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● 1	1	1	Q.1 Do you PERSONALLY use any of the following devices?	Base: All adults UK	1068
● 11	2	2	Q.2 Which of the following do you have in your home?	Base: All adults UK	1068
● 21	3	3	Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?	Base: All adults UK	1068
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	Page	Table	Title	Base Description	Base
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Q.1 Do you PERSONALLY use any of the following devices?

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1068	508	560	123	194	143	150	155	150	153	196	290	205	377
Weighted Base	1068	518	550	152*	209	164	168	169	102	106	210	324	221	314
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	635 59%	324 63%	311 56%	127 84% <i>fghi</i>	166 80% <i>fghi</i>	118 72% <i>ghi</i>	105 62% <i>ghi</i>	84 50% <i>hi</i>	28 27% <i>i</i>	8 7%	152 73% <i>m</i>	207 64% <i>m</i>	141 64% <i>m</i>	135 43%
A mobile phone (not a Smartphone) with internet access	166 16%	74 14%	92 17%	19 13%	32 15% <i>i</i>	24 14%	38 23% <i>i</i>	31 18% <i>i</i>	14 14%	8 8%	19 9%	63 20% <i>j</i>	35 16%	48 15% <i>j</i>
A mobile phone without internet access	198 18%	95 18%	103 19%	8 5%	18 9%	21 13%	25 15% <i>c</i>	38 22% <i>cde</i>	44 43% <i>cdefg</i>	44 42% <i>cdefg</i>	29 14%	48 15%	42 19%	79 25% <i>ijk</i>
A tablet (e.g. iPad, Samsung Galaxy)	503 47%	234 45%	269 49%	77 51% <i>i</i>	121 58% <i>ghi</i>	91 56% <i>ghi</i>	89 53% <i>hi</i>	71 42% <i>i</i>	38 37% <i>i</i>	16 15%	126 60% <i>lm</i>	177 55% <i>m</i>	101 46% <i>m</i>	99 32%
A desktop computer	248 23%	140 27% <i>b</i>	108 20%	26 17%	42 20%	43 26% <i>i</i>	49 29% <i>ci</i>	48 29% <i>i</i>	27 26% <i>i</i>	12 12%	74 35% <i>klm</i>	81 25% <i>m</i>	44 20%	49 16%
A laptop or netbook	607 57%	313 60% <i>ab</i>	293 53%	93 61% <i>hi</i>	140 67% <i>hi</i>	110 67% <i>hi</i>	107 64% <i>hi</i>	95 57% <i>hi</i>	42 41% <i>i</i>	20 19%	160 76% <i>klm</i>	206 64% <i>lm</i>	117 53% <i>m</i>	124 39%
An e- reader (e.g. Kindle, Kobo)	135 13%	60 12%	75 14%	27 18% <i>i</i>	28 13% <i>i</i>	22 13% <i>i</i>	16 10% <i>i</i>	24 14% <i>i</i>	15 15% <i>i</i>	3 3%	49 23% <i>klm</i>	45 14% <i>m</i>	21 9%	20 6%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	179 17%	112 22% <i>ab</i>	67 12%	65 43% <i>defghi</i>	51 24% <i>fghi</i>	38 23% <i>fghi</i>	22 13% <i>ghi</i>	3 2%	1 1%	-	36 17%	53 16%	42 19%	49 16%
A portable gaming device (e.g. SonyPSP\Vita, Nintendo DS)	67 6%	38 7%	29 5%	18 12% <i>ghi</i>	19 9% <i>hi</i>	14 9% <i>hi</i>	9 5% <i>i</i>	6 4% <i>i</i>	1 1%	-	10 5%	25 8%	18 8%	14 4%
Other mobile device	2 *	2 *	-	-	-	-	-	2 1%	-	-	2 1%	-	-	-
SUMMARY CODES														
ANY MOBILE PHONE	927 87%	448 86%	479 87%	143 94% <i>ghi</i>	196 94% <i>ghi</i>	154 94% <i>ghi</i>	150 90% <i>hi</i>	143 85% <i>i</i>	81 79% <i>i</i>	60 56%	190 91% <i>m</i>	292 90% <i>m</i>	197 89% <i>m</i>	248 79%
ANY MOBILE WITH INTERNET ACCESS	765 72%	376 73%	389 71%	140 92% <i>efghi</i>	189 91% <i>fghi</i>	136 83% <i>ghi</i>	133 79% <i>ghi</i>	110 65% <i>hi</i>	42 41% <i>i</i>	15 14%	167 80% <i>m</i>	257 79% <i>m</i>	166 75% <i>m</i>	176 56%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1068	508	560	123	194	143	150	155	150	153	196	290	205	377
Weighted Base	1068	518	550	152*	209	164	168	169	102	106	210	324	221	314
ANY COMPUTER INC. TABLET	807 76%	397 77%	410 75%	120 79% <i>i</i>	179 86% <i>ghi</i>	140 85% <i>ghi</i>	139 83% <i>hi</i>	127 75% <i>i</i>	68 67% <i>i</i>	35 33%	194 92% <i>klm</i>	269 83% <i>m</i>	168 76% <i>m</i>	176 56%
ANY COMPUTER EXC. TABLET	693 65%	353 68% <i>b</i>	339 62%	101 66% <i>i</i>	151 73% <i>hi</i>	123 75% <i>hi</i>	123 73% <i>hi</i>	110 65% <i>i</i>	56 55% <i>i</i>	28 27%	178 85% <i>klm</i>	232 72% <i>lm</i>	135 61% <i>m</i>	147 47%
ANY GAMING DEVICE	199 19%	121 23% <i>b</i>	78 14%	69 45% <i>cdefghi</i>	55 26% <i>fghi</i>	41 25% <i>fghi</i>	25 15% <i>ghi</i>	8 4% <i>i</i>	2 2%	-	39 19%	62 19%	47 21%	50 16%
ANY DEVICE	999 94%	488 94%	511 93%	151 100% <i>ghi</i>	206 99% <i>ghi</i>	162 99% <i>ghi</i>	165 98% <i>ghi</i>	157 93% <i>i</i>	91 89% <i>i</i>	68 64%	204 97% <i>m</i>	311 96% <i>m</i>	210 95% <i>m</i>	274 87%
None	68 6%	29 6%	39 7%	1 *	3 1%	2 1%	3 2%	11 7% <i>cdef</i>	11 11% <i>cdef</i>	38 36% <i>cdefgh</i>	6 3%	13 4%	10 5%	39 12% <i>ijkl</i>
Don't know	1 *	1 *	-	-	-	-	-	-	-	1 1%	-	-	-	1 *

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1068	584	287	197	478	590	285	783	840	228	866	95	48	59
Weighted Base	1068	587	308	173	546	522	315	753	844	224	900	91*	53*	24*
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	635	360	212	63	400	236	253	382	504	131	549	42	32	12
	59%	61% ^c	69% ^c	36%	73% ^e	45%	80% ^g	51%	60%	59%	61% ^k	47%	59%	51%
A mobile phone (not a Smartphone) with internet access	166	98	45	23	86	80	46	120	127	39	136	16	11	3
	16%	17%	15%	13%	16%	15%	14%	16%	15%	17%	15%	17%	21%	13%
A mobile phone without internet access	198	103	41	54	72	125	23	175	150	48	162	17	11	7
	18%	17%	13%	31% ^{ab}	13%	24% ^d	7%	23% ^f	18%	21%	18%	19%	21%	29% ^j
A tablet (e.g. iPad, Samsung Galaxy)	503	315	137	52	305	198	182	322	393	111	424	40	28	11
	47%	54% ^{bc}	44% ^c	30%	56% ^e	38%	58% ^g	43%	47%	49%	47%	44%	53%	47%
A desktop computer	248	158	56	34	141	106	61	187	197	51	222	14	10	2
	23%	27% ^b	18%	20%	26%	20%	19%	25%	23%	23%	25% ^{km}	15%	19%	7%
A laptop or netbook	607	356	180	70	367	240	210	396	479	128	517	44	31	14
	57%	61% ^c	58% ^c	40%	67% ^e	46%	67% ^g	53%	57%	57%	57%	49%	58%	59%
An e- reader (e.g. Kindle, Kobo)	135	86	34	14	70	64	43	92	105	30	107	11	12	5
	13%	15% ^c	11%	8%	13%	12%	13%	12%	12%	13%	12%	12%	22%	19%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	179	94	79	6	109	70	86	93	140	39	146	20	11	3
	17%	16% ^c	26% ^{ac}	3%	20% ^e	13%	27% ^g	12%	17%	18%	16%	22%	21%	11%
A portable gaming device (e.g. SonyPSP\Vita, Nintendo DS)	67	40	20	7	41	26	36	31	51	15	58	3	6	*
	6%	7%	7%	4%	7%	5%	12% ^g	4%	6%	7%	6%	3%	12%	1%
Other mobile device	2	-	-	2	2	-	-	2	2	-	2	-	-	-
	*	-	-	1% ^a	*	-	-	*	*	-	*	-	-	-
SUMMARY CODES														
ANY MOBILE PHONE	927	520	275	132	505	421	297	629	733	193	793	69	42	23
	87%	89% ^c	89% ^c	76%	93% ^e	81%	94% ^g	84%	87%	86%	88% ^k	76%	79%	93% ^k

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1068	584	287	197	478	590	285	783	840	228	866	95	48	59
Weighted Base	1068	587	308	173	546	522	315	753	844	224	900	91*	53*	24*
ANY MOBILE WITH INTERNET ACCESS	765 72%	437 74% ^c	246 80% ^c	82 48%	460 84% ^e	305 58%	286 91% ^g	479 64%	605 72%	160 72%	661 73% ^k	53 58%	36 68%	16 64%
ANY COMPUTER INC. TABLET	807 76%	474 81% ^c	235 76% ^c	98 57%	469 86% ^e	338 65%	266 84% ^g	542 72%	633 75%	174 78%	683 76%	63 69%	44 83%	17 71%
ANY COMPUTER EXC. TABLET	693 65%	409 70% ^c	200 65% ^c	83 48%	407 75% ^e	286 55%	231 73% ^g	462 61%	541 64%	152 68%	593 66% ^k	47 52%	37 69%	15 64%
ANY GAMING DEVICE	199 19%	107 18% ^c	83 27% ^{ac}	9 5%	121 22% ^e	77 15%	93 29% ^g	106 14%	156 18%	43 19%	165 18%	20 22%	11 21%	3 11%
ANY DEVICE	999 94%	561 96% ^c	297 96% ^c	142 82%	536 98% ^e	463 89%	310 98% ^g	689 92%	790 94%	209 94%	850 94% ^k	80 89%	46 86%	23 95%
None	68 6%	25 4%	11 4%	32 18% ^{ab}	9 2%	59 11% ^d	5 2%	63 8% ^f	53 6%	14 6%	49 5%	10 11% ^j	7 14%	1 5%
Don't know	1 *	1 *	-	-	-	1 *	-	1 *	1 *	-	1 *	-	-	-

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1068	46	115	85	73	84	103	120	140	100	48	95	59
Weighted Base	1068	45*	105*	92*	82*	95*	100*	135	145	101*	53*	91*	24*
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	635 59%	24 54%	60 58%	56 60%	50 61%	55 58%	63 63%k	102 75%abcdehikl	80 55%	58 58%	32 59%	42 47%	12 51%
A mobile phone (not a Smartphone) with internet access	166 16%	5 11%	10 10%	23 25%bf	12 15%	13 14%	10 10%	22 16%	25 17%	15 15%	11 21%	16 17%	3 13%
A mobile phone without internet access	198 18%	7 15%	29 27%cdg	14 15%	11 14%	21 22%	16 16%	19 14%	24 17%	22 21%	11 21%	17 19%	7 29%cdg
A tablet (e.g. iPad, Samsung Galaxy)	503 47%	18 41%	51 48%	36 39%	43 52%	52 55%	47 47%	58 43%	73 50%	46 46%	28 53%	40 44%	11 47%
A desktop computer	248 23%	6 13%	27 26%l	19 20%	18 22%l	26 27%l	24 24%l	41 30%aki	39 27%kl	23 23%l	10 19%	14 15%	2 7%
A laptop or netbook	607 57%	23 53%	49 47%	60 65%bk	47 57%	49 52%	64 64%bk	83 61%b	80 55%	62 62%b	31 58%	44 49%	14 59%
An e- reader (e.g. Kindle, Kobo)	135 13%	5 11%	11 11%	12 13%	14 17%g	12 12%	13 13%g	7 5%	22 15%g	11 11%	12 22%g	11 12%	5 19%g
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	179 17%	11 24%f	21 20%f	12 14%	15 19%	25 27%fh	8 8%	19 14%	18 12%	16 16%	11 21%	20 22%f	3 11%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	67 6%	8 19%bdfghikl	5 5%	10 11%f	5 6%	6 7%	1 1%	10 7%	6 4%	5 5%	6 12%f	3 3%	* 1%
Other mobile device	2 *	- -	- -	- -	- -	- -	- -	- -	2 2%	- -	- -	- -	- -
SUMMARY CODES													
ANY MOBILE PHONE	927 87%	36 80%	96 92%k	84 91%k	73 89%	86 90%k	86 86%	123 91%k	124 86%	86 86%	42 79%	69 76%	23 93%k
ANY MOBILE WITH INTERNET ACCESS	765 72%	29 65%	68 65%	75 81%bkl	62 76%k	68 72%	71 71%	113 83%abfhikl	104 71%k	71 70%	36 68%	53 58%	16 64%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1068	46	115	85	73	84	103	120	140	100	48	95	59
Weighted Base	1068	45*	105*	92*	82*	95*	100*	135	145	101*	53*	91*	24*
ANY COMPUTER INC. TABLET	807 76%	31 69%	72 68%	72 78%	63 77%	77 81%	79 79%	97 72%	115 79%	77 77%	44 83%	63 69%	17 71%
ANY COMPUTER EXC. TABLET	693 65%	26 58%	59 57%	67 73%bk	55 67%	61 64%	72 72%bk	92 68%k	91 63%	70 70%k	37 69%	47 52%	15 64%
ANY GAMING DEVICE	199 19%	13 28%f	22 21%f	18 20%f	16 20%f	28 29%fh	8 8%	22 16%	23 16%	16 16%	11 21%	20 22%f	3 11%
ANY DEVICE	999 94%	41 92%	100 96%	87 95%	78 95%	91 95%	92 92%	129 95%	136 94%	95 95%	46 86%	80 89%	23 95%
None	68 6%	3 8%	5 4%	5 5%	4 5%	4 5%	8 8%	6 5%	9 6%	5 5%	7 14%	10 11%	1 5%
Don't know	1 *	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	- -

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1068	905	728	618	287	110	383	160	533
Weighted Base	1068	927	701	609	318	93*	401	165	517
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	635	635	399	399	236	-	269	106	268
	59%	69%be	57%e	66%be	74%bce	-	67%	64%	52%
A mobile phone (not a Smartphone) with internet access	166	166	118	118	48	-	73	24	71
	16%	18%e	17%e	19%e	15%e	-	18%	14%	14%
A mobile phone without internet access	198	198	145	145	52	-	59	20	121
	18%	21%e	21%e	24%de	16%e	-	15%	12%	23%
A tablet (e.g. iPad, Samsung Galaxy)	503	468	341	322	146	19	232	90	206
	47%	50%e	49%e	53%e	46%e	21%	58%	54%	40%
A desktop computer	248	234	186	178	56	8	104	57	102
	23%	25%de	27%de	29%de	18%	9%	26%	35%	20%
A laptop or netbook	607	566	408	380	186	29	245	109	259
	57%	61%e	58%e	62%e	59%e	31%	61%	66%	50%
An e- reader (e.g. Kindle, Kobo)	135	133	93	91	42	2	63	13	61
	13%	14%e	13%e	15%e	13%e	2%	16%	8%	12%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	179	172	107	105	68	2	92	21	70
	17%	19%e	15%e	17%e	21%be	2%	23%	13%	14%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	67	67	41	41	26	-	30	12	30
	6%	7%e	6%e	7%e	8%e	-	7%	7%	6%
Other mobile device	2	2	-	-	2	-	2	2	-
	*	*	-	-	1%	-	1%	1%	-
SUMMARY CODES									
ANY MOBILE PHONE	927	927	609	609	318	-	365	142	430
	87%	100%be	87%e	100%be	100%be	-	91%	86%	83%
ANY MOBILE WITH INTERNET ACCESS	765	765	487	487	278	-	324	126	326
	72%	83%be	70%e	80%be	87%bce	-	81%	76%	63%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1068	905	728	618	287	110	383	160	533
Weighted Base	1068	927	701	609	318	93*	401	165	517
ANY COMPUTER INC. TABLET	807	739	545	505	234	40	332	140	352
	76%	80%e	78%e	83%bde	74%e	44%	83%	85%	68%
ANY COMPUTER EXC. TABLET	693	647	481	451	197	30	285	124	293
	65%	70%de	69%e	74%bde	62%e	33%	71%	75%	57%
ANY GAMING DEVICE	199	192	118	116	76	2	97	30	80
	19%	21%e	17%e	19%e	24%be	2%	24%	18%	16%
ANY DEVICE	999	927	651	609	318	43	385	159	470
	94%	100%be	93%e	100%be	100%be	46%	96%	96%	91%
None	68	-	50	-	-	50	15	6	46
	6%	-	7%acd	-	-	54%abcc	4%	4%	9%
Don't know	1	-	-	-	-	-	1	-	-
	*	-	-	-	-	-	*	-	-

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1068	421	440	437	62	600	460	1022	838	830	430	556	861	550
Weighted Base	1068	438	420	418	65*	624	439	1021	876	871	457	618	902	605
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	635 59%	294 67%bcfg	207 49%	205 49%	44 68%bcf	414 66%bcfg	219 50%	597 59%bcf	598 68%	602 69%	359 78%hil	502 81%hil	615 68%	494 82%hil
A mobile phone (not a Smartphone) with internet access	166 16%	79 18%	55 13%	55 13%	10 15%	105 17%	58 13%	160 16%	147 17%	144 16%	71 15%	92 15%	150 17%	87 14%
A mobile phone without internet access	198 18%	67 15%	104 25%aeg	103 25%aeg	12 18%	88 14%	108 25%aeg	192 19%e	124 14%km	118 14%km	56 12%	56 9%	132 15%km	53 9%
A tablet (e.g. iPad, Samsung Galaxy)	503 47%	247 56%bcfg	165 39%	164 39%	33 51%	349 56%bcfg	171 39%	490 48%bcf	488 56%	484 56%	263 57%	359 58%	493 55%	349 58%
A desktop computer	248 23%	116 26%bcf	80 19%	79 19%	18 28%	175 28%bcf	82 19%	239 23%	242 28%	235 27%	145 32%	178 29%	245 27%	170 28%
A laptop or netbook	607 57%	260 59%bcf	210 50%	208 50%	46 71%bcfg	395 63%bcfg	215 49%	573 56%bcf	589 67%	583 67%	329 72%	427 69%	598 66%	413 68%
An e- reader (e.g. Kindle, Kobo)	135 13%	66 15%	51 12%	51 12%	16 24%bcfg	90 14%	52 12%	126 12%	132 15%	132 15%	77 17%	105 17%	132 15%	109 18%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	179 17%	97 22%bcfg	57 14%	56 13%	15 23%	126 20%bcf	59 13%	174 17%	165 19%	165 19%	96 21%	153 25%hil	173 19%	132 22%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	67 6%	34 8%	23 6%	23 6%	8 13%bc	48 8%	26 6%	66 6%	63 7%	63 7%	33 7%	58 9%	65 7%	53 9%
Other mobile device	2 *	2 1%	-	-	-	2 *	-	2 *	2 *	2 *	-	2 *	2 *	2 *
SUMMARY CODES														
ANY MOBILE PHONE	927 87%	400 91%bcfg	344 82%	342 82%	57 89%	559 90%bcf	361 82%	882 86%bc	803 92%	800 92%	437 96%hil	591 96%hil	827 92%	580 96%hil

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1068	421	440	437	62	600	460	1022	838	830	430	556	861	550
Weighted Base	1068	438	420	418	65*	624	439	1021	876	871	457	618	902	605
ANY MOBILE WITH INTERNET ACCESS	765 72%	354 81%bcfg	253 60%	251 60%	48 75%bc	492 79%bcfg	267 61%	725 71%bcf	710 81%	712 82%	405 88%hil	564 91%hil	729 81%	553 91%hil
ANY COMPUTER INC. TABLET	807 76%	358 82%bcfg	284 67%	281 67%	54 84%bcf	520 83%bcfg	293 67%	768 75%bcf	773 88%	761 87%	415 91%	544 88%	786 87%	525 87%
ANY COMPUTER EXC. TABLET	693 65%	307 70%bcf	235 56%	233 56%	49 75%bcf	452 73%bcfg	243 55%	657 64%bcf	672 77%	661 76%	372 81%il	480 78%	682 76%	465 77%
ANY GAMING DEVICE	199 19%	104 24%bcf	64 15%	63 15%	17 26%	139 22%bcf	68 15%	193 19%	183 21%	183 21%	106 23%	168 27%hil	192 21%	147 24%
ANY DEVICE	999 94%	422 96%bcf	378 90%	376 90%	63 98%	600 96%bcfg	396 90%	954 93%bcf	863 98%	857 98%	454 99%	612 99%	888 99%	599 99%
None	68 6%	16 4%	42 10%aeg	42 10%aeg	2 2%	23 4%	44 10%aeg	67 7%e	14 2%	14 2%	4 1%	7 1%	14 1%	6 1%
Don't know	1 *	1 *	-	-	-	1 *	-	1 *	-	-	-	-	-	-

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1068	508	560	123	194	143	150	155	150	153	196	290	205	377
Weighted Base	1068	518	550	152*	209	164	168	169	102	106	210	324	221	314
Landline phone	701	333	368	69	115	104	108	133	81	90	144	217	150	189
	66%	64%	67%	46%	55%	64% ^c	64% ^c	79% ^{cdef}	80% ^{cdef}	85% ^{cdef}	69%	67%	68%	60%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	846	404	442	127	189	141	148	130	70	42	196	279	176	196
	79%	78%	80%	83% ^{hi}	90% ^{ghi}	86% ^{hi}	89% ^{ghi}	77% ⁱ	69% ⁱ	39%	93% ^{klm}	86% ^m	80% ^m	62%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	255	122	132	54	45	51	43	40	16	6	43	84	65	63
	24%	24%	24%	35% ^{dhi}	22% ⁱ	31% ^{hi}	26% ^{hi}	24% ⁱ	15% ⁱ	6%	20%	26%	30% ^m	20%
SUMMARY CODES														
ANY MOBILE PHONE	927	448	479	143	196	154	150	143	81	60	190	292	197	248
	87%	86%	87%	94% ^{ghi}	94% ^{ghi}	94% ^{ghi}	90% ^{hi}	85% ⁱ	79% ⁱ	56%	91% ^m	90% ^m	89% ^m	79%
NONE	18	10	8	2	-	3	2	3	4	5	2	4	-	12
	2%	2%	2%	1%	-	2%	1%	2%	4% ^d	5% ^d	1%	1%	-	4% ⁱ
ANY SERVICE	1003	482	521	140	200	155	158	158	94	98	203	315	209	276
	94%	93%	95%	92%	96%	95%	94%	94%	92%	92%	97% ^m	97% ^m	95% ^m	88%
ANY SERVICE (INC. MOBILE)	1050	508	542	150	209	160	166	166	98	101	208	320	221	302
	98%	98%	98%	99%	100% ^{hi}	98%	99%	98%	96%	95%	99%	99%	100% ^m	96%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1068	508	560	123	194	143	150	155	150	153	196	290	205	377
Weighted Base	1068	518	550	152*	209	164	168	169	102	106	210	324	221	314
SERVICES HAVE														
MOBILE NOT LANDLINE	318	161	157	79	84	52	54	29	13	7	61	93	63	101
	30%	31%	28%	52%efghi	40%ghi	32%ghi	32%ghi	17%i	13%	7%	29%	29%	28%	32%
LANDLINE NOT MOBILE	93	47	45	5	3	2	12	19	14	38	15	19	16	43
	9%	9%	8%	3%	1%	1%	7%de	12%ode	14%ode	36%cdetgh	7%	6%	7%	14%jkl
LANDLINE AND MOBILE	609	286	322	65	112	102	96	114	67	53	129	199	134	146
	57%	55%	59%	43%	54%	62%ci	57%cd	68%cdi	66%cdi	50%	62%cdm	61%cdm	61%cdm	47%
LANDLINE OR MOBILE	1019	495	524	148	199	156	162	162	94	97	205	311	213	291
	95%	96%	95%	97%	95%	96%	97%	96%	93%	92%	98%cdm	96%	96%	93%
None	65	36	29	12	8	8	10	11	8	8	7	8	12	37
	6%	7%	5%	8%	4%	5%	6%	6%	8%	8%	3%	3%	5%	12%jkl
Av number of services (inc mobile)	2.131	2.104	2.155	1.921	2.476	2.269	2.070	2.188	1.971	2.049	2.431	2.226	2.329	1.967
Standard Deviation	0.746	0.748	0.748	0.680	0.839	0.945	0.881	0.699	0.632	0.520	0.721	0.611	0.787	0.751
Error Variance	0.003	0.006	0.005	0.026	0.028	0.050	0.032	0.017	0.012	0.006	0.058	0.012	0.014	0.005

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1068	584	287	197	478	590	285	783	840	228	866	95	48	59
Weighted Base	1068	587	308	173	546	522	315	753	844	224	900	91*	53*	24*
Landline phone	701	419	163	119	358	343	198	503	542	159	574	57	48	21
	66%	71%b	53%	69%b	66%	66%	63%	67%	64%	71%	64%	63%	90%jk	87%jk
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	846	510	236	99	479	366	290	555	668	178	715	68	43	20
	79%	87%bc	77%c	57%	88%e	70%	92%g	74%	79%	80%	79%	75%	81%	83%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	255	139	84	32	150	105	87	168	205	50	221	22	12	*
	24%	24%	27%	19%	27%e	20%	28%	22%	24%	22%	25% _m	25% _m	22% _m	1%
SUMMARY CODES														
ANY MOBILE PHONE	927	520	275	132	505	421	297	629	733	193	793	69	42	23
	87%	89% _c	89% _c	76%	93% _e	81%	94% _g	84%	87%	86%	88% _k	76%	79%	93% _k
NONE	18	6	6	6	3	16	-	18	17	1	13	5	-	*
	2%	1%	2%	4% _a	*	3% _d	-	2% _f	2%	*	1%	6% _j	-	1%
ANY SERVICE	1003	569	283	152	529	474	310	693	788	215	848	79	52	23
	94%	97% _{bc}	92%	88%	97% _e	91%	98% _g	92%	93%	96%	94% _k	87%	98%	95%
ANY SERVICE (INC. MOBILE)	1050	580	302	167	543	507	315	734	827	223	887	86	53	24
	98%	99% _c	98%	96%	100% _e	97%	100% _g	98%	98%	100%	99% _k	94%	100%	99%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1068	584	287	197	478	590	285	783	840	228	866	95	48	59
Weighted Base	1068	587	308	173	546	522	315	753	844	224	900	91*	53*	24*
SERVICES HAVE														
MOBILE NOT LANDLINE	318	141	132	45	175	143	109	209	261	57	287	23	5	3
	30%	24%	43%ac	26%	32%	27%	34%	28%	31%	26%	32%lm	25%	10%	12%
LANDLINE NOT MOBILE	93	40	20	33	27	65	9	84	70	23	68	11	11	1
	9%	7%	6%	19%ab	5%	12%cd	3%	11%ef	8%	10%	8%	12%	21%j	6%
LANDLINE AND MOBILE	609	379	143	87	331	278	189	420	472	136	506	46	37	20
	57%	65%bc	46%	50%	61%e	53%	60%	56%	56%	61%	56%	51%	69%	82%jk
LANDLINE OR MOBILE	1019	560	295	164	533	486	306	713	803	216	862	80	53	24
	95%	95%	96%	95%	98%e	93%	97%	95%	95%	97%	96%k	88%	100%k	99%k
None	65	18	26	21	16	49	5	60	56	9	51	12	1	1
	6%	3%	8%a	12%a	3%	9%cd	2%	8%ef	7%	4%	6%	13%j	2%	5%
Av number of services (inc mobile)	2.131	2.345	1.984	1.906	2.371	2.013	2.482	2.030	2.124	2.161	2.146	1.854	2.557	2.302
Standard Deviation	0.746	0.737	0.722	0.697	0.775	0.706	0.711	0.728	0.751	0.735	0.727	0.912	-	0.817
Error Variance	0.003	0.006	0.010	0.010	0.011	0.004	0.013	0.003	0.004	0.014	0.003	0.044	-	0.044

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1068	46	115	85	73	84	103	120	140	100	48	95	59
Weighted Base	1068	45*	105*	92*	82*	95*	100*	135	145	101*	53*	91*	24*
Landline phone	701	23	74	53	40	50	76	66	107	85	48	57	21
	66%	52%	71%adeg	57%	49%	52%	76%acdeg	49%	74%acdeg	84%abcdegk	90%abcdeghk	63%	87%abcdegk
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	846	35	81	76	62	74	80	106	120	79	43	68	20
	79%	77%	78%	83%	76%	78%	80%	78%	83%	79%	81%	75%	83%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	255	6	24	29	18	36	9	45	41	14	12	22	*
	24%	13%l	23%fl	31%afil	21%fl	38%afil	9%	33%afil	28%fil	14%l	22%l	25%fl	1%
SUMMARY CODES													
ANY MOBILE PHONE	927	36	96	84	73	86	86	123	124	86	42	69	23
	87%	80%	92%k	91%k	89%	90%k	86%	91%k	86%	86%	79%	76%	93%k
NONE	18	2	-	1	1	3	-	3	2	1	-	5	*
	2%	4%bf	-	1%	1%	3%	-	3%	1%	1%	-	6%bf	1%
ANY SERVICE	1003	40	96	87	75	89	96	129	141	95	52	79	23
	94%	88%	92%	94%	92%	94%	96%k	95%k	97%abk	95%	98%	87%	95%
ANY SERVICE (INC. MOBILE)	1050	43	105	91	81	93	100	132	143	100	53	86	24
	98%	96%	100%ak	99%	99%	97%	100%ak	97%	99%	99%	100%	94%	99%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1068	46	115	85	73	84	103	120	140	100	48	95	59
Weighted Base	1068	45*	105*	92*	82*	95*	100*	135	145	101*	53*	91*	24*
SERVICES HAVE													
MOBILE NOT LANDLINE	318	18	27	35	36	40	22	63	32	15	5	23	3
	30%	40%fhijl	26%j	38%fhijl	44%bfhijkl	42%bfhijkl	22%	46%bfhijkl	22%	15%	10%	25%	12%
LANDLINE NOT MOBILE	93	6	4	4	4	4	12	6	14	13	11	11	1
	9%	13%	5%	5%	5%	5%	12%g	4%	10%	13%g	21%bcdeg	12%g	6%
LANDLINE AND MOBILE	609	18	69	49	36	46	64	61	93	71	37	46	20
	57%	39%	65%adegk	53%	44%	48%	64%adg	45%	64%adeg	71%acdegk	69%adg	51%	82%abcdefg hk
LANDLINE OR MOBILE	1019	41	101	88	76	90	98	129	138	99	53	80	24
	95%	93%	97%k	95%	93%	94%	98%k	95%	95%	99%k	100%k	88%	99%k
None	65	5	9	5	7	6	4	6	4	5	1	12	1
	6%	12%h	8%h	6%	8%	6%	4%	5%	3%	5%	2%	13%fgh	5%
Av number of services (inc mobile)	2.131	2.149	2.187	2.566	1.621	1.902	2.119	1.923	2.616	2.112	2.557	1.854	2.302
Standard Deviation	0.746	0.863	0.859	0.742	0.510	0.633	0.819	0.343	0.759	0.667	-	0.912	0.817
Error Variance	0.003	0.083	0.024	0.034	0.032	0.029	0.045	0.004	0.029	0.028	-	0.044	0.044

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1068	905	728	618	287	110	383	160	533
Weighted Base	1068	927	701	609	318	93*	401	165	517
Landline phone	701	609	701	609	-	93	280	112	332
	66%	66% ^d	100% ^{ad}	100% ^{ad}	-	100% ^{ad}	70%	68%	64%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	846	769	594	543	226	51	356	148	363
	79%	83% ^{de}	85% ^{de}	89% ^{abde}	71% ^e	55%	89%	90%	70%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	255	243	137	134	109	4	109	38	118
	24%	26% ^{be}	20% ^e	22% ^e	34% ^{abce}	4%	27%	23%	23%
SUMMARY CODES									
ANY MOBILE PHONE	927	927	609	609	318	-	365	142	430
	87%	100% ^{be}	87% ^e	100% ^{be}	100% ^{be}	-	91%	86%	83%
NONE	18	-	-	-	-	-	4	-	12
	2%	-	-	-	-	-	1%	-	2%
ANY SERVICE	1003	880	701	609	271	93	388	165	470
	94%	95% ^d	100% ^{ad}	100% ^{ad}	85%	100% ^{ad}	97%	100%	91%
ANY SERVICE (INC. MOBILE)	1050	927	701	609	318	93	397	165	505
	98%	100%	100%	100%	100%	100%	99%	100%	98%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1068	905	728	618	287	110	383	160	533
Weighted Base	1068	927	701	609	318	93*	401	165	517
SERVICES HAVE									
MOBILE NOT LANDLINE	318	318	-	-	318	-	109	45	156
	30%	34%bce	-	-	100%abce	-	27%	27%	30%
LANDLINE NOT MOBILE	93	-	93	-	-	93	24	15	58
	9%	-	13%acd	-	-	100%abcd	6%	9%	11%
LANDLINE AND MOBILE	609	609	609	609	-	-	256	97	274
	57%	66%de	87%ade	100%abde	-	-	64%	59%	53%
LANDLINE OR MOBILE	1019	927	701	609	318	93	389	157	488
	95%	100%	100%	100%	100%	100%	97%	95%	94%
None	65	47	-	-	47	-	13	*	47
	6%	5%bce	-	-	15%abce	-	3%	*	9%
Av number of services (inc mobile)	2.131	2.131	2.537	2.537	1.614	-	2.450	2.174	2.021
Standard Deviation	0.746	0.746	0.594	0.594	0.585	-	0.736	0.458	0.749
Error Variance	0.003	0.003	0.003	0.003	0.005	-	0.011	0.012	0.005

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1068	421	440	437	62	600	460	1022	838	830	430	556	861	550
Weighted Base	1068	438	420	418	65*	624	439	1021	876	871	457	618	902	605
Landline phone	701	306	270	267	47	435	281	682	594	582	304	387	597	378
	66%	70%	64%	64%	73%	70%	64%	67%	68%	67%	66%	63%	66%	63%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	846	386	285	283	59	557	299	809	822	810	432	561	826	559
	79%	88%bcfg	68%	68%	92%bcfg	89%bcfg	68%	79%bcf	94%	93%	95%k	91%	92%	92%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	255	121	91	91	16	158	97	243	230	233	146	207	244	186
	24%	28%	22%	22%	25%	25%	22%	24%	26%	27%	32%	34%hil	27%	31%
SUMMARY CODES														
ANY MOBILE PHONE	927	400	344	342	57	559	361	882	803	800	437	591	827	580
	87%	91%bcfg	82%	82%	89%	90%bcf	82%	86%bc	92%	92%	96%hil	96%hil	92%	96%hil
NONE	18	5	11	11	1	5	11	16	1	1	-	-	1	-
	2%	1%	3%e	3%e	1%	1%	3%e	2%	*	*	-	-	*	-
ANY SERVICE	1003	424	380	378	63	609	398	961	864	856	451	600	883	590
	94%	97%bcf	90%	90%	97%	98%bcfg	91%	94%bcf	99%	98%	99%	97%	98%	97%
ANY SERVICE (INC. MOBILE)	1050	434	410	407	64	619	428	1005	875	870	457	618	901	605
	98%	99%	97%	97%	99%	99%bcf	97%	98%	100%	100%	100%	100%	100%	100%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1068	421	440	437	62	600	460	1022	838	830	430	556	861	550
Weighted Base	1068	438	420	418	65*	624	439	1021	876	871	457	618	902	605
SERVICES HAVE														
MOBILE NOT LANDLINE	318 30%	119 27%	125 30%	125 30%	15 24%	167 27%	131 30%	292 29%	257 29%	263 30%	145 32%	216 35%h	278 31%	213 35%h
LANDLINE NOT MOBILE	93 9%	25 6%	51 12%ae	51 12%ae	5 8%	43 7%	52 12%ae	93 9%	48 5%jkm	46 5%jkm	11 3%	12 2%	48 5%jkm	11 2%
LANDLINE AND MOBILE	609 57%	281 64%bcfg	219 52%	217 52%	42 65%	392 63%bcf	230 52%	590 58%	546 62%	536 62%	293 64%	375 61%	550 61%	367 61%
LANDLINE OR MOBILE	1019 95%	425 97%	395 94%	392 94%	63 97%	602 96%	412 94%	974 95%	850 97%	845 97%	449 98%	604 98%	875 97%	592 98%
None	65 6%	15 3%	40 10%aeg	40 10%aeg	2 3%	15 2%	42 9%aeg	60 6%e	12 1%	15 2%	7 1%	18 3%	19 2%	15 3%
Av number of services (inc mobile)	2.131	2.465	1.965	1.965	2.189	2.354	1.992	2.137	2.541	2.457	2.519	2.290	2.441	2.323
Standard Deviation	0.746	0.731	0.742	0.742	0.671	0.676	0.728	0.746	0.706	0.745	0.786	0.882	0.756	0.820
Error Variance	0.003	0.009	0.005	0.005	0.064	0.006	0.005	0.003	0.007	0.007	0.018	0.015	0.007	0.011

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1068	508	560	123	194	143	150	155	150	153	196	290	205	377
Weighted Base	1068	518	550	152*	209	164	168	169	102	106	210	324	221	314
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	214 20%	99 19%	115 21%	14 9%	31 15%	24 15%	34 20% <i>c</i>	46 27% <i>cde</i>	30 29% <i>cde</i>	35 33% <i>cdef</i>	39 19%	73 22%	49 22%	53 17%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	361 34%	166 32%	195 35%	34 22%	47 23%	48 29%	52 31%	75 44% <i>cdef</i>	44 43% <i>cdef</i>	61 58% <i>cdefgh</i>	80 38% <i>m</i>	117 36%	74 34%	90 29%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	295 28%	129 25%	166 30%	24 16%	38 18%	30 18%	52 31% <i>cde</i>	68 40% <i>cde</i>	39 38% <i>cde</i>	43 40% <i>cde</i>	63 30% <i>m</i>	105 32% <i>m</i>	61 28%	66 21%
Some other type of call that you didn't want or ask for - for example a market research call	28 3%	15 3%	13 2%	3 2%	1 1%	5 3%	8 5% <i>d</i>	5 3%	3 3%	4 4% <i>d</i>	9 4%	8 2%	4 2%	8 2%
SUMMARY CODES														
1 TYPE EXPERIENCED	142 13%	78 15%	63 11%	16 11%	21 10%	23 14%	16 9%	26 16%	15 15%	25 23% <i>cdef</i>	31 15%	38 12%	28 13%	45 14%
2 TYPES EXPERIENCED	129 12%	48 9%	81 15% <i>a</i>	12 8%	13 6%	20 12%	22 13% <i>d</i>	27 16% <i>d</i>	15 15% <i>d</i>	20 19% <i>cd</i>	37 17% <i>m</i>	41 13%	22 10%	29 9%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1068	508	560	123	194	143	150	155	150	153	196	290	205	377
Weighted Base	1068	518	550	152*	209	164	168	169	102	106	210	324	221	314
3 TYPES EXPERIENCED	154 14%	70 13%	84 15%	10 7%	22 10%	14 8%	27 16% ^c	36 21% ^{cde}	22 22% ^{cde}	23 22% ^{cde}	24 11%	57 18% ^m	39 18% ^m	34 11%
4 TYPES EXPERIENCED	10 1%	6 1%	3 1%	1 1%	1 1%	1 1%	2 1%	2 1%	1 1%	2 2%	4 2%	3 1%	- -	3 1%
ANY UNSOLICITED CALLS (LANDLINE)	434 41%	203 39%	231 42%	40 26%	57 27%	57 35%	66 39% ^{cd}	90 54% ^{cdef}	54 53% ^{cdef}	70 66% ^{cdefgh}	95 45% ^m	139 43%	89 40%	111 35%
None	634 59%	315 61%	319 58%	112 74% ^{fghi}	151 73% ^{fghi}	107 65% ^{ghi}	102 61% ^{ghi}	78 46% ⁱ	48 47% ⁱ	36 34%	115 55%	184 57%	132 60%	203 65% ^{ej}
Av number of issues	2.072	2.019	2.118	1.888	2.068	1.872	2.215	2.146	2.164	2.040	2.010	2.172	2.124	1.956
Standard Deviation	0.875	0.927	0.825	0.880	0.920	0.836	0.839	0.864	0.869	0.903	0.862	0.859	0.863	0.907
Error Variance	0.002	0.004	0.003	0.022	0.016	0.014	0.012	0.009	0.010	0.008	0.008	0.006	0.009	0.006

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1068	584	287	197	478	590	285	783	840	228	866	95	48	59
Weighted Base	1068	587	308	173	546	522	315	753	844	224	900	91*	53*	24*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	214 20%	129 22%b	45 15%	41 23%b	95 17%	119 23%d	45 14%	170 23%f	165 20%	50 22%	169 19%	24 27%	16 30%	5 21%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	361 34%	207 35%	88 28%	66 38%b	165 30%	196 38%d	91 29%	271 36%f	271 32%	90 40%h	280 31%	34 38%	36 68%jkm	10 43%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	295 28%	181 31%b	61 20%	52 30%b	141 26%	154 29%	69 22%	225 30%f	233 28%	62 28%	232 26%	34 38%j	22 40%	6 25%
Some other type of call that you didn't want or ask for - for example a market research call	28 3%	18 3%	5 2%	6 3%	16 3%	12 2%	6 2%	22 3%	15 2%	14 6%h	24 3%	1 1%	3 7%	- -

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1068	584	287	197	478	590	285	783	840	228	866	95	48	59
Weighted Base	1068	587	308	173	546	522	315	753	844	224	900	91*	53*	24*
SUMMARY CODES														
1 TYPE EXPERIENCED	142	77	39	26	64	78	34	107	97	45	108	12	18	4
	13%	13%	12%	15%	12%	15%	11%	14%	11%	20%h	12%	13%	33%jk	17%
2 TYPES EXPERIENCED	129	78	30	21	71	58	31	98	102	27	105	12	6	7
	12%	13%	10%	12%	13%	11%	10%	13%	12%	12%	12%	13%	11%	27%jk
3 TYPES EXPERIENCED	154	94	31	29	64	90	37	117	121	32	120	19	13	1
	14%	16%b	10%	17%b	12%	17%d	12%	15%	14%	14%	13%	21%m	25%m	6%
4 TYPES EXPERIENCED	10	6	2	2	5	5	1	9	5	5	7	1	2	-
	1%	1%	1%	1%	1%	1%	*	1%	1%	2%h	1%	1%	4%	-
ANY UNSOLICITED CALLS (LANDLINE)	434	253	101	79	204	230	103	330	325	109	340	43	39	12
	41%	43%b	33%	46%b	37%	44%d	33%	44%f	39%	49%h	38%	47%	73%jkm	50%
None	634	333	207	94	342	292	212	422	519	115	560	48	15	12
	59%	57%	67%ac	54%	63%e	56%	67%g	56%	61%i	51%	62%i	53%i	27%	50%i
Av number of issues	2.072	2.111	1.961	2.088	2.047	2.094	2.043	2.081	2.102	1.981	2.077	2.183	2.001	1.774
Standard Deviation	0.875	0.866	0.875	0.900	0.848	0.899	0.856	0.882	0.848	0.948	0.864	0.870	1.024	0.667
Error Variance	0.002	0.003	0.008	0.009	0.004	0.003	0.008	0.002	0.002	0.008	0.002	0.017	0.032	0.015

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1068	46	115	85	73	84	103	120	140	100	48	95	59
Weighted Base	1068	45*	105*	92*	82*	95*	100*	135	145	101*	53*	91*	24*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	214 20%	8 17%	21 21%	18 20%	9 10%	16 17%	28 28%dg	15 11%	31 22%g	22 22%g	16 30%dg	24 27%dg	5 21%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	361 34%	10 22%	30 29%	27 30%	20 25%	28 30%	41 41%adg	25 18%	58 40%adg	41 41%adg	36 68% abcdefghijkl	34 38%g	10 43%adg
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	295 28%	8 17%	25 24%	26 29%	17 21%	22 23%	28 28%	25 18%	51 35%ag	31 31%g	22 40%ag	34 38%abdg	6 25%
Some other type of call that you didn't want or ask for - for example a market research call	28 3%	2 4%	- -	5 5%b	3 4%	1 1%	4 4%b	2 2%	2 1%	5 5%b	3 7%b	1 1%	- -
SUMMARY CODES													
1 TYPE EXPERIENCED	142 13%	3 7%	12 12%	5 6%	8 10%	10 11%	17 17%c	14 10%	16 11%	22 22%acgh	18 33% abcdeghk	12 13%	4 17%c

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1068	46	115	85	73	84	103	120	140	100	48	95	59
Weighted Base	1068	45*	105*	92*	82*	95*	100*	135	145	101*	53*	91*	24*
2 TYPES EXPERIENCED	129 12%	4 10%	5 5%	11 12%	10 12%	16 16%b	9 9%	10 8%	21 14%b	20 20%bfg	6 11%	12 13%	7 27%abcdfgh k
3 TYPES EXPERIENCED	154 14%	5 10%	18 17%g	14 15%	6 7%	9 9%	20 20%dgl	10 7%	27 19%dgl	12 12%	13 25%dgl	19 21%dgl	1 6%
4 TYPES EXPERIENCED	10 1%	* 1%	- -	2 2%	1 1%	- -	2 2%	1 *	1 1%	- -	2 4%	1 1%	- -
ANY UNSOLICITED CALLS (LANDLINE)	434 41%	12 28%	35 34%	32 35%	25 30%	34 36%	48 48%adg	35 26%	64 44%g	54 54%abcdeg	39 73%abcdefg kl	43 47%adg	12 50%abdg
None	634 59%	32 72%fijkl	69 66%ijl	60 65%ij	57 70%fijkl	61 64%ij	52 52%j	100 74%fhijkl	81 56%j	47 46%	15 27%	48 53%j	12 50%j
Av number of issues	2.072	2.177	2.158	2.412i	1.979	1.964	2.127	1.916	2.206i	1.824	2.001	2.183	1.774
Standard Deviation	0.875	0.886	0.930	0.850	0.855	0.750	0.960	0.880	0.832	0.783	1.024	0.870	0.667
Error Variance	0.002	0.056	0.020	0.021	0.028	0.016	0.019	0.024	0.012	0.012	0.032	0.017	0.015

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1068	905	728	618	287	110	383	160	533
Weighted Base	1068	927	701	609	318	93*	401	165	517
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	214 20%	184 20%d	214 31%ad	184 30%ad	- -	31 33%ad	88 22%	39 24%	97 19%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	361 34%	311 34%d	361 52%ad	311 51%ad	- -	51 55%ad	139 35%	66 40%	170 33%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	295 28%	259 28%d	295 42%ad	259 43%ad	- -	35 38%ad	113 28%	54 33%	141 27%
Some other type of call that you didn't want or ask for - for example a market research call	28 3%	26 3%d	28 4%d	26 4%d	- -	3 3%d	7 2%	7 4%	18 3%
SUMMARY CODES									
1 TYPE EXPERIENCED	142 13%	119 13%d	142 20%ad	119 20%ad	- -	23 24%ad	52 13%	21 12%	73 14%

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1068	905	728	618	287	110	383	160	533
Weighted Base	1068	927	701	609	318	93*	401	165	517
2 TYPES EXPERIENCED	129	114	129	114	-	15	44	22	67
	12%	12%d	18%ad	19%ad	-	16%d	11%	13%	13%
3 TYPES EXPERIENCED	154	133	154	133	-	20	67	32	63
	14%	14%d	22%ad	22%ad	-	22%d	17%	19%	12%
4 TYPES EXPERIENCED	10	8	10	8	-	2	2	2	7
	1%	1%	1%	1%	-	2%d	*	1%	1%
ANY UNSOLICITED CALLS (LANDLINE)	434	375	434	375	-	59	165	76	210
	41%	40%d	62%ad	62%ad	-	64%ad	41%	46%	41%
None	634	552	267	234	318	33	236	89	307
	59%	60%bce	38%	38%	100%abce	36%	59%	54%	59%
Av number of issues	2.072	2.081	2.072	2.081	-	2.016	2.108	2.190	2.023
Standard Deviation	0.875	0.868	0.875	0.868	-	0.922	0.868	0.861	0.890
Error Variance	0.002	0.002	0.002	0.002	-	0.012	0.005	0.009	0.004

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1068	421	440	437	62	600	460	1022	838	830	430	556	861	550
Weighted Base	1068	438	420	418	65*	624	439	1021	876	871	457	618	902	605
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	214 20%	99 22%	77 18%	77 18%	13 19%	138 22%	83 19%	211 21%	183 21%	179 21%	86 19%	113 18%	184 20%	107 18%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	361 34%	150 34%	148 35%	146 35%	22 34%	225 36%	152 35%	353 35%	300 34%	295 34%	143 31%	197 32%	302 34%	184 30%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	295 28%	122 28%	115 27%	114 27%	20 31%	187 30%	119 27%	288 28%	254 29%	247 28%	122 27%	164 27%	256 28%	156 26%
Some other type of call that you didn't want or ask for - for example a market research call	28 3%	8 2%	11 3%	11 3%	6 9%abcdfg	19 3%	12 3%	28 3%	25 3%	24 3%	16 3%	19 3%	26 3%	19 3%
SUMMARY CODES														
1 TYPE EXPERIENCED	142 13%	59 13%	60 14%	59 14%	15 23%	86 14%	59 14%	139 14%	108 12%	106 12%	59 13%	75 12%	108 12%	71 12%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1068	421	440	437	62	600	460	1022	838	830	430	556	861	550
Weighted Base	1068	438	420	418	65*	624	439	1021	876	871	457	618	902	605
2 TYPES EXPERIENCED	129 12%	49 11%	52 12%	51 12%	11 17%	76 12%	54 12%	123 12%	113 13%	110 13%	55 12%	71 12%	113 12%	68 11%
3 TYPES EXPERIENCED	154 14%	71 16%	56 13%	56 13%	7 10%	106 17%	58 13%	152 15%	131 15%	129 15%	57 13%	86 14%	133 15%	77 13%
4 TYPES EXPERIENCED	10 1%	2 1%	5 1%	5 1%	1 1%	4 1%	6 1%	10 1%	9 1%	8 1%	6 1%	4 1%	9 1%	7 1%
ANY UNSOLICITED CALLS (LANDLINE)	434 41%	181 41%	173 41%	171 41%	34 52%	271 44%	178 40%	424 41%	360 41%	353 41%	178 39%	236 38%	363 40%	223 37%
None	634 59%	258 59%	247 59%	247 59%	31 48%	352 56%	262 60%	598 59%	516 59%	518 59%	279 61%	382 62%	539 60%	382 63%
Av number of issues	2.072	2.097	2.035	2.041	1.788	2.098	2.060	2.076	2.113	2.112	2.061	2.083	2.119	2.088
Standard Deviation	0.875	0.876	0.888	0.890	0.833	0.868	0.893	0.879	0.866	0.865	0.895	0.866	0.866	0.884
Error Variance	0.002	0.004	0.004	0.004	0.022	0.003	0.004	0.002	0.002	0.002	0.005	0.003	0.002	0.004

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1068	674	452	404	314	228	131	570	375	340	439	307	213	47	30	18
Weighted Base	1068	688	434	456	310	214	145	591	361	390	443	295	237	51*	28**	24**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	214 20%	214 31%ci	214 49%acfgijl	110 24%	214 69%abcfghijklm	214 100%abcdfghijklm	50 34%ci	189 32%ci	184 51%acfgijl	93 24%	177 40%acgil	174 59%abcfgijlm	60 26%	21 40%ci	14 48%	7 29%
Receiving a "live sales\marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	361 34%	361 53%cfil	361 83%acdfgijlm	179 39%	192 62%acfil m	184 86%acdfgijlm	55 38%	361 61%acfil m	361 100%abcdfgijklm	161 41%	252 57%cfil	245 83%acdfgijlm	85 36%	22 43%	15 53%	7 29%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	295 28%	295 43%ci	295 68%acdfgil m	150 33%	183 59%acfgil	174 81%abcdfghijlm	53 37%	256 43%ci	245 68%acdfgil m	127 33%	295 66%acfgil m	295 100%abcdfghijlm	88 37%	22 43%	15 54%	7 29%
Some other type of call that you didn't want or ask for - for example a market research call	28 3%	28 4%	28 7%cgil	12 3%	18 6%i	14 6%cgi	5 3%	18 3%	15 4%	9 2%	16 4%	15 5%	6 2%	28 56%abcd efghijk l	28 100%	1 5%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1068	674	452	404	314	228	131	570	375	340	439	307	213	47	30	18
Weighted Base	1068	688	434	456	310	214	145	591	361	390	443	295	237	51*	28**	24**
SUMMARY CODES																
1 TYPE EXPERIENCED	142 13%	142 21% cdefi jkl	142 33% acdef ghijkl	51 11% df	17 6% g	14 7% h	5 3% i	101 17% cdefj kl	89 25% cdefg ijkl	46 12% df	39 9% g	29 10% f	15 7% g	10 19% defil	9 31% f	2 9% g
2 TYPES EXPERIENCED	129 12%	129 19% cfil	129 30% acdef gilm	56 12% g	47 15% h	38 18% i	14 10% j	112 19% cfil	110 30% acdef gilm	49 13% g	106 24% cdfil	106 36% acdef gilm	28 12% g	6 11% h	5 16% i	1 4% j
3 TYPES EXPERIENCED	154 14%	154 22% acgil	154 35% acgil	89 20% g	152 49% abcfg ijlm	152 71% abcdf ghijklm	42 29% ci	153 26% ci	153 42% acdfgi ijlm	75 19% g	150 34% acgil	150 51% abcfg hijlm	52 22% g	11 22% h	5 19% i	6 25% j
4 TYPES EXPERIENCED	10 1%	10 1% f	10 2% g	5 1% h	10 3% i	10 4% acgi	1 1% j	10 2% g	10 3% h	5 1% i	10 2% g	10 3% h	3 1% i	10 19% abcde fghijkl	10 34% f	- -
ANY UNSOLICITED CALLS (LANDLINE)	434 41%	434 63% cfil	434 100% acdfg ijlm	202 44% g	226 73% acfg il	214 100% acdfg ijlm	62 43% i	376 64% cfil	361 100% acdfg ijlm	175 45% g	305 69% cfil	295 100% acdfg ijlm	98 41% g	36 71% cfil	28 100% g	9 38% h
None	634 59%	254 37% bdehk	- - -	254 56% abdeg hjkm	83 27% behk	- -	83 57% abdeg hjkm	215 36% bdehk	- -	215 55% abdeg hjkm	139 31% behk	- -	139 59% abdeg hjkm	15 29% behk	- -	15 62% h
Av number of issues	2.072	2.072	2.072	2.239	2.682abc ghijkl	2.732abc ghijkl	2.639abc ghi	2.189	2.230ab	2.224	2.427abc ghi	2.475abc ghi	2.439abg	2.572	2.551	2.416
Standard Deviation	0.875	0.875	0.875	0.864	0.674	0.649	0.649	0.862	0.852	0.872	0.751	0.717	0.796	1.161	1.263	0.906
Error Variance	0.002	0.002	0.002	0.004	0.002	0.002	0.007	0.002	0.002	0.005	0.002	0.002	0.007	0.038	0.053	0.137

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All who have landline phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	728	341	387	63	107	93	96	120	120	129	140	202	145	241
Weighted Base	701	333	368	69*	115*	104*	108*	133	81	90	144	217	150	189
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	214 31%	99 30%	115 31%	14 21%	31 27%	24 23%	34 32%	46 35%	30 37%ce	35 39%ce	39 27%	73 33%	49 33%	53 28%
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	361 52%	166 50%	195 53%	34 48%	47 41%	48 46%	52 48%	75 56%cd	44 54%	61 68%cdelfh	80 56%	117 54%	74 49%	90 47%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	295 42%	129 39%	166 45%	24 35%	38 33%	30 29%	52 49%de	68 51%de	39 48%de	43 48%de	63 44%	105 48%lm	61 41%	66 35%
Some other type of call that you didn't want or ask for - for example a market research call	28 4%	15 4%	13 4%	3 4%	1 1%	5 5%	8 7%cd	5 4%	3 4%	4 4%	9 6%	8 4%	4 3%	8 4%
SUMMARY CODES														
1 TYPE EXPERIENCED	142 20%	78 24%	63 17%	16 24%	21 18%	23 22%	16 15%	26 20%	15 19%	25 27%ef	31 21%	38 18%	28 18%	45 24%
2 TYPES EXPERIENCED	129 18%	48 14%	81 22%ca	12 17%	13 12%	20 19%	22 20%	27 20%	15 19%	20 22%cd	37 25%lm	41 19%	22 15%	29 15%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All who have landline phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	728	341	387	63	107	93	96	120	120	129	140	202	145	241
Weighted Base	701	333	368	69*	115*	104*	108*	133	81	90	144	217	150	189
3 TYPES EXPERIENCED	154	70	84	10	22	14	27	36	22	23	24	57	39	34
	22%	21%	23%	15%	19%	13%	25%	27%e	27%e	26%e	17%	26% _m	26%	18%
4 TYPES EXPERIENCED	10	6	3	1	1	1	2	2	1	2	4	3	-	3
	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	3%	1%	-	2%
ANY UNSOLICITED CALLS (LANDLINE)	434	203	231	40	57	57	66	90	54	70	95	139	89	111
	62%	61%	63%	57%	50%	55%	61%	68% _d	66% _d	78% _{cd^{ef}}	66%	64%	59%	58%
None	267	131	137	30	58	47	42	43	28	20	49	78	62	79
	38%	39%	37%	43% _i	50% _{ghi}	45% _i	39% _i	32%	34%	22%	34%	36%	41%	42%
Av number of issues	2.072	2.019	2.118	1.888	2.068	1.872	2.215	2.146	2.164	2.040	2.010	2.172	2.124	1.956
Standard Deviation	0.875	0.927	0.825	0.880	0.920	0.836	0.839	0.864	0.869	0.903	0.862	0.859	0.863	0.907
Error Variance	0.002	0.004	0.003	0.022	0.016	0.014	0.012	0.009	0.010	0.008	0.008	0.006	0.009	0.006

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All who have landline phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	728	423	164	141	320	408	181	547	564	164	574	61	43	50
Weighted Base	701	419	163	119	358	343	198	503	542	159	574	57*	48**	21*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	214 31%	129 31%	45 28%	41 34%	95 27%	119 35% ^d	45 23%	170 34% ^f	165 30%	50 31%	169 29%	24 42%	16 33%	5 25%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	361 52%	207 49%	88 54%	66 56%	165 46%	196 57% ^d	91 46%	271 54%	271 50%	90 57%	280 49%	34 60%	36 76%	10 49%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	295 42%	181 43%	61 38%	52 44%	141 39%	154 45%	69 35%	225 45% ^f	233 43%	62 39%	232 40%	34 60% ^{ejm}	22 45%	6 29%
Some other type of call that you didn't want or ask for - for example a market research call	28 4%	18 4%	5 3%	6 5%	16 4%	12 4%	6 3%	22 4%	15 3%	14 9% ^h	24 4%	1 2%	3 7%	- -

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All who have landline phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	728	423	164	141	320	408	181	547	564	164	574	61	43	50
Weighted Base	701	419	163	119	358	343	198	503	542	159	574	57*	48**	21*
SUMMARY CODES														
1 TYPE EXPERIENCED	142	77	39	26	64	78	34	107	97	45	108	12	18	4
	20%	18%	24%	22%	18%	23%	17%	21%	18%	28%h	19%	21%	37%	20%
2 TYPES EXPERIENCED	129	78	30	21	71	58	31	98	102	27	105	12	6	7
	18%	19%	19%	18%	20%	17%	16%	19%	19%	17%	18%	20%	12%	31%j
3 TYPES EXPERIENCED	154	94	31	29	64	90	37	117	121	32	120	19	13	1
	22%	22%	19%	25%	18%	26%d	19%	23%	22%	20%	21%m	33%jm	27%	7%
4 TYPES EXPERIENCED	10	6	2	2	5	5	1	9	5	5	7	1	2	-
	1%	1%	1%	2%	1%	1%	*	2%	1%	3%	1%	1%	5%	-
ANY UNSOLICITED CALLS (LANDLINE)	434	253	101	79	204	230	103	330	325	109	340	43	39	12
	62%	60%	62%	66%	57%	67%d	52%	66%f	60%	68%	59%	75%j	80%	58%
None	267	166	61	40	154	113	94	173	217	50	235	14	9	9
	38%	40%	38%	34%	43%e	33%	48%g	34%	40%	32%	41%k	25%	20%	42%
Av number of issues	2.072	2.111	1.961	2.088	2.047	2.094	2.043	2.081	2.102	1.981	2.077	2.183	2.001	1.774
Standard Deviation	0.875	0.866	0.875	0.900	0.848	0.899	0.856	0.882	0.848	0.948	0.864	0.870	1.024	0.667
Error Variance	0.002	0.003	0.008	0.009	0.004	0.003	0.008	0.002	0.002	0.008	0.002	0.017	0.032	0.015

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All who have landline phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	728	24	85	51	38	51	79	62	103	81	43	61	50
Weighted Base	701	23**	74*	53*	40*	50*	76*	66*	107*	85*	48**	57*	21*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	214 31%	8 33%	21 29%	18 35%	9 21%	16 33%	28 37%	15 23%	31 29%	22 26%	16 33%	24 42% dg	5 25%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	361 52%	10 42%	30 40%	27 52%	20 50%	28 57%	41 53%	25 38%	58 54%	41 48%	36 76%	34 60% bg	10 49%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	295 42%	8 33%	25 34%	26 50%	17 42%	22 43%	28 37%	25 38%	51 47% l	31 37%	22 45%	34 60% bfgil	6 29%
Some other type of call that you didn't want or ask for - for example a market research call	28 4%	2 7%	- -	5 9% b	3 8% b	1 2%	4 5%	2 3%	2 2%	5 6%	3 7%	1 2%	- -
SUMMARY CODES													
1 TYPE EXPERIENCED	142 20%	3 13%	12 17%	5 10%	8 20%	10 20%	17 23%	14 21%	16 15%	22 26% c	18 37%	12 21%	4 20%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All who have landline phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	728	24	85	51	38	51	79	62	103	81	43	61	50
Weighted Base	701	23**	74*	53*	40*	50*	76*	66*	107*	85*	48**	57*	21*
2 TYPES EXPERIENCED	129 18%	4 18%	5 6%	11 20%b	10 25%b	16 31%bf	9 11%	10 16%	21 19%b	20 23%b	6 12%	12 20%b	7 31%bf
3 TYPES EXPERIENCED	154 22%	5 19%	18 24%l	14 26%l	6 14%	9 18%	20 26%l	10 15%	27 25%l	12 15%	13 27%	19 33%gil	1 7%
4 TYPES EXPERIENCED	10 1%	* 2%	- -	2 4%	1 2%	- -	2 2%	1 1%	1 1%	- -	2 5%	1 1%	- -
ANY UNSOLICITED CALLS (LANDLINE)	434 62%	12 53%	35 48%	32 60%	25 62%	34 69%b	48 62%	35 53%	64 60%	54 64%	39 80%	43 75%bg	12 58%
None	267 38%	11 47%	39 52%ek	21 40%	15 38%	16 31%	29 38%	31 47%k	42 40%	31 36%	9 20%	14 25%	9 42%
Av number of issues	2.072	2.177	2.158	2.412i	1.979	1.964	2.127	1.916	2.206i	1.824	2.001	2.183	1.774
Standard Deviation	0.875	0.886	0.930	0.850	0.855	0.750	0.960	0.880	0.832	0.783	1.024	0.870	0.667
Error Variance	0.002	0.056	0.020	0.021	0.028	0.016	0.019	0.024	0.012	0.012	0.032	0.017	0.015

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All who have landline phone

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	728	618	728	618	-	110	278	114	354
Weighted Base	701	609	701	609	..**	93*	280	112*	332
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	214 31%	184 30%	214 31%	184 30%	- -	31 33%	88 31%	39 35%	97 29%
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	361 52%	311 51%	361 52%	311 51%	- -	51 55%	139 50%	66 59%	170 51%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	295 42%	259 43%	295 42%	259 43%	- -	35 38%	113 40%	54 49%	141 42%
Some other type of call that you didn't want or ask for - for example a market research call	28 4%	26 4%	28 4%	26 4%	- -	3 3%	7 3%	7 6%	18 5%
SUMMARY CODES									
1 TYPE EXPERIENCED	142 20%	119 20%	142 20%	119 20%	- -	23 24%	52 19%	21 18%	73 22%
2 TYPES EXPERIENCED	129 18%	114 19%	129 18%	114 19%	- -	15 16%	44 16%	22 20%	67 20%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All who have landline phone

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	728	618	728	618	-	110	278	114	354
Weighted Base	701	609	701	609	..**	93*	280	112*	332
3 TYPES EXPERIENCED	154	133	154	133	-	20	67	32	63
	22%	22%	22%	22%	-	22%	24%	28%	19%
4 TYPES EXPERIENCED	10	8	10	8	-	2	2	2	7
	1%	1%	1%	1%	-	2%	1%	1%	2%
ANY UNSOLICITED CALLS (LANDLINE)	434	375	434	375	-	59	165	76	210
	62%	62%	62%	62%	-	64%	59%	68%	63%
None	267	234	267	234	-	33	115	36	122
	38%	38%	38%	38%	-	36%	41%	32%	37%
Av number of issues	2.072	2.081	2.072	2.081	-	2.016	2.108	2.190	2.023
Standard Deviation	0.875	0.868	0.875	0.868	-	0.922	0.868	0.861	0.890
Error Variance	0.002	0.002	0.002	0.002	-	0.012	0.005	0.009	0.004

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All who have landline phone

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	728	304	292	289	46	434	304	709	586	572	297	359	590	356
Weighted Base	701	306	270	267	47*	435	281	682	594	582	304	387	597	378
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	214 31%	99 32%	77 29%	77 29%	13 26%	138 32%	83 29%	211 31%	183 31%	179 31%	86 28%	113 29%	184 31%	107 28%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	361 52%	150 49%	148 55%	146 55%	22 46%	225 52%	152 54%	353 52%	300 50%	295 51%	143 47%	197 51%	302 51%	184 49%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	295 42%	122 40%	115 43%	114 43%	20 42%	187 43%	119 42%	288 42%	254 43%	247 43%	122 40%	164 42%	256 43%	156 41%
Some other type of call that you didn't want or ask for - for example a market research call	28 4%	8 3%	11 4%	11 4%	6 12%abcdfg	19 4%	12 4%	28 4%	25 4%	24 4%	16 5%	19 5%	26 4%	19 5%
SUMMARY CODES														
1 TYPE EXPERIENCED	142 20%	59 19%	60 22%	59 22%	15 32%	86 20%	59 21%	139 20%	108 18%	106 18%	59 20%	75 19%	108 18%	71 19%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All who have landline phone

	Total	TV							INTERNET					
		ANY SATELLITE	ANY FREEVIEW INC. YOUVIEW	ANY FREEVIEW EXC. YOUVIEW	ANY IPTV	ANY PAY TV	ANY FTA	ANY TV SERVICE	FIXED BROADBAND AT HOME	ANY WIFI ACCESS	ANY WIRED (ETHERNET) ACCESS	ANY MOBILE (3G/4G) ACCESS	INTERNET ACCESS AT HOME	INTERNET ACCESS OUTSIDE OF HOME
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)
Unweighted Base	728	304	292	289	46	434	304	709	586	572	297	359	590	356
Weighted Base	701	306	270	267	47*	435	281	682	594	582	304	387	597	378
2 TYPES EXPERIENCED	129 18%	49 16%	52 19%	51 19%	11 24%	76 17%	54 19%	123 18%	113 19%	110 19%	55 18%	71 18%	113 19%	68 18%
3 TYPES EXPERIENCED	154 22%	71 23%	56 21%	56 21%	7 14%	106 24%	58 21%	152 22%	131 22%	129 22%	57 19%	86 22%	133 22%	77 20%
4 TYPES EXPERIENCED	10 1%	2 1%	5 2%	5 2%	1 1%	4 1%	6 2%	10 1%	9 1%	8 1%	6 2%	4 1%	9 1%	7 2%
ANY UNSOLICITED CALLS (LANDLINE)	434 62%	181 59%	173 64%	171 64%	34 71%	271 62%	178 63%	424 62%	360 61%	353 61%	178 59%	236 61%	363 61%	223 59%
None	267 38%	125 41%	97 36%	97 36%	14 29%	164 38%	104 37%	259 38%	233 39%	229 39%	126 41%	151 39%	234 39%	155 41%
Av number of issues	2.072	2.097	2.035	2.041	1.788	2.098	2.060	2.076	2.113	2.112	2.061	2.083	2.119	2.088
Standard Deviation	0.875	0.876	0.888	0.890	0.833	0.868	0.893	0.879	0.866	0.865	0.895	0.866	0.866	0.884
Error Variance	0.002	0.004	0.004	0.004	0.022	0.003	0.004	0.002	0.002	0.002	0.005	0.003	0.002	0.004

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All who have landline phone

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	728	516	452	246	259	228	76	430	375	200	345	307	119	39	30	10
Weighted Base	701	501	434	269	248	214	83*	422	361	221	332	295	126	42**	28**	14**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	214 31%	214 43%	214 49%	110 41%	214 87%abcf ghijkl	214 100%abcdf ghijkl	50 60%acgi	189 45%	184 51%ac	93 42%	177 53%acgi	174 59%abgi	60 48%	21 50%	14 48%	7 48%
Receiving a "live sales\marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	361 52%	361 72%	361 83%acfi j	179 67%	192 78% c	184 86%acdfi jl	55 66%	361 86%acdf ijl	361 100%abcde fgijkl	161 73%	252 76% c	245 83%acfi j	85 68%	22 53%	15 53%	7 48%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	295 42%	295 59%	295 68%acgi	150 56%	183 74%acgi	174 81%abcfg hil	53 64%	256 61%	245 68%aci	127 58%	295 89%abcd efghil	295 100%abcde fghijl	88 70%aci	22 53%	15 54%	7 48%
Some other type of call that you didn't want or ask for - for example a market research call	28 4%	28 6%	28 7%	12 4%	18 7%	14 6%	5 6%	18 4%	15 4%	9 4%	16 5%	15 5%	6 5%	28 68%	28 100%	1 9%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All who have landline phone

Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	728	516	452	246	259	228	76	430	375	200	345	307	119	39	10
Weighted Base	701	501	434	269	248	214	83*	422	361	221	332	295	126	42**	14**
SUMMARY CODES															
1 TYPE EXPERIENCED	142 20%	142 28% cdefjkl	142 33% cdefghijkl	51 19% defjkl	17 7%	14 7%	5 6%	101 24% defjkl	89 25% defjkl	46 21% defjkl	39 12%	29 10%	15 12%	10 23%	2 15%
2 TYPES EXPERIENCED	129 18%	129 26% e	129 30% cdef	56 21%	47 19%	38 18%	14 17%	112 27% de	110 30% cdef	49 22%	106 32% cdefi	106 36% acdefgil	28 22%	6 13%	1 6%
3 TYPES EXPERIENCED	154 22%	154 31%	154 35%	89 33%	152 62% abcghijkl	152 71% abcdfghijkl	42 51% abcgi	153 36%	153 42% ac	75 34%	150 45% abcgi	150 51% abcghil	52 41% a	11 27%	6 41%
4 TYPES EXPERIENCED	10 1%	10 2%	10 2%	5 2%	10 4%	10 4%	1 1%	10 2%	10 3%	5 2%	10 3%	10 3%	3 3%	10 23%	-
ANY UNSOLICITED CALLS (LANDLINE)	434 62%	434 87% cfil	434 100% acdfgijl	202 75%	226 91% cfil	214 100% acdfgijl	62 75%	376 89% cfil	361 100% acdfgijl	175 79%	305 92% acfi	295 100% acdfgijl	98 78%	36 87%	9 100% 63%
None	267 38%	67 13% behjk	-	67 25% abdegjk	21 9% behk	-	21 25% abdeg hjk	45 11% behk	-	45 21% abdeg jk	28 8% behk	-	28 22% abdeg hjk	5 13%	5 37%
Av number of issues	2.072	2.072	2.072	2.239	2.682abc	2.732abc	2.639abc	2.189	2.230ab	2.224	2.427abc	2.475abc	2.439abg	2.572	2.416
Standard Deviation	0.875	0.875	0.875	0.864	0.674	0.649	0.649	0.862	0.852	0.872	0.751	0.717	0.796	1.161	0.906
Error Variance	0.002	0.002	0.002	0.004	0.002	0.002	0.007	0.002	0.002	0.005	0.002	0.002	0.007	0.038	0.137

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All that have received recorded messages on their landline

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	307	134	173	24	36	28	46	57	57	59	62	97	62	86
Weighted Base	295	129	166	24**	38**	30**	52*	68*	39*	43*	63*	105*	61*	66*
Listen to the full message before hanging up	12 4%	7 5%	5 3%	- -	3 7%	1 3%	2 3%	3 5%	2 5%	2 5%	3 5%	3 3%	2 4%	3 5%
Listen to some of the message before hanging up	65 22%	30 24%	35 21%	6 25%	12 30%	6 21%	10 18%	14 21%	9 23%	8 19%	12 19%	29 27%	13 21%	12 18%
Hang up immediately, as soon as I realise it is a recorded message	218 74%	92 71%	126 76%	18 75%	24 63%	23 76%	41 79%	50 74%	28 73%	33 77%	48 77%	73 70%	46 76%	50 77%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	77 26%	37 29%	40 24%	6 25%	14 37%	7 24%	11 21%	18 26%	11 27%	10 23%	15 23%	32 30%	15 24%	15 23%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All that have received recorded messages on their landline

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	307	184	63	60	128	179	64	243	239	68	236	36	21	14
Weighted Base	295	181	61*	52*	141	154	69*	225	233	62*	232	34*	22**	6**
Listen to the full message before hanging up	12 4%	6 3%	2 3%	4 8%	7 5%	5 3%	4 5%	8 4%	10 4%	2 3%	10 4%	1 3%	1 3%	- -
Listen to some of the message before hanging up	65 22%	44 24%	13 21%	8 16%	36 26%	28 19%	16 23%	49 22%	40 17%	25 40%h	49 21%	7 21%	8 38%	- -
Hang up immediately, as soon as I realise it is a recorded message	218 74%	131 72%	47 76%	40 76%	98 69%	120 78%	50 72%	168 74%	183 78%l	35 57%	173 74%	26 76%	13 59%	6 100%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	77 26%	50 28%	14 24%	12 24%	43 31%	34 22%	19 28%	57 26%	50 22%	27 43%h	60 26%	8 24%	9 41%	- -

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All that have received recorded messages on their landline

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	307	9	31	28	19	24	30	22	45	28	21	36	14
Weighted Base	295	8**	25**	26**	17**	22**	28**	25**	51*	31**	22**	34*	6**
Listen to the full message before hanging up	12 4%	1 10%	1 2%	2 7%	- -	1 3%	- -	4 16%	1 2%	1 4%	1 3%	1 3%	- -
Listen to some of the message before hanging up	65 22%	4 51%	3 10%	5 20%	3 19%	3 13%	3 12%	4 15%	13 26%	11 37%	8 38%	7 21%	- -
Hang up immediately, as soon as I realise it is a recorded message	218 74%	3 39%	22 87%	19 73%	14 81%	18 84%	25 88%	17 70%	36 71%	18 59%	13 59%	26 76%	6 100%
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	77 26%	5 61%	3 13%	7 27%	3 19%	3 16%	3 12%	8 30%	15 29%	13 41%	9 41%	8 24%	- -

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All that have received recorded messages on their landline

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	307	266	307	266	-	41	110	60	148
Weighted Base	295	259	295	259	..**	35*	113*	54*	141
Listen to the full message before hanging up	12 4%	9 3%	12 4%	9 3%	-	3 8%	2 2%	1 1%	7 5%
Listen to some of the message before hanging up	65 22%	55 21%	65 22%	55 21%	-	10 27%	26 23%	8 15%	37 27%
Hang up immediately, as soon as I realise it is a recorded message	218 74%	195 75%	218 74%	195 75%	-	23 65%	84 75%	46 84%	96 68%
SUMMARY CODE									
LISTEN TO ANY OF MESSAGE	77 26%	64 25%	77 26%	64 25%	-	13 35%	29 25%	9 16%	45 32%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All that have received recorded messages on their landline

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	307	119	124	122	20	190	127	300	253	245	124	154	255	147
Weighted Base	295	122*	115	114	20**	187	119	288	254	247	122	164	256	156
Listen to the full message before hanging up	12 4%	2 2%	7 6%	7 6%	1 5%	4 2%	7 6%	10 4%	8 3%	8 3%	3 2%	4 2%	8 3%	2 1%
Listen to some of the message before hanging up	65 22%	28 23%	30 26%	30 26%	7 33%	41 22%	30 25%	63 22%	58 23%	58 23%	23 19%	38 23%	58 23%	37 24%
Hang up immediately, as soon as I realise it is a recorded message	218 74%	92 75%	78 67%	77 68%	12 62%	142 76%	82 69%	214 74%	188 74%	182 74%	96 78%	122 74%	190 74%	117 75%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	77 26%	30 25%	38 33%	37 32%	8 38%	45 24%	37 31%	73 26%	66 26%	65 26%	26 22%	42 26%	66 26%	39 25%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All that have received recorded messages on their landline

Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	307	307	307	138	192	182	50	263	255	116	307	307	81	22	18
Weighted Base	295	295	295	150	183	174	53*	256	245	127	295	295	88*	22**	15**
Listen to the full message before hanging up	12	12	12	3	5	5	1	8	8	3	12	12	1	1	1
	4%	4%	4%	2%	3%	3%	2%	3%	3%	3%	4%	4%	1%	3%	4%
Listen to some of the message before hanging up	65	65	65	37	37	35	6	59	56	26	65	65	14	12	6
	22%	22%	22%	24%	20%	20%	12%	23%	23%	21%	22%	22%	16%	53%	38%
Hang up immediately, as soon as I realise it is a recorded message	218	218	218	110	141	134	46	189	181	98	218	218	72	10	9
	74%	74%	74%	73%	77%	77%	86%	74%	74%	77%	74%	74%	82%	44%	58%
SUMMARY CODE															
LISTEN TO ANY OF MESSAGE	77	77	77	40	42	39	8	67	64	30	77	77	16	12	6
	26%	26%	26%	27%	23%	23%	14%	26%	26%	23%	26%	26%	18%	56%	42%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	79	37	42	6	9	7	9	16	16	16	14	30	14	21
Weighted Base	77*	37**	40*	6**	14**	7**	11**	18**	11**	10**	15**	32**	15**	15**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	54 70%	25 68%	29 72%	4 74%	5 37%	6 87%	10 86%	14 80%	7 62%	8 78%	8 53%	26 82%	7 44%	14 89%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	12 15%	9 24%	3 7%	1 17%	4 26%	1 13%	3 30%	2 11%	1 7%	- -	1 7%	6 20%	2 12%	3 17%
Telling you about a competition	2 3%	1 4%	1 2%	- -	1 10%	- -	- -	- -	- -	1 8%	- -	1 4%	- -	1 5%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	13 17%	5 13%	8 20%	1 17%	- -	1 13%	2 20%	3 18%	2 22%	3 31%	3 19%	6 19%	3 19%	1 8%
Other type	2 2%	- -	2 4%	- -	- -	- -	- -	- -	1 8%	1 7%	- -	1 3%	- -	1 5%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	63 82%	30 80%	33 83%	5 91%	7 53%	7 100%	10 86%	15 86%	9 84%	9 89%	10 66%	29 92%	9 61%	15 96%
ANY EXC. APPOINTMENT REMINDERS	58 76%	28 74%	31 77%	5 91%	7 53%	6 87%	10 86%	14 80%	7 70%	8 78%	9 60%	27 86%	7 50%	15 96%
Can't Remember	13 17%	7 20%	6 15%	1 9%	7 47%	- -	2 14%	2 14%	1 9%	1 11%	5 34%	2 5%	6 39%	1 4%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	79	48	16	15	35	44	15	64	53	26	62	10	7	-
Weighted Base	77*	50*	14**	12**	43**	34*	19**	57*	50*	27**	60*	8**	9**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	54 70%	33 67%	11 77%	10 77%	29 68%	25 74%	11 56%	43 75%	37 74%	17 63%	45 75%	6 72%	3 38%	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	12 15%	9 18%	2 14%	1 6%	10 23%	2 6%	3 16%	9 15%	6 12%	6 22%	9 16%	2 28%	- -	- -
Telling you about a competition	2 3%	1 3%	-	1 6%	1 3%	1 2%	-	2 4%	-	2 8%	2 4%	-	-	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	13 17%	9 17%	1 7%	3 26%	7 16%	6 18%	1 5%	12 21%	8 16%	5 19%	10 17%	3 31%	-	-
Other type	2 2%	2 3%	-	-	-	2 5%	-	2 3%	2 3%	-	2 3%	-	-	-
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	63 82%	38 77%	12 84%	12 100%	35 81%	28 83%	13 66%	50 87%	44 89%	18 69%	51 86%	8 100%	3 38%	-
ANY EXC. APPOINTMENT REMINDERS	58 76%	36 71%	12 84%	10 84%	32 75%	26 77%	12 61%	46 81%	40 81%	18 67%	46 78%	8 100%	3 38%	-
Can't Remember	13 17%	11 22%	2 16%	-	8 19%	5 15%	7 34%	7 11%	5 10%	8 31%	8 13%	-	5 62%	-

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	79	5	4	8	4	4	4	6	16	11	7	10	-
Weighted Base	77*	5**	3**	7**	3**	3**	3**	8**	15**	13**	9**	8**	..**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	54 70%	4 83%	3 100%	7 94%	1 34%	3 100%	3 100%	4 58%	10 69%	9 68%	3 38%	6 72%	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	12 15%	- -	1 29%	3 37%	- -	- -	- -	- -	3 18%	3 26%	- -	2 28%	- -
Telling you about a competition	2 3%	- -	- -	2 30%	- -	- -	- -	- -	- -	- -	- -	- -	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	13 17%	- -	- -	2 23%	2 66%	1 21%	1 28%	1 14%	1 6%	3 23%	- -	3 31%	- -
Other type	2 2%	1 17%	- -	- -	- -	1 21%	- -	- -	- -	- -	- -	- -	- -
SUMMARY CODES													
ANY INC. APPOINTMENT REMINDERS	63 82%	4 83%	3 100%	7 94%	3 100%	3 100%	3 100%	5 72%	12 81%	10 80%	3 38%	8 100%	- -
ANY EXC. APPOINTMENT REMINDERS	58 76%	4 83%	3 100%	7 94%	1 34%	3 100%	3 100%	4 58%	11 75%	10 76%	3 38%	8 100%	- -
Can't Remember	13 17%	- -	- -	* 6%	- -	- -	- -	2 28%	3 19%	2 20%	5 62%	- -	- -

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

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

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	79	65	79	65	-	14	25	11	48
Weighted Base	77*	64*	77*	64*	..**	13**	29*	9*	45*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	54 70%	42 66%	54 70%	42 66%	- -	12 94%	18 62%	6 65%	34 75%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	12 15%	11 17%	12 15%	11 17%	- -	1 6%	6 23%	1 11%	7 17%
Telling you about a competition	2 3%	1 2%	2 3%	1 2%	- -	1 6%	- -	- -	2 5%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	13 17%	13 20%	13 17%	13 20%	- -	- -	3 12%	2 24%	10 23%
Other type	2 2%	2 2%	2 2%	2 2%	- -	- -	- -	- -	2 3%
SUMMARY CODES									
ANY INC. APPOINTMENT REMINDERS	63 82%	50 78%	63 82%	50 78%	- -	13 100%	19 67%	9 100%	39 87%
ANY EXC. APPOINTMENT REMINDERS	58 76%	46 71%	58 76%	46 71%	- -	13 100%	19 67%	7 76%	35 79%
Can't Remember	13 17%	13 20%	13 17%	13 20%	- -	- -	9 33%	- -	5 11%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

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

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	79	27	41	40	8	44	40	76	63	62	27	38	63	37
Weighted Base	77*	30**	38*	37*	8**	45*	37*	73*	66*	65*	26**	42**	66*	39**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	54 70%	19 64%	29 76%	28 76%	5 72%	29 64%	28 76%	51 69%	46 70%	46 70%	21 80%	26 61%	46 70%	26 67%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	12 15%	6 22%	6 17%	6 17%	1 13%	8 19%	6 17%	12 16%	11 17%	11 17%	8 29%	10 23%	11 17%	8 19%
Telling you about a competition	2 3%	- -	2 6%	2 6%	- -	- -	2 6%	2 3%	1 2%	1 2%	1 5%	1 3%	1 2%	1 4%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	13 17%	4 14%	9 23%	9 23%	3 33%	8 18%	9 23%	12 17%	10 16%	10 16%	6 23%	7 17%	10 16%	8 20%
Other type	2 2%	1 2%	2 4%	2 4%	- -	- -	2 4%	2 2%	1 1%	1 1%	- -	- -	1 1%	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	63 82%	21 69%	33 86%	32 86%	7 92%	35 78%	32 86%	60 81%	53 80%	52 80%	24 89%	30 71%	53 80%	29 74%
ANY EXC. APPOINTMENT REMINDERS	58 76%	21 69%	30 78%	29 78%	6 85%	32 72%	29 78%	55 75%	50 75%	49 75%	22 84%	29 69%	50 75%	27 70%
Can't Remember	13 17%	9 31%	4 12%	4 12%	1 8%	10 22%	4 12%	13 18%	12 19%	12 19%	3 11%	12 29%	12 19%	10 26%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

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

Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	79	79	33	45	43	6	66	64	27	79	79	14	11	8	3
Weighted Base	77*	77*	40**	42*	39**	8**	67*	64*	30**	77*	77*	16**	12**	6**	6**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	54	54	27	29	27	5	48	47	25	54	54	12	5	4	1
	70%	70%	66%	67%	69%	69%	72%	73%	84%	70%	70%	77%	43%	60%	25%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	12	12	9	8	8	1	12	10	8	12	12	3	2	1	1
	15%	15%	22%	19%	21%	12%	18%	16%	26%	15%	15%	19%	20%	22%	18%
Telling you about a competition	2	2	1	2	2	-	2	2	1	2	2	1	1	1	-
	3%	3%	3%	5%	5%	-	3%	3%	5%	3%	3%	9%	11%	22%	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	13	13	8	8	8	-	11	11	8	13	13	1	1	1	-
	17%	17%	19%	20%	21%	-	16%	17%	26%	17%	17%	5%	5%	9%	-
Other type	2	2	-	2	2	-	2	2	-	2	2	-	-	-	-
	2%	2%	-	4%	4%	-	2%	2%	-	2%	2%	-	-	-	-
SUMMARY CODES															
ANY INC. APPOINTMENT REMINDERS	63	63	30	31	30	5	55	52	29	63	63	12	6	4	1
	82%	82%	76%	74%	76%	69%	82%	82%	97%	82%	82%	77%	48%	69%	25%
ANY EXC. APPOINTMENT REMINDERS	58	58	29	30	29	5	52	50	27	58	58	12	5	4	1
	76%	76%	72%	72%	73%	69%	79%	78%	92%	76%	76%	77%	43%	60%	25%
Can't Remember	13	13	10	10	9	2	11	11	1	13	13	4	6	2	4
	17%	17%	24%	24%	22%	31%	17%	17%	3%	17%	17%	23%	52%	31%	75%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1068	508	560	123	194	143	150	155	150	153	196	290	205	377
Weighted Base	1068	518	550	152*	209	164	168	169	102	106	210	324	221	314
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	145 14%	79 15%	66 12%	24 16%hi	26 13%hi	33 20%hi	26 16%hi	31 18%hi	3 3%	2 2%	27 13%	43 13%	36 17%	38 12%
Receiving a sales\marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	272 25%	130 25%	142 26%	53 35%hi	52 25%hi	52 32%hi	51 30%hi	45 27%hi	13 13%hi	6 5%	71 34%hi	99 31%hi	60 27%hi	41 13%
Receiving a "live sales\marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	289 27%	147 28%	142 26%	44 29%hi	58 28%hi	67 41%cdghi	59 35%hi	44 26%hi	10 10%	6 6%	65 31%hi	96 30%hi	68 31%hi	60 19%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	237 22%	111 22%	125 23%	41 27%hi	51 25%hi	39 24%hi	55 33%ghi	35 21%hi	9 9%	6 5%	50 24%hi	88 27%hi	52 23%hi	47 15%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1068	508	560	123	194	143	150	155	150	153	196	290	205	377
Weighted Base	1068	518	550	152*	209	164	168	169	102	106	210	324	221	314
Some other type of call that you didn't want or ask for - for example a market research call	24 2%	16 3%	8 1%	2 1%	8 4%	2 1%	5 3%	5 3%	* *	1 1%	3 2%	2 1%	17 8% jkm	1 *
SUMMARY CODES														
1 TYPE EXPERIENCED	192 18%	86 17%	105 19%	37 25% ghi	50 24% ghi	29 18%	29 17%	22 13%	13 13%	12 11%	47 23% m	64 20% m	48 22% m	32 10%
2 TYPES EXPERIENCED	101 9%	44 9%	56 10%	22 14% dhi	11 5% i	21 13% dhi	31 18% dghi	11 7% i	4 4%	1 1%	22 11%	41 13% l	12 5%	25 8%
3 TYPES EXPERIENCED	85 8%	47 9%	39 7%	12 8% i	18 9% hi	19 12% hi	18 11% hi	15 9% hi	2 2%	1 1%	18 9% m	27 8% m	27 12% m	13 4%
4 TYPES EXPERIENCED	76 7%	40 8%	36 6%	12 8% i	15 7% i	16 10% hi	13 8% hi	16 9% hi	2 2%	1 1%	18 8%	23 7%	19 9%	16 5%
ANY UNSOLICITED CALLS (MOBILE)	456 43%	219 42%	237 43%	83 55% ghi	96 46% hi	86 52% ghi	91 54% ghi	65 39% hi	21 21%	15 14%	105 50% m	158 49% m	106 48% m	87 28%
None	614 58%	299 58%	315 57%	69 45%	113 54%	78 48%	78 46%	103 61% cef	81 80% cdefg	92 86% cdefg	105 50%	168 52%	114 52%	227 72% jkl
Av number of issues	2.117	2.206	2.035	1.978	2.032	2.264	2.166	2.445	1.687	1.448	2.055	2.087	2.194	2.152
Standard Deviation	1.146	1.168	1.121	1.086	1.221	1.124	1.038	1.237	1.050	0.999	1.139	1.118	1.221	1.123
Error Variance	0.003	0.007	0.006	0.019	0.017	0.019	0.013	0.026	0.034	0.050	0.015	0.010	0.017	0.013

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1068	584	287	197	478	590	285	783	840	228	866	95	48	59
Weighted Base	1068	587	308	173	546	522	315	753	844	224	900	91*	53*	24*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	145 14%	82 14%	47 15%	16 9%	92 17%e	53 10%	49 16%	95 13%	118 14%	27 12%	128 14% m	12 13%	4 8%	1 4%
Receiving a sales/ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	272 25%	145 25%	94 30% c	33 19%	168 31% e	104 20%	94 30%	178 24%	236 28% i	35 16%	239 27% m	23 26% m	7 13%	2 8%
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	289 27%	168 29% c	88 28% c	33 19%	190 35% e	98 19%	105 33% g	184 24%	232 27%	57 25%	242 27%	25 28%	17 31%	5 19%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	237 22%	136 23%	73 24%	28 16%	158 29% e	79 15%	72 23%	165 22%	199 24%	38 17%	206 23%	16 18%	10 20%	4 15%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1068	584	287	197	478	590	285	783	840	228	866	95	48	59
Weighted Base	1068	587	308	173	546	522	315	753	844	224	900	91*	53*	24*
Some other type of call that you didn't want or ask for - for example a market research call	24 2%	13 2%	7 2%	4 2%	19 3%e	5 1%	9 3%	15 2%	14 2%	10 4%h	14 2%	3 4%	7 13%jm	- -
SUMMARY CODES														
1 TYPE EXPERIENCED	192 18%	101 17%	63 20%	28 16%	109 20%	82 16%	71 23%g	120 16%	150 18%	42 19%	153 17%	14 16%	22 42%jkm	2 9%
2 TYPES EXPERIENCED	101 9%	58 10%	29 9%	14 8%	64 12%e	36 7%	34 11%	67 9%	81 10%	20 9%	82 9%	13 14%	2 4%	3 13%
3 TYPES EXPERIENCED	85 8%	51 9%	26 9%	8 4%	60 11%e	25 5%	31 10%	54 7%	73 9%	12 5%	80 9%	3 3%	2 4%	* 1%
4 TYPES EXPERIENCED	76 7%	43 7%	24 8%	9 5%	51 9%e	25 5%	24 8%	52 7%	65 8%	11 5%	65 7%	8 8%	3 6%	* 2%
ANY UNSOLICITED CALLS (MOBILE)	456 43%	254 43%c	144 47%c	58 33%	286 52%e	171 33%	161 51%g	296 39%	371 44%	85 38%	383 43% ^m	38 42%	29 55% ^m	6 25%
None	614 58%	335 57%	164 53%	115 67% ^{ab}	262 48%	352 67% ^d	156 49%	458 61% ^f	476 56%	138 62%	519 58%	53 58%	24 45%	18 75% ^{jl}
Av number of issues	2.117	2.144	2.137	1.949	2.195	1.987	2.049	2.154	2.156	1.946	2.167	2.113	1.529	1.855
Standard Deviation	1.146	1.126	1.199	1.105	1.144	1.141	1.116	1.162	1.148	1.127	1.149	1.135	1.037	0.915
Error Variance	0.003	0.006	0.012	0.020	0.006	0.008	0.009	0.005	0.004	0.017	0.004	0.035	0.049	0.060

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1068	46	115	85	73	84	103	120	140	100	48	95	59
Weighted Base	1068	45*	105*	92*	82*	95*	100*	135	145	101*	53*	91*	24*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	145 14%	8 18%dl	15 15%d	17 19%dl	3 4%	13 13%	20 20%dl	19 14%d	21 15%d	11 11%	4 8%	12 13%	1 4%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	272 25%	14 30%l	25 24%l	21 23%l	14 17%	34 36%djl	26 26%l	45 33%djl	37 25%l	24 24%l	7 13%	23 26%l	2 8%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	289 27%	12 26%	18 17%	26 28%	16 20%	36 38%bdl	25 25%	43 32%b	37 26%	29 29%	17 31%	25 28%	5 19%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	237 22%	12 26%	23 22%	18 20%	13 16%	27 28%	18 18%	44 33%dfkll	34 24%	17 17%	10 20%	16 18%	4 15%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1068	46	115	85	73	84	103	120	140	100	48	95	59
Weighted Base	1068	45*	105*	92*	82*	95*	100*	135	145	101*	53*	91*	24*
Some other type of call that you didn't want or ask for - for example a market research call	24 2%	2 5%gi	2 2%	2 2%	1 1%	2 2%	1 1%	- -	4 3%	- -	7 13%bcdefghil	3 4%g	- -
SUMMARY CODES													
1 TYPE EXPERIENCED	192 18%	7 16%	10 10%	13 14%	13 16%	16 17%	16 16%	29 21%b	27 19%	20 20%	22 42%abcdefg hikl	14 16%	2 9%
2 TYPES EXPERIENCED	101 9%	7 15%b	5 4%	9 9%	6 8%	7 7%	13 13%b	15 11%	13 9%	8 8%	2 4%	13 14%b	3 13%b
3 TYPES EXPERIENCED	85 8%	5 12%	7 7%	10 10%	6 7%	17 18%bfhikl	6 6%	15 11%	8 5%	7 7%	2 4%	3 3%	* 1%
4 TYPES EXPERIENCED	76 7%	3 6%	9 8%	5 5%	1 1%	7 7%	7 7%	12 9% d	14 10% d	6 6%	3 6%	8 8%	* 2%
ANY UNSOLICITED CALLS (MOBILE)	456 43%	22 49%bl	32 31%	37 41%	26 32%	48 50%bl	43 43%l	71 52%bdl	62 43%l	41 41%	29 55%bdl	38 42%	6 25%
None	614 58%	23 51%	73 69%aegj	55 59%	55 68%gj	48 51%	58 58%	64 48%	83 57%	60 59%	24 45%	53 58%	18 75%aefghj
Av number of issues	2.117	2.167	2.569	2.266	1.801	2.315	2.107	2.137	2.143	1.968	1.529	2.113	1.855
Standard Deviation	1.146	1.039	1.323	1.177	0.926	1.106	1.115	1.138	1.218	1.137	1.037	1.135	0.915
Error Variance	0.003	0.054	0.051	0.043	0.041	0.039	0.030	0.021	0.027	0.036	0.049	0.035	0.060

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1068	905	728	618	287	110	383	160	533
Weighted Base	1068	927	701	609	318	93*	401	165	517
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	145 14%	145 16%be	83 12%e	83 14%e	62 19%bce	-	67 17%	19 11%	63 12%
Receiving a sales/ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	272 25%	272 29%bce	146 21%e	146 24%e	126 40%abce	-	119 30%	46 28%	113 22%
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	289 27%	289 31%be	166 24%e	166 27%e	122 38%abce	-	133 33%	54 33%	112 22%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	237 22%	237 26%bce	126 18%e	126 21%e	111 35%abce	-	99 25%	35 21%	106 21%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1068	905	728	618	287	110	383	160	533
Weighted Base	1068	927	701	609	318	93*	401	165	517
Some other type of call that you didn't want or ask for - for example a market research call	24 2%	24 3%	14 2%	14 2%	9 3%	-	14 3%	7 4%	9 2%
SUMMARY CODES									
1 TYPE EXPERIENCED	192 18%	192 21%e	127 18%e	127 21%e	65 20%e	-	78 20%	27 16%	82 16%
2 TYPES EXPERIENCED	101 9%	101 11%e	58 8%e	58 10%e	42 13%be	-	47 12%	16 10%	47 9%
3 TYPES EXPERIENCED	85 8%	85 9%e	44 6%e	44 7%e	41 13%bce	-	36 9%	15 9%	39 8%
4 TYPES EXPERIENCED	76 7%	76 8%e	40 6%e	40 7%e	36 11%bce	-	35 9%	14 9%	27 5%
ANY UNSOLICITED CALLS (MOBILE)	456 43%	456 49%be	269 38%e	269 44%be	187 59%abce	-	199 50%	72 44%	196 38%
None	614 58%	473 51%d	433 62%acd	341 56%d	132 41%	93 100%abcd	203 51%	93 56%	321 62%
Av number of issues	2.117	2.117	1.990	1.990	2.300bc	-	2.173	2.220	2.061
Standard Deviation	1.146	1.146	1.109	1.109	1.176	-	1.169	1.154	1.088
Error Variance	0.003	0.003	0.005	0.005	0.009	-	0.008	0.021	0.007

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1068	421	440	437	62	600	460	1022	838	830	430	556	861	550
Weighted Base	1068	438	420	418	65*	624	439	1021	876	871	457	618	902	605
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	145 14%	71 16%	49 12%	49 12%	8 12%	92 15%	52 12%	139 14%	134 15%	134 15%	65 14%	106 17%	140 16%	89 15%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	272 25%	128 29%bcf	85 20%	84 20%	22 34%bcf	186 30%bcf	89 20%	259 25%cf	255 29%	256 29%	146 32%	214 35%	264 29%	199 33%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	289 27%	142 32%bcdf	91 22%	91 22%	11 17%	195 31%bcdf	95 22%	275 27%bf	268 31%	267 31%	150 33%	217 35%	275 30%	199 33%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	237 22%	105 24%	83 20%	83 20%	11 18%	143 23%	86 20%	225 22%	219 25%	221 25%	123 27%	182 29%	226 25%	167 28%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1068	421	440	437	62	600	460	1022	838	830	430	556	861	550
Weighted Base	1068	438	420	418	65*	624	439	1021	876	871	457	618	902	605
Some other type of call that you didn't want or ask for - for example a market research call	24 2%	16 4%bc	5 1%	5 1%	2 4%	20 3%b	7 2%	24 2%	23 3%	21 2%	9 2%	19 3%	24 3%	16 3%
SUMMARY CODES														
1 TYPE EXPERIENCED	192 18%	85 19%	65 15%	64 15%	13 21%	119 19%	69 16%	181 18%	175 20%	174 20%	91 20%	131 21%	176 20%	132 22%
2 TYPES EXPERIENCED	101 9%	51 12%	36 9%	36 9%	9 13%	72 12%	37 8%	96 9%	95 11%	98 11%	55 12%	75 12%	98 11%	75 12%
3 TYPES EXPERIENCED	85 8%	39 9%	31 7%	31 8%	4 6%	54 9%	32 7%	85 8%	83 9%	81 9%	52 11%	69 11%	84 9%	62 10%
4 TYPES EXPERIENCED	76 7%	36 8%	20 5%	20 5%	3 5%	50 8%	22 5%	71 7%	68 8%	68 8%	31 7%	60 10%	73 8%	49 8%
ANY UNSOLICITED CALLS (MOBILE)	456 43%	214 49%bcf	153 36%	152 36%	29 45%	297 48%bcf	160 36%	434 43%bcf	424 48%	423 49%	232 51%	336 54%hli	434 48%	319 53%
None	614 58%	226 51%	268 64%aeg	267 64%aeg	36 55%	327 52%	280 64%aeg	588 58%	455 52%k	450 52%	227 50%	284 46%	470 52%k	288 48%
Av number of issues	2.117	2.161	2.049	2.054	1.888	2.143	2.049	2.122	2.123	2.123	2.131	2.193	2.141	2.101
Standard Deviation	1.146	1.161	1.081	1.081	1.030	1.145	1.088	1.142	1.139	1.136	1.112	1.156	1.144	1.119
Error Variance	0.003	0.007	0.008	0.008	0.044	0.005	0.008	0.003	0.003	0.003	0.006	0.005	0.003	0.005

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici- ted calls (landlin e or mobile) (a)	Any unsolici- ted calls (landlin e) (b)	Any unsolici- ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1068	674	452	404	314	228	131	570	375	340	439	307	213	47	30	18
Weighted Base	1068	688	434	456	310	214	145	591	361	390	443	295	237	51*	28**	24**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	145 14%	145 21%bh	62 14%	145 32%abegh k	145 47%abceg hijkm	50 23%bh	145 100%abcde ghijklm	129 22%bh	55 15%	126 32%abegh k	115 26%bhk	53 18%	103 44%abceg hijk	14 27%b	5 17%	9 38%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	272 25%	272 39%bhk	121 28%	272 60%abdeg hijkm	135 44%behk	73 34%	100 69%abdeg hijkm	272 46%abehk	112 31%	272 70%abcde ghijkm	188 42%bhk	93 32%	154 65%abdeg hijkm	15 29%	6 20%	9 38%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	289 27%	289 42%behk	130 30%	289 63%abdeg hijkm	143 46%behk	72 34%	111 77%abcde ghijkm	289 49%abehk m	117 32%	289 74%abcde ghijkm	197 44%behk	97 33%	164 69%abdeg hijkm	16 31%	7 25%	9 37%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici- ted calls (landlin e or mobile) (a)	Any unsolici- ted calls (landlin e) (b)	Any unsolici- ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1068	674	452	404	314	228	131	570	375	340	439	307	213	47	30	18
Weighted Base	1068	688	434	456	310	214	145	591	361	390	443	295	237	51*	28**	24**
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	237 22%	237 34%bh	98 23%	237 52%abdeg hkm	128 42%behk	60 28%	103 71%abcde ghijklm	206 35%bh	85 24%	195 50%abdeg hkm	237 53%abdeg hkm	88 30%b	237 100%abcde fghijklm	15 29%	6 20%	9 39%
Some other type of call that you didn't want or ask for - for example a market research call	24 2%	24 3%	9 2%	24 5%bh	15 5%	7 3%	9 6%bh	19 3%	7 2%	13 3%	16 4%	7 2%	9 4%	24 47%abcdef ghijkl	1 4%	24 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	192 18%	192 28%bdefh jkl	85 20%f	192 42%abdef ghijkl	46 15%	36 17%	14 9%	149 25%defjk l	75 21%f	131 34%bdefg hkl	79 18%f	54 18%f	37 16%	13 26%f	4 14%	10 44%
2 TYPES EXPERIENCED	101 9%	101 15%	47 11%	101 22%abdeg hjkm	36 12%	25 11%	20 14%	96 16%b	43 12%	95 24%abdef ghjkm	69 15%	36 12%	50 21%abdehk m	3 7%	2 6%	2 7%
3 TYPES EXPERIENCED	85 8%	85 12%	37 9%	85 19%abehk	45 15%bh	22 10%	34 24%abdeg hk	85 14%bh	30 8%	85 22%abdeg hk	73 17%bhk	31 11%	71 30%abcde ghjk	9 18%	6 20%	4 15%
4 TYPES EXPERIENCED	76 7%	76 11%	32 7%	76 17%abhk	75 24%abcog hjk	28 13%b	75 51%abcde ghijklm	76 13%b	31 9%	76 19%abghk	76 17%abhk	30 10%	76 32%abcog hijklm	6 11%	-	6 24%
ANY UNSOLICITED CALLS (MOBILE)	456 43%	456 66%behk	202 47%	456 100%abdeg hjkm	205 66%behk	110 51%	145 100%abdeg hjkm	409 69%behk	179 50%	390 100%abdeg hjkm	299 68%behk	150 51%	237 100%abdeg hjkm	34 67%b	12 41%	24 100%
None	614 58%	234 34%cfil	233 54%acdfgi ilm	2 1%	105 34%cfil	105 49%acdfgi jl	- -	184 31%cfil	183 51%acdfgi jl	2 *	145 33%cfil	145 49%acdfgi jl	- -	17 34%cfil	17 59%	* 2%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1068	674	452	404	314	228	131	570	375	340	439	307	213	47	18
Weighted Base	1068	688	434	456	310	214	145	591	361	390	443	295	237	51*	24**
Av number of issues	2.117	2.117	2.083	2.117	2.760abc	2.381	3.225abc	2.236	2.099	2.293	2.515abc	2.246	2.819abc	2.446	2.518
Standard Deviation	1.146	1.146	1.116	1.146	1.202	1.183	1.028	1.149	1.131	1.145	1.158	1.143	1.083	1.366	1.535
Error Variance	0.003	0.003	0.007	0.003	0.008	0.014	0.008	0.004	0.008	0.004	0.005	0.009	0.006	0.067	0.131

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All who have a mobile phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	905	426	479	115	183	133	135	132	121	86	175	256	180	294
Weighted Base	927	448	479	143*	196	154	150	143	81	60*	190	292	197	248
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	145 16%	79 18%	66 14%	24 16%hi	26 13%hi	33 21%hi	26 18%hi	31 21%hi	3 3%	2 4%	27 14%	43 15%	36 19%	38 15%
Receiving a sales\marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	272 29%	130 29%	142 30%	53 37%hi	52 26%l	52 34%hi	51 34%hi	45 32%hi	13 16%	6 9%	71 38% <i>m</i>	99 34% <i>m</i>	60 30% <i>m</i>	41 17%
Receiving a "live sales\marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	289 31%	147 33%	142 30%	44 31%hi	58 30%hi	67 44% <i>cdghi</i>	59 39%hi	44 31%hi	10 13%	6 10%	65 34% <i>m</i>	96 33% <i>m</i>	68 34% <i>m</i>	60 24%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	237 26%	111 25%	125 26%	41 29%hi	51 26%hi	39 26%hi	55 37% <i>ghi</i>	35 25%hi	9 11%	6 9%	50 26%	88 30% <i>m</i>	52 26%	47 19%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All who have a mobile phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	905	426	479	115	183	133	135	132	121	86	175	256	180	294
Weighted Base	927	448	479	143*	196	154	150	143	81	60*	190	292	197	248
Some other type of call that you didn't want or ask for - for example a market research call	24 3%	16 4%	8 2%	2 2%	8 4%	2 1%	5 3%	5 3%	* 1%	1 2%	3 2%	2 1%	17 9% jkm	1 1%
SUMMARY CODES														
1 TYPE EXPERIENCED	192 21%	86 19%	105 22%	37 26%	50 26% g	29 19%	29 19%	22 15%	13 16%	12 19%	47 25% m	64 22% m	48 24% m	32 13%
2 TYPES EXPERIENCED	101 11%	44 10%	56 12%	22 15% dhi	11 6%	21 14% dhi	31 20% dghi	11 8%	4 5%	1 1%	22 12%	41 14% l	12 6%	25 10%
3 TYPES EXPERIENCED	85 9%	47 10%	39 8%	12 8%	18 9% hi	19 12% hi	18 12% hi	15 11% hi	2 2%	1 1%	18 10%	27 9%	27 14% m	13 5%
4 TYPES EXPERIENCED	76 8%	40 9%	36 7%	12 8%	15 8%	16 10% hi	13 9%	16 11% hi	2 3%	1 2%	18 9%	23 8%	19 10%	16 7%
ANY UNSOLICITED CALLS (MOBILE)	456 49%	219 49%	237 50%	83 58% hi	96 49% hi	86 56% hi	91 60% ghi	65 46% hi	21 26%	15 24%	105 55% m	158 54% m	106 54% m	87 35%
None	473 51%	229 51%	243 51%	60 42%	100 51%	69 44%	60 40%	78 54% f	60 75% cdefg	45 76% cdefg	85 45%	137 47%	91 46%	161 65% jkl
Av number of issues	2.117	2.206	2.035	1.978	2.032	2.264	2.166	2.445	1.687	1.448	2.055	2.087	2.194	2.152
Standard Deviation	1.146	1.168	1.121	1.086	1.221	1.124	1.038	1.237	1.050	0.999	1.139	1.118	1.221	1.123
Error Variance	0.003	0.007	0.006	0.019	0.017	0.019	0.013	0.026	0.034	0.050	0.015	0.010	0.017	0.013

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All who have a mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	905	511	252	142	445	460	269	636	716	189	745	72	35	53
Weighted Base	927	520	275	132	505	421	297	629	733	193	793	69*	42**	23*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	145 16%	82 16%	47 17%	16 12%	92 18%e	53 13%	49 17%	95 15%	118 16%	27 14%	128 16% _m	12 17%	4 10%	1 4%
Receiving a sales/ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	272 29%	145 28%	94 34%	33 25%	168 33%e	104 25%	94 32%	178 28%	236 32% _l	35 18%	239 30% _m	23 34% _m	7 16%	2 9%
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	289 31%	168 32%	88 32%	33 25%	190 38%e	98 23%	105 35%	184 29%	232 32%	57 30%	242 31%	25 37%	17 39%	5 20%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	237 26%	136 26%	73 26%	28 21%	158 31%e	79 19%	72 24%	165 26%	199 27%	38 19%	206 26%	16 24%	10 25%	4 16%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All who have a mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	905	511	252	142	445	460	269	636	716	189	745	72	35	53
Weighted Base	927	520	275	132	505	421	297	629	733	193	793	69*	42**	23*
Some other type of call that you didn't want or ask for - for example a market research call	24	13	7	4	19	5	9	15	14	10	14	3	7	-
	3%	2%	3%	3%	4%e	1%	3%	2%	2%	5%h	2%	5%	16%	-
SUMMARY CODES														
1 TYPE EXPERIENCED	192	101	63	28	109	82	71	120	150	42	153	14	22	2
	21%	19%	23%	21%	22%	20%	24%	19%	20%	22%	19%	21%	53%	9%
2 TYPES EXPERIENCED	101	58	29	14	64	36	34	67	81	20	82	13	2	3
	11%	11%	10%	11%	13%	9%	11%	11%	11%	10%	10%	19%j	5%	14%
3 TYPES EXPERIENCED	85	51	26	8	60	25	31	54	73	12	80	3	2	*
	9%	10%	10%	6%	12%e	6%	10%	9%	10%	6%	10%	4%	5%	1%
4 TYPES EXPERIENCED	76	43	24	9	51	25	24	52	65	11	65	8	3	*
	8%	8%	9%	7%	10%e	6%	8%	8%	9%	6%	8%	11%	8%	2%
ANY UNSOLICITED CALLS (MOBILE)	456	254	144	58	286	171	161	296	371	85	383	38	29	6
	49%	49%	52%	44%	57%e	41%	54%	47%	51%	44%	48% _m	55% _m	70%	27%
None	473	268	131	74	222	251	138	335	365	108	413	31	13	17
	51%	52%	48%	56%	44%	60% _d	46%	53%	50%	56%	52%	45%	30%	73% _{jk}
Av number of issues	2.117	2.144	2.137	1.949	2.195	1.987	2.049	2.154	2.156	1.946	2.167	2.113	1.529	1.855
Standard Deviation	1.146	1.126	1.199	1.105	1.144	1.141	1.116	1.162	1.148	1.127	1.149	1.135	1.037	0.915
Error Variance	0.003	0.006	0.012	0.020	0.006	0.008	0.009	0.005	0.004	0.017	0.004	0.035	0.049	0.060

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All who have a mobile phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	905	35	103	76	62	74	88	107	115	85	35	72	53
Weighted Base	927	36*	96*	84*	73*	86*	86*	123*	124*	86*	42**	69*	23*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	145 16%	8 23%dl	15 16%d	17 21%dl	3 4%	13 15%	20 24%dl	19 15%	21 17%dl	11 13%	4 10%	12 17%d	1 4%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	272 29%	14 38%l	25 26%l	21 25%l	14 19%	34 40%dl	26 30%l	45 37%dl	37 30%l	24 28%l	7 16%	23 34%l	2 9%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	289 31%	12 33%	18 19%	26 31%	16 23%	36 42%bdl	25 29%	43 35%b	37 30%	29 34%b	17 39%	25 37%b	5 20%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	237 26%	12 33%	23 24%	18 22%	13 18%	27 31%	18 21%	44 36%dfil	34 28%	17 20%	10 25%	16 24%	4 16%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All who have a mobile phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	905	35	103	76	62	74	88	107	115	85	35	72	53
Weighted Base	927	36*	96*	84*	73*	86*	86*	123*	124*	86*	42**	69*	23*
Some other type of call that you didn't want or ask for - for example a market research call	24 3%	2 6%gi	2 2%	2 3%	1 1%	2 2%	1 1%	- -	4 3%	- -	7 16%	3 5%g	- -
SUMMARY CODES													
1 TYPE EXPERIENCED	192 21%	7 20%	10 11%	13 16%	13 18%	16 19%	16 19%	29 24%b	27 22%b	20 24%b	22 53%	14 21%	2 9%
2 TYPES EXPERIENCED	101 11%	7 19%b	5 5%	9 10%	6 9%	7 8%	13 15%b	15 12%	13 10%	8 9%	2 5%	13 19%b	3 14%
3 TYPES EXPERIENCED	85 9%	5 15%	7 7%	10 11%	6 8%	17 20%bthkl	6 7%	15 12%	8 6%	7 8%	2 5%	3 4%	* 1%
4 TYPES EXPERIENCED	76 8%	3 7%	9 9%	5 6%	1 1%	7 8%	7 9%	12 10%	14 12%d	6 7%	3 8%	8 11%d	* 2%
ANY UNSOLICITED CALLS (MOBILE)	456 49%	22 61%bdl	32 34%	37 45%	26 36%	48 56%bl	43 50%bl	71 58%bdl	62 50%bl	41 48%l	29 70%	38 55%bl	6 27%
None	473 51%	14 39%	64 67%aefghk	46 55%	46 64%ag	39 45%	44 51%	52 42%	62 50%	45 52%	13 30%	31 45%	17 73%aefghik
Av number of issues	2.117	2.167	2.569	2.266	1.801	2.315	2.107	2.137	2.143	1.968	1.529	2.113	1.855
Standard Deviation	1.146	1.039	1.323	1.177	0.926	1.106	1.115	1.138	1.218	1.137	1.037	1.135	0.915
Error Variance	0.003	0.054	0.051	0.043	0.041	0.039	0.030	0.021	0.027	0.036	0.049	0.035	0.060

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All who have a mobile phone

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	905	905	618	618	287	-	344	135	430
Weighted Base	927	927	609	609	318	-.**	365	142	430
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	145 16%	145 16%	83 14%	83 14%	62 19%bc	- -	67 18%	19 13%	63 15%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	272 29%	272 29%bc	146 24%	146 24%	126 40%abc	- -	119 33%	46 32%	113 26%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	289 31%	289 31%	166 27%	166 27%	122 38%abc	- -	133 36%	54 38%	112 26%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	237 26%	237 26%bc	126 21%	126 21%	111 35%abc	- -	99 27%	35 25%	106 25%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All who have a mobile phone

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	905	905	618	618	287	-	344	135	430
Weighted Base	927	927	609	609	318	-.**	365	142	430
Some other type of call that you didn't want or ask for - for example a market research call	24 3%	24 3%	14 2%	14 2%	9 3%	-	14 4%	7 5%	9 2%
SUMMARY CODES									
1 TYPE EXPERIENCED	192 21%	192 21%	127 21%	127 21%	65 20%	-	78 21%	27 19%	82 19%
2 TYPES EXPERIENCED	101 11%	101 11%	58 10%	58 10%	42 13%	-	47 13%	16 11%	47 11%
3 TYPES EXPERIENCED	85 9%	85 9%	44 7%	44 7%	41 13%bc	-	36 10%	15 11%	39 9%
4 TYPES EXPERIENCED	76 8%	76 8%	40 7%	40 7%	36 11%bc	-	35 9%	14 10%	27 6%
ANY UNSOLICITED CALLS (MOBILE)	456 49%	456 49%	269 44%	269 44%	187 59%abc	-	199 54%	72 51%	196 46%
None	473 51%	473 51% ^d	341 56% ^d	341 56% ^d	132 41%	-	167 46%	70 49%	235 55%
Av number of issues	2.117	2.117	1.990	1.990	2.300bc	-	2.173	2.220	2.061
Standard Deviation	1.146	1.146	1.109	1.109	1.176	-	1.169	1.154	1.088
Error Variance	0.003	0.003	0.005	0.005	0.009	-	0.008	0.021	0.007

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All who have a mobile phone

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	905	379	347	344	56	531	364	861	762	756	410	529	784	525
Weighted Base	927	400	344	342	57*	559	361	882	803	800	437	591	827	580
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	145 16%	71 18%	49 14%	49 14%	8 13%	92 16%	52 14%	139 16%	134 17%	134 17%	65 15%	106 18%	140 17%	89 15%
Receiving a sales\marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	272 29%	128 32% ^f	85 25%	84 25%	22 38% ^{bcd}	186 33% ^{bcd}	89 25%	259 29%	255 32%	256 32%	146 33%	214 36%	264 32%	199 34%
Receiving a "live sales\marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	289 31%	142 35% ^{bcd}	91 26%	91 26%	11 19%	195 35% ^{bcd}	95 26%	275 31%	268 33%	267 33%	150 34%	217 37%	275 33%	199 34%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	237 26%	105 26%	83 24%	83 24%	11 20%	143 26%	86 24%	225 26%	219 27%	221 28%	123 28%	182 31%	226 27%	167 29%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All who have a mobile phone

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	905	379	347	344	56	531	364	861	762	756	410	529	784	525
Weighted Base	927	400	344	342	57*	559	361	882	803	800	437	591	827	580
Some other type of call that you didn't want or ask for - for example a market research call	24 3%	16 4%	5 1%	5 1%	2 4%	20 4%	7 2%	24 3%	23 3%	21 3%	9 2%	19 3%	24 3%	16 3%
SUMMARY CODES														
1 TYPE EXPERIENCED	192 21%	85 21%	65 19%	64 19%	13 23%	119 21%	69 19%	181 20%	175 22%	174 22%	91 21%	131 22%	176 21%	132 23%
2 TYPES EXPERIENCED	101 11%	51 13%	36 11%	36 11%	9 15%	72 13%	37 10%	96 11%	95 12%	98 12%	55 13%	75 13%	98 12%	75 13%
3 TYPES EXPERIENCED	85 9%	39 10%	31 9%	31 9%	4 6%	54 10%	32 9%	85 10%	83 10%	81 10%	52 12%	69 12%	84 10%	62 11%
4 TYPES EXPERIENCED	76 8%	36 9%	20 6%	20 6%	3 6%	50 9%	22 6%	71 8%	68 9%	68 9%	31 7%	60 10%	73 9%	49 8%
ANY UNSOLICITED CALLS (MOBILE)	456 49%	214 53%bcf	153 44%	152 44%	29 50%	297 53%bcf	160 44%	434 49%	424 53%	423 53%	232 53%	336 57%	434 52%	319 55%
None	473 51%	188 47%	192 56%ae	190 56%ae	29 50%	263 47%	201 56%ae	449 51%	381 48%	378 47%	207 47%	257 43%	396 48%	263 45%
Av number of issues	2.117	2.161	2.049	2.054	1.888	2.143	2.049	2.122	2.123	2.123	2.131	2.193	2.141	2.101
Standard Deviation	1.146	1.161	1.081	1.081	1.030	1.145	1.088	1.142	1.139	1.136	1.112	1.156	1.144	1.119
Error Variance	0.003	0.007	0.008	0.008	0.044	0.005	0.008	0.003	0.003	0.003	0.006	0.005	0.003	0.005

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All who have a mobile phone

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici- ted calls (landlin e or mobile) (a)	Any unsolici- ted calls (landlin e) (b)	Any unsolici- ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	905	604	382	404	279	193	131	511	316	340	398	266	213	44	27	18
Weighted Base	927	629	375	456	279	184	145	540	311	390	408	259	237	48*	26**	24**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	145 16%	145 23%b	62 17%	145 32%abghk	145 52%abceg hijkm	50 27%bh	145 100%abcde ghijklm	129 24%b	55 18%	126 32%abghk	115 28%bh	53 21%	103 44%abceg hijk	14 29%	5 19%	9 38%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	272 29%	272 43%b	121 32%	272 60%abdeg hijkm	135 49%bhk	73 40%	100 69%abdeg hijkm	272 50%abehk m	112 36%	272 70%abcde ghijkm	188 46%bhk	93 36%	154 65%abdeg hijkm	15 31%	6 22%	9 38%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	289 31%	289 46%bhk	130 35%	289 63%abdeg hijkm	143 51%behk	72 39%	111 77%abcde ghijkm	289 53%abehk m	117 38%	289 74%abcde ghijkm	197 48%bhk	97 37%	164 69%abdeg hijkm	16 33%	7 27%	9 37%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All who have a mobile phone

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	905	604	382	404	279	193	131	511	316	340	398	266	213	44	27	18
Weighted Base	927	629	375	456	279	184	145	540	311	390	408	259	237	48*	26**	24**
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	237 26%	237 38%bh	98 26%	237 52%abegh km	128 46%abehk	60 33%	103 71%abcde ghijklm	206 38%bh	85 27%	195 50%abegh km	237 58%abdeg hkm	88 34%	237 100%abcde fghijklm	15 31%	6 22%	9 39%
Some other type of call that you didn't want or ask for - for example a market research call	24 3%	24 4%	9 2%	24 5%	15 5%	7 4%	9 6%	19 4%	7 2%	13 3%	16 4%	7 3%	9 4%	24 49%abcdef ghijkl	1 5%	24 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	192 21%	192 30%bdefj kl	85 23%f	192 42%abdef ghijkl	46 17%	36 19%f	14 9%	149 27%dfjl	75 24%dfj	131 34%bdefh jkl	79 19%f	54 21%f	37 16%	13 27%f	4 16%	10 44%
2 TYPES EXPERIENCED	101 11%	101 16%	47 13%	101 22%abdeh km	36 13%	25 13%	20 14%	96 18%	43 14%	95 24%abdef ghjkm	69 17%	36 14%	50 21%bd	3 7%	2 7%	2 7%
3 TYPES EXPERIENCED	85 9%	85 14%	37 10%	85 19%bhk	45 16%bh	22 12%	34 24%abehk	85 16%bh	30 10%	85 22%abegh k	73 18%bh	31 12%	71 30%abcde ghjk	9 19%	6 22%	4 15%
4 TYPES EXPERIENCED	76 8%	76 12%	32 9%	76 17%bh	75 27%abcog hjk	28 15%b	75 51%abcde ghijklm	76 14%b	31 10%	76 19%abhk	76 19%abhk	30 12%	76 32%abcog hijkm	6 12%	-	6 24%
ANY UNSOLICITED CALLS (MOBILE)	456 49%	456 73%behk	202 54%	456 100%abdeg hjkm	205 74%behk	110 60%	145 100%abdeg hjkm	409 76%behk	179 58%	390 100%abdeg hjkm	299 73%behk	150 58%	237 100%abdeg hjkm	34 70%	12 45%	24 100%
None	473 51%	175 28%cfil	174 47%acdfgi jl	2 1%	74 27%cfil	74 40%acdfgi jl	-	134 25%cfil	133 43%acdfgi jl	2 *	110 27%cfil	110 42%acdfgi jl	-	15 30%cfil	14 55%	* 2%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All who have a mobile phone

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile)	Any unsolici ted calls (landlin e)	Any unsolici ted calls (mobile)	Silent calls (landlin e or mobile)	Landline silent calls	Mobile silent calls	Live sales/ marketin g (landlin e or mobile)	Landline Live sales/ marketin g	Mobile Live sales/ marketin g (phone or text)	Recorded message (landlin e or mobile)	Recorded message (landlin e)	Recorded message (mobile)	Other type (landlin e or mobile)	Other type (landlin e)	Other type (mobile)
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)
Unweighted Base	905	604	382	404	279	193	131	511	316	340	398	266	213	44	27	18
Weighted Base	927	629	375	456	279	184	145	540	311	390	408	259	237	48*	26**	24**
Av number of issues	2.117	2.117	2.083	2.117	2.760abc	2.381	3.225abc	2.236	2.099	2.293	2.515abc	2.246	2.819abc	2.446	2.140	2.518
Standard Deviation	1.146	1.146	1.116	1.146	1.202	1.183	1.028	1.149	1.131	1.145	1.158	1.143	1.083	1.366	0.950	1.535
Error Variance	0.003	0.003	0.007	0.003	0.008	0.014	0.008	0.004	0.008	0.004	0.005	0.009	0.006	0.067	0.082	0.131

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All that have received recorded messages on their mobile

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	213	96	117	35	47	31	48	30	14	8	42	68	48	55
Weighted Base	237	111*	125*	41**	51*	39**	55*	35**	9**	6**	50*	88*	52*	47*
Listen to the full message before hanging up	14 6%	12 11%b	2 2%	1 3%	3 6%	6 15%	- -	3 9%	* 5%	1 10%	5 10%	2 2%	7 13%k	1 2%
Listen to some of the message before hanging up	51 22%	21 19%	30 24%	11 26%	12 23%	4 11%	16 30%	5 13%	1 17%	1 25%	10 20%	19 21%	12 23%	11 23%
Hang up immediately, as soon as I realise it is a recorded message	171 72%	78 70%	93 75%	29 71%	37 71%	29 74%	39 70%	27 77%	7 79%	4 64%	35 71%	68 77%	33 64%	35 75%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	65 28%	33 30%	32 25%	12 29%	15 29%	10 26%	16 30%	8 23%	2 21%	2 36%	15 29%	20 23%	19 36%	12 25%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All that have received recorded messages on their mobile

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	213	125	60	28	130	83	63	150	174	39	177	16	11	9
Weighted Base	237	136	73*	28**	158	79*	72*	165	199	38*	206	16**	10**	4**
Listen to the full message before hanging up	14 6%	4 3%	6 9%	4 14%	13 8%	2 2%	2 3%	12 7%	13 7%	1 3%	14 7%	1 5%	- -	- -
Listen to some of the message before hanging up	51 22%	29 21%	14 19%	9 31%	34 22%	17 21%	19 26%	32 19%	41 21%	10 26%	48 23%	3 15%	1 9%	- -
Hang up immediately, as soon as I realise it is a recorded message	171 72%	103 76%	53 72%	15 55%	111 70%	61 77%	51 70%	121 73%	145 73%	27 71%	145 70%	13 80%	10 91%	4 100%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	65 28%	33 24%	20 28%	12 45%	47 30%	18 23%	21 30%	44 27%	55 27%	11 29%	61 30%	3 20%	1 9%	- -

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All that have received recorded messages on their mobile

	Total	GOVERNMENT REGIONS												
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	
	Unweighted Base	213	12	23	16	13	16	17	38	27	15	11	16	9
	Weighted Base	237	12**	23**	18**	13**	27**	18**	44*	34**	17**	10**	16**	4**
	Listen to the full message before hanging up	14 6%	1 9%	* 2%	1 4%	- -	5 17%	1 5%	3 7%	3 8%	- -	- -	1 5%	- -
	Listen to some of the message before hanging up	51 22%	2 17%	1 4%	5 29%	4 30%	5 20%	4 24%	14 32%	10 29%	2 13%	1 9%	3 15%	- -
	Hang up immediately, as soon as I realise it is a recorded message	171 72%	9 75%	22 94%	12 67%	9 70%	17 63%	13 71%	27 61%	22 63%	15 87%	10 91%	13 80%	4 100%
	SUMMARY CODE													
	LISTEN TO ANY OF MESSAGE	65 28%	3 25%	1 6%	6 33%	4 30%	10 37%	5 29%	17 39%	13 37%	2 13%	1 9%	3 20%	- -

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All that have received recorded messages on their mobile

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	213	213	119	119	94	-	89	32	93
Weighted Base	237	237	126	126	111*	-.**	99*	35*	106*
Listen to the full message before hanging up	14 6%	14 6%	2 2%	2 2%	12 11%bc	- -	4 4%	4 12%	7 6%
Listen to some of the message before hanging up	51 22%	51 22%	22 17%	22 17%	29 26%	- -	21 21%	7 19%	26 25%
Hang up immediately, as soon as I realise it is a recorded message	171 72%	171 72%	102 81%d	102 81%d	70 63%	- -	74 75%	24 69%	73 69%
SUMMARY CODE									
LISTEN TO ANY OF MESSAGE	65 28%	65 28%	24 19%	24 19%	41 37%bc	- -	25 25%	11 31%	33 31%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All that have received recorded messages on their mobile

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	213	94	75	75	9	129	78	203	198	199	112	158	201	148
Weighted Base	237	105*	83*	83*	11**	143	86*	225	219	221	123*	182	226	167
Listen to the full message before hanging up	14 6%	4 4%	7 8%	7 8%	- -	6 4%	7 8%	13 6%	10 4%	10 4%	5 4%	11 6%	14 6%	7 4%
Listen to some of the message before hanging up	51 22%	21 20%	20 24%	20 24%	3 28%	30 21%	20 23%	47 21%	48 22%	48 22%	30 24%	41 23%	49 22%	40 24%
Hang up immediately, as soon as I realise it is a recorded message	171 72%	80 76%	57 68%	57 68%	8 72%	107 75%	59 69%	165 73%	162 74%	162 74%	89 72%	130 72%	163 72%	120 72%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	65 28%	25 24%	27 32%	27 32%	3 28%	37 25%	27 31%	60 27%	58 26%	58 26%	34 28%	52 28%	64 28%	47 28%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All that have received recorded messages on their mobile

Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	213	91	213	115	54	91	180	80	169	213	81	213	13	5	8
Weighted Base	237	98*	237	128*	60*	103*	206	85*	195	237	88*	237	15**	6**	9**
Listen to the full message before hanging up	14 6%	1 1%	14 6%	11 9%bek	-	11 11%behk	13 6%	1 2%	12 6%	14 6%	1 1%	14 6%	2 15%	-	2 25%
Listen to some of the message before hanging up	51 22%	20 21%	51 22%	25 19%	12 19%	15 14%	45 22%	19 22%	44 22%	51 22%	19 21%	51 22%	4 25%	1 24%	2 26%
Hang up immediately, as soon as I realise it is a recorded message	171 72%	77 78%	171 72%	93 72%	49 81%	77 75%	148 72%	66 77%	140 71%	171 72%	69 78%	171 72%	9 59%	4 76%	5 49%
SUMMARY CODE															
LISTEN TO ANY OF MESSAGE	65 28%	22 22%	65 28%	36 28%	12 19%	26 25%	58 28%	20 23%	56 29%	65 28%	19 22%	65 28%	6 41%	1 24%	5 51%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	55	25	30	11	14	6	12	6	3	3	12	16	16	11
Weighted Base	65*	33**	32**	12**	15**	10**	16**	8**	2**	2**	15**	20**	19**	12**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	46 70%	20 59%	26 81%	10 87%	12 80%	3 31%	13 77%	6 76%	1 79%	- -	10 70%	15 76%	12 65%	8 65%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	22 34%	15 45%	7 23%	3 27%	4 30%	7 67%	5 28%	2 24%	* 21%	1 38%	2 15%	5 24%	10 53%	5 46%
Telling you about a competition	5 8%	2 5%	4 12%	1 6%	- -	- -	3 20%	1 15%	- -	- -	- -	2 9%	3 19%	- -
Reminding you of an appointment- e.g. dentist or doctor's appointment	20 30%	12 36%	8 25%	2 14%	4 29%	6 57%	3 16%	4 53%	1 29%	1 33%	4 28%	6 31%	7 36%	3 23%
Other type	4 6%	1 4%	3 8%	- -	3 20%	- -	1 6%	- -	- -	- -	3 21%	- -	1 4%	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	61 93%	32 95%	29 92%	12 100%	12 80%	10 100%	16 94%	8 100%	2 100%	1 71%	12 79%	20 97%	18 96%	12 100%
ANY EXC. APPOINTMENT REMINDERS	57 87%	30 89%	27 86%	12 100%	12 80%	9 88%	15 89%	7 88%	2 100%	1 38%	11 72%	18 86%	18 96%	11 94%
Can't Remember	1 1%	1 2%	- -	- -	- -	- -	- -	- -	- -	1 29%	- -	1 3%	- -	- -

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	55	31	14	10	35	20	21	34	45	10	51	3	1	-
Weighted Base	65*	33**	20**	12**	47**	18**	21**	44**	55*	11**	61*	3**	1**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	46 70%	26 78%	12 59%	8 65%	34 72%	12 64%	19 88%	27 61%	37 68%	8 77%	44 72%	1 36%	- -	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	22 34%	10 30%	8 38%	5 38%	17 36%	6 30%	6 27%	17 38%	19 35%	3 32%	19 31%	3 77%	1 100%	- -
Telling you about a competition	5 8%	2 8%	3 13%	- -	5 11%	- -	1 3%	4 10%	2 4%	3 27%	5 9%	- -	- -	- -
Reminding you of an appointment- e.g. dentist or doctor's appointment	20 30%	9 27%	7 33%	4 34%	17 36%	3 17%	5 24%	15 34%	15 28%	5 44%	20 33%	- -	- -	- -
Other type	4 6%	3 9%	1 5%	- -	3 7%	1 4%	2 8%	2 5%	3 5%	1 9%	3 5%	1 23%	- -	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	61 93%	30 91%	19 95%	12 95%	44 93%	17 93%	20 92%	41 94%	51 94%	10 91%	58 94%	3 77%	1 100%	- -
ANY EXC. APPOINTMENT REMINDERS	57 87%	28 86%	18 89%	11 88%	42 89%	15 84%	19 88%	38 87%	49 90%	8 77%	54 88%	3 77%	1 100%	- -
Can't Remember	1 1%	- -	- -	1 5%	- -	1 3%	- -	1 1%	1 1%	- -	1 1%	- -	- -	- -

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	55	3	2	5	4	5	5	14	10	3	1	3	-
Weighted Base	65*	3**	1**	6**	4**	10**	5**	17**	13**	2**	1**	3**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	46 70%	1 41%	1 69%	6 100%	3 76%	4 43%	3 63%	12 70%	12 96%	2 70%	- -	1 36%	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	22 34%	2 59%	* 31%	3 51%	- -	6 62%	1 18%	4 23%	2 14%	1 45%	1 100%	3 77%	- -
Telling you about a competition	5 8%	- -	- -	4 62%	- -	2 15%	- -	- -	- -	- -	- -	- -	- -
Reminding you of an appointment- e.g. dentist or doctor's appointment	20 30%	2 75%	- -	3 57%	1 24%	5 47%	1 18%	3 20%	2 18%	2 100%	- -	- -	- -
Other type	4 6%	- -	- -	- -	- -	1 10%	1 18%	1 7%	- -	- -	- -	1 23%	- -
SUMMARY CODES													
ANY INC. APPOINTMENT REMINDERS	61 93%	3 100%	1 100%	6 100%	4 100%	9 90%	4 82%	16 93%	12 96%	2 100%	1 100%	3 77%	- -
ANY EXC. APPOINTMENT REMINDERS	57 87%	3 100%	1 100%	6 100%	3 76%	9 90%	3 63%	15 85%	12 96%	2 70%	1 100%	3 77%	- -
Can't Remember	1 1%	- -	- -	- -	- -	- -	- -	- -	1 4%	- -	- -	- -	- -

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

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

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	55	55	23	23	32	-	21	9	26
Weighted Base	65*	65*	24**	24**	41**	-.**	25*	11*	33*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	46 70%	46 70%	19 77%	19 77%	27 65%	-	23 92%	9 78%	19 58%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	22 34%	22 34%	7 30%	7 30%	15 37%	-	6 24%	2 17%	14 42%
Telling you about a competition	5 8%	5 8%	2 7%	2 7%	3 8%	-	3 12%	1 7%	2 5%
Reminding you of an appointment- e.g. dentist or doctor's appointment	20 30%	20 30%	5 21%	5 21%	15 36%	-	9 38%	3 28%	10 30%
Other type	4 6%	4 6%	2 7%	2 7%	2 5%	-	-	1 12%	1 3%
SUMMARY CODES									
ANY INC. APPOINTMENT REMINDERS	61 93%	61 93%	22 91%	22 91%	39 95%	-	25 100%	10 88%	31 95%
ANY EXC. APPOINTMENT REMINDERS	57 87%	57 87%	21 88%	21 88%	36 87%	-	23 95%	10 88%	29 88%
Can't Remember	1 1%	1 1%	1 2%	1 2%	-	-	-	-	1 2%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

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

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	55	21	21	21	3	32	21	50	51	51	31	42	53	41
Weighted Base	65*	25**	27**	27**	3**	37**	27**	60*	58*	58*	34**	52*	64*	47*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	46 70%	23 92%	15 57%	15 57%	2 71%	31 85%	15 57%	42 70%	45 77%	45 76%	24 72%	39 76%	45 70%	38 81%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	22 34%	6 24%	12 46%	12 46%	- -	8 22%	12 46%	22 36%	16 28%	18 31%	10 29%	18 34%	22 35%	12 26%
Telling you about a competition	5 8%	3 12%	2 6%	2 6%	- -	4 10%	2 6%	5 9%	5 9%	5 9%	4 11%	4 7%	5 8%	4 8%
Reminding you of an appointment- e.g. dentist or doctor's appointment	20 30%	9 38%	8 29%	8 29%	2 67%	12 33%	8 29%	20 33%	15 25%	14 24%	10 29%	17 33%	19 30%	13 27%
Other type	4 6%	- -	1 4%	1 4%	- -	1 3%	1 4%	2 4%	4 7%	4 7%	3 8%	2 3%	4 6%	3 6%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	61 93%	25 100%	25 94%	25 94%	3 100%	35 97%	25 94%	57 95%	53 92%	54 92%	32 92%	50 97%	59 93%	44 94%
ANY EXC. APPOINTMENT REMINDERS	57 87%	23 95%	23 88%	23 88%	2 71%	33 91%	23 88%	54 89%	50 87%	52 89%	28 83%	48 93%	56 88%	42 90%
Can't Remember	1 1%	- -	1 2%	1 2%	- -	- -	1 2%	1 1%	1 1%	1 1%	- -	- -	1 1%	- -

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

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

	Total	Q6A/B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	55	55	19	55	27	9	20	47	18	45	55	16	55	4	1	3
Weighted Base	65*	65*	22**	65*	36**	12**	26**	58*	20**	56*	65*	19**	65*	6**	1**	5**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	46 70%	46 70%	17 79%	46 70%	28 77%	12 100%	18 69%	41 71%	15 77%	39 71%	46 70%	17 85%	46 70%	6 100%	1 100%	5 100%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	22 34%	22 34%	6 27%	22 34%	14 39%	4 31%	10 40%	22 38%	6 29%	21 37%	22 34%	5 26%	22 34%	3 42%	1 100%	1 25%
Telling you about a competition	5 8%	5 8%	2 8%	5 8%	4 10%	2 15%	2 8%	5 9%	- -	5 9%	5 8%	2 9%	5 8%	1 20%	- -	1 26%
Reminding you of an appointment- e.g. dentist or doctor's appointment	20 30%	20 30%	5 21%	20 30%	17 46%	5 39%	12 46%	18 32%	3 14%	17 31%	20 30%	4 21%	20 30%	2 38%	- -	2 49%
Other type	4 6%	4 6%	2 8%	4 6%	1 4%	- -	1 5%	3 5%	2 8%	3 5%	4 6%	1 5%	4 6%	- -	- -	- -
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	61 93%	61 93%	19 90%	61 93%	34 96%	12 100%	25 95%	54 94%	18 89%	53 95%	61 93%	18 92%	61 93%	6 100%	1 100%	5 100%
ANY EXC. APPOINTMENT REMINDERS	57 87%	57 87%	19 90%	57 87%	33 93%	12 100%	23 90%	52 90%	18 89%	51 91%	57 87%	18 92%	57 87%	6 100%	1 100%	5 100%
Can't Remember	1 1%	1 1%	1 3%	1 1%	- -	- -	- -	1 1%	1 3%	- -	1 1%	1 3%	1 1%	- -	- -	- -

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1068	508	560	123	194	143	150	155	150	153	196	290	205	377
Weighted Base	1068	518	550	152*	209	164	168	169	102	106	210	324	221	314
Silent Calls	310 29%	152 29%	157 29%	32 21%	50 24%	47 28%	51 31%	63 38%cd	31 31%	35 33%	59 28%	95 29%	77 35% <i>m</i>	78 25%
Sales/marketing texts	272 25%	130 25%	142 26%	53 35% <i>hi</i>	52 25% <i>hi</i>	52 32% <i>hi</i>	51 30% <i>hi</i>	45 27% <i>hi</i>	13 13% <i>i</i>	6 5%	71 34% <i>m</i>	99 31% <i>m</i>	60 27% <i>m</i>	41 13%
Sales/marketing calls	533 50%	261 50%	272 49%	62 41%	89 42%	90 55% <i>d</i>	82 49%	97 58% <i>cd</i>	49 49%	63 60% <i>cd</i>	119 57% <i>m</i>	172 53% <i>m</i>	113 51% <i>m</i>	129 41%
Recorded message	443 42%	200 39%	243 44%	53 35%	76 36%	58 35%	85 51% <i>cde</i>	83 49% <i>cde</i>	43 42%	46 43%	97 46% <i>m</i>	155 48% <i>m</i>	95 43% <i>m</i>	97 31%
Other type	51 5%	31 6%	20 4%	5 3%	10 5%	7 4%	12 7%	10 6%	3 3%	5 5%	12 6%	10 3%	20 9% <i>km</i>	9 3%
SUMMARY CODES														
1 TYPE EXPERIENCED	206 19%	101 20%	104 19%	35 23%	44 21%	33 20%	25 15%	25 15%	19 19%	25 24%	36 17%	63 20%	48 22%	58 18%
2 TYPES EXPERIENCED	168 16%	79 15%	89 16%	28 18% <i>d</i>	17 8%	26 16% <i>d</i>	35 21% <i>dh</i>	28 16% <i>d</i>	12 12%	22 21% <i>dh</i>	43 20% <i>i</i>	55 17%	24 11%	46 15%
3 TYPES EXPERIENCED	176 16%	74 14%	102 19%	21 14%	29 14%	27 16%	22 13%	30 18%	24 24% <i>df</i>	24 23% <i>df</i>	39 19%	53 16%	46 21% <i>m</i>	38 12%
4 TYPES EXPERIENCED	111 10%	58 11%	53 10%	13 8% <i>i</i>	21 10% <i>i</i>	17 10% <i>i</i>	27 16% <i>hi</i>	28 16% <i>hi</i>	5 5%	2 1%	24 11% <i>m</i>	43 13% <i>m</i>	25 11%	20 6%
5 TYPES EXPERIENCED	20 2%	13 3%	7 1%	1 1%	4 2%	4 3%	4 3%	2 1%	1 1%	3 2%	6 3% <i>m</i>	4 1%	9 4% <i>m</i>	1 *
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	688 64%	330 64%	358 65%	98 64%	117 56%	108 66%	113 68% <i>d</i>	115 68% <i>d</i>	62 61%	75 71% <i>d</i>	149 71% <i>m</i>	221 68% <i>m</i>	153 69% <i>m</i>	165 53%
None	380 36%	188 36%	192 35%	54 36%	91 44% <i>fgi</i>	56 34%	54 32%	54 32%	40 39%	31 29%	61 29%	103 32%	68 31%	148 47% <i>ijkl</i>
Mean number of mentions	2.411	2.442	2.382	2.146	2.439	2.399	2.579 <i>ci</i>	2.687 <i>chi</i>	2.318	2.128	2.493 <i>m</i>	2.446	2.514 <i>m</i>	2.193
Standard Deviation	1.211	1.273	1.153	1.081	1.369	1.232	1.210	1.248	1.075	1.020	1.183	1.213	1.286	1.144
Error Variance	0.002	0.005	0.004	0.015	0.017	0.017	0.014	0.015	0.013	0.010	0.010	0.008	0.012	0.006

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1068	584	287	197	478	590	285	783	840	228	866	95	48	59
Weighted Base	1068	587	308	173	546	522	315	753	844	224	900	91*	53*	24*
Silent Calls	310	180	78	51	162	148	82	228	239	71	250	33	20	6
	29%	31%	25%	30%	30%	28%	26%	30%	28%	32%	28%	37%	38%	25%
Sales/marketing texts	272	145	94	33	168	104	94	178	236	35	239	23	7	2
	25%	25%	30% ^c	19%	31% ^e	20%	30%	24%	28% ⁱ	16%	27% ^m	26% ^m	13%	8%
Sales/marketing calls	533	303	147	83	285	248	152	380	418	114	432	49	39	12
	50%	52%	48%	48%	52%	47%	48%	51%	50%	51%	48%	54%	74% ^j ^m	50%
Recorded message	443	258	113	73	247	196	119	324	356	87	362	45	28	8
	42%	44%	37%	42%	45% ^e	38%	38%	43%	42%	39%	40%	50%	52%	34%
Other type	51	29	12	10	34	17	15	35	29	22	37	5	9	-
	5%	5%	4%	6%	6% ^e	3%	5%	5%	3%	10% ^h	4%	5%	17% ^j ^m	-
SUMMARY CODES														
1 TYPE EXPERIENCED	206	107	60	38	100	106	63	143	156	49	168	14	18	5
	19%	18%	20%	22%	18%	20%	20%	19%	19%	22%	19%	16%	33% ^j ^k	21%
2 TYPES EXPERIENCED	168	97	48	22	100	67	42	126	135	32	139	15	8	6
	16%	17%	16%	13%	18% ^e	13%	13%	17%	16%	14%	15%	16%	15%	23%
3 TYPES EXPERIENCED	176	100	43	33	78	98	55	121	144	32	149	16	8	3
	16%	17%	14%	19%	14%	19%	18%	16%	17%	14%	17%	17%	15%	14%
4 TYPES EXPERIENCED	111	66	34	12	74	38	29	82	94	17	91	15	5	*
	10%	11%	11%	7%	14% ^e	7%	9%	11%	11%	8%	10%	16% ^m	9%	2%
5 TYPES EXPERIENCED	20	13	2	5	15	5	9	11	11	10	13	2	6	-
	2%	2%	1%	3%	3% ^e	1%	3%	2%	1%	4% ^h	1%	2%	11% ^j	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	688	386	191	111	371	317	199	489	544	145	567	61	45	15
	64%	66%	62%	64%	68% ^e	61%	63%	65%	64%	65%	63%	68%	85% ^j ^m	60%
None	380	200	117	62	175	205	116	263	301	79	333	29	8	10
	36%	34%	38%	36%	32%	39% ^d	37%	35%	36%	35%	37% ⁱ	32%	15%	40% ⁱ
Mean number of mentions	2.411	2.448	2.380	2.334	2.503	2.303	2.402	2.414	2.405	2.431	2.396 ^m	2.610 ^m	2.469	1.944
Standard Deviation	1.211	1.193	1.237	1.235	1.246	1.161	1.221	1.208	1.162	1.383	1.189	1.217	1.518	0.871
Error Variance	0.002	0.004	0.009	0.012	0.005	0.004	0.009	0.003	0.003	0.013	0.003	0.024	0.058	0.022

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1068	46	115	85	73	84	103	120	140	100	48	95	59
Weighted Base	1068	45*	105*	92*	82*	95*	100*	135	145	101*	53*	91*	24*
Silent Calls	310 29%	14 32% ^d	27 26%	31 34% ^d	11 13%	26 28%	36 36% ^{dg}	30 22%	45 31% ^d	30 30% ^d	20 38% ^d	33 37% ^{dg}	6 25%
Sales/marketing texts	272 25%	14 30% ^l	25 24% ^l	21 23% ^l	14 17%	34 36% ^{djl}	26 26% ^l	45 33% ^{djl}	37 25% ^l	24 24% ^l	7 13%	23 26% ^l	2 8%
Sales/marketing calls	533 50%	18 39%	37 36%	45 48%	32 39%	55 57% ^b	54 54% ^b	61 45%	75 52% ^b	55 55% ^b	39 74% ^{abcdghl}	49 54% ^b	12 50%
Recorded message	443 42%	19 44%	35 33%	38 41%	26 32%	43 45%	36 36%	63 46%	63 43%	41 40%	28 52%	45 50% ^{bd}	8 34%
Other type	51 5%	4 9% ^g	2 2%	7 7%	4 5%	3 3%	5 5%	2 2%	6 4%	5 5%	9 17% ^{befghil}	5 5%	- -
SUMMARY CODES													
1 TYPE EXPERIENCED	206 19%	6 14%	17 17%	12 13%	19 23%	18 19%	21 21%	29 21%	23 16%	23 23%	18 33% ^{chk}	14 16%	5 21%
2 TYPES EXPERIENCED	168 16%	11 25% ^b	5 5%	11 12%	13 16% ^b	18 19% ^b	18 18% ^b	24 17% ^b	20 14% ^b	20 20% ^b	8 15%	15 16% ^b	6 23% ^b
3 TYPES EXPERIENCED	176 16%	6 13%	11 11%	22 24% ^{bd}	8 9%	23 25% ^{bd}	16 16%	22 16%	26 18%	16 15%	8 15%	16 17%	3 14%
4 TYPES EXPERIENCED	111 10%	4 10%	14 13% ^l	7 8%	4 4%	10 10%	12 12%	14 10%	16 11%	11 11%	5 9%	15 16% ^{dl}	* 2%
5 TYPES EXPERIENCED	20 2%	2 4% ^g	* *	1 1%	2 2%	- -	2 2%	- -	5 4% ^g	2 1%	6 11% ^{bcefgi}	2 2%	- -
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	688 64%	30 66% ^b	50 47%	55 60%	45 55%	69 73% ^b	68 68% ^b	89 66% ^b	90 62% ^b	71 70% ^b	45 85% ^{bcdghl}	61 68% ^b	15 60%
None	380 36%	15 34%	55 53% ^{aefghijk}	37 40% ^j	37 45% ^j	26 27%	32 32%	46 34% ^j	55 38% ^j	30 30%	8 15%	29 32%	10 40% ^j
Mean number of mentions	2.411	2.454	2.569 ^l	2.684 ^l	2.041	2.355	2.391	2.266	2.568 ^l	2.244	2.469	2.610 ^l	1.944
Standard Deviation	1.211	1.162	1.385	1.260	1.157	1.026	1.232	1.125	1.213	1.128	1.518	1.217	0.871
Error Variance	0.002	0.045	0.033	0.030	0.033	0.019	0.022	0.016	0.017	0.019	0.058	0.024	0.022

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

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

	Total	Q.1\2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1068	905	728	618	287	110	383	160	533
Weighted Base	1068	927	701	609	318	93*	401	165	517
Silent Calls	310	279	248	217	62	31	128	48	143
	29%	30% ^d	35% ^{ad}	36% ^{ad}	19%	33% ^d	32%	29%	28%
Sales/marketing texts	272	272	146	146	126	-	119	46	113
	25%	29% ^{bce}	21% ^e	24% ^e	40% ^{abce}	-	30%	28%	22%
Sales/marketing calls	533	482	410	360	122	51	210	99	236
	50%	52% ^d	59% ^{ad}	59% ^{ad}	38%	55% ^d	52%	60%	46%
Recorded message	443	408	332	297	111	35	172	74	208
	42%	44% ^d	47% ^d	49% ^d	35%	38%	43%	45%	40%
Other type	51	48	42	39	9	3	21	14	26
	5%	5%	6%	6%	3%	3%	5%	9%	5%
SUMMARY CODES									
1 TYPE EXPERIENCED	206	184	141	119	65	22	74	32	97
	19%	20%	20%	20%	20%	23%	19%	19%	19%
2 TYPES EXPERIENCED	168	152	125	110	42	16	59	27	91
	16%	16%	18%	18%	13%	17%	15%	16%	18%
3 TYPES EXPERIENCED	176	156	137	117	39	20	75	31	75
	16%	17%	20% ^d	19% ^d	12%	22% ^d	19%	19%	15%
4 TYPES EXPERIENCED	111	111	78	78	33	-	45	20	47
	10%	12% ^e	11% ^e	13% ^e	11% ^e	-	11%	12%	9%
5 TYPES EXPERIENCED	20	19	15	14	5	2	12	7	6
	2%	2%	2%	2%	1%	2%	3%	4%	1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	688	629	501	442	187	59	267	117	322
	64%	68% ^d	71% ^d	73% ^d	59%	64%	67%	71%	62%
None	380	298	200	167	131	33	134	48	195
	36%	32%	29%	27%	41% ^{abc}	36%	33%	29%	38%
Mean number of mentions	2.411	2.444 ^e	2.433 ^e	2.483 ^e	2.350	2.060	2.511	2.516	2.340
Standard Deviation	1.211	1.226	1.190	1.206	1.268	0.986	1.238	1.232	1.190
Error Variance	0.002	0.002	0.003	0.003	0.010	0.014	0.006	0.014	0.004

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

	Total	TV							INTERNET					
		ANY SATELLITE	ANY FREEVIEW INC. YOUVIEW	ANY FREEVIEW EXC. YOUVIEW	ANY IPTV	ANY PAY TV	ANY FTA	ANY TV SERVICE	FIXED BROADBAND AT HOME	ANY WIFI ACCESS	ANY WIRED (ETHERNET) ACCESS	ANY MOBILE (3G/4G) ACCESS	INTERNET ACCESS AT HOME	INTERNET ACCESS OUTSIDE OF HOME
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)
Unweighted Base	1068	421	440	437	62	600	460	1022	838	830	430	556	861	550
Weighted Base	1068	438	420	418	65*	624	439	1021	876	871	457	618	902	605
Silent Calls	310	141	113	113	19	191	121	300	270	266	133	189	277	170
	29%	32%	27%	27%	29%	31%	28%	29%	31%	31%	29%	30%	31%	28%
Sales/marketing texts	272	128	85	84	22	186	89	259	255	256	146	214	264	199
	25%	29%bcf	20%	20%	34%bcf	30%bcf	20%	25%cf	29%	29%	32%	35%	29%	33%
Sales/marketing calls	533	225	201	199	27	333	206	512	454	448	233	323	464	302
	50%	51%	48%	47%	42%	53%	47%	50%	52%	51%	51%	52%	51%	50%
Recorded message	443	184	169	168	29	272	173	426	387	383	202	278	397	259
	42%	42%	40%	40%	44%	44%	39%	42%	44%	44%	44%	45%	44%	43%
Other type	51	24	16	16	7	38	19	50	46	44	25	37	49	34
	5%	5%	4%	4%	11%bc	6%	4%	5%	5%	5%	6%	6%	5%	6%
SUMMARY CODES														
1 TYPE EXPERIENCED	206	78	82	81	11	118	82	197	160	159	83	108	161	113
	19%	18%	19%	19%	17%	19%	19%	19%	18%	18%	18%	17%	18%	19%
2 TYPES EXPERIENCED	168	66	68	67	21	103	72	160	146	145	78	98	149	99
	16%	15%	16%	16%	33%abcefg	17%	16%	16%	17%	17%	17%	16%	17%	16%
3 TYPES EXPERIENCED	176	82	60	59	9	116	63	171	153	151	84	110	154	100
	16%	19%	14%	14%	14%	19%	14%	17%	17%	17%	18%	18%	17%	17%
4 TYPES EXPERIENCED	111	48	39	39	6	71	41	106	102	100	50	84	108	70
	10%	11%	9%	9%	10%	11%	9%	10%	12%	12%	11%	14%	12%	12%
5 TYPES EXPERIENCED	20	12	5	5	-	17	5	20	20	20	8	15	20	16
	2%	3%	1%	1%	-	3%	1%	2%	2%	2%	2%	2%	2%	3%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	688	288	257	255	48	428	266	661	588	581	308	420	601	402
	64%	66%	61%	61%	75% ^f	69%bcf	61%	65%	67%	67%	67%	68%	67%	67%
None	380	150	163	163	16	196	173	360	288	289	149	198	301	203
	36%	34%	39% ^{ae}	39% ^e	25%	31%	39% ^{de}	35%	33%	33%	33%	32%	33%	33%
Mean number of mentions	2.411	2.516	2.328	2.331	2.272	2.475	2.354	2.417	2.482	2.478	2.480	2.561	2.495	2.479
Standard Deviation	1.211	1.233	1.197	1.199	1.045	1.209	1.205	1.215	1.220	1.216	1.228	1.237	1.221	1.237
Error Variance	0.002	0.006	0.005	0.005	0.025	0.004	0.005	0.002	0.003	0.003	0.005	0.004	0.003	0.004

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolicited calls (landline or mobile)	Any unsolicited calls (landline)	Any unsolicited calls (mobile)	Silent calls (landline or mobile)	Landline silent calls	Mobile silent calls	Live sales/marketing (landline or mobile)	Landline Live sales/marketing	Mobile Live sales/marketing (phone or text)	Recorded message (landline or mobile)	Recorded message (landline)	Recorded message (mobile)	Other type (landline or mobile)	Other type (landline)	Other type (mobile)
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)
Unweighted Base	1068	674	452	404	314	228	131	570	375	340	439	307	213	47	18
Weighted Base	1068	688	434	456	310	214	145	591	361	390	443	295	237	51*	24**
Silent Calls	310 29%	310 45%	226 52%a	205 45%	310 100%abcg hijklm	214 100%abcg hijklm	145 100%abcg ijklm	270 46%	192 53%acgi	173 44%	246 56%acgi	183 62%abg h	128 54%ai	33 64%acgi	15 63%
Sales/marketing texts	272 25%	272 39%abhk	121 28%	272 60%abdeg hijk	135 44%behk	73 34%	100 69%abdeg hijk	272 46%abehk	112 31%	272 70%abcde ghijklm	188 42%bhk	93 32%	154 65%abdeg hijk	15 29%	9 38%
Sales/marketing calls	533 50%	533 77%	374 86%acjlm	351 77%	259 84%acm	187 87%acjlm	119 82%cm	533 90%acdf ijlm	361 100%abcde fgijklm	332 85%acm	354 80%cm	253 86%acim	185 78%	33 65%	16 66%
Recorded message	443 42%	443 64%	305 70%g	299 66%	246 80%abg him	177 82%abg him	115 79%acgi	376 64%	252 70%	248 64%	443 100%abcd efghim	295 100%abcd efghim	237 100%abcde fghim	33 64%	16 68%
Other type	51 5%	51 7%	36 8%	34 7%	33 11%gi	21 10%	14 10%	37 6%	22 6%	21 5%	33 7%	22 7%	15 6%	51 100%abcd efghijkl	24 100%
SUMMARY CODES															
1 TYPE EXPERIENCED	206 19%	206 30%bdefg hijklm	101 23%defjk lm	122 27%defhjk lm	20 7%	11 5%	10 7%	138 23%defjk lm	68 19%defjk lm	84 22%defjk lm	47 11%em	22 7%	27 11%em	-	-
2 TYPES EXPERIENCED	168 16%	168 24%def	113 26%defl	90 20%df	40 13%	29 14%	11 8%	142 24%def	89 25%def	80 21%df	105 24%def	73 25%def	41 17%f	10 19%	3 15%
3 TYPES EXPERIENCED	176 16%	176 26%cm	131 30%cm	114 25%cm	116 37%acfgi m	95 44%abcfg hilm	33 23%cm	175 30%cm	123 34%acim	104 27%cm	159 36%acim	120 41%abcfg ilm	69 29%cm	4 7%	2 7%
4 TYPES EXPERIENCED	111 10%	111 16%	70 16%	107 23%ab	108 35%abg hijk	63 29%abg	79 55%abcde ghijklm	108 18%	64 18%	105 27%abg	106 24%ab	85 36%abg hijk	10 20%	6 20%	4 18%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici- ted calls (landlin e or mobile) (a)	Any unsolici- ted calls (landlin e) (b)	Any unsolici- ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1068	674	452	404	314	228	131	570	375	340	439	307	213	47	30	18
Weighted Base	1068	688	434	456	310	214	145	591	361	390	443	295	237	51*	28**	24**
5 TYPES EXPERIENCED	20 2%	20 3%	15 3%	16 3%	19 6%ai	12 6%	7 5%	20 3%	12 3%	10 3%	19 4%	12 4%	8 3%	20 40%abcde fghijkl	9 30%	12 49%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	688 64%	688 100%	434 100%	456 100%	310 100%	214 100%	145 100%	591 100%	361 100%	390 100%	443 100%	295 100%	237 100%	51 100%	28 100%	24 100%
None	380 36%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean number of mentions	2.411	2.411	2.533	2.620a	3.280abc ghijk	3.230abc ghijk	3.494abc efghijkl	2.580a	2.660a	2.737ab	2.926abc ghi	2.948abc ghi	3.099abc ghi	4.225abc defghijk l	4.022	4.349
Standard Deviation	1.211	1.211	1.170	1.281	1.057	1.003	1.043	1.197	1.148	1.241	1.102	1.030	1.162	1.334	1.467	1.233
Error Variance	0.002	0.002	0.003	0.004	0.004	0.004	0.008	0.003	0.004	0.005	0.003	0.003	0.006	0.038	0.072	0.085

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1015	483	532	120	186	135	145	149	140	140	192	276	197	350
Weighted Base	1019	495	524	148*	199	156	162	162	94	97	205	311	213	291
Silent Calls	310 30%	152 31%	157 30%	32 22%	50 25%	47 30%	51 32%	63 39%cd	31 33%	35 36%cd	59 29%	95 31%	77 36%cd	78 27%
Sales/marketing texts	272 27%	130 26%	142 27%	53 36%hi	52 26%hi	52 33%hi	51 31%hi	45 28%hi	13 14%hi	6 6%	71 35%cd	99 32%cd	60 28%cd	41 14%
Sales/marketing calls	533 52%	261 53%	272 52%	62 42%	89 45%	90 57%cd	82 51%	97 60%cd	49 52%	63 65%cdh	119 58%cd	172 55%cd	113 53%	129 44%
Recorded message	443 44%	200 41%	243 46%	53 36%	76 38%	58 37%	85 52%cdde	83 51%cdde	43 45%	46 47%	97 47%cd	155 50%cd	95 45%cd	97 33%
Other type	51 5%	31 6%	20 4%	5 3%	10 5%	7 4%	12 7%	10 6%	3 4%	5 5%	12 6%	10 3%	20 9%km	9 3%
SUMMARY CODES														
1 TYPE EXPERIENCED	206 20%	101 21%	104 20%	35 24%	44 22%	33 21%	25 15%	25 15%	19 20%	25 26%fg	36 18%	63 20%	48 23%	58 20%
2 TYPES EXPERIENCED	168 16%	79 16%	89 17%	28 19%cd	17 8%	26 17%cd	35 22%cd	28 17%cd	12 13%	22 22%cdh	43 21%cd	55 18%	24 11%	46 16%
3 TYPES EXPERIENCED	176 17%	74 15%	102 20%	21 14%	29 15%	27 17%	22 13%	30 18%	24 26%cdf	24 25%cdf	39 19%	53 17%	46 22%cd	38 13%
4 TYPES EXPERIENCED	111 11%	58 12%	53 10%	13 9%cd	21 11%cd	17 11%cd	27 16%hi	28 17%hi	5 5%	2 2%	24 12%	43 14%cd	25 12%	20 7%
5 TYPES EXPERIENCED	20 2%	13 3%	7 1%	1 1%	4 2%	4 3%	4 3%	2 1%	1 1%	3 3%	6 3%cd	4 1%	9 4%cd	1 *
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	688 68%	330 67%	358 68%	98 66%	117 59%	108 69%	113 70%	115 71%cd	62 65%	75 77%cdh	149 73%cd	221 71%cd	153 72%cd	165 57%
None	331 32%	165 33%	166 32%	50 34%	81 41%gi	48 31%	49 30%	47 29%	33 35%hi	22 23%	56 27%	90 29%	60 28%	125 43%ijkl
Mean number of mentions	2.411	2.442	2.382	2.146	2.439	2.399	2.579cd	2.687chi	2.318	2.128	2.493m	2.446	2.514m	2.193
Standard Deviation	1.211	1.273	1.153	1.081	1.369	1.232	1.210	1.248	1.075	1.020	1.183	1.213	1.286	1.144
Error Variance	0.002	0.005	0.004	0.015	0.017	0.017	0.014	0.015	0.013	0.010	0.010	0.008	0.012	0.006

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1015	557	273	185	467	548	277	738	795	220	825	84	48	58
Weighted Base	1019	560	295	164	533	486	306	713	803	216	862	80*	53*	24*
Silent Calls	310	180	78	51	162	148	82	228	239	71	250	33	20	6
	30%	32%	26%	31%	30%	30%	27%	32%	30%	33%	29%	41%j	38%	25%
Sales/marketing texts	272	145	94	33	168	104	94	178	236	35	239	23	7	2
	27%	26%	32% ^c	20%	31% ^e	21%	31%	25%	29% ⁱ	16%	28% ^m	29% ^m	13%	8%
Sales/marketing calls	533	303	147	83	285	248	152	380	418	114	432	49	39	12
	52%	54%	50%	50%	54%	51%	50%	53%	52%	53%	50%	62%	74% ^j ^m	50%
Recorded message	443	258	113	73	247	196	119	324	356	87	362	45	28	8
	44%	46%	38%	44%	46%	40%	39%	45%	44%	40%	42%	56% ^j ^m	52%	34%
Other type	51	29	12	10	34	17	15	35	29	22	37	5	9	-
	5%	5%	4%	6%	6%	4%	5%	5%	4%	10% ^h	4%	6%	17% ^j ^m	-
SUMMARY CODES														
1 TYPE EXPERIENCED	206	107	60	38	100	106	63	143	156	49	168	14	18	5
	20%	19%	20%	23%	19%	22%	21%	20%	19%	23%	20%	18%	33%	21%
2 TYPES EXPERIENCED	168	97	48	22	100	67	42	126	135	32	139	15	8	6
	16%	17%	16%	14%	19%	14%	14%	18%	17%	15%	16%	18%	15%	23%
3 TYPES EXPERIENCED	176	100	43	33	78	98	55	121	144	32	149	16	8	3
	17%	18%	15%	20%	15%	20% ^d	18%	17%	18%	15%	17%	19%	15%	14%
4 TYPES EXPERIENCED	111	66	34	12	74	38	29	82	94	17	91	15	5	*
	11%	12%	11%	7%	14% ^e	8%	9%	12%	12%	8%	11%	18% ^m	9%	2%
5 TYPES EXPERIENCED	20	13	2	5	15	5	9	11	11	10	13	2	6	-
	2%	2%	1%	3%	3% ^e	1%	3%	2%	1%	4% ^h	1%	2%	11% ^j	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	688	386	191	111	371	317	199	489	544	145	567	61	45	15
	68%	69%	65%	67%	70%	65%	65%	69%	68%	67%	66%	77%	85% ^j ^m	61%
None	331	174	103	54	162	169	107	224	260	71	295	19	8	9
	32%	31%	35%	33%	30%	35%	35%	31%	32%	33%	34% ⁱ	23%	15%	39% ⁱ
Mean number of mentions	2.411	2.448	2.380	2.334	2.503	2.303	2.402	2.414	2.405	2.431	2.396 ^m	2.610 ^m	2.469	1.944
Standard Deviation	1.211	1.193	1.237	1.235	1.246	1.161	1.221	1.208	1.162	1.383	1.189	1.217	1.518	0.871
Error Variance	0.002	0.004	0.009	0.012	0.005	0.004	0.009	0.003	0.003	0.013	0.003	0.024	0.058	0.022

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All who have a landline or mobile phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1015	42	112	81	67	78	101	113	133	98	48	84	58
Weighted Base	1019	41*	101*	88*	76*	90*	98*	129	138	99*	53*	80*	24*
Silent Calls	310 30%	14 34%d	27 27%	31 36%d	11 14%	26 29%	36 37%dg	30 23%	45 32%d	30 30%d	20 38%d	33 41%bdg	6 25%
Sales/marketing texts	272 27%	14 33%jl	25 24%l	21 24%l	14 18%	34 38%djl	26 27%l	45 35%djl	37 27%l	24 24%l	7 13%	23 29%l	2 8%
Sales/marketing calls	533 52%	18 43%	37 37%	45 51%	32 42%	55 61%b	54 55%b	61 47%	75 54%b	55 55%b	39 74%abcdghl	49 62%bd	12 50%
Recorded message	443 44%	19 47%	35 34%	38 43%	26 34%	43 47%	36 37%	62 48%	63 46%	41 41%	28 52%	45 56%bdf	8 34%
Other type	51 5%	4 9%g	2 2%	7 8%	4 6%	3 3%	5 5%	2 2%	6 4%	5 5%	9 17%befghil	5 6%	- -
SUMMARY CODES													
1 TYPE EXPERIENCED	206 20%	6 15%	17 17%	12 13%	19 25%	18 20%	21 21%	29 22%	23 16%	23 24%	18 33%ch	14 18%	5 21%
2 TYPES EXPERIENCED	168 16%	11 27%b	5 5%	11 12%	13 17%b	18 20%b	18 18%b	24 18%b	20 14%b	20 20%b	8 15%	15 18%b	6 23%b
3 TYPES EXPERIENCED	176 17%	6 15%	11 11%	22 25%bd	8 10%	23 26%bd	16 16%	22 17%	26 19%	16 16%	8 15%	16 19%	3 14%
4 TYPES EXPERIENCED	111 11%	4 11%	14 14%l	7 8%	4 5%	10 11%	12 12%	14 11%	16 12%	11 11%	5 9%	15 18%dl	* 2%
5 TYPES EXPERIENCED	20 2%	2 4%g	* *	1 1%	2 3%	- -	2 2%	- -	5 4%g	1 1%	6 11%bcefgi	2 2%	- -
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	688 68%	30 71%b	50 49%	55 63%	45 59%	69 77%b	68 69%b	89 69%b	90 65%b	71 71%b	45 85%bcdhl	61 77%bd	15 61%
None	331 32%	12 29%	51 51%aefghijk	33 37%j	31 41%jk	21 23%	30 31%	40 31%	48 35%j	29 29%	8 15%	19 23%	9 39%j
Mean number of mentions	2.411	2.454	2.569l	2.684l	2.041	2.355	2.391	2.266	2.568l	2.244	2.469	2.610l	1.944
Standard Deviation	1.211	1.162	1.385	1.260	1.157	1.026	1.232	1.125	1.213	1.128	1.518	1.217	0.871
Error Variance	0.002	0.045	0.033	0.030	0.033	0.019	0.022	0.016	0.017	0.019	0.058	0.024	0.022

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

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

	Total	Q.1\2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1015	905	728	618	287	110	371	152	500
Weighted Base	1019	927	701	609	318	93*	389	157	488
Silent Calls	310	279	248	217	62	31	128	48	143
	30%	30% ^d	35% ^{ad}	36% ^{ad}	19%	33% ^d	33%	30%	29%
Sales/marketing texts	272	272	146	146	126	-	119	46	113
	27%	29% ^{bce}	21% ^e	24% ^e	40% ^{abce}	-	31%	29%	23%
Sales/marketing calls	533	482	410	360	122	51	210	99	236
	52%	52% ^d	59% ^{ad}	59% ^{ad}	38%	55% ^d	54%	63%	48%
Recorded message	443	408	332	297	111	35	172	74	208
	44%	44% ^d	47% ^d	49% ^d	35%	38%	44%	47%	43%
Other type	51	48	42	39	9	3	21	14	26
	5%	5%	6%	6%	3%	3%	5%	9%	5%
SUMMARY CODES									
1 TYPE EXPERIENCED	206	184	141	119	65	22	74	32	97
	20%	20%	20%	20%	20%	23%	19%	20%	20%
2 TYPES EXPERIENCED	168	152	125	110	42	16	59	27	91
	16%	16%	18%	18%	13%	17%	15%	17%	19%
3 TYPES EXPERIENCED	176	156	137	117	39	20	75	31	75
	17%	17%	20% ^d	19% ^d	12%	22% ^d	19%	20%	15%
4 TYPES EXPERIENCED	111	111	78	78	33	-	45	20	47
	11%	12% ^e	11% ^e	13% ^e	11% ^e	-	11%	13%	10%
5 TYPES EXPERIENCED	20	19	15	14	5	2	12	7	6
	2%	2%	2%	2%	1%	2%	3%	5%	1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	688	629	501	442	187	59	267	117	322
	68%	68% ^d	71% ^d	73% ^d	59%	64%	69%	75%	66%
None	331	298	200	167	131	33	122	40	166
	32%	32%	29%	27%	41% ^{abc}	36%	31%	25%	34%
Mean number of mentions	2.411	2.444 ^e	2.433 ^e	2.483 ^e	2.350	2.060	2.511	2.516	2.340
Standard Deviation	1.211	1.226	1.190	1.206	1.268	0.986	1.238	1.232	1.190
Error Variance	0.002	0.002	0.003	0.003	0.010	0.014	0.006	0.014	0.004

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

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1015	407	411	408	60	578	429	971	811	803	422	542	833	537
Weighted Base	1019	425	395	392	63*	602	412	974	850	845	449	604	875	592
Silent Calls	310 30%	141 33%	113 29%	113 29%	19 30%	191 32%	121 29%	300 31%	270 32%	266 31%	133 30%	189 31%	277 32%	170 29%
Sales/marketing texts	272 27%	128 30%bcf	85 21%	84 21%	22 35%bcf	186 31%bcf	89 21%	259 27%	255 30%	256 30%	146 32%	214 35%	264 30%	199 34%
Sales/marketing calls	533 52%	225 53%	201 51%	199 51%	27 43%	333 55%	206 50%	512 53%	454 53%	448 53%	233 52%	323 54%	464 53%	302 51%
Recorded message	443 44%	184 43%	169 43%	168 43%	29 46%	272 45%	173 42%	426 44%	387 46%	383 45%	202 45%	278 46%	397 45%	259 44%
Other type	51 5%	24 6%	16 4%	16 4%	7 11%bc	38 6%	19 5%	50 5%	46 5%	44 5%	25 6%	37 6%	49 6%	34 6%
SUMMARY CODES														
1 TYPE EXPERIENCED	206 20%	78 18%	82 21%	81 21%	11 18%	118 20%	82 20%	197 20%	160 19%	159 19%	83 19%	108 18%	161 18%	113 19%
2 TYPES EXPERIENCED	168 16%	66 16%	68 17%	67 17%	21 34%abcefg	103 17%	72 17%	160 16%	146 17%	145 17%	78 17%	98 16%	149 17%	99 17%
3 TYPES EXPERIENCED	176 17%	82 19%	60 15%	59 15%	9 15%	116 19%	63 15%	171 18%	153 18%	151 18%	84 19%	110 18%	154 18%	100 17%
4 TYPES EXPERIENCED	111 11%	48 11%	39 10%	39 10%	6 10%	71 12%	41 10%	106 11%	102 12%	100 12%	50 11%	84 14%	108 12%	70 12%
5 TYPES EXPERIENCED	20 2%	12 3%	5 1%	5 1%	- -	17 3%	5 1%	20 2%	20 2%	20 2%	8 2%	15 2%	20 2%	16 3%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	688 68%	288 68%	257 65%	255 65%	48 77%	428 71% ^f	266 65%	661 68%	588 69%	581 69%	308 69%	420 70%	601 69%	402 68%
None	331 32%	137 32%	137 35%	137 35%	14 23%	174 29%	146 35% ^e	313 32%	262 31%	264 31%	141 31%	183 30%	274 31%	189 32%
Mean number of mentions	2.411	2.516	2.328	2.331	2.272	2.475	2.354	2.417	2.482	2.478	2.480	2.561	2.495	2.479
Standard Deviation	1.211	1.233	1.197	1.199	1.045	1.209	1.205	1.215	1.220	1.216	1.228	1.237	1.221	1.237
Error Variance	0.002	0.006	0.005	0.005	0.025	0.004	0.005	0.002	0.003	0.003	0.005	0.004	0.003	0.004

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

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

Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1015	674	452	404	314	228	131	570	375	340	439	307	213	47	18
Weighted Base	1019	688	434	456	310	214	145	591	361	390	443	295	237	51*	24**
Silent Calls	310 30%	310 45%	226 52%a	205 45%	310 100%abcg hijklm	214 100%abcg hijklm	145 100%abcg ijklm	270 46%	192 53%acgi	173 44%	246 56%acgi	183 62%abcg i	128 54%ai	33 64%acgi	15 63%
Sales/marketing texts	272 27%	272 39%bhc	121 28%	272 60%abdeg hijk	135 44%behk	73 34%	100 69%abdeg hijk	272 46%abehk	112 31%	272 70%abcde ghijklm	188 42%bhc	93 32%	154 65%abdeg hijk	15 29%	9 38%
Sales/marketing calls	533 52%	533 77%	374 86%acjlm	351 77%	259 84%acm	187 87%acjlm	119 82%cm	533 90%acdf ijlm	361 100%abcde fgijklm	332 85%acm	354 80%cm	253 86%acim	185 78%	33 65%	16 66%
Recorded message	443 44%	443 64%	305 70%g	299 66%	246 80%abcg im	177 82%abcg im	115 79%acgi	376 64%	252 70%	248 64%	443 100%abcd efghim	295 100%abcd efghim	237 100%abcde fghim	33 64%	16 68%
Other type	51 5%	51 7%	36 8%	34 7%	33 11%gi	21 10%	14 10%	37 6%	22 6%	21 5%	33 7%	22 7%	15 6%	51 100%abcd efghijkl	24 100%
SUMMARY CODES															
1 TYPE EXPERIENCED	206 20%	206 30%bdefg hijklm	101 23%defjk lm	122 27%defhjk lm	20 7%	11 5%	10 7%	138 23%defjk lm	68 19%defjk lm	84 22%defjk lm	47 11%em	22 7%	27 11%em	-	-
2 TYPES EXPERIENCED	168 16%	168 24%def	113 26%defl	90 20%df	40 13%	29 14%	11 8%	142 24%def	89 25%def	80 21%df	105 24%def	73 25%def	41 17%f	10 19%	3 15%
3 TYPES EXPERIENCED	176 17%	176 26%cm	131 30%cm	114 25%cm	116 37%acfgi m	95 44%abcfg hilmm	33 23%cm	175 30%cm	123 34%acim	104 27%cm	159 36%acim	120 41%abcfg ilm	69 29%cm	4 7%	2 7%
4 TYPES EXPERIENCED	111 11%	111 16%	70 16%	107 23%ab	108 35%abcg ijk	63 29%abgh	79 55%abcde ghijklm	108 18%	64 18%	105 27%abgh	106 24%ab	85 36%abcg ijk	10 20%	6 20%	4 18%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1015	674	452	404	314	228	131	570	375	340	439	307	213	47	30	18
Weighted Base	1019	688	434	456	310	214	145	591	361	390	443	295	237	51*	28**	24**
5 TYPES EXPERIENCED	20 2%	20 3%	15 3%	16 3%	19 6%ai	12 6%	7 5%	20 3%	12 3%	10 3%	19 4%	12 4%	8 3%	20 40%abcde fghijkl	9 30%	12 49%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	688 68%	688 100%	434 100%	456 100%	310 100%	214 100%	145 100%	591 100%	361 100%	390 100%	443 100%	295 100%	237 100%	51 100%	28 100%	24 100%
None	331 32%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean number of mentions	2.411	2.411	2.533	2.620a	3.280abc ghijk	3.230abc ghijk	3.494abc efghijkl	2.580a	2.660a	2.737ab	2.926abc ghi	2.948abc ghi	3.099abc ghi	4.225abc defghijk l	4.022	4.349
Standard Deviation	1.211	1.211	1.170	1.281	1.057	1.003	1.043	1.197	1.148	1.241	1.102	1.030	1.162	1.334	1.467	1.233
Error Variance	0.002	0.002	0.003	0.004	0.004	0.004	0.008	0.003	0.004	0.005	0.003	0.003	0.006	0.038	0.072	0.085

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1068	508	560	123	194	143	150	155	150	153	196	290	205	377
Weighted Base	1068	518	550	152*	209	164	168	169	102	106	210	324	221	314
Listen to the full message before hanging up	26 2%	19 4% ^b	7 1%	1 1%	5 3%	7 4%	2 1%	7 4%	2 2%	3 2%	8 4%	5 2%	9 4%	5 1%
Listen to some of the message before hanging up	106 10%	45 9%	61 11%	14 10%	19 9%	9 5%	25 15% ^e	19 11%	10 10%	9 9%	22 10%	40 12% ^m	22 10%	22 7%
Hang up immediately, as soon as I realise it is a recorded message	326 31%	142 27%	184 33%	37 25%	54 26%	44 27%	64 38% ^{code}	61 36%	31 30%	34 32%	70 33% ^m	119 37% ^m	65 29%	72 23%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	132 12%	63 12%	69 12%	16 10%	24 12%	15 9%	27 16%	26 15%	13 12%	12 11%	29 14%	45 14% ^m	31 14%	26 8%
None	625 58%	317 61%	307 56%	99 65% ^{fg}	133 64% ^{fg}	106 65% ^{fg}	83 49%	85 51%	59 58%	61 57%	113 54%	169 52%	126 57%	217 69% ^{ijkl}

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1068	584	287	197	478	590	285	783	840	228	866	95	48	59
Weighted Base	1068	587	308	173	546	522	315	753	844	224	900	91*	53*	24*
Listen to the full message before hanging up	26 2%	10 2%	8 3%	8 5%a	19 4%e	7 1%	6 2%	20 3%	23 3%	3 1%	24 3%	2 2%	1 1%	- -
Listen to some of the message before hanging up	106 10%	65 11%	23 8%	17 10%	64 12%	42 8%	30 10%	75 10%	74 9%	32 14%h	88 10%m	8 9%m	9 17%m	- -
Hang up immediately, as soon as I realise it is a recorded message	326 31%	192 33%	84 27%	50 29%	175 32%	151 29%	86 27%	240 32%	271 32%l	55 24%	265 29%	35 38%	18 34%	8 34%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	132 12%	76 13%	32 10%	25 14%	83 15%e	49 9%	36 12%	96 13%	97 12%	35 16%	112 12%m	10 11%m	10 18%m	- -
None	625 58%	328 56%	196 63%	101 58%	299 55%	326 62%d	196 62%	429 57%	488 58%	137 61%	537 60%	46 50%	26 48%	16 66%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1068	46	115	85	73	84	103	120	140	100	48	95	59
Weighted Base	1068	45*	105*	92*	82*	95*	100*	135	145	101*	53*	91*	24*
Listen to the full message before hanging up	26 2%	2 4%	1 1%	3 3%	- -	5 5%	1 1%	7 5%	4 3%	1 1%	1 1%	2 2%	- -
Listen to some of the message before hanging up	106 10%	6 13%bl	3 2%	9 10%bl	7 9%	7 7%	7 7%	16 12%bl	21 15%bl	14 13%bl	9 17%bl	8 9%bl	- -
Hang up immediately, as soon as I realise it is a recorded message	326 31%	12 26%	33 31%	29 31%	19 23%	32 33%	29 29%	40 30%	44 31%	28 28%	18 34%	35 38%	8 34%
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	132 12%	8 17%bl	4 3%	12 13%bl	7 9%	12 12%bl	8 8%	23 17%bl	25 17%bfl	15 15%bl	10 18%bl	10 11%bl	- -
None	625 58%	25 56%	70 67%k	54 59%	56 68%k	53 55%	64 64%	74 54%	82 57%	60 60%	26 48%	46 50%	16 66%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1068	905	728	618	287	110	383	160	533
Weighted Base	1068	927	701	609	318	93*	401	165	517
Listen to the full message before hanging up	26 2%	23 3%	14 2%	11 2%	12 4%	3 3%	7 2%	5 3%	14 3%
Listen to some of the message before hanging up	106 10%	96 10%	76 11%	67 11%	29 9%	10 10%	42 10%	14 8%	59 11%
Hang up immediately, as soon as I realise it is a recorded message	326 31%	303 33% ^d	256 37% ^{de}	234 38% ^{cade}	70 22%	23 25%	130 32%	56 34%	144 28%
SUMMARY CODE									
LISTEN TO ANY OF MESSAGE	132 12%	119 13%	91 13%	78 13%	41 13%	13 14%	48 12%	19 11%	73 14%
None	625 58%	519 56%	369 53%	312 51%	207 65% ^{abc}	57 62%	228 57%	91 55%	308 60%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1068	421	440	437	62	600	460	1022	838	830	430	556	861	550
Weighted Base	1068	438	420	418	65*	624	439	1021	876	871	457	618	902	605
Listen to the full message before hanging up	26 2%	7 2%	14 3%	14 3%	1 2%	10 2%	14 3%	23 2%	18 2%	18 2%	8 2%	15 2%	23 3%	9 2%
Listen to some of the message before hanging up	106 10%	43 10%	45 11%	45 11%	10 15%	65 10%	45 10%	102 10%	95 11%	96 11%	47 10%	72 12%	97 11%	69 11%
Hang up immediately, as soon as I realise it is a recorded message	326 31%	141 32%	116 28%	116 28%	18 28%	204 33%	121 28%	316 31%	289 33%	284 33%	157 34%	205 33%	292 32%	194 32%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	132 12%	50 11%	59 14%	59 14%	11 17%	75 12%	59 13%	125 12%	113 13%	114 13%	55 12%	86 14%	120 13%	78 13%
None	625 58%	254 58%	251 60%	250 60%	36 56%	351 56%	266 61%	595 58%	489 56%	488 56%	255 56%	341 55%	505 56%	346 57%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)															
	Any unsolici- ted calls (landlin e or mobile) (a)	Any unsolici- ted calls (landlin e) (b)	Any unsolici- ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)	
Total	1068	674	452	404	314	228	131	570	375	340	439	307	213	47	30	18
1068	688	434	456	310	214	145	591	361	390	443	295	237	51*	28**	24**	
26	26	13	18	16	5	12	20	9	15	26	12	16	3	1	2	
2%	4%	3%	4%	5%	2%	9%abegh	3%	3%	4%	6%h	4%	7%eh	6%	2%	10%	
106	106	75	77	56	42	18	94	65	61	106	73	55	14	6	8	
10%	15%	17%	17%	18%	19%	12%	16%	18%	16%	24%abctfg i	25%abctfg hi	23%afgi	28%f	20%	35%	
326	326	231	219	186	141	86	277	190	184	326	223	181	16	10	5	
31%	47%	53% m	48%	60%acgim	66%abcgh im	60%acgim	47%	53% m	47%	74%abcdf ghim	76%abcde fghim	76%abcde fghim	30%	36%	23%	
132	132	88	95	72	47	31	114	74	77	132	86	71	17	6	11	
12%	19%	20%	21%	23%	22%	21%	19%	20%	20%	30%abcegi hi	29%abcgh i	30%abcgh i	33%ag	22%	45%	
625	245	129	157	63	38	30	215	109	142	-	-	-	18	12	8	
58%	36%defjkl	30%deijkl	34%defjkl	20%ijkl	18%ijkl	21%ijkl	36%bdefjkl	30%deijkl	36%defjkl	-	-	-	36%deijkl	42%	32%	

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

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

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

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	439	196	243	48	69	49	74	73	63	63	91	134	92	122
Weighted Base	443	200	243	53*	76*	58*	85*	83*	43*	46*	97*	155	95*	97
Listen to the full message before hanging up	26 6%	19 9%b	7 3%	1 2%	5 7%	7 11%f	2 2%	7 8%	2 5%	3 5%	8 8%	5 3%	9 10%	5 5%
Listen to some of the message before hanging up	106 24%	45 22%	61 25%	14 27%	19 24%	9 15%	25 30%	19 23%	10 24%	9 21%	22 22%	40 26%	22 24%	22 22%
Hang up immediately, as soon as I realise it is a recorded message	326 74%	142 71%	184 76%	37 70%	54 71%	44 76%	64 76%	61 74%	31 73%	34 75%	70 72%	119 77%	65 68%	72 75%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	132 30%	63 32%	69 28%	16 30%	24 32%	15 26%	27 32%	26 31%	13 29%	12 26%	29 30%	45 29%	31 33%	26 27%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	439	255	105	79	212	227	105	334	345	94	347	46	27	19
Weighted Base	443	258	113*	73*	247	196	119*	324	356	87*	362	45*	28**	8**
Listen to the full message before hanging up	26 6%	10 4%	8 7%	8 11%a	19 8%	7 4%	6 5%	20 6%	23 7%	3 3%	24 7%	2 4%	1 2%	- -
Listen to some of the message before hanging up	106 24%	65 25%	23 21%	17 23%	64 26%	42 21%	30 25%	75 23%	74 21%	32 37%h	88 24%	8 19%	9 33%	- -
Hang up immediately, as soon as I realise it is a recorded message	326 74%	192 74%	84 75%	50 69%	175 71%	151 77%	86 72%	240 74%	271 76%l	55 63%	265 73%	35 77%	18 65%	8 100%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	132 30%	76 29%	32 28%	25 34%	83 34%	49 25%	36 30%	96 30%	97 27%	35 40%h	112 31%	10 23%	10 35%	- -

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	439	21	40	38	28	35	38	53	56	38	27	46	19
Weighted Base	443	19**	35*	38*	26**	43**	36*	62*	63*	41*	28**	45*	8**
Listen to the full message before hanging up	26 6%	2 9%	1 3%	3 7%	- -	5 12%	1 3%	7 11%	4 7%	1 3%	1 2%	2 4%	- -
Listen to some of the message before hanging up	106 24%	6 30%	3 7%	9 24%	7 27%	7 16%	7 18%	16 25%b	21 34%b	14 33%b	9 33%	8 19%	- -
Hang up immediately, as soon as I realise it is a recorded message	326 74%	12 61%	33 93%ghi	29 76%	19 73%	32 74%	29 79%	40 65%	44 71%	28 69%	18 65%	35 77%	8 100%
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	132 30%	8 39%	4 10%	12 31%b	7 27%	12 28%	8 21%	23 37%b	25 40%b	15 37%b	10 35%	10 23%	- -

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Q.7A\7Bi Response to recorded message on landline or mobile phone**Base: All who have received a recorded message on either their mobile or landline**

	Total	Q.1\2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	439	398	345	304	94	41	162	77	208
Weighted Base	443	408	332	297	111*	35*	172	74*	208
Listen to the full message before hanging up	26 6%	23 6%	14 4%	11 4%	12 11%bc	3 8%	7 4%	5 7%	14 7%
Listen to some of the message before hanging up	106 24%	96 24%	76 23%	67 23%	29 26%	10 27%	42 24%	14 19%	59 28%
Hang up immediately, as soon as I realise it is a recorded message	326 74%	303 74%	256 77% ^d	234 79% ^d	70 63%	23 65%	130 75%	56 76%	144 69%
SUMMARY CODE									
LISTEN TO ANY OF MESSAGE	132 30%	119 29%	91 27%	78 26%	41 37%	13 35%	48 28%	19 25%	73 35%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

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

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

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	439	173	173	171	27	265	177	423	373	366	196	251	378	239
Weighted Base	443	184	169	168	29**	272	173	426	387	383	202	278	397	259
Listen to the full message before hanging up	26 6%	7 4%	14 8%	14 8%	1 4%	10 4%	14 8%	23 5%	18 5%	18 5%	8 4%	15 5%	23 6%	9 4%
Listen to some of the message before hanging up	106 24%	43 23%	45 27%	45 27%	10 34%	65 24%	45 26%	102 24%	95 25%	96 25%	47 23%	72 26%	97 24%	69 27%
Hang up immediately, as soon as I realise it is a recorded message	326 74%	141 76%	116 69%	116 69%	18 62%	204 75%	121 70%	316 74%	289 75%	284 74%	157 77%	205 74%	292 74%	194 75%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	132 30%	50 27%	59 35%	59 35%	11 38%	75 28%	59 34%	125 29%	113 29%	114 30%	55 27%	86 31%	120 30%	78 30%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

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

Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	439	317	270	247	185	103	366	262	219	439	307	213	31	19	12
Weighted Base	443	305	299	246	177	115*	376	252	248	443	295	237	33**	16**	16**
Listen to the full message before hanging up	26 6%	13 4%	18 6%	16 7%	5 3%	12 11%behk	20 5%	9 4%	15 6%	26 6%	12 4%	16 7%	3 9%	1 3%	2 14%
Listen to some of the message before hanging up	106 24%	75 25%	77 26%	56 23%	42 24%	18 16%	94 25%	65 26%	61 25%	106 24%	73 25%	55 23%	14 44%	6 35%	8 52%
Hang up immediately, as soon as I realise it is a recorded message	326 74%	231 76%	219 73%	186 76%	141 80%	86 75%	277 74%	190 75%	184 74%	326 74%	223 76%	181 76%	16 48%	10 61%	5 34%
SUMMARY CODE															
LISTEN TO ANY OF MESSAGE	132 30%	88 29%	95 32%	72 29%	47 26%	31 27%	114 30%	74 29%	77 31%	132 30%	86 29%	71 30%	17 52%	6 39%	11 66%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Q.7Aii/7Bii Types of recorded messages experienced on landline or mobile phone**Base: All that have listened to recorded message on their landline or mobile**

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	125	56	69	15	19	11	20	22	19	19	26	40	28	31
Weighted Base	132*	63*	69*	16**	24**	15**	27**	26**	13**	12**	29**	45*	31**	26**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	93 70%	41 64%	52 76%	13 80%	14 59%	8 55%	21 80%	20 79%	8 65%	8 65%	18 61%	37 82%	17 56%	20 78%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	33 25%	23 36%b	10 15%	4 27%	7 28%	8 51%	8 30%	4 15%	1 9%	1 6%	3 11%	10 22%	12 38%	8 30%
Telling you about a competition	7 6%	3 5%	4 7%	1 5%	1 6%	- -	3 12%	1 5%	- -	1 6%	- -	3 7%	3 11%	1 3%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	33 25%	17 27%	16 23%	3 17%	4 18%	7 45%	5 19%	7 29%	3 23%	4 32%	7 23%	13 28%	10 30%	4 15%
Other type	5 4%	1 2%	4 6%	- -	3 12%	- -	1 3%	- -	1 6%	1 6%	3 11%	1 2%	1 2%	1 3%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	116 88%	56 87%	60 88%	15 96%	17 69%	15 100%	24 91%	23 90%	11 86%	10 86%	21 73%	43 96%	26 81%	25 98%
ANY EXC. APPOINTMENT REMINDERS	107 81%	51 81%	56 82%	15 96%	17 69%	13 85%	23 87%	21 83%	9 74%	9 72%	19 66%	39 87%	24 76%	25 95%
Can't Remember	14 10%	8 13%	6 8%	1 4%	7 27%	- -	2 6%	2 10%	1 7%	2 14%	5 17%	2 5%	6 19%	1 2%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	125	73	27	25	64	61	32	93	91	34	105	12	8	-
Weighted Base	132*	76*	32**	25**	83*	49*	36**	96*	97*	35**	112*	10**	10**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	93 70%	54 72%	21 66%	18 71%	59 71%	34 69%	27 75%	65 68%	70 72%	22 64%	82 73%	7 70%	3 35%	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	33 25%	17 23%	10 31%	6 22%	25 30%	7 15%	9 24%	24 25%	25 25%	8 23%	27 24%	5 47%	1 9%	- -
Telling you about a competition	7 6%	4 5%	3 9%	1 3%	7 8%	1 2%	1 2%	7 7%	2 2%	5 15%	7 7%	- -	- -	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	33 25%	18 23%	8 24%	7 30%	24 29%	9 19%	6 17%	27 28%	23 24%	10 28%	30 27%	3 25%	- -	- -
Other type	5 4%	4 6%	1 3%	- -	3 4%	2 5%	2 5%	4 4%	4 5%	1 3%	5 4%	1 7%	- -	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	116 88%	62 82%	29 92%	24 98%	74 89%	42 85%	30 83%	85 89%	90 93%	26 73%	102 91%	10 93%	4 44%	- -
ANY EXC. APPOINTMENT REMINDERS	107 81%	58 77%	28 88%	21 86%	69 83%	38 78%	28 78%	79 83%	84 86%	23 67%	93 83%	10 93%	4 44%	- -
Can't Remember	14 10%	11 14%	2 7%	1 2%	8 10%	6 11%	7 18%	7 7%	5 6%	8 24%	8 7%	- -	5 56%	- -

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

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

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	125	8	5	12	8	8	8	18	24	14	8	12	-
Weighted Base	132*	8**	4**	12**	7**	12**	8**	23**	25**	15**	10**	10**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	93 70%	5 66%	3 88%	11 96%	4 57%	6 53%	6 75%	16 72%	20 80%	10 69%	3 35%	7 70%	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	33 25%	2 23%	1 37%	4 37%	- -	6 51%	1 12%	4 17%	4 17%	4 29%	1 9%	5 47%	- -
Telling you about a competition	7 6%	- -	- -	6 50%	- -	2 13%	- -	- -	- -	- -	- -	- -	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	33 25%	2 29%	- -	5 43%	3 43%	5 45%	2 25%	4 20%	3 13%	5 34%	- -	3 25%	- -
Other type	5 4%	1 10%	- -	- -	- -	2 14%	1 12%	1 6%	- -	- -	- -	1 7%	- -
SUMMARY CODES													
ANY INC. APPOINTMENT REMINDERS	116 88%	7 90%	4 100%	11 96%	7 100%	11 92%	7 88%	21 94%	22 87%	12 83%	4 44%	10 93%	- -
ANY EXC. APPOINTMENT REMINDERS	107 81%	7 90%	4 100%	11 96%	4 57%	11 92%	6 75%	19 84%	21 83%	11 75%	4 44%	10 93%	- -
Can't Remember	14 10%	- -	- -	* 4%	- -	- -	- -	2 9%	3 13%	2 17%	5 56%	- -	- -

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

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

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

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	125	111	93	79	32	14	41	19	70
Weighted Base	132*	119*	91*	78*	41**	13**	48*	19*	73*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	93 70%	81 68%	66 73%	54 69%	27 65%	12 94%	37 78%	13 71%	49 67%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	33 25%	32 27%	18 19%	17 21%	15 37%	1 6%	13 26%	3 15%	20 27%
Telling you about a competition	7 6%	7 6%	4 4%	3 4%	3 8%	1 6%	3 6%	1 4%	4 5%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	33 25%	33 27%	18 20%	18 23%	15 36%	- -	13 26%	5 28%	20 28%
Other type	5 4%	5 5%	3 4%	3 4%	2 5%	- -	- -	1 7%	2 3%
SUMMARY CODES									
ANY INC. APPOINTMENT REMINDERS	116 88%	103 86%	77 84%	64 82%	39 95%	13 100%	41 85%	17 93%	65 90%
ANY EXC. APPOINTMENT REMINDERS	107 81%	95 79%	71 79%	59 75%	36 87%	13 100%	40 82%	15 82%	59 82%
Can't Remember	14 10%	14 11%	14 15%	14 18%	- -	- -	9 20%	- -	6 8%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Q.7Aii/7Bii Types of recorded messages experienced on landline or mobile phone**Base: All that have listened to recorded message on their landline or mobile**

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	125	43	58	57	11	70	57	118	105	104	53	73	107	71
Weighted Base	132*	50*	59*	59*	11**	75*	59*	125*	113*	114*	55*	86*	120*	78*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	93 70%	39 78%	40 68%	40 68%	8 71%	56 74%	40 68%	87 70%	84 74%	84 74%	41 75%	59 69%	84 70%	59 75%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	33 25%	13 25%	17 29%	17 29%	1 9%	16 22%	17 29%	32 26%	26 23%	27 24%	16 30%	26 30%	32 27%	18 23%
Telling you about a competition	7 6%	3 6%	4 6%	4 6%	- -	4 5%	4 6%	7 6%	7 6%	7 6%	5 9%	5 6%	7 6%	5 6%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	33 25%	14 27%	16 27%	16 28%	5 43%	20 27%	16 28%	32 26%	25 22%	24 21%	16 29%	24 28%	30 25%	20 26%
Other type	5 4%	1 1%	2 4%	2 4%	- -	1 2%	2 4%	4 3%	5 4%	5 4%	3 5%	2 2%	5 4%	3 3%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	116 88%	42 85%	53 89%	52 88%	10 95%	66 88%	52 88%	110 88%	98 86%	98 86%	51 92%	74 86%	104 87%	67 86%
ANY EXC. APPOINTMENT REMINDERS	107 81%	41 83%	48 81%	47 81%	9 81%	61 81%	47 81%	102 81%	92 81%	93 82%	46 84%	71 83%	98 82%	64 81%
Can't Remember	14 10%	9 19%	5 8%	5 9%	1 5%	10 13%	5 9%	14 11%	13 12%	13 12%	3 5%	12 14%	13 11%	10 13%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Q.7Aii/7Bii Types of recorded messages experienced on landline or mobile phone
Base: All that have listened to recorded message on their landline or mobile

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	125	125	89	79	67	48	23	104	73	64	125	86	60	14	8	6
Weighted Base	132*	132*	88*	95*	72*	47*	31**	114*	74*	77*	132*	86*	71*	17**	6**	11**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	93 70%	93 70%	64 73%	65 69%	52 73%	36 78%	21 68%	82 72%	56 75%	58 75%	93 70%	64 74%	51 72%	10 59%	4 60%	6 58%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	33 25%	33 25%	16 18%	30 31%	21 29%	10 22%	11 37%	32 28%	15 20%	27 35%bk	33 25%	15 18%	24 34%	4 21%	1 22%	2 21%
Telling you about a competition	7 6%	7 6%	4 4%	7 7%	6 8%	4 8%	2 6%	7 6%	2 3%	7 9%	7 6%	4 5%	7 9%	3 15%	1 22%	1 11%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	33 25%	33 25%	17 20%	28 29%	25 34%	13 28%	12 40%	29 25%	13 18%	25 32%	33 25%	17 20%	21 29%	3 17%	1 9%	2 22%
Other type	5 4%	5 4%	3 4%	4 4%	3 4%	2 3%	1 4%	4 4%	3 4%	3 4%	5 4%	2 3%	4 5%	-	-	-
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	116 88%	116 88%	74 84%	83 87%	62 86%	39 84%	28 91%	101 88%	62 84%	74 96%bkh	116 88%	73 84%	65 92%	11 62%	4 69%	6 58%
ANY EXC. APPOINTMENT REMINDERS	107 81%	107 81%	69 79%	78 82%	60 83%	38 82%	26 87%	96 84%	59 80%	70 91%	107 81%	68 79%	61 86%	10 59%	4 60%	6 58%
Can't Remember	14 10%	14 10% <i>i</i>	14 16% <i>i</i>	10 11% <i>i</i>	10 14% <i>i</i>	9 18% <i>i</i>	2 8%	12 10% <i>i</i>	12 16% <i>i</i>	1 1%	14 10% <i>i</i>	14 16% <i>i</i>	4 6%	6 38%	2 31%	4 42%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

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

Q.TV

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1068	421	440	437	62	600	460	1022	838	830	430	556	861	550
Weighted Base	1068	438	420	418	65*	624	439	1021	876	871	457	618	902	605
Sky - Digital Satellite TV for a monthly subscription	401 38%	401 91%bcdefg	36 9%	36 9%	4 6%	401 64%bcdfg	37 8%	401 39%bcdf	368 42%	366 42%	177 39%	264 43%	369 41%	257 42%
Satellite TV from someone other than Sky	10 1%	10 2%bcdf	-	-	-	2 *	-	10 1%g	9 1%	9 1%	7 1%	5 1%	9 1%	7 1%
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	30 3%	30 7%bcefg	9 2%	8 2%	1 2%	4 1%	30 7%bcefg	30 3%g	24 3%	24 3%	16 4%	15 2%	24 3%	20 3%
Virgin Media through cable	165 15%	5 1%	14 3%	14 3%	-	165 26%abcdfg	16 4%a	165 16%abcdf	153 17%	149 17%	92 20%	103 17%	155 17%	104 17%
Freeview through a TV aerial and set-top box	131 12%	9 2%	131 31%adefg	131 31%adefg	5 8%ae	16 3%	131 30%adefg	131 13%ae	95 11%	96 11%	44 10%	57 9%	100 11%	52 9%
TV set which has Freeview channels built in (without a separate set-top box)	295 28%	36 8%	295 70%adefg	295 70%adefg	8 13%	49 8%	295 67%adefg	295 29%ade	198 23%	199 23%	108 24%	154 25%	211 23%	147 24%
YouView set top box	2 *	1 *	2 1%	-	1 1%g	1 *	1 *	2 *	2 *	2 *	1 *	1 *	2 *	1 *
BT Vision	37 3%	3 1%	12 3%a	11 3%a	37 58%abcefg	37 6%abcf	11 2%	37 4%a	35 4%	34 4%	22 5%	28 5%	35 4%	27 4%
Talk Talk TV	27 3%	2 1%	3 1%	3 1%	27 42%abcefg	27 4%abcf	3 1%	27 3%abcf	27 3%	26 3%	13 3%	14 2%	27 3%	15 3%
Other	19 2%	-	4 1%e	4 1%e	-	-	4 1%e	19 2%ae	15 2%	16 2%	8 2%	17 3%	16 2%	15 3%
NO TV	41 4%	-	-	-	-	-	-	-	36 4%	36 4%	21 5%	32 5%	38 4%	30 5%
Don't know	5 *	-	-	-	-	-	-	-	4 *	4 *	3 1%	3 1%	4 *	4 1%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Q.INTERNET**Base: All adults UK**

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1068	421	440	437	62	600	460	1022	838	830	430	556	861	550
Weighted Base	1068	438	420	418	65*	624	439	1021	876	871	457	618	902	605
Using a Wi-Fi (wireless) connection to broadband	861 81%	398 91%bcfg	283 67%	281 67%	60 93%bcfg	568 91%bcfg	297 68%	821 80%bcf	861 98%jklm	861 99%jklm	429 94%	584 94%	861 95%	580 96%
Using a wired (Ethernet) connection to broadband	101 9%	28 6%	38 9%	38 9%	12 19%abcfg	65 10%a	40 9%	98 10%	101 12%	87 10%	101 22%hiklm	63 10%	101 11%	62 10%
Using a mobile network e.g. using 3G/4G on a smartphone/tablet/dongle	381 36%	167 38%	138 33%	137 33%	29 45%	246 39%bcf	142 32%	356 35%	355 40%	362 42%	244 53%hil	381 62%hjilm	381 42%	304 50%hil
Using a dial-up connection to the internet i.e. you cannot make phone calls at the same time	9 1%	3 1%	6 1%	6 1%	- -	2 *	6 1%	9 1%	6 1%	9 1%	6 1%	8 1%	9 1%	8 1%
While travelling using a Wi-Fi (wireless) network	287 27%	127 29%bcf	94 22%	93 22%	22 34%f	193 31%bcf	96 22%	271 27%	280 32%	287 33%	287 63%hiklm	254 41%hil	286 32%	287 47%hil
While travelling using a mobile network e.g. using 3G/4G on a smartphone/tablet/dongle	497 47%	231 53%bcfg	169 40%	168 40%	39 60%bcfg	335 54%bcfg	175 40%	471 46%f	484 55%	488 56%	325 71%hil	497 80%hjil	492 55%	497 82%hjil
At work or place of study	253 24%	118 27%bcf	76 18%	75 18%	21 32%bcf	174 28%bcf	83 19%	237 23%bc	246 28%	249 29%	253 55%hiklm	227 37%hil	252 28%	253 42%hil
In a public place (e.g. café or library) using a Wi-Fi (wireless) network	190 18%	80 18%	69 17%	69 17%	16 25%	120 19%	71 16%	178 17%	184 21%	190 22%	169 37%hikl	179 29%hil	188 21%	190 31%hil
In a public place (e.g. café or library) using a wired (Ethernet) connection to broadband	72 7%	24 6%	28 7%	28 7%	11 16%abcefg	42 7%	29 7%	67 7%	65 7%	70 8%	72 16%hikl	68 11%h	71 8%	72 12%hil
In a public place (e.g. café or library) using a mobile network e.g. using 3G/4G on a smartphone/tablet/dongle	196 18%	87 20%	68 16%	67 16%	20 32%bcfg	129 21%	70 16%	183 18%	189 22%	193 22%	169 37%hil	196 32%hil	192 21%	196 32%hil

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Q.INTERNET**Base: All adults UK**

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1068	421	440	437	62	600	460	1022	838	830	430	556	861	550
Weighted Base	1068	438	420	418	65*	624	439	1021	876	871	457	618	902	605
Home/personal email address	803	358	283	281	56	509	297	765	774	769	420	562	792	560
	75%	82%bcfg	67%	67%	86%bcf	82%bcfg	68%	75%bcf	88%	88%	92%	91%	88%	93%hil
Work email address	195	88	67	66	18	127	71	186	188	190	166	177	195	184
	18%	20%	16%	16%	28%bcf	20%	16%	18%	21%	22%	36%hikl	29%hil	22%	30%hil
None of these/Don't access the internet	150	33	101	101	2	41	105	145	-	-	-	-	-	-
	14%	8%	24%adeg	24%adeg	3%	7%	24%adeg	14%ade	-	-	-	-	-	-

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1068	508	560	123	194	143	150	155	150	153	196	290	205	377
Weighted Base	1068	518	550	152*	209	164	168	169	102	106	210	324	221	314
GENDER														
Male	518	518	-	77	97	88	78	86	48	43	107	153	118	139
	48%	100%b	-	50%	46%	54%i	47%	51%	47%	41%	51%	47%	54%	44%
Female	550	-	550	75	112	76	89	82	53	63	103	171	102	174
	52%	-	100%a	50%	54%	46%	53%	49%	53%	59%e	49%	53%	46%	56%
AGE														
16-24	152	77	75	152	-	-	-	-	-	-	25	50	32	44
	14%	15%	14%	100%defghi	-	-	-	-	-	-	12%	16%	15%	14%
25-34	209	97	112	-	209	-	-	-	-	-	45	66	47	51
	20%	19%	20%	-	100%cefgi	-	-	-	-	-	21%	20%	21%	16%
35-44	164	88	76	-	-	164	-	-	-	-	35	55	32	41
	15%	17%	14%	-	-	100%cdfghi	-	-	-	-	17%	17%	15%	13%
45-54	168	78	89	-	-	-	168	-	-	-	32	45	50	40
	16%	15%	16%	-	-	-	100%cddegghi	-	-	-	15%	14%	23%km	13%
55-64	169	86	82	-	-	-	-	169	-	-	37	59	25	48
	16%	17%	15%	-	-	-	-	100%cdefghi	-	-	17%	18%	11%	15%
65-74	102	48	53	-	-	-	-	-	102	-	23	29	18	32
	10%	9%	10%	-	-	-	-	-	100%cdefgi	-	11%	9%	8%	10%
75+	106	43	63	-	-	-	-	-	-	106	12	18	17	58
	10%	8%	11%	-	-	-	-	-	-	100%cddefgh	6%	6%	8%	19%jkl
SOCIAL GRADE														
AB	210	107	103	25	45	35	32	37	23	12	210	-	-	-
	20%	21%	19%	17%	22%i	22%i	19%	22%i	23%i	12%	100%klm	-	-	-
C1	324	153	171	50	66	55	45	59	29	18	-	324	-	-
	30%	30%	31%	33%i	32%i	34%i	27%	35%i	28%i	17%	-	100%jlm	-	-
C2	221	118	102	32	47	32	50	25	18	17	-	-	221	-
	21%	23%	19%	21%	22%	20%	30%ghi	15%	18%	16%	-	-	100%jkm	-
DE	314	139	174	44	51	41	40	48	32	58	-	-	-	314
	29%	27%	32%	29%	24%	25%	24%	28%	31%	55%cddefgh	-	-	-	100%jkl

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Q. Breaks x Breaks

Base: All adults UK

Total	GENDER		AGE							SOCIAL GRADE			
	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1068	508	123	194	143	150	155	150	153	196	290	205	377
Weighted Base	1068	518	152*	209	164	168	169	102	106	210	324	221	314
MARITAL STATUS													
Married/Living as married	587	287	300	29	133	118	109	100	55	43	140	187	135
	55%	55%	54%	19%	64%ci	72%cg	65%ci	59%ci	54%ci	40%ci	67%im	58%im	61%im
Single	308	166	142	123	73	28	33	29	15	6	47	91	54
	29%	32%b	26%	81%defghi	35%efghi	17%i	20%i	17%i	15%i	6%	22%	28%	25%
Widow/Divorced/Separated	173	65	108	-	2	18	25	39	31	58	23	46	32
	16%	13%	20%a	-	1%	11%cd	15%cd	23%cd	30%cd	54%cd	11%	14%	14%
WORKING STATUS													
Working	546	300	246	56	146	122	128	78	14	1	128	188	143
	51%	58%b	45%	37%hi	70%cg	75%cg	77%cg	46%hi	13%i	1%	61%im	58%im	65%im
Not working	522	218	304	96	62	41	39	90	88	105	82	136	78
	49%	42%	55%a	63%def	30%	25%	23%	54%def	87%cd	99%cd	39%	42%	35%
CHILDREN IN HOUSEHOLD													
Any	315	125	191	50	113	96	45	10	1	-	61	89	84
	30%	24%	35%a	33%ghi	54%cfghi	59%cfghi	27%ghi	6%i	1%	-	29%	28%	38%km
None	753	393	360	102	95	68	122	159	100	106	149	235	137
	70%	76%b	65%	67%de	46%	41%	73%de	94%cd	99%cd	100%cd	71%	72%l	62%
AREA													
Urban	844	407	437	130	172	128	126	134	69	96	170	257	169
	79%	79%	79%	85%h	82%h	78%	75%	79%h	68%	81%h	81%	79%	77%
Rural	224	110	113	22	37	36	41	35	32	21	40	67	51
	21%	21%	21%	15%	18%	22%	25%	21%	32%cdgi	19%	19%	21%	23%
COUNTRY													
England	900	435	464	131	177	142	142	136	86	85	173	284	182
	84%	84%	84%	87%	85%	87%	85%	81%	84%	80%	82%	88%	83%
Scotland	91	40	50	14	13	12	14	18	8	12	17	29	17
	9%	8%	9%	9%	6%	7%	8%	11%	8%	11%	8%	9%	8%
Wales	53	29	24	4	10	6	10	9	6	7	17	5	16
	5%	6%	4%	3%	5%	4%	6%	5%	6%	7%	8%k	2%	7%k
Northern Ireland	24	12	12	2	8	3	2	5	2	2	3	6	6
	2%	2%	2%	2%	4%	2%	1%	3%	2%	2%	1%	2%	3%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Table 18

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

Q. Breaks x Breaks

Base: All adults UK

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1068	508	560	123	194	143	150	155	150	153	196	290	205	377
Weighted Base	1068	518	550	152*	209	164	168	169	102	106	210	324	221	314
GOVERNMENT REGIONS														
North East	45	22	23	10	6	6	8	6	4	5	5	11	9	19
	4%	4%	4%	7%	3%	4%	5%	3%	4%	5%	2%	3%	4%	6%
North West	105	50	55	15	19	18	14	15	10	14	24	20	15	47
	10%	10%	10%	10%	9%	11%	8%	9%	10%	13%	11%	6%	7%	15%kl
Yorkshire and The Humber	92	47	46	14	18	14	21	12	5	8	8	36	31	17
	9%	9%	8%	9%	9%	8%	13%h	7%	5%	8%	4%	11%jm	14%jm	5%
East Midlands	82	40	42	17	17	11	13	11	8	5	15	32	13	21
	8%	8%	8%	11%	8%	7%	8%	6%	8%	5%	7%	10%	6%	7%
West Midlands	95	45	50	17	10	17	22	11	13	5	14	24	27	30
	9%	9%	9%	11%	5%	10%	13%di	6%	13%di	5%	7%	7%	12%	10%
East of England	100	46	54	8	23	18	10	21	11	11	18	34	16	33
	9%	9%	10%	5%	11%	11%	6%	13%	11%	10%	8%	10%	7%	10%
London	135	70	65	22	34	30	20	11	10	8	30	50	21	35
	13%	14%	12%	14%	17%gi	19%ghi	12%	7%	9%	8%	14%	15%	9%	11%
South East	145	68	77	20	36	14	19	28	12	17	36	42	34	33
	14%	13%	14%	13%	17%e	8%	12%	16%	12%	16%	17%lm	13%	15%	11%
South West	101	47	53	10	14	15	15	22	13	11	23	35	16	27
	9%	9%	10%	7%	7%	9%	9%	13%	13%	11%	11%	11%	7%	9%
Wales	53	29	24	4	10	6	10	9	6	7	17	5	16	16
	5%	6%	4%	3%	5%	4%	6%	5%	6%	7%	8%k	2%	7%k	5%k
Scotland	91	40	50	14	13	12	14	18	8	12	17	29	17	28
	9%	8%	9%	9%	6%	7%	8%	11%	8%	11%	8%	9%	8%	9%
Northern Ireland	24	12	12	2	8	3	2	5	2	2	3	6	6	10
	2%	2%	2%	2%	4%	2%	1%	3%	2%	2%	1%	2%	3%	3%
Q.1/2 PHONES OWN														
Mobile (any)	927	448	479	143	196	154	150	143	81	60	190	292	197	248
	87%	86%	87%	94%ghi	94%ghi	94%ghi	90%hi	85%i	79%i	56%	91%lm	90%lm	89%lm	79%
Landline	701	333	368	69	115	104	108	133	81	90	144	217	150	189
	66%	64%	67%	46%	55%	64%c	64%c	79%cddef	80%cddef	85%cddef	69%	67%	68%	60%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Q. Breaks x Breaks

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1068	508	560	123	194	143	150	155	150	153	196	290	205	377
Weighted Base	1068	518	550	152*	209	164	168	169	102	106	210	324	221	314
Mobile & Landline	609	286	322	65	112	102	96	114	67	53	129	199	134	146
	57%	55%	59%	43%	54%	62%ci	57%c	68%cdi	66%cdi	50%	62% ^m	61% ^m	61% ^m	47%
Mobile only	318	161	157	79	84	52	54	29	13	7	61	93	63	101
	30%	31%	28%	52%efghi	40%ghi	32%ghi	32%ghi	17%i	13%	7%	29%	29%	28%	32%
Landline only	93	47	45	5	3	2	12	19	14	38	15	19	16	43
	9%	9%	8%	3%	1%	1%	7%de	12%ode	14%ode	36%cdelgh	7%	6%	7%	14% ^{ijkl}
PAY TV SERVICE														
Sky	401	206	195	71	88	70	73	55	22	22	74	133	88	106
	38%	40%	35%	46%ghi	42%hi	43%hi	44%hi	32%i	22%	21%	35%	41%	40%	34%
Virgin Media	165	71	94	23	33	27	28	21	18	15	38	46	48	32
	15%	14%	17%	15%	16%	17%	17%	13%	17%	14%	18% ^m	14%	22% ^m	10%
Other	517	255	262	60	73	72	76	102	62	71	101	144	95	177
	48%	49%	48%	39%	35%	44%	46%	61% ^{cdef}	61% ^{cdef}	67% ^{cdef}	48%	44%	43%	56% ^{kl}
TV														
ANY SATELLITE	438	222	216	75	91	77	80	65	27	23	83	142	93	122
	41%	43%	39%	49%hi	44%hi	47%hi	48%hi	39%hi	26%	22%	39%	44%	42%	39%
ANY FREEVIEW INC. YOUVIEW	420	204	216	43	57	53	62	85	54	66	81	118	77	144
	39%	39%	39%	28%	27%	33%	37%	50% ^{cdef}	53% ^{cdef}	62% ^{cdef}	39%	36%	35%	46% ^{kl}
ANY FREEVIEW EXC. YOUVIEW	418	204	214	43	56	53	62	85	53	65	80	118	77	143
	39%	39%	39%	28%	27%	33%	37%	50% ^{cdef}	52% ^{cdef}	61% ^{cdef}	38%	36%	35%	45% ^{kl}
ANY IPTV	65	41	24	11	10	9	10	16	6	3	20	19	11	15
	6%	8% ^b	4%	7%	5%	6%	6%	9%i	6%	3%	9% ^m	6%	5%	5%
ANY PAY TV	624	311	312	103	131	106	110	89	45	40	129	198	145	151
	58%	60%	57%	68%ghi	63%hi	64%hi	66%ghi	53%i	44%	38%	62% ^m	61% ^m	66% ^m	48%
ANY FTA	439	212	227	47	57	56	67	89	57	67	84	122	79	154
	41%	41%	41%	31%	27%	35%	40% ^d	53% ^{cdef}	56% ^{cdef}	63% ^{cdef}	40%	38%	36%	49% ^{kl}
ANY TV SERVICE	1021	494	527	143	184	158	165	167	99	105	195	307	216	303
	96%	95%	96%	94%	88%	97% ^d	98% ^d	99% ^{cd}	97% ^d	99% ^d	93%	95%	98% ^j	97%
INTERNET														
FIXED BROADBAND AT HOME	876	422	454	141	197	150	146	136	71	35	196	294	181	205
	82%	82%	82%	93%ghi	95% ^{fghi}	92%ghi	87%hi	81%hi	70%i	33%	93% ^{lm}	91% ^{lm}	82% ^m	65%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

Q. Breaks x Breaks

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1068	508	560	123	194	143	150	155	150	153	196	290	205	377
Weighted Base	1068	518	550	152*	209	164	168	169	102	106	210	324	221	314
ANY WIFI ACCESS	871 82%	420 81%	450 82%	143 94%ghi	198 95%fghi	150 92%ghi	145 87%hi	134 79%hi	69 68%l	32 30%	192 92%lm	294 91%lm	178 81%lm	207 66%
ANY WIRED (ETHERNET) ACCESS	457 43%	227 44%	230 42%	97 64%efghi	109 52%ghi	79 48%hi	75 45%hi	63 37%hi	26 25%l	9 8%	127 60%klm	148 46%lm	91 41%lm	92 29%
ANY MOBILE (3G/4G) ACCESS	618 58%	307 59%	312 57%	125 82%efghi	162 78%fghi	111 68%ghi	106 63%ghi	84 50%hi	26 26%l	4 3%	151 72%klm	198 61%lm	137 62%lm	132 42%
INTERNET ACCESS AT HOME	902 84%	441 85%	461 84%	145 96%ghi	204 98%fghi	155 95%ghi	150 89%hi	141 83%hi	72 71%l	36 33%	196 93%lm	298 92%lm	191 87%lm	217 69%
INTERNET ACCESS OUTSIDE OF HOME	605 57%	295 57%	310 56%	125 82%efghi	156 75%fghi	113 69%ghi	96 58%hi	84 50%hi	27 26%l	5 5%	152 72%klm	196 60%lm	130 59%lm	128 41%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

Q. Breaks x Breaks

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1068	584	287	197	478	590	285	783	840	228	866	95	48	59
Weighted Base	1068	587	308	173	546	522	315	753	844	224	900	91*	53*	24*
GENDER														
Male	518	287	166	65	300	218	125	393	407	110	435	40	29	12
	48%	49% ^c	54% ^c	37%	55% ^e	42%	40%	52% ^f	48%	49%	48%	45%	55%	51%
Female	550	300	142	108	246	304	191	360	437	113	464	50	24	12
	52%	51%	46%	63% ^{ab}	45%	58% ^d	60% ^g	48%	52%	51%	52%	55%	45%	49%
AGE														
16-24	152	29	123	-	56	96	50	102	130	22	131	14	4	2
	14%	5% ^c	40% ^{ac}	-	10%	18% ^d	16%	14%	15%	10%	15%	15%	8%	10%
25-34	209	133	73	2	146	62	113	95	172	37	177	13	10	8
	20%	23% ^c	24% ^c	1%	27% ^e	12%	36% ^g	13%	20%	16%	20%	14%	19%	33% ^{ejk}
35-44	164	118	28	18	122	41	96	68	128	36	142	12	6	3
	15%	20% ^{bc}	9%	10%	22% ^e	8%	30% ^g	9%	15%	16%	16%	13%	12%	14%
45-54	168	109	33	25	128	39	45	122	126	41	142	14	10	2
	16%	19% ^b	11%	15%	24% ^e	7%	14%	16%	15%	19%	16%	15%	18%	7%
55-64	169	100	29	39	78	90	10	159	134	35	136	18	9	5
	16%	17% ^b	10%	22% ^b	14%	17%	3%	21% ^f	16%	16%	15%	20%	17%	21%
65-74	102	55	15	31	14	88	1	100	69	32	86	8	6	2
	10%	9% ^b	5%	18% ^{ab}	2%	17% ^d	*	13% ^f	8%	14% ^h	10%	9%	11%	9%
75+	106	43	6	58	1	105	-	106	86	21	85	12	7	2
	10%	7% ^b	2%	33% ^{ab}	*	20% ^d	-	14% ^f	10%	9%	9%	13%	14%	7%
SOCIAL GRADE														
AB	210	140	47	23	128	82	61	149	170	40	173	17	17	3
	20%	24% ^{bc}	15%	13%	23% ^e	16%	19%	20%	20%	18%	19%	19%	31%	12%
C1	324	187	91	46	188	136	89	235	257	67	284	29	5	6
	30%	32%	29%	26%	34% ^e	26%	28%	31%	30%	30%	32% ^l	32% ^l	9%	24%
C2	221	135	54	32	143	78	84	137	169	51	182	17	16	6
	21%	23%	18%	18%	26% ^e	15%	26% ^g	18%	20%	23%	20%	18%	30%	23%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

Q. Breaks x Breaks

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1068	584	287	197	478	590	285	783	840	228	866	95	48	59
Weighted Base	1068	587	308	173	546	522	315	753	844	224	900	91*	53*	24*
DE	314	125	116	73	87	227	81	232	248	66	260	28	16	10
	29%	21%	38%a	42%a	16%	43%cd	26%	31%	29%	29%	29%	31%	29%	41%
MARITAL STATUS														
Married/Living as married	587	587	-	-	355	231	227	360	454	133	504	37	31	15
	55%	100%bc	-	-	65%e	44%	72%g	48%	54%	59%	56%k	41%	57%	60%k
Single	308	-	308	-	135	173	70	239	259	49	260	33	8	8
	29%	-	100%ac	-	25%	33%cd	22%	32%f	31%l	22%	29%	36%l	15%	32%
Widow/Divorced/Separated	173	-	-	173	55	118	19	154	131	42	135	21	15	2
	16%	-	-	100%ab	10%	23%cd	6%	20%f	16%	19%	15%	23%lm	28%jlm	8%
WORKING STATUS														
Working	546	355	135	55	546	-	207	338	433	112	473	34	26	13
	51%	61%bc	44%c	32%	100%e	-	66%g	45%	51%	50%	53%k	37%	48%	54%
Not working	522	231	173	118	-	522	108	414	411	112	427	57	28	11
	49%	39%	56%a	68%ab	-	100%cd	34%	55%f	49%	50%	47%	63%j	52%	46%
CHILDREN IN HOUSEHOLD														
Any	315	227	70	19	207	108	315	-	250	66	267	18	23	8
	30%	39%bc	23%cd	11%	38%e	21%	100%g	-	30%	29%	30%k	19%	43%k	31%
None	753	360	239	154	338	414	-	753	595	158	632	73	31	17
	70%	61%	77%a	89%ab	62%	79%cd	-	100%l	70%	71%	70%	81%jl	57%	69%
AREA														
Urban	844	454	259	131	433	411	250	595	844	-	733	73	20	18
	79%	77%	84%ac	76%	79%	79%	79%	79%	100%l	-	81%l	80%l	38%	75%l
Rural	224	133	49	42	112	112	66	158	-	224	167	18	33	6
	21%	23%b	16%	24%b	21%	21%	21%	21%	-	100%h	19%	20%	62%jkm	25%
COUNTRY														
England	900	504	260	135	473	427	267	632	733	167	900	-	-	-
	84%	86%cd	84%	78%	87%e	82%	85%	84%	87%l	75%	100%klm	-	-	-
Scotland	91	37	33	21	34	57	18	73	73	18	-	91	-	-
	9%	6%	11%	12%a	6%	11%cd	6%	10%	9%	8%	-	100%jlm	-	-

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

Q. Breaks x Breaks

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1068	584	287	197	478	590	285	783	840	228	866	95	48	59
Weighted Base	1068	587	308	173	546	522	315	753	844	224	900	91*	53*	24*
Wales	53	31	8	15	26	28	23	31	20	33	-	-	53	-
	5%	5%	3%	9% ^b	5%	5%	7%	4%	2%	15% ^h	-	-	100% ^{ijklm}	-
Northern Ireland	24	15	8	2	13	11	8	17	18	6	-	-	-	24
	2%	2%	3%	1%	2%	2%	2%	2%	2%	3%	-	-	-	100% ^{ijkl}
GOVERNMENT REGIONS														
North East	45	24	11	9	23	22	14	30	45	-	45	-	-	-
	4%	4%	4%	5%	4%	4%	5%	4%	5% ^l	-	5% ^k	-	-	-
North West	105	64	24	16	41	63	27	78	98	6	105	-	-	-
	10%	11%	8%	9%	8%	12% ^d	8%	10%	12% ^l	3%	12% ^{klm}	-	-	-
Yorkshire and The Humber	92	55	25	12	54	38	26	66	57	35	92	-	-	-
	9%	9%	8%	7%	10%	7%	8%	9%	7%	16% ^h	10% ^{km}	-	-	-
East Midlands	82	48	25	9	40	42	20	62	65	17	82	-	-	-
	8%	8%	8%	5%	7%	8%	6%	8%	8%	8%	9% ^{km}	-	-	-
West Midlands	95	49	32	14	56	39	32	63	78	17	95	-	-	-
	9%	8%	10%	8%	10%	8%	10%	8%	9%	8%	11% ^{km}	-	-	-
East of England	100	60	24	16	51	49	32	68	74	26	100	-	-	-
	9%	10%	8%	9%	9%	9%	10%	9%	9%	11%	11% ^{klm}	-	-	-
London	135	71	48	17	84	51	38	98	135	-	135	-	-	-
	13%	12%	15%	10%	15% ^e	10%	12%	13%	16% ^l	-	15% ^{klm}	-	-	-
South East	145	77	45	23	75	70	52	93	128	17	145	-	-	-
	14%	13%	14%	14%	14%	13%	16%	12%	15% ^l	8%	16% ^{klm}	-	-	-
South West	101	56	26	19	48	52	25	75	52	49	101	-	-	-
	9%	9%	8%	11%	9%	10%	8%	10%	6%	22% ^h	11% ^{klm}	-	-	-
Wales	53	31	8	15	26	28	23	31	20	33	-	-	53	-
	5%	5%	3%	9% ^b	5%	5%	7%	4%	2%	15% ^h	-	-	100% ^{ijklm}	-
Scotland	91	37	33	21	34	57	18	73	73	18	-	91	-	-
	9%	6%	11%	12% ^a	6%	11% ^d	6%	10%	9%	8%	-	100% ^{ijlm}	-	-

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Table 18

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1068	584	287	197	478	590	285	783	840	228	866	95	48	59
Weighted Base	1068	587	308	173	546	522	315	753	844	224	900	91*	53*	24*
Northern Ireland	24 2%	15 2%	8 3%	2 1%	13 2%	11 2%	8 2%	17 2%	18 2%	6 3%	- -	- -	- -	24 100%jkl
Q.1/2 PHONES OWN														
Mobile (any)	927 87%	520 89% ^c	275 89% ^c	132 76%	505 93% ^e	421 81%	297 94% ^g	629 84%	733 87%	193 86%	793 88% ^k	69 76%	42 79%	23 93% ^k
Landline	701 66%	419 71% ^b	163 53%	119 69% ^b	358 66%	343 66%	198 63%	503 67%	542 64%	159 71%	574 64%	57 63%	48 90% ^{jk}	21 87% ^{jk}
Mobile & Landline	609 57%	379 65% ^{bc}	143 46%	87 50%	331 61% ^e	278 53%	189 60%	420 56%	472 56%	136 61%	506 56%	46 51%	37 69%	20 82% ^{jk}
Mobile only	318 30%	141 24%	132 43% ^{ac}	45 26%	175 32%	143 27%	109 34%	209 28%	261 31%	57 26%	287 32% ^{lm}	23 25%	5 10%	3 12%
Landline only	93 9%	40 7%	20 6%	33 19% ^{ab}	27 5%	65 12% ^d	9 3%	84 11% ^f	70 8%	23 10%	68 8%	11 12%	11 21% ^j	1 6%
PAY TV SERVICE														
Sky	401 38%	238 41% ^c	117 38% ^c	46 27%	238 44% ^e	163 31%	143 45% ^g	258 34%	303 36%	98 44%	328 36%	31 35%	26 49%	15 62% ^{jk}
Virgin Media	165 15%	99 17%	41 13%	25 15%	87 16%	78 15%	54 17%	111 15%	152 18% ^{il}	13 6%	138 15%	17 18%	8 14%	3 14%
Other	517 48%	271 46%	144 47%	102 59% ^{ab}	233 43%	283 54% ^d	123 39%	393 52% ^f	402 48%	115 51%	448 50% ^m	42 46% ^m	21 40%	5 22%
TV														
ANY SATELLITE	438 41%	260 44% ^c	127 41% ^c	51 29%	253 46% ^e	185 35%	152 48% ^g	286 38%	327 39%	111 50% ^h	359 40%	35 39%	29 55%	15 62% ^{jk}
ANY FREEVIEW INC. YOUVIEW	420 39%	208 36%	119 39%	92 53% ^{ab}	184 34%	236 45% ^d	88 28%	333 44% ^f	324 38%	96 43%	366 41% ^m	32 35%	17 33%	5 20%
ANY FREEVIEW EXC. YOUVIEW	418 39%	207 35%	119 39%	91 53% ^{ab}	183 34%	235 45% ^d	88 28%	330 44% ^f	322 38%	96 43%	364 40% ^m	32 35%	17 33%	5 20%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Q. Breaks x Breaks

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1068	584	287	197	478	590	285	783	840	228	866	95	48	59
Weighted Base	1068	587	308	173	546	522	315	753	844	224	900	91*	53*	24*
ANY IPTV	65	49	11	5	35	30	25	40	50	15	57	5	2	1
	6%	8%bc	4%	3%	6%	6%	8%	5%	6%	7%	6%	6%	4%	2%
ANY PAY TV	624	383	166	75	355	269	220	404	499	125	515	53	36	19
	58%	65%bc	54%c	43%	65%e	51%	70%g	54%	59%	56%	57%	59%	68%	79%jk
ANY FTA	439	217	127	94	193	247	93	346	338	101	381	34	19	5
	41%	37%	41%	54%ab	35%	47%cd	29%	46%f	40%	45%	42%am	37%am	36%	20%
ANY TV SERVICE	1021	564	288	169	519	502	302	719	806	216	856	88	53	24
	96%	96%	94%	98%	95%	96%	96%	96%	95%	96%	95%	97%	100%	97%
INTERNET														
FIXED BROADBAND AT HOME	876	522	253	101	502	374	305	571	693	183	748	64	43	21
	82%	89%bc	82%c	58%	92%e	72%	97%g	76%	82%	82%	83%k	70%	81%	86%k
ANY WIFI ACCESS	871	513	257	101	500	371	304	567	689	182	742	64	43	21
	82%	87%c	83%c	58%	92%e	71%	96%g	75%	82%	81%	83%k	70%	81%	87%k
ANY WIRED (ETHERNET) ACCESS	457	261	151	46	295	162	155	302	367	90	383	41	16	17
	43%	44%c	49%c	27%	54%e	31%	49%g	40%	43%	40%	43%	45%	30%	70%jkl
ANY MOBILE (3G/4G) ACCESS	618	352	207	59	385	234	236	382	487	131	521	49	32	17
	58%	60%c	67%c	34%	71%e	45%	75%g	51%	58%	59%	58%	54%	59%	70%
INTERNET ACCESS AT HOME	902	526	270	106	516	386	309	593	712	190	772	65	43	21
	84%	90%c	88%c	61%	95%e	74%	98%g	79%	84%	85%	86%k	72%	81%	87%k
INTERNET ACCESS OUTSIDE OF HOME	605	339	203	63	382	223	227	378	480	125	517	41	29	18
	57%	58%c	66%ac	36%	70%e	43%	72%g	50%	57%	56%	58%k	46%	53%	73%jk

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Table 18

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

Q. Breaks x Breaks
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1068	46	115	85	73	84	103	120	140	100	48	95	59
Weighted Base	1068	45*	105*	92*	82*	95*	100*	135	145	101*	53*	91*	24*
GENDER													
Male	518	22	50	47	40	45	46	70	68	47	29	40	12
	48%	50%	47%	50%	49%	47%	46%	52%	47%	47%	55%	45%	51%
Female	550	23	55	46	42	50	54	65	77	53	24	50	12
	52%	50%	53%	50%	51%	53%	54%	48%	53%	53%	45%	55%	49%
AGE													
16-24	152	10	15	14	17	17	8	22	20	10	4	14	2
	14%	22% ^f	14%	15%	21% ^f	18%	8%	16%	14%	10%	8%	15%	10%
25-34	209	6	19	18	17	10	23	34	36	14	10	13	8
	20%	14%	18%	20%	21%	10%	23%	25% ^e	25% ^e	14%	19%	14%	33% ^a ^b ^e ^k
35-44	164	6	18	14	11	17	18	30	14	15	6	12	3
	15%	13%	17%	15%	13%	18%	18%	22% ^h	9%	15%	12%	13%	14%
45-54	168	8	14	21	13	22	10	20	19	15	10	14	2
	16%	17%	13%	23% ^f ^l	16%	23% ^f ^l	10%	15%	13%	15%	18%	15%	7%
55-64	169	6	15	12	11	11	21	11	28	22	9	18	5
	16%	12%	14%	13%	13%	11%	21% ^g	8%	19% ^g	21% ^g	17%	20% ^g	21% ^g
65-74	102	4	10	5	8	13	11	10	12	13	6	8	2
	10%	10%	9%	5%	10%	14%	11%	7%	8%	13%	11%	9%	9%
75+	106	5	14	8	5	5	11	8	17	11	7	12	2
	10%	12%	13%	9%	6%	6%	11%	6%	11%	11%	14%	13%	7%
SOCIAL GRADE													
AB	210	5	24	8	15	14	18	30	36	23	17	17	3
	20%	12%	23% ^c	9%	19%	15%	18%	22% ^c	25% ^c	23% ^c	31% ^c	19%	12%
C1	324	11	20	36	32	24	34	50	42	35	5	29	6
	30%	25%	19%	39% ^b ^j	39% ^b ^j	25%	34% ^b ^j	37% ^b ^j	29% ^j	35% ^b ^j	9%	32% ^b ^j	24%
C2	221	9	15	31	13	27	16	21	34	16	16	17	6
	21%	21%	14%	33% ^b ^d ^f ^g ^k	16%	29% ^b ^g	16%	15%	23%	15%	30% ^b	18%	23%
DE	314	19	47	17	21	30	33	35	33	27	16	28	10
	29%	42% ^{ch}	45% ^c ^d ^g ^h ⁱ	18%	26%	31%	33% ^c	26%	23%	27%	29%	31%	41% ^c ^g ^h

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

Total	GOVERNMENT REGIONS											
	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
1068	46	115	85	73	84	103	120	140	100	48	95	59
1068	45*	105*	92*	82*	95*	100*	135	145	101*	53*	91*	24*
587	24	64	55	48	49	60	71	77	56	31	37	15
55%	54%	61%k	60%k	58%k	52%	60%k	52%	53%	55%	57%	41%	60%k
308	11	24	25	25	32	24	48	45	26	8	33	8
29%	25%	23%	27%	30%	34%	24%	35%j	31%	26%	15%	36%j	32%
173	9	16	12	9	14	16	17	23	19	15	21	2
16%	21%	16%	13%	11%	15%	16%	13%	16%	19%	28%gl	23%l	8%
546	23	41	54	40	56	51	84	75	48	26	34	13
51%	51%	40%	59%bk	49%	59%bk	51%	62%bk	52%k	48%	48%	37%	54%
522	22	63	38	42	39	49	51	70	52	28	57	11
49%	49%	60%ceg	41%	51%	41%	49%	38%	48%	52%	52%	63%cegh	46%
315	14	27	26	20	32	32	38	52	25	23	18	8
30%	32%	25%	29%	25%	34%	32%	28%	36%k	25%	43%k	19%	31%
753	30	78	66	62	63	68	98	93	75	31	73	17
70%	68%	75%	71%	75%	66%	68%	72%	64%	75%	57%	81%hj	69%
844	45	98	57	65	78	74	135	128	52	20	73	18
79%	100%cdethijk l	94%cdethijkl	62%j	79%cij	82%cij	74%ij	100%bcdefhij kl	88%cfijl	52%	38%	80%cij	75%ij
224	-	6	35	17	17	26	-	17	49	33	18	6
21%	-	6%g	38%abdegkh	21%abg	18%abg	26%abgh	-	12%ag	48%abdefghk l	62%abcddefgh kl	20%abg	25%abgh
900	45	105	92	82	95	100	135	145	101	-	-	-
84%	100%jkl	100%jkl	100%jkl	100%jkl	100%jkl	100%jkl	100%jkl	100%jkl	100%jkl	-	-	-
91	-	-	-	-	-	-	-	-	-	-	91	-
9%	-	-	-	-	-	-	-	-	-	-	100%abcdef ghil	-

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Table 18

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

Q. Breaks x Breaks
Base: All adults UK

Total	GOVERNMENT REGIONS											
	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
1068	46	115	85	73	84	103	120	140	100	48	95	59
1068	45*	105*	92*	82*	95*	100*	135	145	101*	53*	91*	24*
53	-	-	-	-	-	-	-	-	-	53	-	-
5%	-	-	-	-	-	-	-	-	-	100%abcdefghi kl	-	-
24	-	-	-	-	-	-	-	-	-	-	-	24
2%	-	-	-	-	-	-	-	-	-	-	-	100%abcdefg hijk
45	45	-	-	-	-	-	-	-	-	-	-	-
4%	100%bcdefghij kl	-	-	-	-	-	-	-	-	-	-	-
105	-	105	-	-	-	-	-	-	-	-	-	-
10%	-	100%acdefghij kl	-	-	-	-	-	-	-	-	-	-
92	-	-	92	-	-	-	-	-	-	-	-	-
9%	-	-	100%abdefghij kl	-	-	-	-	-	-	-	-	-
82	-	-	-	82	-	-	-	-	-	-	-	-
8%	-	-	-	100%abcefg hij kl	-	-	-	-	-	-	-	-
95	-	-	-	-	95	-	-	-	-	-	-	-
9%	-	-	-	-	100%abcd fghij kl	-	-	-	-	-	-	-
100	-	-	-	-	-	100	-	-	-	-	-	-
9%	-	-	-	-	-	100%abcde ghij kl	-	-	-	-	-	-
135	-	-	-	-	-	-	135	-	-	-	-	-
13%	-	-	-	-	-	-	100%abcde fghij kl	-	-	-	-	-
145	-	-	-	-	-	-	-	145	-	-	-	-
14%	-	-	-	-	-	-	-	100%abcde fgij kl	-	-	-	-

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

Q. Breaks x Breaks

Base: All adults UK

Total	GOVERNMENT REGIONS											
	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
1068	46	115	85	73	84	103	120	140	100	48	95	59
1068	45*	105*	92*	82*	95*	100*	135	145	101*	53*	91*	24*
101	-	-	-	-	-	-	-	-	101	-	-	-
9%	-	-	-	-	-	-	-	-	100%abcde fghijkl	-	-	-
53	-	-	-	-	-	-	-	-	-	53	-	-
5%	-	-	-	-	-	-	-	-	-	100%abcde fghijkl	-	-
91	-	-	-	-	-	-	-	-	-	-	91	-
9%	-	-	-	-	-	-	-	-	-	-	100%abcde fghijkl	-
24	-	-	-	-	-	-	-	-	-	-	-	24
2%	-	-	-	-	-	-	-	-	-	-	-	100%abcde fghijkl
927	36	96	84	73	86	86	123	124	86	42	69	23
87%	80%	92%k	91%k	89%	90%k	86%	91%k	86%	86%	79%	76%	93%k
701	23	74	53	40	50	76	66	107	85	48	57	21
66%	52%	71%ade g	57%	49%	52%	76%acde g	49%	74%acde g	84%abcde gk	90%abcde fghk	63%	87%abcde gk
609	18	69	49	36	46	64	61	93	71	37	46	20
57%	39%	65%ade gk	53%	44%	48%	64%ade g	45%	64%ade g	71%acde gk	69%ade g	51%	82%abcde fghk
318	18	27	35	36	40	22	63	32	15	5	23	3
30%	40%fhij l	26%j	38%fhij l	44%bfhij kl	42%bfhij kl	22%	46%bfhij kl	22%	15%	10%	25%	12%
93	6	5	4	4	4	12	6	14	13	11	11	1
9%	13%	5%	5%	5%	5%	12%g	4%	10%	13%g	21%bcde g	12%g	6%
401	16	37	44	35	27	34	45	58	32	26	31	15
38%	35%	35%	47%e	43%	28%	34%	33%	40%	32%	49%	35%	62%abcde fghik
165	8	15	4	11	19	18	31	22	11	8	17	3
15%	17% c	14% c	4%	13%	20% c	18% c	23% ci	15% c	11%	14%	18% c	14% c

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

Q. Breaks x Breaks

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1068	46	115	85	73	84	103	120	140	100	48	95	59
Weighted Base	1068	45*	105*	92*	82*	95*	100*	135	145	101*	53*	91*	24*
Other	517 48%	26 58%gl	57 55%gl	44 48%l	44 54%gl	53 56%gl	45 45%l	48 36%	70 48%l	60 59%gl	21 40%	42 46%l	5 22%
TV													
ANY SATELLITE	438 41%	18 40%	39 37%	44 47%	38 46%	31 32%	41 41%	50 37%	62 42%	37 37%	29 55%e	35 39%	15 62%abefghi k
ANY FREEVIEW INC. YOUVIEW	420 39%	22 50%gl	48 46%gl	36 39%gl	40 49%gl	45 47%gl	35 35%	32 24%	60 41%gl	48 47%gl	17 33%	32 35%	5 20%
ANY FREEVIEW EXC. YOUVIEW	418 39%	22 49%gl	48 46%gl	36 39%gl	40 49%gl	45 47%gl	34 34%	32 24%	60 41%gl	47 47%gl	17 33%	32 35%	5 20%
ANY IPTV	65 6%	1 3%	7 6%	6 6%	3 4%	10 10%	8 8%	6 4%	6 4%	10 10%	2 4%	5 6%	1 2%
ANY PAY TV	624 58%	25 55%	58 56%	53 58%	49 60%	53 55%	60 60%	81 60%	83 57%	54 54%	36 68%	53 59%	19 79%abcdefg hik
ANY FTA	439 41%	24 53%gl	50 48%gl	36 39%l	40 49%gl	47 49%gl	38 38%l	37 27%	61 42%gl	49 49%gl	19 36%	34 37%l	5 20%
ANY TV SERVICE	1021 96%	45 100%g	103 98%g	88 96%	79 97%	93 98%g	95 95%	118 87%	137 95%g	98 97%g	53 100%g	88 97%g	24 97%
INTERNET													
FIXED BROADBAND AT HOME	876 82%	35 78%	80 77%	79 86%k	70 85%k	74 77%	85 85%k	118 87%bk	123 85%k	83 83%	43 81%	64 70%	21 86%k
ANY WIFI ACCESS	871 82%	36 81%	80 77%	80 87%k	70 86%k	72 75%	84 84%k	120 88%bek	119 82%	81 81%	43 81%	64 70%	21 87%k
ANY WIRED (ETHERNET) ACCESS	457 43%	16 37%	38 37%	50 55%bdij	25 31%	50 53%dij	45 45%l	63 47%l	67 46%l	27 27%	16 30%	41 45%l	17 70%abdtghi jk
ANY MOBILE (3G/4G) ACCESS	618 58%	21 47%	54 52%	64 69%abfik	50 61%l	57 60%l	41 41%	88 65%afi	98 68%abfik	48 48%	32 59%	49 54%	17 70%abfi

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Q. Breaks x Breaks**Base: All adults UK**

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1068	46	115	85	73	84	103	120	140	100	48	95	59
Weighted Base	1068	45*	105*	92*	82*	95*	100*	135	145	101*	53*	91*	24*
INTERNET ACCESS AT HOME	902	35	83	84	72	81	87	122	125	83	43	65	21
	84%	78%	79%	91%bk	88%k	85%	87%k	90%bk	86%k	83%	81%	72%	87%k
INTERNET ACCESS OUTSIDE OF HOME	605	21	51	66	48	57	54	87	92	43	29	41	18
	57%	46%	48%	72%abfik	58%	60%	54%	64%bik	63%bik	43%	53%	46%	73%abfik

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1068	905	728	618	287	110	383	160	533
Weighted Base	1068	927	701	609	318	93*	401	165	517
GENDER									
Male	518	448	333	286	161	47	206	71	255
	48%	48%	48%	47%	51%	51%	51%	43%	49%
Female	550	479	368	322	157	45	195	94	262
	52%	52%	52%	53%	49%	49%	49%	57%	51%
AGE									
16-24	152	143	69	65	79	5	71	23	60
	14%	15%bce	10%	11%	25%abce	5%	18%	14%	12%
25-34	209	196	115	112	84	3	88	33	73
	20%	21%be	16%e	18%e	26%bce	3%	22%	20%	14%
35-44	164	154	104	102	52	2	70	27	72
	15%	17%e	15%e	17%e	16%e	3%	17%	16%	14%
45-54	168	150	108	96	54	12	73	28	76
	16%	16%	15%	16%	17%	13%	18%	17%	15%
55-64	169	143	133	114	29	19	55	21	102
	16%	15%d	19%d	19%d	9%	21%d	14%	13%	20%
65-74	102	81	81	67	13	14	22	18	62
	10%	9%d	12%d	11%d	4%	15%d	6%	11%	12%
75+	106	60	90	53	7	38	22	15	71
	10%	6%d	13%acd	9%d	2%	41%abcd	5%	9%	14%
SOCIAL GRADE									
AB	210	190	144	129	61	15	74	38	101
	20%	21%	21%	21%	19%	16%	18%	23%	20%
C1	324	292	217	199	93	19	133	46	144
	30%	32%e	31%e	33%e	29%	20%	33%	28%	28%
C2	221	197	150	134	63	16	88	48	95
	21%	21%	21%	22%	20%	17%	22%	29%	18%
DE	314	248	189	146	101	43	106	32	177
	29%	27%	27%	24%	32%c	46%abcd	26%	20%	34%

Q. Breaks x Breaks

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1068	905	728	618	287	110	383	160	533
Weighted Base	1068	927	701	609	318	93*	401	165	517
MARITAL STATUS									
Married/Living as married	587 55%	520 56%de	419 60%de	379 62%ade	141 44%	40 43%	238 59%	99 60%	271 52%
Single	308 29%	275 30%bc	163 23%	143 23%	132 42%abce	20 21%	117 29%	41 25%	144 28%
Widow/Divorced/Separated	173 16%	132 14%	119 17%	87 14%	45 14%	33 36%abcd	46 12%	25 15%	102 20%
WORKING STATUS									
Working	546 51%	505 55%e	358 51%e	331 54%e	175 55%e	27 30%	238 59%	87 53%	233 45%
Not working	522 49%	421 45%	343 49%	278 46%	143 45%	65 70%abcd	163 41%	78 47%	283 55%
CHILDREN IN HOUSEHOLD									
Any	315 30%	297 32%e	198 28%e	189 31%e	109 34%e	9 10%	143 36%	54 33%	123 24%
None	753 70%	629 68%	503 72%	420 69%	209 66%	84 90%abcd	258 64%	111 67%	393 76%
AREA									
Urban	844 79%	733 79%	542 77%	472 78%	261 82%	70 75%	303 76%	152 92%	402 78%
Rural	224 21%	193 21%	159 23%	136 22%	57 18%	23 25%	98 24%	13 8%	115 22%
COUNTRY									
England	900 84%	793 86%e	574 82%	506 83%e	287 90%bce	68 74%	328 82%	138 83%	448 87%
Scotland	91 9%	69 7%	57 8%	46 8%	23 7%	11 12%	31 8%	17 10%	42 8%
Wales	53 5%	42 5%cd	48 7%cd	37 6%cd	5 2%	11 12%acd	26 7%	8 5%	21 4%
Northern Ireland	24 2%	23 2%	21 3%	20 3%	3 1%	1 1%	15 4%	3 2%	5 1%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1068	905	728	618	287	110	383	160	533
Weighted Base	1068	927	701	609	318	93*	401	165	517
GOVERNMENT REGIONS									
North East	45	36	23	18	18	6	16	8	26
	4%	4%	3%	3%	6%	6%	4%	5%	5%
North West	105	96	74	69	27	5	37	15	57
	10%	10%	11%	11%	9%	6%	9%	9%	11%
Yorkshire and The Humber	92	84	53	49	35	4	44	4	44
	9%	9%	8%	8%	11%	5%	11%	2%	8%
East Midlands	82	73	40	36	36	4	35	11	44
	8%	8%	6%	6%	11%bce	4%	9%	6%	9%
West Midlands	95	86	50	46	40	4	27	19	53
	9%	9%	7%	8%	13%bce	5%	7%	12%	10%
East of England	100	86	76	64	22	12	34	18	45
	9%	9%	11%	11%	7%	13%	9%	11%	9%
London	135	123	66	61	63	6	45	31	48
	13%	13%be	9%	10%	20%abce	6%	11%	19%	9%
South East	145	124	107	93	32	14	58	22	70
	14%	13%	15%d	15%	10%	15%	14%	13%	14%
South West	101	86	85	71	15	13	32	11	60
	9%	9%d	12%d	12%d	5%	14%d	8%	7%	12%
Wales	53	42	48	37	5	11	26	8	21
	5%	5%d	7%d	6%d	2%	12%acd	7%	5%	4%
Scotland	91	69	57	46	23	11	31	17	42
	9%	7%	8%	8%	7%	12%	8%	10%	8%
Northern Ireland	24	23	21	20	3	1	15	3	5
	2%	2%	3%	3%	1%	1%	4%	2%	1%
Q.1/2 PHONES OWN									
Mobile (any)	927	927	609	609	318	-	365	142	430
	87%	100%be	87%e	100%be	100%be	-	91%	86%	83%
Landline	701	609	701	609	-	93	280	112	332
	66%	66%d	100%ad	100%ad	-	100%ad	70%	68%	64%

Q. Breaks x Breaks

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1068	905	728	618	287	110	383	160	533
Weighted Base	1068	927	701	609	318	93*	401	165	517
Mobile & Landline	609	609	609	609	-	-	256	97	274
	57%	66%de	87%ade	100%abde	-	-	64%	59%	53%
Mobile only	318	318	-	-	318	-	109	45	156
	30%	34%bce	-	-	100%abce	-	27%	27%	30%
Landline only	93	-	93	-	-	93	24	15	58
	9%	-	13%acd	-	-	100%abcd	6%	9%	11%
PAY TV SERVICE									
Sky	401	365	280	256	109	24	401	3	42
	38%	39%e	40%e	42%de	34%	26%	100%	2%	8%
Virgin Media	165	142	112	97	45	15	3	165	16
	15%	15%	16%	16%	14%	16%	1%	100%	3%
Other	517	430	332	274	156	58	42	16	517
	48%	46%	47%	45%	49%	62%abcd	11%	10%	100%
TV									
ANY SATELLITE	438	400	306	281	119	25	401	5	80
	41%	43%e	44%e	46%de	38%	27%	100%	3%	15%
ANY FREEVIEW INC. YOUVIEW	420	344	270	219	125	51	36	14	420
	39%	37%	38%	36%	39%	55%abcd	9%	8%	81%
ANY FREEVIEW EXC. YOUVIEW	418	342	267	217	125	51	36	14	418
	39%	37%	38%	36%	39%	55%abcd	9%	8%	81%
ANY IPTV	65	57	47	42	15	5	4	-	65
	6%	6%	7%	7%	5%	6%	1%	-	13%
ANY PAY TV	624	559	435	392	167	43	401	165	119
	58%	60%de	62%de	64%de	52%	46%	100%	100%	23%
ANY FTA	439	361	281	230	131	52	37	16	439
	41%	39%	40%	38%	41%	56%abcd	9%	10%	85%
ANY TV SERVICE	1021	882	682	590	292	93	401	165	517
	96%	95%	97%ad	97%cd	92%	100%ad	100%	100%	100%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1068	905	728	618	287	110	383	160	533
Weighted Base	1068	927	701	609	318	93*	401	165	517
INTERNET									
FIXED BROADBAND AT HOME	876	803	594	546	257	48	368	153	374
	82%	87%de	85%e	90%bde	81%e	51%	92%	93%	72%
ANY WIFI ACCESS	871	800	582	536	263	46	366	149	375
	82%	86%e	83%e	88%be	83%e	49%	91%	90%	72%
ANY WIRED (ETHERNET) ACCESS	457	437	304	293	145	11	177	92	198
	43%	47%e	43%e	48%e	46%e	12%	44%	56%	38%
ANY MOBILE (3G/4G) ACCESS	618	591	387	375	216	12	264	103	268
	58%	64%be	55%e	62%be	68%be	13%	66%	63%	52%
INTERNET ACCESS AT HOME	902	827	597	550	278	48	369	155	395
	84%	89%be	85%e	90%be	87%e	51%	92%	94%	76%
INTERNET ACCESS OUTSIDE OF HOME	605	580	378	367	213	11	257	104	259
	57%	63%be	54%e	60%be	67%be	12%	64%	63%	50%

Table 18

Consumer Complaints Study - Wave 18 (QS9999 - 311518)

Q. Breaks x Breaks
Base: All adults UK

	TV								INTERNET					
	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)	
Total														
1068	421	440	437	62	600	460	1022	838	830	430	556	861	550	
1068	438	420	418	65*	624	439	1021	876	871	457	618	902	605	
518	222	204	204	41	311	212	494	422	420	227	307	441	295	
48%	51%	49%	49%	63%fg	50%	48%	48%	48%	48%	50%	50%	49%	49%	
550	216	216	214	24	312	227	527	454	450	230	312	461	310	
52%	49%	51%	51%	37%	50%	52% ^d	52% ^d	52%	52%	50%	50%	51%	51%	
152	75	43	43	11	103	47	143	141	143	97	125	145	125	
14%	17% ^{bcd}	10%	10%	17%	17% ^{bcd}	11%	14%	16%	16%	21% ^{hl}	20%	16%	21%	
209	91	57	56	10	131	57	184	197	198	109	162	204	156	
20%	21% ^{bcd}	14%	13%	15%	21% ^{bcd}	13%	18% ^{ccf}	23%	23%	24%	26%	23%	26%	
164	77	53	53	9	106	56	158	150	150	79	111	155	113	
15%	17%	13%	13%	14%	17%	13%	16%	17%	17%	17%	18%	17%	19%	
168	80	62	62	10	110	67	165	146	145	75	106	150	96	
16%	18%	15%	15%	16%	18%	15%	16%	17%	17%	16%	17%	17%	16%	
169	65	85	85	16	89	89	167	136	134	63	84	141	84	
16%	15%	20% ^{ae}	20% ^e	24%	14%	20% ^{ae}	16%	16%	15%	14%	14%	16%	14%	
102	27	54	53	6	45	57	99	71	69	26	26	72	27	
10%	6%	13% ^{ae}	13% ^{ae}	9%	7%	13% ^{ae}	10%	8% ^{km}	8% ^{km}	6%	4%	8% ^{km}	4%	
106	23	66	65	3	40	67	105	35	32	9	4	36	5	
10%	5%	16% ^{adeg}	16% ^{adeg}	5%	6%	15% ^{adeg}	10% ^{ae}	4% ^{km}	4% ^{km}	2%	1%	4% ^{km}	1%	
210	83	81	80	20	129	84	195	196	192	127	151	196	152	
20%	19%	19%	19%	30% ^g	21%	19%	19%	22%	22%	28% ^{il}	24%	22%	25%	
324	142	118	118	19	198	122	307	294	294	148	198	298	196	
30%	32%	28%	28%	30%	32%	28%	30%	34%	34%	32%	32%	33%	32%	
221	93	77	77	11	145	79	216	181	178	91	137	191	130	
21%	21%	18%	18%	17%	23%	18%	21%	21%	20%	20%	22%	21%	21%	

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

Total	TV								INTERNET					
	ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)	
1068	421	440	437	62	600	460	1022	838	830	430	556	861	550	
1068	438	420	418	65*	624	439	1021	876	871	457	618	902	605	
314	122	144	143	15	151	154	303	205	207	92	132	217	128	
29%	28%	34%e	34%e	22%	24%	35%ae	30%e	23%	24%	20%	21%	24%	21%	
587	260	208	207	49	383	217	564	522	513	261	352	526	339	
55%	59%bcf	50%	50%	75%abcdfg	61%bcfg	50%	55%	60%	59%	57%	57%	58%	56%	
308	127	119	119	11	166	127	288	253	257	151	207	270	203	
29%	29%	28%	29%	17%	27%	29%	28%	29%	30%	33%	34%	30%	34%	
173	51	92	91	5	75	94	169	101	101	46	59	106	63	
16%	12%	22%adeg	22%adeg	8%	12%	21%adeg	17%ae	12%	12%	10%	10%	12%	10%	
546	253	184	183	35	355	193	519	502	500	295	385	516	382	
51%	58%bcfg	44%	44%	54%	57%bcfg	44%	51%bcf	57%	57%	65%hil	62%	57%	63%l	
522	185	236	235	30	269	247	502	374	371	162	234	386	223	
49%	42%	56%aeg	56%aeg	46%	43%	56%aeg	49%ae	43%j	43%j	35%	38%	43%jm	37%	
315	152	88	88	25	220	93	302	305	304	155	236	309	227	
30%	35%bcf	21%	21%	38%bcf	35%bcfg	21%	30%bcf	35%	35%	34%	38%	34%	38%	
753	286	333	330	40	404	346	719	571	567	302	382	593	378	
70%	65%	79%adeg	79%adeg	62%	65%	79%adeg	70%e	65%	65%	66%	62%	66%	62%	
844	327	324	322	50	499	338	806	693	689	367	487	712	480	
79%	75%	77%	77%	77%	80%	77%	79%	79%	79%	80%	79%	79%	79%	
224	111	96	96	15	125	101	216	183	182	90	131	190	125	
21%	25%	23%	23%	23%	20%	23%	21%	21%	21%	20%	21%	21%	21%	
900	359	366	364	57	515	381	856	748	742	383	521	772	517	
84%	82%	87%	87%	88%	83%	87%	84%	85%	85%	84%	84%	86%	86%	
91	35	32	32	5	53	34	88	64	64	41	49	65	41	
9%	8%	8%	8%	8%	9%	8%	9%	7%	7%	9%	8%	7%	7%	

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Q. Breaks x Breaks

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1068	421	440	437	62	600	460	1022	838	830	430	556	861	550
Weighted Base	1068	438	420	418	65*	624	439	1021	876	871	457	618	902	605
Wales	53 5%	29 7%	17 4%	17 4%	2 4%	36 6%	19 4%	53 5%	43 5%	43 5%	16 3%	32 5%	43 5%	29 5%
Northern Ireland	24 2%	15 3%bcf	5 1%	5 1%	1 1%	19 3%	5 1%	24 2%	21 2%	21 2%	17 4%	17 3%	21 2%	18 3%
GOVERNMENT REGIONS														
North East	45 4%	18 4%	22 5%	22 5%	1 2%	25 4%	24 5%	45 4%	35 4%	36 4%	16 4%	21 3%	35 4%	21 3%
North West	105 10%	39 9%	48 11%	48 11%	7 10%	58 9%	50 11%	103 10%	80 9%	80 9%	38 8%	54 9%	83 9%	51 8%
Yorkshire and The Humber	92 9%	44 10%	36 9%	36 9%	6 9%	53 9%	36 8%	88 9%	79 9%	80 9%	50 11%	64 10%	84 9%	66 11%
East Midlands	82 8%	38 9%	40 10%	40 10%	3 5%	49 8%	40 9%	79 8%	70 8%	70 8%	25 6%	50 8%	72 8%	48 8%
West Midlands	95 9%	31 7%	45 11%	45 11%	10 15%	53 8%	47 11%	93 9%	74 8%	72 8%	50 11%	57 9%	81 9%	57 9%
East of England	100 9%	41 9%	35 8%	34 8%	8 12%	60 10%	38 9%	95 9%	85 10%	84 10%	45 10%	41 7%	87 10%	54 9%
London	135 13%	50 12%	32 8%	32 8%	6 9%	81 13%bcf	37 8%	118 12%bc	118 13%	120 14%	63 14%	88 14%	122 13%	87 14%
South East	145 14%	62 14%	60 14%	60 14%	6 10%	83 13%	61 14%	137 13%	123 14%	119 14%	67 15%	98 16%	125 14%	92 15%
South West	101 9%	37 9%	48 11%	47 11%	10 16%	54 9%	49 11%	98 10%	83 10%	81 9%	27 6%	48 8%	83 9%	43 7%
Wales	53 5%	29 7%	17 4%	17 4%	2 4%	36 6%	19 4%	53 5%	43 5%	43 5%	16 3%	32 5%	43 5%	29 5%
Scotland	91 9%	35 8%	32 8%	32 8%	5 8%	53 9%	34 8%	88 9%	64 7%	64 7%	41 9%	49 8%	65 7%	41 7%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1068	421	440	437	62	600	460	1022	838	830	430	556	861	550
Weighted Base	1068	438	420	418	65*	624	439	1021	876	871	457	618	902	605
Northern Ireland	24	15	5	5	1	19	5	24	21	21	17	17	21	18
Mobile (any)	2%	3%bcf	1%	1%	1%	3%	1%	2%	2%	2%	4%	3%	2%	3%
Landline	927	400	344	342	57	559	361	882	803	800	437	591	827	580
Mobile & Landline	87%	91%bcfg	82%	82%	89%	90%bcf	82%	86%bc	92%	92%	96%hil	96%hil	92%	96%hil
Mobile only	701	306	270	267	47	435	281	682	594	582	304	387	597	378
Landline only	66%	70%	64%	64%	73%	70%	64%	67%	68%	67%	66%	63%	66%	63%
Mobile & Landline	609	281	219	217	42	392	230	590	546	536	293	375	550	367
Mobile only	57%	64%bcfg	52%	52%	65%	63%bcf	52%	58%	62%	62%	64%	61%	61%	61%
Landline only	318	119	125	125	15	167	131	292	257	263	145	216	278	213
Mobile & Landline	30%	27%	30%	30%	24%	27%	30%	29%	29%	30%	32%	35%h	31%	35%h
Mobile only	93	25	51	51	5	43	52	93	48	46	11	12	48	11
Landline only	9%	6%	12%ae	12%ae	8%	7%	12%ae	9%	5%jkm	5%jkm	3%	2%	5%jkm	2%
PAY TV SERVICE														
Sky	401	401	36	36	4	401	37	401	368	366	177	264	369	257
Virgin Media	38%	91%bcdefg	9%	9%	6%	64%bcdfg	8%	39%bcdf	42%	42%	39%	43%	41%	42%
Other	165	5	14	14	-	165	16	165	153	149	92	103	155	104
Mobile & Landline	15%	1%	3%	3%	-	26%abcdfg	4%a	16%abcdf	17%	17%	20%	17%	17%	17%
Mobile only	517	80	420	418	65	119	439	517	374	375	198	268	395	259
Landline only	48%	18%	100%aeg	100%aeg	100%aeg	19%	100%aeg	51%ae	43%	43%	43%	43%	44%	43%
TV														
ANY SATELLITE	438	438	45	44	5	404	66	438	399	398	200	285	401	284
ANY FREEVIEW INC. YOUVIEW	41%	100%bcdefg	11%	11%	8%	65%bcdfg	15%	43%bcdf	46%	46%	44%	46%	45%	47%
ANY FREEVIEW EXC. YOUVIEW	420	45	420	418	15	64	419	420	290	292	150	210	309	197
ANY IPTV	39%	10%	100%adefg	100%adefg	22%ae	10%	95%adeg	41%ade	33%	34%	33%	34%	34%	33%
ANY PAY TV	418	44	418	418	14	63	418	418	288	290	149	209	306	196
ANY FTA	39%	10%	99%adefg	100%adefg	21%ae	10%	95%adeg	41%ade	33%	33%	33%	34%	34%	32%
ANY TV SERVICE	65	5	15	14	65	65	14	65	63	60	35	43	63	42
FIXED BROADBAND AT HOME	6%	1%	3%a	3%	100%abcefg	10%abcf	3%	6%abcf	7%	7%	8%	7%	7%	7%

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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* small base

Q. Breaks x Breaks

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1068	421	440	437	62	600	460	1022	838	830	430	556	861	550
Weighted Base	1068	438	420	418	65*	624	439	1021	876	871	457	618	902	605
ANY PAY TV	624 58%	404 92%bcfg	64 15%	63 15%	65 100%abcfg	624 100%abcfg	67 15%	624 61%bcf	577 66%	568 65%	301 66%	405 65%	579 64%	398 66%
ANY FTA	439 41%	66 15%	419 100%adeg	418 100%adeg	14 21%e	67 11%	439 100%adeg	439 43%ade	304 35%	306 35%	161 35%	218 35%	323 36%	210 35%
ANY TV SERVICE	1021 96%	438 100%	420 100%	418 100%	65 100%	624 100%	439 100%	1021 100%	836 95%	831 95%	433 95%	583 94%	860 95%	571 94%
INTERNET														
FIXED BROADBAND AT HOME	876 82%	399 91%bcfg	290 69%	288 69%	63 97%bcfg	577 92%bcfg	304 69%	836 82%bcf	876 100%ijklm	862 99%ijklm	445 97%	585 95%	876 97%k	582 96%
ANY WIFI ACCESS	871 82%	398 91%bcfg	292 69%	290 69%	60 93%bcfg	568 91%bcfg	306 70%	831 81%bcf	862 98%ijkl	871 100%hijklm	438 96%	592 96%	869 96%	590 98%
ANY WIRED (ETHERNET) ACCESS	457 43%	200 46%bcf	150 36%	149 36%	35 54%bcf	301 48%bcfg	161 37%	433 42%bc	445 51%	438 50%	457 100%hiklm	365 59%hil	455 50%	418 69%hikl
ANY MOBILE (3G/4G) ACCESS	618 58%	285 65%bcfg	210 50%	209 50%	43 66%bcf	405 65%bcfg	218 50%	583 57%bcf	585 67%	592 68%	365 80%hil	618 100%hijlm	610 68%	542 90%hiji
INTERNET ACCESS AT HOME	902 84%	401 92%bcfg	309 73%	306 73%	63 97%bcfg	579 93%bcfg	323 74%	860 84%bcf	876 100%km	869 100%km	455 100%	610 99%	902 100%km	595 98%
INTERNET ACCESS OUTSIDE OF HOME	605 57%	284 65%bcfg	197 47%	196 47%	42 66%bcf	398 64%bcfg	210 48%	571 56%bcf	582 66%	590 68%	418 91%hil	542 88%hil	595 66%	605 100%hijki

Fieldwork : 04/05/2016 - 08/05/2016 (Week 18)

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

* small base