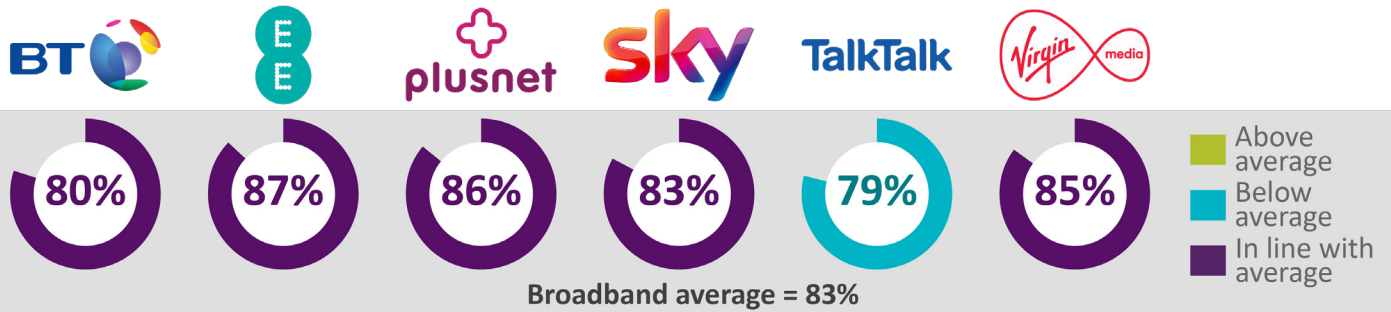


# Which broadband provider is right for me?

## Overall satisfaction

We asked customers how satisfied they were with their overall service:



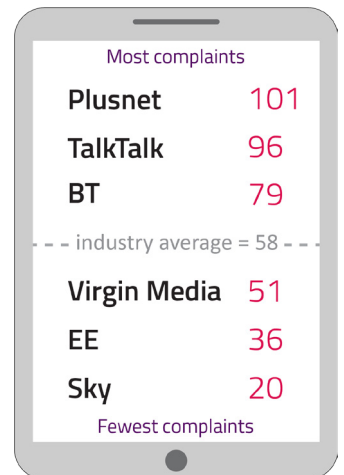
## Recommend to a friend

There's nothing quite like knowing what existing customers think of a provider. We asked customers how likely they would be to recommend their current provider.

More likely to recommend	Virgin media, plusnet
Broadband average	BT, EE, sky
Less likely to recommend	TalkTalk

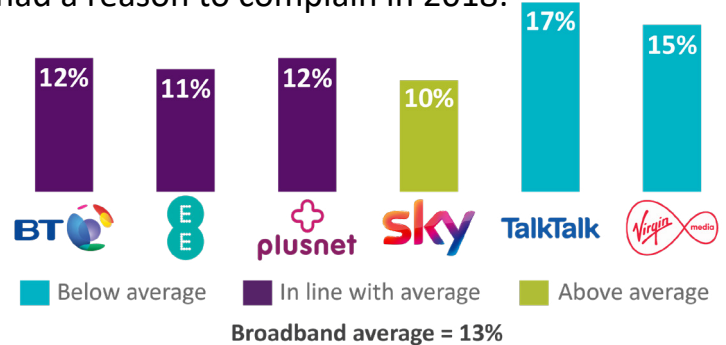
## Complaints to Ofcom

As well as contacting their provider, some customers contact Ofcom to complain about their broadband service. Here's how many complaints per 100,000 customers\* we received.



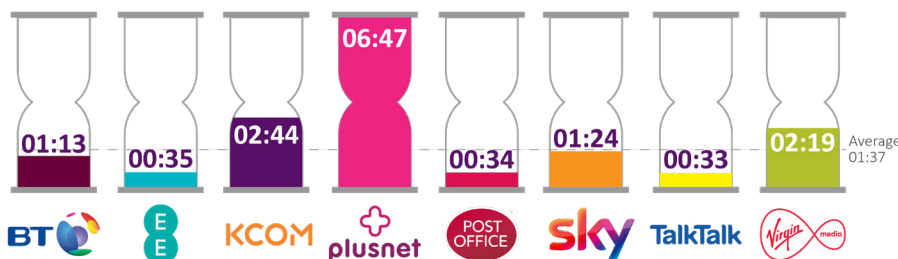
## Reasons to complain

We asked customers whether they had a reason to complain in 2018:



## Call waiting time\*\*

If something goes wrong, it might be important to you to talk to someone as quickly as possible. We asked providers to tell us how quickly their customers can get through to talk to an agent.



To find out what speeds are available at your address and to check your current speed, use [Ofcom's mobile coverage checker](#).



\*All figures rounded to nearest whole number.

\*\* Call waiting times are calculated for landline and broadband services together.

Note: Industry average is limited to those providers included in the report. Where percentages might look different, if they are not marked as above or below average then they are statistically in line with the average. Source: Ofcom, CCT data

For definitions and methodology see [Comparing Service Quality report 2017](#).