Table 1  Page 1  
<SL> First of all, which of the following best describes the sector in which you operate? 
by Crossbreak 
Base: All respondents 

Table 2  Page 4  
<SLA> Which of the following best describes how much control your organisation has when it comes to making purchasing decisions in relation to communications services? 
by Crossbreak 
Base: All respondents 

Table 3  Page 7  
<SLB> And which of the following best describes the responsibility you PERSONALLY have for making purchasing decisions in relation to these communications services for the organisation? 
by Crossbreak 
Base: All respondents 

Table 4  Page 10  
<SLC> In that case can I just double check - do you have managerial responsibilities, and can you comment in detail on your organisation's experiences using communications suppliers and services? 
by Crossbreak 
Base: All respondents 

Table 5  Page 13  
<SL> Could I please confirm your exact job title? 
by Crossbreak 
Base: All respondents 

Table 6  Page 20  
<SLA Sector> 
by Crossbreak 
Base: All private & public sector 

Table 7  Page 27  
<SLA Sector> 
by Crossbreak 
Base: All respondents 

Table 8  Page 35  
<SLA Sector Group> 
by Crossbreak 
Base: All respondents 

Table 9  Page 38  
<SLB> Is your organisation a network or service provider, reseller of telecoms or IT? 
by Crossbreak 
Base: All respondents 

Table 10  Page 41  
<SLC> Which of the following best describes where you work? 
by Crossbreak 
Base: All public sector 

Table 11  Page 44  
<SLA/b> Including yourself, how many people does your organisation currently employ in the UK either full or part time? 
by Crossbreak 
Base: All respondents 

Table 12  Page 47  
<SLA/b> Employee Net 
by Crossbreak 
Base: All respondents 

Table 13  Page 51  
<SL> How many sites or offices does your organisation operate from in the UK, including this one? 
by Crossbreak 
Base: All respondents 

Table 14  Page 55  
<SL> Which of the following best describes your set up? 
by Crossbreak 
Base: All respondents
Table 15  Page 58  **<S9> REGION**  
by Crossbreak  
Base: All respondents  

Table 16  Page 63  **URBANITY**  
by Crossbreak  
Base: All respondents  

Table 17  Page 69  *QA1A/B* Which of the following does your organisation use for business purposes?  
by Crossbreak  
Base: All respondents  

Table 18  Page 76  *QA1a/b - Summary Table Number Of Services*  
by Crossbreak  
Base: All respondents  

Table 19  Page 79  *QA2A1* Which of the following fixed broadband do you receive?  
by Crossbreak  
Base: All respondents  

Table 20  Page 82  *QA2B1* Which of the following dedicated internet access do you use?  
by Crossbreak  
Base: All with fixed line broadband  

Table 21  Page 86  *QA2C1* In which of the following ways do you access mobile broadband?  
by Crossbreak  
Base: All with mobile internet access  

Table 22  Page 89  *QA2A1* Which of the following fixed broadband do you receive?  
by Crossbreak  
Base: All respondents  

Table 23  Page 92  *QA2B1* Which of the following dedicated internet access do you use?  
by Crossbreak  
Base: All respondents  

Table 24  Page 96  *QA2C1* In which of the following ways do you access mobile broadband?  
by Crossbreak  
Base: All respondents  

Table 25  Page 99  *QA3A* What is the name of the company that is the main provider of your Standard PSTN Landline CALLS?  
by Crossbreak  
Base: All respondents  

Table 26  Page 112  *QA3B* What is the name of the company that is the main provider of your Standard PSTN Landline RENTAL?  
by Crossbreak  
Base: All respondents  

Table 27  Page 125  *QA3C* What is the name of the company that is the main provider of your ISDN 2/2e CALLS?  
by Crossbreak  
Base: All respondents  

Table 28  Page 133  *QA3D* What is the name of the company that is the main provider of your ISDN 2/2e line RENTAL?  
by Crossbreak  
Base: All respondents  

Table 29  Page 140  *QA3E* What is the name of the company that is the main provider of your ISDN 30 CALLS?  
by Crossbreak  
Base: All respondents
Table 30  Page 147  What is the name of the company that is the main provider of your ISDN 30 LINE RENTAL?
by Crossbreak
Base: All with ISDN 30

Table 31  Page 154  What is the name of the company that is the main provider of your Leased lines or private circuits USED FOR PURPOSES OTHER THAN DEDICATED INTERNET ACCESS rental?
by Crossbreak
Base: All with Leased lines or private circuits used for purposes other than dedicated internet access

Table 32  Page 161  What is the name of the company that is the main provider of your Broadband?
by Crossbreak
Base: All with Broadband

Table 33  Page 173  What is the name of the company that is the main provider of your Broadband?
by Crossbreak
Base: All with Copper/standard broadband

Table 34  Page 183  What is the name of the company that is the main provider of your Broadband?
by Crossbreak
Base: All with Cable broadband

Table 35  Page 196  What is the name of the company that is the main provider of your Broadband?
by Crossbreak
Base: All with Fibre/superfast broadband

Table 36  Page 195  What is the name of the company that is the main provider of your Dedicated internet access?
by Crossbreak
Base: All with dedicated internet access

Table 37  Page 204  What is the name of the company that is the main provider of your Satellite broadband service?
by Crossbreak
Base: All with Satellite broadband

Table 38  Page 207  What is the name of the company that is the main provider of your Mobile phone service (not the phones themselves)?
by Crossbreak
Base: All with Mobile phone service

Table 39  Page 214  Are any of your services bundled together with the same supplier?
by Crossbreak
Base: All using more than one service

Table 40  Page 217  Are any of your services bundled together with the same supplier?
by Crossbreak
Base: All respondents

Table 41  Page 220  How many different suppliers do you have bundled services with?
by Crossbreak
Base: All with bundled services

Table 42  Page 223  And which of these services are supplied as a bundle package?
by Crossbreak
Base: All respondents

Table 43  Page 226  What is the name of the company that provides this bundle?
by Crossbreak
Base: All respondents
Table 44 Page 237 &lt;QA3C2&gt; You mentioned you have a second supplier that you have a bundled package with which of these services are supplied as a bundle package?
by Crossbreak
Base: All respondents

Table 45 Page 240 &lt;QA3D2&gt; What is the name of the company that provides this bundle?
by Crossbreak
Base: All respondents

Table 46 Page 243 &lt;QA3C3&gt; And finally you have a third supplier that you have a bundled package with which of these services are supplied as a bundle package?
by Crossbreak
Base: All respondents

Table 47 Page 246 &lt;QA3D3&gt; What is the name of the company that provides this bundle?
by Crossbreak
Base: All respondents

Table 48 Page 249 &lt;QA3C Combined&gt; And which of these services are supplied as a bundle package?
by Crossbreak
Base: All respondents

Table 49 Page 252 &lt;QA3D1&gt; What is the name of the company that provides this bundle?
by Crossbreak
Base: All bundles

Table 50 Page 264 Summary Bundle Group
by Crossbreak
Base: All bundles

Table 51 Page 267 &lt;QA4A&gt; Thinking about your leased lines, are you considering switching from using leased lines to using a fibre broadband service instead in the next 12 months?
by Crossbreak
Base: All that have leased lines or private circuits and do not have fibre broadband

Table 52 Page 270 &lt;QA4B&gt; Thinking about your fibre / superfast broadband service, did this service replace a leased line service? (If yes, was this in the last 12 months or longer ago?)
by Crossbreak
Base: All that have fibre broadband and do not have leased lines or private circuits

Table 53 Page 273 by Crossbreak
Base: All that have fibre broadband and do not have leased lines or private circuits or all that have leased line and do not have fibre or may switch from leased lines to fibre

Table 54 Page 276 by Crossbreak
Base: All respondents

Table 55 Page 279 &lt;QA5&gt; Thinking now about the smartphone(s) your organisation uses, which of the following do you or your staff ever use a smartphone for for business purposes?
by Crossbreak
Base: All with Smartphones

Table 56 Page 285 &lt;QA6&gt; Which, if any, of the following internet applications does your organisation use for business purposes?
by Crossbreak
Base: All with fixed or mobile internet

Table 57 Page 295 &lt;QA7&gt; You said you use the internet for online marketing or advertising. Which, if any, of the following services or tools has your organization engaged with for marketing and or advertising in the past month?
by Crossbreak
Base: All that use online marketing
Table 72  Page 343  <Q1B10> Why are you dissatisfied with your Advanced voice services by Crossbreak
     Base: All dissatisfied with Advanced voice services

Table 73  Page 346  <Q1A1> Please can you tell me how satisfied or dissatisfied you are with your.....Fixed-line broadband by Crossbreak
     Base: All with Fixed-line broadband

Table 74  Page 349  <Q1B11> Why are you dissatisfied with your Fixed-line broadband? by Crossbreak
     Base: All dissatisfied with Fixed-line broadband

Table 75  Page 352  <Q1A12> Please can you tell me how satisfied or dissatisfied you are with your........Dedicated internet access by Crossbreak
     Base: All with Dedicated internet access

Table 76  Page 355  <Q1B12> Why are you dissatisfied with your Dedicated internet access? by Crossbreak
     Base: All dissatisfied with Dedicated internet access

Table 77  Page 358  <Q1A13> Please can you tell me how satisfied or dissatisfied you are with your........Mobile broadband delivered by a cellular network by Crossbreak
     Base: All with Mobile broadband delivered by a cellular network

Table 78  Page 361  <Q1B13> Why are you dissatisfied with your Mobile broadband delivered by a cellular network? by Crossbreak
     Base: All dissatisfied with Mobile broadband delivered by a cellular network

Table 79  Page 364  <Q1A14> Please can you tell me how satisfied or dissatisfied you are with your........Fixed-wireless broadband by Crossbreak
     Base: All with Fixed-wireless broadband

Table 80  Page 367  <Q1B14> Why are you dissatisfied with your Fixed-wireless broadband? by Crossbreak
     Base: All dissatisfied with Fixed-wireless broadband

Table 81  Page 367  <Q1A15> Please can you tell me how satisfied or dissatisfied you are with your........Dial-up Internet by Crossbreak
     Base: All with Dial-up Internet

Table 82  Page 370  <Q1B15> Why are you dissatisfied with your Dial-up Internet by Crossbreak
     Base: All dissatisfied with Dial-up Internet

Table 83  Page 373  <Q1A16> Please can you tell me how satisfied or dissatisfied you are with your........Satellite broadband service by Crossbreak
     Base: All with Satellite broadband service

Table 84  Page 376  <Q1B16> Why are you dissatisfied with your Satellite broadband service by Crossbreak
     Base: All dissatisfied with Satellite broadband service

Table 85  Page 382  <Q1A12,3,5,10 Summary> Please can you tell me how satisfied or dissatisfied you are with your........Landline by Crossbreak
     Base: All with landline services

Table 86  Page 385  <Q1A6/7 Summary> Please can you tell me how satisfied or dissatisfied you are with your........MOBILE by Crossbreak
     Base: All with mobile services
Table 115 Page 477  
**QB2 Summary Table** How satisfied or dissatisfied are you with your mobile phones / smartphones by Base: Smartphone e.g. iPhone, Samsung Galaxy, Blackberry etc

Table 116 Page 478  
**QB2 Summary Table** How satisfied or dissatisfied are you with your mobile phones / smartphones by Base: Standard mobile phones i.e. a mobile phone that is not a smartphone

Table 117 Page 479  
**QB2A** How satisfied or dissatisfied are you with your mobile phones / smartphones (excluding Dk/na) by Base: All with mobile phones / smartphones

Table 118 Page 480  
**QB2A** How satisfied or dissatisfied are you with your mobile phones / smartphones (excluding Dk/na) by Base: Smartphone e.g. iPhone, Samsung Galaxy, Blackberry etc

Table 119 Page 481  
**QB2A** How satisfied or dissatisfied are you with your mobile phones / smartphones (excluding Dk/na) by Base: Standard mobile phones i.e. a mobile phone that is not a smartphone

Table 120 Page 482  
**QB2A** How satisfied or dissatisfied are you with your mobile phones / smartphones (excluding Dk/na) by Crossbreak The reliability of the service in terms of the quality of the signal or connection? Base: All with mobile phones / smartphones

Table 121 Page 485  
**QB2B** How satisfied or dissatisfied are you with your mobile phones / smartphones (excluding Dk/na) by Crossbreak The repair time for faults with the connection? Base: All with mobile phones / smartphones

Table 122 Page 488  
**QB2C** How satisfied or dissatisfied are you with your mobile phones / smartphones (excluding Dk/na) by Crossbreak The geographic availability of the service (i.e. the breadth of coverage) Base: All with mobile phones / smartphones

Table 123 Page 491  
**QB2D** How satisfied or dissatisfied are you with your mobile phones / smartphones (excluding Dk/na) by Crossbreak The ease of contacting the provider’s customer service department? Base: All with mobile phones / smartphones

Table 124 Page 494  
**QB2E** How satisfied or dissatisfied are you with your mobile phones / smartphones (excluding Dk/na) by Crossbreak The quality of the service provided by the provider’s customer service staff Base: All with mobile phones / smartphones

Table 125 Page 497  
**QB2F** How satisfied or dissatisfied are you with your mobile phones / smartphones (excluding Dk/na) by Crossbreak How clear and easily understandable the terms and conditions of your contract are Base: All with mobile phones / smartphones

Table 126 Page 500  
**QB2G** How satisfied or dissatisfied are you with your mobile phones / smartphones (excluding Dk/na) by Crossbreak The value for money of the service provided Base: All with mobile phones / smartphones

Table 127 Page 503  
**QB2H** How satisfied or dissatisfied are you with your mobile phones / smartphones (excluding Dk/na) by Crossbreak The reliability of the service in terms of being able to send and receive emails or access the internet Base: All with mobile phones / smartphones that use mobile internet
Table 154  Page 588  <QB11A> For how long was your mobile service disrupted?
by Crossbreak
Base: All that experienced complete or intermittent loss of service

Table 155  Page 591  <QB12> And on a scale of 1 to 10 where 1 denotes "No impact at all" and
10 denotes "Very great impact", to what extent did this/these problem(s) with your mobile service have an impact your business?
by Crossbreak
Base: All that have experienced issues or problems with their mobile phones / smartphones

Table 156  Page 597  <QB13A> Please can you tell me how much you agree or disagree about
switching mobile phone service providers..........There is not enough choice of suppliers available to my organisation
by Crossbreak
Base: All with mobile phones / smartphones

Table 157  Page 600  <QB13B> Please can you tell me how much you agree or disagree about switching mobile phone service providers..........There is a good choice of products and/or services available to my organisation
by Crossbreak
Base: All with mobile phones / smartphones

Table 158  Page 603  <QB13C> Please can you tell me how much you agree or disagree about
switching mobile phone service providers..........It is difficult to make comparisons between providers on price
by Crossbreak
Base: All with mobile phones / smartphones

Table 159  Page 606  <QB13D> Please can you tell me how much you agree or disagree about switching mobile phone service providers..........It is difficult to make comparisons between providers on network quality (reliability, coverage)
by Crossbreak
Base: All with mobile phones / smartphones

Table 160  Page 609  <QB13E> Please can you tell me how much you agree or disagree about switching mobile phone service providers..........It is difficult to make comparisons between providers on customer service
by Crossbreak
Base: All with mobile phones / smartphones

Table 161  Page 612  <QB13F> Please can you tell me how much you agree or disagree about switching mobile phone service providers..........The prices of services are clear and transparent,
by Crossbreak
Base: All with mobile phones / smartphones

Table 162  Page 615  <QB13G> Please can you tell me how much you agree or disagree about switching mobile phone service providers..........There is not much difference between the providers on the market
by Crossbreak
Base: All with mobile phones / smartphones

Table 163  Page 618  <QB13H> Please can you tell me how much you agree or disagree about switching mobile phone service providers..........I fully understand the wording of my contract relating to charges that would be made if I terminate my service early [known as an early termination charge]
by Crossbreak
Base: All with mobile phones / smartphones

Table 164  Page 621  <QB13I> Please can you tell me how much you agree or disagree about switching mobile phone service providers..........I am aware I am able to transfer my existing number/s to a new provider
by Crossbreak
Base: All with mobile phones / smartphones

Table 165  Page 624  <QB13J> Please can you tell me how much you agree or disagree about switching mobile phone service providers..........It is difficult to make comparisons between providers because my service needs are complex
by Crossbreak
Base: All with mobile phones / smartphones
Table 166  Page 627  **<QB13A Summary Table>** Please can you tell me how much you agree or disagree about switching mobile phone service providers by
Base: All with mobile phones / smartphones

Table 167  Page 628  **<QB14> Why have you never switched your mobile provider? / Why have you not switched your mobile provider in the last two years?** by Crossbreak
Base: All mobile non-switchers and non-recent switchers

Table 168  Page 634  **<QB15> What are/were your reasons for considering switching your mobile phone provider?** by Crossbreak
Base: All mobile past and current considerers

Table 169  Page 640  **<QB16> Why did you decide not to switch your mobile service provider after considering it?** by Crossbreak
Base: All mobile past considerers

Table 170  Page 646  **<QB18> Which of these would you say is most important to your business?** by Crossbreak
Base: All with landline services

Table 171  Page 649  **<QB19A> How satisfied or dissatisfied are you with your landline PSTN..................The reliability of the service in terms of the quality of the signal or connection** by Crossbreak
Base: All with PSTN landline services

Table 172  Page 653  **<QB19B> How satisfied or dissatisfied are you with your landline PSTN..................The repair time for faults with the connection** by Crossbreak
Base: All with PSTN landline services

Table 173  Page 657  **<QB19C> How satisfied or dissatisfied are you with your landline PSTN..................The geographic availability of the service (i.e. the breadth of coverage)** by Crossbreak
Base: All with PSTN landline services

Table 174  Page 661  **<QB19D> How satisfied or dissatisfied are you with your landline PSTN..................The ease of contacting the provider's customer service department** by Crossbreak
Base: All with PSTN landline services

Table 175  Page 665  **<QB19E> How satisfied or dissatisfied are you with your landline PSTN..................The quality of the service provided by the provider's customer service staff** by Crossbreak
Base: All with PSTN landline services

Table 176  Page 669  **<QB19F> How satisfied or dissatisfied are you with your landline PSTN..................How clear and understandable your contract terms are** by Crossbreak
Base: All with PSTN landline services

Table 177  Page 673  **<QB19G> How satisfied or dissatisfied are you with your landline PSTN..................The value for money of the service provided** by Crossbreak
Base: All with PSTN landline services

Table 178  Page 676  **<QB19 Summary Table> How satisfied or dissatisfied are you with your PSTN Landline** by
Base: All with PSTN landline services

Table 179  Page 677  **<QB19A> How satisfied or dissatisfied are you with your landline PSTN (excluding Dk/na)..................The reliability of the service in terms of the quality of the signal or connection** by Crossbreak
Base: All with PSTN landline services
Table 180   Page 680     <QB19B> How satisfied or dissatisfied are you with your landline PSTN (excluding Dk/na)...................The repair time for faults with the connection  
by Crossbreak                             Base: All with PSTN landline services

Table 181   Page 683     <QB19C> How satisfied or dissatisfied are you with your landline  
PSTN (excluding Dk/na).....................The geographic availability of the service (i.e. the breadth of coverage)  
by Crossbreak                             Base: All with PSTN landline services

Table 182   Page 686     <QB19D> How satisfied or dissatisfied are you with your landline  
PSTN (excluding Dk/na).....................The ease of contacting the provider's customer service department  
by Crossbreak                             Base: All with PSTN landline services

Table 183   Page 689     <QB19E> How satisfied or dissatisfied are you with your landline  
PSTN (excluding Dk/na).....................The quality of the service provided by the provider's customer service staff  
by Crossbreak                             Base: All with PSTN landline services

Table 184   Page 692     <QB19F> How satisfied or dissatisfied are you with your landline  
PSTN (excluding Dk/na).....................How clear and understandable your contract terms are  
by Crossbreak                             Base: All with PSTN landline services

Table 185   Page 695     <QB19G> How satisfied or dissatisfied are you with your landline  
PSTN (excluding Dk/na).....................The value for money of the service provided  
by Crossbreak                             Base: All with PSTN landline services

Table 186   Page 698     <QB20> Does your organization have a specific business contract for this service or do you just use an ordinary personal/residential service?  
by Crossbreak                             Base: All with PSTN landline services

Table 187   Page 701     <QB21> How long is your current contract for your landline service?  
by Crossbreak                             Base: All with PSTN landline services

Table 188   Page 704     <QB22> Have you ever switched your landline service provider? If so, when was this?  
by Crossbreak                             Base: All with PSTN landline services

Table 189   Page 707     <QB23> What is your current thinking regarding changing the company that provides your landline service?  
by Crossbreak                             Base: All with PSTN landline services

Table 190   Page 710     <QB24> At any time in the last two years have you ever considered switching your landline service provider?  
by Crossbreak                             Base: All with PSTN landline services

Table 191   Page 713     <QB24> At any time in the last two years have you ever considered switching your landline service provider?  
by Crossbreak                             Base: All who have never switched and not interested in switching

Table 192   Page 716     Landline Switching Summary Table  
by Crossbreak                             Base: All respondents

Table 193   Page 719     <QB25> And did you actively START LOOKING for an alternative landline provider?  
by Crossbreak                             Base: All that considered switching but decided not to
Table 194 Page 724  
QB26: What, if any, issues or problems has your organisation encountered with your landline service in the last 12 months? 
by Crossbreak  
Base: All with PSTN landline services

Table 195 Page 728  
QB27: You said you experienced [Insert problems]. Did this problem/these problems result from a complete loss of service an intermittent loss of service or just a poor service generally? 
by Crossbreak  
Base: All that have experienced issues or problems with their PSTN landline service

Table 196 Page 731  
QB28A: For how long was your landline service disrupted? 
by Crossbreak  
Base: All that experienced complete or intermittent loss of service

Table 197 Page 734  
QB29: And on a scale of 1 to 10 where 1 denotes "No impact at all" and 10 denotes "Very great impact", to what extent did this/these problem(s) with your landline service have an impact your business? 
by Crossbreak  
Base: All that have experienced issues or problems with their PSTN landline service

Table 198 Page 740  
QB30A: Please can you tell me how much you agree or disagree about switching fixed line providers...........There is not enough choice of providers available to my organisation 
by Crossbreak  
Base: All with PSTN landline services

Table 199 Page 743  
QB30B: Please can you tell me how much you agree or disagree about switching fixed line providers...........There is a good choice of products and/or services available to my organisation 
by Crossbreak  
Base: All with PSTN landline services

Table 200 Page 746  
QB30C: Please can you tell me how much you agree or disagree about switching fixed line providers...........It is difficult to make comparisons between providers on price 
by Crossbreak  
Base: All with PSTN landline services

Table 201 Page 749  
QB30D: Please can you tell me how much you agree or disagree about switching fixed line providers...........It is difficult to make comparisons between providers on network quality (reliability etc.) 
by Crossbreak  
Base: All with PSTN landline services

Table 202 Page 752  
QB30E: Please can you tell me how much you agree or disagree about switching fixed line providers...........It is difficult to make comparisons between providers on customer service 
by Crossbreak  
Base: All with PSTN landline services

Table 203 Page 755  
QB30F: Please can you tell me how much you agree or disagree about switching fixed line providers...........The prices of services are clear and transparent, making it easy to make comparisons between providers 
by Crossbreak  
Base: All with PSTN landline services

Table 204 Page 758  
QB30G: Please can you tell me how much you agree or disagree about switching fixed line providers...........I am able to negotiate effectively with my provider on tariffs and services 
by Crossbreak  
Base: All with PSTN landline services

Table 205 Page 761  
QB30H: Please can you tell me how much you agree or disagree about switching fixed line providers...........There is not much difference between the providers on the market 
by Crossbreak  
Base: All with PSTN landline services
Table 206  Page 764  <QB30I> Please can you tell me how much you agree or disagree about switching fixed line providers...........it is difficult to compare the different tariffs that are available from landline service providers. 
by Crossbreak  
Base: All with PSTN landline services  

Table 207  Page 767  <QB30J> Please can you tell me how much you agree or disagree about switching fixed line providers...........The wording in my contract relating to charges if I terminate my service early (known as an early termination charge) is clear and transparent. 
by Crossbreak  
Base: All with PSTN landline services  

Table 208  Page 770  <QB30K> Please can you tell me how much you agree or disagree about switching fixed line providers...........I am aware I am able to port my number to a new provider. 
by Crossbreak  
Base: All with PSTN landline services  

Table 209  Page 773  <QB30a Summary Table> Please can you tell me how much you agree or disagree about switching PSTN landlines. 
by Crossbreak  
Base: All respondents  

Table 210  Page 774  <QB31> Why have you never switched your landline provider / Why have you not switched your landline provider in the last two years? 
by Crossbreak  
Base: All PSTN landline non-switchers and non-recent switchers  

Table 211  Page 781  <QB32> What are/are your reasons for considering switching your landline service provider? 
by Crossbreak  
Base: All PSTN landline past and current considerers  

Table 212  Page 787  <QB33> Why did you decide not to switch your landline service provider after considering it? 
by Crossbreak  
Base: All PSTN landline past considerers  

Table 213  Page 793  <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 Crossbreak  
Base: All with internet services  

Table 214  Page 797  <QB34B> How satisfied or dissatisfied are you with your internet service...........The repair time for faults with the connection? 
by Crossbreak  
Base: All with internet services  

Table 215  Page 801  <QB34C> How satisfied or dissatisfied are you with your internet service...........The ability to access the speed that has been paid for. 
by Crossbreak  
Base: All with internet services  

Table 216  Page 805  <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 Crossbreak  
Base: All with internet services  

Table 217  Page 809  <QB34E> How satisfied or dissatisfied are you with your internet service...........The ease of contacting the provider's customer service department. 
by Crossbreak  
Base: All with internet services  

Table 218  Page 813  <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 Crossbreak  
Base: All with internet services  

Table 219  Page 817  <QB34G> How satisfied or dissatisfied are you with your internet service...........The speed of the connection. 
by Crossbreak  
Base: All with internet services
Table 220 Page 821
<QB34> 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 Crossbreak
Base: All with internet services

Table 221 Page 825
<QB34> How satisfied or dissatisfied are you with your internet service............How clear and easily understandable the terms and conditions of your contract are by Crossbreak
Base: All with internet services

Table 222 Page 829
<QB34> 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 Crossbreak
Base: All with internet services

Table 223 Page 832
<QB34> How satisfied or dissatisfied are you with your internet service............The value for money of the service provided by Crossbreak
Base: All with internet services

Table 224 Page 836
<QB34A Summary Table> How satisfied or dissatisfied are you with your internet service by Base: All with internet services

Table 225 Page 837
<QB34A Summary Table> How satisfied or dissatisfied are you with your internet service by Base: All Fixed line broadband

Table 226 Page 838
<QB34A Summary Table> How satisfied or dissatisfied are you with your internet service by Base: Copper/standard broadband (ADSL or SDSL)

Table 227 Page 839
<QB34A Summary Table> How satisfied or dissatisfied are you with your internet service by Base: Cable (nearly always provided by Virgin Media)

Table 228 Page 840
<QB34A Summary Table> How satisfied or dissatisfied are you with your internet service by Base: Fibre/superfast

Table 229 Page 841
<QB34A Summary Table> How satisfied or dissatisfied are you with your internet service by Base: All Dedicated Internet Access

Table 230 Page 842
<QB34A Summary Table> How satisfied or dissatisfied are you with your internet service by Base: All Mobile Broadband

Table 231 Page 843
<QB34A Summary Table> How satisfied or dissatisfied are you with your internet service by Base: Mobile BroadBand on a smartphone

Table 232 Page 844
<QB34A Summary Table> How satisfied or dissatisfied are you with your internet service by Base: Via an enabled device, e.g. a tablet which has a mobile SIM

Table 233 Page 845
<QB34A Summary Table> How satisfied or dissatisfied are you with your internet service by Base: Via tethering a smartphone to a PC
Table 234  Page 846  QB34A Summary Table> How satisfied or dissatisfied are you with your internet service by base: Via a mobile broadband ‘dongle’ connected to a PC
Table 235  Page 847  QB34A How satisfied or dissatisfied are you with your internet service (excluding Dk/na)..............The reliability of the service in terms of the quality of the connection by Crossbreak Base: All with internet services
Table 236  Page 850  QB34B How satisfied or dissatisfied are you with your internet service (excluding Dk/na)..............The repair time for faults with the connection? by Crossbreak Base: All with internet services
Table 237  Page 853  QB34C How satisfied or dissatisfied are you with your internet service (excluding Dk/na)..............The ability to access the speed that has been paid for by Crossbreak Base: All with internet services
Table 238  Page 856  QB34D How satisfied or dissatisfied are you with your internet service (excluding Dk/na)..............The geographic availability of the service (i.e. The ability to obtain the service where your company is based) by Crossbreak Base: All with internet services
Table 239  Page 859  QB34E How satisfied or dissatisfied are you with your internet service (excluding Dk/na)..............The ease of contacting the provider’s customer service department by Crossbreak Base: All with internet services
Table 240  Page 862  QB34F How satisfied or dissatisfied are you with your internet service (excluding Dk/na)..............The quality of the service provided by the provider’s customer service staff by Crossbreak Base: All with internet services
Table 241  Page 865  QB34G How satisfied or dissatisfied are you with your internet service (excluding Dk/na)..............The speed of the connection by Crossbreak Base: All with internet services
Table 242  Page 868  QB34H How satisfied or dissatisfied are you with your internet service (excluding Dk/na)..............The geographic availability of symmetrical services where the upload and download speeds is the same by Crossbreak Base: All with internet services
Table 243  Page 871  QB34I How satisfied or dissatisfied are you with your internet service (excluding Dk/na)..............How clear and easily understandable the terms and conditions of your contract are by Crossbreak Base: All with internet services
Table 244  Page 874  QB34J How satisfied or dissatisfied are you with your internet service (excluding Dk/na)..............The reliability of the service in terms of being able to send and receive emails or access the internet by Crossbreak Base: All with internet services
Table 245  Page 877  QB34K How satisfied or dissatisfied are you with your internet service (excluding Dk/na)..............The value for money of the service provided by Crossbreak Base: All with internet services
Table 246  Page 880  QB35 What is the maximum speed available on the internet package you subscribe to? by Crossbreak Base: All with internet services
Table 247  Page 883  
**QB36** Does your organization have a specific business contract for your internet service or do you just use an ordinary residential service?  
by Crossbreak  
Base: All with internet services

Table 248  Page 886  
**QB37** How long is your current contract for your internet service?  
by Crossbreak  
Base: All with internet services

Table 249  Page 889  
**QB38** Have you ever switched your internet service provider? If so, when was this?  
by Crossbreak  
Base: All with internet services

Table 250  Page 892  
**QB39** What is your current thinking regarding changing the company that provides your internet service?  
by Crossbreak  
Base: All with internet services

Table 251  Page 895  
**QB40** At any time in the last two years, have you considered switching your internet service provider?  
by Crossbreak  
Base: All who have never switched and not interested in switching

Table 252  Page 898  
**QB41** And did you actively START LOOKING for an alternative internet service provider?  
by Crossbreak  
Base: All respondents

Table 253  Page 901  
**QB42** What, if any, issues or problems has your organization encountered with your internet service in the last 12 months?  
by Crossbreak  
Base: All with internet services

Table 254  Page 904  
**QB43** You said you experienced [Insert problem]. Did this problem /these problems result from a complete loss of service, an intermittent loss of service or just a poor service generally?  
by Crossbreak  
Base: All that have experienced issues or problems with their internet service

Table 255  Page 907  
**QB44A** For how long was your internet service disrupted?  
by Crossbreak  
Base: All that experienced complete or intermittent loss of service

Table 256  Page 910  
**QB45** And on a scale of 1 to 10 where 1 denotes "No impact at all" and 10 denotes "Very great impact", to what extent did this/these problem(s) with your internet service have an impact your business?  
by Crossbreak  
Base: All that have experienced issues or problems with their internet service

Table 257  Page 913  
**QB46A** Please can you tell me how much you agree or disagree about switching Internet providers.........................There is not enough choice of providers available to my organization  
by Crossbreak  
Base: All with internet services

Table 258  Page 916  
**QB46B** Please can you tell me how much you agree or disagree about switching Internet providers.........................There is a good choice of products and/or services available to my organization  
by Crossbreak  
Base: All with internet services
Table 261  Page 931  <QB46C> Please can you tell me how much you agree or disagree about switching Internet providers.........................It is difficult to make comparisons between providers on price by Crossbreak Base: All with internet services

Table 262  Page 934  <QB46D> Please can you tell me how much you agree or disagree about switching Internet providers.........................It is difficult to make comparisons between providers on network quality (reliability, speeds ) by Crossbreak Base: All with internet services

Table 263  Page 937  <QB46E> Please can you tell me how much you agree or disagree about switching Internet providers.........................It is difficult to make comparisons between providers on customer service by Crossbreak Base: All with internet services

Table 264  Page 940  <QB46F> Please can you tell me how much you agree or disagree about switching Internet providers.........................The prices of services are clear and transparent making it easy to make comparisons between providers by Crossbreak Base: All with internet services

Table 265  Page 943  <QB46G> Please can you tell me how much you agree or disagree about switching Internet providers.........................I am able to negotiate effectively with my provider on tariffs and services by Crossbreak Base: All with internet services

Table 266  Page 946  <QB46H> Please can you tell me how much you agree or disagree about switching Internet providers.........................There is not much difference between the providers on the market by Crossbreak Base: All with internet services

Table 267  Page 949  <QB46I> Please can you tell me how much you agree or disagree about switching Internet providers.........................It is difficult to compare the different tariffs that are available from internet service providers by Crossbreak Base: All with internet services

Table 268  Page 952  <QB46J> Please can you tell me how much you agree or disagree about switching Internet providers.........................The wording in my contract regarding charges if I terminate my service early (known as an early termination charge) is clear and transparent by Crossbreak Base: All with internet services

Table 269  Page 955  <QB46ASummary Table> Please can you tell me how much you agree or disagree about switching Internet providers by Crossbreak Base: All with internet services

Table 270  Page 956  <QB47> Why have you never switched your internet service provider / Why have you not switched your internet service provider in the last two years? by Crossbreak Base: All internet non-switchers and non-recent switchers

Table 271  Page 963  <QB48> What are/were your reasons for considering switching your internet service provider? by Crossbreak Base: All internet past and current considerers

Table 272  Page 969  <QB49> Why did you decide not to switch your internet service provider after considering it? by Crossbreak Base: All internet past considerers

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

Table 278 Page 996  <QC4> Which, if any, of the following, did you experience when 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

Table 279 Page 1005  <QC5> When you switched your mobile provider, did you keep your mobile telephone number(s) or did you get a new number?
by Crossbreak
Base: All that switched mobile provider with another services at the same time

Table 280 Page 1008  <QC6> Thinking back to when you switched your [landline and/or internet] provider, did your new provider arrange everything for you or did you have to contact your old provider too?
by Crossbreak
Base: All that switched landline or internet provider

Table 281 Page 1011  <QC7> 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 282 Page 1014  <QC8> 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 who experienced loss of mobile service

Table 283 Page 1017  <QC9> 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 who experienced loss of landline service

Table 284 Page 1020  <QC10> You mentioned you experienced a loss of broadband service during your switch. How long did you not have a broadband service for?
by Crossbreak
Base: All who experience loss of broadband service

Table 285 Page 1023  <QC11> Overall, once you had decided which provider to use, how easy did you find it to switch provider?
by Crossbreak
Base: All that switched 2 or 3 services in the past 2 years at the same time to the same provider

Table 286 Page 1026  <QC12> What were your reasons for switching your mobile phone provider?
by Crossbreak
Base: All mobile switchers that did not switch as part of a bundle

Table 287 Page 1032 <QC3+QC12 Summary Table> What were your reasons for switching your mobile phone provider?
by Crossbreak
Base: All mobile switchers
Table 288  Page 1038  
| QC13 | Which, if any, of the following did you experience difficulty with when switching your mobile phone provider? 
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>by Crossbreak</td>
</tr>
<tr>
<td>Base: All mobile switchers that did not switch as part of a bundle</td>
</tr>
</tbody>
</table>

Table 289  Page 1045  
| QC13 Summary Table | Which, if any, of the following did you experience difficulty with when switching your mobile phone provider? 
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>by Crossbreak</td>
</tr>
<tr>
<td>Base: All Mobile Switchers</td>
</tr>
</tbody>
</table>

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? 
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>by Crossbreak</td>
</tr>
<tr>
<td>Base: All mobile switchers that did not switch as part of a bundle and experienced loss of service</td>
</tr>
</tbody>
</table>

Table 291  Page 1055  
| QC14 Summary Table | You mentioned you experienced a loss of mobile service during your switch. How long did you not have a mobile service for? 
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>by Crossbreak</td>
</tr>
<tr>
<td>Base: All Mobile Switchers that experienced loss of service</td>
</tr>
</tbody>
</table>

Table 292  Page 1058  
| QC15 | When you switched providers, did you keep your mobile telephone number(s) or did you get a new number? 
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>by Crossbreak</td>
</tr>
<tr>
<td>Base: All mobile switchers that did not switch as part of a bundle</td>
</tr>
</tbody>
</table>

Table 293  Page 1061  
| QC15 Summary Table | When you switched providers, did you keep your mobile telephone number(s) or did you get a new number? 
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>by Crossbreak</td>
</tr>
<tr>
<td>Base: All Mobile Switchers</td>
</tr>
</tbody>
</table>

Table 294  Page 1064  
| QC16 | Overall, once you had decided which provider to use, how easy did you find it to switch mobile provider? 
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>by Crossbreak</td>
</tr>
<tr>
<td>Base: All mobile switchers that did not switch as part of a bundle</td>
</tr>
</tbody>
</table>

Table 295  Page 1067  
| QC16 Summary Table | Overall, once you had decided which provider to use, how easy did you find it to switch mobile provider? 
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>by Crossbreak</td>
</tr>
<tr>
<td>Base: All Mobile Switchers</td>
</tr>
</tbody>
</table>

Table 296  Page 1070  
| QC17 | What were your reasons for switching your landline service provider? 
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>by Crossbreak</td>
</tr>
<tr>
<td>Base: All landline switchers that did not switch as part of a bundle</td>
</tr>
</tbody>
</table>

Table 297  Page 1076  
| QC17 Summary Table | What were your reasons for switching your landline service provider? 
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>by Crossbreak</td>
</tr>
<tr>
<td>Base: All landline switchers</td>
</tr>
</tbody>
</table>

Table 298  Page 1083  
| QC18 | 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? 
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>by Crossbreak</td>
</tr>
<tr>
<td>Base: All landline switchers that did not switch as part of a bundle</td>
</tr>
</tbody>
</table>

Table 299  Page 1086  
| QC18 Summary Table | 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? 
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>by Crossbreak</td>
</tr>
<tr>
<td>Base: All landline switchers</td>
</tr>
</tbody>
</table>

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? 
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>by Crossbreak</td>
</tr>
<tr>
<td>Base: All that contacted both old and new provider</td>
</tr>
</tbody>
</table>

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? 
<table>
<thead>
<tr>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>by Crossbreak</td>
</tr>
<tr>
<td>Base: All that contacted both old and new provider</td>
</tr>
</tbody>
</table>
### 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

### Table 307 Page 1116
**QC11** + **QC22** Summary Table: 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

### 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

### Table 309 Page 1125
**QC23** + **QC3** Summary Table: What were your reasons for switching your internet service provider?  
by Crossbreak  
Base: All internet switchers

### 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

### Table 311 Page 1134
**QC24** + **QC5** Summary Table: 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

### 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

### Table 313 Page 1140
**QC25** + **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 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 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 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

Table 329  Page 1188  
<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 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  <QE2L> Please can you tell me how much you agree or disagree with........... by Crossbreak Base: All on a contract

Table 354 Page 1252  <QE2M> Please can you tell me how much you agree or disagree with........... by Crossbreak Base: All on a mobile contract

Table 355 Page 1254  <QE2N> Please can you tell me how much you agree or disagree with........... by Crossbreak Base: All on a landline contract

Table 356 Page 1256  <QE2O> Please can you tell me how much you agree or disagree with........... by Crossbreak Base: All on an internet contract
Table 357  Page 1258  
<table>
<thead>
<tr>
<th>Question</th>
<th>Base:</th>
</tr>
</thead>
<tbody>
<tr>
<td>What problems have you had due to things not being specified in the contract?</td>
<td>All things not being specified in the contract</td>
</tr>
</tbody>
</table>

Table 358  Page 1264  
<table>
<thead>
<tr>
<th>Question</th>
<th>Base:</th>
</tr>
</thead>
<tbody>
<tr>
<td>What problems have you had due to things not being specified in the contract?</td>
<td>All mobile things not being specified in the contract</td>
</tr>
</tbody>
</table>

Table 359  Page 1268  
<table>
<thead>
<tr>
<th>Question</th>
<th>Base:</th>
</tr>
</thead>
<tbody>
<tr>
<td>What problems have you had due to things not being specified in the contract?</td>
<td>All landline things not being specified in the contract</td>
</tr>
</tbody>
</table>

Table 360  Page 1272  
<table>
<thead>
<tr>
<th>Question</th>
<th>Base:</th>
</tr>
</thead>
<tbody>
<tr>
<td>What problems have you had due to things not being specified in the contract?</td>
<td>All internet things not being specified in the contract</td>
</tr>
</tbody>
</table>

Table 361  Page 1276  
<table>
<thead>
<tr>
<th>Question</th>
<th>Base:</th>
</tr>
</thead>
<tbody>
<tr>
<td>What problems have you had due to things not being specified in the contract?</td>
<td>All on a contract</td>
</tr>
</tbody>
</table>

Table 362  Page 1279  
<table>
<thead>
<tr>
<th>Question</th>
<th>Base:</th>
</tr>
</thead>
<tbody>
<tr>
<td>What problems have you had due to things not being specified in the contract?</td>
<td>All on a mobile contract</td>
</tr>
</tbody>
</table>

Table 363  Page 1282  
<table>
<thead>
<tr>
<th>Question</th>
<th>Base:</th>
</tr>
</thead>
<tbody>
<tr>
<td>What problems have you had due to things not being specified in the contract?</td>
<td>All on a landline contract</td>
</tr>
</tbody>
</table>

Table 364  Page 1285  
<table>
<thead>
<tr>
<th>Question</th>
<th>Base:</th>
</tr>
</thead>
<tbody>
<tr>
<td>What problems have you had due to things not being specified in the contract?</td>
<td>All on a internet contract</td>
</tr>
</tbody>
</table>

Table 365  Page 1288  
<table>
<thead>
<tr>
<th>Question</th>
<th>Base:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thinking of your service level agreement, also known as an SLA, how satisfied are you that your provider fulfils the agreed levels of service?</td>
<td>All on a business contract</td>
</tr>
</tbody>
</table>

Table 366  Page 1291  
<table>
<thead>
<tr>
<th>Question</th>
<th>Base:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thinking of your service level agreement, also known as an SLA, how satisfied are you that your provider fulfils the agreed levels of service?</td>
<td>All on a mobile business contract</td>
</tr>
</tbody>
</table>

Table 367  Page 1294  
<table>
<thead>
<tr>
<th>Question</th>
<th>Base:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thinking of your service level agreement, also known as an SLA, how satisfied are you that your provider fulfils the agreed levels of service?</td>
<td>All on a landline business contract</td>
</tr>
</tbody>
</table>

Table 368  Page 1297  
<table>
<thead>
<tr>
<th>Question</th>
<th>Base:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thinking of your service level agreement, also known as an SLA, how satisfied are you that your provider fulfils the agreed levels of service?</td>
<td>All on a internet business contract</td>
</tr>
</tbody>
</table>

Table 369  Page 1300  
<table>
<thead>
<tr>
<th>Question</th>
<th>Base:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Why have you chosen not to have a business service for your (INSERT SERVICE) service?</td>
<td>All with a personal contract</td>
</tr>
</tbody>
</table>

Table 370  Page 1304  
<table>
<thead>
<tr>
<th>Question</th>
<th>Base:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Why have you chosen not to have a business service for your (INSERT SERVICE) service?</td>
<td>All with a mobile personal contract</td>
</tr>
</tbody>
</table>

Table 371  Page 1307  
<table>
<thead>
<tr>
<th>Question</th>
<th>Base:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Why have you chosen not to have a business service for your (INSERT SERVICE) service?</td>
<td>All with a landline personal contract</td>
</tr>
</tbody>
</table>
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 Crossbreak  
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 organisation uses .  
by Crossbreak  
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 organization'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 organization.......... 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**

<table>
<thead>
<tr>
<th>Page</th>
<th>Question</th>
<th>Base</th>
</tr>
</thead>
<tbody>
<tr>
<td>1501</td>
<td>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. The ability of my business to grow has been impacted by the lack of suitable communications products and services available to me.</td>
<td>All respondents</td>
</tr>
</tbody>
</table>

**Table 425**

<table>
<thead>
<tr>
<th>Page</th>
<th>Question</th>
<th>Base</th>
</tr>
</thead>
<tbody>
<tr>
<td>1502</td>
<td>To what extent do you use the Welsh language in your business dealings?</td>
<td>All Welsh organisations</td>
</tr>
</tbody>
</table>

**Table 426**

<table>
<thead>
<tr>
<th>Page</th>
<th>Question</th>
<th>Base</th>
</tr>
</thead>
<tbody>
<tr>
<td>1503</td>
<td>Do any of your communications service suppliers communicate with you in Welsh in any form?</td>
<td>All Welsh organisations</td>
</tr>
</tbody>
</table>

**Table 427**

<table>
<thead>
<tr>
<th>Page</th>
<th>Question</th>
<th>Base</th>
</tr>
</thead>
<tbody>
<tr>
<td>1504</td>
<td>And would you like your communications service suppliers to speak to you in Welsh?</td>
<td>All using Welsh but suppliers don't currently communicate this way</td>
</tr>
</tbody>
</table>

**Table 428**

<table>
<thead>
<tr>
<th>Page</th>
<th>Question</th>
<th>Base</th>
</tr>
</thead>
<tbody>
<tr>
<td>1505</td>
<td>And would you like your communications service suppliers to provide printed information in Welsh?</td>
<td>All using Welsh but suppliers don't currently communicate this way</td>
</tr>
</tbody>
</table>

**Table 429**

<table>
<thead>
<tr>
<th>Page</th>
<th>Question</th>
<th>Base</th>
</tr>
</thead>
<tbody>
<tr>
<td>1506</td>
<td>And would you like your communications service suppliers to provide a Welsh version of their website?</td>
<td>All using Welsh but suppliers don't currently communicate this way</td>
</tr>
</tbody>
</table>

**Table 430**

<table>
<thead>
<tr>
<th>Page</th>
<th>Question</th>
<th>Base</th>
</tr>
</thead>
<tbody>
<tr>
<td>1507</td>
<td>How satisfied or dissatisfied are you with your internet service? The reliability of the service in terms of the quality of the connection.</td>
<td>All with internet access</td>
</tr>
</tbody>
</table>

**Table 431**

<table>
<thead>
<tr>
<th>Page</th>
<th>Question</th>
<th>Base</th>
</tr>
</thead>
<tbody>
<tr>
<td>1508</td>
<td>How satisfied or dissatisfied are you with your internet service? The repair time for faults with the connection?</td>
<td>All with internet access</td>
</tr>
</tbody>
</table>

**Table 432**

<table>
<thead>
<tr>
<th>Page</th>
<th>Question</th>
<th>Base</th>
</tr>
</thead>
<tbody>
<tr>
<td>1509</td>
<td>How satisfied or dissatisfied are you with your internet service? The ability to access the speed that has been paid for</td>
<td>All with internet access</td>
</tr>
</tbody>
</table>

**Table 433**

<table>
<thead>
<tr>
<th>Page</th>
<th>Question</th>
<th>Base</th>
</tr>
</thead>
<tbody>
<tr>
<td>1510</td>
<td>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).</td>
<td>All with internet access</td>
</tr>
</tbody>
</table>

**Table 434**

<table>
<thead>
<tr>
<th>Page</th>
<th>Question</th>
<th>Base</th>
</tr>
</thead>
<tbody>
<tr>
<td>1511</td>
<td>How satisfied or dissatisfied are you with your internet service? The ease of contacting the provider's customer service department.</td>
<td>All with internet access</td>
</tr>
</tbody>
</table>

**Table 435**

<table>
<thead>
<tr>
<th>Page</th>
<th>Question</th>
<th>Base</th>
</tr>
</thead>
<tbody>
<tr>
<td>1512</td>
<td>How satisfied or dissatisfied are you with your internet service? The quality of the service provided by the provider's customer service staff.</td>
<td>All with internet access</td>
</tr>
</tbody>
</table>

**Table 436**

<table>
<thead>
<tr>
<th>Page</th>
<th>Question</th>
<th>Base</th>
</tr>
</thead>
<tbody>
<tr>
<td>1513</td>
<td>How satisfied or dissatisfied are you with your internet service? The speed of the connection</td>
<td>All with internet access</td>
</tr>
</tbody>
</table>

**Table 437**

<table>
<thead>
<tr>
<th>Page</th>
<th>Question</th>
<th>Base</th>
</tr>
</thead>
<tbody>
<tr>
<td>1514</td>
<td>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.</td>
<td>All with internet access</td>
</tr>
</tbody>
</table>
Table 452 Page 1532  Internet Switching Summary Table
by QR39: 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  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