%	7%	19%	10%	7%	4%	3%	7%	-	-	-	8%	11%	7%	8%	10%	7%	6%	7%	10% <sub>x</sub>	3%	
Yes - other (please specify)	8	8	2	-	-	-	1	-	1	1	-	-	-	-	1	-	1	-	-	-	4	1	4	4	4
		1%	1%	2%	-	-	1%	-	1%	1%	-	-	-	-	*	-	1%	-	-	-	1%	1%	2%	1%	
No	159	150	26	6	8	1	31	25	26	16	1	1	4	-	1	86	11	44	9	21	38	67	32	58	94
		26%	26%	26%	17%	23%	8%	28%	35% <sub>h</sub>	19%	30%	33%	15%	73%	-	21%	24%	23%	23%	17%	22%	26%	26%	24%	27%
Don't know	5	4	1	-	-	-	2	-	-	1	-	-	-	-	3	-	3	-	-	-	-	-	1	-	3
		1%	1%	1%	-	-	1%	-	-	2%	-	-	-	-	1%	-	1%	-	-	-	-	-	1%	-	1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 45  
**Q.11 Why didn't you make a complaint about your mobile service or supplier?**  
Base: All who didn't complain about mobile phone provider

	Total	Gender		Age						Social Grade					Area type			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	160	86	74	26	44	32	17	22	16	3	46	37	35	42	83	77	140	20
Weighted base	159	89*	70*	29**	46*	29**	16**	17**	17**	4**	42*	35*	36**	46*	77*	82*	143	17**
It's not worth the hassle	69 44%	33 37%	36 52%	11 39%	28 60%	12 41%	7 44%	8 44%	4 23%	-	16 38%	17 50%	16 44%	20 43%	34 44%	36 44%	64 45%	5 30%
They wouldn't do anything anyway	43 27%	20 22%	23 32%	9 30%	11 25%	5 17%	7 47%	7 43%	2 14%	-	14 33%	9 27%	9 25%	10 23%	23 30%	19 24%	38 27%	5 27%
The problem resolved itself	39 25%	27 30%	13 18%	10 34%	9 20%	7 23%	4 27%	5 26%	2 12%	3 66%	12 29%k	3 8%	10 27%	15 33%k	15 19%	25 30%	35 25%	4 27%
I didn't have the time	30 19%	20 22%	10 15%	5 17%	10 21%	8 27%	3 19%	3 19%	1 7%	-	10 23%	10 29%	4 10%	7 14%	20 26%	10 13%	26 18%	4 26%
I/ someone else sorted the problem out	16 10%	10 11%	6 9%	4 15%	3 6%	5 17%	-	1 8%	2 13%	-	6 15%	4 10%	4 12%	2 4%	10 13%	6 7%	15 10%	1 6%
I did not know where to go/ who to complain to	15 9%	4 4%	11 16%a	1 4%	8 17%	2 5%	2 13%	1 6%	1 8%	-	3 7%	3 10%	3 9%	5 11%	7 8%	8 10%	13 9%	2 10%
Other (please specify)	13 8%	3 3%	11 15%a	-	2 4%	2 8%	-	1 6%	7 39%	1 34%	3 6%	1 3%	3 9%	6 14%	4 5%	10 12%	11 8%	3 15%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m - n/o - p/q  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 46  
**Q.11 Why didn't you make a complaint about your mobile service or supplier?**  
**Base: All who didn't complain about mobile phone provider**

	Country					Region										Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	160	138	13	5	4	13	10	17	12	15	9	5	11	37	14	13	4	136	19
Weighted base	159	134	18**	4**	3**	18**	12**	16**	12**	15**	7**	4**	9**	36*	13**	12**	3**	135	19**
It's not worth the hassle	69 44%	62 46%	6 31%	1 18%	1 33%	6 31%	4 30%	7 41%	8 66%	6 40%	1 16%	1 18%	2 18%	20 54%	8 62%	7 58%	1 33%	55 41%	10 50%
They wouldn't do anything anyway	43 27%	37 27%	3 18%	2 49%	1 19%	3 18%	4 32%	3 16%	4 32%	4 28%	1 19%	2 49%	3 30%	10 28%	3 21%	5 41%	1 19%	36 26%	5 28%
The problem resolved itself	39 25%	31 23%	6 36%	1 27%	1 32%	6 36%	3 23%	8 47%	3 24%	2 16%	3 45%	1 27%	1 10%	7 18%	2 16%	2 17%	1 32%	38 28%	2 9%
I didn't have the time	30 19%	27 21%	2 9%	1 25%	-	2 18%	2 18%	4 24%	1 10%	2 14%	-	1 25%	3 34%	8 22%	5 36%	2 18%	-	24 18%	5 27%
I/ someone else sorted the problem out	16 10%	14 10%	2 10%	-	*	2 10%	2 16%	1 9%	-	1 8%	1 12%	-	2 18%	2 7%	3 25%	1 8%	*	15 11%	1 5%
I did not know where to go/ who to complain to	15 9%	11 8%	3 15%	1 25%	1 19%	3 15%	-	1 8%	2 16%	-	1 9%	1 25%	1 9%	2 7%	1 9%	2 18%	1 19%	12 9%	1 7%
Other (please specify)	13 8%	10 7%	4 20%	-	-	4 20%	1 7%	1 4%	-	2 14%	-	-	3 28%	-	1 11%	2 20%	-	13 10%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p - q/r  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 47  
Q.11 Why didn't you make a complaint about your mobile service or supplier?  
Base: All who didn't complain about mobile phone provider

	Q.1 Landline supplier													Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now TV (k)	SSE (l)	Utility Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	160	138	33	6	7	1	27	21	21	13	1	2	-	2	156	3	32	6	2	22	7	26	15	31	4	2	1	1
Weighted base	159	141	34**	6**	8**	1**	27**	22**	22**	14**	1**	2**	-**	1**	155	2**	30**	7**	2**	20**	10**	25**	17**	33**	4**	2**	1**	1**
It's not worth the hassle	69	56	12	1	5	1	12	7	9	5	1	1	-	1	67	-	11	3	1	7	5	15	8	13	3	-	-	-
	44%	40%	35%	15%	65%	100%	44%	31%	41%	36%	100%	54%	-	100%	43%	-	37%	45%	48%	34%	55%	57%	46%	40%	85%	-	-	-
They wouldn't do anything anyway	43	36	7	1	3	-	8	6	6	2	-	1	-	1	41	-	7	2	1	4	4	9	5	8	1	-	-	-
	27%	26%	22%	20%	39%	-	30%	25%	29%	12%	-	46%	-	39%	27%	-	23%	22%	52%	20%	38%	34%	28%	24%	40%	-	-	-
The problem resolved itself	39	37	10	2	3	-	5	7	6	2	-	1	-	-	39	-	10	3	1	8	-	3	4	7	1	-	1	1
	25%	26%	28%	36%	44%	-	19%	32%	26%	17%	-	54%	-	25%	-	34%	44%	48%	41%	-	11%	24%	21%	32%	-	100%	100%	
I didn't have the time	30	26	9	2	1	1	4	3	4	1	-	-	-	1	29	1	5	-	-	6	2	2	4	9	-	-	-	-
	19%	19%	28%	28%	15%	100%	16%	15%	17%	6%	-	-	-	61%	19%	36%	16%	-	-	29%	17%	9%	25%	28%	-	-	-	-
I/ someone else sorted the problem out	16	14	2	1	-	-	3	2	1	4	-	-	-	-	16	-	3	-	-	2	-	2	-	8	-	-	-	-
	10%	10%	5%	27%	-	-	11%	11%	6%	29%	-	-	-	10%	-	11%	-	-	-	8%	-	10%	-	26%	-	-	-	-
I did not know where to go/ who to complain to	15	13	*	-	1	-	7	2	2	1	-	-	-	1	13	-	3	-	-	2	3	1	1	2	1	1	-	-
	9%	9%	1%	-	7%	-	24%	8%	10%	8%	-	-	-	39%	8%	-	12%	-	-	8%	28%	3%	3%	6%	15%	54%	-	-
Other (please specify)	13	13	2	1	-	-	3	3	1	-	-	-	-	-	13	1	1	-	-	-	4	4	1	-	-	2	-	-
	8%	9%	7%	25%	-	-	11%	14%	2%	-	-	46%	-	-	9%	64%	5%	-	-	-	45%	15%	3%	-	-	100%	-	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
Overlap formulae used. \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 48  
Q.11 Why didn't you make a complaint about your mobile service or supplier?  
Base: All who didn't complain about mobile phone provider

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions		
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	160	150	28	6	7	1	30	23	26	15	1	1	3	-	2	81	10	43	8	19	35	72	31	56	95
Weighted base	159	150	26**	6**	8**	1**	31**	25**	26**	16**	1**	1**	4**	-.**	1**	86*	11**	44*	9**	21**	38**	67*	32**	58*	94*
It's not worth the hassle	69	64	8	1	5	1	13	10	14	5	1	-	3	-	1	33	5	19	1	8	18	25	16	25	42
	44%	43%	30%	14%	65%	100%	42%	42%	52%	29%	100%	-	80%	-	100%	38%	41%	42%	12%	40%	47%	37%	51%	43%	45%
They wouldn't do anything anyway	43	39	7	1	3	-	8	6	5	4	-	1	1	-	1	20	4	11	3	3	9	17	7	19	21
	27%	26%	25%	24%	39%	-	26%	23%	21%	25%	-	100%	40%	-	39%	24%	34%	26%	30%	13%	23%	25%	21%	33%	22%
The problem resolved itself	39	37	8	2	3	-	5	7	6	4	-	-	-	-	-	21	4	9	1	6	12	15	9	20	18
	25%	25%	32%	34%	44%	-	17%	29%	24%	27%	-	-	-	-	-	24%	32%	20%	17%	27%	32%	22%	28%	35%	19%
I didn't have the time	30	26	8	3	1	1	5	2	4	2	-	-	-	-	1	18	3	11	1	3	5	12	7	5	23
	19%	17%	30%	45%	15%	100%	15%	9%	14%	11%	-	-	-	-	61%	21%	29%	25%	10%	13%	13%	17%	21%	9%	25%w
I/ someone else sorted the problem out	16	16	2	1	-	-	4	2	1	4	-	-	-	-	-	8	-	4	1	3	1	5	8	6	10
	10%	11%	7%	25%	-	-	13%	10%	5%	24%	-	-	-	-	-	9%	-	9%	10%	14%	4%	7%	24%	10%	11%
I did not know where to go/ who to complain to	15	14	*	-	1	-	7	2	2	1	-	-	-	-	1	9	-	6	2	1	5	5	1	7	5
	9%	9%	2%	-	7%	-	21%	7%	8%	7%	-	-	-	39%	10%	-	14%	20%	4%	13%	8%	3%	12%	5%	
Other (please specify)	13	13	2	1	-	-	3	3	1	-	-	-	1	-	7	2	3	2	-	3	8	3	4	9	
	8%	8%	9%	24%	-	-	10%	13%	2%	-	-	100%	20%	-	8%	14%	7%	25%	-	8%	11%	8%	8%	10%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 49  
Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband ?  
Base: All who had a reason to complain about fixed broadband provider

	Gender		Age							Social Grade					Area type			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	AB	C1	C2	DE	ABC1	C2DE	Urban	Rural
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	
Unweighted base	1547	819	728	243	396	268	243	188	163	46	513	402	316	316	915	632	1285	262
Weighted base	1600	835	765	280	401	266	261	183	163	45*	480	450	315	355	930	670	1328	272
The service not performing as it should , for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	1208 76%	594 71%	614 80%a	217 77%	292 73%	191 72%	199 76%	145 79%	132 81%e	32 71%	363 76%	344 77%	233 74%	267 75%	708 76%	500 75%	989 75%	219 80%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	295 18%	169 20%	126 16%	44 16%	80 20%	54 20%	48 18%	33 18%	31 19%	6 13%	91 19%	81 18%	56 18%	67 19%	172 18%	123 18%	258 19%q	36 13%
Dissatisfaction with customer service from a previous occasion or contact	185 12%	98 12%	88 11%	31 11%	52 13%	28 10%	32 12%	22 12%	18 11%	2 4%	64 13%	49 11%	34 11%	38 11%	113 12%	72 11%	160 12%	26 9%
A problem with a repair to the service , for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	135 8%	92 11%b	43 6%	34 12%fgh	47 12%fgh	26 10%f	8 3%	10 6%	9 5%	1 3%	56 12%lm	45 10%m	21 7%	13 4%	101 11%o	34 5%	111 8%	24 9%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or appointment, it was not installed/ set up correctly or time taken for hardware to arrive	133 8%	76 9%	58 8%	24 9%f	49 12%fh	27 10%f	8 3%	15 8%f	7 5%	3 6%	52 11%m	41 9%	23 7%	18 5%	92 10%o	41 6%	109 8%	24 9%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m - n/o - p/q  
Overlap formulae used. \* small base

Prepared by Yonder

**.YONDER**

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 49  
**Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband ?**  
**Base: All who had a reason to complain about fixed broadband provider**

	Total	Gender		Age						Social Grade					Area type			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	1600	835	765	280	401	266	261	183	163	45*	480	450	315	355	930	670	1328	272
Something else (please specify)	46	27	19	5	1	10	9	5	8	7	6	8	17	15	14	32	35	10
		3%	3%	2%	*	4%d	4%d	3%d	5%d	15%cd	1%	2%	5%jk	4%j	1%	5%n	3%	4%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m - n/o - p/q  
 Overlap formulae used. \* small base

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 50  
**Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband ?**  
**Base: All who had a reason to complain about fixed broadband provider**

	Country				Region											Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	1547	1298	129	77	43	129	62	162	136	137	88	77	121	283	191	118	43	1317	214
Weighted base	1600	1362	125	72*	41*	125	69*	184	144	144	82*	72*	132	287	203	117	41*	1356	230
The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	1208 76%	1028 75%	86 69%	58 80%	36 88%b	86 69%	55 80%	139 76%	111 77%	101 70%	56 68%	58 80%	101 76%	216 75%	160 79%	89 76%	36 88%ej	1042 77%r	157 68%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	295 18%	248 18%	33 26%ad	10 14%	3 8%	33 26%jnp	9 13%	38 21%	36 25%np	27 18%	11 13%	10 14%	25 19%	54 19%	30 15%	18 16%	3 8%	235 17%	56 24%q
Dissatisfaction with customer service from a previous occasion or contact	185 12%	163 12%d	16 13%d	6 8%	- -	16 13%p	9 13%p	23 12%p	23 16%p	15 10%p	7 9%	6 8%	16 12%p	36 13%p	19 9%	16 13%p	- -	156 11%	29 13%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	135 8%	114 8%	13 11%	5 7%	3 7%	13 11%	3 4%	10 5%	8 6%	6 4%	8 10%	5 7%	12 9%	41 14%fghi	18 9%	8 7%	3 7%	106 8%	26 11%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/l/j/k/l/m/n/o/p - q/r  
 Overlap formulae used. \* small base

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 50  
**Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband ?**  
**Base: All who had a reason to complain about fixed broadband provider**

	Country					Region											Ethnicity		
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Weighted base	1600	1362	125	72*	41*	125	69*	184	144	144	82*	72*	132	287	203	117	41*	1356	230
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/ set up correctly or time taken for hardware to arrive	133 8%	120 9%	9 7%	3 4%	2 6%	9 7%	8 12%h	15 8%	5 4%	12 8%	5 6%	3 4%	8 6%	35 12%h	13 6%	18 15%hkl	2 6%	111 8%	21 9%
Something else (please specify)	46 3%	41 3%	2 2%	1 2%	1 2%	2 2%	1 1%	7 4%	3 2%	6 4%	6 7%	1 2%	3 2%	8 3%	5 2%	3 3%	1 2%	40 3%	4 2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p - q/r  
 Overlap formulae used. \* small base

## Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 51  
Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband ?  
Base: All who had a reason to complain about fixed broadband provider

	Q.1 Landline supplier													Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM / Karoo (j)	Now TV (k)	SSE (l)	Util-ity Ware-house (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-fone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	1547	1407	307	75	87	15	268	165	348	75	9	21	6	5	1524	49	286	109	9	302	111	191	118	200	30	23	39	20
Weighted base	1600	1462	331	82*	82*	13**	284	170	358	76*	9**	22**	6**	5**	1579	51*	300	117*	7**	301	122*	202	125	205	32**	20**	42*	18**
The service not performing as it should , for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	1208	1097	243	57	58	12	213	136	276	48	8	19	5	5	1195	37	230	82	5	242	93	148	97	140	27	15	30	16
	76%	75% <sub>ai</sub>	73%	70%	71%	92%	75%	80% <sub>ai</sub>	77% <sub>ai</sub>	63%	85%	90%	85%	100%	76% <sub>w</sub>	72%	77%	70%	66%	81% <sub>nqw</sub>	76%	73%	78%	68%	85%	74%	71%	91%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	295	272	59	15	24	-	48	31	65	17	2	1	2	-	289	7	58	23	2	43	28	43	18	38	6	4	6	2
	18%	19%	18%	19%	29% <sub>abfh</sub>	-	17%	18%	18%	22%	26%	5%	39%	-	18%	15%	19%	20%	27%	14%	23%	21%	15%	19%	20%	21%	13%	11%
Dissatisfaction with customer service from a previous occasion or contact	185	170	34	12	7	1	21	19	55	13	-	2	-	-	184	7	39	17	2	33	14	25	22	13	3	1	3	2
	12%	12% <sub>fi</sub>	10%	15%	9%	8%	7%	11%	15% <sub>caf</sub>	17% <sub>fi</sub>	-	9%	-	-	12% <sub>w</sub>	14%	13% <sub>w</sub>	15% <sub>w</sub>	24%	11%	11%	12%	17% <sub>w</sub>	6%	9%	6%	7%	10%
A problem with a repair to the service , for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	135	126	25	10	1	*	28	14	33	11	-	2	-	-	134	7	30	8	1	19	7	14	12	31	2	-	1	-
	8%	9% <sub>d</sub>	8%	13% <sub>d</sub>	2%	3%	10% <sub>d</sub>	9% <sub>d</sub>	9% <sub>d</sub>	14% <sub>d</sub>	-	8%	-	-	8%	14%	10%	7%	15%	6%	6%	7%	10%	15% <sub>nstu</sub>	7%	-	2%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



## Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 51  
**Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband ?**  
Base: All who had a reason to complain about fixed broadband provider

	Q.1 Landline supplier													Q.2 Mobile supplier															
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM / Karoo (j)	Now TV (k)	SSE (l)	Util-ity Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-fone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)	
Weighted base	1600	1462	331	82*	82*	13**	284	170	358	76*	9**	22**	6**	5**	1579	51*	300	117*	7**	301	122*	202	125	205	32**	20**	42*	18**	
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/ set up correctly or time taken for hardware to arrive	133	122	26	6	8	1	27	10	25	13	1	-	1	-	132	5	32	9	-	27	5	11	9	21	2	2	2	2	
	8%	8%	8%	8%	10%	9%	9%	6%	7%	17%	cabgh	7%	-	24%	-	8%	10%	11%	8%	-	9%	4%	6%	7%	10%	7%	9%	6%	10%
Something else (please specify)	46	41	8	1	2	-	9	5	11	3	-	1	-	-	45	-	8	2	-	7	12	3	3	5	-	2	2	-	
	3%	3%	2%	1%	2%	-	3%	3%	3%	4%	-	5%	-	-	3%	-	3%	2%	-	2%	10%	2%	3%	3%	-	9%	5%	-	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 52  
Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband ?  
Base: All who had a reason to complain about fixed broadband provider

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions	
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	1547	1537	273	82	100	22	287	173	416	83	10	26	10	6	7	933	88	489	48	275	304	743	343	576	916
Weighted base	1600	1590	294	87*	96*	22**	306	176	430	84*	10**	28**	11**	6**	6**	999	99*	521	51*	295	320	754	360	595	947
The service not performing as it should, for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	1208 76%	1202 76%	215 73%	62 71%	70 73%	18 83%	238 78%	139 79%	327 76%	56 67%	8 79%	22 77%	10 93%	5 85%	6 100%	738 74%	65 66%	383 74%	38 74%	227 77%	219 68%	571 76%t	285 79%t	462 78%	711 75%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	295 18%	291 18%	54 18%	15 18%	29 30%abgh	2 9%	51 17%	31 18%	77 18%	16 19%	2 25%	5 17%	2 18%	2 39%	-	185 19%	15 15%	108 21%	13 25%	45 15%	57 18%	145 19%	71 20%	118 20%	166 18%
Dissatisfaction with customer service from a previous occasion or contact	185 12%	184 12%f	38 13%f	5 5%	12 12%	5 22%	19 6%	14 8%	66 15%acfg	16 19%cfg	-	5 18%	2 18%	-	-	119 12%q	16 16%q	41 8%	6 11%	53 18%oq	42 13%	90 12%	41 11%	79 13%	99 10%
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	135 8%	134 8%	21 7%	10 12%	5 6%	2 9%	27 9%	20 12%	33 8%	12 14%	-	2 6%	1 12%	-	-	109 11%	13 13%	51 10%	9 18%	33 11%	31 10%	55 7%	37 10%	38 6%	87 9%

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 52  
**Q.12 What was the issue/s you had reason to complain about in connection with your fixed broadband ?**  
 Base: All who had a reason to complain about fixed broadband provider

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions		
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Weighted base	1600	1590	294	87*	96*	22**	306	176	430	84*	10**	28**	11**	6**	6**	999	99*	521	51*	295	320	754	360	595	947
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/ set up correctly or time taken for hardware to arrive	133	133	24	4	13	1	25	11	37	11	1	3	1	-	90	15	36	7	29	36	61	28	47	82	
	8%	8%	8%	4%	13%	6%	8%	6%	8%	13%	6%	3%	23%	24%	9%q	16%oq	7%	14%	10%	11%	8%	8%	8%	9%	
Something else (please specify)	46	46	7	1	2	1	9	5	14	3	1	1	-	-	27	3	11	1	10	11	19	6	12	30	
	3%	3%	3%	1%	2%	4%	3%	3%	3%	3%	7%	4%	-	-	3%	3%	2%	3%	4%	4%	2%	2%	2%	3%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 53  
**Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier?**  
**Base: All who had a reason to complain about fixed broadband provider**

	Total	Gender		Age						Social Grade					Area type			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	1547	819	728	243	396	268	243	188	163	46	513	402	316	316	915	632	1285	262
Weighted base	1600	835	765	280	401	266	261	183	163	45*	480	450	315	355	930	670	1328	272
NET: Yes	1190	621	569	213	307	187	198	131	123	31	371	348	227	245	718	472	993	197
	74%	74%	74%	76%	77%	71%	76%	71%	76%	68%	77% <sup>m</sup>	77% <sup>m</sup>	72%	69%	77% <sup>o</sup>	70%	75%	72%
Yes - to my fixed broadband provider	1168	609	559	205	298	186	197	131	120	31	364	339	227	239	702	466	975	193
	73%	73%	73%	73%	74%	70%	75%	71%	74%	68%	76% <sup>m</sup>	75% <sup>m</sup>	72%	67%	75% <sup>o</sup>	70%	73%	71%
Yes - to Ofcom	35	29	6	6	21	6	1	1	-	-	19	7	2	7	26	9	32	3
	2%	3% <sup>b</sup>	1%	2%	5% <sup>fgh</sup>	2%	*	*	-	-	4% <sup>l</sup>	2%	*	2%	3%	1%	2%	1%
Yes - other (please specify)	10	2	8	4	2	-	-	1	3	-	1	6	1	3	7	3	8	2
	1%	*	1% <sup>a</sup>	2%	*	-	-	*	2% <sup>ef</sup>	-	*	1%	*	1%	1%	1%	1%	1%
No	401	207	194	67	93	73	62	52	40	15	107	99	86	110	205	196	329	73
	25%	25%	25%	24%	23%	28%	24%	29%	24%	32%	22%	22%	27%	31% <sup>jk</sup>	22%	29% <sup>n</sup>	25%	27%
Don't know	8	7	1	1	1	5	1	-	-	-	3	4	1	-	7	1	6	2
	1%	1%	*	*	*	2%	*	-	-	-	1%	1%	*	-	1%	*	*	1%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m - n/o - p/q  
 Overlap formulae used. \* small base

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 54  
**Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier?**  
**Base: All who had a reason to complain about fixed broadband provider**

	Country					Region										Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	1547	1298	129	77	43	129	62	162	136	137	88	77	121	283	191	118	43	1317	214
Weighted base	1600	1362	125	72*	41*	125	69*	184	144	144	82*	72*	132	287	203	117	41*	1356	230
NET: Yes	1190 74%	1022 75%	87 70%	53 74%	27 67%	87 70%	52 75%	144 78% <sub>j</sub>	122 84% <sub>e</sub> <sub>j</sub> <sub>l</sub> <sub>o</sub>	108 75%	54 65%	53 74%	92 70%	219 76%	153 75%	80 68%	27 67%	996 73%	187 81% <sub>q</sub>
Yes - to my fixed broadband provider	1168 73%	1000 73%	87 70%	53 74%	27 67%	87 70%	50 73%	139 75% <sub>j</sub>	119 82% <sub>e</sub> <sub>j</sub> <sub>l</sub> <sub>o</sub>	106 74%	50 61%	53 74%	91 69%	215 75% <sub>k</sub> <sub>j</sub>	151 74% <sub>j</sub>	80 68%	27 67%	978 72%	183 80% <sub>q</sub>
Yes - to Ofcom	35 2%	34 2%	1 1%	-	-	1 1%	-	4 2%	3 2%	2 5% <sub>o</sub>	4 5%	-	3 2%	15 5% <sub>o</sub>	3 1%	-	-	23 2%	11 5% <sub>q</sub>
Yes - other (please specify)	10 1%	10 1%	-	-	-	-	2 2%	2 1%	-	1 1%	1 1%	-	1 1%	2 1%	2 1%	-	-	10 1%	-
No	401 25%	332 24%	38 30%	19 26%	13 33%	38 30% <sub>h</sub>	17 25%	40 22%	23 16%	35 25%	27 33% <sub>h</sub>	19 26%	38 29% <sub>h</sub>	67 23%	49 24%	35 30% <sub>h</sub>	13 33% <sub>h</sub>	353 26% <sub>r</sub>	41 18%
Don't know	8 1%	8 1%	-	-	-	-	-	-	-	1 1%	1 1%	-	2 1%	1 *	1 1%	3 2%	-	6 *	2 1%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p - q/r  
 Overlap formulae used. \* small base

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 55  
Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier?  
Base: All who had a reason to complain about fixed broadband provider

	Q.1 Landline supplier														Q.2 Mobile supplier													
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now TV (k)	SSE (l)	Utility Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	1547	1407	307	75	87	15	268	165	348	75	9	21	6	5	1524	49	286	109	9	302	111	191	118	200	30	23	39	20
Weighted base	1600	1462	331	82*	82*	13**	284	170	358	76*	9**	22**	6**	5**	1579	51*	300	117*	7**	301	122*	202	125	205	32**	20**	42*	18**
NET: Yes	1190	1101	249	65	58	9	219	115	273	58	8	20	5	3	1176	40	230	86	6	211	86	151	96	164	21	14	33	15
	74%	75%g	75%	79%	71%	70%	77%	68%	76%	76%	87%	91%	82%	69%	74%	79%	77%	74%	78%	70%	71%	75%	77%	80% <sub>s</sub>	66%	68%	78%	83%
Yes - to my fixed broadband provider	1168	1084	246	62	57	9	213	115	270	58	8	20	5	3	1154	39	227	84	5	205	84	150	93	161	21	14	33	15
	73%	74%	74%	75%	69%	70%	75%	68%	76%	76%	87%	91%	82%	69%	73% <sub>s</sub>	77%	76%	72%	71%	68%	69%	74%	75%	79% <sub>s</sub>	66%	68%	78%	83%
Yes - to Ofcom	35	35	7	6	2	-	8	1	11	-	-	-	-	-	35	2	12	-	1	8	2	4	3	4	-	-	-	-
	2%	2%	2%	7% <sub>abgi</sub>	2%	-	3%	1%	3%	-	-	-	-	-	2%	3%	4%	-	15%	3%	1%	2%	2%	2%	-	-	-	-
Yes - other (please specify)	10	4	-	-	1	-	1	-	-	-	-	-	-	-	10	-	-	3	-	3	-	2	-	2	-	-	-	-
	1%	*	-	-	1% <sub>bh</sub>	-	*	-	-	-	-	-	-	-	1%	-	-	3% <sub>np</sub>	-	1%	-	1%	-	1%	-	-	-	-
No	401	355	82	16	24	4	64	53	83	18	1	2	1	1	395	11	68	30	2	88	36	51	27	41	11	6	8	3
	25%	24%	25%	20%	29%	30%	22%	31%	23%	24%	13%	9%	18%	31%	25%	21%	23%	25%	22%	29% <sub>w</sub>	29%	25%	22%	20%	34%	32%	18%	17%
Don't know	8	6	-	1	-	-	1	2	2	-	-	-	-	-	8	-	1	1	-	1	-	-	2	-	-	-	1	-
	1%	*	-	1%	-	-	*	1%	*	-	-	-	-	-	*	-	*	1%	-	*	-	-	1%	-	-	-	3% <sub>nuw</sub>	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 56  
Q.13 And did you go ahead and make a complaint about your fixed broadband service or supplier?  
Base: All who had a reason to complain about fixed broadband provider

	Q.3 Broadband supplier														Q.4 Pay TV supplier				Financial vulnerability (Using Q21)			Impacting/limiting conditions			
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	1547	1537	273	82	100	22	287	173	416	83	10	26	10	6	7	933	88	489	48	275	304	743	343	576	916
Weighted base	1600	1590	294	87*	96*	22**	306	176	430	84*	10**	28**	11**	6**	6**	999	99*	521	51*	295	320	754	360	595	947
NET: Yes	1190	1185	214	70	67	15	227	120	327	66	8	25	8	5	5	768	81	402	41	219	231	571	277	442	705
		74%	75%	73%	81%g	70%	69%	74%	68%	76%	79%	81%	88%	75%	82%	77%	77%	82%	77%	80%	74%	72%	76%	77%	74%
Yes - to my fixed broadband provider	1168	1164	211	68	66	15	224	119	320	65	8	25	8	5	5	752	78	393	41	215	225	558	276	430	696
		73%	73%	72%	78%	69%	73%	68%	74%	78%	81%	88%	75%	82%	77%	75%	79%	76%	80%	73%	71%	74%	77%	72%	73%
Yes - to OIcom	35	35	5	3	5	-	6	2	12	2	-	-	-	-	35	7	12	2	13	8	20	6	18	15	
		2%	2%	2%	3%	5%	2%	1%	3%	3%	-	-	-	-	3%	7%q	2%	5%	4%	2%	3%	2%	3%	2%	
Yes - other (please specify)	10	9	-	-	1	-	1	-	3	1	-	-	1	-	2	-	2	-	-	1	5	-	7	3	
		1%	1%	-	1%	-	*	-	1%	1%	-	-	7%	-	*	-	*	-	-	*	1%	-	1%	*	
No	401	399	80	15	27	7	78	54	103	18	2	3	3	1	1	227	18	118	8	75	86	182	84	151	239
		25%	25%	27%	17%	28%	31%	30%c	24%	21%	19%	12%	25%	18%	23%	23%	18%	23%	16%	27%	24%	23%	25%	25%	
Don't know	8	6	-	1	1	-	1	2	-	-	-	-	-	-	5	-	1	2	2	3	1	-	2	3	
		1%	*	-	1%h	2%bh	-	1%	-	-	-	-	-	-	*	-	*	4%oq	1%	1%	*	-	*	*	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 57  
**Q.14 Why didn't you make a complaint about your fixed broadband service or supplier?**  
Base: All who didn't complain about fixed broadband provider

	Total	Gender		Age						Social Grade						Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	390	203	187	55	95	73	58	56	40	13	116	94	88	92	210	180	318	72
Weighted base	401	207	194	67*	93*	73*	62*	52*	40*	15**	107	99*	86*	110*	205	196	329	73*
It's not worth the hassle	166 41%	82 40%	84 43%	49 73%def	42 45%fh	31 42%	15 25%	20 38%	9 23%	1 5%	50 47%	38 38%	30 35%	48 44%	88 43%	78 40%	136 42%	30 41%
They wouldn't do anything anyway	123 31%	56 27%	67 35%	25 37%	27 29%	23 32%	23 37%	13 26%	11 27%	1 4%	33 31%	26 26%	31 36%	32 29%	60 29%	63 32%	100 31%	23 31%
The problem was resolved	115 29%	64 31%	51 26%	17 25%	23 25%	21 29%	12 20%	20 38%	18 45%df	4 27%	25 24%	30 30%	29 33%	32 29%	55 27%	60 31%	95 29%	21 29%
I didn't have the time	78 19%	47 22%	31 16%	16 25%h	26 28%h	14 19%h	9 15%h	11 20%h	1 2%	1 5%	30 28%m	18 18%	17 20%	12 11%	48 24%	29 15%	59 18%	18 25%
I/ someone else sorted the problem out	31 8%	16 8%	15 8%	3 5%	9 10%	4 5%	3 5%	4 8%	2 4%	6 44%	12 12%	7 7%	6 7%	6 5%	19 9%	12 6%	24 7%	7 10%
I did not know where to go/ who to complain to	27 7%	14 7%	13 7%	5 8%	4 5%	4 6%	6 10%	4 8%	2 6%	- -	8 7%	9 9%	4 5%	5 5%	17 8%	10 5%	23 7%	4 6%
Other (please specify)	46 11%	18 9%	27 14%	-	6 7%	11 15%c	11 17%c	7 13%c	8 21%cd	2 16%	10 10%	12 13%	7 8%	16 14%	23 11%	23 12%	36 11%	10 14%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m - n/o - p/q  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 58  
**Q.14 Why didn't you make a complaint about your fixed broadband service or supplier?**  
**Base: All who didn't complain about fixed broadband provider**

	Country				Region											Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	390	319	37	19	15	37	13	37	24	33	28	19	36	67	46	35	15	345	38
Weighted base	401	332	38*	19**	13**	38*	17**	40*	23**	35**	27**	19**	38*	67*	49*	35*	13**	353	41*
It's not worth the hassle	166 41%	140 42%	10 26%	11 62%	5 39%	10 26%	9 51%	18 45%	7 31%	12 33%	10 38%	11 62%	17 44%	29 42%	21 43%	17 50%	5 39%	139 39%	23 57%
They wouldn't do anything anyway	123 31%	101 31%	9 25%	9 48%	3 24%	9 25%	4 25%	10 26%	9 40%	6 16%	13 48%	9 48%	12 30%	26 39%	11 23%	10 29%	3 24%	105 30%	17 41%
The problem was resolved	115 29%	89 27%	17 46%a	3 15%	7 50%	17 46%go	5 31%	8 19%	10 43%	8 21%	6 23%	3 15%	9 22%	20 30%	16 33%	7 20%	50%	105 30%	9 22%
I didn't have the time	78 19%	64 19%	7 19%	5 29%	1 5%	7 19%	2 14%	11 28%	2 8%	6 18%	6 23%	5 29%	9 24%	11 16%	8 16%	8 24%	1 5%	70 20%	6 14%
I/ someone else sorted the problem out	31 8%	28 8%	2 5%	- 8%	1 5%	2 5%	1 5%	4 10%	- 14%	5 16%	4 16%	- 11%	4 4%	3 4%	5 9%	2 5%	1 8%	27 8%	4 10%
I did not know where to go/ who to complain to	27 7%	24 7%	1 3%	1 4%	1 10%	1 3%	1 6%	8 21%emo	2 9%	4 11%	- -	1 4%	2 4%	2 2%	4 8%	1 3%	1 10%	26 7%	1 3%
Other (please specify)	46 11%	37 11%	5 14%	1 4%	3 19%	5 14%	2 12%	2 6%	3 14%	8 23%	2 8%	1 4%	4 10%	5 8%	5 10%	5 14%	3 19%	44 13%	1 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p - q/r  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 59  
**Q.14 Why didn't you make a complaint about your fixed broadband service or supplier?**  
Base: All who didn't complain about fixed broadband provider

	Q.1 Landline supplier													Q.2 Mobile supplier															
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now TV (k)	SSE (l)	Utility Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)	
Unweighted base	390	340	75	16	24	4	66	49	79	16	1	2	1	2	384	10	68	27	2	89	31	47	25	43	10	9	7	4	
Weighted base	401	355	82*	16**	24**	4**	64*	53*	83*	18**	1**	2**	1**	1**	395	11**	68*	30**	2**	88*	36**	51*	27**	41*	11**	6**	8**	3**	
It's not worth the hassle	166	140	36	3	7	3	20	24	33	9	1	1	1	1	166	6	24	14	1	35	14	25	13	13	6	3	4	2	
	41%	39%	44%	16%	29%	73%	31%	45%	39%	49%	100%	53%	100%	61%	42%	55%	35%	48%	45%	40%	40%	48%	49%	32%	59%	42%	46%	71%	
They wouldn't do anything anyway	123	108	23	3	6	1	15	22	27	5	1	1	-	-	123	*	21	11	1	29	12	18	5	11	6	5	-	1	
	31%	30%	28%	18%	25%	35%	24%	42%	32%	28%	100%	47%	-	-	31%	5%	30%	35%	55%	32%	35%	35%	17%	28%	54%	72%	-	45%	
The problem was resolved	115	105	24	5	8	2	15	11	35	3	-	-	-	-	113	4	16	5	-	32	13	10	13	11	3	-	1	1	
	29%	29%	29%	30%	34%	47%	24%	21%	42%afg	18%	-	-	-	-	29%	33%	23%	18%	-	36%	36%	20%	46%	27%	28%	-	15%	29%	
I didn't have the time	78	67	16	6	3	1	11	11	14	3	-	1	-	-	76	2	20	4	-	13	10	12	5	6	1	1	2	-	
	19%	19%	19%	34%	14%	20%	17%	21%	16%	19%	-	53%	-	61%	19%	15%	29%ans	12%	-	15%	29%	24%	19%	14%	7%	9%	20%	-	
I/ someone else sorted the problem out	31	28	5	1	1	-	4	3	10	1	-	-	-	-	31	1	4	4	-	4	4	2	6	5	-	-	-	-	-
	8%	8%	6%	6%	3%	-	7%	5%	13%	8%	-	-	-	-	8%	13%	5%	13%	-	5%	12%	4%	21%	12%	-	-	-	-	-
I did not know where to go/ who to complain to	27	24	6	3	2	-	8	3	2	-	-	2	-	-	27	-	10	-	-	7	-	3	2	-	2	*	-	-	
	7%	7%	7%	19%	8%	-	12%h	6%	2%	-	-	-	-	-	7%	-	14%rnw	-	-	8%	-	6%	7%	-	19%	7%	-	-	-
Other (please specify)	46	43	13	2	3	-	10	6	7	1	-	-	-	1	43	1	11	4	-	7	6	5	-	5	-	1	2	-	
	11%	12%	15%	15%	12%	-	16%	11%	9%	6%	-	-	-	39%	11%	13%	16%	15%	-	8%	17%	9%	-	12%	-	10%	29%	-	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 60  
Q.14 Why didn't you make a complaint about your fixed broadband service or supplier?  
Base: All who didn't complain about fixed broadband provider

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions		
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	390	387	72	16	29	6	77	50	101	17	2	4	2	1	2	208	14	113	7	68	78	190	77	142	236
Weighted base	401	399	80*	15**	27**	7**	78*	54*	103*	18**	2**	3**	3**	1**	1**	227	18**	118*	8**	75*	86*	182	84*	151	239
It's not worth the hassle	166	164	38	4	9	5	24	22	43	9	1	2	3	1	1	88	14	39	5	29	30	76	37	69	91
	41%	41% <sup>f</sup>	47%	25%	33%	72%	30%	40%	42%	53%	63%	58%	100%	100%	61%	39%	79%	33%	57%	39%	35%	42%	45%	46%	38%
They wouldn't do anything anyway	123	122	19	4	8	3	22	22	33	5	2	2	-	-	-	55	4	27	1	19	21	56	24	52	66
	31%	31%	24%	26%	29%	50%	28%	41%	32%	28%	100%	71%	-	-	-	24%	20%	23%	17%	25%	25%	31%	29%	35%	27%
The problem was resolved	115	115	25	2	8	3	19	13	39	3	-	1	-	-	-	73	4	30	3	34	32	49	24	45	69
	29%	29%	32%	14%	28%	40%	25%	24%	38% <sup>a</sup>	16%	-	29%	-	-	-	32% <sup>q</sup>	22%	26%	33%	46% <sup>oq</sup>	37%	27%	28%	30%	29%
I didn't have the time	78	78	20	5	4	1	13	11	18	3	-	2	-	-	1	49	8	23	1	15	19	32	16	21	55
	19%	19%	25%	33%	15%	12%	17%	20%	17%	17%	-	45%	-	-	61%	22%	44%	20%	17%	20%	22%	17%	19%	14%	23%
I/ someone else sorted the problem out	31	31	4	1	1	2	5	3	12	1	-	-	-	-	-	19	-	5	-	13	6	12	7	11	19
	8%	8%	6%	7%	3%	30%	7%	5%	12%	8%	-	-	-	-	-	8% <sup>q</sup>	-	5%	-	18% <sup>oq</sup>	7%	8%	7%	8%	8%
I did not know where to go/ who to complain to	27	27	4	3	3	-	9	1	6	-	-	-	-	-	-	17	1	14	-	2	6	12	5	6	21
	7%	7%	5%	23%	10%	-	12%	2%	6%	-	-	-	-	-	-	7%	7%	12% <sup>os</sup>	-	3%	7%	7%	6%	4%	9%
Other (please specify)	46	46	12	2	4	-	13	6	7	1	-	-	-	-	1	28	2	21	1	4	5	23	13	21	24
	11%	11%	15%	16%	14%	-	17% <sup>h</sup>	11%	6%	6%	-	-	-	-	39%	12% <sup>s</sup>	9%	17% <sup>os</sup>	11%	5%	6%	13%	15%	14%	10%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 61  
**Q.15 What was the issue/s you had reason to complain about in connection with your pay TV ?**  
**Base: All who had a reason to complain about pay TV provider**

	Gender		Age							Social Grade					Area type			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	AB	C1	C2	DE	ABC1	C2DE	Urban	Rural
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	
Unweighted base	312	195	117	34	98	64	42	33	29	12	108	82	60	62	190	122	276	36
Weighted base	331	208	123*	41*	100*	69*	45*	33**	31**	12**	106*	91*	59*	75*	197	134	288	43*
The service not performing as it should , for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content	144	87	57	11	42	32	20	16	14	7	46	39	31	27	85	58	123	21
	43%	42%	46%	27%	42%	46%	45%	49%	46%	64%	43%	43%	52%	37%	43%	43%	43%	49%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	135	92	42	24	40	24	14	15	14	4	48	36	24	27	84	51	114	21
	41%	44%	35%	58%ef	40%	35%	32%	44%	46%	31%	45%	40%	41%	36%	43%	38%	40%	48%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or installation appointment, it was not installed/ set up correctly or time taken for hardware to arrive	56	35	22	6	33	7	1	6	3	-	20	19	8	10	38	18	51	6
	17%	17%	18%	15%	33%ef	10%	3%	18%	8%	-	19%	20%	13%	14%	19%	13%	18%	13%
Dissatisfaction with customer service from a previous occasion or contact	51	30	21	9	16	15	5	5	2	-	10	16	8	18	26	25	49	3
	15%	14%	17%	23%	16%	21%	11%	15%	5%	-	10%	17%	13%	23%j	13%	19%	17%	6%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m - n/o - p/q  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 61  
**Q.15 What was the issue/s you had reason to complain about in connection with your pay TV ?**  
**Base: All who had a reason to complain about pay TV provider**

	Gender		Age							Social Grade					Area type			
	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)	
Weighted base	331	208	123*	41*	100*	69*	45*	33**	31**	12**	106*	91*	59*	75*	197	134	288	43*
A problem with a repair to the service ,for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	36	26	10	4	20	6	1	2	2	-	19	8	5	4	27	9	34	2
	11%	13%	8%	10%	20%f	9%	3%	7%	7%	-	18% <sub>m</sub>	9%	9%	6%	14%	7%	12%	5%
Something else (please specify)	23	10	13	-	3	5	8	3	4	1	1	8	5	10	9	14	22	1
	7%	5%	11%	-	3%	8%	17% <sub>cd</sub>	9%	13%	5%	1%	9% <sub>j</sub>	8% <sub>j</sub>	13% <sub>j</sub>	5%	11%	8%	3%

**Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m - n/o - p/q**  
**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 62  
**Q.15 What was the issue/s you had reason to complain about in connection with your pay TV ?**  
**Base: All who had a reason to complain about pay TV provider**

	Country					Region										Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	312	281	25	2	4	25	13	34	25	32	25	2	24	64	41	23	4	273	38
Weighted base	331	298	28**	2**	4**	28**	14**	37**	22**	34**	27**	2**	28**	69*	43*	23**	4**	292	37*
The service not performing as it should, for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content	144	132	9	2	1	9	9	15	13	18	11	2	9	28	24	6	1	132	11
	43%	44%	33%	100%	16%	33%	63%	40%	58%	52%	40%	100%	32%	40%	56%	27%	16%	45%	30%
A billing, pricing or payment issue, for example unexpected/unclear charges, overcharged or incorrect bill	135	118	14	-	3	14	1	15	9	10	13	-	16	29	14	12	3	115	18
	41%	40%	50%	-	65%	50%	7%	40%	41%	28%	49%	-	57%	42%	32%	53%	65%	39%	50%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or appointment, it was not installed/set up correctly or time taken for hardware to arrive	56	49	6	-	1	6	3	3	5	5	1	-	3	15	8	5	1	50	6
	17%	17%	23%	-	16%	23%	22%	9%	23%	13%	5%	-	12%	22%	19%	22%	16%	17%	17%
Dissatisfaction with customer service from a previous occasion or contact	51	50	1	-	-	1	1	3	3	4	6	-	5	16	7	6	-	47	4
	15%	17%	3%	-	-	3%	7%	8%	15%	11%	21%	-	18%	23%	16%	26%	-	16%	11%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p - q/r  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 62  
**Q.15 What was the issue/s you had reason to complain about in connection with your pay TV ?**  
**Base: All who had a reason to complain about pay TV provider**

	Country					Region										Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	Eastern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Weighted base	331	298	28**	2**	4**	28**	14**	37**	22**	34**	27**	2**	28**	69*	43*	23**	4**	292	37*
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	36 11%	35 12%	1 3%	1 38%	-	1 3%	-	2 7%	2 10%	2 5%	1 5%	1 38%	1 3%	18 26%	6 15%	1 6%	-	29 10%	7 18%
Something else (please specify)	23 7%	20 7%	2 7%	-	1 18%	2 7%	-	4 11%	1 6%	5 16%	2 8%	-	2 7%	4 5%	2 5%	-	1 18%	20 7%	4 9%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p - q/r  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 63  
**Q.15 What was the issue/s you had reason to complain about in connection with your pay TV ?**  
Base: All who had a reason to complain about pay TV provider

	Q.1 Landline supplier													Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM / Karoo (j)	Now TV (k)	SSE (l)	Util-ity Ware-house (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-fone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	312	303	59	15	5	1	86	16	92	20	4	2	-	-	308	20	60	20	1	56	25	30	25	45	7	1	13	1
Weighted base	331	321	62*	17**	5**	2**	91*	16**	96*	23**	4**	2**	-**	-**	326	21**	70*	19**	1**	55*	25**	33**	27**	44*	8**	1**	16**	1**
The service not performing as it should , for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content	144	140	24	7	4	-	31	5	57	8	1	1	-	-	142	8	26	9	1	24	11	17	15	23	3	1	2	1
	43%	43%	38%	41%	88%	-	34%	30%	60%abf	34%	13%	39%	-	-	43%	38%	36%	45%	100%	43%	43%	52%	54%	52%	33%	100%	11%	100%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	135	132	30	9	2	-	40	5	35	8	2	1	-	-	133	9	37	7	-	20	12	13	8	13	5	-	7	-
	41%	41%	47%	54%	42%	-	44%	31%	37%	33%	54%	61%	-	-	41%	45%	53%w	37%	-	37%	48%	40%	31%	29%	61%	-	43%	-
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or appointment, it was not installed/ set up correctly or time taken for hardware to arrive	56	56	9	6	2	2	14	4	13	7	-	-	-	-	56	5	12	4	-	11	7	7	1	9	-	-	-	-
	17%	18%	15%	34%	30%	100%	15%	26%	14%	30%	-	-	-	-	17%	25%	17%	19%	-	19%	26%	23%	5%	20%	-	-	-	-
Dissatisfaction with customer service from a previous occasion or contact	51	50	13	5	2	-	9	3	13	6	-	-	-	-	51	7	15	3	-	7	2	4	4	6	-	-	3	-
	15%	16%	21%	29%	30%	-	9%	19%	13%	24%	-	-	-	-	16%	35%	22%	13%	-	13%	6%	12%	14%	14%	-	-	19%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 63  
**Q.15 What was the issue/s you had reason to complain about in connection with your pay TV ?**  
**Base: All who had a reason to complain about pay TV provider**

	Q.1 Landline supplier													Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now TV (k)	SSE (l)	Utility Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Weighted base	331	321	62*	17**	5**	2**	91*	16**	96*	23**	4**	2**	-**	-**	326	21**	70*	19**	1**	55*	25**	33**	27**	44*	8**	1**	16**	1**
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	36 11%	36 11%	4 6%	5 27%	-	-	9 10%	1 9%	10 10%	7 31%	-	-	-	-	36 11%	1 7%	10 14%	-	-	7 13%	2 8%	3 9%	5 19%	7 16%	-	-	-	-
Something else (please specify)	23 7%	21 7%	4 6%	-	-	-	10 11%	2 13%	4 5%	-	1 33%	-	-	-	23 7%	1 4%	6 8%	2 12%	-	3 5%	2 6%	-	2 8%	2 4%	1 16%	-	5 28%	-

**Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A**  
**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 64  
Q.15 What was the issue/s you had reason to complain about in connection with your pay TV ?  
Base: All who had a reason to complain about pay TV provider

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions		
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	312	307	56	15	7	-	91	16	91	20	4	2	-	-	-	312	39	165	13	93	62	149	72	127	174
Weighted base	331	326	60*	14**	10**	..*	99*	15**	95*	22**	4**	2**	..*	..*	..*	331	41*	173	12**	104*	69*	148	81*	131	186
The service not performing as it should , for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content	144	141	26	5	8	-	34	5	56	4	1	1	-	-	-	144	12	62	8	61	23	66	42	57	82
	43%	43%	43%	33%	77%	-	34%	35%	59%af	18%	13%	39%	-	-	-	43%q	29%	36%	66%	59%opq	33%	45%	52%t	43%	44%
A billing, pricing or payment issue, for example unexpected/ unclear charges, overcharged or incorrect bill	135	133	23	9	5	-	41	6	35	10	2	1	-	-	-	135	14	78	5	38	29	60	31	66	64
	41%	41%	39%	60%	53%	-	41%	40%	36%	46%	54%	61%	-	-	-	41%	34%	45%	40%	37%	42%	40%	38%	50%x	35%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/ missed/late installation or appointment, it was not installed/ set up correctly or time taken for hardware to arrive	56	56	11	4	6	-	17	2	12	4	-	-	-	-	-	56	11	25	4	17	16	23	13	24	31
	17%	17%	19%	27%	63%	-	17%	10%	12%	17%	-	-	-	-	-	17%	27%	14%	30%	16%	24%	16%	16%	18%	17%
Dissatisfaction with customer service from a previous occasion or contact	51	49	11	1	5	-	10	4	12	5	-	-	-	-	-	51	8	18	4	20	6	23	16	21	27
	15%	15%	17%	7%	47%	-	10%	27%	12%	25%	-	-	-	-	-	15%q	20%	11%	34%	19%	8%	16%	20%	16%	14%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 64  
**Q.15 What was the issue/s you had reason to complain about in connection with your pay TV ?**  
 Base: All who had a reason to complain about pay TV provider

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions		
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Weighted base	331	326	60*	14**	10**	-**	99*	15**	95*	22**	4**	2**	-**	-**	-**	331	41*	173	12**	104*	69*	148	81*	131	186
A problem with a repair to the service, for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	36	36	3	1	3	-	11	4	8	6	-	-	-	-	36	6	15	3	12	12	15	7	16	18	
	11%	11%	5%	6%	31%	-	11%	26%	8%	28%	-	-	-	-	11%	16%	8%	24%	12%	17%	10%	9%	12%	10%	
Something else (please specify)	23	23	4	-	-	-	10	2	5	-	1	-	-	-	23	4	15	1	4	7	8	6	7	14	
	7%	7%	7%	-	-	-	10%	14%	6%	-	33%	-	-	-	7%	10%	8%	11%	3%	10%	6%	7%	5%	7%	

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 65  
**Q.16 And did you go ahead and make a complaint about your pay TV service or supplier?**  
**Base: All who had a reason to complain about pay TV provider**

	Total	Gender		Age						Social Grade					Area type			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	312	195	117	34	98	64	42	33	29	12	108	82	60	62	190	122	276	36
Weighted base	331	208	123*	41*	100*	69*	45*	33**	31**	12**	106*	91*	59*	75*	197	134	288	43*
NET: Yes	245	159	86	31	80	48	34	19	22	10	76	70	43	56	146	99	208	37
	74%	76%	70%	76%	80%	70%	77%	58%	73%	85%	72%	77%	73%	75%	74%	74%	72%	86%
Yes - to my Pay TV provider	229	147	83	28	75	47	33	18	18	10	75	63	42	49	139	91	194	35
	69%	70%	68%	69%	75%	67%	74%	53%	60%	85%	71%	70%	65%	70%	68%	67%	62%	82%
Yes - to Ofcom	26	23	3	4	16	4	1	1	-	-	9	8	2	8	17	9	25	2
	8%	11%b	2%	10%	16%f	6%	2%	3%	-	-	8%	9%	3%	10%	9%	7%	9%	4%
Yes - other (please specify)	7	4	3	-	-	1	1	1	4	-	2	3	1	1	5	3	7	-
	2%	2%	2%	-	-	1%	3%	4%	13%	-	2%	3%	2%	2%	2%	2%	3%	-
No	84	47	37	10	20	19	10	14	8	2	30	20	16	19	49	34	78	5
	25%	22%	30%	23%	20%	28%	23%	42%	27%	15%	28%	22%	27%	25%	25%	26%	27%	13%
Don't know	2	2	-	1	-	2	-	-	-	-	-	2	-	1	2	1	2	1
	1%	1%	-	1%	-	2%	-	-	-	-	-	2%	-	1%	1%	*	1%	1%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m - n/o - p/q  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 66  
**Q.16 And did you go ahead and make a complaint about your pay TV service or supplier?**  
**Base: All who had a reason to complain about pay TV provider**

	Country					Region										Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	312	281	25	2	4	25	13	34	25	32	25	2	24	64	41	23	4	273	38
Weighted base	331	298	28**	2**	4**	28**	14**	37**	22**	34**	27**	2**	28**	69*	43*	23**	4**	292	37*
NET: Yes	245	228	12	2	3	12	8	25	16	25	23	2	24	59	32	17	3	216	29
	74%	77%	45%	100%	74%	45%	58%	66%	73%	72%	85%	100%	86%	85%	73%	75%	74%	74%	80%
Yes - to my Pay TV provider	229	212	12	2	3	12	7	23	15	24	21	2	23	56	30	14	3	203	27
	69%	71%	45%	100%	74%	45%	51%	61%	69%	69%	77%	100%	83%	80%	70%	61%	74%	69%	72%
Yes - to Ofcom	26	26	-	-	-	-	1	2	1	2	-	2	12	2	3	-	21	5	
	8%	9%	-	-	-	-	7%	5%	3%	9%	-	8%	17%	5%	11%	-	7%	14%	
Yes - other (please specify)	7	7	-	-	-	-	-	-	-	1	-	1	2	1	1	-	6	1	
	2%	2%	-	-	-	-	-	-	-	5%	-	3%	3%	3%	6%	-	2%	3%	
No	84	67	15	-	1	15	6	12	6	10	4	-	2	10	12	6	1	75	7
	25%	23%	55%	-	26%	55%	42%	34%	27%	28%	15%	-	8%	14%	27%	25%	26%	26%	19%
Don't know	2	2	-	-	-	-	-	-	-	-	-	-	2	1	-	-	-	2	1
	1%	1%	-	-	-	-	-	-	-	-	-	-	6%	1%	-	-	1%	2%	

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p - q/r  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 67  
**Q.16 And did you go ahead and make a complaint about your pay TV service or supplier?**  
 Base: All who had a reason to complain about pay TV provider

	Q.1 Landline supplier													Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM / Karoo (j)	Now TV (k)	SSE (l)	Util-ity Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-fone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	312	303	59	15	5	1	86	16	92	20	4	2	-	-	308	20	60	20	1	56	25	30	25	45	7	1	13	1
Weighted base	331	321	62*	17**	5**	2**	91*	16**	96*	23**	4**	2**	**	**	326	21**	70*	19**	1**	55*	25**	33**	27**	44*	8**	1**	16**	1**
NET: Yes	245	238	49	15	2	2	65	12	65	20	4	2	-	-	243	18	66	14	1	35	15	21	19	36	2	-	12	1
	74%	74%	78%	86%	46%	100%	71%	74%	68%	86%	100%	100%	-	-	74%	84%	93%ns	72%	100%	64%	60%	65%	70%	81%	28%	-	77%	100%
Yes - to my Pay TV provider	229	223	46	14	2	2	61	10	65	17	4	2	-	-	227	15	61	12	1	34	15	20	19	34	1	-	11	1
	69%	70%	73%	80%	46%	100%	66%	62%	67%	73%	100%	100%	-	-	69%	72%	87%ns	62%	100%	61%	60%	61%	70%	77%	19%	-	68%	100%
Yes - to Ofcom	26	26	3	4	2	-	4	2	8	4	-	-	-	-	26	3	11	2	-	5	-	2	1	2	-	-	-	-
	8%	8%	5%	24%	30%	-	4%	12%	8%	16%	-	-	-	-	8%	16%	15%n	10%	-	9%	-	6%	3%	5%	-	-	-	-
Yes - other (please specify)	7	6	2	-	-	-	3	-	2	-	-	-	-	-	7	-	1	-	-	-	-	3	1	1	1	-	1	-
	2%	2%	3%	-	-	-	3%	-	2%	-	-	-	-	-	2%	-	2%	-	-	-	-	8%	3%	2%	9%	-	8%	-
No	84	81	13	2	3	-	26	4	29	3	-	-	-	-	82	3	5	5	-	20	10	11	7	9	6	1	4	-
	25%	25%	22%	10%	54%	-	29%	26%	30%	14%	-	-	-	-	25%p	13%	7%	28%	-	36%p	40%	35%	25%	19%	72%	100%	23%	-
Don't know	2	2	-	1	-	-	-	-	2	-	-	-	-	-	2	1	-	-	-	-	-	-	2	-	-	-	-	-
	1%	1%	-	3%	-	-	-	-	2%	-	-	-	-	-	1%	3%	-	-	-	-	-	-	6%	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 68  
Q.16 And did you go ahead and make a complaint about your pay TV service or supplier?  
Base: All who had a reason to complain about pay TV provider

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions		
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	312	307	56	15	7	-	91	16	91	20	4	2	-	-	-	312	39	165	13	93	62	149	72	127	174
Weighted base	331	326	60*	14**	10**	-.**	99*	15**	95*	22**	4**	2**	-.**	-.**	-.**	331	41*	173	12**	104*	69*	148	81*	131	186
NET: Yes	245	242	46	13	7	-	70	13	63	21	4	2	-	-	-	245	33	128	10	74	49	110	63	100	134
		74%	74%h	77%	89%	72%	71%	86%	66%	94%	100%	100%	-	-	-	74%	81%	74%	81%	71%	70%	74%	78%	76%	72%
Yes - to my Pay TV provider	229	227	41	12	7	-	64	13	61	19	4	2	-	-	-	229	29	120	9	71	48	98	63	94	125
		69%	70%	68%	81%	72%	64%	86%	64%	87%	100%	100%	-	-	-	69%	70%	69%	76%	69%	69%	66%	78%	72%	67%
Yes - to Ofcom	26	26	5	1	5	-	7	-	6	3	-	-	-	-	-	26	5	8	3	11	1	15	7	11	14
		8%	8%	9%	7%	47%	7%	-	6%	16%	-	-	-	-	-	8%q	12%	5%	22%	10%	1%	10%t	9%	9%	8%
Yes - other (please specify)	7	7	2	-	-	-	3	-	3	-	-	-	-	-	-	7	1	4	-	2	1	4	-	5	3
		2%	2%	3%	-	-	3%	-	3%	-	-	-	-	-	-	2%	3%	3%	-	2%	1%	3%	-	4%	1%
No	84	83	14	1	3	-	29	2	33	1	-	-	-	-	-	84	7	45	2	28	20	38	18	31	52
		25%	25%	23%	7%	28%	29%	14%	34%a	6%	-	-	-	-	-	25%	18%	26%	19%	27%	29%	26%	22%	23%	28%
Don't know	2	1	-	1	-	-	-	-	-	-	-	-	-	-	-	2	1	-	-	2	1	-	-	1	-
		1%	*	-	4%	-	-	-	-	-	-	-	-	-	-	1%	1%	-	-	2%	1%	-	-	*	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 69  
**Q.17 Why didn't you make a complaint about your pay TV service or supplier?**  
 Base: All who didn't complain about pay TV provider

	Total	Gender		Age						Social Grade					Area type			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	81	45	36	8	20	21	10	13	7	2	30	18	17	16	48	33	76	5
Weighted base	84*	47*	37*	10**	20**	19**	10**	14**	8**	2**	30**	20**	16**	19**	49*	34**	78*	5**
It's not worth the hassle	35 42%	14 30%	21 58%a	4 44%	8 42%	7 38%	5 50%	6 42%	3 36%	1 67%	9 31%	8 43%	8 52%	9 50%	18 36%	18 51%	34 43%	1 26%
The problem resolved itself	21 25%	16 35%b	5 13%	1 10%	5 26%	6 30%	4 36%	4 27%	1 17%	-	11 36%	4 19%	3 18%	4 21%	14 29%	7 19%	18 23%	3 60%
They wouldn't do anything anyway	20 24%	7 14%	13 36%a	2 23%	6 28%	4 20%	3 25%	4 30%	-	1 67%	5 18%	1 6%	6 38%	7 38%	7 14%	13 38%	19 24%	1 16%
I didn't have the time	13 15%	7 16%	5 15%	2 21%	5 27%	3 14%	2 18%	1 6%	-	-	7 22%	3 13%	3 17%	1 6%	9 18%	4 11%	12 16%	1 10%
I/ someone else sorted the problem out	11 13%	7 15%	4 12%	1 13%	3 13%	4 19%	1 5%	1 7%	2 27%	-	4 14%	3 13%	2 15%	2 12%	7 13%	5 13%	11 14%	-
I did not know where to go/ who to complain to	11 13%	5 11%	6 16%	-	4 21%	3 15%	2 17%	2 15%	-	-	2 8%	2 11%	2 11%	5 25%	5 9%	6 19%	10 13%	1 16%
Other (please specify)	10 12%	7 14%	4 10%	-	1 5%	3 17%	-	3 19%	3 32%	1 33%	1 5%	3 15%	3 18%	3 16%	4 9%	6 17%	9 11%	1 24%

Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m - n/o - p/q  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 70  
**Q.17 Why didn't you make a complaint about your pay TV service or supplier?**  
**Base: All who didn't complain about pay TV provider**

	Country					Region										Ethnicity		
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	East of England (k)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	81	68	12	-	1	12	6	12	7	9	4	2	11	11	6	1	72	8
Weighted base	84*	67*	15**	-**	1**	15**	6**	12**	6**	10**	4**	2**	10**	12**	6**	1**	75*	7**
It's not worth the hassle	35 42%	30 45%	5 34%	-	-	5 34%	2 32%	5 41%	1 24%	6 68%	-	-	3 32%	8 68%	4 72%	-	31 41%	3 39%
The problem resolved itself	21 25%	14 21%	6 39%	-	1 100%	6 39%	3 59%	4 31%	3 46%	-	1 16%	-	1 12%	1 11%	1 16%	1 100%	21 28%	-
They wouldn't do anything anyway	20 24%	17 25%	3 18%	-	-	3 18%	-	6 50%	2 29%	2 24%	1 32%	-	2 20%	2 14%	2 36%	-	19 25%	1 11%
I didn't have the time	13 15%	12 18%	1 5%	-	-	1 5%	-	3 21%	2 39%	1 15%	1 21%	1 45%	1 10%	3 24%	-	-	10 14%	1 15%
I/ someone else sorted the problem out	11 13%	9 13%	2 15%	-	-	2 15%	-	3 25%	1 9%	-	1 31%	-	2 17%	1 7%	2 28%	-	10 14%	1 13%
I did not know where to go/ who to complain to	11 13%	7 10%	4 27%	-	-	4 27%	-	1 8%	2 29%	1 10%	1 32%	-	1 6%	2 13%	-	-	9 12%	2 32%
Other (please specify)	10 12%	7 11%	3 18%	-	-	3 18%	1 19%	-	-	2 23%	-	1 55%	1 10%	2 15%	-	-	10 13%	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - e/f/g/h/i/j/k/l/m/n/o/p - q/r  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 71  
Q.17 Why didn't you make a complaint about your pay TV service or supplier?  
Base: All who didn't complain about pay TV provider

	Q.1 Landline supplier													Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now TV (k)	SSE (l)	Utility Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	81	78	14	2	3	-	23	4	29	3	-	-	-	-	79	3	4	5	-	20	8	11	8	9	5	1	3	-
Weighted base	84*	81*	13**	2**	3**	..*	26**	4**	29**	3**	..*	..*	..*	..*	82*	3**	5**	5**	..*	20**	10**	11**	7**	9**	6**	1**	4**	..*
It's not worth the hassle	35	35	6	-	-	-	9	1	19	-	-	-	-	-	34	1	3	2	-	5	7	7	2	2	4	-	1	-
	42%	44%	47%	-	-	-	34%	29%	64%	-	-	-	-	-	41%	37%	59%	42%	-	23%	67%	62%	30%	27%	66%	-	31%	-
The problem resolved itself	21	19	2	1	1	-	5	-	8	1	-	-	-	-	21	-	2	1	-	7	1	1	4	2	2	-	1	-
	25%	24%	15%	61%	44%	-	21%	-	28%	37%	-	-	-	-	26%	-	41%	17%	-	33%	11%	5%	57%	28%	43%	-	36%	-
They wouldn't do anything anyway	20	20	2	-	1	-	11	1	6	-	-	-	-	-	20	-	2	2	-	5	4	1	1	2	2	-	1	-
	24%	25%	14%	-	23%	-	41%	19%	20%	-	-	-	-	-	24%	-	34%	32%	-	26%	35%	8%	14%	19%	43%	-	31%	-
I didn't have the time	13	13	1	-	1	-	6	-	3	2	-	-	-	-	11	1	-	-	-	3	-	3	1	3	-	-	-	-
	15%	16%	7%	-	34%	-	22%	-	11%	63%	-	-	-	-	14%	37%	-	-	-	16%	-	22%	18%	31%	-	-	-	-
I/ someone else sorted the problem out	11	9	2	1	-	-	2	2	2	-	-	-	-	-	11	2	-	1	-	4	-	1	-	1	-	1	1	-
	13%	11%	17%	39%	-	-	8%	41%	8%	-	-	-	-	-	14%	63%	-	15%	-	20%	-	8%	-	8%	-	100%	33%	-
I did not know where to go/ who to complain to	11	11	1	-	-	-	7	1	2	-	-	-	-	-	11	-	-	1	-	2	3	1	1	1	1	-	-	-
	13%	14%	10%	-	-	-	25%	30%	6%	-	-	-	-	-	14%	-	-	24%	-	8%	33%	8%	14%	10%	23%	-	-	-
Other (please specify)	10	10	2	-	-	-	4	1	3	-	-	-	-	-	10	-	-	2	-	2	2	2	-	1	-	-	-	-
	12%	12%	12%	-	-	-	15%	30%	11%	-	-	-	-	-	12%	-	-	43%	-	10%	16%	21%	-	15%	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 72  
**Q.17 Why didn't you make a complaint about your pay TV service or supplier?**  
 Base: All who didn't complain about pay TV provider

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions	
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)
Unweighted base	81	80	15	1	3	-	26	2	32	1	-	-	-	-	81	7	43	2	28	18	39	17	28	52
Weighted base	84*	83*	14**	1**	3**	-.**	29**	2**	33**	1**	-.**	-.**	-.**	-.**	84*	7**	45*	2**	28**	20**	38*	18**	31**	52*
It's not worth the hassle	35	35	5	-	-	-	10	-	20	-	-	-	-	-	35	4	12	-	19	12	14	6	11	23
	42%	42%	37%	-	-	-	35%	-	61%	-	-	-	-	-	42%q	57%	27%	-	67%	58%	36%	34%	38%	43%
The problem resolved itself	21	20	2	1	1	-	5	-	10	1	-	-	-	-	21	-	14	-	7	2	12	7	9	12
	25%	25%	14%	100%	44%	-	19%	-	29%	100%	-	-	-	-	25%	-	31%	-	26%	12%	30%	39%	31%	22%
They wouldn't do anything anyway	20	20	2	-	1	-	11	1	6	-	-	-	-	-	20	1	14	-	4	6	9	2	8	11
	24%	24%	14%	-	23%	-	36%	39%	18%	-	-	-	-	-	24%	11%	32%	-	14%	30%	24%	13%	25%	21%
I didn't have the time	13	13	1	-	1	-	7	-	4	-	-	-	-	-	13	1	8	-	4	3	6	2	2	11
	15%	16%	7%	-	34%	-	23%	-	13%	-	-	-	-	-	15%	14%	17%	-	15%	15%	15%	14%	6%	21%
I/ someone else sorted the problem out	11	11	4	-	-	-	3	1	4	-	-	-	-	-	11	1	6	1	2	2	6	2	3	8
	13%	14%	28%	-	-	-	10%	39%	11%	-	-	-	-	-	13%	12%	14%	42%	8%	9%	16%	8%	11%	15%
I did not know where to go/ who to complain to	11	11	1	-	-	-	7	1	2	-	-	-	-	-	11	1	8	1	1	6	4	1	7	4
	13%	13%	9%	-	-	-	23%	61%	5%	-	-	-	-	-	13%	9%	18%	58%	3%	31%	10%	5%	22%	8%
Other (please specify)	10	10	2	-	-	-	4	1	3	-	-	-	-	-	10	2	5	1	2	1	4	4	5	6
	12%	12%	12%	-	-	-	14%	61%	10%	-	-	-	-	-	12%	23%	11%	58%	7%	7%	11%	21%	15%	11%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 73

**Q.18a How important or not, are each of these communications services to your household at the moment?**  
**Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'**

**Summary****Base: All respondents who have service**

	<u>Landline</u>	<u>Mobile</u>	<u>Fixed Broadband</u>	<u>Pay TV</u>
Unweighted base	5753	6272	6217	3799
Weighted base	5769	6272	6219	3891
NET: Important	2449 42%	5733 91%	6032 97%	2683 69%
4 - very important	1311 23%	4334 69%	5059 81%	1299 33%
3	1138 20%	1399 22%	973 16%	1384 36%
2	1165 20%	408 6%	145 2%	764 20%
1 - not at all important	2155 37%	131 2%	42 1%	444 11%
NET: Not important	3320 58%	539 9%	187 3%	1208 31%
Mean	2.28	3.58	3.78	2.91
Standard deviation	1.18	0.71	0.51	0.99
Standard error	0.02	0.01	0.01	0.02

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 74  
**Q.18a How important or not, are each of these communications services to your household at the moment?**  
**Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'**  
**Landline - to make and receive calls**  
**Base: All respondents who have service**

	Total	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	5753	2854	2899	624	926	886	1010	905	1039	363	1743	1505	1237	1268	3248	2505	4558	1195
Weighted base	5769	2844	2925	730	916	873	1004	857	1036	353	1594	1615	1190	1369	3209	2560	4568	1201
NET: Important	2449 42%	1162 41%	1287 44%a	290 40%def	303 33%	287 33%	329 33%	359 42%def	605 58%cde fg	276 78%code fgh	712 45%	668 41%	496 42%	573 42%	1380 43%	1069 42%	1874 41%	576 48%p
4 - very important	1311 23%	570 20%	741 25%a	118 16%	147 16%	129 15%	164 16%	201 23%code f	373 36%code fgh	179 51%code fgh	377 24%	342 21%	262 22%	329 24%	719 22%	592 23%	974 21%	336 28%p
3	1138 20%	592 21%	546 19%	172 24%def g	156 17%	158 18%	165 16%	158 18%	232 22%def g	97 28%def g	335 21%am	326 20%	234 20%	244 18%	661 21%	477 19%	899 20%	239 20%
2	1165 20%	615 22%b	550 19%	186 25%deh i	137 15%	160 18%	218 22%di	196 23%dei	214 21%di	54 15%	342 21%	333 21%	230 19%	261 19%	674 21%	491 19%	902 20%	263 22%
1 - not at all important	2155 37%	1067 38%	1088 37%	254 35%hi	476 52%cfg hi	426 49%cgh i	457 45%cgh i	302 35%hi	217 21%i	23 7%	540 34%	615 38%j	465 39%j	536 39%j	1155 36%	1000 39%n	1793 39%q	362 30%
NET: Not important	3320 58%	1682 59%b	1638 56%	440 60%hi	613 67%cgh i	586 67%cgh i	675 67%cgh i	498 58%hi	431 42%i	76 22%	882 55%	947 59%	694 58%	797 58%	1829 57%	1491 58%	2695 59%q	625 52%
Mean	2.28	2.23	2.32a	2.21de f	1.97	1.99	2.04	2.30de f	2.74cd efg	3.23cd efgh	2.34kl	2.25	2.25	2.27	2.29	2.26	2.23	2.46p
Standard deviation	1.18	1.15	1.21	1.09	1.15	1.12	1.13	1.18	1.16	0.93	1.17	1.17	1.19	1.21	1.17	1.20	1.18	1.19
Standard error	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.05	0.03	0.03	0.03	0.03	0.02	0.02	0.02	0.03

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

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 75  
**Q.18a How important or not, are each of these communications services to your household at the moment?**  
 Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'  
**Landline - to make and receive calls**  
**Base: All respondents who have service**

	Country					Region										Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	5753	4766	496	313	178	496	220	591	448	476	447	313	556	759	789	480	178	5206	491
Weighted base	5769	4841	471	280	177	471	223	637	468	503	412	280	564	745	795	493	177	5221	491
NET: Important	2449 42%	2102 43%bd	180 38%cd	117 42%cd	49 28%	180 38%p	81 36%	256 40%p	207 44%p	229 46%efjp	159 38%p	117 42%p	263 47%efgj p	350 47%efgj p	341 43%p	217 44%p	49 28%	2189 42%	236 48%q
4 - very important	1311 23%	1124 23%cd	98 21%	63 22%	27 15%	98 21%	44 20%	135 21%	115 25%jp	137 27%egjp	75 18%	63 22%	150 27%egjp	172 23%p	184 23%p	111 23%p	27 15%	1183 23%	121 25%
3	1138 20%	978 20%cd	82 17%	55 20%	23 13%	82 17%	37 16%	121 19%	92 20%	92 18%	83 20%p	55 20%	113 20%p	179 24%efgi p	157 20%p	106 21%p	23 13%	1007 19%	115 23%q
2	1165 20%	988 20%	88 19%	54 19%	35 20%	88 19%	45 20%	113 18%	78 17%	80 16%	84 20%	54 19%	129 23%eghi	165 22%hi	185 23%ghi	110 22%hi	35 20%	1046 20%	104 21%
1 - not at all important	2155 37%	1751 36%	203 43%a	109 39%	93 52%abc	203 43%lmno	97 43%lmno	269 42%lmno	184 39%lm	195 39%lm	169 41%lmno	109 39%lm	173 31%	230 31%	269 34%	166 34%	93 52%eghi jklmno	1986 38%r	151 31%
NET: Not important	3320 58%	2739 57%	291 62%a	163 58%	128 72%abc	291 62%ilm	142 64%ilm	381 60%lm	262 56%	274 54%	254 62%ilm	163 58%	302 53%	395 53%	454 57%	276 56%	128 72%eghi jklmno	3032 58%r	255 52%
Mean	2.28	2.30bd	2.16d	2.25d	1.91	2.16p	2.13	2.19p	2.29p	2.34efj p	2.16p	2.25p	2.42efg jp	2.39efg jp	2.32efj p	2.33efj p	1.91	2.27	2.42q
Standard deviation	1.18	1.18	1.19	1.19	1.12	1.19	1.18	1.19	1.22	1.24	1.15	1.19	1.18	1.15	1.17	1.16	1.12	1.19	1.16
Standard error	0.02	0.02	0.05	0.07	0.08	0.05	0.08	0.05	0.06	0.06	0.05	0.07	0.05	0.04	0.04	0.05	0.08	0.02	0.05

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

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 76  
**Q.18a How important or not, are each of these communications services to your household at the moment?**  
**Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'**  
**Landline - to make and receive calls**  
**Base: All respondents who have service**

	Q.1 Landline supplier													Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM / Karoo (j)	Now TV (k)	SSE (l)	Util-ity Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-fone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	5753	5685	1382	264	368	56	1142	689	1204	258	34	94	35	39	5662	215	1081	347	14	1004	543	597	440	794	118	90	227	55
Weighted base	5769	5693	1379	265	355	53*	1156	688	1221	259	36**	90*	36**	36*	5677	206	1082	357	13**	992	558	608	441	803	118	85*	227	54*
NET: Important	2449	2430	659	115	127	20	458	326	477	98	21	36	16	23	2379	104	436	143	4	417	287	213	195	362	41	25	78	15
	42%	43%dfh	48%adh	43%	36%	38%	40%	47%adh	39%	38%	57%	40%	41%	65%abcdefghik	42%uyzA	50%npqsuxyzA	40%u	40%	35%	42%uyzA	51%npqsuvwxzA	35%	44%uyzA	45%uyzA	35%	30%	34%	28%
4 - very important	1311	1306	367	67	71	10	237	180	248	40	9	18	7	15	1272	59	249	74	-	235	159	102	100	198	13	10	32	7
	23%	23%fhi	27%adh	25%i	20%	18%	21%	26%adh	20%	15%	25%	20%	18%	43%abcdefghik	22%luxyzA	28%nuxyzA	23%luxyz	21%x	-	24%luxyz	29%npquxyzA	17%	23%luxyz	25%luxyzA	11%	12%	14%	12%
3	1138	1124	292	48	56	11	221	146	229	59	12	19	9	8	1108	45	187	69	4	183	128	111	95	164	28	15	46	8
	20%	20%	21%d	18%	16%	20%	19%	21%d	19%	23%d	32%	21%	24%	22%	20%	22%	17%	19%	35%	18%	23%anp	18%	22%	20%	24%	18%	20%	15%
2	1165	1139	267	56	76	15	240	139	235	49	4	16	5	8	1155	42	216	70	4	186	109	133	94	160	22	22	55	14
	20%	20%	19%	21%	22%	28%	21%	20%	19%	19%	12%	18%	12%	23%	20%	21%	20%	20%	31%	19%	19%	22%	21%	20%	18%	26%	24%	25%
1 - not at all important	2155	2124	453	94	151	18	458	222	510	111	12	38	17	5	2143	60	430	144	5	388	162	262	152	281	55	38	94	26
	37%	37%bgm	33%m	35%m	43%abgm	34%am	40%abgm	32%am	42%abgm	43%bgm	32%	42%am	46%	13%	38%ot	29%	40%ot	40%ot	35%	39%ot	29%	43%notvw	34%	35%t	47%otvw	44%ot	41%ot	47%ot
NET: Not important	3320	3263	720	150	228	33	698	361	744	160	16	54	22	13	3298	102	646	214	9	574	271	395	246	441	77	60	149	39
	58%	57%bgm	52%am	57%am	64%abgm	62%am	60%abgm	53%am	61%abgm	62%bgm	43%	60%am	59%	35%	58%ot	50%	60%ot	60%ot	65%	58%ot	49%	65%nopstvw	56%t	55%t	65%otvw	70%nosstw	66%nosstw	72%nostwtw
Mean	2.28	2.28dfhi	2.42adfi	2.33i	2.13	2.22	2.21	2.41adfi	2.18	2.10	2.49	2.18	2.13	2.95abcdefghik	2.27luxyzA	2.50npqsuxyzA	2.23ux	2.21	2.00	2.27luxyz	2.51npqsuvwxxyzA	2.09	2.33luxyzA	2.35nuxyzA	1.98	1.98	2.07	1.92
Standard deviation	1.18	1.19	1.20	1.20	1.17	1.11	1.17	1.19	1.18	1.13	1.19	1.18	1.20	1.09	1.18	1.18	1.20	1.18	0.87	1.21	1.18	1.13	1.17	1.19	1.07	1.06	1.08	1.06
Standard error	0.02	0.02	0.03	0.07	0.06	0.15	0.03	0.05	0.03	0.07	0.20	0.12	0.20	0.17	0.02	0.08	0.04	0.06	0.23	0.04	0.05	0.05	0.06	0.04	0.10	0.11	0.07	0.14

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 77  
**Q.18a How important or not, are each of these communications services to your household at the moment?**  
 Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'  
**Landline - to make and receive calls**  
 Base: All respondents who have service

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions		
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	5753	5680	1247	268	393	57	1190	692	1240	247	32	96	28	33	39	3516	372	1854	197	980	982	3066	1106	1902	3699
Weighted base	5769	5688	1244	263	382	56*	1204	690	1265	248	32**	92*	30**	36**	36*	3594	383	1887	200	1013	1011	2970	1147	1902	3705
NET: Important	2449	2413	585	119	141	23	477	329	493	90	19	36	9	14	22	1582	185	828	104	426	441	1308	408	851	1516
	42%	42% <sup>dth</sup>	47% <sup>adf</sup>	45%	37%	41%	40%	48% <sup>adh</sup>	39%	36%	60%	40%	29%	38%	62% <sup>adf</sup>	44%	48%	44%	52% <sup>oqs</sup>	42%	44% <sup>vw</sup>	44% <sup>vw</sup>	36%	45% <sup>x</sup>	41%
4 - very important	1311	1297	342	69	82	10	234	183	253	34	9	18	5	7	15	804	103	410	55	216	227	701	219	486	787
	23%	23% <sup>fhi</sup>	28% <sup>adf</sup>	26% <sup>fhi</sup>	22% <sup>ai</sup>	17%	19%	27% <sup>afh</sup>	20% <sup>ai</sup>	14%	28%	19%	17%	19%	43% <sup>abc</sup>	22%	27% <sup>oqs</sup>	22%	27%	21%	22%	24% <sup>vw</sup>	19%	26% <sup>x</sup>	21%
3	1138	1116	243	50	59	13	244	145	240	56	10	19	4	7	7	778	82	418	50	210	214	607	189	365	729
	20%	20% <sup>d</sup>	19%	19%	15%	24%	20% <sup>d</sup>	21% <sup>d</sup>	19%	23% <sup>d</sup>	31%	20%	12%	19%	18%	22%	21%	22%	25%	21%	21% <sup>vw</sup>	20% <sup>vw</sup>	17%	19%	20%
2	1165	1147	248	54	82	16	249	142	249	44	4	17	7	5	9	725	82	382	55	187	207	593	215	369	763
	20%	20%	20%	21%	21%	29%	21%	21%	20%	18%	13%	18%	25%	13%	25%	20%	21%	20%	27% <sup>oqs</sup>	19%	20%	20%	19%	19%	21%
1 - not at all important	2155	2128	411	90	159	16	477	220	524	114	9	39	14	17	5	1287	117	676	41	400	363	1069	523	682	1426
	37%	37% <sup>bgn</sup>	33% <sup>n</sup>	34% <sup>n</sup>	42% <sup>cbgn</sup>	29%	40% <sup>cbgn</sup>	32% <sup>n</sup>	41% <sup>abc</sup>	46% <sup>abc</sup>	27%	42% <sup>n</sup>	46%	49%	13%	36% <sup>opr</sup>	30% <sup>r</sup>	36% <sup>r</sup>	41%	39% <sup>opr</sup>	36%	36%	46% <sup>tu</sup>	36%	38%
NET: Not important	3320	3275	659	144	241	33	726	361	773	158	13	55	21	22	14	2011	198	1059	96	587	570	1662	739	1051	2189
	58%	58% <sup>bgn</sup>	53%	55%	63% <sup>abgn</sup>	59%	60% <sup>abgn</sup>	52%	61% <sup>abgn</sup>	64% <sup>abgn</sup>	40%	60% <sup>n</sup>	71%	62%	38%	56% <sup>r</sup>	52%	56% <sup>r</sup>	48%	58% <sup>r</sup>	56%	56%	64% <sup>tu</sup>	55%	59% <sup>w</sup>
Mean	2.28	2.28 <sup>hi</sup>	2.42 <sup>adh</sup>	2.37 <sup>d</sup>	2.17	2.30	2.19	2.42 <sup>adh</sup>	2.18	2.04	2.60	2.16	1.99	2.08	2.92 <sup>ab</sup>	2.31	2.45 <sup>oqs</sup>	2.30	2.59 <sup>oqs</sup>	2.24	2.30 <sup>v</sup>	2.32 <sup>v</sup>	2.09	2.34 <sup>x</sup>	2.24
		<sup>i</sup>	<sup>fhi</sup>	<sup>hi</sup>				<sup>fhi</sup>							<sup>ik</sup>	<sup>s</sup>		<sup>s</sup>							
Standard deviation	1.18	1.19	1.21	1.20	1.19	1.08	1.16	1.19	1.17	1.11	1.18	1.14	1.21	1.11	1.17	1.18	1.17	1.10	1.18	1.17	1.19	1.17	1.21	1.17	
Standard error	0.02	0.02	0.03	0.07	0.06	0.14	0.03	0.05	0.03	0.07	0.21	0.12	0.22	0.21	0.18	0.02	0.06	0.03	0.08	0.04	0.04	0.02	0.04	0.03	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 78  
Q.18a How important or not, are each of these communications services to your household at the moment?  
Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'

**Mobile**  
Base: All respondents who have service

	Total	Gender		Age						Social Grade						Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6272	3091	3181	762	1076	993	1095	946	1044	356	1864	1661	1337	1410	3525	2747	5030	1242
Weighted base	6272	3070	3202	874	1057	979	1082	895	1039	346	1705	1773	1279	1515	3479	2793	5031	1241
NET: Important	5733	2752	2981	822	996	930	1024	814	884	263	1539	1625	1188	1381	3164	2569	4637	1096
	91%	90%	93%a	94%ghi	94%ghi	95%ghi	95%ghi	91%hi	85%i	76%	90%	92%	93%j	91%	92%	92%q	88%	
4 - very important	4334	1945	2389	624	754	738	805	616	623	176	1146	1223	902	1064	2369	1966	3537	798
	69%	63%	75%a	71%hi	71%hi	75%ghi	74%ghi	69%hi	60%i	51%	67%	69%	71%	70%	68%	70%	70%q	64%
3	1399	806	592	198	242	192	219	198	261	88	393	403	286	316	796	603	1101	298
	22%	26%b	18%	23%	23%	20%	20%	22%	25%ef	25%e	23%	23%	22%	21%	23%	22%	22%	24%
2	408	249	159	45	52	39	42	60	112	59	132	114	67	94	246	162	299	108
	6%	8%b	5%	5%	5%	4%	4%	7%ef	11%scde	17%cdef	8%l	6%	5%	6%	7%	6%	6%	9%p
1 - not at all important	131	69	62	8	9	10	17	21	43	23	34	34	23	40	68	63	94	37
	2%	2%	2%	1%	1%	1%	2%	2%cde	4%cdef	7%cdef	2%	2%	2%	3%	2%	2%	2%	3%p
NET: Not important	539	318	221	52	61	49	59	81	155	82	166	148	91	134	314	225	394	145
	9%	10%b	7%	6%	6%	5%	5%	9%cde	15%cde	24%cde	10%l	8%	7%	9%	9%	8%	8%	12%p
Mean	3.58	3.51	3.66a	3.65gh	3.65gh	3.69gh	3.67gh	3.57hi	3.41i	3.20	3.55	3.59	3.62j	3.59	3.57	3.60	3.61q	3.50
Standard deviation	0.71	0.74	0.66	0.62	0.62	0.60	0.62	0.72	0.84	0.95	0.72	0.70	0.67	0.72	0.71	0.70	0.69	0.78
Standard error	0.01	0.01	0.01	0.02	0.02	0.02	0.02	0.02	0.03	0.05	0.02	0.02	0.02	0.02	0.01	0.01	0.01	0.02

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

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 79  
Q.18a How important or not, are each of these communications services to your household at the moment?  
Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'

**Mobile**  
Base: All respondents who have service

	Country					Region										Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6272	5202	545	334	191	545	249	644	491	523	492	334	579	844	854	526	191	5635	574
Weighted base	6272	5263	522	299	188	522	249	692	511	549	299	589	831	857	536	188	5636	573	
NET: Important	5733 91%	4807 91%	477 91%	269 90%	180 96%ac	477 91%	234 94%o	638 92%o	469 92%	492 90%	408 91%	269 90%	530 90%	776 93%ilo	788 92%o	472 88%	180 96%ijkl o	5140 91%	541 95%q
4 - very important	4334 69%	3628 69%	340 65%	211 71%	154 82%abc	340 65%	182 73%eo	492 71%eo	340 67%	375 68%	301 67%	211 71%	399 68%	606 73%ehjo	586 68%	346 65%	154 82%efgh ijklmno	3879 69%	419 73%
3	1399 22%	1179 22% <sup>d</sup>	137 26% <sup>cd</sup>	57 19%	26 14%	137 26% <sup>kmp</sup>	52 21%	146 21% <sup>p</sup>	129 25% <sup>p</sup>	117 21% <sup>p</sup>	106 24% <sup>p</sup>	57 19%	131 22% <sup>p</sup>	169 20% <sup>p</sup>	202 24% <sup>p</sup>	126 24% <sup>p</sup>	26 14%	1262 22%	122 21%
2	408 6%	358 7%	27 5%	17 6%	6 3%	27 5%	10 4%	42 6%	31 6%	42 8% <sup>p</sup>	32 7%	17 6%	43 7%	45 5%	56 7%	57 11% <sup>efghk mnp</sup>	6 3%	375 7%	26 5%
1 - not at all important	131 2%	98 2%	17 3% <sup>a</sup>	14 5% <sup>ad</sup>	2 1%	17 3% <sup>mno</sup>	5 2%	12 2%	11 2%	15 3%	9 2%	14 5% <sup>gjmnop</sup>	16 3%	10 1%	13 2%	7 1%	2 1%	121 2%	6 1%
NET: Not important	539 9%	456 9% <sup>d</sup>	45 9%	31 10% <sup>d</sup>	8 4%	45 9%	15 6%	54 8%	42 8%	57 10% <sup>mp</sup>	41 9% <sup>p</sup>	31 10% <sup>p</sup>	59 10% <sup>mp</sup>	55 7%	70 8%	64 12% <sup>fgmnp</sup>	8 4%	496 9% <sup>r</sup>	31 5%
Mean	3.58	3.58	3.53	3.56	3.77 <sup>abc</sup>	3.53	3.65 <sup>eo</sup>	3.62 <sup>o</sup>	3.56	3.55	3.56	3.56	3.55	3.65 <sup>ehi jlo</sup>	3.59	3.51	3.77 <sup>egh ijklmno</sup>	3.58	3.67 <sup>q</sup>
Standard deviation	0.71	0.70	0.74	0.80	0.56	0.74	0.65	0.68	0.71	0.75	0.71	0.80	0.75	0.64	0.68	0.74	0.56	0.71	0.61
Standard error	0.01	0.01	0.03	0.04	0.04	0.03	0.04	0.03	0.03	0.03	0.03	0.04	0.03	0.02	0.02	0.03	0.04	0.01	0.03

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

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 80  
**Q.18a How important or not, are each of these communications services to your household at the moment?**  
**Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'**  
**Mobile**  
**Base: All respondents who have service**

	Q.1 Landline supplier													Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now TV (k)	SSE (l)	Util-ity Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6272	5619	1360	263	362	56	1131	678	1195	258	33	94	33	38	6246	221	1188	402	18	1121	572	687	470	874	127	98	239	71
Weighted base	6272	5627	1359	263	348	53*	1144	676	1212	259	36**	90*	36**	35*	6245	212	1197	411	17**	1102	584	693	470	879	127	92*	241	69*
NET: Important	5733	5131	1238	248	302	43	1094	599	1108	240	34	73	28	29	5713	196	1091	377	16	1004	524	637	428	815	114	89	233	64
	91%	91%degk	91%dek	94%degkm	87%	81%	96%abcd	89%	91%dek	93%dek	95%	81%	78%	83%	91%	93%	91%	92%	94%	91%	90%	92%	91%	93%	90%	96%t	97%npq	93%
4 - very important	4334	3865	908	196	229	36	827	430	863	180	22	54	23	20	4323	143	851	282	13	794	373	467	325	605	84	69	178	53
	69%	69%g	67%	74%bdgkm	66%	68%	72%abcdgk	64%	71%bgk	70%	63%	60%	62%	58%	69%t	68%	71%t	69%	80%	72%nt	64%	67%	69%	69%	66%	74%	74%t	77%t
3	1399	1266	330	52	73	7	266	168	245	60	11	19	6	9	1390	53	240	95	2	210	151	169	103	210	30	21	55	11
	22%	22%	24%h	20%	21%	13%	23%	25%h	20%	23%	32%	21%	16%	25%	22%st	25%	20%	23%	14%	19%	26%np	24%ps	22%	24%st	24%	23%	23%	23%
2	408	374	95	12	36	8	37	55	79	16	1	10	8	3	403	12	81	29	1	76	44	39	33	49	9	3	7	3
	6%	7%f	7%f	5%	10%acf	15%abcf	3%	8%f	7%f	6%f	3%	11%cf	21%	9%	6%z	6%	7%z	7%z	6%	7%z	7%z	6%	7%z	6%	7%	4%	3%	5%
1 - not at all important	131	122	26	3	10	2	14	23	25	2	1	7	1	3	128	3	25	5	-	23	17	17	9	15	3	-	1	2
	2%	2%f	2%	1%	3%f	4%	1%	3%af	2%	1%	2%	8%abcd	1%	8%abcf	2%	2%	2%	1%	-	2%	3%z	3%	2%	2%	3%	-	*	2%
NET: Not important	539	496	120	16	46	10	51	78	104	18	2	17	8	6	531	15	105	34	1	99	60	56	42	64	13	3	8	5
	9%	9%f	9%f	6%	13%abc	19%abcf	4%	11%acf	9%f	7%	5%	19%abc	22%	17%cf	9%z	7%	9%z	8%z	6%	9%z	10%yz	8%z	9%z	7%z	10%z	4%	3%	7%
Mean	3.58	3.58dgkm	3.56k	3.67abdegkm	3.50	3.45	3.67abdegk	3.49	3.61dgkm	3.62gkm	3.56	3.34	3.39	3.32	3.59t	3.59	3.60t	3.59	3.74	3.61t	3.51	3.57	3.58	3.60t	3.54	3.70t	3.70nqtuvwx	3.68
Standard deviation	0.71	0.71	0.71	0.63	0.79	0.89	0.60	0.78	0.70	0.65	0.67	0.96	0.87	0.96	0.70	0.67	0.71	0.67	0.58	0.71	0.76	0.71	0.71	0.68	0.75	0.53	0.54	0.68
Standard error	0.01	0.01	0.02	0.04	0.04	0.12	0.02	0.03	0.02	0.04	0.12	0.10	0.15	0.16	0.01	0.05	0.02	0.03	0.14	0.02	0.03	0.03	0.03	0.02	0.07	0.05	0.03	0.08

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 81  
**Q.18a How important or not, are each of these communications services to your household at the moment?**  
 Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'  
**Mobile**  
 Base: All respondents who have service

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions		
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM/Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	6272	6088	1261	293	412	61	1234	723	1429	268	33	108	31	33	39	3666	374	1935	202	1031	1102	3292	1204	2081	4024
Weighted base	6272	6085	1257	289	397	61*	1253	720	1451	266	33**	105*	32**	36**	36*	3752	386	1975	206	1063	1123	3187	1245	2079	4017
NET: Important	5733	5560	1147	275	345	53	1190	637	1331	250	31	88	29	28	29	3494	353	1852	189	981	1019	2892	1165	1884	3697
	91%	91% <sup>dgk</sup>	91% <sup>dk</sup>	95% <sup>abd</sup>	87%	86%	95% <sup>abd</sup>	88%	92% <sup>gdgk</sup>	94% <sup>gdgk</sup>	95%	84%	90%	80%	83%	93%	92%	94%	92%	92%	91%	91%	94% <sup>tu</sup>	91%	92%
4 - very important	4334	4197	847	212	264	42	900	462	1040	182	21	67	21	23	21	2628	271	1375	127	757	793	2163	899	1461	2768
	69%	69% <sup>g</sup>	67%	73% <sup>g</sup>	66%	69%	72% <sup>abg</sup>	64%	72% <sup>abg</sup>	69%	65%	64%	66%	65%	58%	70% <sup>er</sup>	70% <sup>er</sup>	70% <sup>er</sup>	61%	71% <sup>er</sup>	71%	68%	72% <sup>u</sup>	70%	69%
3	1399	1363	300	63	82	10	290	175	292	68	10	21	8	5	9	865	82	477	63	223	226	728	266	423	929
	22%	22% <sup>h</sup>	24% <sup>h</sup>	22%	21%	17%	23%	24% <sup>h</sup>	20%	26%	30%	20%	24%	14%	24%	23%	21%	24%	30% <sup>ops</sup>	21%	20%	23%	21%	20%	23% <sup>w</sup>
2	408	396	87	10	37	8	47	62	93	13	1	10	2	7	3	199	26	92	15	63	71	224	65	132	258
	6%	7% <sup>cf</sup>	7% <sup>cf</sup>	3%	9% <sup>acf</sup>	12% <sup>cfi</sup>	4%	9% <sup>acf</sup>	6% <sup>f</sup>	5%	3%	9% <sup>cf</sup>	7%	19%	9%	5%	7%	5%	7%	6%	6%	7% <sup>v</sup>	5%	6%	6%
1 - not at all important	131	128	23	4	15	1	17	21	27	2	1	7	1	3	59	6	31	2	19	33	71	14	64	62	
	2%	2% <sup>f</sup>	2%	1%	4% <sup>abfhi</sup>	1%	1%	3% <sup>f</sup>	2%	1%	3%	7% <sup>abcfhi</sup>	3%	1%	8% <sup>abcfhi</sup>	2%	2%	2%	1%	2%	3% <sup>v</sup>	2% <sup>v</sup>	1%	3% <sup>x</sup>	2%
NET: Not important	539	524	110	14	51	8	63	83	120	15	2	17	3	7	6	258	33	123	17	83	104	296	80	196	320
	9%	9% <sup>cf</sup>	9% <sup>cf</sup>	5%	13% <sup>abc</sup>	14% <sup>cf</sup>	5%	12% <sup>acfh</sup>	8% <sup>f</sup>	6%	5%	16% <sup>abc</sup>	10%	20%	17% <sup>cfi</sup>	7%	8%	6%	8%	9% <sup>v</sup>	9% <sup>v</sup>	6%	9%	8%	
Mean	3.58	3.58 <sup>dgkn</sup>	3.57 <sup>k</sup>	3.67 <sup>abdgn</sup>	3.50	3.54	3.65 <sup>abdgn</sup>	3.50	3.62 <sup>dgkn</sup>	3.62 <sup>gkn</sup>	3.57	3.41	3.53	3.43	3.33	3.62	3.60	3.62	3.52	3.62	3.58	3.56	3.65 <sup>tu</sup>	3.58	3.59
Standard deviation	0.71	0.71	0.70	0.62	0.81	0.76	0.62	0.77	0.69	0.62	0.68	0.92	0.77	0.85	0.96	0.66	0.69	0.65	0.68	0.68	0.74	0.72	0.64	0.74	0.68
Standard error	0.01	0.01	0.02	0.04	0.04	0.10	0.02	0.03	0.02	0.04	0.12	0.09	0.14	0.15	0.01	0.04	0.01	0.05	0.02	0.02	0.01	0.02	0.02	0.02	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 82  
**Q.18a How important or not, are each of these communications services to your household at the moment?**  
 Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'  
**Fixed Broadband - through a phone or fibre optic cable - perhaps using a WI-FI router**  
 Base: All respondents who have service

	Total	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6217	3059	3158	753	1064	969	1075	934	1055	367	1862	1645	1324	1386	3507	2710	4979	1238
Weighted base	6219	3038	3181	862	1042	954	1066	888	1050	356	1699	1759	1266	1495	3458	2761	4979	1240
NET: Important	6032	2933	3099	812	1015	932	1035	872	1024	343	1654	1717	1227	1434	3371	2661	4820	1212
	97%	97%	97%	94%	97% <sup>c</sup>	98% <sup>c</sup>	97% <sup>c</sup>	98% <sup>c</sup>	97% <sup>c</sup>	96%	97% <sup>m</sup>	98% <sup>m</sup>	97%	96%	97% <sup>o</sup>	96%	97%	98%
4 - very important	5059	2411	2648	645	809	774	911	748	885	285	1414	1457	1007	1181	2870	2188	4029	1029
	81%	79%	83% <sup>a</sup>	75%	78%	81% <sup>c</sup>	85% <sup>cde</sup>	84% <sup>cd</sup>	84% <sup>cd</sup>	80%	83% <sup>lm</sup>	83% <sup>lm</sup>	80%	79%	83% <sup>o</sup>	79%	81%	83%
3	973	522	451	166	205	157	124	124	139	58	240	260	220	253	500	473	791	182
	16%	17% <sup>b</sup>	14%	19% <sup>fgh</sup>	20% <sup>fgh</sup>	16% <sup>f</sup>	12%	14%	13%	16% <sup>f</sup>	14%	15%	17% <sup>ej</sup>	17% <sup>ej</sup>	14%	17% <sup>n</sup>	16%	15%
2	145	86	59	39	24	16	24	13	17	11	35	30	30	49	66	79	124	21
	2%	3% <sup>b</sup>	2%	5% <sup>defg</sup>	2%	2%	2%	2%	2%	3%	2%	2%	2%	3% <sup>jk</sup>	2%	3% <sup>n</sup>	2%	2%
1 - not at all important	42	19	23	12	3	7	7	2	9	2	10	12	8	12	22	20	35	7
	1%	1%	1%	1% <sup>dg</sup>	*	1%	1%	*	1%	2	1%	1%	1%	1%	1%	1%	1%	1%
NET: Not important	187	105	82	51	28	22	31	16	26	13	45	42	38	61	87	99	159	28
	3%	3%	3%	6% <sup>defg</sup>	3%	2%	3%	2%	3%	4%	3%	2%	3%	4% <sup>jk</sup>	3%	4% <sup>n</sup>	3%	2%
Mean	3.78	3.75	3.80 <sup>a</sup>	3.68	3.75 <sup>c</sup>	3.78 <sup>c</sup>	3.82 <sup>cd</sup>	3.82 <sup>cd</sup>	3.81 <sup>cd</sup>	3.76 <sup>c</sup>	3.80 <sup>lm</sup>	3.80 <sup>m</sup>	3.76	3.74	3.80 <sup>o</sup>	3.75	3.77	3.80
Standard deviation	0.51	0.53	0.49	0.63	0.50	0.50	0.48	0.44	0.49	0.53	0.49	0.49	0.52	0.55	0.49	0.54	0.52	0.48
Standard error	0.01	0.01	0.01	0.02	0.02	0.02	0.01	0.01	0.02	0.03	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 83  
**Q.18a How important or not, are each of these communications services to your household at the moment?**  
**Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'**  
**Fixed Broadband - through a phone or fibre optic cable - perhaps using a WI-FI router**  
**Base: All respondents who have service**

	Country					Region										Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York-shire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6217	5158	541	330	188	541	247	640	487	516	492	330	577	830	846	523	188	5596	559
Weighted base	6219	5218	520	296	185	520	250	687	505	545	449	296	583	813	851	535	185	5597	558
NET: Important	6032	5058	506	287	181	506	239	666	486	526	439	287	568	788	824	522	181	5443	537
	97%	97%	97%	97%	98%	97%	96%	97%	96%	97%	98%	97%	97%	97%	97%	98%	98%	97%	96%
4 - very important	5059	4218	432	248	160	432	196	552	393	446	363	248	474	640	704	448	160	4590	427
	81%	81%	83%	84%	87%	83%	79%	80%	78%	82%	81%	84%	81%	79%	83%h	84%hm	87%ftm	82%r	76%
3	973	840	74	39	21	74	42	114	92	80	75	39	94	148	120	74	21	853	110
	16%	16%	14%	13%	11%	14%	17%	17%	18%p	15%	17%	13%	16%	18%np	14%	14%	11%	15%	20%q
2	145	122	13	8	2	13	9	14	17	15	8	8	11	22	17	9	2	120	17
	2%	2%	2%	3%	1%	2%	4%	2%	3%	3%	2%	3%	2%	3%	2%	2%	1%	2%	3%
1 - not at all important	42	38	1	1	1	1	2	6	3	3	2	1	5	3	10	4	1	34	4
	1%	1%	*	*	1%	*	1%	1%	1%	1%	*	*	1%	*	1%	1%	1%	1%	1%
NET: Not important	187	160	14	9	4	14	11	21	20	18	10	9	15	25	28	13	4	155	22
	3%	3%	3%	3%	2%	3%	4%	3%	4%	3%	2%	3%	3%	3%	3%	2%	2%	3%	4%
Mean	3.78	3.77	3.80	3.80	3.84	3.80h	3.73	3.77	3.73	3.78	3.78	3.80	3.78	3.75	3.78	3.81h	3.84ftm	3.79r	3.72
Standard deviation	0.51	0.52	0.47	0.49	0.45	0.47	0.56	0.53	0.54	0.51	0.49	0.49	0.51	0.51	0.53	0.48	0.45	0.50	0.56
Standard error	0.01	0.01	0.02	0.03	0.03	0.02	0.04	0.02	0.02	0.02	0.02	0.03	0.02	0.02	0.02	0.02	0.03	0.01	0.02

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

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 84  
**Q.18a How important or not, are each of these communications services to your household at the moment?**  
Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'  
**Fixed Broadband - through a phone or fibre optic cable - perhaps using a WI-FI router**  
Base: All respondents who have service

	Q.1 Landline supplier													Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM/ Karoo (j)	Now TV (k)	SSE (l)	Util-ity Ware-house (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-fone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6217	5662	1371	264	368	55	1139	687	1202	258	32	93	35	39	6126	220	1173	387	16	1099	565	656	469	863	124	98	238	65
Weighted base	6219	5667	1369	265	355	52*	1151	685	1220	259	32**	89*	38**	36*	6127	211	1182	396	15**	1079	577	665	469	866	124	92*	239	63*
NET: Important	6032	5508	1338	260	346	47	1115	663	1193	245	31	87	36	33	5953	203	1157	383	13	1053	565	636	456	841	122	92	235	59
	97%	97%ei	98%eim	98%em	98%e	90%	97%e	97%e	98%eim	95%	97%	98%	94%	92%	97%u	96%	98%uA	97%	87%	98%uA	98%uA	96%	97%	97%	98%	99%A	98%A	93%
4 - very important	5059	4626	1147	210	307	40	915	546	1011	195	24	69	31	27	4999	168	976	337	12	874	468	534	370	692	112	82	197	50
	81%	82%i	84%afgi	79%	86%acfgik	77%	80%	80%	83%i	75%	75%	78%	81%	75%	82%	80%	83%	85%vw	82%	81%	81%	80%	79%	80%	90%nopstuvw	89%vw	83%	80%
3	973	882	192	50	39	7	199	117	182	50	7	18	5	6	954	35	181	46	1	179	97	102	86	149	10	10	38	9
	16%	16%d	14%	19%d	11%	13%	17%bd	17%d	15%	20%bd	23%	20%d	13%	16%	16%qx	17%qx	15%qx	12%	5%	17%qx	17%qx	15%qx	18%qx	17%qx	8%	10%	16%	14%
2	145	125	24	3	8	4	33	17	20	6	1	2	2	3	135	5	18	10	2	22	10	24	13	17	2	1	4	1
	2%	2%	2%	1%	2%	7%abch	3%	3%	2%	2%	3%	2%	6%	8%abcdgh	2%	2%	1%	2%	13%	2%	2%	4%npst	3%	2%	1%	1%	2%	1%
1 - not at all important	42	34	7	2	1	1	3	5	7	7	-	-	-	-	39	3	7	2	-	4	3	5	-	8	1	-	-	3
	1%	1%	*	1%	*	3%f	*	1%	1%	3%abdfgh	-	-	-	-	1%	1%v	1%	1%	-	*	1%	1%	-	1%v	1%	-	-	6%npqstuvwxyz
NET: Not important	187	159	30	5	9	5	36	22	27	13	1	2	2	3	174	8	25	12	2	27	12	30	13	26	2	1	4	4
	3%	3%	2%	2%	2%	10%abcd fgh	3%	3%	2%	5%abh	3%	2%	6%	8%bch	3%	4%	2%	3%	13%	2%	2%	4%npst	3%	3%	2%	1%	2%	7%pstyz
Mean	3.78	3.78i	3.81ae	3.77	3.84ae	3.64	3.76i	3.76	3.80ei	3.67	3.72	3.75	3.75	3.67	3.78	3.75	3.80	3.81	3.69	3.78	3.78	3.75	3.76	3.76	3.88no	3.88ou	3.81	3.67
			fgi		fgim																				3.88no	3.88ou		
Standard deviation	0.51	0.50	0.47	0.50	0.45	0.74	0.51	0.53	0.47	0.66	0.51	0.49	0.55	0.63	0.50	0.56	0.48	0.49	0.71	0.49	0.48	0.56	0.48	0.53	0.40	0.34	0.43	0.77
Standard error	0.01	0.01	0.01	0.03	0.02	0.10	0.02	0.02	0.01	0.04	0.09	0.05	0.09	0.10	0.01	0.04	0.01	0.02	0.18	0.01	0.02	0.02	0.02	0.02	0.04	0.03	0.03	0.10

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 85  
**Q.18a How important or not, are each of these communications services to your household at the moment?**  
 Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'  
**Fixed Broadband - through a phone or fibre optic cable - perhaps using a WI-FI router**  
 Base: All respondents who have service

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions		
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM/Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	6217	6153	1278	295	419	61	1245	734	1439	268	34	108	32	35	40	3682	379	1940	201	1037	1077	3279	1198	2062	3990
Weighted base	6219	6150	1273	292	404	61*	1265	731	1461	266	34*	105*	33**	37**	36*	3767	390	1978	205	1070	1102	3175	1238	2061	3984
NET: Important	6032	5980	1243	284	391	58	1230	710	1430	253	33	103	33	35	33	3657	373	1925	193	1046	1056	3091	1217	1997	3879
	97%	97% <sup>n</sup>	98% <sup>in</sup>	97%	97%	95%	97%	97%	98% <sup>in</sup>	95%	97%	98%	100%	94%	92%	97% <sup>er</sup>	95%	97% <sup>er</sup>	94%	98% <sup>pr</sup>	96%	97% <sup>t</sup>	98% <sup>t</sup>	97%	97%
4 - very important	5059	5023	1071	226	346	50	1012	583	1215	198	26	81	31	30	28	2996	295	1577	148	868	848	2618	1053	1710	3219
	81%	82% <sup>ai</sup>	84% <sup>acfi</sup>	77%	86% <sup>acfi</sup>	82%	80%	80%	83% <sup>ci</sup>	75%	76%	77%	93%	81%	76%	80% <sup>er</sup>	76%	80% <sup>er</sup>	72%	81% <sup>pr</sup>	77%	82% <sup>t</sup>	85% <sup>t</sup>	83%	81%
3	973	957	172	58	45	8	218	127	214	55	7	22	2	5	6	661	78	348	45	178	208	473	164	286	661
	16%	16% <sup>bd</sup>	14%	20% <sup>bdh</sup>	11%	13%	17% <sup>bd</sup>	17% <sup>bd</sup>	15%	21% <sup>abd</sup>	22%	21% <sup>bd</sup>	7%	13%	16%	18%	20%	18%	22%	17%	19% <sup>uv</sup>	15%	13%	14%	17% <sup>w</sup>
2	145	131	22	7	10	3	31	15	25	5	1	2	-	2	3	89	16	43	10	19	38	62	17	47	86
	2%	2%	2%	2%	2%	5%	2%	2%	2%	2%	3%	2%	-	6%	8% <sup>abdfghi</sup>	2%	4% <sup>oqs</sup>	2%	5% <sup>oqs</sup>	2%	3% <sup>uv</sup>	2%	1%	2%	2%
1 - not at all important	42	39	8	2	4	-	4	6	7	8	-	-	-	-	-	21	2	10	2	6	8	21	3	17	18
	1%	1%	1%	1%	1%	-	1%	1%	1%	3% <sup>abfghi</sup>	-	-	-	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
NET: Not important	187	169	30	8	13	3	35	22	32	12	1	2	-	2	3	110	18	53	12	25	46	84	21	64	105
	3%	3%	2%	3%	3%	5%	3%	3%	2%	5% <sup>bh</sup>	3%	2%	-	6%	8% <sup>abh</sup>	3%	5% <sup>s</sup>	3%	6% <sup>oqs</sup>	2%	4% <sup>uv</sup>	3%	2%	3%	3%
Mean	3.78	3.78 <sup>i</sup>	3.81 <sup>acfi</sup>	3.74	3.81 <sup>i</sup>	3.77	3.77 <sup>i</sup>	3.76 <sup>i</sup>	3.81 <sup>ci</sup>	3.67	3.73	3.75	3.93	3.75	3.68	3.76 <sup>pr</sup>	3.71	3.76 <sup>r</sup>	3.65	3.78 <sup>pr</sup>	3.72	3.79 <sup>t</sup>	3.83 <sup>tu</sup>	3.79	3.78
Standard deviation	0.51	0.50	0.47	0.52	0.51	0.53	0.50	0.52	0.47	0.66	0.50	0.48	0.25	0.56	0.63	0.51	0.56	0.51	0.62	0.49	0.56	0.49	0.43	0.51	0.49
Standard error	0.01	0.01	0.01	0.03	0.02	0.07	0.01	0.02	0.01	0.04	0.09	0.05	0.04	0.09	0.10	0.01	0.03	0.01	0.04	0.02	0.02	0.01	0.01	0.01	0.01

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 86

**Q.18a How important or not, are each of these communications services to your household at the moment?**

Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'

**Pay TV - By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV**

Base: All respondents who have service

	Gender		Age							Social Grade					Area type			
	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)	
Unweighted base	3799	1939	1860	498	659	622	699	553	587	181	1146	997	849	807	2143	1656	3123	676
Weighted base	3891	1962	1929	595	646	632	707	539	598	173	1077	1098	831	884	2175	1715	3189	701
NET: Important	2683	1327	1356	359	460	448	506	371	420	120	751	751	572	608	1502	1181	2209	474
	69%	68%	70%	60%	71% <sup>c</sup>	71% <sup>c</sup>	72% <sup>c</sup>	69% <sup>c</sup>	70% <sup>c</sup>	69% <sup>c</sup>	70%	68%	69%	69%	69%	69%	69%	68%
4 - very important	1299	589	711	140	223	197	248	202	227	62	351	351	281	316	702	597	1082	218
	33%	30%	37% <sup>a</sup>	23%	35% <sup>c</sup>	31% <sup>c</sup>	35% <sup>c</sup>	38% <sup>ce</sup>	38% <sup>ce</sup>	36% <sup>c</sup>	33%	32%	34%	36%	32%	35%	34%	31%
3	1384	738	645	219	236	251	257	168	193	58	400	400	291	293	800	584	1127	257
	36%	38% <sup>b</sup>	33%	37%	37%	40% <sup>gh</sup>	36%	31%	32%	34%	37%	36%	35%	33%	37%	34%	35%	37%
2	764	403	361	180	125	125	127	93	91	23	205	223	163	173	427	336	630	134
	20%	21%	19%	30% <sup>def</sup>	19%	20% <sup>i</sup>	18%	17%	15%	13%	19%	20%	20%	20%	20%	20%	20%	19%
1 - not at all important	444	232	212	56	61	59	74	76	87	30	121	124	96	102	246	198	351	93
	11%	12%	11%	9%	10%	9%	10%	14% <sup>cde</sup>	15% <sup>cde</sup>	18% <sup>cde</sup>	11%	11%	12%	12%	11%	12%	11%	13%
NET: Not important	1208	635	573	236	186	184	201	168	179	53	326	347	259	276	673	535	980	227
	31%	32%	30%	40% <sup>def</sup>	29%	29%	28%	31%	30%	31%	30%	32%	31%	31%	31%	31%	31%	32%
Mean	2.91	2.86	2.96 <sup>a</sup>	2.74	2.96 <sup>c</sup>	2.93 <sup>c</sup>	2.96 <sup>c</sup>	2.92 <sup>c</sup>	2.93 <sup>c</sup>	2.88	2.91	2.89	2.91	2.93	2.90	2.92	2.92	2.85
Standard deviation	0.99	0.98	1.00	0.92	0.96	0.94	0.97	1.05	1.06	1.09	0.98	0.98	1.00	1.01	0.98	1.00	0.99	1.01
Standard error	0.02	0.02	0.02	0.04	0.04	0.04	0.04	0.04	0.04	0.08	0.03	0.03	0.03	0.04	0.02	0.02	0.02	0.04

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

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 87

**Q.18a How important or not, are each of these communications services to your household at the moment?**

Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'

**Pay TV - By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV**

**Base: All respondents who have service**

	Country					Region											Ethnicity		
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humberside (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	3799	3160	331	192	116	331	154	405	295	303	325	192	325	542	539	272	116	3373	394
Weighted base	3891	3274	324	177	116	324	162	442	313	331	301	177	341	533	562	290	116	3465	390
NET: Important	2683 69%	2266 69%	212 65%	119 67%	86 75%	212 65%	123 76%elo	297 67%	227 73%	233 70%	206 68%	119 67%	224 66%	384 72%	384 68%	188 65%	86 75%	2398 69%	258 66%
4 - very important	1299 33%	1118 34%b	84 26%	59 33%	39 33%	84 26%	62 38%e	156 35%e	106 34%e	132 40%ejln o	94 31%	59 33%	106 31%	198 37%e	178 32%	87 30%	39 33%	1169 34%	116 30%
3	1384 36%	1148 35%	128 39%	60 34%	48 41%	128 39%gi	61 38%	140 32%	122 39%	101 31%	112 37%	60 34%	118 35%	187 35%	206 37%	101 35%	48 41%	1228 35%	142 36%
2	764 20%	642 20%	73 23%	32 18%	16 14%	73 23%	25 15%	91 21%	54 17%	59 18%	56 19%	32 18%	80 24%np	102 19%	96 17%	78 27%fhij kmnp	16 14%	676 20%	83 21%
1 - not at all important	444 11%	366 11%	39 12%	26 15%	14 12%	39 12%	14 9%	55 12%	31 10%	38 12%	39 13%	26 15%mo	37 11%	46 9%	82 15%mo	24 8%	14 12%	391 11%	49 13%
NET: Not important	1208 31%	1008 31%	112 35%	58 33%	29 25%	112 35%f	39 24%	145 33%	85 27%	98 30%	95 32%	58 33%	117 34%f	148 28%	178 32%	102 35%f	29 25%	1067 31%	132 34%
Mean	2.91	2.92b	2.79	2.86	2.96	2.79	3.05en	2.90	2.97e	2.99e	2.87	2.86	2.86	3.01eln	2.85	2.87	2.96	2.92	2.83
Standard deviation	0.99	0.99	0.96	1.04	0.97	0.96	0.94	1.02	0.95	1.02	1.00	1.04	0.98	0.95	1.03	0.94	0.97	0.99	0.99
Standard error	0.02	0.02	0.05	0.08	0.09	0.05	0.08	0.05	0.06	0.06	0.06	0.08	0.05	0.04	0.04	0.06	0.09	0.02	0.05

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

## Reasons to Complain Survey

### ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 88

**Q.18a How important or not, are each of these communications services to your household at the moment?**

Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'

**Pay TV - By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV**

**Base: All respondents who have service**

	Q.1 Landline supplier													Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM / Karoo (j)	Now TV (k)	SSE (l)	Util-ity Ware-house (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-fone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	3799	3563	786	134	90	14	1008	302	1013	123	22	26	7	11	3748	147	726	184	11	680	327	387	346	550	71	24	215	26
Weighted base	3891	3643	811	137	89*	15**	1023	311	1031	135	24**	25**	7**	10**	3839	150	746	188	10**	688	348	401	357	565	69*	23**	217	27**
NET: Important	2683	2539	567	101	43	5	787	195	685	92	22	12	7	7	2655	107	521	119	7	474	236	269	239	418	44	11	166	16
	69%	70% <sup>dgh</sup>	70% <sup>dg</sup>	74% <sup>dg</sup>	48%	32%	77% <sup>abcd</sup>	63% <sup>d</sup>	66% <sup>d</sup>	68% <sup>d</sup>	89%	46%	100%	68%	69%	71%	70%	63%	63%	69%	68%	67%	67%	74% <sup>nquv</sup>	64%	49%	77% <sup>nqs</sup>	60%
4 - very important	1299	1233	276	54	22	-	385	83	341	51	8	3	2	2	1286	49	265	62	4	232	113	115	108	200	19	7	91	6
	33%	34% <sup>g</sup>	34% <sup>g</sup>	39% <sup>dg</sup>	24%	-	38% <sup>adg</sup>	27%	33%	38% <sup>g</sup>	34%	13%	35%	23%	34% <sup>u</sup>	33%	36% <sup>u</sup>	33%	38%	34%	33%	29%	30%	35% <sup>u</sup>	28%	31%	42% <sup>nstuv</sup>	21%
3	1384	1306	291	47	21	5	402	112	344	40	13	8	4	5	1369	58	256	57	3	243	122	155	131	217	25	4	75	11
	36%	36% <sup>d</sup>	36% <sup>d</sup>	35%	24%	32%	39% <sup>adh</sup>	36% <sup>d</sup>	33%	30%	55%	33%	65%	45%	36%	39%	34%	31%	25%	35%	35%	39%	37%	38%	36%	18%	35%	39%
2	764	690	147	23	27	5	163	61	215	33	3	9	-	2	750	25	147	46	1	121	75	90	76	94	14	9	37	3
	20%	19% <sup>f</sup>	18%	17%	30% <sup>abc</sup>	34%	16%	20%	21% <sup>f</sup>	24% <sup>f</sup>	11%	34%	-	15%	20%	17%	20%	24% <sup>w</sup>	11%	18%	22%	22% <sup>w</sup>	21%	17%	21%	40%	17%	11%
1 - not at all important	444	415	97	13	20	5	73	54	131	10	-	5	-	2	435	17	78	23	3	92	37	42	42	54	10	2	14	8
	11%	11% <sup>f</sup>	12% <sup>f</sup>	9%	22% <sup>abc</sup>	34%	7%	18% <sup>abc</sup>	13% <sup>f</sup>	8%	-	20%	-	16%	11% <sup>z</sup>	12%	10%	12%	26%	13% <sup>wz</sup>	11%	11%	12%	9%	15% <sup>z</sup>	11%	6%	30%
NET: Not important	1208	1104	244	36	46	10	236	116	346	43	3	13	-	3	1184	43	225	69	4	213	112	132	118	148	25	12	51	11
	31%	30% <sup>f</sup>	30% <sup>f</sup>	26%	52% <sup>abc</sup>	68%	23%	37% <sup>abc</sup>	34% <sup>af</sup>	32% <sup>f</sup>	11%	54%	-	32%	31% <sup>wz</sup>	29%	30%	37% <sup>wz</sup>	37%	31% <sup>z</sup>	32% <sup>z</sup>	33% <sup>wz</sup>	33% <sup>wz</sup>	26%	36%	51%	23%	40%
Mean	2.91	2.92 <sup>dg</sup>	2.92 <sup>dg</sup>	3.04 <sup>dg</sup>	2.50	1.98	3.07 <sup>ab</sup>	2.72	2.87 <sup>dg</sup>	2.98 <sup>dg</sup>	3.23	2.40	3.35	2.75	2.91	2.93	2.95	2.84	2.75	2.89	2.90	2.85	2.85	3.00 <sup>nu</sup>	2.77	2.70	3.12 <sup>np</sup>	2.50
							<sup>dgh</sup>																<sup>v</sup>				<sup>qstuvx</sup>	
Standard deviation	0.99	0.99	1.00	0.97	1.09	0.84	0.90	1.04	1.02	0.97	0.64	0.97	0.52	1.04	0.99	0.98	0.98	1.02	1.27	1.02	0.98	0.95	0.98	0.95	1.03	1.05	0.91	1.14
Standard error	0.02	0.02	0.04	0.08	0.11	0.22	0.03	0.06	0.03	0.09	0.14	0.19	0.20	0.31	0.02	0.08	0.04	0.08	0.38	0.04	0.05	0.05	0.05	0.04	0.12	0.21	0.06	0.22

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 89

**Q.18a How important or not, are each of these communications services to your household at the moment?**

Please give a score of 1-4 for each service where 1 is 'Not at all important' and 4 being 'Very important'

**Pay TV - By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV**

**Base: All respondents who have service**

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions		
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	3799	3746	749	138	98	15	1078	315	1119	117	22	29	8	6	13	3698	379	1952	203	1038	672	1948	751	1277	2409
Weighted base	3891	3834	771	136	102*	14**	1102	324	1144	129	24**	29**	7**	5**	12**	3782	390	1990	207	1071	702	1919	799	1305	2467
NET: Important	2683	2652	525	100	52	6	835	208	765	86	21	16	3	5	8	2633	244	1508	124	704	480	1334	568	883	1719
	69%	69% <sup>d</sup>	68% <sup>d</sup>	74% <sup>d</sup>	51%	46%	76% <sup>ab</sup> 76% <sup>ab</sup> ghi	64% <sup>d</sup>	67% <sup>d</sup>	66% <sup>d</sup>	89%	54%	45%	100%	65%	70% <sup>pr</sup>	62%	76% <sup>opr</sup> s	60%	66%	68%	70%	71%	68%	70%
4 - very important	1299	1288	253	52	26	2	408	88	384	45	9	7	1	2	3	1284	106	749	54	350	237	651	278	463	808
	33%	34% <sup>g</sup>	33%	38% <sup>dg</sup>	25%	17%	37% <sup>adg</sup>	27%	34% <sup>g</sup>	35%	39%	24%	16%	43%	26%	34% <sup>pr</sup>	27%	38% <sup>opr</sup> s	26%	33%	34%	34%	35%	36%	33%
3	1384	1364	272	48	27	4	427	120	380	41	12	9	2	3	5	1349	138	760	69	354	243	683	290	419	912
	36%	36%	35%	35%	26%	28%	39% <sup>adh</sup>	37%	33%	32%	50%	30%	29%	57%	39%	36%	35%	38% <sup>oos</sup>	34%	33%	35%	36%	36%	32%	37% <sup>w</sup>
2	764	749	153	23	29	5	179	64	240	34	3	9	1	-	3	736	93	327	43	233	140	366	162	258	486
	20%	20% <sup>f</sup>	20%	17%	29% <sup>acf</sup>	35%	16%	20%	21% <sup>f</sup>	26% <sup>f</sup>	11%	29%	8%	-	22%	19% <sup>q</sup>	24% <sup>oq</sup>	16%	21%	22% <sup>oq</sup>	20%	19%	20%	20%	20%
1 - not at all important	444	433	94	13	21	3	88	52	139	10	-	5	3	-	2	413	54	155	40	134	82	219	69	164	261
	11%	11% <sup>f</sup>	12% <sup>f</sup>	10%	20% <sup>abc</sup> fhi	19%	8%	16% <sup>afi</sup>	12% <sup>f</sup>	7%	-	17%	46%	-	14%	11% <sup>q</sup>	14% <sup>q</sup>	8%	19% <sup>oqs</sup>	13% <sup>q</sup>	12%	11% <sup>v</sup>	9%	13%	11%
NET: Not important	1208	1182	246	36	50	8	266	116	379	43	3	13	4	-	4	1149	146	482	83	367	223	585	230	422	747
	31%	31% <sup>f</sup>	32% <sup>f</sup>	26%	49% <sup>abc</sup> fghi	54%	24%	36% <sup>f</sup>	33% <sup>f</sup>	34% <sup>f</sup>	11%	46%	55%	-	35%	30% <sup>q</sup>	38% <sup>oq</sup>	24%	40% <sup>oq</sup>	34% <sup>oq</sup>	32%	30%	29%	32%	30%
Mean	2.91	2.91 <sup>dg</sup>	2.89 <sup>d</sup>	3.02 <sup>dg</sup>	2.56	2.44	3.05 <sup>ab</sup> dgh	2.75	2.88 <sup>d</sup>	2.94 <sup>d</sup>	3.28	2.61	2.15	3.43	2.77	2.93 <sup>pr</sup> s	2.76	3.06 <sup>op</sup> rs	2.67	2.86 <sup>r</sup>	2.90	2.92	2.97	2.91	2.92
Standard deviation	0.99	0.99	1.00	0.97	1.08	1.02	0.92	1.03	1.01	0.95	0.67	1.04	1.26	0.55	1.03	0.98	1.00	0.92	1.07	1.01	1.00	0.99	0.95	1.02	0.97
Standard error	0.02	0.02	0.04	0.08	0.11	0.26	0.03	0.06	0.03	0.09	0.14	0.19	0.44	0.22	0.02	0.05	0.02	0.07	0.03	0.04	0.02	0.03	0.03	0.03	0.02

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 90  
**Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service**

**Summary****Base: All respondents who have service**

	<u>Landline</u>	<u>Mobile</u>	<u>Fixed Broadband</u>	<u>Pay TV</u>
Unweighted base	5753	6272	6217	3799
Weighted base	5769	6272	6219	3891
The service has become more important	920 16%	2668 43%	3480 56%	1322 34%
The service has become less important	609 11%	253 4%	152 2%	318 8%
No different	4240 74%	3351 53%	2587 42%	2250 58%

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 91  
**Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service**  
**Landline - to make and receive calls**  
**Base: All respondents who have service**

	Total	Gender		Age						Social Grade					Area type			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	5753	2854	2899	624	926	886	1010	905	1039	363	1743	1505	1237	1268	3248	2505	4558	1195
Weighted base	5769	2844	2925	730	916	873	1004	857	1036	353	1594	1615	1190	1369	3209	2560	4568	1201
The service has become more important	920 16%	435 15%	485 17%	129 18% <sup>f</sup>	151 17% <sup>f</sup>	128 15%	124 12%	130 15%	170 16% <sup>f</sup>	87 25% <sup>cde</sup> fgh	267 17%	255 16%	170 14%	228 17%	523 16%	397 16%	708 16%	212 18%
The service has become less important	609 11%	345 12% <sup>b</sup>	264 9%	126 17% <sup>efg</sup> hi	131 14% <sup>egh</sup> i	94 11% <sup>ghi</sup>	112 11% <sup>ghi</sup>	64 7% <sup>i</sup>	69 7%	14 4%	187 12%	166 10%	117 10%	139 10%	353 11%	256 10%	518 11% <sup>q</sup>	92 8%
No different	4240 74%	2064 73%	2176 74%	475 65%	634 69%	651 75% <sup>cd</sup>	769 77% <sup>cd</sup>	663 77% <sup>cdi</sup>	798 77% <sup>cdi</sup>	252 71%	1140 72%	1194 74%	904 76% <sup>aj</sup>	1003 73%	2333 73%	1907 74%	3343 73%	898 75%

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

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 92  
**Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service**  
**Landline - to make and receive calls**  
**Base: All respondents who have service**

	Country					Region								Ethnicity					
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	5753	4766	496	313	178	496	220	591	448	476	447	313	556	759	789	480	178	5206	491
Weighted base	5769	4841	471	280	177	471	223	637	468	503	412	280	564	745	795	493	177	5221	491
The service has become more important	920 16%	786 16% <sup>d</sup>	63 13%	54 19% <sup>bd</sup>	16 9%	63 13%	29 13%	107 17% <sup>p</sup>	85 18% <sup>jp</sup>	86 17% <sup>p</sup>	50 12%	54 19% <sup>ejp</sup>	90 16% <sup>p</sup>	151 20% <sup>efjn</sup>	114 14% <sup>op</sup>	73 15%	16 9%	809 16%	107 22% <sup>q</sup>
The service has become less important	609 11%	506 10%	47 10%	32 11%	25 14%	47 10%	19 8%	75 12% <sup>o</sup>	40 9%	51 10%	41 10%	32 11%	48 9%	109 15% <sup>efhijlno</sup>	85 11%	37 8%	25 14% <sup>lo</sup>	515 10%	86 18% <sup>q</sup>
No different	4240 74%	3550 73%	361 77% <sup>c</sup>	194 69%	135 77%	361 77% <sup>km</sup>	175 79% <sup>km</sup>	455 71% <sup>m</sup>	343 73% <sup>m</sup>	367 73% <sup>m</sup>	321 78% <sup>gkm</sup>	194 69%	426 75% <sup>m</sup>	485 65%	595 75% <sup>m</sup>	383 78% <sup>gkm</sup>	135 77% <sup>m</sup>	3897 75% <sup>r</sup>	298 61%

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

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 93  
**Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service**  
**Landline - to make and receive calls**  
**Base: All respondents who have service**

	Q.1 Landline supplier														Q.2 Mobile supplier													
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM/ Karoo (j)	Now TV (k)	SSE (l)	Util-ity Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-fone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	5753	5685	1382	264	368	56	1142	689	1204	258	34	94	35	39	5662	215	1081	347	14	1004	543	597	440	794	118	90	227	55
Weighted base	5769	5693	1379	265	355	53*	1156	688	1221	259	36**	90*	38**	36*	5677	206	1082	357	13**	992	558	608	441	803	118	85*	227	54*
The service has become more important	920 16%	916 16%	227 16%	44 17%	49 14%	6 12%	178 15%	123 18%	179 15%	48 19%	10 27%	14 16%	6 17%	9 26%	907 16%yzA	33 16%zA	180 17%xyz A	68 19%uxy zA	3 22%	156 16%zA	101 18%xyz A	83 14%	89 20%nux yzA	129 16%zA	11 9%	7 8%	19 8%	3 5%
The service has become less important	609 11%	602 11%g	153 11%g	34 13%g	28 8%	4 7%	131 11%g	54 8%	121 10%	51 20%abcd efghkm	3 8%	7 8%	4 12%	1 4%	601 11%t	20 10%	110 10%	42 12%t	3 22%	115 12%t	42 7%	55 9%	48 11%	109 14%nptu	8 7%	12 14%	25 11%	5 10%
No different	4240 74%	4175 73%i	998 72%i	187 70%i	277 78%abc i	43 81%i	847 73%i	510 74%i	921 75%i	159 62%	24 65%	69 76%i	27 72%	25 70%	4169 73%vw	153 74%	792 73%	247 69%	7 56%	720 73%	415 74%	470 77%nqv w	304 69%	564 70%	99 84%npq stvw	67 78%	183 81%npq sw	46 85%qww

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 94  
**Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service**  
**Landline - to make and receive calls**  
**Base: All respondents who have service**

	Q.3 Broadband supplier															Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions	
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	5753	5680	1247	268	393	57	1190	692	1240	247	32	96	28	33	39	3516	372	1854	197	980	982	3066	1106	1902	3699
Weighted base	5769	5688	1244	263	382	56*	1204	690	1265	248	32**	92*	30**	36**	36*	3594	383	1887	200	1013	1011	2970	1147	1902	3705
The service has become more important	920 16%	908 16%	194 16%	40 15%	58 15%	8 15%	188 16%	126 18%	189 15%	42 17%	10 31%	14 16%	1 5%	5 14%	9 26%	617 17%	65 17%	314 17%	55 27% opqs	170 17%	200 20% uv	463 16%	149 13%	346 18% x	547 15%
The service has become less important	609 11%	596 10%	135 11%	37 14% dg	30 8%	6 10%	130 11%	59 8%	130 10%	47 19% abdf ghkn	- -	7 8%	2 5%	4 12%	1 4%	440 12% s	72 19% oqs	231 12%	29 14%	99 10%	139 14% uv	296 10%	117 10%	188 10%	398 11%
No different	4240 74%	4184 74% i	915 74% i	186 71%	293 77% i	42 75%	886 74% i	505 73% i	945 75% i	158 64%	22 69%	70 77% i	27 90%	26 74%	25 70%	2536 71% pr	247 64%	1341 71% pr	117 58%	744 73% opr	672 66%	2210 74% t	880 77% t	1368 72%	2761 75%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 95  
**Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service**

**Mobile**  
**Base: All respondents who have service**

	Total	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6272	3091	3181	762	1076	993	1095	946	1044	356	1864	1661	1337	1410	3525	2747	5030	1242
Weighted base	6272	3070	3202	874	1057	979	1082	895	1039	346	1705	1773	1279	1515	3479	2793	5031	1241
The service has become more important	2668 43%	1211 39%	1457 46%a	437 50%efgh i	553 52%efgh i	468 48%efgh i	443 41%hi	339 38%hi	331 32%	98 28%	735 43%	756 43%	514 40%	663 44%	1491 43%	1177 42%	2197 44%q	472 38%
The service has become less important	253 4%	153 5%b	100 3%	66 8%efgh i	66 6%efgh i	39 4%g	32 3%	14 2%	26 2%	10 3%	90 5%klm	62 3%	47 4%	54 4%	152 4%	101 4%	210 4%	43 3%
No different	3351 53%	1706 56%b	1645 51%	372 43%	438 41%	472 48%cd	607 56%cde	542 61%cde	682 66%cde fg	238 69%cde fg	880 52%	955 54%	717 56%j	798 53%	1836 53%	1515 54%	2624 52%	727 59%p

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

## Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 96  
Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service

**Mobile**  
Base: All respondents who have service

	Country					Region										Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6272	5202	545	334	191	545	249	644	491	523	492	334	579	844	854	526	191	5635	574
Weighted base	6272	5263	522	299	188	522	249	692	511	549	449	299	589	831	857	536	188	5636	573
The service has become more important	2668 43%	2230 42%	209 40%	125 42%	104 55%abc	209 40%	120 48%eilno	334 48%ehij	214 42%	208 38%	186 42%	125 42%	217 37%	420 50%ehijklnop	333 39%	198 37%	104 55%ehijklnop	2329 41%	318 56%q
The service has become less important	253 4%	213 4%	24 5%	11 4%	4 2%	24 5%	7 3%	20 3%	15 3%	20 4%	18 4%	11 4%	26 4%	56 7%fghinop	28 3%	24 4%	4 2%	197 4%	49 8%q
No different	3351 53%	2819 54%d	288 55%d	163 54%d	80 43%	288 55%gmp	122 49%	338 49%m	282 55%gmp	321 59%fgmp	245 55%mp	163 54%mp	346 59%fgmp	355 43%	497 58%fgmp	314 59%fgmp	80 43%	3109 55%r	206 36%

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

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 97  
**Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service**  
**Mobile**  
**Base: All respondents who have service**

	Q.1 Landline supplier													Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM/Karoo (j)	Now TV (k)	SSE (l)	Utility Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6272	5619	1360	263	362	56	1131	678	1195	258	33	94	33	38	6246	221	1188	402	18	1121	572	687	470	874	127	98	239	71
Weighted base	6272	5627	1359	263	348	53*	1144	676	1212	259	36**	90*	36**	35*	6245	212	1197	411	17**	1102	584	693	470	879	127	92*	241	69*
The service has become more important	2668 43%	2397 43%	553 41%	104 40%	132 38%	22 41%	553 48%abc	271 40%	506 42%	125 48%bdg	18 50%	43 47%	16 44%	11 32%	2663 43%A	96 45%A	531 44%A	171 42%A	11 66%	491 45%A	239 41%A	286 41%A	204 43%A	378 43%A	53 42%A	33 36%	102 42%A	17 25%
The service has become less important	253 4%	222 4%	47 3%	13 5%	13 4%	5 9%bf	39 3%	24 4%	51 4%	17 6%bf	-	5 5%	2 4%	1 2%	246 4%z	6 3%	43 4%	17 4%	2 9%	48 4%z	17 3%	27 4%	26 6%bz	38 4%z	1 1%	8 9%nopt uxz	3 1%	4 6%z
No different	3351 53%	3009 53%fi	758 56%fi	146 55%i	204 58%fi	26 50%	552 48%	381 56%fi	655 54%fi	117 45%	18 50%	43 47%	19 52%	23 66%fi	3336 53%	110 52%	623 52%	223 54%	4 25%	564 51%	328 56%	379 55%	240 51%	463 53%	73 57%	51 55%	137 57%	48 69%nopqsuvw

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 98  
**Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service**  
**Mobile**  
**Base: All respondents who have service**

	Q.3 Broadband supplier													Q.4 Pay TV supplier				Financial vulnerability (Using Q21)			Impacting/limiting conditions				
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	6272	6088	1261	293	412	61	1234	723	1429	268	33	108	31	33	39	3666	374	1935	202	1031	1102	3292	1204	2081	4024
Weighted base	6272	6085	1257	289	397	61*	1253	720	1451	266	33**	105*	32**	36**	36*	3752	386	1975	206	1063	1123	3187	1245	2079	4017
The service has become more important	2668 43%	2580 42% <sup>bd</sup>	495 39%	118 41%	145 37%	25 41%	607 48% <sup>abcdh</sup>	293 41%	627 43% <sup>d</sup>	122 46% <sup>d</sup>	15 45%	43 41%	8 25%	17 46%	12 34%	1719 46%	173 45%	920 47%	98 48%	470 44%	560 50% <sup>uv</sup>	1287 40%	515 41%	953 46% <sup>x</sup>	1648 41%
The service has become less important	253 4%	245 4%	41 3%	16 5%	18 5%	3 5%	40 3%	31 4%	63 4%	15 6%	-	5 5%	2 5%	2 4%	1 2%	163 4% <sup>q</sup>	27 7% <sup>oq</sup>	69 3%	16 8% <sup>oq</sup>	50 5%	66 6% <sup>uv</sup>	119 4%	49 4%	80 4%	156 4%
No different	3351 53%	3259 54% <sup>f</sup>	721 57% <sup>afh</sup>	156 54%	233 59% <sup>afh</sup>	33 54%	605 48%	396 55% <sup>f</sup>	762 52% <sup>f</sup>	128 48%	18 55%	57 54%	22 70%	18 49%	23 64%	1871 50%	186 48%	986 50%	92 45%	543 51%	497 44%	1781 56% <sup>t</sup>	682 55% <sup>t</sup>	1046 50%	2213 55% <sup>w</sup>

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 99  
**Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service**  
**Fixed Broadband - through a phone or fibre optic cable - perhaps using a WI-FI router**  
**Base: All respondents who have service**

	Total	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6217	3059	3158	753	1064	969	1075	934	1055	367	1862	1645	1324	1386	3507	2710	4979	1238
Weighted base	6219	3038	3181	862	1042	954	1066	888	1050	356	1699	1759	1266	1495	3458	2761	4979	1240
The service has become more important	3480 56%	1653 54%	1827 57% <sup>a</sup>	540 63% <sup>fgh</sup> <sub>i</sub>	704 68% <sup>cdfg</sup> <sub>hi</sub>	610 64% <sup>fgh</sup> <sub>i</sub>	602 56% <sup>ghi</sup>	440 50% <sup>hi</sup>	444 42%	140 39%	1021 60% <sup>lm</sup>	1059 60% <sup>lm</sup>	609 48%	792 53% <sup>l</sup>	2079 60% <sup>o</sup>	1401 51%	2819 57%	661 53%
The service has become less important	152 2%	99 3% <sup>b</sup>	52 2%	66 8% <sup>defg</sup> <sub>hi</sub>	37 4% <sup>fghi</sup>	19 2% <sup>gh</sup>	14 1%	5 1%	8 1%	2 1%	58 3% <sup>km</sup>	29 2%	34 3%	31 2%	87 3%	65 2%	138 3% <sup>q</sup>	14 1%
No different	2587 42%	1285 42%	1302 41%	256 30%	302 29%	325 34% <sup>d</sup>	450 42% <sup>cde</sup>	443 50% <sup>cde</sup> <sub>f</sub>	597 57% <sup>cde</sup> <sub>fg</sub>	214 60% <sup>cde</sup> <sub>fg</sub>	620 36%	672 38%	623 49% <sup>jkm</sup>	672 45% <sup>jk</sup>	1292 37%	1295 47% <sup>n</sup>	2022 41%	565 46% <sup>p</sup>

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

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 100  
**Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service**  
**Fixed Broadband - through a phone or fibre optic cable - perhaps using a WI-FI router**  
**Base: All respondents who have service**

	Country					Region										Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	Eastern (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6217	5158	541	330	188	541	247	640	487	516	492	330	577	830	846	523	188	5596	559
Weighted base	6219	5218	520	296	185	520	250	687	505	545	449	296	583	813	851	535	185	5597	558
The service has become more important	3480 56%	2889 55%	303 58%	173 58%	115 62%	303 58% <sup>io</sup>	143 57% <sup>o</sup>	389 57% <sup>o</sup>	267 53%	278 51%	255 57% <sup>o</sup>	173 58% <sup>o</sup>	313 54%	504 62% <sup>hlin</sup> <sup>o</sup>	480 56% <sup>o</sup>	260 49%	115 62% <sup>hio</sup>	3068 55%	387 69% <sup>q</sup>
The service has become less important	152 2%	132 3% <sup>d</sup>	13 2% <sup>d</sup>	7 2% <sup>d</sup>	-	13 2% <sup>p</sup>	7 3% <sup>p</sup>	16 2% <sup>p</sup>	14 3% <sup>np</sup>	17 3% <sup>np</sup>	12 3% <sup>p</sup>	7 2% <sup>p</sup>	9 2%	38 5% <sup>glnop</sup>	10 1%	8 2%	-	111 2%	37 7% <sup>q</sup>
No different	2587 42%	2198 42%	204 39%	116 39%	70 38%	204 39% <sup>m</sup>	100 40%	282 41% <sup>m</sup>	224 44% <sup>m</sup>	249 46% <sup>em</sup>	182 41% <sup>m</sup>	116 39%	261 45% <sup>m</sup>	272 33%	362 42% <sup>m</sup>	266 50% <sup>efgj</sup> <sup>kmnp</sup>	70 38%	2418 43% <sup>r</sup>	134 24%

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

## Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 101  
**Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service**  
**Fixed Broadband - through a phone or fibre optic cable - perhaps using a WI-FI router**  
**Base: All respondents who have service**

	Q.1 Landline supplier													Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now TV (k)	SSE (l)	Utility Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6217	5662	1371	264	368	55	1139	687	1202	258	32	93	35	39	6126	220	1173	387	16	1099	565	656	469	863	124	98	238	65
Weighted base	6219	5667	1369	265	355	52*	1151	685	1220	259	32**	89*	38**	36*	6127	211	1182	396	15**	1079	577	665	469	866	124	92*	239	63*
The service has become more important	3480 56%	3154 56%g	762 56%g	136 51%	196 55%	27 52%	678 59%acg m	342 50%	705 58%g	140 54%	19 60%	51 57%	20 53%	15 40%	3456 56%	110 52%	700 59%ntw	228 58%	10 68%	614 57%	303 53%	389 58%	272 58%	470 54%	67 54%	54 59%	130 54%	32 50%
The service has become less important	152 2%	137 2%d	33 2%d	15 6%abdf ghk	2 1%	1 2%	31 3%d	16 2%	28 2%	8 3%d	-	-	1 2%	1 4%d	147 2%	7 3%z	31 3%	13 3%z	-	23 2%	11 2%	16 2%	10 2%	29 3%z	2 2%	1 1%	1 1%	2 3%
No different	2587 42%	2376 42%f	574 42%	114 43%	157 44%	24 46%	442 38%	327 48%abf h	487 40%	110 43%	13 40%	38 43%	17 44%	20 56%f	2523 41%p	94 44%	450 38%	155 39%	5 32%	442 41%	263 46%npu	260 39%	187 40%	367 42%	55 45%	37 41%	108 45%	30 47%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing



### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 102  
**Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service**  
**Fixed Broadband - through a phone or fibre optic cable - perhaps using a WI-FI router**  
**Base: All respondents who have service**

	Q.3 Broadband supplier													Q.4 Pay TV supplier				Financial vulnerability (Using Q21)			Impacting/limiting conditions				
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	6217	6153	1278	295	419	61	1245	734	1439	268	34	108	32	35	40	3682	379	1940	201	1037	1077	3279	1198	2062	3990
Weighted base	6219	6150	1273	292	404	61*	1265	731	1461	266	34*	105*	33**	37**	36*	3767	390	1978	205	1070	1102	3175	1238	2061	3984
The service has become more important	3480	3452	696	146	221	36	755	375	869	142	21	60	16	19	15	2150	201	1158	115	609	645	1709	757	1173	2221
	56%	56%	55%	50%	55%	59%	60%	51%	59%	54%	62%	57%	49%	50%	42%	57%	52%	59%	57%	59%	54%	61%	57%	56%	
The service has become less important	152	145	33	16	2	2	30	16	31	10	-	-	-	1	1	123	28	48	12	34	49	56	20	44	92
	2%	2%	3%	5%	1%	3%	2%	2%	2%	4%	-	-	-	2%	4%	3%	7%	2%	6%	3%	4%	2%	2%	2%	2%
No different	2587	2553	544	131	181	23	480	340	562	113	13	45	17	18	20	1494	161	772	78	427	408	1409	461	844	1672
	42%	42%	43%	45%	45%	38%	38%	47%	38%	43%	38%	43%	51%	47%	54%	40%	41%	39%	38%	40%	37%	44%	37%	41%	42%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 103

**Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service**

**Pay TV - By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV**

**Base: All respondents who have service**

	Total	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	3799	1939	1860	498	659	622	699	553	587	181	1146	997	849	807	2143	1656	3123	676
Weighted base	3891	1962	1929	595	646	632	707	539	598	173	1077	1098	831	884	2175	1715	3189	701
The service has become more important	1322 34%	623 32%	699 36%a	195 33%i	266 41%cgh i	255 40%cgh i	258 36%ghi	152 28%i	162 27%	34 20%	393 36%l	370 34%	244 29%	315 36%l	763 35%	559 33%	1111 35%q	211 30%
The service has become less important	318 8%	185 9%b	133 7%	91 15%efg hi	74 12%fghi	52 8%ghi	40 6%	26 5%	29 5%	6 3%	92 9%	83 8%	67 8%	77 9%	174 8%	144 8%	279 9%q	39 6%
No different	2250 58%	1154 59%	1096 57%	309 52%	305 47%	325 52%	409 58%de	361 67%cde f	407 68%cde f	133 77%cde fgh	593 55%	645 59%	520 63%jm	492 56%	1238 57%	1012 59%	1799 56%	451 64%p

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 104

**Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service**

**Pay TV - By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV**

**Base: All respondents who have service**

	Country					Region										Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	3799	3160	331	192	116	331	154	405	295	303	325	192	325	542	539	272	116	3373	394
Weighted base	3891	3274	324	177	116	324	162	442	313	331	301	177	341	533	562	290	116	3465	390
The service has become more important	1322 34%	1115 34%	109 34%	51 29%	47 41% <sup>c</sup>	109 34%	71 44% <sup>ehik</sup>	159 36% <sup>lno</sup>	103 33%	100 30%	104 35%	51 29%	113 33%	206 39% <sup>ikno</sup>	174 31%	84 29%	47 41% <sup>ko</sup>	1160 33%	151 39%
The service has become less important	318 8%	277 8%	24 7%	12 7%	5 4%	24 7%	9 5%	49 11% <sup>hip</sup>	18 6%	18 5%	22 7%	12 7%	23 7%	70 13% <sup>efhij</sup>	50 9% <sup>klno</sup>	19 7%	5 4%	252 7%	65 17% <sup>q</sup>
No different	2250 58%	1882 57%	191 59%	114 64%	63 55%	191 59% <sup>m</sup>	82 51%	235 53%	192 61% <sup>fgm</sup>	212 64% <sup>fgm</sup>	174 58% <sup>m</sup>	114 64% <sup>fgm</sup>	205 60% <sup>m</sup>	257 48%	338 60% <sup>gm</sup>	186 64% <sup>fgm</sup>	63 55%	2053 59% <sup>r</sup>	174 45%

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

## Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 105

**Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service**

**Pay TV - By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV**

**Base: All respondents who have service**

	Q.1 Landline supplier													Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now TV (k)	SSE (l)	Utility Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	3799	3563	786	134	90	14	1008	302	1013	123	22	26	7	11	3748	147	726	184	11	680	327	387	346	550	71	24	215	26
Weighted base	3891	3643	811	137	89*	15**	1023	311	1031	135	24**	25**	7**	10**	3839	150	746	188	10**	688	348	401	357	565	69*	23**	217	27**
The service has become more important	1322 34%	1240 34%	267 33%	49 36%	22 24%	4 25%	385 38% adg h	95 31%	336 33%	59 44% abd gh	5 20%	10 41%	1 10%	2 19%	1314 34%	45 30%	271 36% x	58 31%	5 49%	226 33%	107 31%	154 38% x	128 36%	201 36%	16 23%	10 43%	76 35%	1 5%
The service has become less important	318 8%	305 8% f	59 7%	25 19% abf gh	12 13% f	3 18%	64 6%	31 10% f	88 9%	21 15% abfh	-	1 3%	-	-	313 8%	10 7%	66 9% z	15 8%	-	58 8%	29 8%	30 8%	33 9% z	49 9%	3 5%	4 17%	9 4%	3 11%
No different	2250 58%	2097 58% ci	484 60% ci	62 46%	56 62% ci	8 58%	575 56% ci	184 59% ci	608 59% ci	55 41%	19 80%	14 56%	6 90%	8 81%	2212 58%	95 63%	409 55%	115 61%	5 51%	404 59%	212 61%	217 54%	196 55%	315 56%	50 72% nps uw	9 40%	132 61%	23 84%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 106

**Q.18b To what extent has this changed as a result of the COVID-19 pandemic? Please select one for each service**

**Pay TV - By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV**

**Base: All respondents who have service**

	Q.3 Broadband supplier													Q.4 Pay TV supplier				Financial vulnerability (Using Q21)			Impacting/limiting conditions				
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Ujil-ity Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	3799	3746	749	138	98	15	1078	315	1119	117	22	29	8	6	13	3698	379	1952	203	1038	672	1948	751	1277	2409
Weighted base	3891	3834	771	136	102*	14**	1102	324	1144	129	24**	29**	7**	5**	12**	3782	390	1990	207	1071	702	1919	799	1305	2467
The service has become more important	1322	1310	242	47	26	5	415	103	389	50	6	14	1	1	3	1307	130	716	67	348	269	629	285	483	809
	34%	34%	31%	35%	25%	37%	38%abd	32%	34%	38%	25%	48%	16%	13%	22%	35%	33%	36%	32%	32%	38%u	33%	36%	37%x	33%
The service has become less important	318	313	53	26	15	2	65	37	91	19	-	1	-	-	-	305	42	135	27	95	86	135	58	113	189
	8%	8%f	7%	19%abf	14%abh	13%	6%	11%bf	8%	15%abfh	-	2%	-	-	-	8%q	11%q	7%	13%oq	9%	12%uv	7%	7%	9%	8%
No different	2250	2211	476	62	62	7	622	185	664	61	18	15	6	5	9	2171	218	1139	114	628	348	1156	456	709	1468
	58%	58%ci	62%acf	46%	61%c	50%	56%c	57%c	58%ci	47%	75%	50%	84%	87%	78%	57%	56%	57%	55%	59%	49%	60%t	57%t	54%	60%w

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 107

**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**

**Summary****Base: All respondents who have service**

	<u>Landline</u>	<u>Mobile</u>	<u>Fixed Broadband</u>	<u>Pay TV</u>
Unweighted base	5753	6272	6217	3799
Weighted base	5769	6272	6219	3891
More willing to make a complaint	400 7%	730 12%	1027 17%	402 10%
Less willing to make a complaint	363 6%	353 6%	356 6%	285 7%
No different	4805 83%	4976 79%	4648 75%	3023 78%
Don't know	202 3%	213 3%	188 3%	181 5%

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 108  
**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**  
**Landline - to make and receive calls**  
**Base: All respondents who have service**

	Total	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	5753	2854	2899	624	926	886	1010	905	1039	363	1743	1505	1237	1268	3248	2505	4558	1195
Weighted base	5769	2844	2925	730	916	873	1004	857	1036	353	1594	1615	1190	1369	3209	2560	4568	1201
More willing to make a complaint	400 7%	225 8%b	175 6%	68 9%ghi	108 12%efgh i	62 7%gh	70 7%gh	36 4%	40 4%	16 5%	142 9%lm	116 7%	64 5%	77 6%	258 8%o	142 6%	336 7%q	64 5%
Less willing to make a complaint	363 6%	190 7%	172 6%	102 14%efg hi	99 11%efgh i	66 8%fghi	50 5%hi	28 3%h	12 1%	6 2%	122 8%lm	99 6%	66 6%	76 6%	221 7%	142 6%	328 7%q	35 3%
No different	4805 83%	2341 82%	2464 84%	508 70%	666 73%	693 79%cd	859 86%cde	781 91%cde f	971 94%cde fg	327 93%cde f	1288 81%	1340 83%	1013 85%j	1163 85%j	2629 82%	2176 85%n	3727 82%	1077 90%p
Don't know	202 3%	88 3%	114 4%	53 7%fghi	43 5%fghi	52 6%fghi	25 3%	12 1%	13 1%	3 1%	42 3%	60 4%	47 4%	52 4%	102 3%	100 4%	177 4%q	25 2%

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

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 109

**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**

**Landline - to make and receive calls**

**Base: All respondents who have service**

	Country					Region										Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	5753	4766	496	313	178	496	220	591	448	476	447	313	556	759	789	480	178	5206	491
Weighted base	5769	4841	471	280	177	471	223	637	468	503	412	280	564	745	795	493	177	5221	491
More willing to make a complaint	400 7%	337 7%	26 5%	23 8%	15 8%	26 5%	10 5%	50 8%	32 7%	39 8%	29 7%	23 8%	30 5%	74 10%eflno	48 6%	25 5%	15 8%	330 6%	65 13%q
Less willing to make a complaint	363 6%	326 7%b	19 4%	12 4%	6 3%	19 4%	12 6%	28 4%	37 8%eglo	37 7%ego	27 7%	12 4%	25 4%	93 12%efghi jklno	48 6%	19 4%	6 3%	279 5%	80 16%q
No different	4805 83%	4002 83%	411 87%a	237 85%	154 87%	411 87%hijm	189 85%am	539 85%am	383 82%am	410 82%am	338 82%am	237 85%am	491 87%hijm	534 72%	680 85%am	438 89%hijm	154 87%am	4458 85%r	310 63%
Don't know	202 3%	176 4%	15 3%	8 3%	2 1%	15 3%	11 5%p	20 3%	16 3%	17 3%	18 4%p	8 3%	18 3%	44 6%eglnop	20 3%	11 2%	2 1%	155 3%	36 7%q

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



### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 110

**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**

**Landline - to make and receive calls**

**Base: All respondents who have service**

	Q.1 Landline supplier													Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM/ Karoo (j)	Now TV (k)	SSE (l)	Utility Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-fone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	5753	5685	1382	264	368	56	1142	689	1204	258	34	94	35	39	5662	215	1081	347	14	1004	543	597	440	794	118	90	227	55
Weighted base	5769	5693	1379	265	355	53*	1156	688	1221	259	36**	90*	38**	36*	5677	206	1082	357	13**	992	558	608	441	803	118	85*	227	54*
More willing to make a complaint	400 7%	395 7%	81 6%	26 10%bd	17 5%	3 7%	93 8%b	42 6%	97 8%	18 7%	2 4%	7 7%	2 4%	3 8%	396 7%	16 8%	82 8%	25 7%	2 14%	73 7%	30 5%	51 8% <sup>x</sup>	35 8%	59 7%	3 2%	3 3%	10 5%	1 2%
Less willing to make a complaint	363 6%	356 6% <sup>d</sup>	77 6% <sup>d</sup>	19 7% <sup>d</sup>	10 3%	4 8%	76 7% <sup>d</sup>	39 6% <sup>d</sup>	71 6% <sup>d</sup>	46 18% <sup>abc</sup>	5 15%	3 3%	1 2%	1 4%	356 6% <sup>x</sup>	11 5%	53 5%	25 7% <sup>x</sup>	1 4%	70 7% <sup>x</sup>	30 5%	41 7% <sup>x</sup>	29 7% <sup>x</sup>	75 9% <sup>nptxy</sup>	2 1%	2 2%	12 5%	1 3%
No different	4805 83%	4753 83% <sup>cfi</sup>	1189 86% <sup>acfhi</sup>	206 78%	317 89% <sup>acfh</sup>	45 84%	936 81% <sup>i</sup>	586 85% <sup>cfi</sup>	1004 82% <sup>i</sup>	190 73%	30 81%	79 88% <sup>ci</sup>	34 91%	32 88%	4731 83% <sup>w</sup>	171 83%	914 84% <sup>w</sup>	291 81%	10 78%	810 82%	481 86% <sup>svw</sup>	499 82%	354 80%	644 80%	110 93% <sup>nopqstuvw</sup>	79 93% <sup>nopqstuvw</sup>	196 86%	50 92% <sup>vw</sup>
Don't know	202 3%	190 3% <sup>b</sup>	32 2%	13 5% <sup>b</sup>	11 3%	1 2%	52 4% <sup>ab</sup>	20 3%	49 4% <sup>b</sup>	5 2%	-	2 2%	1 3%	-	194 3%	8 4%	33 3%	16 5%	1 4%	39 4%	16 3%	17 3%	22 5%	25 3%	3 3%	1 2%	9 4%	2 4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 111  
**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**  
**Landline - to make and receive calls**  
**Base: All respondents who have service**

	Q.3 Broadband supplier														Q.4 Pay TV supplier				Financial vulnerability (Using Q21)			Impacting/limiting conditions			
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Ujil-ity Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	5753	5680	1247	268	393	57	1190	692	1240	247	32	96	28	33	39	3516	372	1854	197	980	982	3066	1106	1902	3699
Weighted base	5769	5688	1244	263	382	56*	1204	690	1265	248	32**	92*	30**	36**	36*	3594	383	1887	200	1013	1011	2970	1147	1902	3705
More willing to make a complaint	400 7%	396 7%	73 6%	26 10%b	23 6%	5 8%	94 8%	42 6%	100 8%	16 6%	2 5%	7 8%	-	2 4%	3 8%	303 8%	42 11%	158 8%	17 9%	80 8%	93 9%u	183 6%	83 7%	152 8%x	228 6%
Less willing to make a complaint	363 6%	351 6% <u>d</u>	73 6% <u>d</u>	17 6% <u>d</u>	9 2%	6 11% <u>d</u>	77 6% <u>d</u>	44 6% <u>d</u>	74 6% <u>d</u>	41 16% <u>abcd</u> fghk	1 3%	4 5%	-	1 2%	1 4%	284 8%	43 11% <u>oqs</u>	139 7%	29 14% <u>oqs</u>	69 7%	119 12% <u>uv</u>	151 5%	60 5%	148 8% <u>x</u>	201 5%
No different	4805 83%	4753 84% <u>fi</u>	1067 86% <u>ac</u> hi	208 79%	339 89% <u>ace</u> fhi	43 78%	980 81% <u>i</u>	584 85% <u>i</u>	1041 82% <u>i</u>	187 75%	30 92%	79 86%	29 98%	32 90%	31 88%	2880 80% <u>p</u>	285 74%	1531 81% <u>pr</u>	149 74%	819 81% <u>p</u>	747 74%	2563 86% <u>t</u>	982 86% <u>t</u>	1533 81%	3170 86% <u>w</u>
Don't know	202 3%	187 3%	30 2%	12 5%	11 3%	2 3%	53 4% <u>ab</u>	20 3%	50 4% <u>b</u>	4 2%	-	2 2%	1 2%	1 3%	-	126 4%	13 4%	59 3%	5 3%	46 5%	52 5% <u>uv</u>	73 2%	21 2%	69 4%	106 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 112  
**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**  
**Mobile**

**Base: All respondents who have service**

	Total	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6272	3091	3181	762	1076	993	1095	946	1044	356	1864	1661	1337	1410	3525	2747	5030	1242
Weighted base	6272	3070	3202	874	1057	979	1082	895	1039	346	1705	1773	1279	1515	3479	2793	5031	1241
More willing to make a complaint	730 12%	379 12%	351 11%	141 16% i	204 19% i	161 16% i	114 11% ghi	54 6%	42 4%	14 4%	254 15% klm	214 12% l	114 9%	148 10%	468 13% o	262 9%	632 13% q	99 8%
Less willing to make a complaint	353 6%	167 5%	185 6%	100 11% efgh i	99 9% efgh i	57 6% hi	46 4% hi	34 4% hi	13 1%	4 1%	108 6%	98 6%	67 5%	80 5%	205 6%	147 5%	313 6% q	39 3%
No different	4976 79%	2426 79%	2550 80%	576 66%	707 67%	716 73% cd	894 83% cde f	796 89% cde f	963 93% cde fg	325 94% cde fg	1290 76%	1405 79% j	1046 82% j	1235 82% j	2695 77%	2281 82% n	3902 78%	1074 87% p
Don't know	213 3%	98 3%	115 4%	57 6% fghi	48 5% fghi	46 5% fghi	28 3%	12 1%	20 2%	3 1%	54 3%	56 3%	51 4%	52 3%	110 3%	103 4%	184 4% q	28 2%

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

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 113  
**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**  
**Mobile**  
**Base: All respondents who have service**

	Country					Region										Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6272	5202	545	334	191	545	249	644	491	523	492	334	579	844	854	526	191	5635	574
Weighted base	6272	5263	522	299	188	522	249	692	511	549	449	299	589	831	857	536	188	5636	573
More willing to make a complaint	730 12%	614 12%	52 10%	39 13%	25 13%	52 10%	27 11%	93 13% <sup>jo</sup>	62 12% <sup>o</sup>	66 12% <sup>oo</sup>	40 9%	39 13% <sup>lo</sup>	50 8%	152 18% <sup>efghijlno</sup>	86 10%	39 7%	25 13% <sup>oo</sup>	591 10%	133 23% <sup>q</sup>
Less willing to make a complaint	353 6%	319 6% <sup>b</sup>	15 3%	11 4%	7 4%	15 3%	12 5%	26 4%	45 9% <sup>egklp</sup>	38 7% <sup>egl</sup>	24 5%	11 4%	23 4%	80 10% <sup>efgjklnop</sup>	43 5%	30 6% <sup>e</sup>	7 4%	266 5%	79 14% <sup>q</sup>
No different	4976 79%	4142 79%	439 84% <sup>a</sup>	243 81%	152 81%	439 84% <sup>ghim</sup>	203 81% <sup>m</sup>	548 79% <sup>m</sup>	386 76% <sup>m</sup>	427 78% <sup>m</sup>	361 80% <sup>m</sup>	243 81% <sup>m</sup>	502 85% <sup>ghijm</sup>	558 67%	702 82% <sup>hm</sup>	454 85% <sup>ghim</sup>	152 81% <sup>m</sup>	4612 82% <sup>r</sup>	326 57%
Don't know	213 3%	187 4%	15 3%	6 2%	4 2%	15 3%	7 3%	25 4%	18 4%	18 3%	24 5% <sup>kln</sup>	6 2%	14 2%	41 5% <sup>klo</sup>	26 3%	12 2%	4 2%	168 3%	34 6% <sup>q</sup>

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

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 114  
**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**  
**Mobile**  
**Base: All respondents who have service**

	Q.1 Landline supplier													Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now TV (k)	SSE (l)	Utility Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6272	5619	1360	263	362	56	1131	678	1195	258	33	94	33	38	6246	221	1188	402	18	1121	572	687	470	874	127	98	239	71
Weighted base	6272	5627	1359	263	348	53*	1144	676	1212	259	36**	90*	36**	35*	6245	212	1197	411	17**	1102	584	693	470	879	127	92*	241	69*
More willing to make a complaint	730 12%	670 12% <sup>bd</sup>	129 9%	44 17% <sup>abd</sup>	27 8%	6 11%	167 15% <sup>abd</sup>	82 12% <sup>d</sup>	153 13% <sup>bd</sup>	41 16% <sup>bd</sup>	3 9%	9 9%	2 4%	4 11%	729 12% <sup>t</sup>	24 11%	144 12% <sup>t</sup>	44 11%	6 35%	130 12% <sup>t</sup>	41 7%	98 14% <sup>ty</sup>	62 13% <sup>ty</sup>	118 13% <sup>ty</sup>	9 7%	5 5%	26 11%	8 11%
Less willing to make a complaint	353 6%	317 6% <sup>d</sup>	73 5%	17 7% <sup>d</sup>	10 3%	4 8%	70 6% <sup>d</sup>	29 4%	60 5%	44 17% <sup>abc</sup>	6 17% <sup>ghk</sup>	3 3%	1 2%	1 4%	347 6%	14 7%	64 5%	23 6%	3 18%	62 6%	22 4%	38 5%	32 7% <sup>t</sup>	68 8% <sup>nptx</sup>	3 2%	2 2%	9 4%	3 5%
No different	4976 79%	4461 79% <sup>cfi</sup>	1123 83% <sup>acf</sup>	189 72%	301 86% <sup>acf</sup>	41 77%	860 75% <sup>i</sup>	543 80% <sup>cfi</sup>	960 79% <sup>cfi</sup>	170 66%	27 74%	78 87% <sup>cfi</sup>	33 90%	30 85% <sup>i</sup>	4965 80% <sup>w</sup>	169 80%	952 80%	330 80%	6 38%	868 79%	502 86% <sup>nop</sup>	538 78%	356 76%	668 76%	110 87% <sup>nsu</sup>	84 92% <sup>nop</sup>	196 81%	56 81%
Don't know	213 3%	179 3%	34 2%	12 5%	11 3%	2 3%	47 4% <sup>b</sup>	23 3%	39 3%	4 2%	-	1 1%	1 3%	-	204 3%	5 3%	37 3%	14 3%	1 9%	43 4%	19 3%	19 3%	19 4%	26 3%	4 4%	1 1%	10 4%	2 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 115  
**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**  
**Mobile**  
**Base: All respondents who have service**

	Q.3 Broadband supplier														Q.4 Pay TV supplier				Financial vulnerability (Using Q21)			Impacting/limiting conditions			
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Ujility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	6272	6088	1261	293	412	61	1234	723	1429	268	33	108	31	33	39	3666	374	1935	202	1031	1102	3292	1204	2081	4024
Weighted base	6272	6085	1257	289	397	61*	1253	720	1451	266	33**	105*	32**	36**	36*	3752	386	1975	206	1063	1123	3187	1245	2079	4017
More willing to make a complaint	730 12%	712 12% <sup>bd</sup>	119 9%	52 18% <sup>abd</sup>	33 8%	7 12%	172 14% <sup>abd</sup>	81 11%	174 12%	44 17% <sup>abd</sup>	3 10%	13 12%	-	2 4%	4 11%	517 14%	60 15%	280 14%	35 17%	130 12%	168 15% <sup>u</sup>	320 10%	167 13% <sup>u</sup>	257 12%	446 11%
Less willing to make a complaint	353 6%	336 6%	65 5%	20 7% <sup>d</sup>	13 3%	4 6%	71 6%	39 5%	70 5%	37 14% <sup>abcd</sup>	1 4%	4 4%	-	1 2%	1 4%	253 7%	38 10% <sup>oqs</sup>	130 7%	17 8%	62 6%	114 10% <sup>uv</sup>	138 4%	61 5%	140 7% <sup>x</sup>	194 5%
No different	4976 79%	4839 80% <sup>cfi</sup>	1037 82% <sup>acf</sup>	209 72%	336 85% <sup>acf</sup>	48 80%	958 76% <sup>ei</sup>	572 79% <sup>ci</sup>	1160 80% <sup>cfi</sup>	182 69%	28 86%	87 83% <sup>ci</sup>	31 98%	32 90%	30 85% <sup>ei</sup>	2857 76% <sup>p</sup>	271 70%	1508 76% <sup>p</sup>	146 71%	831 78% <sup>pr</sup>	789 70%	2650 83% <sup>tv</sup>	991 80% <sup>t</sup>	1621 78%	3253 81% <sup>w</sup>
Don't know	213 3%	197 3%	36 3%	9 3%	15 4%	1 2%	52 4% <sup>i</sup>	27 4%	47 3%	3 1%	-	1 1%	1 2%	1 3%	-	126 3%	17 4%	58 3%	8 4%	41 4%	52 5% <sup>uv</sup>	79 2%	26 2%	62 3%	124 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 116  
**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**  
**Fixed Broadband - through a phone or fibre optic cable - perhaps using a WI-FI router**  
**Base: All respondents who have service**

	Total	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6217	3059	3158	753	1064	969	1075	934	1055	367	1862	1645	1324	1386	3507	2710	4979	1238
Weighted base	6219	3038	3181	862	1042	954	1066	888	1050	356	1699	1759	1266	1495	3458	2761	4979	1240
More willing to make a complaint	1027 17%	541 18% <sup>b</sup>	486 15%	214 25% <sup>efgh</sup> <sub>i</sub>	286 27% <sup>efg</sup> <sub>hi</sub>	197 21% <sup>fgh</sup> <sub>i</sub>	167 16% <sup>ghi</sup>	80 9% <sup>h</sup>	63 6%	20 6%	355 21% <sup>klm</sup>	307 17% <sup>lm</sup>	158 12%	207 14%	662 19% <sup>o</sup>	365 13%	872 18% <sup>q</sup>	155 13%
Less willing to make a complaint	356 6%	173 6%	183 6%	88 10% <sup>efgh</sup> <sub>i</sub>	88 8% <sup>fghi</sup>	69 7% <sup>fghi</sup>	52 5% <sup>hi</sup>	33 4% <sup>hi</sup>	20 2%	5 1%	118 7%	96 5%	66 5%	77 5%	214 6%	143 5%	317 6% <sup>q</sup>	40 3%
No different	4648 75%	2236 74%	2412 76%	506 59%	636 61%	646 68% <sup>cd</sup>	819 77% <sup>cde</sup>	762 86% <sup>cde</sup> <sub>f</sub>	954 91% <sup>cde</sup> <sub>fg</sub>	326 91% <sup>cde</sup> <sub>fg</sub>	1179 69%	1312 75% <sup>j</sup>	995 79% <sup>jk</sup>	1161 78% <sup>j</sup>	2492 72%	2156 78% <sup>n</sup>	3630 73%	1018 82% <sup>p</sup>
Don't know	188 3%	88 3%	100 3%	54 6% <sup>dgh</sup> <sub>i</sub>	32 3% <sup>gh</sup>	43 4% <sup>fghi</sup>	29 3% <sup>h</sup>	12 1%	14 1%	5 1%	46 3%	44 3%	48 4%	50 3%	91 3%	97 4%	160 3%	28 2%

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

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 117

**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**

**Fixed Broadband - through a phone or fibre optic cable - perhaps using a WI-FI router**

**Base: All respondents who have service**

	Country					Region										Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	York-shire & Humber-side (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East-ern (l)	London (m)	South East (n)	South West (o)	N. Ire-land (p)	White (q)	Minor-ity ethnic (r)
Unweighted base	6217	5158	541	330	188	541	247	640	487	516	492	330	577	830	846	523	188	5596	559
Weighted base	6219	5218	520	296	185	520	250	687	505	545	449	296	583	813	851	535	185	5597	558
More willing to make a complaint	1027 17%	850 16%	80 15%	53 18%	44 24%ab	80 15%	36 14%	122 18%lo	80 16%	87 16%	60 13%	53 18%lo	72 12%	194 24%efgh ijklno	133 16%	68 13%	44 24%efhi jino	859 15%	160 29%q
Less willing to make a complaint	356 6%	318 6%	20 4%	12 4%	6 3%	20 4%	11 4%	25 4%	42 8%egklo p	37 7%g	26 6%	12 4%	27 5%	76 9%efgjk lnop	48 6%	27 5%	6 3%	274 5%	74 13%q
No different	4648 75%	3883 74%	407 78%	224 76%	133 72%	407 78% m	197 79% m	518 75% m	367 73% m	403 74% m	343 76% m	224 76% m	469 80% himp	502 62% p	651 77% m	432 81% p	133 72% m	4317 77% r	290 52% p
Don't know	188 3%	167 3%	12 2%	6 2%	2 1%	12 2%	7 3%	22 3%	16 3%	17 3%	21 5% no	6 2%	15 3%	42 5% eklno p	19 2%	8 2%	2 1%	146 3%	34 6% q

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



## Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 118

**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**

**Fixed Broadband - through a phone or fibre optic cable - perhaps using a WI-FI router**

**Base: All respondents who have service**

	Q.1 Landline supplier														Q.2 Mobile supplier													
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM/ Karoo (j)	Now TV (k)	SSE (l)	Utility Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6217	5662	1371	264	368	55	1139	687	1202	258	32	93	35	39	6126	220	1173	387	16	1099	565	656	469	863	124	98	238	65
Weighted base	6219	5667	1369	265	355	52*	1151	685	1220	259	32**	89*	38**	36*	6127	211	1182	396	15**	1079	577	665	469	866	124	92*	239	63*
More willing to make a complaint	1027 17%	934 16%	209 15%	49 18%	49 14%	7 14%	211 18%	101 15%	215 18%	54 21% bdg	6 20%	12 13%	5 12%	5 14%	1021 17% t	29 14%	192 16%	64 16%	8 50%	203 19% tv	74 13%	148 22% nop qt wxy zA	65 14%	150 17% t	16 13%	9 10%	33 14%	6 10%
Less willing to make a complaint	356 6%	329 6%	75 6%	24 9% abdg h	15 4%	3 6%	71 6%	31 4%	64 5%	39 15% abdf ghk	1 3%	3 3%	-	1 4%	350 6%	11 5%	71 6%	24 6%	2 11%	59 5%	31 5%	35 5%	34 7% x	63 7% xz	2 1%	4 5%	8 3%	3 5%
No different	4648 75%	4245 75% cfi	1057 77% acf i	181 68%	283 80% acf hi	41 79%	821 71% i	535 78% cfi	900 74% i	164 63%	25 78%	74 83% cfi	33 88%	30 82% i	4575 75% u	164 78% u	883 75% u	292 74%	5 34%	787 73%	461 80% npq suw	464 70%	350 75%	631 73%	101 81% u	78 84% npq suw	189 79% u	50 79%
Don't know	188 3%	159 3% b	27 2%	11 4% bi	8 2%	1 2%	49 4% abi	18 3%	40 3% b	2 1%	-	1 1%	-	-	180 3%	6 3%	36 3%	15 4%	1 5%	31 3%	11 2%	18 3%	19 4%	23 3%	6 5%	1 1%	9 4%	4 6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 119

**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**

**Fixed Broadband - through a phone or fibre optic cable - perhaps using a WI-FI router**

**Base: All respondents who have service**

	Q.3 Broadband supplier														Q.4 Pay TV supplier				Financial vulnerability (Using Q21)			Impacting/limiting conditions			
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Ujil-ity Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	6217	6153	1278	295	419	61	1245	734	1439	268	34	108	32	35	40	3682	379	1940	201	1037	1077	3279	1198	2062	3990
Weighted base	6219	6150	1273	292	404	61*	1265	731	1461	266	34*	105*	33**	37**	36*	3767	390	1978	205	1070	1102	3175	1238	2061	3984
More willing to make a complaint	1027 17%	1017 17%	194 15%	55 19%	62 15%	9 15%	219 17%	108 15%	261 18%	52 20%	6 19%	19 18%	2 5%	5 12%	6 16%	661 18%	73 19%	364 18%	29 14%	176 16%	192 17% <sub>u</sub>	458 14%	250 20% <sub>u</sub>	338 16%	646 16%
Less willing to make a complaint	356 6%	350 6%	59 5%	26 9% <sub>abdgh</sub>	16 4%	7 12% <sub>bdg</sub>	78 6%	36 5%	77 5%	38 14% <sub>abdfghk</sub>	1 2%	4 4%	-	-	1 4%	265 7% <sub>s</sub>	43 11% <sub>oqs</sub>	135 7%	22 11% <sub>s</sub>	60 6%	110 10% <sub>uv</sub>	151 5%	59 5%	145 7% <sub>x</sub>	193 5%
No different	4648 75%	4608 75% <sub>cfhi</sub>	991 78% <sub>acfhi</sub>	203 69%	316 78% <sub>cfhi</sub>	43 71%	914 72% <sub>i</sub>	568 78% <sub>cfi</sub>	1078 74% <sub>i</sub>	174 66%	27 79%	81 78% <sub>i</sub>	31 93%	33 88%	29 80%	2725 72% <sub>p</sub>	264 68%	1426 72%	147 72%	794 74% <sub>p</sub>	749 68%	2502 79% <sub>tv</sub>	908 73% <sub>t</sub>	1520 74%	3039 76% <sub>w</sub>
Don't know	188 3%	175 3% <sub>i</sub>	29 2%	9 3% <sub>i</sub>	11 3% <sub>i</sub>	1 2%	54 4% <sub>abi</sub>	20 3% <sub>i</sub>	46 3% <sub>i</sub>	1 *	-	1 1%	1 2%	-	-	115 3%	11 3%	54 3%	7 4%	40 4%	51 5% <sub>uv</sub>	64 2%	21 2%	57 3%	107 3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 120

**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**  
**Pay TV - By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV**  
**Base: All respondents who have service**

	Total	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	3799	1939	1860	498	659	622	699	553	587	181	1146	997	849	807	2143	1656	3123	676
Weighted base	3891	1962	1929	595	646	632	707	539	598	173	1077	1098	831	884	2175	1715	3189	701
More willing to make a complaint	402 10%	229 12% <sup>b</sup>	173 9%	63 11% <sup>ghi</sup>	120 19% <sup>cefg</sup>	73 11% <sup>ghi</sup>	79 11% <sup>ghi</sup>	36 7%	27 4%	6 3%	148 14% <sup>klm</sup>	116 11% <sup>l</sup>	52 6%	86 10% <sup>l</sup>	264 12% <sup>o</sup>	138 8%	359 11% <sup>q</sup>	43 6%
Less willing to make a complaint	285 7%	162 8% <sup>b</sup>	123 6%	83 14% <sup>efg</sup>	80 12% <sup>fghi</sup>	55 9% <sup>fghi</sup>	38 5% <sup>h</sup>	16 3%	10 2%	3 2%	110 10% <sup>klm</sup>	63 6%	57 7%	56 6%	173 8%	112 7%	251 8% <sup>q</sup>	34 5%
No different	3023 78%	1490 76%	1533 79% <sup>a</sup>	403 68%	407 63%	469 74% <sup>cd</sup>	572 81% <sup>cde</sup>	475 88% <sup>cde</sup>	539 90% <sup>cde</sup>	158 91% <sup>cde</sup>	776 72%	861 78% <sup>j</sup>	680 82% <sup>j</sup>	706 80% <sup>j</sup>	1637 75%	1385 81% <sup>n</sup>	2425 76%	597 85% <sup>p</sup>
Don't know	181 5%	81 4%	99 5%	46 8% <sup>fgh</sup>	39 6% <sup>fg</sup>	35 6% <sup>fg</sup>	19 3%	12 2%	22 4%	7 4%	44 4%	58 5%	43 5%	36 4%	101 5%	79 5%	154 5%	27 4%

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

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 121

**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**  
**Pay TV - By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV**  
**Base: All respondents who have service**

	Country					Region										Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	3799	3160	331	192	116	331	154	405	295	303	325	192	325	542	539	272	116	3373	394
Weighted base	3891	3274	324	177	116	324	162	442	313	331	301	177	341	533	562	290	116	3465	390
More willing to make a complaint	402 10%	349 11%	25 8%	17 9%	12 10%	25 8%	16 10%	53 12% l	40 13% e l	33 10%	25 8%	17 9%	21 6%	81 15% e j l n o	52 9%	27 9%	12 10%	331 10%	68 17% q
Less willing to make a complaint	285 7%	259 8% b	13 4%	10 5%	3 3%	13 4%	10 6%	27 6%	25 8%	22 7%	20 7%	10 5%	18 5%	92 17% e f g h i j k l n o p	32 6%	13 4%	3 3%	217 6%	65 17% q
No different	3023 78%	2508 77%	276 85% a	140 79%	98 85%	276 85% g h i j	132 81% m	343 78% m	230 74% m	259 78% m	230 76% m	140 79% m	290 85% g h i j m	327 61%	455 81% h m	244 84% h j m	98 85% h m	2771 80% r	230 59%
Don't know	181 5%	157 5%	10 3%	11 6%	3 2%	10 3%	4 2%	20 4%	17 5%	17 5%	26 9% e f g l n o p	11 6%	11 3%	33 6% o	24 4%	7 2%	3 2%	146 4%	27 7% q

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

## Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 122

**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**  
**Pay TV - By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV**  
**Base: All respondents who have service**

	Q.1 Landline supplier														Q.2 Mobile supplier													
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM/ Karoo (j)	Now TV (k)	SSE (l)	Utility Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	3799	3563	786	134	90	14	1008	302	1013	123	22	26	7	11	3748	147	726	184	11	680	327	387	346	550	71	24	215	26
Weighted base	3891	3643	811	137	89*	15**	1023	311	1031	135	24**	25**	7**	10**	3839	150	746	188	10**	688	348	401	357	565	69*	23**	217	27**
More willing to make a complaint	402 10%	378 10%	69 9%	20 15%b	6 7%	1 4%	109 11%	28 9%	102 10%	28 21%abd fgh	5 23%	3 11%	-	2 19%	401 10%t	15 10%	87 12%t	22 12%	3 31%	74 11%t	23 7%	49 12%t	37 10%	66 12%t	5 7%	1 2%	18 8%	-
Less willing to make a complaint	285 7%	269 7%h	64 8%h	17 12%fh	4 4%	3 19%	66 6%	21 7%	54 5%	38 29%abcd fgh	-	3 11%	-	-	278 7%	16 11%tz	54 7%	10 5%	1 14%	46 7%	15 4%	28 7%	29 8%	61 11%npqs tz	2 3%	1 2%	8 4%	2 6%
No different	3023 78%	2831 78%ci	640 79%ci	87 64%i	76 85%ci	11 77%	805 79%cci	248 80%ci	826 80%ci	65 48%	19 77%	19 78%	7 100%	7 73%	2987 78%w	113 75%	568 76%	144 77%	5 51%	538 78%w	295 85%nop qsuvw	309 77%	274 77%	412 73%	60 87%w	21 92%	181 83%pw	24 88%
Don't know	181 5%	165 5%	37 5%	13 9%abfg hi	3 4%	-	43 4%	13 4%	50 5%	3 3%	-	-	-	1 8%	174 5%	5 4%	37 5%	13 7%	1 5%	29 4%	14 4%	15 4%	18 5%	26 5%	2 3%	1 4%	10 4%	1 5%

**Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A**  
**Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing**

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 123

**Q.18c Has your willingness to make a complaint to your communications providers increased or decreased as a result of the COVID-19 pandemic? Please select one for each service**  
**Pay TV - By this we mean traditional pay TV providers, not including paid for on-demand or online streaming services accessed over the internet such as Amazon Prime Video, Netflix or NOW TV**  
**Base: All respondents who have service**

	Q.3 Broadband supplier													Q.4 Pay TV supplier				Financial vulnerability (Using Q21)			Impacting/limiting conditions				
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Ujil-ity Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	3799	3746	749	138	98	15	1078	315	1119	117	22	29	8	6	13	3698	379	1952	203	1038	672	1948	751	1277	2409
Weighted base	3891	3834	771	136	102*	14**	1102	324	1144	129	24**	29**	7**	5**	12**	3782	390	1990	207	1071	702	1919	799	1305	2467
More willing to make a complaint	402	396	69	22	10	2	112	32	114	21	4	6	-	-	3	398	45	218	15	110	83	190	90	135	247
	10%	10%	9%	16%abh	9%	14%	10%	10%	10%	16%b	17%	22%	-	-	11%	11%	11%	7%	10%	12%	10%	11%	10%	10%	
Less willing to make a complaint	285	279	58	19	4	1	69	25	65	35	-	3	-	-	274	44	135	30	61	97	108	49	106	168	
	7%	7%h	7%	14%abdfh	4%	6%	6%	8%	6%	27%abcd fgh	-	9%	-	-	7% <sub>s</sub>	11% <sub>oqs</sub>	7%	15% <sub>oqs</sub>	6%	14% <sub>uv</sub>	6%	6%	8%	7%	
No different	3023	2990	615	83	82	10	874	253	912	72	20	20	5	5	8	2951	282	1568	156	843	470	1562	637	1005	1954
	78%	78% <sub>ci</sub>	80% <sub>ci</sub>	61%	81% <sub>ci</sub>	71%	79% <sub>ci</sub>	78% <sub>ci</sub>	80% <sub>ci</sub>	55%	83%	69%	73%	100%	71%	78% <sub>p</sub>	72%	79% <sub>p</sub>	75%	79% <sub>p</sub>	67%	81% <sub>t</sub>	80% <sub>t</sub>	77%	79%
Don't know	181	169	30	12	6	1	47	14	53	2	-	-	2	-	1	159	20	70	6	57	53	59	23	59	97
	5%	4%	4%	9%abfh	6%	9%	4%	4%	5%	2%	-	-	27%	-	7%	4% <sub>q</sub>	5%	4%	3%	5% <sub>q</sub>	7% <sub>uv</sub>	3%	3%	5%	4%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 124  
**Q.19a What is your gender?**  
**Base: All respondents**

	Total	Gender		Age						Social Grade					Area type			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6340	3123	3217	763	1078	997	1102	962	1069	369	1888	1675	1346	1431	3563	2777	5081	1259
Weighted base	6340	3100	3240	875	1059	983	1090	913	1063	358	1724	1788	1287	1541	3512	2828	5082	1258
Female	3237 51%	7 *	3229 100%a	492 56%efg	552 52%	489 50%	536 49%	453 50%	548 52%	168 47%	700 41%	973 54%j	696 54%j	868 56%j	1672 48%	1564 55%on	2574 51%	663 53%
Male	3096 49%	3086 100%b	10 *	382 44%	504 48%	493 50%c	555 51%c	460 50%c	512 48%	190 53%c	1021 59%klm	814 46%	589 46%	672 44%	1836 52%o	1260 45%	2502 49%	594 47%
Prefer to use my own term	1 *	1 *	-	-	1 *	-	-	-	-	-	-	-	1 *	-	-	1 *	1 *	-
Prefer not to say	6 *	6 *	1 *	1 *	2 *	1 *	-	-	3 *	-	4 *	1 *	1 *	1 *	4 *	2 *	5 *	2 *

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 125  
**Q.19a What is your gender?**  
Base: All respondents

	Country				Region											Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6340	5259	551	337	193	551	251	653	496	527	499	337	587	849	865	532	193	5701	575
Weighted base	6340	5320	529	301	190	529	252	701	517	553	455	301	597	836	867	541	190	5701	573
Female	3237 51%	2726 51%	255 48%	153 51%	102 54%	255 48%	140 55%im	357 51%	273 53%	260 47%	225 49%	153 51%	326 55%eim	397 47%	469 54%im	280 52%	102 54%	2903 51%	303 53%
Male	3096 49%	2586 49%	273 52%	148 49%	88 46%	273 52%ln	113 45%	345 49%	244 47%	294 53%fn	230 51%	148 49%	270 45%	434 52%ln	397 46%	260 48%	88 46%	2793 49%	269 47%
Prefer to use my own term	1 *	1 *	-	-	-	-	-	-	-	-	-	-	-	1 *	-	-	-	1 *	-
Prefer not to say	6 *	6 *	-	-	-	-	-	-	-	-	-	-	-	4 *	2 *	1 *	-	3 *	2 *q

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



### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 126  
Q.19a What is your gender?  
Base: All respondents

	Q.1 Landline supplier													Q.2 Mobile supplier															
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM / Karoo (j)	Now TV (k)	SSE (l)	Uti-ity Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-fone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)	
Unweighted base	6340	5685	1382	264	368	56	1142	689	1204	258	34	94	35	39	6246	221	1188	402	18	1121	572	687	470	874	127	98	239	71	
Weighted base	6340	5693	1379	265	355	53*	1156	688	1221	259	36**	90*	38**	36*	6245	212	1197	411	17**	1102	584	693	470	879	127	92*	241	69*	
Female	3237	2883	672	133	193	27	618	354	633	104	12	51	11	18	3190	101	634	208	6	626	314	327	211	433	65	50	109	30	
	51%	51% <sup>ai</sup>	49% <sup>ai</sup>	50% <sup>ai</sup>	54% <sup>ai</sup>	52%	53% <sup>bi</sup>	52% <sup>ai</sup>	52% <sup>ai</sup>	40%	34%	56% <sup>ai</sup>	29%	51%	51% <sup>uv</sup>	48%	53% <sup>uvz</sup>	51%	35%	57% <sup>nou</sup> vwzA	54% <sup>uvz</sup>	47%	45%	49%	52%	54%	45%	43%	
Male	3096	2805	706	132	161	26	539	333	587	155	24	40	27	18	3048	110	563	201	11	475	269	366	258	446	61	42	132	39	
	49%	49%	51% <sup>f</sup>	50%	45%	48%	47%	48%	48%	60% <sup>abc</sup> dfghk	66%	44%	71%	49%	49% <sup>s</sup>	52% <sup>s</sup>	47%	49%	65%	43%	46%	53% <sup>nps</sup> t	55% <sup>nps</sup> t	51% <sup>s</sup>	48%	46%	55% <sup>pst</sup>	57% <sup>s</sup>	
Prefer to use my own term	1	1	-	-	-	-	-	-	1	-	-	-	-	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-
Prefer not to say	6	3	1	-	2	-	-	-	1	-	-	-	-	-	5	1	-	2	-	-	1	-	1	-	-	-	-	-	-
	*	*	*	-	* <sup>af</sup>	-	-	-	*	-	-	-	-	-	*	1% <sup>npsw</sup>	-	1% <sup>npsw</sup>	-	-	*	-	*	-	-	-	-	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 127  
Q.19a What is your gender?  
Base: All respondents

	Total	Q.3 Broadband supplier													Q.4 Pay TV supplier				Financial vulnerability (Using Q21)			Impacting/limiting conditions			
		Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM/Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	6340	6153	1278	295	419	61	1245	734	1439	268	34	108	32	35	40	3698	379	1952	203	1038	1109	3332	1216	2107	4064
Weighted base	6340	6150	1273	292	404	61*	1265	731	1461	266	34*	105*	33**	37**	36*	3782	390	1990	207	1071	1133	3224	1257	2105	4057
Female	3237	3142	631	150	213	31	676	383	762	102	12	63	20	12	18	1852	175	977	102	536	641	1672	489	1149	1995
	51%	51%i	50%i	51%i	53%i	51%	53%ij	52%i	52%i	38%	34%	60%bj	60%	33%	49%	49%	45%	49%	49%	50%	57%uv	52%v	39%	55%x	49%
Male	3096	3002	640	142	190	30	587	348	699	164	22	42	13	25	18	1926	214	1012	105	533	491	1551	768	952	2061
	49%	49%	50%k	49%	47%	49%	46%	48%	48%	62%abc dfghk	66%dfk	40%	40%	67%	51%	51%	55%	51%	51%	50%	43%	48%t	61%tu	45%	51%w
Prefer to use my own term	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	1	-	1	-	1	-
	*	*	-	-	-	-	*	-	-	-	-	-	-	-	-	*	-	-	-	*	-	*	-	*	-
Prefer not to say	6	4	1	-	2	-	1	-	1	-	-	-	-	-	-	3	1	1	-	1	1	-	1	2	1
	*	*	*	-	*a	-	*	-	*	-	-	-	-	-	-	*	*	*	-	*	*	-	*	*	*

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 128

**Q.19b Is your current gender the same as (or does your current gender align with) your sex assigned at birth?**

**Base: All respondents**

	Total	Gender		Age						Social Grade					Area type			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6340	3123	3217	763	1078	997	1102	962	1069	369	1888	1675	1346	1431	3563	2777	5081	1259
Weighted base	6340	3100	3240	875	1059	983	1090	913	1063	358	1724	1788	1287	1541	3512	2828	5082	1258
Yes	6054	2996	3058	815	1014	936	1055	880	1015	339	1662	1686	1231	1474	3349	2706	4857	1197
	95%	97% <sup>b</sup>	94%	93%	96% <sup>cc</sup>	95%	97% <sup>c</sup>	96% <sup>c</sup>	95%	95%	96% <sup>k</sup>	94%	96%	96%	95%	96%	96%	95%
No	29	20	8	11	9	6	2	1	1	-	7	10	6	6	16	12	25	4
	*	1% <sup>b</sup>	*	1% <sup>fghi</sup>	1% <sup>gh</sup>	1%	*	*	*	-	*	1%	*	*	*	*	*	*
Prefer not to say	257	84	174	49	36	41	33	32	48	19	55	92	49	60	147	110	200	57
	4%	3%	5% <sup>a</sup>	6% <sup>df</sup>	3%	4%	3%	3%	4%	5%	3%	5% <sup>j</sup>	4%	4%	4%	4%	4%	5%

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 129

**Q.19b Is your current gender the same as (or does your current gender align with) your sex assigned at birth?****Base: All respondents**

	Country					Region										Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6340	5259	551	337	193	551	251	653	496	527	499	337	587	849	865	532	193	5701	575
Weighted base	6340	5320	529	301	190	529	252	701	517	553	455	301	597	836	867	541	190	5701	573
Yes	6054 95%	5081 96%	505 96%	290 96%	179 94%	505 96%	249 99% ehij mnp	674 96%	488 94%	528 95%	430 94%	290 96%	579 97% hjm	788 94%	826 95%	519 96%	179 94%	5480 96%	548 96%
No	29 *	24 *	3 1%	1 *	-	3 1%	1 1%	4 1%	1 *	5 1%	2 *	1 *	1 *	5 1%	5 1%	1 *	-	23 *	5 1%
Prefer not to say	257 4%	215 4%	21 4%	10 3%	11 6%	21 4% f	2 1%	23 3%	27 5% f	21 4% f	24 5% f	10 3%	17 3%	43 5% fl	37 4% f	22 4% f	11 6% f	198 3%	21 4%

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

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 130  
Q.19b Is your current gender the same as (or does your current gender align with) your sex assigned at birth?  
Base: All respondents

	Q.1 Landline supplier													Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM / Karoo (j)	Now TV (k)	SSE (l)	Util-ity Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-fone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6340	5685	1382	264	368	56	1142	689	1204	258	34	94	35	39	6246	221	1188	402	18	1121	572	687	470	874	127	98	239	71
Weighted base	6340	5693	1379	265	355	53*	1156	688	1221	259	36**	90*	38**	36*	6245	212	1197	411	17**	1102	584	693	470	879	127	92*	241	69*
Yes	6054	5451	1318	250	334	49	1121	659	1167	245	35	88	38	32	5972	198	1145	399	17	1058	554	659	454	844	123	86	232	61
	95%	96%	96%	95%	94%	93%	97%adm	96%	96%	95%	97%	97%	100%	90%	96%A	94%	96%A	97%A	100%	96%A	95%A	95%A	97%A	96%A	97%A	94%	96%A	88%
No	29	21	3	4	2	-	4	3	4	2	-	-	-	-	27	1	4	2	-	7	4	3	1	2	-	-	-	2
	*	*	*	2%abfh	*	-	*	*	*	1%	-	-	-	-	*	1%	*	1%	-	1%	1%	*	*	*	-	-	-	3%npuwz
Prefer not to say	257	221	57	10	19	4	32	25	51	11	3	-	-	4	246	12	47	9	-	37	26	31	15	34	4	6	9	6
	4%	4%f	4%	4%	5%f	7%	3%	4%	4%	4%	3%	3%	-	10%f	4%	6%q	4%	2%	-	3%	4%	4%	3%	4%	3%	6%	4%	9%npqsw

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 131  
**Q.19b Is your current gender the same as (or does your current gender align with) your sex assigned at birth?**  
Base: All respondents

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions		
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	6340	6153	1278	295	419	61	1245	734	1439	268	34	108	32	35	40	3698	379	1952	203	1038	1109	3332	1216	2107	4064
Weighted base	6340	6150	1273	292	404	61*	1265	731	1461	266	34*	105*	33**	37**	36*	3782	390	1990	207	1071	1133	3224	1257	2105	4057
Yes	6054	5886	1218	276	380	57	1221	701	1399	254	33	101	33	37	33	3634	377	1913	199	1025	1089	3109	1223	2023	3924
	95%	96%	96%	94%	94%	94%	97%dn	96%	96%	95%	97%	96%	100%	100%	90%	96%	96%	96%	96%	96%	96%	96%	97%	96%	97%
No	29	28	4	3	4	-	7	3	6	-	-	-	-	-	18	2	7	3	6	11	10	3	16	11	
	*	*	*	1%	1%	-	1%	*	*	-	-	-	-	-	*	1%	*	2%oq	1%	1%uv	*	*	1%x	*	
Prefer not to say	257	236	50	13	20	4	36	27	57	12	1	4	-	-	4	130	12	70	5	40	33	104	32	66	123
	4%	4%	4%	5%	5%	6%	3%	4%	4%	5%	3%	4%	-	-	10%af	3%	3%	4%	2%	4%	3%	3%	3%	3%	3%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 132  
**Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?**  
 Base: All respondents

	Total	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6340	3123	3217	763	1078	997	1102	962	1069	369	1888	1675	1346	1431	3563	2777	5081	1259
Weighted base	6340	3100	3240	875	1059	983	1090	913	1063	358	1724	1788	1287	1541	3512	2828	5082	1258
NET: Any	2105	957	1148	265	300	272	375	339	398	155	474	514	386	730	989	1116	1673	432
	33%	31%	35% <sup>a</sup>	30%	28%	28%	34% <sup>de</sup>	37% <sup>cde</sup>	37% <sup>cde</sup>	43% <sup>cde</sup>	28%	29%	30%	47% <sup>ijkl</sup>	28%	39% <sup>n</sup>	33%	34%
Hearing? Poor hearing, partial hearing, or are deaf	373	217	156	16	33	28	44	65	123	63	105	90	82	96	196	178	283	91
	6%	7% <sup>b</sup>	5%	2%	3%	3%	4% <sup>c</sup>	7% <sup>cde</sup>	12% <sup>cde</sup>	18% <sup>cdef</sup>	6%	5%	6%	6%	6%	6%	6%	7% <sup>p</sup>
Eyesight? Poor vision, colour blindness, partial sight, or are blind	336	180	156	54	51	28	52	55	71	23	93	95	63	85	189	148	264	73
	5%	6%	5%	6% <sup>e</sup>	5% <sup>e</sup>	3%	5% <sup>e</sup>	6% <sup>e</sup>	7% <sup>e</sup>	6% <sup>e</sup>	5%	5%	5%	5%	5%	5%	5%	6%
Mobility? Cannot walk at all use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	560	234	326	23	52	53	95	123	156	57	103	113	92	251	216	343	431	129
	9%	8%	10% <sup>a</sup>	3%	5% <sup>c</sup>	5% <sup>c</sup>	9% <sup>cde</sup>	13% <sup>cde</sup>	15% <sup>cde</sup>	16% <sup>cdef</sup>	6%	6%	7%	16% <sup>ijkl</sup>	6%	12% <sup>n</sup>	8%	10%
Dexterity? Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	241	93	148	17	20	23	46	53	60	21	34	51	42	113	86	155	190	50
	4%	3%	5% <sup>a</sup>	2%	2%	2%	4% <sup>cde</sup>	6% <sup>cde</sup>	6% <sup>cde</sup>	6% <sup>cde</sup>	2%	3%	3% <sup>j</sup>	7% <sup>ijkl</sup>	2%	5% <sup>n</sup>	4%	4%
Breathing? Breathlessness or chest pains	354	160	195	25	21	31	50	74	103	50	65	60	71	157	126	229	282	73
	6%	5%	6%	3%	2%	3%	5% <sup>d</sup>	8% <sup>cde</sup>	10% <sup>cde</sup>	14% <sup>cdef</sup>	4%	3%	6% <sup>gjk</sup>	10% <sup>ijkl</sup>	4%	8% <sup>n</sup>	6%	6%

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

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 132  
**Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?**  
 Base: All respondents

	Gender		Age							Social Grade					Area type			
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Weighted base	6340	3100	3240	875	1059	983	1090	913	1063	358	1724	1788	1287	1541	3512	2828	5082	1258
Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	217 3%	93 3%	124 4%	33 4%ch	44 4%hi	36 4%h	52 5%hi	31 3%ch	15 1%	6 2%	34 2%	41 2%	38 3%	103 7%jkl	76 2%	141 5%n	182 4%	35 3%
Social/ behavioural? Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	141 2%	74 2%	67 2%	35 4%ghi	33 3%ghi	29 3%ghi	36 3%ghi	2 *	4 *	1 *	26 2%	30 2%	23 2%	62 4%jkl	56 2%	85 3%n	121 2%	20 2%
Your mental health? Anxiety, depression, or trauma-related conditions, for example	974 15%	386 12%	588 18%a	179 20%ghi	194 18%ghi	170 17%hi	225 21%ghi	133 15%hi	65 6%i	8 2%	185 11%	236 13%j	167 13%	386 25%jkl	421 12%	553 20%n	814 16%q	161 13%
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	584 9%	243 8%	342 11%a	30 3%	64 6%c	69 7%c	117 11%cde	137 15%cde	125 12%cde	43 12%cde	121 7%	131 7%	102 8%	231 15%jkl	251 7%	333 12%n	455 9%	129 10%
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	4057 64%	2057 66%b	2000 62%	561 64%i	729 69%fgh	674 69%fgh	682 63%i	563 62%i	653 61%i	195 55%	1211 70%m	1208 68%m	874 68%lm	763 50%	2420 69%o	1637 58%	3263 64%	794 63%
Don't know	51 1%	31 1%	20 1%	12 1%gh	11 1%	11 1%h	9 1%	3 *	3 *	1 *	13 1%	23 1%l	5 *	10 1%	36 1%o	15 1%	43 1%	8 1%
Prefer not to say	128 2%	56 2%	72 2%	36 4%dfgh	19 2%	25 3%gh	25 2%gh	9 1%	9 1%	6 2%	26 2%	42 2%	22 2%	38 2%	68 2%	60 2%	103 2%	25 2%

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



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 133  
**Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?**  
**Base: All respondents**

	Country				Region											Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6340	5259	551	337	193	551	251	653	496	527	499	337	587	849	865	532	193	5701	575
Weighted base	6340	5320	529	301	190	529	252	701	517	553	455	301	597	836	867	541	190	5701	573
NET: Any	2105 33%	1786 34%	169 32%	98 33%	51 27%	169 32%	105 42% egik lmnp	239 34%	176 34%	178 32%	165 36% mp	98 33%	194 33%	252 30%	282 33%	195 36% mp	51 27%	1958 34% r	138 24%
Hearing? Poor hearing, partial hearing, or are deaf	373 6%	309 6%	35 7%	19 6%	10 5%	35 7%	16 6%	39 6%	30 6%	25 5%	37 8% im	19 6%	34 6%	41 5%	56 6%	31 6%	10 5%	354 6% r	17 3%
Eyesight? Poor vision, colour blindness, partial sight, or are blind	336 5%	297 6% c	20 4%	8 3%	11 6%	20 4%	17 7% k	42 6% k	28 5%	29 5%	27 6% k	8 3%	29 5%	51 6% k	45 5%	29 5%	11 6%	295 5%	38 7%
Mobility? Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	560 9%	466 9%	48 9%	36 12% d	11 6%	48 9%	23 9%	64 9%	45 9%	56 10%	47 10% m	36 12% mp	50 8%	59 7%	70 8%	51 10%	11 6%	532 9% r	26 5%
Dexterity? Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	241 4%	206 4%	19 4%	10 3%	5 3%	19 4%	10 4%	27 4%	26 5% mn	32 6% mn	19 4%	10 3%	24 4%	23 3%	24 3%	21 4%	5 3%	232 4% r	9 1%
Breathing? Breathlessness or chest pains	354 6%	305 6%	32 6%	13 4%	5 3%	32 6%	15 6%	39 6%	35 7%	29 5%	26 6%	13 4%	34 6%	41 5%	49 6%	35 6%	5 3%	340 6% r	12 2%

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 133  
**Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?**  
**Base: All respondents**

	Country					Region											Ethnicity		
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of England (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Weighted base	6340	5320	529	301	190	529	252	701	517	553	455	301	597	836	867	541	190	5701	573
Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	217 3%	184 3%	18 3%	10 3%	4 2%	18 3%	8 3%	22 3%	20 4%	30 5%lo	19 4%	10 3%	12 2%	29 3%	30 3%	15 3%	4 2%	192 3%	22 4%
Social/ behavioural? Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	141 2%	119 2%	13 3%	8 3%	1 *	13 3%	4 2%	9 1%	15 3%l	17 3%glp	11 2%	8 3%	6 1%	23 3%l	14 2%	18 3%glp	1 *	129 2%	6 1%
Your mental health? Anxiety, depression, or trauma-related conditions, for example	974 15%	816 15%	90 17%	45 15%	22 12%	90 17%	52 20%lmp	103 15%	86 17%	87 16%	76 17%	45 15%	86 14%	113 13%	129 15%	86 16%	22 12%	894 16%	76 13%
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	584 9%	496 9%	47 9%	22 7%	20 11%	47 9%	27 11%am	66 9%	56 11%am	48 9%	41 9%	22 7%	68 11%am	54 6%	79 9%	58 11%am	20 11%	549 10%r	29 5%
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	4057 64%	3385 64%	342 65%	195 65%	135 71%a	342 65%f	142 56%	440 63%	324 63%	362 65%f	283 62%	195 65%	379 64%	549 66%f	569 66%f	336 62%	135 71%fghj o	3620 64%	420 73%q
Don't know	51 1%	45 1%	* *	4 1%b	1 1%	* *	3 1%	8 1%e	5 1%	2 *	2 1%	4 1%e	12 2%ejno	9 1%e	3 *	1 *	1 1%	43 1%	6 1%
Prefer not to say	128 2%	103 2%	17 3%	5 2%	2 1%	17 3%jn	2 1%	14 2%	12 2%	11 2%	5 1%	5 2%	11 2%	26 3%jn	13 2%	9 2%	2 1%	80 1%	10 2%

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

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 134  
**Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?**  
Base: All respondents

	Q.1 Landline supplier													Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now TV (k)	SSE (l)	Utility Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6340	5685	1382	264	368	56	1142	689	1204	258	34	94	35	39	6246	221	1188	402	18	1121	572	687	470	874	127	98	239	71
Weighted base	6340	5693	1379	265	355	53*	1156	688	1221	259	36**	90*	38**	36*	6245	212	1197	411	17**	1102	584	693	470	879	127	92*	241	69*
NET: Any	2105	1877	394	87	131	25	378	245	412	77	9	34	19	14	2076	70	383	156	5	384	227	223	145	246	39	35	76	31
	33%	33% <sup>b</sup>	29%	33%	37% <sup>b</sup>	46% <sup>bi</sup>	33% <sup>b</sup>	36% <sup>b</sup>	34% <sup>b</sup>	30%	25%	37%	50%	39%	33% <sup>w</sup>	33%	32%	38% <sup>pww</sup>	29%	35% <sup>w</sup>	39% <sup>npu</sup>	32%	31%	28%	31%	37%	32%	45% <sup>npuvw</sup>
Hearing? Poor hearing, partial hearing, or are deaf	373	347	72	25	22	8	73	45	67	11	-	5	2	5	366	16	62	21	1	69	59	29	23	36	6	7	21	1
	6%	6%	5%	10% <sup>abhi</sup>	6%	15% <sup>abdfghi</sup>	6%	7%	6%	4%	-	5%	2%	15% <sup>abfhi</sup>	6% <sup>w</sup>	8% <sup>w</sup>	5%	5%	6%	6% <sup>w</sup>	10% <sup>npqs</sup>	4%	5%	4%	5%	7%	9% <sup>uwa</sup>	1%
Eyesight? Poor vision, colour blindness, partial sight, or are blind	336	304	60	14	15	3	63	46	74	14	1	3	4	2	333	7	66	27	3	51	38	40	29	32	7	3	13	8
	5%	5%	4%	5%	4%	5%	5%	7% <sup>b</sup>	6%	5%	2%	4%	9%	7%	5% <sup>w</sup>	3%	6%	7% <sup>w</sup>	17%	5%	7% <sup>w</sup>	6%	6%	4%	5%	3%	5%	12% <sup>nopswy</sup>
Mobility? Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	560	530	105	30	32	8	132	57	117	22	2	7	5	5	550	27	87	39	-	88	56	55	56	63	5	8	42	7
	9%	9% <sup>b</sup>	8%	11%	9%	15%	11% <sup>abg</sup>	8%	10%	9%	6%	7%	14%	14%	9%	13% <sup>npsuwx</sup>	7%	9%	-	8%	10%	8%	12% <sup>npsuwx</sup>	7%	4%	8%	18% <sup>npqstuwxy</sup>	11%
Dexterity? Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	241	220	43	8	13	4	49	39	45	6	1	3	3	1	237	8	30	18	-	37	28	17	24	38	4	3	13	9
	4%	4%	3%	3%	4%	7%	4%	6% <sup>abi</sup>	4%	2%	2%	3%	7%	4%	4% <sup>p</sup>	4%	2%	4%	-	3%	5% <sup>pu</sup>	3%	5% <sup>pu</sup>	4% <sup>p</sup>	3%	3%	6% <sup>pu</sup>	13% <sup>nopqstuvwxyz</sup>
Breathing? Breathlessness or chest pains	354	334	59	21	17	6	69	53	68	15	1	3	6	7	345	13	56	19	1	51	39	33	31	50	6	7	19	5
	6%	6% <sup>b</sup>	4%	8% <sup>b</sup>	5%	12% <sup>bd</sup>	6%	8% <sup>ab</sup>	6%	6%	4%	3%	15%	20% <sup>abcd fghik</sup>	6%	6%	5%	5%	3%	5%	7%	5%	7%	6%	5%	7%	8%	7%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 134  
**Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?**  
Base: All respondents

	Q.1 Landline supplier													Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM/ Karoo (j)	Now TV (k)	SSE (l)	Util-ity Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-fone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Weighted base	6340	5693	1379	265	355	53*	1156	688	1221	259	36**	90*	38**	36*	6245	212	1197	411	17**	1102	584	693	470	879	127	92*	241	69*
Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	217	183	35	12	16	4	36	20	40	10	2	3	1	3	213	2	33	20	-	37	25	26	16	26	3	1	9	6
	3%	3%	3%	5%	4%	7%	3%	3%	3%	4%	6%	3%	2%	7%	3%	1%	3%	5%o	-	3%	4%o	4%	4%	3%	3%	2%	4%	9% nopsuwxy
Social/ behavioural? Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	141	117	16	9	13	-	27	18	24	3	-	3	-	-	138	2	18	17	1	24	10	18	6	26	1	3	4	3
	2%	2%b	1%	3%b	4%b	-	2%b	3%b	2%	1%	-	3%	-	-	2%	1%	2%	4% nptv	6%	2%	2%	3%	1%	3% p	1%	4%	2%	5%
Your mental health? Anxiety, depression, or trauma-related conditions, for example	974	811	154	25	64	12	167	100	204	32	3	18	10	3	964	30	189	87	3	182	86	115	60	108	19	15	27	14
	15%	14%bc	11%	10%	18%bc	23%bc	14%b	15%b	17%abc	13%	8%	20%bc	26%	9%	15%w	14%	16%w	21% nptvwz	15%	17%w	15%	17%w	13%	12%	15%	16%	11%	20%
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	584	537	125	23	43	10	101	68	112	20	3	13	5	4	571	19	107	41	1	110	70	53	35	65	7	13	23	8
	9%	9%	9%	9%	12%	19% abcfghi	9%	10%	9%	8%	7%	14%	13%	11%	9%	9%	9%	10%	5%	10%	12% nuvw	8%	7%	7%	6%	14% w	10%	12%
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	4057	3666	946	166	218	27	750	421	779	173	26	55	19	22	4005	131	787	244	12	687	349	451	315	605	84	57	155	36
	64%	64%	69% adegh	63%	61%	51%	65%	61%	64%	67%	71%	61%	50%	61%	64% t	62%	66% qtA	59%	71%	62%	60%	65%	67% qtA	69% nqstA	67%	62%	64%	53%
Don't know	51	42	8	2	1	-	7	10	8	3	1	2	-	-	46	*	4	6	-	14	3	10	2	5	-	-	1	-
	1%	1%	1%	1%	*	-	1%	1%	1%	1%	4%	2%	-	-	1%	*	*	1% p	-	1% np	1%	1% p	*	1%	-	-	*	-
Prefer not to say	128	108	30	10	5	1	20	12	22	6	-	-	-	-	118	11	23	5	-	18	5	9	7	24	3	1	9	2
	2%	2%	2%	4%	1%	2%	2%	2%	2%	2%	-	-	-	-	2%	5% npqstuv	2%	1%	-	2%	1%	1%	2%	3% t	2%	1%	4% qtu	2%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 135  
Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?  
Base: All respondents

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions		
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM/Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	6340	6153	1278	295	419	61	1245	734	1439	268	34	108	32	35	40	3698	379	1952	203	1038	1109	3332	1216	2107	4064
Weighted base	6340	6150	1273	292	404	61*	1265	731	1461	266	34*	105*	33**	36*	3782	390	1990	207	1071	1133	3224	1257	2105	4057	
NET: Any	2105	2040	355	93	152	27	422	257	491	78	9	39	20	20	14	1271	110	648	84	387	470	1143	268	2105	-
Hearing? Poor hearing, partial hearing, or are deaf	373	361	58	19	26	7	83	43	81	14	1	5	4	2	6	237	22	114	21	74	63	220	60	373	-
	6%	6%b	5%	7%	6%	11%b	7%b	6%	6%	5%	2%	5%	11%	5%	17%abcd	6%	6%	6%	10%oq	7%	6%	7%v	5%	18%lx	-
Eyesight? Poor vision, colour blindness, partial sight, or are blind	336	330	52	17	20	4	70	52	83	10	1	7	1	4	2	219	18	104	20	72	58	181	51	336	-
	5%	5%b	4%	6%	5%	6%	5%	7%ab	6%	4%	2%	7%	2%	9%	6%	6%	5%	5%	9%opq	7%	5%	6%v	4%	16%lx	-
Mobility? Cannot walk at all/ use a wheelchair or mobility scooter etc., or cannot walk very far or manage stairs or can only do so with difficulty	560	557	98	27	34	9	143	57	132	17	3	7	8	5	6	384	27	217	22	103	131	321	41	560	-
	9%	9%	8%	9%	9%	15%	11%abgi	8%	9%	7%	10%	7%	23%	15%	16%	10%p	7%	11%p	10%	10%	12%v	10%v	3%	27%lx	-
Dexterity? Limited ability to reach/ difficulty opening things with your hands/ difficulty using a telephone handset/ television remote control/ computer keyboard etc.	241	231	40	5	13	4	56	35	53	7	1	3	8	3	1	157	10	87	10	46	51	152	17	241	-
	4%	4%	3%	2%	3%	6%	4%c	5%c	4%	2%	3%	3%	24%	7%	4%	4%	3%	4%	5%	4%	4%v	5%v	1%	11%lx	-
Breathing? Breathlessness or chest pains	354	348	56	24	21	6	72	55	73	13	1	3	6	6	7	219	17	118	19	57	81	204	36	354	-
	6%	6%b	4%	8%bh	5%	9%	6%	7%abh	5%	5%	4%	3%	18%	15%	20%abcd	6%	4%	6%	9%p	5%	7%v	6%v	3%	17%lx	-

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 135  
**Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?**  
Base: All respondents

	Q.3 Broadband supplier														Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions		
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Weighted base	6340	6150	1273	292	404	61*	1265	731	1461	266	34*	105*	33**	37**	36*	3782	390	1990	207	1071	1133	3224	1257	2105	4057
Mental abilities? Such as learning, understanding, concentration, memory, communicating, cognitive loss or deterioration	217	201	32	11	21	6	41	18	46	7	2	3	5	1	3	131	15	72	8	32	72	95	15	217	-
		3%	3%	4%	5%abg	9%abfghi	3%	2%	3%	3%	5%	3%	15%	2%	7%	3%	4%	4%	4%	3%	6%uv	3%v	1%	10%x	-
Social/ behavioural? Conditions associated with this such as autism, attention deficit disorder, Asperger's, etc.	141	136	15	9	18	3	30	17	30	4	-	3	4	-	81	7	40	9	24	50	60	14	141	-	
		2%	2%b	1%	3%b	4%abfh	4%	2%b	2%	2%	-	3%	13%	-	2%	2%	2%	5%oq	2%	4%uv	2%	1%	7%x	-	
Your mental health? Anxiety, depression, or trauma-related conditions, for example	974	934	141	32	79	17	193	113	255	32	5	19	7	11	4	565	52	280	32	182	274	458	119	974	-
		15%	15%b	11%	11%	19%abc	28%abc	15%b	17%abc	12%	14%	18%b	20%	30%	11%	15%	13%	14%	16%	17%o	24%uv	14%v	9%	46%x	-
Other illnesses/ conditions which impact or limit your daily activities or the work you can do	584	567	111	24	45	7	116	71	128	19	4	13	2	5	3	347	29	184	22	100	118	348	64	584	-
		9%	9%	8%	11%	12%	9%	10%	9%	7%	11%	12%	7%	13%	7%	9%	7%	9%	10%	9%	10%v	11%v	5%	28%x	-
Nothing - no impairments or conditions impact or limit your daily activities or the work you can do	4057	3949	878	187	245	33	813	450	940	180	23	62	13	17	23	2411	265	1298	113	654	641	2013	974	-	4057
		64%	64%	69%ade	64%	61%	64%	61%	64%	68%	68%	59%	41%	46%	63%	64%ers	68%rs	65%rs	55%	61%	57%	62%t	77%tu	-	100%w
Don't know	51	44	8	2	2	-	7	10	8	3	1	2	-	-	-	24	1	8	3	10	6	24	5	-	-
		1%	1%	1%	1%	-	1%	1%	1%	1%	4%abdf	2%h	-	-	-	1%q	*	*	2%q	1%	*	1%	*	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 135  
**Q.20 Which of these, if any, impact or limit your daily activities or the work you can do?**  
 Base: All respondents

	Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions			
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Weighted base	6340	6150	1273	292	404	61*	1265	731	1461	266	34*	105*	33**	37**	36*	3782	390	1990	207	1071	1133	3224	1257	2105	4057
Prefer not to say	128	116	32	10	5	1	23	15	23	5	-	1	-	-	-	76	14	36	6	20	16	43	11	-	-
		2%	2%	2%	3%	1%	2%	2%	2%	2%	-	1%	-	-	-	2%	3%	2%	3%	2%	1%	1%	1%	-	-

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 136

**Q.21 Which one of these bands describes your total household income before tax or any other deductions are made?  
Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment?  
Base: All respondents**

	Total	Gender		Age							Social Grade					Area type		
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	ABC1 (n)	C2DE (o)	Urban (p)	Rural (q)
Unweighted base	6340	3123	3217	763	1078	997	1102	962	1069	369	1888	1675	1346	1431	3563	2777	5081	1259
Weighted base	6340	3100	3240	875	1059	983	1090	913	1063	358	1724	1788	1287	1541	3512	2828	5082	1258
Up to £199 per week / Up to £10,399 per year	549 9%	217 7%	331 10%a	54 6%	92 9%i	83 8%i	101 9%ci	108 12%cd	94 9%de	18 5%	32 2%	114 6%jl	49 4%j	353 23%kl	147 4%	402 14%n	445 9%	104 8%
From £200 to £299 per week / From £10,400 to £15,599 per year	736 12%	285 9%	451 14%a	68 8%	88 8%	90 9%	132 12%cde	130 14%cde	169 16%cde	59 16%cdef	84 5%	216 12%jl	118 9%j	317 21%jkl	300 9%	436 15%n	607 12%	129 10%
From £300 to £499 per week / From £15,600 to £25,999 per year	1460 23%	690 22%	770 24%	121 14%	199 19%c	218 22%c	259 24%cd	255 28%cde	294 28%cde	114 32%cde	306 18%	460 26%jl	278 22%j	416 27%jl	766 22%	694 25%n	1170 23%	290 23%
From £500 to £699 per week / From £26,000 to £36,399 per year	1316 21%	693 22%b	623 19%	88 10%	236 22%c	228 23%c	221 20%c	203 22%c	256 24%cf	84 23%c	399 23%m	435 24%m	286 22%m	196 13%	834 24%o	482 17%	1050 21%	266 21%
From £700 to £999 per week / From £36,400 to £51,999 per year	835 13%	467 15%b	368 11%	136 16%ghi	182 17%ghi	151 15%ghi	161 15%ghi	82 9%	91 9%	31 9%	277 16%km	233 13%km	257 20%jkm	68 4%	510 15%o	325 11%	674 13%	161 13%
£1,000 per week and above / £52,000 per year and above	719 11%	455 15%b	264 8%	159 18%efg hi	172 16%fgh i	130 13%ghi	125 11%ghi	64 7%i	56 5%	13 4%	415 24%klm	163 9%km	119 9%km	23 1%	578 16%o	141 5%	564 11%	155 12%
Don't know	315 5%	110 4%	205 6%a	152 17%defg hi	54 5%ghi	34 3%g	37 3%g	10 1%	22 2%	6 2%	92 5%	70 4%	68 5%	85 6%	162 5%	153 5%	268 5%q	47 4%
Prefer not to say	410 6%	182 6%	228 7%	96 11%defg h	34 3%	49 5%	55 5%	61 7%cd	81 8%def	33 9%def	119 7%	97 5%	113 9%km	82 5%	215 6%	195 7%	305 6%	106 8%p

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



**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 137

**Q.21 Which one of these bands describes your total household income before tax or any other deductions are made?**  
**Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment?**  
**Base: All respondents**

	Country					Region										Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East of London (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6340	5259	551	337	193	551	251	653	496	527	499	337	587	849	865	532	193	5701	575
Weighted base	6340	5320	529	301	190	529	252	701	517	553	455	301	597	836	867	541	190	5701	573
Up to £199 per week / Up to £10,399 per year	549 9%	451 8%	62 12% <sup>a</sup>	23 8%	13 7%	62 12% <sup>gln</sup>	25 10%	48 7%	46 9%	56 10% <sup>l</sup>	38 8%	23 8%	35 6%	81 10% <sup>l</sup>	69 8%	52 10% <sup>l</sup>	13 7%	491 9%	53 9%
From £200 to £299 per week / From £10,400 to £15,599 per year	736 12%	606 11%	71 13%	39 13%	19 10%	71 13% <sup>mn</sup>	42 17% <sup>mno</sup>	93 13% <sup>mn</sup>	60 12%	67 12%	53 12%	39 13%	70 12%	80 10%	81 9%	60 11%	19 10%	682 12% <sup>r</sup>	51 9%
From £300 to £499 per week / From £15,600 to £25,999 per year	1460 23%	1248 23% <sup>d</sup>	104 20%	77 26% <sup>d</sup>	30 16%	104 20%	54 22%	174 25% <sup>np</sup>	146 28% <sup>emnp</sup>	130 24% <sup>p</sup>	114 25% <sup>np</sup>	77 26% <sup>np</sup>	158 26% <sup>enp</sup>	181 22%	168 19%	122 23%	30 16%	1337 23%	116 20%
From £500 to £699 per week / From £26,000 to £36,399 per year	1316 21%	1119 21% <sup>b</sup>	91 17%	69 23%	37 20%	91 17%	54 21%	163 23% <sup>em</sup>	113 22%	116 21%	89 20%	69 23%	130 22%	151 18%	200 23% <sup>em</sup>	104 19%	37 20%	1193 21%	115 20%
From £700 to £999 per week / From £36,400 to £51,999 per year	835 13%	692 13%	73 14%	33 11%	37 20% <sup>ac</sup>	73 14%	25 10%	84 12%	67 13%	66 12%	64 14%	33 11%	82 14%	104 12%	113 13%	87 16% <sup>fk</sup>	37 20% <sup>fg</sup>	748 13%	81 14%
£1,000 per week and above / £52,000 per year and above	719 11%	562 11%	88 17% <sup>ac</sup>	32 11%	37 19% <sup>ac</sup>	88 17% <sup>ghij</sup>	28 11% <sup>h</sup>	65 9% <sup>h</sup>	23 5%	43 8% <sup>h</sup>	45 10% <sup>h</sup>	32 11% <sup>h</sup>	56 9% <sup>h</sup>	132 16% <sup>ghij</sup>	115 13% <sup>ghil</sup>	54 10% <sup>h</sup>	37 19% <sup>fg</sup>	655 11%	60 10%
Don't know	315 5%	284 5% <sup>b</sup>	14 3%	13 4%	5 2%	14 3%	13 5%	34 5%	18 4%	27 5%	28 6% <sup>e</sup>	13 4%	26 4%	51 6% <sup>e</sup>	55 6% <sup>ehp</sup>	31 6% <sup>e</sup>	5 2%	244 4%	60 11% <sup>q</sup>
Prefer not to say	410 6%	356 7%	26 5%	16 5%	12 6%	26 5%	12 5%	40 6%	43 8% <sup>e</sup>	47 9% <sup>ej</sup>	23 5%	16 5%	39 6%	56 7%	66 8%	31 6%	12 6%	352 6%	37 7%

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

## Reasons to Complain Survey

### ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 138

**Q.21 Which one of these bands describes your total household income before tax or any other deductions are made?**  
**Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment?**  
**Base: All respondents**

	Q.1 Landline supplier													Q.2 Mobile supplier														
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Voda-fone (i)	KCOM/ Karoo (j)	Now TV (k)	SSE (l)	Util-ity Ware-house (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lycamobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Voda-fone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6340	5685	1382	264	368	56	1142	689	1204	258	34	94	35	39	6246	221	1188	402	18	1121	572	687	470	874	127	98	239	71
Weighted base	6340	5693	1379	265	355	53*	1156	688	1221	259	36**	90*	38**	36*	6245	212	1197	411	17**	1102	584	693	470	879	127	92*	241	69*
Up to £199 per week / Up to £10,399 per year	549	476	88	23	47	5	94	73	94	20	3	9	4	1	539	22	99	56	-	94	42	59	46	60	11	9	23	3
	9%	8% <sup>b</sup>	6%	9%	13% <sup>abf</sup>	9%	8%	11% <sup>ab</sup>	8%	8%	10%	10%	12%	2%	9%	10%	8%	14% <sup>npst</sup>	-	9%	7%	9%	10%	7%	8%	9%	10%	5%
From £200 to £299 per week / From £10,400 to £15,599 per year	736	654	126	38	40	15	125	101	136	31	6	12	6	6	729	19	142	46	1	134	71	85	43	91	16	9	33	17
	12%	11% <sup>b</sup>	9%	14% <sup>b</sup>	11%	28% <sup>abc</sup>	11%	15% <sup>abf</sup>	11%	12%	17%	13%	15%	16%	12%	9%	12%	11%	8%	12%	12%	12%	9%	10%	12%	10%	14%	24% <sup>nopqstuvw</sup>
From £300 to £499 per week / From £15,600 to £25,999 per year	1460	1329	300	57	101	13	275	167	283	41	5	27	16	9	1439	42	259	87	8	246	159	153	113	198	33	22	55	16
	23%	23% <sup>i</sup>	22%	22%	28% <sup>abi</sup>	24%	24% <sup>i</sup>	24% <sup>i</sup>	23% <sup>i</sup>	16%	13%	30% <sup>i</sup>	42%	25%	23%	20%	22%	21%	50%	22%	27% <sup>nop</sup>	22%	24%	22%	26%	24%	23%	24%
From £500 to £699 per week / From £26,000 to £36,399 per year	1316	1212	306	59	68	8	250	139	249	58	14	21	5	10	1295	41	251	92	4	216	128	139	108	182	36	20	50	11
	21%	21%	22%	22%	19%	15%	22%	20%	20%	23%	39%	23%	14%	10%	21%	19%	21%	22%	23%	20%	22%	20%	23%	21%	28% <sup>s</sup>	22%	21%	16%
From £700 to £999 per week / From £36,400 to £51,999 per year	835	762	197	31	38	5	154	81	184	38	5	10	3	5	825	32	169	62	1	150	62	96	57	125	12	12	29	11
	13%	13%	14%	12%	11%	10%	13%	12%	15%	15%	13%	11%	8%	14%	13%	15%	14%	15%	4%	14%	11%	14%	12%	14%	9%	13%	12%	15%
£1,000 per week and above / £52,000 per year and above	719	653	193	25	31	-	146	51	145	48	1	3	2	2	713	30	149	19	1	114	47	93	59	128	10	11	33	6
	11%	11% <sup>egk</sup>	14% <sup>adeg</sup>	9% <sup>e</sup>	9% <sup>e</sup>	-	13% <sup>egk</sup>	7%	12% <sup>egk</sup>	19% <sup>acde</sup>	3%	3%	4%	6%	11% <sup>qt</sup>	14% <sup>qt</sup>	12% <sup>qt</sup>	5%	9%	10% <sup>q</sup>	8% <sup>q</sup>	13% <sup>qt</sup>	13% <sup>qt</sup>	15% <sup>nqst</sup>	8%	12% <sup>q</sup>	14% <sup>qt</sup>	9%
Don't know	315	242	45	10	10	-	63	29	60	11	*	4	2	2	305	9	57	20	1	61	37	24	26	40	5	4	13	1
	5%	4% <sup>b</sup>	3%	4%	3%	-	5% <sup>ab</sup>	4%	5% <sup>b</sup>	4%	1%	5%	5%	6%	5%	4%	5%	5%	5%	6%	6% <sup>au</sup>	4%	6%	5%	4%	4%	5%	2%
Prefer not to say	410	365	124	22	19	7	49	47	69	11	2	5	-	1	398	18	72	29	-	87	37	43	18	56	4	6	6	4
	6%	6% <sup>f</sup>	9% <sup>adh</sup>	8% <sup>f</sup>	5%	14% <sup>adh</sup>	4%	7% <sup>f</sup>	6%	4%	4%	6%	-	2%	6% <sup>vz</sup>	9% <sup>vz</sup>	6% <sup>z</sup>	7% <sup>z</sup>	-	8% <sup>nvz</sup>	6% <sup>z</sup>	6% <sup>z</sup>	4%	6% <sup>z</sup>	4%	7%	2%	6%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

## Reasons to Complain Survey

### ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 139

**Q.21 Which one of these bands describes your total household income before tax or any other deductions are made?**

Please include any benefits or credits that you or anyone else in your household receives, including household benefit, as well as any income from employment?

Base: All respondents

	Q.3 Broadband supplier														Q.4 Pay TV supplier				Financial vulnerability (Using Q21)			Impacting/limiting conditions			
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Ujility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	6340	6153	1278	295	419	61	1245	734	1439	268	34	108	32	35	40	3698	379	1952	203	1038	1109	3332	1216	2107	4064
Weighted base	6340	6150	1273	292	404	61*	1265	731	1461	266	34*	105*	33**	37**	36*	3782	390	1990	207	1071	1133	3224	1257	2105	4057
Up to £199 per week / Up to £10,399 per year	549	519	78	26	53	10	103	80	110	23	4	10	4	5	1	273	27	132	23	79	549	-	-	290	246
	9%	8%b	6%	9%	13%abh	17%abh	8%	11%abh	8%	8%	11%	10%	11%	14%	2%	7%	7%	7%	11%q	7%	48%uv	-	-	14%x	6%
From £200 to £299 per week / From £10,400 to £15,599 per year	736	706	120	38	47	10	139	108	163	28	6	12	6	6	6	400	38	207	35	107	115	621	-	356	366
	12%	11%b	9%	13%	12%	17%	11%	15%abh	11%	11%	18%	11%	18%	15%	16%	11%	10%	10%	17%opq	10%	10%v	19%tv	-	17%x	9%
From £300 to £499 per week / From £15,600 to £25,999 per year	1460	1431	270	70	108	18	294	181	336	43	5	30	11	16	10	823	71	426	40	255	315	1145	-	515	916
	23%	23%i	21%	24%i	27%bi	29%i	23%i	25%i	23%i	16%	14%	29%i	35%	43%	27%	22%	18%	21%	19%	24%p	28%v	36%tv	-	24%	23%
From £500 to £699 per week / From £26,000 to £36,399 per year	1316	1292	282	67	81	9	260	144	297	63	11	27	9	5	9	795	86	422	37	220	87	1036	193	373	919
	21%	21%	22%	23%	20%	15%	21%	20%	20%	24%	33%	26%	27%	14%	24%	21%	22%	21%	18%	21%	8%	32%tv	15%t	18%	23%w
From £700 to £999 per week / From £36,400 to £51,999 per year	835	821	181	30	42	7	175	80	230	34	5	10	2	1	6	563	59	303	20	163	66	423	346	214	605
	13%	13%	14%g	10%	10%	11%	14%	11%	16%acd	13%	14%	10%	7%	2%	16%	15%r	15%	15%	10%	15%	6%	43%t	27%tu	10%	15%w
£1,000 per week and above / £52,000 per year and above	719	710	182	26	40	1	164	52	168	51	1	4	-	2	2	512	49	292	23	135	-	-	719	133	575
	11%	12%egk	14%acde	9%	10%e	1%	13%egk	7%	12%egk	19%acde	4%	4%	-	4%	6%	14%	13%	15%o	11%	13%	-	-	57%tu	6%	14%w
Don't know	315	284	50	13	13	-	71	37	78	11	*	5	1	3	2	173	16	90	14	52	-	-	-	125	167
	5%	5%	4%	5%	3%	-	6%	5%	5%	4%	1%	5%	2%	7%	6%	5%	4%	5%	7%	5%	-	-	-	6%x	4%
Prefer not to say	410	386	111	23	21	6	60	50	80	14	2	6	-	-	1	244	44	118	14	60	-	-	-	99	262
	6%	6%f	9%adh	8%	5%	10%	5%	7%	5%	5%	5%	6%	-	-	2%	6%	11%oqs	6%	7%	6%	-	-	-	5%	6%w

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
 Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 140  
**Financial Vulnerability Index (Using Q21)**  
**Base: All respondents**

	Gender		Age							Social Grade					Area type			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	AB	C1	C2	DE	ABC1	C2DE	Urban	Rural
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)	(p)	(q)	
Unweighted base	6340	3123	3217	763	1078	997	1102	962	1069	369	1888	1675	1346	1431	3563	2777	5081	1259
Weighted base	6340	3100	3240	875	1059	983	1090	913	1063	358	1724	1788	1287	1541	3512	2828	5082	1258
Most vulnerable	1133	488	645	173	232	240	217	135	112	22	154	253	174	552	407	726	944	189
	18%	16%	20%a	20%ghi	22%ghi	24%cfg	20%ghi	15%hi	11%i	6%	9%	14%j	14%j	36%jkl	12%	26%n	19%q	15%
Potentially vulnerable	3224	1551	1673	263	462	457	561	559	688	235	728	1033	695	768	1761	1463	2557	667
	51%	50%	52%	30%	44%c	46%c	51%cde	61%cde	65%cde	66%cde	42%	58%jm	54%jm	50%j	50%	52%	50%	53%
Least vulnerable	1257	768	489	189	277	202	220	148	160	61	631	335	237	53	967	291	1010	248
	20%	25%b	15%	22%gh	26%cef	21%gh	20%gh	16%	15%	17%	37%klm	19%m	18%m	3%	28%o	10%	20%	20%
Don't know/ Prefer not to give income	726	293	433	249	88	83	92	71	103	40	211	167	181	167	378	348	572	153
	11%	9%	13%a	28%defg	8%	8%	8%	8%	10%	11%	12%k	9%	14%km	11%	11%	12%	11%	12%

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

**Reasons to Complain Survey**  
**ONLINE Fieldwork: 23rd to 29th November 2020**

Absolutes/col percents

Table 141  
**Financial Vulnerability Index (Using Q21)**  
**Base: All respondents**

	Country				Region											Ethnicity			
	Total	England (a)	Scotland (b)	Wales (c)	NI (d)	Scotland (e)	North East (f)	North West (g)	Yorkshire & Humber (h)	West Midlands (i)	East Midlands (j)	Wales (k)	East (l)	London (m)	South East (n)	South West (o)	N. Ireland (p)	White (q)	Minority ethnic (r)
Unweighted base	6340	5259	551	337	193	551	251	653	496	527	499	337	587	849	865	532	193	5701	575
Weighted base	6340	5320	529	301	190	529	252	701	517	553	455	301	597	836	867	541	190	5701	573
Most vulnerable	1133 18%	957 18%	100 19%	48 16%	28 15%	100 19% <sup>l</sup>	43 17%	115 16%	97 19%	129 23% <sup>gijkl nop</sup>	69 15%	48 16%	84 14%	183 22% <sup>gijkl np</sup>	140 16%	95 18%	28 15%	941 17%	179 31% <sup>q</sup>
Potentially vulnerable	3224 51%	2719 51% <sup>b</sup>	240 45%	173 57% <sup>ab</sup>	92 48%	240 45%	144 57% <sup>emn</sup>	391 56% <sup>emn</sup>	296 57% <sup>eimn</sup>	275 50% <sup>m</sup>	250 55% <sup>emn</sup>	173 57% <sup>eimn</sup>	339 57% <sup>eimn</sup>	340 41%	411 47% <sup>m</sup>	274 51% <sup>m</sup>	92 48%	3004 53% <sup>r</sup>	206 36%
Least vulnerable	1257 20%	1004 19%	148 28% <sup>ac</sup>	51 17%	54 28% <sup>ac</sup>	148 28% <sup>efghi jkln</sup>	41 16%	121 17% <sup>h</sup>	62 12%	74 13%	86 19% <sup>hi</sup>	51 17%	108 18% <sup>hi</sup>	206 25% <sup>fghi jkl</sup>	195 23% <sup>fghi</sup>	111 21% <sup>hi</sup>	54 28% <sup>fghi jkl</sup>	1160 20% <sup>r</sup>	91 16%
Don't know/ Prefer not to give income	726 11%	641 12% <sup>b</sup>	40 8%	29 9%	17 9%	40 8%	25 10%	74 10%	62 12% <sup>e</sup>	75 13% <sup>e</sup>	51 11%	29 9%	65 11%	107 13% <sup>e</sup>	121 14% <sup>e</sup>	62 11% <sup>e</sup>	17 9%	596 10%	98 17% <sup>q</sup>

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

## Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 142  
Financial Vulnerability Index (Using Q21)  
Base: All respondents

	Q.1 Landline supplier														Q.2 Mobile supplier													
	Total	Total land-line (a)	BT (b)	EE (c)	Plus-net (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now TV (k)	SSE (l)	Utility Warehouse (m)	Total mobile (n)	BT Mobile (o)	EE (p)	giff-gaff (q)	Lyca-mobile (r)	O2 (s)	Tesco Mobile (t)	Three (u)	Virgin Media (v)	Vodafone (w)	iD Mobile (x)	Plus-net (y)	Sky (z)	Smarty (A)
Unweighted base	6340	5685	1382	264	368	56	1142	689	1204	258	34	94	35	39	6246	221	1188	402	18	1121	572	687	470	874	127	98	239	71
Weighted base	6340	5693	1379	265	355	53*	1156	688	1221	259	36**	90*	38**	36*	6245	212	1197	411	17**	1102	584	693	470	879	127	92*	241	69*
Most vulnerable	1133 18%	990 17% <sub>bm</sub>	178 13%	53 20% <sub>bm</sub>	73 20% <sub>bm</sub>	9 17%	223 19% <sub>bm</sub>	121 18% <sub>bm</sub>	227 19% <sub>bm</sub>	54 21% <sub>bm</sub>	8 22%	17 19% <sub>bm</sub>	7 19%	1	1120 18%	30 14%	214 18%	100 24% <sub>nopstwyA</sub>	6 34%	186 17%	90 15%	145 21% <sub>ostw</sub>	100 21% <sub>otw</sub>	143 16%	20 16%	12 13%	44 18%	8 12%
Potentially vulnerable	3224 51%	2957 52% <sub>ai</sub>	717 52% <sub>ai</sub>	135 51%	178 50%	28 52%	599 52% <sub>ai</sub>	380 55% <sub>ai</sub>	620 51% <sub>ai</sub>	111 43%	24 65%	51 56% <sub>ai</sub>	23 62%	25 69% <sub>cabdfhi</sub>	3178 51%	110 52%	594 50%	194 47%	8 48%	560 51%	329 56% <sub>npqsuvw</sub>	340 49%	233 50%	429 49%	79 62% <sub>npqsuvw</sub>	49 53%	125 52%	44 64% <sub>npqsuvw</sub>
Least vulnerable	1257 20%	1140 20% <sub>g</sub>	315 23% <sub>acfg</sub>	45 17%	75 21%	9 17%	221 19%	110 16%	244 20%	71 28% <sub>acfhk</sub>	3 8%	13 15%	5 14%	7 19%	1244 20% <sub>t</sub>	44 21%	260 22% <sub>qt</sub>	68 17%	2 13%	209 19%	91 16%	141 20% <sub>t</sub>	93 20%	211 24% <sub>nqstx</sub>	18 14%	22 24%	53 22% <sub>t</sub>	12 17%
Don't know/ Prefer not to give income	726 11%	607 11%	169 12% <sub>a</sub>	32 12%	30 8%	7 14%	112 10%	76 11%	130 11%	22 8%	2 5%	9 10%	2 5%	3 9%	703 11%	27 13%	129 11%	49 12%	1 5%	148 13% <sub>nuvz</sub>	74 13%	67 10%	44 9%	95 11%	10 8%	10 11%	19 8%	5 8%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m - n/o/p/q/r/s/t/u/v/w/x/y/z/A  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing

### Reasons to Complain Survey ONLINE Fieldwork: 23rd to 29th November 2020

Absolutes/col percents

Table 143  
Financial Vulnerability Index (Using Q21)  
Base: All respondents

	Q.3 Broadband supplier													Q.4 Pay TV supplier					Financial vulnerability (Using Q21)			Impacting/limiting conditions			
	Total	Total broadband (a)	BT (b)	EE (c)	Plusnet (d)	Post Office (e)	Sky (f)	Talk-Talk (g)	Virgin Media (h)	Vodafone (i)	KCOM / Karoo (j)	Now Broadband (k)	Shell Energy (l)	SSE (m)	Utility Warehouse (n)	Total pay TV (o)	BT (p)	Sky (q)	Talk-Talk (r)	Virgin Media (s)	Most vulnerable (t)	Potentially vulnerable (u)	Least vulnerable (v)	Yes (w)	No (x)
Unweighted base	6340	6153	1278	295	419	61	1245	734	1439	268	34	108	32	35	40	3698	379	1952	203	1038	1109	3332	1216	2107	4064
Weighted base	6340	6150	1273	292	404	61*	1265	731	1461	266	34*	105*	33**	37**	36*	3782	390	1990	207	1071	1133	3224	1257	2105	4057
Most vulnerable	1133	1092	160	51	79	15	247	133	287	47	8	19	12	8	3	685	63	349	42	205	1133	-	-	470	641
	18%	18% <sup>b</sup>	13%	18% <sup>b</sup>	19% <sup>b</sup>	25% <sup>b</sup>	20% <sup>b</sup>	18% <sup>b</sup>	20% <sup>ab</sup>	18% <sup>b</sup>	24%	18%	35%	21%	8%	18%	16%	18%	20%	19%	100% <sup>uv</sup>	-	-	22% <sup>x</sup>	16%
Potentially vulnerable	3224	3158	656	159	206	28	638	400	732	120	21	59	16	23	23	1895	195	996	104	536	-	3224	-	1143	2013
	51%	51%	52%	54% <sup>i</sup>	51%	45%	50%	55% <sup>i</sup>	50%	45%	61%	57%	50%	63%	65% <sup>i</sup>	50%	50%	50%	50%	50%	-	100% <sup>tv</sup>	-	54% <sup>x</sup>	50%
Least vulnerable	1257	1229	297	46	85	11	248	112	284	75	3	15	4	3	7	785	73	437	33	218	-	-	1257	268	974
	20%	20% <sup>g</sup>	23% <sup>acf</sup>	16%	21% <sup>g</sup>	19%	20% <sup>g</sup>	15%	19% <sup>g</sup>	28% <sup>acfg</sup>	8%	15%	13%	8%	18%	21%	19%	22%	16%	20%	-	-	100% <sup>tu</sup>	13%	24% <sup>w</sup>
Don't know/ Prefer not to give income	726	671	160	36	34	6	131	87	158	24	2	11	1	3	3	417	60	208	28	112	-	-	-	224	429
	11%	11%	13% <sup>ad</sup>	12%	8%	10%	10%	12%	11%	9%	6%	11%	2%	7%	9%	11%	15% <sup>oqs</sup>	10%	14%	10%	-	-	-	11%	11%

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n - o/p/q/r/s - t/u/v - w/x  
Overlap formulae used. \* small base; \*\* very small base (under 30) ineligible for sig testing