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Table 273	Page 975	Switching Summary Table by Crossbreak Base: All respondents

Table 274	Page 979	Switching Summary Table by Crossbreak Base: All that switched in the past 2 years
Table 275	Page 983	<QC1> You told me earlier that you had switched your [SERVICES SWITCHED] in the last two years. Did you switch both/all three services at the same time? by Crossbreak Base: All that switched 2 or 3 services in the past 2 years
Table 276	Page 986	<QC2> And did you switch your [SERVICES SWITCHED] to the same provider or to different providers? by Crossbreak Base: All that switched 2 or 3 services in the past 2 years at the same time
Table 277	Page 989	<QC3> What were your reasons for switching your [SERVICE(S) provider]? by Crossbreak Base: All that switched 2 or 3 services in the past 2 years at the same time to the same provider
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Table 289	Page 1045	<QC4+QC13 Summary Table> Which, if any, of the following did you experience difficulty with when switching your mobile phone provider? by Crossbreak Base: All Mobile Switchers
Table 290	Page 1052	<QC14> You mentioned you experienced a loss of mobile service during your switch. How long did you not have a mobile service for? by Crossbreak Base: All mobile switchers that did not switch as part of a bundle and experienced loss of service
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Table 292	Page 1058	<QC15> When you switched providers, did you keep your mobile telephone number(s) or did you get a new number? by Crossbreak Base: All mobile switchers that did not switch as part of a bundle
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Table 295	Page 1067	<QC16+QC11 Summary Table> Overall, once you had decided which provider to use, how easy did you find it to switch mobile provider? by Crossbreak Base: All Mobile Switchers
Table 296	Page 1070	<QC17> What were your reasons for switching your landline service provider? by Crossbreak Base: All landline switchers that did not switch as part of a bundle
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Table 300	Page 1089	<QC19> Did you cancel your contract with your old provider and start a new contract with your new provider separately or did you do both as part of one switching process? by Crossbreak Base: All that contacted both old and new provider
Table 301	Page 1092	<QC19 + QC7 Summary Table> Did you cancel your contract with your old provider and start a new contract with your new provider separately or did you do both as part of one switching process? by Crossbreak Base: All that contacted both old and new provider

Table 302	Page 1095	<QC20> Which, if any, of the following did you experience difficulty with when switching your landline service provider? by Crossbreak Base: All landline switchers that did not switch as part of a bundle
Table 303	Page 1101	<QC4+QC20 Summary Table> Which, if any, of the following did you experience difficulty with when switching your landline service provider? by Crossbreak Base: All landline switchers
Table 304	Page 1107	<QC21> You mentioned you experienced a loss of landline service during your switch. How long did you not have a landline service for? by Crossbreak Base: All landline switchers that did not switch as part of a bundle and experienced loss of service
Table 305	Page 1110	<QC9+QC21 Summary Table> You mentioned you experienced a loss of landline service during your switch. How long did you not have a landline service for? by Crossbreak Base: All landline switchers that experienced loss of service
Table 306	Page 1113	<QC22> Overall, once you had decided which provider to use, how easy did you find it to switch landline provider? Was it by Crossbreak Base: All landline switchers that did not switch as part of a bundle
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Table 308	Page 1119	<QC23> What were your reasons for switching your internet service provider? by Crossbreak Base: All internet switchers that did not switch as part of a bundle
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Table 310	Page 1131	<QC24> Thinking back to when you switched provider, did your new provider arrange everything for you or did you have to contact your old provider too? by Crossbreak Base: All internet switchers that did not switch as part of a bundle
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Table 312	Page 1137	<QC25> Did you cancel your contract with your old provider and start a new contract with your new provider separately or did you do both as part of one switching process? by Crossbreak Base: All that contacted both old and new provider
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Table 314	Page 1143	<QC26> Which, if any, of the following did you experience difficulty with when switching your internet service provider? by Crossbreak Base: All internet switchers that did not switch as part of a bundle
Table 315	Page 1150	<QC26+QC4 Summary Table> Which, if any, of the following did you experience difficulty with when switching your internet service provider? by Crossbreak Base: All internet switchers

Table 316	Page 1157	<QC27> You mentioned you experienced a loss of service during your switch. How long did you not have a internet access for? by Crossbreak Base: All internet switchers that did not switch as part of a bundle and experienced loss of service
Table 317	Page 1160	<QC27+QC10 Summary Table> You mentioned you experienced a loss of service during your switch. How long did you not have a internet access for? by Crossbreak Base: All internet switchers that experienced loss of service
Table 318	Page 1163	<QC28> Overall, once you had decided which provider to use, how easy did you find it to switch internet provider? Was it ... by Crossbreak Base: All internet switchers that did not switch as part of a bundle
Table 319	Page 1166	<QC28+QC11> Overall, once you had decided which provider to use, how easy did you find it to switch internet provider? Was it by Crossbreak Base: All internet switchers
Table 320	Page 1169	<QD1> You mentioned you had encountered cancellation charges. Were you subject to a cancellation charge, known as an early termination charge (ETC), to leave one or more of your previous communications service providers? IF YES PROBE: Did you pay the charge? by Crossbreak Base: All that encountered cancellations charges
Table 321	Page 1172	<QD1 Summary table> You mentioned you had encountered cancellation charges. Were you subject to a cancellation charge, known as an early termination charge (ETC), to leave one or more of your previous communications service providers? IF YES PROBE: Did you pay the charge? by Base: All that encountered cancellations charges
Table 322	Page 1173	<QD2> And how much did you have to pay to leave the contract? / And how much were you meant to pay to leave the contract? by Crossbreak Base: All subject to a cancellation charge whether or not paid
Table 323	Page 1176	<QD2 Summary table> And how much did you have to pay to leave the contract? / And how much were you meant to pay to leave the contract? by Base: All subject to a cancellation charge whether or not paid
Table 324	Page 1177	<QD3> Were you aware that there would be a cancellation charge before you switched provider? by Crossbreak Base: All subject to a cancellation charge whether or not paid
Table 325	Page 1180	<QD3 Summary table> Were you aware that there would be a cancellation charge before you switched provider? by Base: All subject to a cancellation charge whether or not paid
Table 326	Page 1181	<QD4> Were you informed about how this ETC was calculated? by Crossbreak Base: All subject to a cancellation charge whether or not paid
Table 327	Page 1184	<QD4 Summary table> Were you informed about how this ETC was calculated? by Base: All subject to a cancellation charge whether or not paid
Table 328	Page 1185	<QD5> And do you think the amount you paid/would have had to pay was fair? by Crossbreak Base: All subject to a cancellation charge whether or not paid but was informed how the charge was calculated
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Table 330	Page 1189	<QD6> In what way was it not fair? by Crossbreak Base: All subject to a cancellation charge whether or not paid and did not think amount was fair
Table 331	Page 1192	<QD6 Summary table> In what way was it not fair? by Base: All subject to a cancellation charge whether or not paid and did not think amount was fair
Table 332	Page 1193	<QD7> How much longer did you have to run on the contract when you terminated it? by Crossbreak Base: All subject to a cancellation charge whether or not paid
Table 333	Page 1196	<QD7 Summary table> How much longer did you have to run on the contract when you terminated it? by Base: All subject to a cancellation charge whether or not paid
Table 334	Page 1197	<QD8> You mentioned your previous provider sent bills for a cancelled service, what was the reason for this? by Crossbreak Base: All where provider sent bills for cancelled service
Table 335	Page 1200	<QD8 Summary table> You mentioned your previous provider sent bills for a cancelled service, what was the reason for this? by Base: All where provider sent bills for cancelled service
Table 336	Page 1201	<QD9> You mentioned the process to switch took longer than expected, why was that? by Crossbreak Base: All where process took longer than expected
Table 337	Page 1204	<QD9 Summary table> You mentioned the process to switch took longer than expected, why was that? by Base: All where process took longer than expected
Table 338	Page 1205	<QE1> Thinking back to when you first took out your contract with your provider of your [SERVICE] service, where was the sales agreement with your contract provider reached? Was it by Crossbreak Base: All on a contract
Table 339	Page 1208	<QE1> Thinking back to when you first took out your contract with your provider of your [SERVICE] service, where was the sales agreement with your contract provider reached? Was it by Crossbreak Base: All on a mobile contract
Table 340	Page 1211	<QE1> Thinking back to when you first took out your contract with your provider of your [SERVICE] service, where was the sales agreement with your contract provider reached? Was it by Crossbreak Base: All on a landline contract
Table 341	Page 1214	<QE1> Thinking back to when you first took out your contract with your provider of your [SERVICE] service, where was the sales agreement with your contract provider reached? Was it by Crossbreak Base: All on a internet contract
Table 342	Page 1217	<QE2A> Please can you tell me how much you agree or disagree with.....I am aware of the key terms and conditions of the contract by Crossbreak Base: All on a contract
Table 343	Page 1220	<QE2B> Please can you tell me how much you agree or disagree with.....I did not look at the key terms and conditions before I signed the contract by Crossbreak Base: All on a contract

Table 344	Page 1223	<QE2C> Please can you tell me how much you agree or disagree with.....I find that my contract terms and conditions are plain and intelligible by Crossbreak Base: All on a contract
Table 345	Page 1226	<QE2D> Please can you tell me how much you agree or disagree with.....I am able to access the terms of my contract easily either because they were sent in a written format or are available online by Crossbreak Base: All on a contract
Table 346	Page 1229	<QE2E> Please can you tell me how much you agree or disagree with.....It would be helpful to have all key terms presented "bold and upfront" within a contract by Crossbreak Base: All on a contract
Table 347	Page 1232	<QE2F> Please can you tell me how much you agree or disagree with.....I always read the Terms and Conditions of my communication contracts by Crossbreak Base: All on a contract
Table 348	Page 1235	<QE2G> Please can you tell me how much you agree or disagree with.....I would be more likely to read my contract if key terms were presented "bold and upfront" by Crossbreak Base: All on a contract
Table 349	Page 1238	<QE2H> Please can you tell me how much you agree or disagree with.....I typically find my contract Terms and Conditions easy to understand and free of jargon by Crossbreak Base: All on a contract
Table 350	Page 1241	<QE2I> Please can you tell me how much you agree or disagree with.....I have been surprised by a cost or condition imposed under Ts&Cs (such as a financial penalty, an increased price, or a charge for doing something such as leaving the contract early) by Crossbreak Base: All on a contract
Table 351	Page 1244	<QE2J> Please can you tell me how much you agree or disagree with.....I have lost out in other ways as a result of terms I was unaware of or did not realise would apply? (For instance being tied into a contract for longer than expected, being denied redress, or having to accept a product different from the one ordered?) by Crossbreak Base: All on a contract
Table 352	Page 1247	<QE2K> Please can you tell me how much you agree or disagree with.....I have had problems because of things that have not been specified in the contract by Crossbreak Base: All on a contract
Table 353	Page 1250	<QE2> Please can you tell me how much you agree or disagree with..... by Base: All on a contract
Table 354	Page 1252	<QE2> Please can you tell me how much you agree or disagree with..... by Base: All on a mobile contract
Table 355	Page 1254	<QE2> Please can you tell me how much you agree or disagree with..... by Base: All on a landline contract
Table 356	Page 1256	<QE2> Please can you tell me how much you agree or disagree with..... by Base: All on a internet contract

Table 357	Page 1258	<QE3> What problems have you had due to things not being specified in the contract? by Crossbreak Base: All things not being specified in the contract
Table 358	Page 1264	<QE3> What problems have you had due to things not being specified in the contract? by Crossbreak Base: All mobile things not being specified in the contract
Table 359	Page 1268	<QE3> What problems have you had due to things not being specified in the contract? by Crossbreak Base: All landline things not being specified in the contract
Table 360	Page 1272	<QE3> What problems have you had due to things not being specified in the contract? by Crossbreak Base: All internet things not being specified in the contract
Table 361	Page 1276	<QE4> Does the contract include details on charges due on termination of service and how these are calculated? by Crossbreak Base: All on a contract
Table 362	Page 1279	<QE4> Does the contract include details on charges due on termination of service and how these are calculated? by Crossbreak Base: All on a mobile contract
Table 363	Page 1282	<QE4> Does the contract include details on charges due on termination of service and how these are calculated? by Crossbreak Base: All on a landline contract
Table 364	Page 1285	<QE4> Does the contract include details on charges due on termination of service and how these are calculated? by Crossbreak Base: All on a internet contract
Table 365	Page 1288	<QE5> Thinking of your service level agreement, also known as an SLA, how satisfied are you that your provider fulfils the agreed levels of service? by Crossbreak Base: All on a business contract
Table 366	Page 1291	<QE5> Thinking of your service level agreement, also known as an SLA, how satisfied are you that your provider fulfils the agreed levels of service? by Crossbreak Base: All on a mobile business contract
Table 367	Page 1294	<QE5> Thinking of your service level agreement, also known as an SLA, how satisfied are you that your provider fulfils the agreed levels of service? by Crossbreak Base: All on a landline business contract
Table 368	Page 1297	<QE5> Thinking of your service level agreement, also known as an SLA, how satisfied are you that your provider fulfils the agreed levels of service? by Crossbreak Base: All on a internet business contract
Table 369	Page 1300	<QE6> Why have you chosen not to have a business service for your (INSERT SERVICE) service? by Crossbreak Base: All with a personal contract
Table 370	Page 1304	<QE6> Why have you chosen not to have a business service for your (INSERT SERVICE) service? by Crossbreak Base: All with a mobile personal contract
Table 371	Page 1307	<QE6> Why have you chosen not to have a business service for your (INSERT SERVICE) service? by Crossbreak Base: All with a landline personal contract

Table 372	Page 1310	<QE6> Why have you chosen not to have a business service for your (INSERT SERVICE) service? by Crossbreak Base: All with a internet personal contract
Table 373	Page 1314	<QE7> You said earlier that you had a personal or residential contract for your [SERVICE(S)], are you aware that some business contracts provide enhanced service provision, better levels of customer service and faster response rates to problems than a personal or residential service? by Crossbreak Base: All on a personal or residential contract
Table 374	Page 1317	<QE7> You said earlier that you had a personal or residential contract for your [SERVICE(S)], are you aware that some business contracts provide enhanced service provision, better levels of customer service and faster response rates to problems than a personal or residential service? by Base: All respondents
Table 375	Page 1318	<QF1A> To what extent do you agree or disagree with.....I don't have confidence in my ability to identify which new communications products or services would be valuable for the organisation by Crossbreak Base: All respondents
Table 376	Page 1321	<QF1C> To what extent do you agree or disagree with.....I feel very well informed about how communications services can help the organisation survive and grow by Crossbreak Base: All respondents
Table 377	Page 1324	<QF1F> To what extent do you agree or disagree with.....The needs of my business are well catered for in the communications market by Crossbreak Base: All respondents
Table 378	Page 1327	<QF1G> To what extent do you agree or disagree with.....The ability of my business to grow has been impacted by the lack of suitable communications products and services available to me by Crossbreak Base: All respondents
Table 379	Page 1330	<QF1H> To what extent do you agree or disagree with.....I am aware of the regulations that protect my business when buying and using communications services by Crossbreak Base: All respondents
Table 380	Page 1333	<QF1I> To what extent do you agree or disagree with.....Information is widely available about the communications products and services that are on the market by Crossbreak Base: All respondents
Table 381	Page 1336	<QF1J> To what extent do you agree or disagree with.....It is easy to identify which providers my business can potentially use by Crossbreak Base: All respondents
Table 382	Page 1339	<QF1K> To what extent do you agree or disagree with.....Communications services are fundamental to my/our business without them I/we could not achieve our goals by Crossbreak Base: All respondents
Table 383	Page 1342	<QF1L> To what extent do you agree or disagree with.....I am worried about possible breaches of security in the communications services my organization uses . by Crossbreak Base: All respondents

Table 384	Page 1345	<QF1> To what extent do you agree or disagree with..... by Base: All respondents
Table 385	Page 1346	<QF1> Summary Table % Agree (Net) by Crossbreak Base: All respondents
Table 386	Page 1353	<QF2> What sources of information do you use to keep yourself informed about the communications services your organisation uses? by Crossbreak Base: All respondents
Table 387	Page 1359	<QF3> Are you aware of Ofcom's "Advice for Businesses" web pages? by Crossbreak Base: All respondents
Table 388	Page 1362	<QF4> Are there any communications services that are not currently available to your organisation that you feel your business would benefit from being able to use? What are these? by Crossbreak Base: All respondents
Table 389	Page 1365	<QF5> And are there any communications services that you are actively looking at acquiring or upgrading in the next 12 months? by Crossbreak Base: All respondents
Table 390	Page 1372	<QF7A> Thinking about each of the communication services your organisation uses, how important is .....Fixed phone lines services this includes standard PSTN lines, ISDN lines & advanced voice services by Crossbreak Base: All with fixed line services
Table 391	Page 1378	<QF7B> Thinking about each of the communication services your organisation uses, how important is .....Leased lines or private circuits used for purposes other than dedicated internet access by Crossbreak Base: All with Leased lines or private circuits used for purposes other than dedicated internet access
Table 392	Page 1384	<QF7C> Thinking about each of the communication services your organisation uses, how important is .....Mobile phone services (this includes smartphones and standard mobile phones) by Crossbreak Base: All with Mobile phone services
Table 393	Page 1390	<QF7D> Thinking about each of the communication services your organisation uses, how important is .....Fixed internet services, this includes dial up, broadband and cable by Crossbreak Base: All with Fixed internet services
Table 394	Page 1396	<QF7E> Thinking about each of the communication services your organisation uses, how important is .....Mobile internet services, this includes mobile internet via dongle or USB modem by Crossbreak Base: All with Mobile internet services
Table 395	Page 1402	<QF7F> Thinking about each of the communication services your organisation uses, how important is .....Satellite broadband service by Crossbreak Base: All with Satellite broadband service
Table 396	Page 1407	<QF7A> Thinking about each of the communication services your organisation uses, how important is ..... by Base: All respondents

Table 397	Page 1409	<QF7 SUMMARY TABLE> Thinking about each of the communication services your organisation uses, how important is .....( % 8 - 10 ) by Crossbreak Base: All respondents
Table 398	Page 1412	<P1> Which of the following ranges comes closest to your organisation's total annual spend on landline, mobile and internet services (including email, web access and any related data services). by Crossbreak Base: All respondents
Table 399	Page 1415	<P2/P3> Approximately what was your annual turnover for the last financial year (2015/16)? / Approximately what was the budget you had available for the last financial year (2015/16)? by Crossbreak Base: All respondents
Table 400	Page 1421	<P2> Approximately what was your annual turnover for the last financial year (2015/16)? / Approximately what was the budget you had available for the last financial year (2015/16)? by Crossbreak Base: All respondents
Table 401	Page 1427	<P3> Approximately what was your annual turnover for the last financial year (2015/16)? / Approximately what was the budget you had available for the last financial year (2015/16)? by Crossbreak Base: All respondents
Table 402	Page 1433	<P4> Is your business VAT registered? by Crossbreak Base: All respondents
Table 403	Page 1436	<P6> Does your business operate a PAYE scheme? by Crossbreak Base: All respondents
Table 404	Page 1439	<P7> Which of the following do you do on a regular basis, by which I mean once a month or more often? / Which of the following do your organisation's employees do on a regular basis, by which I mean as a regular arrangement as part of their normal working pattern, not just occasionally? by Crossbreak Base: All respondents
Table 405	Page 1442	<P8> Are your customers or clients..... by Crossbreak Base: All respondents
Table 406	Page 1445	<P9> And are your customers..... by Crossbreak Base: All respondents
Table 407	Page 1448	<P10> Are you / Are members of your organisation..... by Crossbreak Base: All respondents
Table 408	Page 1451	<P11> Are your sites..... by Crossbreak Base: All multi-site organisations
Table 409	Page 1454	<P12> Is your business based..... by Crossbreak Base: All single site organisations

Table 410	Page 1459	SUMMARY TABLE <P11> Are your sites..... / <P12> Is your business based..... by Crossbreak Base: All respondents
Table 411	Page 1462	<P13> How long have you been based on an industrial estate or business park? by Crossbreak Base: All based on an industrial site or business park
Table 412	Page 1465	<P14> Do you have to buy any of your communication services from a provider or providers chosen by the site owner or landlord or are you able to choose which providers you use? by Crossbreak Base: All based on an industrial site or business park
Table 413	Page 1468	<P15> Has your business ever wanted to move to a different location but not been able to due to the communications services your business requires not being available in the chosen location? by Crossbreak Base: All respondents
Table 414	Page 1471	<P16> Which communications services were not available in the location you wanted to move to? by Crossbreak Base: All organisations prevented from moving due to communication services
Table 415	Page 1474	<P17> Do you [or anyone else working in your business] have any of the following? by Crossbreak Base: All respondents
Table 416	Page 1477	<P18> To what extent do you use the Welsh language in your business dealings? by Crossbreak Base: All Welsh organisations
Table 417	Page 1480	<P19> Do any of your communications service suppliers communicate with you in Welsh in any form? by Crossbreak Base: All Welsh organisations using Welsh to some degree
Table 418	Page 1483	<P20A> And would you like your communications service suppliers to Speak to you in Welsh by Crossbreak Base: All using Welsh but suppliers don't currently communicate this way
Table 419	Page 1486	<P20B> And would you like your communications service suppliers to provide printed information in Welsh by Crossbreak Base: All using Welsh but suppliers don't currently communicate this way
Table 420	Page 1489	<P20C> And would you like your communications service suppliers to provide a Welsh version of their website by Crossbreak Base: All using Welsh but suppliers don't currently communicate this way
Table 421	Page 1492	by Crossbreak Base: Welsh Spoken
Table 422	Page 1495	by Crossbreak Base: Welsh Printed Information
Table 423	Page 1498	by Crossbreak Base: Website available in Welsh

Table 424	Page 1501	<QF1C> To what extent do you agree or disagree with.....I feel very well informed about how communications services can help the organisation survive and grow by <QF1G> To what extent do you agree or disagree with.....The ability of my business to grow has been impacted by the lack of suitable communications products and services available to me Base: All respondents
Table 425	Page 1502	<P18> To what extent do you use the Welsh language in your business dealings? by <P8> Are your customers or clients..... Base: All Welsh organisations
Table 426	Page 1503	<P19> Do any of your communications service suppliers communicate with you in Welsh in any form? by <P8> Are your customers or clients..... Base: All Welsh organisations using Welsh to some degree
Table 427	Page 1504	<P20A> And would you like your communications service suppliers to Speak to you in Welsh by <P8> Are your customers or clients..... Base: All using Welsh but suppliers don't currently communicate this way
Table 428	Page 1505	<P20B> And would you like your communications service suppliers to provide printed information in Welsh by <P8> Are your customers or clients..... Base: All using Welsh but suppliers don't currently communicate this way
Table 429	Page 1506	<P20C> And would you like your communications service suppliers to provide a Welsh version of their website by <P8> Are your customers or clients..... Base: All using Welsh but suppliers don't currently communicate this way
Table 430	Page 1507	<QB34A>How satisfied or dissatisfied are you with your internet service.....The reliability of the service in terms of the quality of the connection by <QA1B> Which of the following methods does your company use to connect to the internet? Base: All with internet access
Table 431	Page 1508	<QB34B> How satisfied or dissatisfied are you with your internet service.....The repair time for faults with the connection? by <QA1B> Which of the following methods does your company use to connect to the internet? Base: All with internet access
Table 432	Page 1509	<QB34C> How satisfied or dissatisfied are you with your internet service.....The ability to access the speed that has been paid for by <QA1B> Which of the following methods does your company use to connect to the internet? Base: All with internet access
Table 433	Page 1510	<QB34D> How satisfied or dissatisfied are you with your internet service.....The geographic availability of the service (i.e. The ability to obtain the service where your company is based) by <QA1B> Which of the following methods does your company use to connect to the internet? Base: All with internet access
Table 434	Page 1511	<QB34E> How satisfied or dissatisfied are you with your internet service.....The ease of contacting the provider's customer service department by <QA1B> Which of the following methods does your company use to connect to the internet? Base: All with internet access
Table 435	Page 1512	<QB34F> How satisfied or dissatisfied are you with your internet service.....The quality of the service provided by the provider's customer service staff by <QA1B> Which of the following methods does your company use to connect to the internet? Base: All with internet access
Table 436	Page 1513	<QB34G> How satisfied or dissatisfied are you with your internet service.....The speed of the connection by <QA1B> Which of the following methods does your company use to connect to the internet? Base: All with internet access
Table 437	Page 1514	<QB34H> How satisfied or dissatisfied are you with your internet service.....The geographic availability of symmetrical services where the upload and download speeds is the same by <QA1B> Which of the following methods does your company use to connect to the internet? Base: All with internet access



Table 438	Page 1515	<QB34I> How satisfied or dissatisfied are you with your internet service.....How clear and easily understandable the terms and conditions of your contract are by <QA1B> Which of the following methods does your company use to connect to the internet? Base: All with internet access
Table 439	Page 1516	<QB34J> How satisfied or dissatisfied are you with your internet service.....The reliability of the service in terms of being able to send and receive emails or access the internet by <QA1B> Which of the following methods does your company use to connect to the internet? Base: All with internet access
Table 440	Page 1517	<QB34K> How satisfied or dissatisfied are you with your internet service.....The value for money of the service provided by <QA1B> Which of the following methods does your company use to connect to the internet? Base: All with internet access
Table 441	Page 1518	<QB1A11> Please can you tell me how satisfied or dissatisfied you are with your.....Fixed-line broadband by <QA2A1> Which of the following fixed broadband do you receive? Base: All with internet access
Table 442	Page 1519	<QB1A12> Please can you tell me how satisfied or dissatisfied you are with your.....Dedicated internet access by <QA2B1> Which of the following dedicated internet access do you use? Base: All with internet access
Table 443	Page 1520	<QB1A13> Please can you tell me how satisfied or dissatisfied you are with your.....Mobile broadband delivered by a cellular network by <QA2C1> In which of the following ways do you access mobile broadband? Base: All with internet access
Table 444	Page 1521	<QB5> Have you ever switched your mobile phone service provider? If so, when was this? by <QB6> What is your current thinking regarding changing the company that provides your mobile phone service? Base: All with mobile phones / smartphones
Table 445	Page 1523	<QB7> At any time in the last two years, have you considered switching your mobile phone service provider? by <QB6> What is your current thinking regarding changing the company that provides your mobile phone service? Base: All who have never switched and not currently considering switching their fixed internet services
Table 446	Page 1524	Mobile Switching Summary Table by <QB6> What is your current thinking regarding changing the company that provides your mobile phone service? Base: All with mobile phones / smartphones
Table 447	Page 1525	<QB22> Have you ever switched your landline service provider? If so, when was this? by <QB23> What is your current thinking regarding changing the company that provides your landline service? Base: All with landline services
Table 448	Page 1527	<QB24> At any time in the last two years have you ever considered switching your landline service provider? by <QB23> What is your current thinking regarding changing the company that provides your landline service? Base: All who have never switched and not currently considering switching their landline services
Table 449	Page 1528	Landline Switching Summary Table by <QB23> What is your current thinking regarding changing the company that provides your landline service? Base: All with landline services
Table 450	Page 1529	<QB38> Have you ever switched your internet service provider? If so, when was this? by <QB39> What is your current thinking regarding changing the company that provides your internet service? Base: All with internet services
Table 451	Page 1531	<QB40> At any time in the last two years, have you considered switching your internet service provider? by <QB39> What is your current thinking regarding changing the company that provides your internet service? Base: All who have never switched and not currently considering switching their internet services

Table 452	Page 1532	Internet Switching Summary Table by <QB39> What is your current thinking regarding changing the company that provides your internet service? Base: All with internet services
Table 453	Page 1533	by Crossbreak Base: All with mobile phones
Table 454	Page 1540	by Crossbreak Base: All with Standard PSTN Landline
Table 455	Page 1547	by Crossbreak Base: All with internet services
Table 456	Page 1554	Overall Engagement Index by Crossbreak Base: All respondents
Table 457	Page 1557	by Crossbreak Base: All Switchers
Table 458	Page 1560	by Crossbreak Base: All respondents
Table 459	Page 1563	Bundle Groups by Crossbreak Base: All respondents
Table 460	Page 1566	Mobile Switching Summary Table by Crossbreak Base: All respondents
Table 461	Page 1569	Landline Switching Summary Table by Crossbreak Base: All respondents
Table 462	Page 1572	Internet Switching Summary Table by Crossbreak Base: All respondents
Table 463	Page 1575	<QD1 Summary table> You mentioned you had encountered cancellation charges. Were you subject to a cancellation charge, known as an early termination charge (ETC), to leave one or more of your previous communications service providers? IF YES PROBE: Did you pay the charge? by Base: All that encountered cancellations charges
Table 464	Page 1576	<QD2 Summary table> And how much did you have to pay to leave the contract? / And how much were you meant to pay to leave the contract? by Base: All subject to a cancellation charge whether or not paid
Table 465	Page 1577	<QD3 Summary table> Were you aware that there would be a cancellation charge before you switched provider? by Base: All subject to a cancellation charge whether or not paid

Table 466	Page 1578	<QD4 Summary table> Were you informed about how this ETC was calculated? by Base: All subject to a cancellation charge whether or not paid
Table 467	Page 1579	<QD5 Summary table> And do you think the amount you paid/would have had to pay was fair? by Base: All subject to a cancellation charge whether or not paid but was informed how the charge was calculated
Table 468	Page 1580	<QD6 Summary table> In what way was it not fair? by Base: All subject to a cancellation charge whether or not paid and did not think amount was fair
Table 469	Page 1581	<QD7 Summary table> How much longer did you have to run on the contract when you terminated it? by Base: All subject to a cancellation charge whether or not paid
Table 470	Page 1582	<QD8 Summary table> You mentioned your previous provider sent bills for a cancelled service, what was the reason for this? by Base: All where provider sent bills for cancelled service
Table 471	Page 1583	<QD9 Summary table> You mentioned the process to switch took longer than expected, why was that? by Base: All where process took longer than expected