

	Page	Table	Title	Base Description	Base
●	1	1	Q.1 Do you PERSONALLY use any of the following devices?	Base: All adults UK	1044
●	11	2	Q.2 Which of the following do you have in your home?	Base: All adults UK	1044
●	21	3	Q.3 Which of these best describes the mobile phone package you are on?	Base: All who have a mobile phone	872
●	26	4	Q.5A Which of these services are you solely or jointly responsible for paying the bill?	Base: All adults UK	1044
●	32	5	Q.5A Which of these services are you solely or jointly responsible for paying the bill?	Base: All who have specified a service	1030
●	38	6	Q.5B Do you pay for any of these services on the same bill i.e. as a package of services? If so, please indicate which ones appear on the same bill	Base: All adults UK	1044
●	48	7	Q.5B Do you pay for any of these services on the same bill i.e. as a package of services? If so, please indicate which ones appear on the same bill	Base: All who have specified more than one service	701
●	58	8	Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?	Base: All adults UK	1044
●	70	9	Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?	Base: All who have landline phone	810
●	82	10	Q.7Ai What do you usually do when you receive these recorded message calls on your landline?	Base: All that have received recorded messages on their landline	348
●	88	11	Q.7Aii In the last 4 weeks, which of the following types of recorded message have you received on your landline?	Base: All that have listened to recorded messages on their landline	86
●	94	12	Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.	Base: All adults UK	1044
●	107	13	Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.	Base: All who have a mobile phone	872
●	120	14	Q.7Bi You said you have received a call with a recorded message on your mobile phone. What do you usually do when you receive these recorded message calls on your mobile phone?	Base: All that have received recorded messages on their mobile	178
	126	15	Q.7Bii In the last 4 weeks, which of the following types of recorded message have you received on your mobile phone?	Base: All that have listened to recorded messages on their mobile	39

Page	Table	Title	Base Description	Base
● 132	16	Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone	Base: All adults UK	1044
● 139	17	Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone	Base: All who have a landline or mobile phone	1005
● 146	18	Q.7Ai\7Bi Response to recorded message on landline or mobile phone	Base: All adults UK	1044
● 152	19	Q.7Ai\7Bi Response to recorded message on landline or mobile phone	Base: All who have received a recorded message on either their mobile or landline	434
● 158	20	Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone	Base: ALL THAT HAVE LISTENED TO RECORDED MESSAGE ON THEIR LANDLINE OR MOBILE	112
● 164	21	Q.11A In the last 8 weeks have you lost or had your mobile phone stolen and been charged for unauthorised use during this time?	Base: All responsible for mobile phone bill	688
● 170	22	Q.11A In the last 8 weeks have you lost or had your mobile phone stolen and been charged for unauthorised use during this time? [filtered on mobile phone contract customers]	Base: All mobile phone contract customers responsible for mobile phone bill	455
176	23	Q.11B Did you have to pay for these costs, or did the mobile phone network or insurance cover them?	Base: All who have lost or had stolen their mobile phone in past 8 weeks and been charged for unauthorised use	5
182	24	Q.11B Did you have to pay for these costs, or did the mobile phone network or insurance cover them? [filtered on mobile phone contract customers]	Base: All mobile phone contract customers who have lost or had stolen their mobile phone in past 8 weeks and been charged for unauthorised use	3
● 188	25	Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services?	Base: All responsible for any bills	941
● 200	26	Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services? [filtered on mobile phone contract customers]	Base: All mobile phone contract customers responsible for any bills	532

Page	Table	Title	Base Description	Base
212	27	Q.13Ai\Aii Using this list approximately how much more than usual was the monthly bill for your landline phone the last time it was higher than you expected?	Base: All who have received an unexpectedly high landline bill in the past 8 weeks	14
218	28	Q.13Ai\Aii Using this list approximately how much more than usual was the monthly bill for your landline phone the last time it was higher than you expected? [filtered on mobile phone contract customers]	Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks	6
224	29	Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone?	Base: All who have received an unexpectedly high landline bill in the past 8 weeks	14
236	30	Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone? [filtered on mobile phone contract customers]	Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks	6
248	31	Q.13Bi\Bii Using this list approximately how much more than usual was the monthly bill for your mobile phone the last time it was higher than you expected?	Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks	21
254	32	Q.13Bi\Bii Using this list approximately how much more than usual was the monthly bill for your mobile phone the last time it was higher than you expected? [filtered on mobile phone contract customers]	Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks	21
260	33	Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?	Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks	21
286	34	Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]	Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks	21

Page	Table	Title	Base Description	Base
312	35	Q.14A\14B Reasons for bill shock on landline or mobile phone	Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks	34
330	36	Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]	Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks	26
● 348	37	Q.TV	Base: All adults UK	1044
● 349	38	Q.INTERNET	Base: All adults UK	1044
● 351	39	Q. Breaks x Breaks	Base: All adults UK	1044

Table 1

Page 1

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.1 Do you PERSONALLY use any of the following devices?**

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1044	467	577	126	190	165	145	136	139	143	188	277	194	385
Weighted Base	1044	505	539	148	195	167	176	155	102	102	202	322	217	303
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	585	290	295	123	146	130	95	63	23	5	126	221	109	130
	56%	58%	55%	83%fg <i>hi</i>	75%fg <i>hi</i>	78%fg <i>hi</i>	54%gh <i>i</i>	41%hi	23% <i>i</i>	5%	62%lm	69%lm	50%	43%
A mobile phone (not a Smartphone) with internet access	177	90	87	16	30	27	43	35	17	9	40	42	49	46
	17%	18%	16%	11%	15%	16%	25%ci	23%ci	16%	9%	20%	13%	23%km	15%
A mobile phone without internet access	208	110	98	11	18	24	31	44	41	38	47	56	33	72
	20%	22%	18%	8%	9%	14%	18%cd	28%cd <i>e</i>	40%cd <i>f</i>	38%cd <i>f</i>	23%	17%	15%	24%l
A tablet (e.g. iPad, Samsung Galaxy)	397	191	206	58	80	87	86	45	32	9	114	152	70	61
	38%	38%	38%	39% <i>i</i>	41%gi	52%cg <i>hi</i>	49%gh <i>i</i>	29% <i>i</i>	31% <i>i</i>	9%	56%lm	47%lm	32%m	20%
A desktop computer	293	169	124	51	41	48	56	58	26	13	89	101	54	48
	28%	33% <i>b</i>	23%	35%di	21%	29% <i>i</i>	32%di	38%dh <i>i</i>	25% <i>i</i>	13%	44%klm	32%m	25%m	16%
A laptop or netbook	650	323	327	108	140	129	111	97	47	17	157	236	125	132
	62%	64%	61%	73%hi	72%hi	78%fg <i>hi</i>	63%hi	63%hi	46% <i>i</i>	17%	77%lm	73%lm	57%m	44%
An e-reader (e.g. Kindle, Kobo)	138	40	98	20	22	27	24	22	17	5	53	49	16	19
	13%	8%	18% <i>a</i>	14% <i>i</i>	11%	16% <i>i</i>	14% <i>i</i>	14% <i>i</i>	17% <i>i</i>	5%	26%klm	15%lm	7%	6%
A games console (e.g. Xbox 360, PS3, Nintendo Wii)	208	121	87	62	51	50	33	11	1	-	32	77	45	54
	20%	24% <i>b</i>	16%	42%def <i>ghi</i>	26%gh <i>i</i>	30%fg <i>hi</i>	19%gh <i>i</i>	7%hi	1%	-	16%	24%j	21%	18%
A portable gaming device (e.g. Sony PSP/Vita, Nintendo DS)	70	30	40	25	15	17	8	3	*	1	12	26	13	19
	7%	6%	7%	17%df <i>ghi</i>	8%gh <i>i</i>	10%gh <i>i</i>	5%	2%	*	1%	6%	8%	6%	6%
Other mobile device	2	2	-	-	-	2	-	-	-	-	-	2	-	-
*	*	*	-	-	-	1%	-	-	-	-	-	1%	-	-
SUMMARY CODES														
ANY MOBILE PHONE	903	444	459	140	186	155	157	135	78	52	185	291	188	239
	86%	88%	85%	95%gh <i>i</i>	95%gh <i>i</i>	93%hi	89%hi	87%hi	76% <i>i</i>	51%	91%lm	91%lm	87%m	79%
ANY MOBILE WITH INTERNET ACCESS	727	352	375	135	170	143	130	95	39	14	147	251	157	173
	70%	70%	69%	91%fg <i>hi</i>	87%fg <i>hi</i>	86%fg <i>hi</i>	74%gh <i>i</i>	61%hi	38% <i>i</i>	14%	73%lm	78%m	72%m	57%

Table 1

Page 2

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.1 Do you PERSONALLY use any of the following devices?**

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	
Unweighted Base	1044	467	577	126	190	165	145	136	139	143	188	277	194	385	
Weighted Base	1044	505	539	148	195	167	176	155	102	102	202	322	217	303	
ANY COMPUTER INC. TABLET	805 77%	402 80%	403 75%	126 85%hi	164 84%chi	154 93%dfghi	143 81%chi	124 80%chi	64 63%ci	29 29%	188 93%lm	279 87%lm	164 76%m	174 58%	
ANY COMPUTER EXC. TABLET	754 72%	390 77%b	364 68%	119 80%hi	154 79%hi	143 86%fhi	133 76%hi	121 78%hi	60 58%i	24 24%	182 90%klm	265 82%lm	150 69%m	156 52%	
ANY GAMING DEVICE	225 22%	127 25%b	98 18%	66 44%defghi	56 29%ghi	52 31%fghi	34 20%ghi	13 9%hi	2 2%	1 1%	34 17%	84 26%j	48 22%	59 19%	
ANY DEVICE	966 93%	471 93%	495 92%	147 99%hi	193 99%hi	164 98%hi	170 96%hi	148 96%hi	85 83%i	59 58%	198 98%lm	306 95%m	203 94%m	258 85%	
None	78 7%	33 7%	45 8%	- -	2 1%	3 2%	6 4%	6 4%c	17 17%cddefg	43 42%cddefgh	4 2%	14 4%	14 4%	45 6%j	45 15%jkl
Don't know	1 *	1 *	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- +	- -	- -	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

Table 1

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.1 Do you PERSONALLY use any of the following devices?**

Base: All adults UK

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Total	Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1044	572	278	194	506	538	298	746	838	206	850	92	42	60
Weighted Base	1044	601	284	159	577	467	310	734	829	215	879	89*	52*	24*
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	585	340	195	50	403	182	221	364	461	124	511	38	22	14
	56%	57% ^c	69% ^{ac}	32%	70% ^e	39%	71% ^g	50%	56%	58%	58% ^k	43%	42%	58%
A mobile phone (not a Smartphone) with internet access	177	111	41	25	102	75	60	117	145	32	147	12	17	2
	17%	18%	15%	16%	18%	16%	19%	16%	18%	15%	17%	13%	33% ^{jkm}	8%
A mobile phone without internet access	208	129	30	48	81	126	38	170	166	42	172	23	7	5
	20%	22% ^b	11%	30% ^{ab}	14%	27% ^d	12%	23% ^f	20%	20%	20%	26%	14%	23%
A tablet (e.g. iPad, Samsung Galaxy)	397	257	103	37	275	122	141	256	306	91	338	39	14	7
	38%	43% ^c	36% ^{ac}	23%	48% ^e	26%	45% ^g	35%	37%	42%	38%	44%	26%	29%
A desktop computer	293	189	71	32	187	106	81	212	224	68	246	28	14	4
	28%	31% ^c	25%	20%	32% ^e	23%	26%	29%	27%	32%	28%	32%	27%	17%
A laptop or netbook	650	390	191	69	424	226	214	436	506	144	549	53	33	15
	62%	65% ^c	67% ^c	44%	73% ^e	48%	69% ^g	59%	61%	67%	62%	59%	63%	65%
An e-reader (e.g. Kindle, Kobo)	138	80	42	16	80	58	36	101	105	33	113	14	8	3
	13%	13%	15%	10%	14%	12%	12%	14%	13%	15%	13%	16%	14%	13%
A games console (e.g. Xbox 360, PS3, Nintendo Wii)	208	108	88	12	138	71	97	111	146	63	176	15	12	6
	20%	18% ^c	31% ^{ac}	7%	24% ^e	15%	31% ^g	15%	18%	29% ^h	20%	17%	23%	24%
A portable gaming device (e.g. Sony PSP/Vita, Nintendo DS)	70	31	34	5	39	31	34	36	50	20	58	5	6	1
	7%	5%	12% ^{ac}	3%	7%	7%	11% ^g	5%	6%	9%	7%	6%	11%	5%
Other mobile device	2	2	-	-	2	-	2	-	2	-	2	-	-	-
*	*	*	-	-	*	-	1%	-	*	-	*	-	-	-
SUMMARY CODES														
ANY MOBILE PHONE	903	539	251	113	537	366	288	615	713	190	770	68	44	21
	86%	90% ^c	88% ^c	71%	93% ^e	78%	93% ^g	84%	86%	88%	88% ^k	76%	84%	89%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 1

*Consumer Complaints Study - Wave 8 (QS9331 - 183436)***Q.1 Do you PERSONALLY use any of the following devices?**

Base: All adults UK

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Total	Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1044	572	278	194	506	538	298	746	838	206	850	92	42	60
Weighted Base	1044	601	284	159	577	467	310	734	829	215	879	89*	52*	24*
ANY MOBILE WITH INTERNET ACCESS	727 70%	429 71% ^c	228 80% ^{ac}	70 44%	478 83% ^e	248 53%	265 85% ^g	462 63%	576 70%	150 70%	625 71% ^k	48 54%	38 73%	16 66%
ANY COMPUTER INC. TABLET	805 77%	499 83% ^c	225 79% ^c	81 51%	509 88% ^e	296 63%	268 86% ^g	537 73%	635 77%	170 79%	675 77%	73 82%	40 77%	17 70%
ANY COMPUTER EXC. TABLET	754 72%	468 78% ^c	209 74% ^c	77 48%	480 83% ^e	275 59%	247 79% ^g	507 69%	587 71%	167 77%	633 72%	65 74%	39 75%	16 69%
ANY GAMING DEVICE	225 22%	117 19% ^c	95 33% ^{ac}	14 9%	147 25% ^e	78 17%	104 33% ^g	121 17%	159 19%	66 31% ^h	187 21%	16 18%	15 29%	6 26%
ANY DEVICE	966 93%	576 96% ^c	267 94% ^c	122 77%	568 99% ^e	398 85%	307 99% ^g	659 90%	764 92%	202 94%	814 93%	82 93%	48 93%	22 91%
None	78 7%	25 4%	16 6%	37 23% ^{ab}	9 1%	69 15% ^d	3 1%	75 10% ^f	66 8%	12 6%	64 7%	7 7%	5 9%	2 9%
Don't know	1 *	-	1 *	-	-	1 *	-	1 *	-	1 *	1 *	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 1

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	44	118	86	62	82	101	150	151	56	42	92	60
Weighted Base	1044	39*	108	85*	67*	88*	122*	155	157	59*	52*	89*	24*
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	585 56%	24 62%	60 56%	49 58%	39 59%	39 45%	89 73%behijk	94 60%ek	86 55%	31 53%	22 42%	38 43%	14 58%
A mobile phone (not a Smartphone) with internet access	177 17%	9 23% ^d	14 13% ^d	15 18% ^d	1 1%	20 23% ^{dl}	25 20% ^{cd}	22 14% ^d	28 18% ^d	15 25% ^{dl}	17 33% ^{bcdgkl}	12 13% ^d	2 8% ^d
A mobile phone without internet access	208 20%	8 20%	21 20%	13 15%	20 30% ^f	18 21%	12 10%	28 18%	38 24%	14 24%	7 14%	23 26% ^f	5 23% ^f
A tablet (e.g. iPad, Samsung Galaxy)	397 38%	11 27%	35 32%	33 39%	28 41%	27 30%	48 39%	60 39%	69 44%	28 48% ^a	14 26%	39 44%	7 29%
A desktop computer	293 28%	11 28%	24 23%	20 24%	15 22%	24 27%	26 21%	44 28%	52 33% ^l	30 50% ^{abcdefg}	14 27%	28 32%	4 17%
A laptop or netbook	650 62%	23 58%	60 55%	45 53%	40 61%	45 51%	99 81% ^{abcdgh}	101 65%	98 63%	39 67%	33 63%	53 59%	15 65%
An e-reader (e.g. Kindle, Kobo)	138 13%	9 22% ^{fg}	14 13%	14 16%	9 14%	14 16%	11 9%	12 8%	17 11%	13 21% ^{fg}	8 14%	14 16%	3 13%
A games console (e.g. Xbox 360, PS3, Nintendo Wii)	208 20%	6 16%	22 21% ^f	26 31% ^{fgk}	20 30% ^f	19 22% ^f	7 6%	27 17% ^f	37 24%	12 20% ^f	12 23% ^f	15 17% ^f	6 24% ^f
A portable gaming device (e.g. Sony PSP\ Vita, Nintendo DS)	70 7%	2 6%	8 8%	11 14% ^{dfg}	1 2%	8 9%	4 3%	8 5%	10 6%	5 8%	6 11%	5 6%	1 5%
Other mobile device	2 *	- -	- -	- -	- -	- -	- -	2 1%	- -	- -	- -	- -	- -
SUMMARY CODES													
ANY MOBILE PHONE	903 86%	34 86%	95 88% ^k	75 89% ^k	60 89%	71 81%	114 94% ^{egk}	129 83%	138 88% ^k	55 93% ^k	44 84%	68 76%	21 89%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 1

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.1 Do you PERSONALLY use any of the following devices?**

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	44	118	86	62	82	101	150	151	56	42	92	60
Weighted Base	1044	39*	108	85*	67*	88*	122*	155	157	59*	52*	89*	24*
ANY MOBILE WITH INTERNET ACCESS	727 70%	27 70%	74 68% ^k	63 75% ^k	40 60%	54 62%	107 88% ^{a,b,c,d,e,g,h,k,l}	108 70% ^k	106 68% ^k	45 77% ^k	38 73%	48 54%	16 66%
ANY COMPUTER INC. TABLET	805 77%	28 70%	75 70%	62 73%	47 70%	60 68%	111 91% ^{a,b,c,d,e,g,h,i,j,l}	125 81%	121 77%	47 79%	40 77%	73 82%	17 70%
ANY COMPUTER EXC. TABLET	754 72%	26 66%	68 63%	55 65%	43 64%	53 61%	106 87% ^{a,b,c,d,e,h,k}	122 78% ^{b,c,e}	115 74%	46 78%	39 75%	65 74%	16 69%
ANY GAMING DEVICE	225 22%	6 16%	24 22% ^f	28 34% ^{a,f,g,k}	20 30% ^f	21 23% ^f	10 8%	27 17%	40 25% ^f	12 20%	15 29% ^f	16 18%	6 26% ^f
ANY DEVICE	966 93%	36 92%	96 89%	77 91%	61 91%	77 88%	118 97% ^{b,e}	146 94%	145 92%	57 97%	48 93%	82 93%	22 91%
None	78 7%	3 8%	12 11% ^f	7 9%	6 9%	10 12% ^f	3 2%	9 6%	12 8%	2 3%	5 9%	7 7%	2 9% ^f
Don't know	1 *	-	-	-	-	-	1 1%	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 1

Page 7

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.1 Do you PERSONALLY use any of the following devices?**

Base: All adults UK

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	872	274	589	810	677	195	133	688	228	455	669	575	119*	416	941
Weighted Base	1044	903	255	637	808	700	203	108	700	208	485	649	600	129*	416	934
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	585 56%	585 65%bdg	91 36%g	491 77%abdef	459 57%bg	459 66%bdg	126 62%bg	-	447 64%ikno	71 34%	375 77%hikln 0	344 53%i	374 62%iko	88 68%ikno	233 56%il	521 56%il
A mobile phone (not a Smartphone) with internet access	177 17%	177 20%g	54 21%g	120 19%g	130 16%g	130 18%g	48 24%dg	-	134 19%	41 20%	89 18%	106 16%	105 17%	28 22%	82 20%	160 17%
A mobile phone without internet access	208 20%	208 23%cg	118 46%acdef	85 13%g	168 21%cg	168 24%cg	40 20%cg	-	172 25%j	104 50%hijklm no	66 14%	146 22%j	120 20%j	20 16%	89 21%j	194 21%j
A tablet (e.g. iPad, Samsung Galaxy)	397 38%	377 42%bg	72 28%g	302 47%bdfg	317 39%bg	301 43%bg	76 37%g	16 15%	290 41%l	58 28%	231 48%ikno	253 39%i	288 48%hikno	73 56%hikno	187 45%io	353 38%il
A desktop computer	293 28%	266 29%bg	58 23%	205 32%bg	235 29%g	214 31%bg	52 26%	21 20%	199 28%	45 21%	153 31%i	178 27%	193 32%il	47 37%io	122 29%	252 27%
A laptop or netbook	650 62%	614 68%bfg	138 54%g	470 74%abdfg	524 65%bfg	501 72%bdgf	113 56%g	23 21%	471 67%io	114 55%	353 73%ikno	404 62%	434 72%ikno	95 73%iko	271 65%il	576 62%
An e-reader (e.g. Kindle, Kobo)	138 13%	126 14%g	27 11%	97 15%g	114 14%g	107 15%g	19 9%	7 6%	93 13%	23 11%	71 15%	87 13%	96 16%	21 16%	69 17%	117 12%
A games console (e.g. Xbox 360, PS3, Nintendo Wii)	208 20%	198 22%bg	34 13%	159 25%bdg	159 20%bg	151 22%bg	48 24%bg	8 8%	148 21%ik	27 13%	116 24%ikno	101 16%	115 19%	36 28%iko	82 20%	176 19%
A portable gaming device (e.g. Sony PSP/Vita, Nintendo DS)	70 7%	67 7%g	11 4%	55 9%bg	51 6%	49 7%g	18 9%g	2 2%	50 7%	7 4%	42 9%i	37 6%	39 7%	17 13%hikno	27 7%	58 6%
Other mobile device	2 *	2 *	-	2 *	2 *	2 *	-	-	2 *	-	2 *	2 *	2 *	-	2 *	2 *
SUMMARY CODES																
ANY MOBILE PHONE	903 86%	903 100%dg	255 100%dg	637 100%dg	700 87%g	700 100%dg	203 100%dg	-	700 100%klmn 0	208 100%klmn 0	485 100%klmn 0	551 85%	554 92%ko	118 92%	373 90%k	815 87%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.1 Do you PERSONALLY use any of the following devices?**

Base: All adults UK

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	872	274	589	810	677	195	133	688	228	455	669	575	119*	416	941
Weighted Base	1044	903	255	637	808	700	203	108	700	208	485	649	600	129*	416	934
ANY MOBILE WITH INTERNET ACCESS	727 70%	727 80%bdg	142 56%g	578 91%abdef g	559 69%bg	559 80%bdg	168 83%bdg	-	553 79%ikno	109 52%	439 91%hikln o	425 66%i	455 76%iko	108 84%ikno	298 72%i	649 69%i
ANY COMPUTER INC. TABLET	805 77%	746 83%bfg	176 69%g	561 88%abdfg	650 80%bfg	608 87%abdfg	138 68%g	42 39%	571 82%io	145 69%	420 87%hiko	512 79%i	547 91%hijkn o	114 88%iko	345 63%io	716 77%i
ANY COMPUTER EXC. TABLET	754 72%	702 78%bfg	161 63%g	533 84%abdfg	607 75%bfg	571 81%bdg	131 65%g	36 34%	539 77%io	132 63%	401 83%hiko	478 74%i	515 86%hikno	108 84%iko	322 77%i	673 72%i
ANY GAMING DEVICE	225 22%	214 24%bg	41 16%	168 26%bdg	170 21%g	161 23%bg	54 26%bg	9 9%	159 23%ik	31 15%	124 26%iko	112 17%	125 21%	39 30%iklo	93 22%oi	191 21%
ANY DEVICE	966 93%	903 100%dg	255 100%dg	637 100%dg	745 92%g	700 100%dg	203 100%dg	44 41%	700 100%kno	208 100%kno	485 100%kno	588 91%	593 99%ko	129 100%ko	403 97%ko	869 93%
None	78 7%	-	-	-	64 8%abcef	-	-	64 60%abcdef	-	-	-	62 10%hijlmn	7 1%hj	-	13 3%hijl	65 7%hijlmn
Don't know	1 *	-	-	-	-	-	-	-	-	-	-	-	1 *	-	-	*

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 1

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All adults UK

	Total	TV							INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)	
Unweighted Base	1044	450	427	418	52	587	447	993	801	797	346	481	825	475	
Weighted Base	1044	464	404	398	53*	609	424	990	854	846	377	535	875	534	
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	585 56%	294 63%bcfg	189 47%	187 47%	30 56%	370 61%bcf	203 48%	550 56%bcf	550 64%	551 65%	264 70%	425 80%hil	563 64%	408 76%hil	
A mobile phone (not a Smartphone) with internet access	177 17%	72 16%	64 16%	63 16%	8 15%	111 18%	66 16%	170 17%	154 18%	153 18%	73 19%	93 17%	156 18%	101 19%	
A mobile phone without internet access	208 20%	89 19%	97 24%	96 24%	14 27%	115 19%	101 24%	202 20%	150 18%km	145 17%km	65 17%km	41 8%	152 17%km	62 12%	
A tablet (e.g. iPad, Samsung Galaxy)	397 38%	204 44%bcf	126 31%	124 31%	22 42%	264 43%bcf	134 32%	378 38%bcf	387 45%	386 46%	199 53%hil	271 51%	393 45%	281 53%hil	
A desktop computer	293 28%	139 30%	108 27%	107 27%	22 42%bcf	193 32%	113 27%	287 29%	285 33%	280 33%	145 39%	181 34%	288 33%	196 37%	
A laptop or netbook	650 62%	318 68%bcfg	217 54%	216 54%	35 66%	411 68%bcfg	231 54%	610 62%bcf	630 74%	623 74%	281 74%	408 76%	637 73%	404 76%	
An e-reader (e.g. Kindle, Kobo)	138 13%	71 15%bcf	37 9%	36 9%	8 15%	96 16%bcf	40 9%	132 13%bc	133 16%	130 15%	67 18%	79 15%	133 15%	82 15%	
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	208 20%	112 24%	75 19%	72 18%	8 15%	143 23%	83 20%	203 20%	199 23%	198 23%	101 27%	147 28%	204 23%	150 28%	
A portable gaming device (e.g. SonyPSP\Vita, Nintendo DS)	70 7%	42 9%bc	18 4%	17 4%	4 7%	47 8%	24 6%	69 7%	66 8%	66 8%	38 10%	52 10%	69 8%	51 9%	
Other mobile device	2 *	2 *	- -	- -	- -	2 *	- -	2 *	2 *	2 -	- -	- -	2 *	- -	
SUMMARY CODES															
ANY MOBILE PHONE	903 86%	421 91%bcfg	328 81%	324 82%	50 94%bcf	552 91%bcfg	347 82%	857 87%bcf	790 92%	785 93%	358 95%	516 96%hil	807 92%	516 97%hil	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

*Consumer Complaints Study - Wave 8 (QS9331 - 183436)***Q.1 Do you PERSONALLY use any of the following devices?**

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	427	418	52	587	447	993	801	797	346	481	825	475
Weighted Base	1044	464	404	398	53*	609	424	990	854	846	377	535	875	534
ANY MOBILE WITH INTERNET ACCESS	727 70%	347 75%bcfg	245 61%	242 61%	38 71%	457 75%bcfg	260 61%	687 69%bcfg	669 78%	670 79%	314 83%	494 92%hijl	685 78%	479 90%hijl
ANY COMPUTER INC. TABLET	805 77%	384 83%bcfg	277 68%	274 69%	45 86%bcfg	510 84%bcfg	289 68%	760 77%bcfg	774 91%	766 91%	345 91%	488 91%	785 90%	487 91%
ANY COMPUTER EXC. TABLET	754 72%	359 77%bcfg	255 63%	253 63%	43 81%bcfg	477 78%bcfg	268 63%	711 72%bcfg	728 85%	719 85%	328 87%	460 86%	737 84%	460 86%
ANY GAMING DEVICE	225 22%	123 27%bcfg	77 19%	75 19%	9 17%	156 26%bc	86 20%	219 22%	214 25%	213 25%	110 29%	157 29%	219 25%	159 30%
ANY DEVICE	966 93%	451 97%bcfg	349 86%	345 87%	52 97%bcfg	592 97%bcfg	368 87%	916 93%bcfg	842 99%	835 99%	374 99%	532 99%	863 99%	532 100%
None	78 7%	15 3%	54 13%adeg	52 13%aeg	1 3%	17 3%	56 13%adeg	74 7%ae	11 1%	11 1%	2 *	3 1%	11 1%	1 *
Don't know	1 *	- -	1 *	1 -	- -	- -	1 +	1 +	1 +	1 +	- -	- -	1 +	- -

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 2

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.2 Which of the following do you have in your home?**

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1044	467	577	126	190	165	145	136	139	143	188	277	194	385
Weighted Base	1044	505	539	148	195	167	176	155	102	102	202	322	217	303
Landline phone	808	392	416	92	128	132	141	131	89	95	176	251	174	207
	77%	78%	77%	62%	66%	79%cd	80%cd	85%cd	87%cd	93%cddefg	87%km	78%m	80%m	68%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	812	399	412	125	157	153	153	124	67	32	178	276	176	182
	78%	79%	76%	85%hi	81%hi	92%dghi	87%hi	80%hi	66%i	32%	88%m	86%m	81%m	60%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	204	107	97	38	50	41	31	28	14	3	45	65	47	47
	20%	21%	18%	26%hi	26%hi	25%hi	18%i	18%i	14%i	3%	22%	20%	22%	15%
SUMMARY CODES														
ANY MOBILE PHONE	903	444	459	140	186	155	157	135	78	52	185	291	188	239
	86%	88%	85%	95%ghi	95%ghi	93%hi	89%hi	87%hi	76%i	51%	91%m	91%m	87%m	79%
NONE	15	8	7	-	2	1	2	5	2	2	1	3	-	11
	1%	2%	1%	-	1%	1%	1%	4%c	2%	2%	1%	1%	-	4%jkl
ANY SERVICE	981	475	506	138	179	163	168	138	96	99	196	311	212	262
	94%	94%	94%	94%	92%	98%dg	95%	90%	94%	97%g	97%m	97%m	98%m	87%
ANY SERVICE (INC. MOBILE)	1029	497	533	148	193	166	174	149	100	100	201	319	217	292
	99%	98%	99%	100%g	99%	99%	99%	96%	98%	98%	99%m	99%m	100%m	96%

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.2 Which of the following do you have in your home?**

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1044	467	577	126	190	165	145	136	139	143	188	277	194	385
Weighted Base	1044	505	539	148	195	167	176	155	102	102	202	322	217	303
SERVICES HAVE														
MOBILE NOT LANDLINE	203 19%	100 20%	103 19%	52 35%efghi	61 31%efghi	30 18%hi	29 16%i	17 11%	9 9%	5 5%	21 10%	65 20%j	39 18%j	78 26%j
LANDLINE NOT MOBILE	108 10%	49 10%	59 11%	4 3%	3 2%	7 4%	12 7%d	13 9%cd	20 20%cdcfg	48 47%cdfehg	12 6%	24 8%	26 12%	46 15%jk
LANDLINE AND MOBILE	700 67%	344 68%	357 66%	88 59%i	125 64%i	125 75%cdi	129 73%ci	118 76%cdi	69 68%i	47 46%	164 81%klm	226 70%lm	149 69%lm	161 53%
LANDLINE OR MOBILE	1011 97%	492 98%	518 96%	144 97%	189 97%	162 97%	169 96%	148 96%	98 96%	100 98%	196 97%	316 98%lm	213 98%lm	285 94%
None	63 6%	30 6%	34 6%	9 6%	16 8%e	4 2%	8 5%	16 10%ei	6 6%	3 3%	7 3%	11 3%	5 2%	41 13%jkl
Av number of services (inc mobile)	2.160	2.130	2.185	1.949	2.353	1.926	2.478	1.937	2.057	2.141	2.118	2.487	2.487	1.879
Standard Deviation	0.820	0.858	0.792	0.868	0.870	0.701	0.969	0.983	0.688	0.529	0.865	0.793	0.745	0.768
Error Variance	0.004	0.011	0.007	0.058	0.032	0.070	0.041	0.054	0.016	0.007	0.062	0.027	0.019	0.007

Table 2

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*Consumer Complaints Study - Wave 8 (QS9331 - 183436)***Q.2 Which of the following do you have in your home?**

Base: All adults UK

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
	Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1044	572	278	194	506	538	298	746	838	206	850	92	42
Weighted Base	1044	601	284	159	577	467	310	734	829	215	879	89*	52*
Landline phone	808 77%	496 83% ^b	187 66%	124 78% ^b	454 79%	354 76%	235 76%	574 78%	653 79%	155 72%	681 77%	70 79%	36 70%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	812 78%	506 84% ^c	222 78% ^c	84 53%	505 88% ^e	306 66%	263 85% ^g	549 75%	630 76%	182 84% ^h	685 78%	67 75%	41 79%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	204 20%	127 21% ^c	61 22% ^c	16 10%	128 22% ^e	76 16%	85 28% ^g	119 16%	157 19%	47 22%	172 20% ^m	25 28% ^m	6 11%
SUMMARY CODES													
ANY MOBILE PHONE	903 86%	539 90% ^c	251 88% ^c	113 71%	537 93% ^e	366 78%	288 93% ^g	615 84%	713 86%	190 88%	770 88% ^k	68 76%	44 84%
NONE	15 1%	6 1%	5 2%	4 3%	4 1%	11 2%	2 1%	13 2%	13 2%	1 1%	11 1%	2 2%	2 3%
ANY SERVICE	981 94%	578 96% ^{bc}	262 92%	141 89%	554 96% ^e	427 91%	295 95%	686 94%	773 93%	208 97%	824 94%	86 97%	49 94%
ANY SERVICE (INC. MOBILE)	1029 99%	595 99%	279 98%	155 97%	573 99%	457 99%	308 99%	721 98%	816 98%	214 99%	869 99%	87 98%	50 97%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.2 Which of the following do you have in your home?**

Base: All adults UK

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
	Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1044	572	278	194	506	538	298	746	838	206	850	92	42
Weighted Base	1044	601	284	159	577	467	310	734	829	215	879	89*	52*
SERVICES HAVE													
MOBILE NOT LANDLINE	203 19%	91 15%	84 30%ac	27 17%	109 19%	93 20%	65 21%	137 19%	148 18%	55 25%h	170 19%	17 19%	13 25%
LANDLINE NOT MOBILE	108 10%	49 8%	20 7%	38 24%ab	26 5%	82 17%d	12 4%	96 13%f	88 11%	20 9%	81 9%	19 22%j	6 11%
LANDLINE AND MOBILE	700 67%	447 74%bc	167 59%	86 54%	428 74%e	272 58%	222 72%	478 65%	565 68%	135 63%	600 68%	51 58%	31 59%
LANDLINE OR MOBILE	1011 97%	588 98%	271 96%	152 95%	563 98%	447 96%	300 97%	711 97%	801 97%	210 98%	851 97%	87 98%	50 95%
None	63 6%	23 4%	23 8%a	18 11%a	23 4%	40 9%d	16 5%	47 6%	56 7%	7 3%	55 6%	3 3%	3 6%
Av number of services (inc mobile)	2.160	2.363c	2.074	1.867	2.488e	1.950	2.120	2.169	2.152	2.197	2.182	2.167	1.857
Standard Deviation	0.820	0.798	0.852	0.752	0.812	0.758	0.752	0.837	0.828	0.796	0.836	0.753	0.393
Error Variance	0.004	0.009	0.021	0.011	0.013	0.005	0.023	0.005	0.005	0.021	0.005	0.081	0.031
													0.905

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 2

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	44	118	86	62	82	101	150	151	56	42	92	60
Weighted Base	1044	39*	108	85*	67*	88*	122*	155	157	59*	52*	89*	24*
Landline phone	808	28	87	59	53	74	99	103	130	48	36	70	20
	77%	72%	81%g	70%	80%	85%cg	81%g	66%	83%cg	81%	70%	79%g	85%g
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	812	29	77	63	53	63	114	114	121	52	41	67	18
	78%	74%	71%	74%	79%	72%	93%abcdgh	74%	77%	88%beg	79%	75%	77%
jkl													
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	204	2	25	18	21	19	12	33	27	16	6	25	2
	20%	5%	23%af	21%al	31%afhjl	21%al	10%	21%af	17%	26%af	11%	28%af	7%
SUMMARY CODES													
ANY MOBILE PHONE	903	34	95	75	60	71	114	129	138	55	44	68	21
	86%	86%	88%k	89%k	89%	81%	94%egk	83%	88%k	93%k	84%	76%	89%
NONE	15	*	4	-	1	-	4	1	-	-	2	2	1
	1%	1%	4%f	-	1%	-	2%	1%	-	-	3%	2%	3%cf
ANY SERVICE	981	35	98	80	63	83	121	139	149	58	49	86	21
	94%	88%	90%	94%	95%	94%	99%abgl	89%	95%	98%	94%	97%	90%
ANY SERVICE (INC. MOBILE)	1029	39	104	85	66	88	122	152	155	59	50	87	23
	99%	99%	96%	100%l	99%	100%	100%bl	98%	99%	100%	97%	98%	97%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 2

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	44	118	86	62	82	101	150	151	56	42	92	60
Weighted Base	1044	39*	108	85*	67*	88*	122*	155	157	59*	52*	89*	24*
SERVICES HAVE													
MOBILE NOT LANDLINE	203	10 24%	17 15%	25 30% behl	12 18%	13 15%	22 18%	37 24%	24 15%	10 17%	13 25%	17 19%	3 12%
LANDLINE NOT MOBILE	108	4 10%	9 11%	9 8%	6 8%	17 19% fgi	6 5%	11 7%	16 10%	3 5%	6 11%	19 22% bighi	2 8%
LANDLINE AND MOBILE	700	24 67%	78 61%	50 72% gk	48 59%	58 72%	92 66%	91 76% cgk	114 59%	45 73% cgk	31 76% gk	51 59%	18 58%
LANDLINE OR MOBILE	1011	38 97%	104 97%	84 96%	65 99% g	88 98%	121 100% g	140 99% g	155 90%	58 99% g	50 95%	87 98% g	23 97%
None	63 6%	5 12% f	10 10% f	5 6%	3 5%	5 6%	1 1%	16 11% f	7 5%	1 2%	3 6%	3 3%	2 10% f
Av number of services (inc mobile)	2.160	1.688	2.308	1.776	2.411	2.377	2.150	2.091	2.180	2.557	1.857	2.167	1.924
Standard Deviation	0.820	0.791	1.047	0.611	0.679	0.884	0.734	0.802	0.756	0.884	0.393	0.753	0.905
Error Variance	0.004	0.063	0.048	0.031	0.046	0.052	0.090	0.029	0.026	0.078	0.031	0.081	0.063

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All adults UK

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	872	274	589	810	677	195	133	688	228	455	669	575	119*	416	941
Weighted Base	1044	903	255	637	808	700	203	108	700	208	485	649	600	129*	416	934
Landline phone	808 77%	700 78% ^f	186 73% ^f	506 79% ^f	808 100% ^{abcf}	700 100% ^{abcf}	-	108 100% ^{abcf}	526 75%	149 71%	372 77%	649 100% ^{hijlm no}	505 84% ^{hijmo}	90 70%	345 83% ^{hijmo}	722 77%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	812 78%	751 83% ^{bfg}	178 70% ^g	566 89% ^{abdfg}	670 83% ^{bfg}	625 89% ^{abdfg}	126 62% ^g	45 42%	577 82% ^{io}	144 69%	428 88% ^{hikmo}	524 81% ⁱ	600 100% ^{hijkln no}	96 74%	362 87% ^{hikmo}	724 78% ⁱ
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	204 20%	189 21% ^{bg}	33 13%	153 24% ^{bdg}	146 18% ^g	138 20% ^{bg}	50 25% ^{bdg}	8 8%	143 20% ⁱ	22 11%	120 25% ^{iklo}	111 17% ⁱ	109 18% ⁱ	129 100% ^{hijkl no}	78 19% ⁱ	183 20%
SUMMARY CODES																
ANY MOBILE PHONE	903 86%	903 100% ^{dg}	255 100% ^{dg}	637 100% ^{dg}	700 87% ^g	700 100% ^{dg}	203 100% ^{dg}	-	700 100% ^{klmn o}	208 100% ^{klmn o}	485 100% ^{klmno}	551 85%	554 92% ^{ko}	118 92%	373 90% ^k	815 87%
NONE	15 1%	-	-	-	-	-	-	-	-	-	-	-	-	-	3 1%	3 *
ANY SERVICE	981 94%	854 95% ^{bf}	231 91% ^f	614 96% ^{bf}	808 100% ^{abcf}	700 100% ^{abcf}	154 76%	108 100% ^{abcf}	653 93%	185 89%	462 95% ⁱ	649 100% ^{hijn o}	600 100% ^{hijn}	129 100% ^{hijo}	410 99% ^{hijo}	882 95% ⁱ
ANY SERVICE (INC. MOBILE)	1029 99%	903 100%	255 100%	637 100%	808 100%	700 100%	203 100%	108 100%	700 100%	208 100%	485 100%	649 100%	600 100%	129 100%	413 99%	931 100%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All adults UK

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR								
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)	
Unweighted Base	1044	872	274	589	810	677	195	133	688	228	455	669	575	119*	416	941	
Weighted Base	1044	903	255	637	808	700	203	108	700	208	485	649	600	129*	416	934	
SERVICES HAVE																	
MOBILE NOT LANDLINE	203 19%	203 22%deg	69 27%deg	132 21%deg	-	-	203 100%abcdefg	-	174 25%klm	60 29%klno	113 23%klm	-	85	32	60	190 20%klm	
LANDLINE NOT MOBILE	108 10%	-	-	-	108 13%abcef	-	-	108 100%abcdef	-	-	-	97 15%hijklmn	36 6%hij	4 3%hij	32 8%hij	97 10%hijklmn	
LANDLINE AND MOBILE	700 67%	700 78%fg	186 73%fg	506 79%fg	700 87%abcf	700 100%abcdfg	-	-	526 75%o	149 71%	372 77%mo	551 85%hijklm	470 78%mo	86 67%	313 75%o	625 67%	
LANDLINE OR MOBILE	1011 97%	903 100%	255 100%	637 100%	808 100%	700 100%	203 100%	108 100%	700 100%lmno	208 100%lmno	485 100%lmno	649 100%lmno	590 98%lm	122 95%	405 97%	913 98%	
None	63 6%	49 5%deg	23 9%acdeg	23 4%deg	-	-	49 24%abcdefg	-	47 7%klmn	23 11%jklmn	22 5%klmn	-	-	-	6 1%kl	51 5%klmn	
Av number of services (inc mobile)	2.160	2.160f	2.2027f	2.289f	f	2.595abc	2.595abc	1.459	-	2.131	1.956	2.310i	2.537hio	2.921hij	2.903	2.529hio	2.146
Standard Deviation	0.820	0.820	0.729	0.900	f	0.623	0.623	0.578	-	0.858	0.741	0.940	0.617	0.511	0.824	0.673	0.832
Error Variance	0.004	0.004	0.006	0.012	0.004	0.004	0.006	-	0.006	0.008	0.015	0.004	0.007	0.068	0.008	0.005	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All adults UK

	Total	TV							INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)	
Unweighted Base	1044	450	427	418	52	587	447	993	801	797	346	481	825	475	
Weighted Base	1044	464	404	398	53*	609	424	990	854	846	377	535	875	534	
Landline phone	808 77%	388 84%bcf	306 76%	301 76%	46 86%	502 83%bcf	321 76%	783 79%	683 80%	670 79%	299 79%	405 76%	690 79%	414 78%	
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	812 78%	396 85%bcfg	271 67%	268 67%	48 91%bcfg	524 86%bcfg	281 66%	769 78%bcf	782 92%	773 91%	341 91%	477 89%	786 90%	479 90%	
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	204 20%	97 21%	76 19%	75 19%	14 26%	124 20%	80 19%	194 20%	185 22%	183 22%	109 29%hil	137 26%	192 22%	135 25%	
SUMMARY CODES															
ANY MOBILE PHONE	903 86%	421 91%bcfg	328 81%	324 82%	50 94%bcf	552 91%bcfg	347 82%	857 87%bcf	790 92%	785 93%	358 95%	516 96%hil	807 92%	516 97%hil	
NONE	15 1%	2 *	9 2%ae	8 2%	- -	4 1%	8 2%	12 1%	4 *	4 *	- -	2 *	4 *	1 *	
ANY SERVICE	981 94%	454 98%bcfg	364 90%	359 90%	52 99%	596 98%bcfg	383 90%	936 95%bcf	836 98%	825 97%	371 98%	514 96%	850 97%	517 97%	
ANY SERVICE (INC. MOBILE)	1029 99%	462 100%b	395 98%	390 98%	53 100%	605 99%b	416 98%	978 99%	850 100%	843 100%	377 100%	533 100%	871 100%	533 100%	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

*Consumer Complaints Study - Wave 8 (QS9331 - 183436)***Q.2 Which of the following do you have in your home?**

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	427	418	52	587	447	993	801	797	346	481	825	475
Weighted Base	1044	464	404	398	53*	609	424	990	854	846	377	535	875	534
SERVICES HAVE														
MOBILE NOT LANDLINE	203 19%	68 15%	85 21%ae	85 21%ae	6 11%	93 15%	92 22%ae	181 18%	152 18%	158 19%	72 19%	123 23%h	164 19%	114 21%
LANDLINE NOT MOBILE	108 10%	35 7%	63 16%adeg	62 16%adeg	1 3%	43 7%	66 16%adeg	106 11%e	45 5%km	42 5%km	14 4%	13 2%	47 5%km	13 2%
LANDLINE AND MOBILE	700 67%	353 76%bcfg	243 60%	239 60%	44 84%bcfg	460 76%bcfg	255 60%	676 68%bcf	638 75%	627 74%	285 76%	393 73%	643 74%	402 75%
LANDLINE OR MOBILE	1011 97%	456 98%	391 97%	387 97%	51 97%	595 98%	412 97%	963 97%	835 98%	828 98%	372 99%	528 99%	854 98%	528 99%
None	63 6%	11 2%	39 10%aeg	39 10%aeg	1 1%	12 2%	41 10%aeg	54 5%ae	18 2%	21 3%	6 2%	20 4%	25 4%	17 3%
Av number of services (inc mobile)	2.160	2.519bcfg	1.875	1.874	3.237	2.575bcfg	1.895	2.198bcf	2.705	2.595	2.681	2.413	2.599	2.407
Standard Deviation	0.820	0.766	0.737	0.742	0.477	0.749	0.742	0.805	0.747	0.824	0.835	0.902	0.791	0.948
Error Variance	0.004	0.010	0.007	0.007	0.046	0.007	0.007	0.004	0.011	0.013	0.037	0.025	0.011	0.028

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.3 Which of these best describes the mobile phone package you are on?**

Base: All who have a mobile phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	872	394	478	119	180	151	128	117	103	74	170	245	166	291
Weighted Base	903	444	459	140	186	155	157	135*	78*	52*	185	291	188	239
Prepay\ Pay as you go	255 28%	125 28%	130 28%	33 23%	36 19%	24 16%	33 21%	43 32%de	44 57%cddefg	42 80%cddefgh	44 24%	65 22%	49 26%	96 40%jkl
Postpay\ monthly contract \ SIM only contract	637 71%	313 71%	324 71%	106 75%hi	149 80%ghi	131 84%ghi	119 75%hi	91 68%hi	33 42%i	9 18%	139 75%m	224 77%m	133 71%m	141 59%
Company phone	1 *	1 *	-	-	-	-	1 1%	-	-	-	1 *	-	-	-
Other mobile phone package	4 *	4 1%	-	-	1 1%	-	3 2%	-	-	-	-	-	4 2%km	-
Don't know	6 1%	-	6 1%a	2 1%	-	-	2 1%	-	1 2%	1 2%de	1 *	2 1%	2 1%	2 1%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.3 Which of these best describes the mobile phone package you are on?**

Base: All who have a mobile phone

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Married \Living as married (a)	Single (b)	Widow\Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	
Total														
Unweighted Base	872	499	240	133	469	403	273	599	698	174	719	68	33	52
Weighted Base	903	539	251	113	537	366	288	615	713	190	770	68*	44**	21*
Prepay\ Pay as you go	255 28%	146 27%	61 24%	49 43%ab	86 16%	169 46%d	65 22%	190 31%f	189 27%	66 35%	210 27%	26 38%	11 26%	8 37%
Postpay\ monthly contract \ SIM only contract	637 71%	386 72%c	189 75%c	63 56%	445 83%e	192 53%	220 77%g	417 68%	518 73%i	120 63%	554 72%	41 60%	29 65%	13 63%
Company phone	1 *	1 *	- -	- -	1 *	- -	- *	1 *	1 -	- -	1 *	- -	- -	- -
Other mobile phone package	4 *	4 1%	- -	- -	4 1%	- -	1 *	3 *	- -	4 2%h	1 *	- -	3 7%	- -
Don't know	6 1%	2 *	2 1%	2 2%	2 *	4 1%	2 1%	4 1%	5 1%	1 *	4 1%	1 1%	1 2%	- -

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.3 Which of these best describes the mobile phone package you are on?**

Base: All who have a mobile phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	872	36	100	72	53	61	91	121	134	51	33	68	52
Weighted Base	903	34*	95*	75*	60*	71*	114*	129	138	55*	44**	68*	21*
Prepay\ Pay as you go	255 28%	11 32% ^f	26 27%	21 28%	30 51%bcdfghi	26 37%fg	17 15%	26 20%	39 28% ^f	14 25%	11 26%	26 38% ^{fg}	8 37% ^{fg}
Postpay\ monthly contract \ SIM only contract	637 71%	23 68%	67 71% ^d	54 72% ^d	29 49%	43 61%	97 85%abdehkl	101 79%dekl	100 72% ^d	40 73% ^d	29 65%	41 60%	13 63%
Company phone	1 +	-	1 1%	-	-	-	-	-	-	-	-	-	-
Other mobile phone package	4 +	-	-	-	-	-	-	-	-	1 2%	3 7%	-	-
Don't know	6 1%	-	1 1%	-	-	2 2%	-	2 1%	-	-	1 2%	1 1%	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 3

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.3 Which of these best describes the mobile phone package you are on?

Base: All who have a mobile phone

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	872	872	274	589	677	677	195	-	688	228	455	547	525	106	365	795
Weighted Base	903	903	255	637	700	700	203	-**	700	208	485	551	554	118*	373	815
Prepay\ Pay as you go	255 28%	255 28% ^c	255 100%acdef	-	186 26% ^c	186 26% ^c	69 34% ^c	-	208 30% ^{jlm} 0	208 100%hjklnm	-	156 28% ^j m	132 24% ^j	20 17% ^j	98 26% ^j	237 29% ^j m
Postpay\ monthly contract \ SIM only contract	637 71%	637 71% ^b	-	637 100%abdef	506 72% ^b	506 72% ^b	132 65% ^b	-	485 69% ⁱ	-	485 100%hiklm no	389 71% ⁱ	418 75%hi	98 83%hikno	269 72% ⁱ l	570 70% ⁱ l
Company phone	1 *	1 *	-	-	1 *	1 *	-	-	1 *	-	-	1 *	1 *	-	1 *	1 *
Other mobile phone package	4 *	4 *	-	-	4 1%	4 1%	-	-	4 1%	-	-	4 1%	4 1%	-	4 1% ^j	4 *
Don't know	6 1%	6 1%	-	-	4 1%	4 1%	2 1% ^c	-	2 *	-	-	2 *	-	-	1 *	4 *

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 3

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.3 Which of these best describes the mobile phone package you are on?

Base: All who have a mobile phone

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	872	401	330	324	48	523	348	829	732	731	325	461	752	457
Weighted Base	903	421	328	324	50*	552	347	857	790	785	358	516	807	516
Prepay\ Pay as you go	255 28%	90 21%	120 36%aeg	118 36%aeg	15 31%	128 23%	129 37%aeg	243 28%a	188 24%k	187 24%k	84 23%k	82 16%	196 24%km	97 19%
Postpay\ monthly contract \ SIM only contract	637 71%	322 76%bcfg	203 62%	201 62%	34 67%	416 75%bcf	212 61%	604 70%bcf	593 75%	590 75%	269 75%	426 83%hijl	602 75%	413 80%
Company phone	1 *	- -	- -	- -	1 2%abcfg	1 *	- -	1 *	1 *	1 -	- -	- -	1 *	- -
Other mobile phone package	4 *	4 1%	4 1%	4 1%	- -	4 1%	4 1%	4 *	4 1%	4 1%	3 1%	4 1%	4 *	4 1%
Don't know	6 1%	5 1%	1 *	1 *	- -	4 1%	1 *	6 1%	3 *	3 *	2 *	3 1%	3 *	2 *

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 4

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.5A Which of these services are you solely or jointly responsible for paying the bill?

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1044	467	577	126	190	165	145	136	139	143	188	277	194	385
Weighted Base	1044	505	539	148	195	167	176	155	102	102	202	322	217	303
Landline	649	329	320	19	106	111	127	117	80	89	138	198	133	181
	62%	65%	59%	13%	54% ^c	67% ^{cd}	72% ^{cd}	76% ^{cd}	78% ^{cde}	87% ^{cdefg}	68%	61%	61%	60%
Mobile phone (personally own and use)	700	357	343	88	155	127	122	103	61	45	137	236	138	189
	67%	71% ^b	64%	59% ⁱ	79% ^{cghi}	76% ^{chi}	69% ⁱ	67% ⁱ	60% ⁱ	44%	68%	73% ^{lm}	64%	62%
Fixed broadband	600	301	299	35	129	127	122	105	58	25	133	204	125	138
	57%	60%	55%	24%	66% ^{ci}	76% ^{cdhi}	69% ^{chi}	68% ^{ci}	57% ^{ci}	24%	66% ^m	64% ^m	57% ^m	46%
Mobile broadband	129	64	65	11	27	33	28	20	9	1	34	37	32	26
	12%	13%	12%	7% ⁱ	14% ⁱ	20% ^{chi}	16% ^{ci}	13% ⁱ	9% ⁱ	1%	17% ^m	11%	15% ^m	9%
Pay TV	416	211	205	13	81	89	84	72	46	32	85	132	88	112
	40%	42%	38%	9%	41% ^c	53% ^{cdi}	48% ^{ci}	47% ^{ci}	45% ^{ci}	31% ^c	42%	41%	40%	37%
SUMMARY CODES														
NONE	110	40	71	46	12	9	15	13	7	7	27	32	23	28
	11%	8%	13% ^a	31% ^{defghi}	6%	5%	9%	9%	7%	7%	13%	10%	11%	9%
RESPONSIBLE FOR ANY BILL	934	465	469	101	183	158	161	141	95	95	176	290	194	274
	89%	92% ^b	87%	69%	94% ^c	95% ^c	91% ^c	91% ^c	93% ^c	93% ^c	87%	90%	89%	91%
PHONE BILLS RESPONSIBLE FOR														
LANDLINE NOT MOBILE	186	88	98	4	18	22	31	31	32	48	30	45	45	67
	18%	17%	18%	3%	9% ^c	13% ^c	18% ^{cd}	20% ^{cd}	31% ^{cdefg}	47% ^{cdefgh}	15%	14%	21%	22% ^k
MOBILE NOT LANDLINE	238	116	121	72	67	38	26	17	13	4	29	83	51	75
	23%	23%	22%	49% ^{defghi}	34% ^{efghi}	23% ^{ghi}	15% ⁱ	11%	13% ⁱ	4%	14%	26% ^j	23% ^j	25% ^j
LANDLINE AND MOBILE	462	241	222	15	88	89	95	86	48	40	108	153	88	114
	44%	48%	41%	10%	45% ^c	53% ^{ci}	54% ^{ci}	56% ^{ci}	47% ^c	40% ^c	53% ^{lm}	48% ^m	40%	38%
LANDLINE OR MOBILE	886	445	441	92	173	149	153	134	93	93	167	281	183	256
	85%	88% ^b	82%	62%	89% ^c	89% ^c	87% ^c	87% ^c	91% ^c	91% ^c	82%	87%	84%	84%
Av no services responsible for Standard Deviation	2.671	2.716	2.626	1.628	2.722 ^{ci}	3.086 ^{cdhi}	3.004 ^{chi}	2.954 ^{ci}	2.680 ^{ci}	2.005 ^c	2.991 ^{lm}	2.786 ^m	2.660 ^m	2.353
Error Variance	1.200	1.206	1.194	0.921	1.192	1.126	1.130	1.117	1.112	1.018	1.207	1.176	1.169	1.175
	0.002	0.003	0.003	0.010	0.008	0.008	0.010	0.010	0.009	0.008	0.009	0.006	0.008	0.004

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.5A Which of these services are you solely or jointly responsible for paying the bill?

Base: All adults UK

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Total	Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1044	572	278	194	506	538	298	746	838	206	850	92	42	60
Weighted Base	1044	601	284	159	577	467	310	734	829	215	879	89*	52*	24*
Landline	649 62%	424 71% ^b	109 38%	116 73% ^b	374 65%	275 59%	187 60%	462 63%	524 63%	125 58%	540 61%	59 67%	32 61%	17 71%
Mobile phone (personally own and use)	700 67%	420 70% ^c	186 66%	94 59%	428 74% ^e	272 58%	217 70%	483 66%	551 66%	149 69%	597 68% ^k	49 55%	37 70%	18 76% ^k
Fixed broadband	600 57%	413 69% ^{bc}	120 42%	68 43%	398 69% ^e	202 43%	204 66% ^g	397 54%	477 58%	123 57%	499 57%	57 64%	29 56%	15 64%
Mobile broadband	129 12%	89 15% ^c	27 10%	13 8%	91 16% ^e	38 8%	59 19% ^g	69 9%	106 13%	23 11%	106 12%	17 19% ^m	5 10%	1 3%
Pay TV	416 40%	285 47% ^{bc}	73 26%	58 37% ^b	261 45% ^e	155 33%	140 45% ^g	276 38%	338 41%	78 36%	337 38%	43 49%	22 42%	14 57% ^j
SUMMARY CODES														
NONE	110 11%	55 9% ^c	49 17% ^{ac}	6 4%	39 7%	71 15% ^d	33 11%	78 11%	94 11%	17 8%	92 10%	13 15%	3 6%	3 13%
RESPONSIBLE FOR ANY BILL	934 89%	546 91% ^b	235 83%	153 96% ^{ab}	537 93% ^e	396 85%	277 89%	656 89%	735 89%	198 92%	788 90%	76 85%	49 94%	21 87%
PHONE BILLS RESPONSIBLE FOR														
LANDLINE NOT MOBILE	186 18%	102 17% ^b	31 11%	54 34% ^{ab}	83 14%	103 22% ^d	37 12%	149 20% ^f	146 18%	40 19%	149 17%	24 27% ^{jm}	11 21%	2 10%
MOBILE NOT LANDLINE	238 23%	98 16%	108 38% ^{ac}	31 20%	137 24%	100 21%	67 22%	170 23%	174 21%	64 30% ^h	205 23%	14 15%	15 30%	4 15%
LANDLINE AND MOBILE	462 44%	322 54% ^{bc}	78 27%	63 39% ^b	291 50% ^e	172 37%	150 48%	313 43%	377 46%	85 39%	391 45%	35 40%	21 41%	15 62% ^{jk}
LANDLINE OR MOBILE	886 85%	522 87% ^b	217 76%	148 93% ^{ab}	511 89% ^e	375 80%	255 82%	632 86%	697 84%	189 88%	746 85%	73 82%	47 91%	21 86%
Av no services responsible for Standard Deviation Error Variance	2.671	2.988bc	2.187	2.283	2.888e	2.377	2.909g	2.571	2.715	2.507	2.639	2.969j	2.541	3.110jl
	1.200	1.114	1.164	1.197	1.154	1.201	1.193	1.190	1.214	1.138	1.213	1.077	1.125	1.170
	0.002	0.002	0.006	0.008	0.003	0.003	0.005	0.002	0.002	0.007	0.002	0.014	0.032	0.025

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.5A Which of these services are you solely or jointly responsible for paying the bill?

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	44	118	86	62	82	101	150	151	56	42	92	60
Weighted Base	1044	39*	108	85*	67*	88*	122*	155	157	59*	52*	89*	24*
Landline	649	23	75	42	48	54	84	77	104	35	32	59	17
	62%	59%	69%cg	50%	72%cg	61%	69%cg	50%	66%cg	59%	61%	67%cg	71%cg
Mobile phone (personally own and use)	700	26	75	58	45	56	90	94	113	40	37	49	18
	67%	67%	69%k	68%	67%	64%	74%gk	60%	72%gk	68%	70%	55%	76%gk
Fixed broadband	600	19	61	37	44	42	85	81	96	35	29	57	15
	57%	47%	56%	44%	65%c	48%	70%aceg	52%	61%c	60%	56%	64%c	64%c
Mobile broadband	129	-	18	11	12	10	5	22	22	6	5	17	1
	12%	-	17%af	12%af	18%af	11%a	4%	14%af	14%af	9%	10%	19%af	3%
Pay TV	416	16	45	21	35	31	47	56	65	22	22	43	14
	40%	40%	42%c	25%	53%cg	35%	38%	36%	41%c	38%	42%	49%c	57%cefgh
SUMMARY CODES													
NONE	110	5	12	10	2	12	10	22	10	9	3	13	3
	11%	12%	12%	12%	4%	13%	8%	14%h	6%	15%dh	6%	15%h	13%
RESPONSIBLE FOR ANY BILL	934	35	96	75	64	76	112	134	147	50	49	76	21
	89%	88%	88%	88%	96%i	87%	92%	86%	94%gik	85%	94%	85%	87%
PHONE BILLS RESPONSIBLE FOR													
LANDLINE NOT MOBILE	186	6	19	16	15	18	19	22	29	7	11	24	2
	18%	14%	17%	19%	22%	20%	15%	14%	19%	13%	21%	27%gil	10%
MOBILE NOT LANDLINE	238	8	19	32	12	20	25	38	38	13	15	14	4
	23%	21%	17%	38%bdflghkl	18%	23%	20%	24%	24%	22%	30%	15%	15%
LANDLINE AND MOBILE	462	18	56	26	33	36	65	56	75	27	21	35	15
	44%	45%	52%cg	31%	49%c	41%	53%cg	36%	48%c	46%	41%	40%	62%cegk
LANDLINE OR MOBILE	886	32	93	74	60	74	109	115	142	48	47	73	21
	85%	81%	86%g	87%g	89%g	84%	89%g	74%	91%g	81%	91%g	82%	86%
Av no services responsible for	2.671	2.419	2.853cg	2.264	2.856c	2.534	2.767c	2.468	2.716c	2.267c	2.541	2.969ace	3.110acegj
Standard Deviation	1.200	1.144	1.247	1.124	1.136	1.191	1.043	1.315	1.252	1.260	1.125	1.077	1.170
Error Variance	0.002	0.034	0.015	0.016	0.022	0.019	0.012	0.013	0.011	0.032	0.032	0.014	0.025

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 4

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.5A Which of these services are you solely or jointly responsible for paying the bill?

Base: All adults UK

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	872	274	589	810	677	195	133	688	228	455	669	575	119*	416	941
Weighted Base	1044	903	255	637	808	700	203	108	700	208	485	649	600	129*	416	934
Landline	649 62%	551 61% ^f	156 61% ^f	389 61% ^f	649 80% ^{abcf}	551 79% ^{abcf}	-	97 90% ^{abcde} ^f	462 66%	135 65%	322 66%	649 100% ^{hijlm} ^{no}	490 82% ^{hijmo}	82 64%	334 80% ^{hijmo}	649 69%
Mobile phone (personally own and use)	700 67%	700 78% ^{dg}	208 82% ^{dg}	485 76% ^{dg}	526 65% ^g	526 75% ^{dg}	174 86% ^{acdeg}	- -	700 100% ^{klmn} ^o	208 100% ^{klmn} ^o	485 100% ^{klmno}	462 71%	479 80% ^{ck}	99 77%	312 75%	700 75%
Fixed broadband	600 57%	554 61% ^{bfg}	132 52% ^g	418 66% ^{bfg}	505 63% ^{bfg}	470 67% ^{abfg}	85 42%	36 33%	479 68% ⁱ	117 56%	357 74% ^{imo}	490 76% ^{himo}	600 100% ^{hijklm} ^{no}	82 63%	352 85% ^{hijklm} ^o	600 64% ⁱ
Mobile broadband	129 12%	118 13% ^{bg}	20 8%	98 15% ^{bcdg}	90 11% ^g	86 12% ^g	32 16% ^{bg}	4 4%	99 14% ⁱ	13 6%	87 18% ^{ik}	82 13% ⁱ	82 14% ⁱ	129 100% ^{hijkl} ^{no}	64 15% ⁱ	129 14% ⁱ
Pay TV	416 40%	373 41% ^{fg}	98 38%	269 42% ^{fg}	345 43% ^{fg}	313 45% ^{fg}	60 30%	32 30%	312 45%	85 41%	222 46%	334 52% ^{hio}	352 59% ^{hjiko}	64 49%	416 100% ^{hijkl} ^{mo}	416 45%
SUMMARY CODES																
NONE	110 11%	88 10%	18 7%	67 11%	86 11%	75 11%	12 6%	10 10%	- -	- -	- -	- -	- -	- -	- -	
RESPONSIBLE FOR ANY BILL	934 89%	815 90%	237 93%	570 89%	722 89%	625 89%	190 94%	97 90%	700 100%	208 100%	485 100%	649 100%	600 100%	129 100%	416 100%	934 100%
PHONE BILLS RESPONSIBLE FOR																
LANDLINE NOT MOBILE	186 18%	89 10% ^f	21 8% ^f	67 11% ^f	186 23% ^{abcef}	89 13% ^f	- -	97 90% ^{abcdef}	- -	- -	- -	186 29% ^{hijklm} ^{no}	97 16% ^{hij}	14 11% ^{hij}	78 19% ^{hij}	186 20% ^{hijklm}
MOBILE NOT LANDLINE	238 23%	238 26% ^{deg}	73 29% ^{deg}	163 26% ^{deg}	64 8% ^g	64 9% ^g	174 86% ^{abcdg}	- -	238 34% ^{klno}	73 35% ^{klno}	163 34% ^{klno}	- -	86 14% ^k	31 14% ^k	56 14% ^k	238 25% ^{kln}
LANDLINE AND MOBILE	462 44%	462 51% ^{fg}	135 53% ^{fg}	322 50% ^{fg}	462 57% ^{acf}	462 66% ^{abcdg}	- -	- -	462 66% ^{mo}	135 65% ^{mo}	322 66% ^{mo}	462 71% ^{lmno}	393 65% ^{mo}	68 53% ^{mo}	256 61% ^o	462 50%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base



Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.5A Which of these services are you solely or jointly responsible for paying the bill?**

Base: All adults UK

	Total	Q.1\Q3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	872	274	589	810	677	195	133	688	228	455	669	575	119	416	941
Weighted Base	1044	903	255	637	808	700	203	108	700	208	485	649	600	129*	416	934
LANDLINE OR MOBILE	886 85%	789 87%	229 90%	552 87%	713 88%	615 88%	174 86%	97 90%	700 100%lmno	208 100%lmno	485 100%lmno	649 100%lmno	576 96%m	113 88%	390 94%	886 95%m
Av no services responsible for Standard Deviation	2.671	2.817bfg	2.592fg	2.909bfg	2.929bfg	3.114abc dfg	1.844	1.741	2.932io	2.678	3.039io	3.109hio	3.336hij ko	3.536hij ko	3.552hij klo	2.671
Error Variance	1.200	1.179	1.122	1.189	1.154	1.086	0.922	0.830	1.191	1.139	1.195	1.055	0.835	1.304	0.872	1.200
	0.002	0.002	0.005	0.003	0.002	0.002	0.005	0.006	0.002	0.006	0.003	0.002	0.001	0.014	0.002	0.002

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 4

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.5A Which of these services are you solely or jointly responsible for paying the bill?

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	427	418	52	587	447	993	801	797	346	481	825	475
Weighted Base	1044	464	404	398	53*	609	424	990	854	846	377	535	875	534
Landline	649 62%	303 65%	259 64%	255 64%	38 72%	392 64%	272 64%	628 63%	537 63%	526 62%	233 62%	309 58%	545 62%	323 60%
Mobile phone (personally own and use)	700 67%	311 67%	274 68%	271 68%	40 75%	408 67%	290 69%	656 66%	606 71%	605 71%	262 69%	403 75%	621 71%	403 76%
Fixed broadband	600 57%	298 64%bcf	205 51%	202 51%	37 70%bcf	397 65%bcfg	210 50%	576 58%bcf	585 68%	577 68%	245 65%	346 65%	589 67%	352 66%
Mobile broadband	129 12%	58 12%	51 13%	50 13%	8 16%	80 13%	54 13%	124 13%	118 14%	116 14%	68 14%	87 16%	123 14%	85 16%
Pay TV	416 40%	289 62%bcfg	36 9%	35 9%	38 71%bcfg	413 68%bcfg	36 9%	416 42%bcf	373 44%	367 43%	158 42%	224 42%	378 43%	231 43%
SUMMARY CODES														
NONE	110 11%	52 11%	36 9%	34 9%	6 12%	69 11%	36 8%	107 11%	92 11%	90 11%	44 12%	61 11%	92 11%	57 11%
RESPONSIBLE FOR ANY BILL	934 89%	412 89%	368 91%	363 91%	47 88%	540 89%	388 92%	883 89%	762 89%	756 89%	333 88%	474 89%	783 89%	476 89%
PHONE BILLS RESPONSIBLE FOR														
LANDLINE NOT MOBILE	186 18%	75 16%	83 21%	82 21%	5 10%	99 16%	87 21%	184 19%	117 14%ck	114 13%ck	53 14%ck	50 9%	120 14%ck	53 10%
MOBILE NOT LANDLINE	238 23%	82 18%	98 24%ca	98 25%cae	7 14%	115 19%	105 25%cae	212 21%	186 22%	192 23%	83 22%	144 27%	197 22%	134 25%
LANDLINE AND MOBILE	462 44%	228 49%	176 44%	173 44%	33 62%bcfg	293 48%	185 44%	444 45%	420 49%	413 49%	179 48%	259 49%	424 49%	270 51%
LANDLINE OR MOBILE	886 85%	385 83%	357 88%ae	353 89%ae	45 85%	507 83%	378 89%ae	840 85%	723 85%	718 85%	315 84%	453 85%	741 85%	456 85%
Av no services responsible for Standard Deviation	2,671	3,054bcfg	2,239	2,237	3,439bcfg	3,134bcfg	2,224	2,718bcf	2,912	2,899	2,897	2,889	2,881	2,924
Error Variance	1.200	1.161	1.089	1.087	1.142	1.156	1.077	1.199	1.134	1.145	1.165	1.198	1.146	1.182
	0.002	0.003	0.003	0.003	0.028	0.003	0.003	0.002	0.002	0.002	0.004	0.003	0.002	0.003

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base



Table 5

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.5A Which of these services are you solely or jointly responsible for paying the bill?

Base: All who have specified a service

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1030	461	569	126	187	164	144	132	135	142	187	276	194	373
Weighted Base	1033	499	534	148	193	166	175	150	100	101	201	321	217	294
Landline	649	329	320	19	106	111	127	117	80	89	138	198	133	181
	63%	66%	60%	13%	55% ^c	67% ^{cd}	72% ^{cd}	78% ^{cd}	80% ^{cde}	88% ^{cdef}	68%	62%	61%	62%
Mobile phone (personally own and use)	700	357	343	88	155	127	122	103	61	45	137	236	138	189
	68%	72% ^b	64%	59% ⁱ	80% ^{cfghi}	77% ^{chi}	69% ⁱ	69% ⁱ	61% ⁱ	44%	68%	74% ^{lm}	64%	64%
Fixed broadband	600	301	299	35	129	127	122	105	58	25	133	204	125	138
	58%	60%	56%	24%	67% ^{ci}	77% ^{chi}	70% ^{ci}	70% ^{ci}	58% ^{ci}	24%	66% ^m	64% ^m	57% ^m	47%
Mobile broadband	129	64	65	11	27	33	28	20	9	1	34	37	32	26
	12%	13%	12%	7% ⁱ	14% ⁱ	20% ^{chi}	16% ^{ci}	13% ⁱ	9% ⁱ	1%	17% ^m	12%	15%	9%
Pay TV	416	211	205	13	81	89	84	72	46	32	85	132	88	112
	40%	42%	38%	9%	42% ^c	53% ^{cdi}	48% ^{ci}	48% ^{ci}	46% ^{ci}	31% ^c	42%	41%	40%	38%
SUMMARY CODES														
NONE	99	34	66	46	10	8	15	9	5	6	26	31	23	19
	10%	7%	12% ^a	31% ^{defghi}	5%	5%	8%	6%	5%	6%	13% ^m	10%	11%	7%
RESPONSIBLE FOR ANY BILL	934	465	469	101	183	158	161	141	95	95	176	290	194	274
	90%	93% ^b	88%	69%	95% ^c	95% ^c	92% ^c	94% ^c	95% ^c	94% ^c	87%	90%	89%	93% ^j
PHONE BILLS RESPONSIBLE FOR														
LANDLINE NOT MOBILE	186	88	98	4	18	22	31	31	32	48	30	45	45	67
	18%	18%	18%	3%	9% ^c	13% ^c	18% ^{cd}	21% ^{cd}	32% ^{cdef}	48% ^{cddefgh}	15%	14%	21%	23% ^{jk}
MOBILE NOT LANDLINE	238	116	121	72	67	38	26	17	13	4	29	83	51	75
	23%	23%	23%	49% ^{defghi}	35% ^{efghi}	23% ^{ghi}	15% ⁱ	11%	13% ⁱ	4%	14%	26% ^j	23% ^j	25% ^j
LANDLINE AND MOBILE	462	241	222	15	88	89	95	86	48	40	108	153	88	114
	45%	48% ^b	41%	10%	46% ^c	54% ^{ci}	54% ^{ci}	57% ^{ci}	48% ^{cc}	40% ^c	53% ^{lm}	48% ^m	40%	39%
LANDLINE OR MOBILE	886	445	441	92	173	149	153	134	93	93	167	281	183	256
	86%	89% ^b	83%	62%	90% ^c	90% ^c	87% ^{cc}	89% ^{cc}	93% ^{cc}	92% ^c	83%	88%	84%	87%
Av no services responsible for Standard Deviation	2.671	2.716	2.626	1.628	2.722 ^{ci}	3.086 ^{cdhi}	3.004 ^{chi}	2.954 ^{ci}	2.680 ^{ci}	2.005 ^c	2.991 ^{lm}	2.786 ^m	2.660 ^m	2.353
Error Variance	1.200	1.206	1.194	0.921	1.192	1.126	1.130	1.117	1.112	1.018	1.207	1.176	1.169	1.175
	0.002	0.003	0.003	0.010	0.008	0.010	0.010	0.009	0.008	0.008	0.009	0.006	0.008	0.004

Table 5

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.5A Which of these services are you solely or jointly responsible for paying the bill?

Base: All who have specified a service

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Total	Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1030	568	273	189	503	527	295	735	826	204	840	90	41	59
Weighted Base	1033	597	280	156	574	459	308	725	819	214	871	87*	51*	23*
Landline	649 63%	424 71% ^b	109 39%	116 75% ^b	374 65%	275 60%	187 61%	462 64%	524 64%	125 58%	540 62%	59 68%	32 62%	17 73%
Mobile phone (personally own and use)	700 68%	420 70% ^c	186 66%	94 60%	428 75% ^e	272 59%	217 70%	483 67%	551 67%	149 70%	597 68% ^k	49 56%	37 71%	18 78% ^k
Fixed broadband	600 58%	413 69% ^{bc}	120 43%	68 43%	398 69% ^e	202 44%	204 66% ^g	397 55%	477 58%	123 57%	499 57%	57 65%	29 57%	15 65%
Mobile broadband	129 12%	89 15% ^c	27 10%	13 8%	91 16% ^e	38 8%	59 19% ^g	69 10%	106 13%	23 11%	106 12%	17 20% ^{jm}	5 10%	1 3%
Pay TV	416 40%	285 48% ^{bc}	73 26%	58 37% ^b	261 45% ^e	155 34%	140 45%	276 38%	338 41%	78 36%	337 39%	43 50%	22 42%	14 58% ^j
SUMMARY CODES														
NONE	99 10%	51 9% ^c	45 16% ^{ac}	3 2%	36 6%	63 14% ^d	31 10%	68 9%	84 10%	15 7%	84 10%	11 13%	2 4%	3 11%
RESPONSIBLE FOR ANY BILL	934 90%	546 91% ^b	235 84%	153 98% ^{ab}	537 94% ^e	396 86%	277 90%	656 91%	735 90%	198 93%	788 90%	76 87%	49 96%	21 89%
PHONE BILLS RESPONSIBLE FOR														
LANDLINE NOT MOBILE	186 18%	102 17% ^b	31 11%	54 34% ^{ab}	83 15%	103 22% ^d	37 12%	149 21% ^f	146 18%	40 19%	149 17%	24 28% ^{jm}	11 21%	2 10%
MOBILE NOT LANDLINE	238 23%	98 16%	108 39% ^{ac}	31 20%	137 24%	100 22%	67 22%	170 23%	174 21%	64 30% ^h	205 24%	14 16%	15 30%	4 15%
LANDLINE AND MOBILE	462 45%	322 54% ^{bc}	78 28%	63 40% ^b	291 51% ^e	172 37%	150 49%	313 43%	377 46%	85 40%	391 45%	35 40%	21 41%	15 63% ^{jk}
LANDLINE OR MOBILE	886 86%	522 88% ^b	217 77%	148 95% ^{ab}	511 89% ^e	375 82%	255 83%	632 87%	697 85%	189 88%	746 86%	73 84%	47 92%	21 88%
Av no services responsible for	2,671	2,988 ^{bc}	2,187	2,283	2,888 ^e	2,377	2,909 ^g	2,571	2,715	2,507	2,639	2,969 ^j	2,541	3,110 ^{jl}
Standard Deviation	1.200	1.114	1.164	1.197	1.154	1.201	1.193	1.190	1.214	1.138	1.213	1.077	1.125	1.170
Error Variance	0.002	0.002	0.006	0.008	0.003	0.003	0.005	0.002	0.002	0.007	0.002	0.014	0.032	0.025

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 5

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.5A Which of these services are you solely or jointly responsible for paying the bill?

Base: All who have specified a service

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1030	43	113	86	62	82	101	147	150	56	41	90	59
Weighted Base	1033	39*	104	85*	67*	88*	122*	153	156	59*	51*	87*	23*
Landline	649	23	75	42	48	54	84	77	104	35	32	59	17
	63%	60%	72%cg	50%	72%cg	61%	69%cg	50%	66%cg	59%	62%	68%cg	73%cg
Mobile phone (personally own and use)	700	26	75	58	45	56	90	94	113	40	37	49	18
	68%	67%	72%k	68%	67%	64%	74%k	61%	72%k	68%	71%	56%	78%gk
Fixed broadband	600	19	61	37	44	42	85	81	96	35	29	57	15
	58%	48%	58%	44%	65%c	48%	70%aceg	53%	61%c	60%	57%	65%ce	65%c
Mobile broadband	129	-	18	11	12	10	5	22	22	6	5	17	1
	12%	-	17%af	12%af	18%af	11%a	4%	14%af	14%af	9%	10%	20%af	3%
Pay TV	416	16	45	21	35	31	47	56	65	22	22	43	14
	40%	41%	43%c	25%	53%c	35%	38%	36%	42%c	38%	42%	50%c	58%cefghi
SUMMARY CODES													
NONE	99	4	8	10	2	12	10	19	9	9	2	11	3
	10%	11%	8%	12%	4%	13%	8%	13%	6%	15%dh	4%	13%	11%
RESPONSIBLE FOR ANY BILL	934	35	96	75	64	76	112	134	147	50	49	76	21
	90%	89%	92%	88%	96%i	87%	92%	87%	94%il	85%	96%	87%	89%
PHONE BILLS RESPONSIBLE FOR													
LANDLINE NOT MOBILE	186	6	19	16	15	18	19	22	29	7	11	24	2
	18%	14%	18%	19%	22%	20%	15%	14%	19%	13%	21%	28%fgil	10%
MOBILE NOT LANDLINE	238	8	19	32	12	20	25	38	38	13	15	14	4
	23%	21%	18%	38%bdhkl	18%	23%	20%	25%	25%	22%	30%	16%	15%
LANDLINE AND MOBILE	462	18	56	26	33	36	65	56	75	27	21	35	15
	45%	46%	54%cg	31%	49%c	41%	53%cg	36%	48%c	46%	41%	40%	63%cegk
LANDLINE OR MOBILE	886	32	93	74	60	74	109	115	142	48	47	73	21
	86%	82%	90%g	87%g	89%g	84%	89%g	75%	91%g	81%	92%g	84%	88%
Av no services responsible for	2.671	2.419	2.853cg	2.264	2.856c	2.534	2.767c	2.468	2.716c	2.267c	2.541	2.969ace	3.110acegj
Standard Deviation	1.200	1.144	1.247	1.124	1.136	1.191	1.043	1.315	1.252	1.260	1.125	1.077	1.170
Error Variance	0.002	0.034	0.015	0.016	0.022	0.019	0.012	0.013	0.011	0.032	0.032	0.014	0.025

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 5

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.5A Which of these services are you solely or jointly responsible for paying the bill?

Base: All who have specified a service

	Total	Q.1\Q3 PHONES OWN							Q.3\Q5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1030	872	274	589	810	677	195	133	688	228	455	669	575	119*	416	941
Weighted Base	1033	903	255	637	808	700	203	108	700	208	485	649	600	129*	416	934
Landline	649 63%	551 61% ^f	156 61% ^f	389 61% ^f	649 80% ^{abcf}	551 79% ^{abcf}	-	97 90% ^{abcde} ^f	462 66%	135 65%	322 66%	649 100% ^{hijlm} ^{no}	490 82% ^{hijmo}	82 64%	334 80% ^{hijmo}	649 69%
Mobile phone (personally own and use)	700 68%	700 78% ^{dg}	208 82% ^{dg}	485 76% ^{dg}	526 65% ^g	526 75% ^{dg}	174 86% ^{acdeg}	- -	700 100% ^{klmn} ^o	208 100% ^{klmn} ^o	485 100% ^{klmno}	462 71%	479 80% ^{ck}	99 77%	312 75%	700 75%
Fixed broadband	600 58%	554 61% ^{bfg}	132 52% ^g	418 66% ^{bfg}	505 63% ^{bfg}	470 67% ^{abfg}	85 42%	36 33%	479 68% ⁱ	117 56%	357 74% ^{imo}	490 76% ^{himo}	600 100% ^{hijklm} ^{no}	82 63%	352 85% ^{hijklm} ^o	600 64% ⁱ
Mobile broadband	129 12%	118 13% ^{bg}	20 8%	98 15% ^{bcdg}	90 11% ^g	86 12% ^g	32 16% ^{bg}	4 4%	99 14% ⁱ	13 6%	87 18% ^{ik}	82 13% ⁱ	82 14% ⁱ	129 100% ^{hijkl} ^{no}	64 15% ⁱ	129 14% ⁱ
Pay TV	416 40%	373 41% ^{fg}	98 38%	269 42% ^{fg}	345 43% ^{fg}	313 45% ^{fg}	60 30%	32 30%	312 45%	85 41%	222 46%	334 52% ^{hio}	352 59% ^{hijkl} ^{ko}	64 49%	416 100% ^{hijkl} ^{mo}	416 45%
SUMMARY CODES																
NONE	99 10%	88 10%	18 7%	67 11%	86 11%	75 11%	12 6%	10 10%	- -	- -	- -	- -	- -	- -	- -	
RESPONSIBLE FOR ANY BILL	934 90%	815 90%	237 93%	570 89%	722 89%	625 89%	190 94%	97 90%	700 100%	208 100%	485 100%	649 100%	600 100%	129 100%	416 100%	934 100%
PHONE BILLS RESPONSIBLE FOR																
LANDLINE NOT MOBILE	186 18%	89 10% ^f	21 8% ^f	67 11% ^f	186 23% ^{abcef}	89 13% ^f	- -	97 90% ^{abcdef}	- -	- -	- -	186 29% ^{hijklm} ^{no}	97 16% ^{hij}	14 11% ^{hij}	78 19% ^{hij}	186 20% ^{hijklm}
MOBILE NOT LANDLINE	238 23%	238 26% ^{deg}	73 29% ^{deg}	163 26% ^{deg}	64 8% ^g	64 9% ^g	174 86% ^{abcdg}	- -	238 34% ^{klno}	73 35% ^{klno}	163 34% ^{klno}	- -	86 14% ^k	31 14% ^k	56 14% ^k	238 25% ^{kln}
LANDLINE AND MOBILE	462 45%	462 51% ^{fg}	135 53% ^{fg}	322 50% ^{fg}	462 57% ^{acf}	462 66% ^{abcdg}	- -	- -	462 66% ^{mo}	135 65% ^{mo}	322 66% ^{mo}	462 71% ^{lmno}	393 65% ^{mo}	68 53%	256 61% ^o	462 50%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base



Table 5

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.5A Which of these services are you solely or jointly responsible for paying the bill?**

Base: All who have specified a service

	Total	Q.1\Q3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1030	872	274	589	810	677	195	133	688	228	455	669	575	119	416	941
Weighted Base	1033	903	255	637	808	700	203	108	700	208	485	649	600	129*	416	934
LANDLINE OR MOBILE	886 86%	789 87%	229 90%	552 87%	713 88%	615 88%	174 86%	97 90%	700 100%lmno	208 100%lmno	485 100%lmno	649 100%lmno	576 96%m	113 88%	390 94%	886 95%m
Av no services responsible for Standard Deviation	2.671	2.817bfg	2.592fg	2.909bfg	2.929bfg	3.114abc dfg	1.844	1.741	2.932io	2.678	3.039io	3.109hio	3.336hij ko	3.536hij ko	3.552hij klo	2.671
Error Variance	1.200	1.179	1.122	1.189	1.154	1.086	0.922	0.830	1.191	1.139	1.195	1.055	0.835	1.304	0.872	1.200
	0.002	0.002	0.005	0.003	0.002	0.002	0.005	0.006	0.002	0.006	0.003	0.002	0.001	0.014	0.002	0.002

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 5

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.5A Which of these services are you solely or jointly responsible for paying the bill?

Base: All who have specified a service

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOVIEW (b)	ANY FREEVIEW EX. YOVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1030	450	415	407	52	587	436	981	799	795	346	479	823	474
Weighted Base	1033	464	395	390	53*	609	416	981	852	844	377	533	873	533
Landline	649 63%	303 65%	259 65%	255 65%	38 72%	392 64%	272 65%	628 64%	537 63%	526 62%	233 62%	309 58%	545 62%	323 61%
Mobile phone (personally own and use)	700 68%	311 67%	274 69%	271 69%	40 75%	408 67%	290 70%	656 67%	606 71%	605 72%	262 69%	403 76%	621 71%	403 76%
Fixed broadband	600 58%	298 64%bcf	205 52%	202 52%	37 70%bcf	397 65%bcfg	210 51%	576 59%bcf	585 69%	577 68%	245 65%	346 65%	589 67%	352 66%
Mobile broadband	129 12%	58 12%	51 13%	50 13%	8 16%	80 13%	54 13%	124 13%	118 14%	116 14%	68 18%	87 16%	123 14%	85 16%
Pay TV	416 40%	289 62%bcfg	36 9%	35 9%	38 71%bcfg	413 68%bcfg	36 9%	416 42%bcf	373 44%	367 43%	158 42%	224 42%	378 43%	231 43%
SUMMARY CODES														
NONE	99 10%	52 11%bcf	28 7%	27 7%	6 12%	69 11%bcf	28 7%	98 10%	90 11%	88 10%	44 12%	59 11%	90 10%	57 11%
RESPONSIBLE FOR ANY BILL	934 90%	412 89%	368 93%ae	363 93%ae	47 88%	540 89%	388 93%ae	883 90%	762 89%	756 90%	333 88%	474 89%	783 90%	476 89%
PHONE BILLS RESPONSIBLE FOR														
LANDLINE NOT MOBILE	186 18%	75 16%	83 21%	82 21%	5 10%	99 16%	87 21%	184 19%	117 14%ck	114 13%ck	53 14%	50 9%	120 14%ck	53 10%
MOBILE NOT LANDLINE	238 23%	82 18%	98 25%ae	98 25%ae	7 14%	115 19%	105 25%ae	212 22%	186 23%	192 22%	83 27%	144 23%	197 25%	134 25%
LANDLINE AND MOBILE	462 45%	228 49%	176 44%	173 44%	33 62%bcfg	293 48%	185 45%	444 45%	420 49%	413 49%	179 48%	259 49%	424 49%	270 51%
LANDLINE OR MOBILE	886 86%	385 83%	357 90%aeg	353 91%aeg	45 85%	507 83%	378 91%aeg	840 86%	723 85%	718 85%	315 84%	453 85%	741 85%	456 86%
Av no services responsible for Standard Deviation	2,671	3,054bcfg	2,239	2,237	3,439bcfg	3,134bcfg	2,224	2,718bcf	2,912	2,899	2,897	2,889	2,881	2,924
Error Variance	1.200	1.161	1.089	1.087	1.142	1.156	1.077	1.199	1.134	1.145	1.165	1.198	1.146	1.182
	0.002	0.003	0.003	0.003	0.028	0.003	0.003	0.002	0.002	0.002	0.004	0.003	0.002	0.003

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base



Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?****If so, please indicate which ones appear on the same bill****Base: All adults UK**

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1044	467	577	126	190	165	145	136	139	143	188	277	194	385
Weighted Base	1044	505	539	148	195	167	176	155	102	102	202	322	217	303
Landline	421	218	204	15	81	79	88	86	46	26	100	139	85	97
	40%	43%	38%	10%	42%ci	47%ci	50%ci	56%cdi	45%ci	26%c	50%m	43%m	39%	32%
Mobile phone (personally own and use)	74	40	33	6	15	19	16	13	3	3	16	20	18	19
	7%	8%	6%	4%	7%	11%chi	9%ch	8%	2%	3%	8%	6%	8%	6%
Fixed broadband	423	212	211	20	87	81	89	82	47	18	101	140	85	97
	41%	42%	39%	14%	45%ci	49%ci	50%ci	53%ci	46%ci	17%	50%lm	43%m	39%	32%
Mobile broadband	39	20	20	4	5	10	7	10	3	1	6	9	15	10
	4%	4%	4%	3%	3%	6%ci	4%	6%ci	2%	1%	3%	3%	7%k	3%
Pay TV	256	121	135	11	49	47	59	44	29	17	54	90	46	67
	25%	24%	25%	7%	25%c	28%ci	34%ci	29%ci	28%ci	17%c	27%	28%	21%	22%
All billed separately	223	112	111	13	43	46	41	30	22	28	37	69	51	66
	21%	22%	21%	9%	22%c	28%c	23%c	19%c	22%c	28%c	18%	22%	23%	22%
SUMMARY CODES														
NONE	338	151	187	110	54	30	39	33	27	45	55	97	68	118
	32%	30%	35%	74%defghi	28%e	18%	22%	22%	27%	44%defgh	27%	30%	31%	39%jk
ANY PACKAGE OF SERVICES	483	242	242	25	98	91	97	91	52	29	111	156	98	118
	46%	48%	45%	17%	50%ci	55%ci	55%ci	59%ci	51%ci	28%c	55%m	48%m	45%	39%
PACKAGE WITH 3 SERVICES														
Landline phone, fixed broadband, and Pay TV	161	78	84	4	34	31	42	29	17	4	39	59	30	33
	15%	15%	15%	3%	17%ci	18%ci	24%ci	19%ci	17%ci	4%	19%m	18%m	14%	11%
PACKAGE WITH 2 SERVICES														
Landline phone and fixed broadband	170	91	79	8	35	30	28	38	21	10	43	53	37	37
	16%	18%	15%	5%	18%c	18%c	16%c	25%ci	20%ci	10%	21%m	16%	17%	12%
SINGLE BILLS														
LANDLINE	155	82	74	3	23	26	31	26	19	27	29	43	35	48
	15%	16%	14%	2%	12%c	16%c	18%c	17%c	18%c	26%cde	14%	13%	16%	16%
MOBILE	193	96	98	12	41	40	31	27	18	24	33	62	42	57
	19%	19%	18%	8%	21%c	24%c	18%c	17%c	18%c	24%c	16%	19%	19%	19%

Table 6

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?

If so, please indicate which ones appear on the same bill

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1044	467	577	126	190	165	145	136	139	143	188	277	194	385
Weighted Base	1044	505	539	148	195	167	176	155	102	102	202	322	217	303
FIXED BROADBAND	156 15%	77 15%	79 15%	11 8%	38 19%ci	41 25%cgghi	28 16%ci	21 13%	11 11%	6 6%	30 15%	56 17%	35 16%	35 11%
MOBILE BROADBAND	47 4%	21 4%	26 5%	4 3%	9 4%ci	16 9%cggi	10 6%ci	3 2%	5 5%ci	- -	10 5%	17 5%	10 5%	10 3%
PAY TV	100 10%	60 12%b	40 7%	2 1%	21 11%c	25 15%c	16 9%c	13 8%c	13 13%c	10 10%c	20 10%	30 9%	25 11%	26 8%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

Table 6

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?****If so, please indicate which ones appear on the same bill****Base: All adults UK**

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa- ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	
Unweighted Base	1044	572	278	194	506	538	298	746	838	206	850	92	42	60
Weighted Base	1044	601	284	159	577	467	310	734	829	215	879	89*	52*	24*
Landline	421 40%	300 50%bc	65 23%	56 35%b	278 48%e	144 31%	140 45%	281 38%	346 42%	76 35%	345 39%	45 51%j	17 33%	13 56%jl
Mobile phone (personally own and use)	74 7%	47 8%	19 7%	8 5%	52 9%e	22 5%	29 9%	45 6%	62 7%	12 6%	68 8%m	6 7%	- -	- -
Fixed broadband	423 41%	295 49%bc	78 27%	50 31%	282 49%e	141 30%	143 46%g	280 38%	345 42%	78 36%	349 40%	44 49%	17 32%	14 58%jl
Mobile broadband	39 4%	30 5%b	4 1%	5 3%	27 5%	12 3%	16 5%	23 3%	36 4%	4 2%	32 4%	3 4%	4 7%	* 1%
Pay TV	256 25%	173 29%b	44 15%	40 25%b	164 28%e	92 20%	79 26%	177 24%	219 26%i	37 17%	216 25%	28 31%l	6 11%	7 29%l
All billed separately	223 21%	138 23%	51 18%	34 22%	128 22%	95 20%	66 21%	157 21%	166 20%	57 26%	188 21%	17 19%	15 29%	3 14%
SUMMARY CODES														
NONE	338 32%	130 22%	147 52%ac	61 38%a	133 23%	205 44%d	84 27%	254 35%f	266 32%	72 33%	295 34%k	20 23%	16 32%	6 27%
ANY PACKAGE OF SERVICES	483 46%	334 55%bc	86 30%	64 40%b	316 55%e	167 36%	160 52%g	323 44%	396 48%	87 40%	396 45%	52 59%j	20 39%	14 59%j
PACKAGE WITH 3 SERVICES														
Landline phone, fixed broadband, and Pay TV	161 15%	114 19%b	25 9%	23 14%	113 20%e	49 10%	51 17%	110 15%	140 17%l	21 10%	138 16%	14 16%	3 5%	6 26%jl
PACKAGE WITH 2 SERVICES														
Landline phone and fixed broadband	170 16%	124 21%bc	28 10%	17 11%	112 19%e	58 12%	62 20%	108 15%	129 16%	41 19%	132 15%	20 22%	12 22%	6 27%jl
SINGLE BILLS														
LANDLINE	155 15%	99 16%b	29 10%	27 17%b	83 14%	73 16%	38 12%	117 16%	119 14%	36 17%	133 15%	9 10%	11 20%	2 10%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 6

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?

If so, please indicate which ones appear on the same bill

Base: All adults UK

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	
Unweighted Base	1044	572	278	194	506	538	298	746	838	206	850	92	42	60
Weighted Base	1044	601	284	159	577	467	310	734	829	215	879	89*	52*	24*
MOBILE	193 19%	122 20%	45 16%	27 17%	109	84	57	137	149	45	163	13	14	3
FIXED BROADBAND	156 15%	104 17%	36 13%	16 10%	101	55	53	103	114	42	130	12	13	1
MOBILE BROADBAND	47 4%	29 5%	14 5%	4 2%	31	16	25	22	35	12	42	5	-	*
PAY TV	100 10%	67 11%	19 7%	14 9%	58	41	32	68	71	29	79	10	10	2

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?

If so, please indicate which ones appear on the same bill

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	44	118	86	62	82	101	150	151	56	42	92	60
Weighted Base	1044	39*	108	85*	67*	88*	122*	155	157	59*	52*	89*	24*
Landline	421	12	52	26	30	31	54	45	70	26	17	45	13
	40%	30%	48%acg	31%	45%g	35%	44%g	29%	45%cg	44%	33%	51%acg	56%acegj
Mobile phone (personally own and use)	74	3	7	5	3	9	10	10	19	2	-	6	-
	7%	8%	6%	6%	4%	10%l	8%	7%	12%jl	3%	-	7%	-
Fixed broadband	423	10	48	28	30	26	59	50	72	27	17	44	14
	41%	25%	45%ag	33%	45%	29%	49%aceg	32%	46%aae	46%a	32%	49%aceg	58%acegj
Mobile broadband	39	-	6	2	2	4	2	5	10	-	4	3	*
	4%	-	6%	3%	3%	4%	2%	3%	7%	-	7%	4%	1%
Pay TV	256	8	35	16	19	21	30	34	38	13	6	28	7
	25%	21%	32%cj	19%	29%	24%	25%	22%	24%	23%	11%	31%j	29%j
All billed separately	223	11	18	17	21	19	27	32	33	10	15	17	3
	21%	29%	17%	20%	31%	22%	22%	20%	21%	17%	29%	19%	14%
SUMMARY CODES													
NONE	338	15	31	38	12	34	34	66	44	22	16	20	6
	32%	38%d	29%	45%bdfhkl	19%	39%dk	28%	42%bdfhk	28%	37%d	32%	23%	27%
ANY PACKAGE OF SERVICES	483	13	59	30	33	34	62	58	80	27	20	52	14
	46%	33%	55%acg	35%	50%	39%	51%	37%	51%cg	46%	39%	59%aceg	59%aceg
PACKAGE WITH 3 SERVICES													
Landline, phone, fixed broadband, and Pay TV	161	5	25	14	13	10	18	21	21	13	3	14	6
	15%	13%	23%j	17%	19%	11%	14%	13%	13%	21%j	5%	16%	26%eghj
PACKAGE WITH 2 SERVICES													
Landline phone and fixed broadband	170	3	19	8	12	8	29	11	29	13	12	20	6
	16%	8%	18%g	10%	17%	9%	23%aceg	7%	18%g	21%g	22%g	22%ceg	27%aceg
SINGLE BILLS													
LANDLINE	155	10	14	9	13	15	21	25	21	5	11	9	2
	15%	25%ik	13%	11%	19%	17%	17%	16%	13%	8%	20%	10%	10%
MOBILE	193	8	14	15	17	15	24	28	31	10	14	13	3
	19%	22%	13%	18%	25%	17%	20%	18%	20%	16%	28%	15%	13%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?****If so, please indicate which ones appear on the same bill****Base: All adults UK**

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	44	118	86	62	82	101	150	151	56	42	92	60
Weighted Base	1044	39*	108	85*	67*	88*	122*	155	157	59*	52*	89*	24*
FIXED BROADBAND	156 15%	8 19%	11 11%	10 11%	13 19%	14 16%	25 20% ^l	22 14%	20 13%	8 14%	13 24% ^l	12 14%	1 5%
MOBILE BROADBAND	47 4%	- -	5 5%	7 9% ^{fij}	8 12% ^a ^{fij}	5 6%	1 1%	6 4%	9 6% ^f	- -	- -	5 5%	* 2%
PAY TV	100 10%	4 11% ^b	3 3%	6 7%	12 18% ^b	6 7%	10 8%	16 10% ^b	17 11% ^b	4 7%	10 18% ^b	10 11% ^b	2 7%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 6

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?

If so, please indicate which ones appear on the same bill

Base: All adults UK

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	872	274	589	810	677	195	133	688	228	455	669	575	119	416	941
Weighted Base	1044	903	255	637	808	700	203	108	700	208	485	649	600	129*	416	934
Landline	421 40%	388 43%fg	95 37%f	288 45%bfg	421 52%abcfg	388 55%abcfg	-	33 31%f	326 47%	85 41%	235 49%	421 65%hijmo	385 64%hijmo	57 44%	264 64%hijmo	421 45%
Mobile phone (personally own and use)	74 7%	74 8%g	12 5%g	61 10%bg	57 7%g	57 8%g	17 8%g	-	74 11%	12 6%	61 13%iko	54 8%	55 9%	25 19%hiklno	38 9%	74 8%
Fixed broadband	423 41%	394 44%fg	97 38%fg	292 46%fg	386 48%bfg	360 51%abfg	34 17%	26 24%	330 47%m	85 41%	240 49%m	383 59%hijmo	423 70%hijkmo	43 34%	270 65%hijmo	423 45%m
Mobile broadband	39 4%	37 4%	7 3%	30 5%	28 3%	26 4%	11 5%	2 1%	31 4%	4 2%	27 6%il	25 4%	16 3%	39 30%hijklno	22 5%	39 4%
Pay TV	256 25%	235 26%fg	63 25%f	169 27%fg	225 28%fg	207 30%fg	28 14%	18 16%	184 26%	52 25%	131 27%	222 34%hijo	234 39%hijmo	33 26%	256 62%hijklmo	256 27%
All billed separately	223 21%	205 23%g	69 27%dg	135 21%	166 21%	150 21%	54 27%g	15 14%	193 28%	64 31%	130 27%	155 24%	156 26%	47 36%klno	100 24%	223 24%
SUMMARY CODES																
NONE	338 32%	252 28%e	75 30%e	173 27%e	208 26%	149 21%	103 51%abcde	59 55%abcke	133 19%klmn	49 24%klmn	82 17%klmn	65 10%ln	8 1%	10 8%ln	11 3%	227 24%hijklmn
ANY PACKAGE OF SERVICES	483 46%	446 49%fg	110 43%fg	330 52%bfg	435 54%bfg	401 57%abfg	45 22%	34 31%	373 53%	96 46%	272 56%i	429 66%hijmo	436 73%hijkmo	72 56%	306 73%hijkmo	483 52%
PACKAGE WITH 3 SERVICES																
Landline phone, fixed broadband, and Pay TV	161 15%	151 17%fg	36 14%f	113 18%fg	161 20%fg	151 22%abfg	-	10 9%f	114 16%	31 15%	80 17%	161 25%hijmo	161 27%hijmo	14 11%	161 39%hijklmo	161 17%
PACKAGE WITH 2 SERVICES																
Landline phone and fixed broadband	170 16%	154 17%f	39 15%f	112 18%f	170 21%f	154 22%abf	-	15 14%f	137 20%mn	37 18%n	97 20%mn	170 26%hijmn	170 28%hijmn	14 11%	40 10%	170 18%n

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 6

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?****If so, please indicate which ones appear on the same bill****Base: All adults UK**

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadban d (l)	Mobile broadban d (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	872	274	589	810	677	195	133	688	228	455	669	575	119	416	941
Weighted Base	1044	903	255	637	808	700	203	108	700	208	485	649	600	129*	416	934
SINGLE BILLS																
LANDLINE	155 15%	140 15% ^f	53 21% ^{cf}	86 13% ^{cf}	155 19% ^{acf}	140 20% ^{acf}	-	15 14% ^f	130 19%	47 23% ⁿ	82 17%	155 24% ^{hjlno}	97 16%	25 20%	64 15%	155 17%
MOBILE	193 19%	193 21% ^{dg}	64 25% ^{dg}	130 20% ^g	139 17% ^g	139 20% ^g	54 27% ^{dg}	-	193 28% ^{kno}	64 31% ^{kno}	130 27% ^{kno}	139 20%	38 23%	82 30% ^{kno}	193 20%	193 21%
FIXED BROADBAND	156 15%	144 16% ^g	32 12%	112 18% ^{dg}	107 13%	98 14%	46 23% ^{abdeg}	9 9%	139 20% ^k	30 14%	108 22% ^{iko}	97 15%	156 26% ^{hikno}	34 26% ^{iko}	72 17%	156 17%
MOBILE BROADBAND	47 4%	43 5%	10 4%	33 5%	28 3%	26 4%	17 8% ^{deg}	2 2%	38 5%	7 3%	32 7%	25 4%	34 6%	47 36% ^{hijkln}	19 5%	47 5%
PAY TV	100 10%	87 10%	26 10%	60 9%	69 9%	57 8%	30 15% ^{de}	12 11%	82 12%	25 12%	57 12%	64 10%	72 12%	19 15%	100 24% ^{hijkl}	100 11%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 6

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?****If so, please indicate which ones appear on the same bill****Base: All adults UK**

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	427	418	52	587	447	993	801	797	346	481	825	475
Weighted Base	1044	464	404	398	53*	609	424	990	854	846	377	535	875	534
Landline	421	219	135	133	31	299	140	412	396	383	174	230	400	243
	40%	47%bcf	33%	33%	58%bcfg	49%bcfg	33%	42%bcf	46%	45%	46%	43%	46%	46%
Mobile phone (personally own and use)	74	35	17	17	5	54	17	71	68	67	27	38	70	41
	7%	7% ^f	4%	4%	9%	9%bcf	4%	7% ^f	8%	8%	7%	7%	8%	8%
Fixed broadband	423	219	132	130	30	300	135	411	412	402	181	240	415	251
	41%	47%bcf	33%	33%	57%bcfg	49%bcfg	32%	42%bcf	48%	48%	48%	45%	47%	47%
Mobile broadband	39	18	10	10	3	28	12	38	35	33	20	23	37	24
	4%	4%	2%	2%	7%	5%	3%	4%	4%	4%	5%	4%	4%	5%
Pay TV	256	162	16	15	29	255	16	256	237	232	115	139	241	148
	25%	35%bcfg	4%	4%	55%abcfg	42%abcfg	4%	26%bcf	28%	27%	30%	26%	28%	28%
All billed separately	223	102	94	94	10	122	102	210	184	186	75	118	188	115
	21%	22%	23%	24%	19%	20%	24%	21%	22%	22%	20%	22%	21%	21%
SUMMARY CODES														
NONE	338	113	163	159	10	142	169	310	216	218	100	153	228	143
	32%	24%	40%adeg	40%adeg	19%	23%	40%adeg	31%ae	25%	26%	27%	29%	26%	27%
ANY PACKAGE OF SERVICES	483	250	148	145	33	344	152	470	454	442	202	264	459	276
	46%	54%bcfg	37%	36%	62%bcf	57%bcfg	36%	47%bcf	53%	52%	54%	49%	52%	52%
PACKAGE WITH 3 SERVICES														
Landline phone, fixed broadband, and Pay TV	161	105	14	13	21	161	14	161	157	154	74	94	159	101
	15%	23%bcfg	3%	3%	40%abcfg	27%bcfg	3%	16%bcf	18%	18%	20%	18%	18%	19%
PACKAGE WITH 2 SERVICES														
Landline phone and fixed broadband	170	60	107	105	3	60	109	160	165	158	69	95	165	97
	16%	13%	26%adeg	26%adeg	6%	10%	26%adeg	16%e	19%	19%	18%	18%	19%	18%
SINGLE BILLS														
LANDLINE	155	70	70	70	5	79	77	145	120	122	51	71	122	74
	15%	15%	17%	18%	10%	13%	18%e	15%	14%	14%	14%	13%	14%	14%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base



Table 6

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?

If so, please indicate which ones appear on the same bill

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	427	418	52	587	447	993	801	797	346	481	825	475
Weighted Base	1044	464	404	398	53*	609	424	990	854	846	377	535	875	534
MOBILE	193 19%	85 18%	85 21%	85 21%	9 17%	103 17%	93 22%	181 18%	161 19%	163 19%	63 17%	109 20%	164 19%	103 19%
FIXED BROADBAND	156 15%	71 15%	64 16%	64 16%	7 13%	86 14%	67 16%	145 15%	154 18%	155 18%	56 15%	97 18%	154 18%	93 17%
MOBILE BROADBAND	47 4%	24 5%	24 6%	24 6%	1 2%	25 4%	25 6%	46 5%	43 5%	44 5%	24 6%	32 6%	45 5%	33 6%
PAY TV	100 10%	73 16%bcfg	8 2%	8 2%	7 14%bcf	99 16%bcfg	9 2%	100 10%bcf	82 10%	83 10%	25 7%	54 10%	83 9%	50 9%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 7

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?

If so, please indicate which ones appear on the same bill

Base: All who have specified more than one service

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	701	318	383	29	134	135	108	109	105	81	139	197	132	233
Weighted Base	706	354	352	38**	141	137	137*	121*	75*	57*	148	225	149	184
Landline	421	218	204	15	81	79	88	86	46	26	100	139	85	97
	60%	61%	58%	39%	58%	58%	64% <i>i</i>	71% <i>i</i>	62%	46%	68% <i>m</i>	62%	57%	52%
Mobile phone (personally own and use)	74	40	33	6	15	19	16	13	3	3	16	20	18	19
	10%	11%	9%	17%	10%	14% <i>h</i>	12%	10%	3%	5%	11%	9%	12%	11%
Fixed broadband	423	212	211	20	87	81	89	82	47	18	101	140	85	97
	60%	60%	60%	52%	62% <i>i</i>	59% <i>i</i>	65% <i>i</i>	67% <i>i</i>	62% <i>i</i>	31%	69% <i>m</i>	62%	57%	53%
Mobile broadband	39	20	20	4	5	10	7	10	3	1	6	9	15	10
	6%	6%	6%	11%	4%	7%	5%	8%	3%	1%	4%	4%	10% <i>k</i>	5%
Pay TV	256	121	135	11	49	47	59	44	29	17	54	90	46	67
	36%	34%	38%	28%	35%	34%	43%	36%	38%	31%	36%	40%	31%	36%
All billed separately	223	112	111	13	43	46	41	30	22	28	37	69	51	66
	32%	32%	31%	35%	31%	34%	30%	25%	30%	49% <i>defgh</i>	25%	31%	34%	36% <i>j</i>
SUMMARY CODES														
NONE	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY PACKAGE OF SERVICES	483	242	242	25	98	91	97	91	52	29	111	156	98	118
	68%	68%	69%	65%	69% <i>i</i>	66% <i>i</i>	70% <i>i</i>	75% <i>i</i>	70% <i>i</i>	51%	75% <i>m</i>	69%	66%	64%
PACKAGE WITH 3 SERVICES														
Landline phone, fixed broadband, and Pay TV	161	78	84	4	34	31	42	29	17	4	39	59	30	33
	23%	22%	24%	12%	24% <i>i</i>	22% <i>i</i>	31% <i>i</i>	24% <i>i</i>	23% <i>i</i>	7%	26%	26%	20%	18%
PACKAGE WITH 2 SERVICES														
Landline phone and fixed broadband	170	91	79	8	35	30	28	38	21	10	43	53	37	37
	24%	26%	22%	21%	25%	22%	20%	31% <i>i</i>	28%	17%	29%	23%	25%	20%
SINGLE BILLS														
LANDLINE	155	82	74	3	23	26	31	26	19	27	29	43	35	48
	22%	23%	21%	8%	17%	19%	23%	21%	25%	47% <i>defgh</i>	20%	19%	23%	26%
MOBILE	193	96	98	12	41	40	31	27	18	24	33	62	42	57
	27%	27%	28%	32%	29%	29%	23%	22%	25%	42% <i>fgh</i>	22%	27%	28%	31%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 7

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?****If so, please indicate which ones appear on the same bill****Base: All who have specified more than one service**

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	701	318	383	29	134	135	108	109	105	81	139	197	132	233
Weighted Base	706	354	352	38**	141	137	137*	121*	75*	57*	148	225	149	184
FIXED BROADBAND	156 22%	77 22%	79 22%	11 30%	38 27% <i>i</i>	41 30% <i>ghi</i>	28 20%	21 17%	11 15%	6 10%	30 20%	56 25%	35 24%	35 19%
MOBILE BROADBAND	47 7%	21 6%	26 7%	4 12%	9 6% <i>i</i>	16 12% <i>gi</i>	10 8% <i>i</i>	3 2%	5 6% <i>i</i>	-	10 7%	17 8%	10 7%	10 5%
PAY TV	100 14%	60 17%	40 11%	2 5%	21 15%	25 18%	16 11%	13 11%	13 17%	10 18%	20 13%	30 13%	25 13%	26 14%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?

If so, please indicate which ones appear on the same bill

Base: All who have specified more than one service

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa- ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	
Unweighted Base	701	444	137	120	387	314	214	487	564	137	557	72	26	46
Weighted Base	706	471	137	98	444	262	226	480	563	144	584	69*	36**	17*
Landline	421 60%	300 64% ^b	65 47%	56 57%	278 63%	144 55%	140 62%	281 59%	346 61%	76 53%	345 59%	45 66%	17 49%	13 76% ^j
Mobile phone (personally own and use)	74 10%	47 10%	19 14%	8 8%	52 12%	22 9%	29 13%	45 9%	62 11%	12 9%	68 12% ^m	6 9%	- -	- -
Fixed broadband	423 60%	295 63% ^c	78 57%	50 51%	282 63% ^e	141 54%	143 63%	280 58%	345 61%	78 55%	349 60%	44 63%	17 47%	14 80% ^j
Mobile broadband	39 6%	30 37%	4 32%	5 41%	27 37%	12 35%	16 35%	23 37%	36 6%	4 3%	32 5%	3 5%	4 10%	* 2%
Pay TV	256 36%	173 37%	44 32%	40 41%	164 37%	92 35%	79 35%	177 37%	219 39% ⁱ	37 26%	216 37%	28 41%	6 16%	7 40%
All billed separately	223 32%	138 29%	51 37%	34 35%	128 29%	95 36%	66 29%	157 33%	166 30%	57 40% ^h	188 32%	17 24%	15 43%	3 19%
SUMMARY CODES														
NONE	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY PACKAGE OF SERVICES	483 68%	334 71%	86 63%	64 65%	316 71%	167 64%	160 71%	323 67%	396 70% ⁱ	87 60%	396 68%	52 76%	20 57%	14 81%
PACKAGE WITH 3 SERVICES														
Landline phone, fixed broadband, and Pay TV	161 23%	114 24%	25 18%	23 23%	113 25%	49 19%	51 23%	110 23%	140 25% ⁱ	21 15%	138 24%	14 21%	3 8%	6 36%
PACKAGE WITH 2 SERVICES														
Landline phone and fixed broadband	170 24%	124 26%	28 21%	17 17%	112 25%	58 22%	62 27%	108 22%	129 23%	41 29%	132 23%	20 29%	12 33%	6 37% ^j
SINGLE BILLS														
LANDLINE	155 22%	99 21%	29 21%	27 28%	83 19%	73 28% ^d	38 17%	117 24%	119 21%	36 25%	133 23%	9 14%	11 30%	2 14%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?

If so, please indicate which ones appear on the same bill

Base: All who have specified more than one service

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	
Unweighted Base	701	444	137	120	387	314	214	487	564	137	557	72	26	46
Weighted Base	706	471	137	98	444	262	226	480	563	144	584	69*	36**	17*
MOBILE	193 27%	122 26%	45 33%	27 27%	109 25%	84 32% ^d	57 25%	137 28%	149 26%	45 31%	163 28%	13 19%	14 40%	3 18%
FIXED BROADBAND	156 22%	104 22%	36 26%	16 16%	101 23%	55 21%	53 23%	103 21%	114 20%	42 29%	130 22% ^m	12 18%	13 35%	1 7%
MOBILE BROADBAND	47 7%	29 6%	14 10%	4 4%	31 7%	16 6%	25 11% ^g	22 5%	35 6%	12 9%	42 7%	5 7%	- -	* 2%
PAY TV	100 14%	67 14%	19 14%	14 14%	58 13%	41 16%	32 14%	68 14%	71 13%	29 20% ^h	79 13%	10 14%	10 27%	2 9%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?

If so, please indicate which ones appear on the same bill

Base: All who have specified more than one service

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	701	28	84	52	47	49	70	83	108	36	26	72	46
Weighted Base	706	24**	77*	47*	54*	54*	88*	90*	113*	37*	36**	69*	17*
Landline	421	12	52	26	30	31	54	45	70	26	17	45	13
	60%	47%	68%g	55%	55%	57%	61%	50%	62%	70%	49%	66%	76%cg
Mobile phone (personally own and use)	74	3	7	5	3	9	10	10	19	2	-	6	-
	10%	13%	9%	11%	5%	17%l	12%	11%l	16%l	5%	-	9%	-
Fixed broadband	423	10	48	28	30	26	59	50	72	27	17	44	14
	60%	40%	63%	59%	55%	48%	67%	55%	63%	73%e	47%	63%	80%cdcg
Mobile broadband	39	-	6	2	2	4	2	5	10	-	4	3	*
	6%	-	8%	5%	3%	7%	3%	6%	9%	-	10%	5%	2%
Pay TV	256	8	35	16	19	21	30	34	38	13	6	28	7
	36%	33%	45%	33%	35%	39%	34%	38%	34%	36%	16%	41%	40%
All billed separately	223	11	18	17	21	19	27	32	33	10	15	17	3
	32%	47%	23%	36%	38%	36%	30%	35%	29%	27%	43%	24%	19%
SUMMARY CODES													
NONE	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY PACKAGE OF SERVICES	483	13	59	30	33	34	62	58	80	27	20	52	14
	68%	53%	77%	64%	62%	64%	70%	65%	71%	73%	57%	76%	81%
PACKAGE WITH 3 SERVICES													
Landline, phone, fixed broadband, and Pay TV	161	5	25	14	13	10	18	21	21	13	3	14	6
	23%	21%	32%h	31%	24%	18%	20%	23%	18%	34%	8%	21%	36%h
PACKAGE WITH 2 SERVICES													
Landline phone and fixed broadband	170	3	19	8	12	8	29	11	29	13	12	20	6
	24%	13%	25%g	18%	21%	15%	32%g	12%	26%g	34%g	33%	29%g	37%ceg
SINGLE BILLS													
LANDLINE	155	10	14	9	13	15	21	25	21	5	11	9	2
	22%	39%	19%	20%	24%	27%	24%	28%k	18%	12%	30%	14%	14%
MOBILE	193	8	14	15	17	15	24	28	31	10	14	13	3
	27%	35%	18%	33%	31%	28%	27%	31%	28%	26%	40%	19%	18%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?****If so, please indicate which ones appear on the same bill****Base: All who have specified more than one service**

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	701	28	84	52	47	49	70	83	108	36	26	72	46
Weighted Base	706	24**	77*	47*	54*	54*	88*	90*	113*	37*	36**	69*	17*
FIXED BROADBAND	156 22%	8 31%	11 15%	10 21%	13 23%	14 27% ^l	25 28% ^l	22 24% ^l	20 17%	8 22%	13 35%	12 18%	1 7%
MOBILE BROADBAND	47 7%	-	5 7%	7 16% ^{fi}	8 15% ^{fi}	5 9% ^f	1 1%	6 7%	9 8% ^f	-	-	5 7%	* 2%
PAY TV	100 14%	4 18%	3 4%	6 12%	12 22% ^b	6 11%	10 11%	16 18% ^b	17 15% ^b	4 11%	10 27%	10 14% ^b	2 9%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 7

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?

If so, please indicate which ones appear on the same bill

Base: All who have specified more than one service

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	701	636	196	434	602	544	92	58	560	177	379	588	566	109	404	701
Weighted Base	706	651	180	464	600	551	99*	49*	567	159	402	584	592	119*	405	706
Landline	421 60%	388 60% ^f	95 53% ^f	288 62% ^f	421 70%abcf	388 70%abcf	-	33 67% ^f	326 58%	85 54%	235 59%	421 72%hijlm no	385 65%him	57 48%	264 65%him	421 60% ^m
Mobile phone (personally own and use)	74 10%	74 11% ^g	12 7%	61 13%bg	57 10%g	57 10%g	17 17%bg	-	74 13%	12 8%	61 15%iklno	54 9%	55 9%	25 21%hiklno	38 9%	74 10%
Fixed broadband	423 60%	394 61% ^f	97 54% ^f	292 63% ^f	386 64%bf	360 65%bf	34 34%	26 54% ^f	330 58% ^m	85 53% ^m	240 60% ^m	383 66%him	423 71%hijmo	43 37%	270 67%himo	423 60% ^m
Mobile broadband	39 6%	37 6%	7 4%	30 7%	28 5%	26 5%	11 11%bd	2 3%	31 5%l	4 2%	27 7%l	25 4%	16 3%	39 33%hijkln	22 5%	39 6%l
Pay TV	256 36%	235 36%	63 35%	169 36%	225 37%	207 38%	28 28%	18 36%	184 33%	52 32%	131 33%	222 38%	234 40%hjm	33 28%	256 63%hijkl mo	256 36%
All billed separately	223 32%	205 31%	69 39%cd	135 29%	166 28%	150 27%	54 55%abcde	15 31% ^g	193 34%kln	64 40%kln	130 32%n	155 27%	156 26%	47 40%kln	100 25%	223 32%n
SUMMARY CODES																
NONE	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY PACKAGE OF SERVICES	483 68%	446 69% ^f	110 61% ^f	330 71%bf	435 72%bf	401 73%bf	45 45%	34 69% ^f	373 66%	96 60%	272 68%	429 73%him	436 74%him	72 60%	306 75%hijmo	483 68%
PACKAGE WITH 3 SERVICES																
Landline phone, fixed broadband, and Pay TV	161 23%	151 23% ^f	36 20% ^f	113 24% ^f	161 27% ^f	151 27% ^f	-	10 21% ^f	114 20%	31 20%	80 20%	161 28%hjm	161 27%hjm	14 12%	161 40%hijkl mo	161 23% ^m
PACKAGE WITH 2 SERVICES																
Landline phone and fixed broadband	170 24%	154 24% ^f	39 22% ^f	112 24% ^f	170 28% ^f	154 28% ^f	-	15 31% ^f	137 24%mn	37 23%mn	97 24%mn	170 29%mn	170 29%mn	14 12%	40 10%	170 24%mn

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 7

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?****If so, please indicate which ones appear on the same bill****Base: All who have specified more than one service**

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	701	636	196	434	602	544	92	58	560	177	379	588	566	109	404	701
Weighted Base	706	651	180	464	600	551	99*	49*	567	159	402	584	592	119*	405	706
SINGLE BILLS																
LANDLINE	155 22%	140 21% ^f	53 29%acf	86 19% ^f	155 26%cf	140 25%cf	-	15 31%cf	130 23%ln	47 30%jln	82 20%	155 27%jln	97 16%	25 21%	64 16%	155 22%ln
MOBILE	193 27%	193 30%dg	64 35%deg	130 28%g	139 23%g	139 25%g	54 55%abcdeg	-	193 34%klno	64 40%klno	130 32%klno	139 22%	38 23%	82 32%kn	193 20%	193 27%n
FIXED BROADBAND	156 22%	144 22%	32 18%	112 24%de	107 18%	98 18%	46 47%abcde	9 19%	139 24%kn	30 19%	108 27%kn	97 17%	156 26%kn	34 28%kn	72 18%	156 22%k
MOBILE BROADBAND	47 7%	43 7%	10 5%	33 7%	28 5%	26 5%	17 17%abcdeg	2 4%	38 7%	7 4%	32 8%k	25 4%	34 6%	47 40%hijklno	19 5%	47 7%
PAY TV	100 14%	87 13%	26 15%	60 13%	69 12%	57 10%	30 30%abcde	12 24%acde	82 14%	25 16%	57 14%	64 11%	72 12%	19 16%	100 25%hijklno	100 14%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 7

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?****If so, please indicate which ones appear on the same bill****Base: All who have specified more than one service**

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	701	343	247	242	42	454	260	676	608	599	255	345	619	346
Weighted Base	706	351	241	238	43*	467	255	680	638	628	277	382	647	390
Landline	421	219	135	133	31	299	140	412	396	383	174	230	400	243
	60%	62%	56%	56%	72%	64%bcf	55%	61%	62%	61%	63%	60%	62%	62%
Mobile phone (personally own and use)	74	35	17	17	5	54	17	71	68	67	27	38	70	41
	10%	10%	7%	7%	11%	12%	7%	10%	11%	11%	10%	10%	11%	10%
Fixed broadband	423	219	132	130	30	300	135	411	412	402	181	240	415	251
	60%	62% f	55%	54%	71%	64%bcf	53%	60%	65%	64%	65%	63%	64%	64%
Mobile broadband	39	18	10	10	3	28	12	38	35	33	20	23	37	24
	6%	5%	4%	4%	8%	6%	5%	6%	5%	5%	7%	6%	6%	6%
Pay TV	256	162	16	15	29	255	16	256	237	232	115	139	241	148
	36%	46%bcfg	6%	6%	68%abcfg	55%abcfg	6%	38%bcf	37%	37%	41%	36%	37%	38%
All billed separately	223	102	94	94	10	122	102	210	184	186	75	118	188	115
	32%	29%	39%aeg	39%aeg	24%	26%	40%aeg	31%	29%	30%	27%	31%	29%	29%
SUMMARY CODES														
NONE	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY PACKAGE OF SERVICES	483	250	148	145	33	344	152	470	454	442	202	264	459	276
	68%	71%bcf	61%	61%	76%	74%bcf	60%	69%bcf	71%	70%	73%	69%	71%	71%
PACKAGE WITH 3 SERVICES														
Landline phone, fixed broadband, and Pay TV	161	105	14	13	21	161	14	161	157	154	74	94	159	101
	23%	30%bcf	6%	5%	49%abcfg	35%bcfg	5%	24%bcf	25%	24%	27%	25%	25%	26%
PACKAGE WITH 2 SERVICES														
Landline phone and fixed broadband	170	60	107	105	3	60	109	160	165	158	69	95	165	97
	24%	17%	44%adeg	44%adeg	7%	13%	43%adeg	24%ade	26%	25%	25%	25%	25%	25%
SINGLE BILLS														
LANDLINE	155	70	70	70	5	79	77	145	120	122	51	71	122	74
	22%	20%	29%adeg	30%adeg	12%	17%	30%adeg	21%	19%	19%	19%	19%	19%	19%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base



Table 7

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.5B Do you pay for any of these services on the same bill i.e. as a package of services?****If so, please indicate which ones appear on the same bill****Base: All who have specified more than one service**

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	701	343	247	242	42	454	260	676	608	599	255	345	619	346
Weighted Base	706	351	241	238	43*	467	255	680	638	628	277	382	647	390
MOBILE	193 27%	85 24%	85 35%aeg	85 36%aeg	9 21%	103 22%	93 37%aeg	181 27%	161 25%	163 26%	63 23%	109 28%	164 25%	103 26%
FIXED BROADBAND	156 22%	71 20%	64 26%e	64 27%e	7 16%	86 19%	67 26%e	145 21%	154 24%	155 25%	56 20%	97 25%	154 24%	93 24%
MOBILE BROADBAND	47 7%	24 7%	24 10%e	24 10%e	1 2%	25 5%	25 10%e	46 7%	43 7%	44 7%	24 9%	32 8%	45 7%	33 9%
PAY TV	100 14%	73 21%bcfg	8 3%	8 4%	7 17%bcf	99 21%bcfg	9 4%	100 15%bcf	82 13%	83 13%	25 9%	54 14%	83 13%	50 13%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1044	467	577	126	190	165	145	136	139	143	188	277	194	385
Weighted Base	1044	505	539	148	195	167	176	155	102	102	202	322	217	303
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	253 24%	127 25%	126 23%	17 12%	20 10%	37 22%cd	39 22%cd	53 34%cddef	51 50%cddefghi	36 36%cddef	57 28%	75 23%	49 22%	72 24%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	422 40%	213 42%	209 39%	34 23%	46 24%	61 37%cd	73 42%cd	87 56%cddef	65 64%cddef	55 54%cdde	109 54%klm	128 40%	84 39%	101 33%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	344 33%	172 34%	171 32%	25 17%	40 21%	53 32%cd	58 33%cd	77 50%cddef	51 50%cddef	40 39%cd	86 43%lm	110 34%	60 27%	88 29%
Some other type of call that you didn't want or ask for - for example a market research call	30 3%	15 3%	16 3%	-	3 2%	5 3%	5 3%	10 6%cd	3 3%c	4 4%c	10 5%m	6 2%	10 4%	4 1%
SUMMARY CODES														
1 TYPE EXPERIENCED	166 16%	87 17%	79 15%	15 10%	29 15%	26 16%	23 13%	22 14%	19 19%	31 30%cddefgh	37 18%	42 13%	42 19%	45 15%
2 TYPES EXPERIENCED	160 15%	73 15%	87 16%	11 8%	20 10%	19 11%	25 14%	40 26%cddef	22 22%cdde	23 22%cdde	50 25%klm	47 15%	23 11%	39 13%

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?**

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1044	467	577	126	190	165	145	136	139	143	188	277	194	385
Weighted Base	1044	505	539	148	195	167	176	155	102	102	202	322	217	303
3 TYPES EXPERIENCED	173	92	80	13	13	26	33	36	35	18	36	57	35	45
	17%	18%	15%	9%	6%	16%cd	19%ccd	23%ccd	34%ccdefi	17%cd	18%	18%	16%	15%
4 TYPES EXPERIENCED	5	1	4	-	-	3	-	1	-	1	2	2	-	1
	*	*	1%	-	-	2%	-	1%	-	1%	1%	1%	-	*
ANY UNSOLICITED CALLS (LANDLINE)	504	254	250	39	62	75	81	100	76	72	126	148	100	130
	48%	50%	46%	27%	32%	45%cd	46%cd	65%cdef	74%cdef	70%cdef	62%klm	46%	46%	43%
None	540	251	289	108	133	92	96	54	27	30	76	173	117	173
	52%	50%	54%	73%efghi	68%efghi	55%ghi	54%ghi	35%	26%	30%	38%	54%j	54%j	57%j
Av number of issues	2.085	2.094	2.076	1.934	1.747	2.102d	2.238di	2.233di	2.246di	1.887	2.077	2.154	2.038	2.049
Standard Deviation	0.911	0.947	0.876	0.852	0.799	0.987	0.988	0.868	0.848	0.893	0.852	0.875	1.076	0.874
Error Variance	0.002	0.004	0.003	0.021	0.010	0.013	0.014	0.009	0.007	0.008	0.006	0.006	0.012	0.004

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Married \Living as married (a)	Single (b)	Widow\Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	
Total														
Unweighted Base														
Weighted Base														
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	253 24%	165 27% ^b	44 16%	44 28% ^b	120 21%	134 29% ^d	52 17%	202 27% ^f	191 23%	63 29%	209 24%	24 27%	15 29%	5 21%
Receiving a "live sales\marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	422 40%	279 46% ^b	80 28%	63 40% ^b	231 40%	191 41%	105 34%	317 43% ^f	332 40%	90 42%	345 39%	44 49%	22 42%	11 47%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	344 33%	227 38% ^b	69 24%	48 30%	185 32%	158 34%	96 31%	247 34%	262 32%	82 38%	287 33%	31 35%	20 37%	6 26%
Some other type of call that you didn't want or ask for - for example a market research call	30 3%	24 4% ^b	2 1%	5 3% ^b	11 2%	19 4%	6 2%	24 3%	20 2%	11 5%	20 2%	4 5%	5 10% ^j	1 4%
SUMMARY CODES														
1 TYPE EXPERIENCED	166 16%	104 17%	33 12%	29 18%	89 16%	77 16%	47 15%	119 16%	137 17%	29 13%	137 16%	15 17%	9 18%	4 18%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 8

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Total	Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1044	572	278	194	506	538	298	746	838	206	850	92	42	60
Weighted Base	1044	601	284	159	577	467	310	734	829	215	879	89*	52*	24*
2 TYPES EXPERIENCED	160	109	28	23	81	79	38	122	127	33	129	17	9	5
	15%	18% ^b	10%	14%	14%	17%	12%	17%	15%	16%	15%	19%	17%	20%
3 TYPES EXPERIENCED	173	113	34	26	93	80	41	132	126	46	145	16	10	3
	17%	19% ^b	12%	16%	16%	17%	13%	18%	15%	22%	16%	17%	19%	12%
4 TYPES EXPERIENCED	5	3	1	1	2	3	3	2	5	-	4	1	-	-
	*	1%	*	*	*	1%	1%	*	1%	-	*	2%	-	-
ANY UNSOLICITED CALLS (LANDLINE)	504	330	96	79	266	239	128	376	396	109	415	49	28	12
	48%	55% ^b	34%	49% ^b	46%	51%	41%	51% ^f	48%	50%	47%	55%	54%	51%
None	540	272	188	80	311	229	182	358	434	107	465	40	24	12
	52%	45%	66% ^{a,c}	51%	54%	49%	59% ^g	49%	52%	50%	53%	45%	46%	49%
Av number of issues	2.085	2.112	2.021	2.048	2.069	2.103	2.007	2.111	2.027	2.295 ^h	2.070	2.112	2.297	1.978
Standard Deviation	0.911	0.911	0.867	0.970	0.918	0.905	0.886	0.919	0.891	0.957	0.886	0.926	1.220	0.956
Error Variance	0.002	0.003	0.007	0.010	0.004	0.003	0.006	0.002	0.002	0.008	0.002	0.016	0.068	0.029

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 8

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	44	118	86	62	82	101	150	151	56	42	92	60
Weighted Base	1044	39*	108	85*	67*	88*	122*	155	157	59*	52*	89*	24*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	253 24%	8 20%	33 31%fg	23 27%fg	24 35%fg	25 28%fg	14 11%	22 14%	40 26%fg	21 35%fg	15 29%f	24 27%fg	5 21%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	422 40%	14 35%	50 46%fg	35 41%fg	38 56%fg	39 45%fg	24 19%	43 28%	72 46%fg	31 53%fg	22 42%f	44 49%fg	11 47%fg
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	344 33%	11 28%	41 38%fg	30 36%fg	33 50%afgl	31 36%fg	25 21%	32 21%	60 38%fg	22 38%fg	20 37%	31 35%fg	6 26%
Some other type of call that you didn't want or ask for - for example a market research call	30 3%	1 4%f	1 1%	2 2%	3 5%f	-	-	4 3%	6 4%	3 5%f	5 10%bef	4 5%f	1 4%ef
SUMMARY CODES													
1 TYPE EXPERIENCED	166 16%	6 16%	14 13%	8 10%	9 13%	14 16%	15 12%	32 20%c	26 16%	13 23%c	9 18%	15 17%	4 18%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l
 * small base

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	44	118	86	62	82	101	150	151	56	42	92	60
Weighted Base	1044	39*	108	85*	67*	88*	122*	155	157	59*	52*	89*	24*
2 TYPES EXPERIENCED	160	5	16	15	16	13	9	11	33	10	9	17	5
	15%	13%	15%	18%fg	24%fg	15%	7%	7%	21%fg	17%	17%	19%fg	20%fg
3 TYPES EXPERIENCED	173	5	25	17	18	18	10	12	26	13	10	16	3
	17%	14%	23%fg	20%fg	27%fg	21%fg	8%	8%	17%g	23%fg	19%	17%g	12%
4 TYPES EXPERIENCED	5	-	1	-	-	-	-	2	1	-	-	1	-
	*	-	1%	-	-	-	-	1%	1%	-	-	2%	-
ANY UNSOLICITED CALLS (LANDLINE)	504	17	56	40	43	46	34	57	86	37	28	49	12
	48%	43%	52%fg	47%f	64%afg	52%fg	28%	37%	55%fg	63%fg	54%f	55%fg	51%f
None	540	22	52	45	24	42	88	98	71	22	24	40	12
	52%	57%d	48%	53%	36%	48%	72%bcdehij	63%bdehik	45%	37%	46%	45%	49%
Av number of issues	2.085	1.940	2.219g	2.261g	2.280	2.089	1.850	1.789	2.081	2.048	2.297	2.112	1.978
Standard Deviation	0.911	0.892	0.846	0.812	0.796	0.844	0.855	1.039	0.863	0.913	1.220	0.926	0.956
Error Variance	0.002	0.038	0.011	0.015	0.017	0.016	0.022	0.020	0.009	0.024	0.068	0.016	0.029

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	872	274	589	810	677	195	133	688	228	455	669	575	119	416	941
Weighted Base	1044	903	255	637	808	700	203	108	700	208	485	649	600	129*	416	934
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	253 24%	214 24% ^f	75 29% ^{cf}	134 21% ^f	253 31% ^{acf}	214 31% ^{acf}	-	40 37% ^{acf}	167 24%	61 29% ^j	103 21%	219 34% ^{hjimo}	166 28% ^j	27 21%	123 30% ^j	239 26%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	422 40%	355 39% ^f	118 46% ^{cf}	230 36% ^f	422 52% ^{acf}	355 51% ^{acf}	-	67 62% ^{abcef}	281 40%	101 48% ^j	175 36%	354 55% ^{hjino}	269 45% ^j	57 44%	188 45% ^j	392 42%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	344 33%	290 32% ^f	95 37% ^f	190 30% ^f	344 43% ^{acf}	290 41% ^{acf}	-	54 50% ^{abcf}	229 33%	75 36%	150 31%	290 45% ^{hjilo}	225 37% ^j	47 37%	159 38% ^j	321 34%
Some other type of call that you didn't want or ask for - for example a market research call	30 3%	27 3% ^f	13 5% ^{cf}	11 2%	30 4% ^{cf}	27 4% ^{cf}	-	3 3% ^f	25 4%	12 6% ^{jm}	9 2%	29 4% ^j	23 4%	1 1%	17 4%	30 3%
SUMMARY CODES																
1 TYPE EXPERIENCED	166 16%	144 16% ^f	43 17% ^f	100 16% ^f	166 21% ^{acf}	144 21% ^{acf}	-	22 21% ^f	113 16%	37 18%	75 15%	135 21% ^{hjo}	102 17%	18 14%	65 16%	150 16%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All adults UK

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	872	274	589	810	677	195	133	688	228	455	669	575	119	416	941
Weighted Base	1044	903	255	637	808	700	203	108	700	208	485	649	600	129*	416	934
2 TYPES EXPERIENCED	160 15%	132 15% ^f	44 17% ^f	86 13% ^f	160 20%acf	132 19%acf	-	29 27%abcf	99 14%	38 18%	60 12%	132 20%hjo	95 16%	24 19%	70 17%	144 15%
3 TYPES EXPERIENCED	173 17%	147 16% ^f	51 20% ^f	91 14% ^f	173 21%acf	147 21%acf	-	26 24%acf	120 17%	41 20%	76 16%	151 23%hjo	120 20%	21 16%	89 21%j	167 18%
4 TYPES EXPERIENCED	5 *	4 *	1 1%	3 1%	5 1%	4 1%	-	1 1%	2 *	-	2 *	4 1%	3 *	-	-	5 1%
ANY UNSOLICITED CALLS (LANDLINE)	504 48%	426 47% ^f	139 55%cf	280 44% ^f	504 62%abcf	426 61%acf	-	78 72%abcde f	334 48%	116 56%j	213 44%	422 65%hijlm no	320 53%j	64 50%	224 54%j	466 50%
None	540 52%	477 53%deg	116 45%dg	358 56%bdg	305 38%g	275 39%g	203 100%abcde g	30 28%	366 52%k	92 44%k	272 56%ikln	227 35%	280 47%k	65 51%k	193 46%k	468 50%k
Av number of issues	2.085	2.082	2.157	2.015	2.085	2.082	-	2.101	2.104	2.138	2.050	2.115	2.133	2.059	2.187	2.113
Standard Deviation	0.911	0.921	0.889	0.893	0.911	0.921	-	0.859	0.939	0.885	0.913	0.914	0.934	0.797	0.921	0.920
Error Variance	0.002	0.002	0.005	0.003	0.002	0.002	-	0.008	0.003	0.006	0.004	0.002	0.003	0.011	0.004	0.002

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

	Total	TV							INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)	
Unweighted Base	1044	450	427	418	52	587	447	993	801	797	346	481	825	475	
Weighted Base	1044	464	404	398	53*	609	424	990	854	846	377	535	875	534	
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	253 24%	117 25%	107 27%	106 27%	13 25%	157 26%	112 26%	249 25%	207 24%	199 24%	102 27%k	103 19%	209 24%	111 21%	
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	422 40%	201 43%	171 42%	170 43%	24 46%	263 43%	183 43%	417 42%	353 41%k	345 41%k	158 42%k	173 32%	357 41%k	188 35%	
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	344 33%	162 35%	130 32%	129 32%	22 41%	220 36%	138 33%	338 34%	290 34%	285 34%	132 35%	158 30%	292 33%	169 32%	
Some other type of call that you didn't want or ask for - for example a market research call	30 3%	20 4%	13 3%	12 3%	1 2%	22 4%	13 3%	30 3%	27 3%	26 3%	11 3%	14 3%	27 3%	14 3%	
SUMMARY CODES															
1 TYPE EXPERIENCED	166 16%	81 17%	67 16%	67 17%	10 19%	99 16%	73 17%	164 17%	132 15%	131 15%	48 13%	70 13%	135 15%	71 13%	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	427	418	52	587	447	993	801	797	346	481	825	475
Weighted Base	1044	464	404	398	53*	609	424	990	854	846	377	535	875	534
2 TYPES EXPERIENCED	160 15%	74 16%	65 16%	65 16%	14 26%	102 17%	70 17%	158 16%	129 15%	121 14%	67 18%	65 12%	130 15%	73 14%
3 TYPES EXPERIENCED	173 17%	83 18%	69 17%	68 17%	7 14%	110 18%	71 17%	170 17%	149 17%	148 18%	68 18%	75 14%	150 17%	82 15%
4 TYPES EXPERIENCED	5 +	1 *	2 *	2 *	- -	2 -	2 *	5 *	4 *	4 *	2 1%	3 1%	4 *	2 *
ANY UNSOLICITED CALLS (LANDLINE)	504 48%	239 52%	202 50%	201 51%	31 59%	313 51%	217 51%	497 50%	414 49%	405 48%	186 49%	213 40%	420 48%	229 43%
None	540 52%	225 48%	202 50%	197 49%	22 41%	296 49%	207 49%	493 50%	440 52%	442 52%	191 51%	322 60% hijl	456 52%	305 57%
Av number of issues	2.085	2.099	2.095	2.087	1.951	2.119	2.063	2.084	2.116	2.117	2.194	2.108	2.113	2.118
Standard Deviation	0.911	0.949	0.945	0.940	0.823	0.920	0.932	0.912	0.921	0.928	0.893	0.946	0.921	0.919
Error Variance	0.002	0.004	0.004	0.004	0.021	0.003	0.004	0.002	0.002	0.002	0.005	0.004	0.002	0.004

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

		Q6A/Q6B UNSOLICITED CALLS - (4 WEEKS)															
		Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1044	653	521	344	330	270	117	546	431	279	434	348	178	9	6	4	
Weighted Base	1044	646	504	369	326	253	133*	540	422	294	437	344	197	10**	6**	5**	
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	253 24%	253 39%ci	253 50%acgil	106 29%	253 78%abcf ghijkl	253 100%abcdf ghijkl	61 46%ci	224 41%ci	220 52%acgil	88 30%	196 45%ci	191 56%acgij l	70 36%	7 68%	5 83%	3 56%	
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	422 40%	422 65%cfl	422 84%acdfg ijl	199 54%	235 72%cfl	220 87%acdfg ijl	68 51%	422 78%acfj jl	422 100%abcde fgijkl	176 60%	291 67%cfl	281 82%acdfi jl	101 51%	9 91%	6 100%	4 82%	
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	344 33%	344 53%ci	344 68%acfgi l	159 43%	205 63%acfgi	191 75%acdfg hil	61 46%	294 54%ci	281 67%acfgi l	129 44%	344 79%abcd fghil	344 100%abcde fghijkl	103 53%	7 68%	5 83%	3 56%	
Some other type of call that you didn't want or ask for - for example a market research call	30 3%	30 5%	30 6%	16 4%	22 7%	19 7%	6 5%	30 6%	30 7%	12 4%	24 5%	23 7%	6 3%	7 72%	6 100%	2 44%	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

		Q6A/Q6B UNSOLICITED CALLS - (4 WEEKS)															
		Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1044	653	521	344	330	270	117	546	431	279	434	348	178	9	6	4	
Weighted Base	1044	646	504	369	326	253	133*	540	422	294	437	344	197	10**	6**	5**	
SUMMARY CODES																	
1 TYPE EXPERIENCED	166 16%	166 26%cdcfg jkl	166 33%acdef ghijkl	71 19%defl	28 9%	20 8%	14 10%	108 20%defjl	97 23%defijk l	56 19%del	59 13%e	49 14%de	20 10%	1 13%	-	1 25%	
2 TYPES EXPERIENCED	160 15%	160 25%fil	160 32%acdef hil	74 20%	66 20%	56 22%	20 15%	149 28%cdfil	147 35%acdef gijl	61 21%	119 27%cdfil	117 34%acdef il	32 16%	1 10%	1 17%	-	
3 TYPES EXPERIENCED	173 17%	173 27%	173 34%aci	80 22%	173 53%abcfg hiji	173 68%abcdf ghijkl	43 32%c	173 32%ci	173 41%acgi	70 24%	173 40%acgi	173 50%abcfg hiji	62 32%c	2 19%	-	2 38%	
4 TYPES EXPERIENCED	5 +	5 1%	5 1%	2 1%	5 2%	5 2%	2 1%	5 1%	5 1%	2 1%	5 1%	5 1%	1 *	5 49%	5 83%	1 18%	
ANY UNSOLICITED CALLS (LANDLINE)	504 48%	504 78%cfil	504 100%acdfg	227 62%	272 83%cfil	253 100%acdfg	79 59%	435 81%cfil	422 100%acdfg	189 64%	356 81%cfil	344 100%acdfg	115 59%	9 91%	6 91%	4 100%	82%
None	540 52%	143 22%behk	*	143 39%abdeg hjk	54 17%behk	-	54 41%abdeg hjk	105 19%behk	*	105 36%abdeg hjk	82 19%behk	*	82 42%abdegh jk	1 9%	-	1 18%	
Av number of issues	2.085	2.086	2.086	2.114	2.648abc ghijkl	2.715abc ghijkl	2.487abc gi	2.232ab	2.267ab	2.136 ghi	2.414abc ghi	2.450abc ghi	2.446abc gi	3.153	3.661	2.607	
Standard Deviation	0.911	0.911	0.911	0.885	0.784	0.743	0.853	0.885	0.875	0.884 0.839	0.822 0.809	0.002 0.006	1.154 0.823	0.154	0.823	1.316 0.578	
Error Variance	0.002	0.002	0.002	0.004	0.002	0.002	0.010	0.002	0.002	0.004 0.002	0.002 0.006	0.002 0.006	0.166 0.113				

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	810	366	444	78	124	128	114	114	120	132	164	218	153	275
Weighted Base	808	392	416	92*	128	132	141*	131*	89*	95	176	251	174	207
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	253 31%	127 32%	126 30%	17 19%	20 16%	37 28%d	39 28%d	53 40%cd	51 58%cd ^{e,f,g,i}	36 38%cd	57 33%	75 30%	49 28%	72 35%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	422 52%	213 54%	209 50%	34 38%	46 36%	61 46%	73 52%d	87 66%cd ^{e,f}	65 73%cd ^{e,f,i}	55 57%cd	109 62%lm	128 51%	84 48%	101 49%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	344 43%	172 44%	171 41%	25 27%	40 31%	53 40%	58 42%	77 59%cd ^{e,f,i}	51 57%cd ^{e,f,i}	40 42%c	86 49%l	110 44%	60 34%	88 42%
Some other type of call that you didn't want or ask for - for example a market research call	30 4%	15 4%	16 4%	-	3 3%	5 4%	5 4%	10 8%c	3 3%	4 5%	10 6%	6 2%	10 6%	4 2%
SUMMARY CODES														
1 TYPE EXPERIENCED	166 21%	87 22%	79 19%	15 17%	29 23%	26 20%	23 16%	22 17%	19 21%	31 32%cefg	37 21%	42 17%	42 24%	45 22%
2 TYPES EXPERIENCED	160 20%	73 19%	87 21%	11 12%	20 16%	19 14%	25 18%	40 31%cd ^{e,f}	22 25%ce	23 24%	50 29%klm	47 19%	23 13%	39 19%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	810	366	444	78	124	128	114	114	120	132	164	218	153	275
Weighted Base	808	392	416	92*	128	132	141*	131*	89*	95	176	251	174	207
3 TYPES EXPERIENCED	173	92	80	13	13	26	33	36	35	18	36	57	35	45
	21%	24%	19%	14%	10%	20%cd	23%cd	28%cccd	39%ccdefi	19%	21%	23%	20%	22%
4 TYPES EXPERIENCED	5	1	4	-	-	3	-	1	-	1	2	2	-	1
	1%	*	1%	-	-	2%	-	1%	-	1%	1%	1%	-	*
ANY UNSOLICITED CALLS (LANDLINE)	504	254	250	39	62	75	81	100	76	72	126	148	100	130
	62%	65%	60%	43%	48%	56%	57%	77%cddef	85%cddef	76%cddef	72%kl	59%	57%	63%
None	305	139	166	52	67	58	60	31	14	23	50	103	75	78
	38%	35%	40%	57%ghi	52%ghi	44%ghi	43%ghi	23%	15%	24%	28%	41%j	43%j	38%
Av number of issues	2.085	2.094	2.076	1.934	1.747	2.102d	2.238di	2.233di	2.246di	1.887	2.077	2.154	2.038	2.049
Standard Deviation	0.911	0.947	0.876	0.852	0.799	0.987	0.988	0.868	0.848	0.893	0.852	0.875	1.076	0.874
Error Variance	0.002	0.004	0.003	0.021	0.010	0.013	0.014	0.009	0.007	0.008	0.006	0.006	0.012	0.004

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
	Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	810	473	184	153	395	415	223	587	658	152	657	74	28
Weighted Base	808	496	187	124	454	354	235	574	653	155	681	70*	36**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	253	165	44	44	120	134	52	202	191	63	209	24	5
Receiving a "live sales\marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	422	279	80	63	231	191	105	317	332	90	345	44	11
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	344	227	69	48	185	158	96	247	262	82	287	31	6
Some other type of call that you didn't want or ask for - for example a market research call	30	24	2	5	11	19	6	24	20	11	20	4	1
SUMMARY CODES													
1 TYPE EXPERIENCED	166	104	33	29	89	77	47	119	137	29	137	15	4
	21%	21%	18%	23%	20%	22%	20%	21%	21%	18%	20%	21%	22%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	
Unweighted Base	810	473	184	153	395	415	223	587	658	152	657	74	28	51
Weighted Base	808	496	187	124	454	354	235	574	653	155	681	70*	36**	20*
2 TYPES EXPERIENCED	160	109	28	23	81	79	38	122	127	33	129	17	9	5
	20%	22%	15%	18%	18%	22%	16%	21%	19%	21%	19%	25%	25%	24%
3 TYPES EXPERIENCED	173	113	34	26	93	80	41	132	126	46	145	16	10	3
	21%	23%	18%	21%	20%	23%	17%	23%	19%	30%	21%	22%	27%	14%
4 TYPES EXPERIENCED	5	3	1	1	2	3	3	2	5	-	4	1	-	-
	1%	1%	1%	1%	1%	1%	1%	*	1%	-	1%	2%	-	-
ANY UNSOLICITED CALLS (LANDLINE)	504	330	96	79	266	239	128	376	396	109	415	49	28	12
	62%	66% ^b	51%	63% ^b	58%	67% ^d	55%	66% ^f	61%	70%	61%	69%	77%	60%
None	305	167	91	46	189	116	106	198	258	47	266	22	8	8
	38%	34%	49% ^{ac}	37%	42% ^e	33%	45% ^g	35%	39%	30%	39%	31%	23%	40%
Av number of issues	2.085	2.112	2.021	2.048	2.069	2.103	2.007	2.111	2.027	2.295 ^h	2.070	2.112	2.297	1.978
Standard Deviation	0.911	0.911	0.867	0.970	0.918	0.905	0.886	0.919	0.891	0.957	0.886	0.926	1.220	0.956
Error Variance	0.002	0.003	0.007	0.010	0.004	0.003	0.006	0.002	0.002	0.008	0.002	0.016	0.068	0.029

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	810	32	96	62	50	69	82	95	124	47	28	74	51
Weighted Base	808	28**	87*	59*	53*	74*	99*	103*	130	48*	36**	70*	20*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	253 31%	8 28%	33 38%fg	23 39%fg	24 44%fg	25 33%f	14 14%	22 21%	40 31%f	21 43%fg	15 41%	24 35%f	5 25%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	422 52%	14 49%	50 57%fg	35 59%f	38 71%fg	39 53%f	24 24%	43 42%f	72 55%f	31 65%fg	22 60%	44 62%fg	11 55%f
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	344 43%	11 38%	41 47%fg	30 52%fgl	33 63%fgl	31 42%	25 26%	32 32%	60 46%fg	22 47%f	20 54%	31 44%f	6 31%
Some other type of call that you didn't want or ask for - for example a market research call	30 4%	1 5%	1 1%	2 3%	3 6%f	-	-	4 4%	6 4%	3 6%f	5 15%	4 6%f	1 5%ef
SUMMARY CODES													
1 TYPE EXPERIENCED	166 21%	6 22%	14 16%	8 14%	9 17%	14 19%	15 15%	32 31%bcf	26 20%	13 28%	9 26%	15 21%	4 22%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l
 * small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	810	32	96	62	50	69	82	95	124	47	28	74	51
Weighted Base	808	28**	87*	59*	53*	74*	99*	103*	130	48*	36**	70*	20*
2 TYPES EXPERIENCED	160	5	16	15	16	13	9	11	33	10	9	17	5
	20%	18%	18%	25%fg	30%fg	18%	9%	11%	25%fg	21%	25%	25%fg	24%fg
3 TYPES EXPERIENCED	173	5	25	17	18	18	10	12	26	13	10	16	3
	21%	19%	29%fg	28%fg	33%fg	24%f	10%	12%	20%	28%fg	27%	22%	14%
4 TYPES EXPERIENCED	5	-	1	-	-	-	-	2	1	-	-	1	-
	1%	-	1%	-	-	-	-	2%	1%	-	-	2%	-
ANY UNSOLICITED CALLS (LANDLINE)	504	17	56	40	43	46	34	57	86	37	28	49	12
	62%	59%	64%f	68%f	81%fgl	62%f	34%	56%f	66%f	78%fg	77%	69%f	60%f
None	305	12	31	19	10	29	65	45	45	11	8	22	8
	38%	41%	36%	32%	19%	38%	66%bcdeghi	44%di	34%	22%	23%	31%	40%d
Av number of issues	2.085	1.940	2.219g	2.261g	2.280	2.089	1.850	1.789	2.081	2.048	2.297	2.112	1.978
Standard Deviation	0.911	0.892	0.846	0.812	0.796	0.844	0.855	1.039	0.863	0.913	1.220	0.926	0.956
Error Variance	0.002	0.038	0.011	0.015	0.017	0.016	0.022	0.020	0.009	0.024	0.068	0.016	0.029

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	810	677	201	468	810	677	-	133	518	163	351	669	490	82	350	734
Weighted Base	808	700	186	506	808	700	--**	108	526	149	372	649	505	90*	345	722
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	253 31%	214 31%	75 41%acde	134 26%	253 31%	214 31%	-	40 37%c	167 32%	61 41%j	103 28%	219 34%	166 33%	27 30%	123 36%j	239 33%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	422 52%	355 51%	118 63%acde	230 46%	422 52%c	355 51%	-	67 62%ace	281 53%	101 68%hjklno	175 47%	354 55%j	269 53%	57 63%j	188 55%	392 54%j
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	344 43%	290 41%	95 51%ace	190 38%	344 43%	290 41%	-	54 50%c	229 43%	75 50%	150 40%	290 45%	225 44%	47 52%	159 46%	321 44%
Some other type of call that you didn't want or ask for - for example a market research call	30 4%	27 4%	13 7%c	11 2%	30 4%	27 4%	-	3 3%	25 5%	12 8%jm	9 2%	29 4%	23 5%	1 1%	17 5%	30 4%
SUMMARY CODES																
1 TYPE EXPERIENCED	166 21%	144 21%	43 23%	100 20%	166 21%	144 21%	-	22 21%	113 21%	37 25%	75 20%	135 21%	102 20%	18 20%	65 19%	150 21%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	810	677	201	468	810	677	-	133	518	163	351	669	490	82	350	734
Weighted Base	808	700	186	506	808	700	-**	108	526	149	372	649	505	90*	345	722
2 TYPES EXPERIENCED	160 20%	132 19%	44 24%	86 17%	160 20%	132 19%	-	29 27% ^c	99 19%	38 25% ^j	60 16%	132 20%	95 19%	24 27% ^j	70 20%	144 20%
3 TYPES EXPERIENCED	173 21%	147 21%	51 28% ^c	91 18%	173 21%	147 21%	-	26 24%	120 23%	41 28%	76 20%	151 23%	120 24%	21 23%	89 26%	167 23%
4 TYPES EXPERIENCED	5 1%	4 1%	1 1%	3 1%	5 1%	4 1%	-	1 1%	2 *	- -	2 *	4 1%	3 1%	- -	- -	5 1%
ANY UNSOLICITED CALLS (LANDLINE)	504 62%	426 61%	139 75% ^{acde}	280 55%	504 62% ^c	426 61%	-	78 72% ^{acde}	334 63%	116 78% ^{hjklno}	213 57%	422 65% ^j	320 63%	64 71% ^j	224 65%	466 65% ^j
None	305 38%	275 39% ^{bg}	46 25%	226 45% ^{bcdg}	305 38% ^{bg}	275 39% ^{bg}	-	30 28%	193 37% ⁱ	33 22%	159 43% ^{ikmo}	227 35% ⁱ	185 37% ⁱ	27 30%	122 35% ⁱ	257 36% ⁱ
Av number of issues	2.085	2.082	2.157	2.015	2.085	2.082	-	2.101	2.104	2.138	2.050	2.115	2.133	2.059	2.187	2.113
Standard Deviation	0.911	0.921	0.889	0.893	0.911	0.921	-	0.859	0.939	0.885	0.913	0.914	0.934	0.797	0.921	0.920
Error Variance	0.002	0.002	0.005	0.003	0.002	0.002	-	0.008	0.003	0.006	0.004	0.002	0.003	0.011	0.004	0.002

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	810	381	321	314	46	490	336	787	644	633	277	366	654	369
Weighted Base	808	388	306	301	46*	502	321	783	683	670	299	405	690	414
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	253 31%	117 30%	107 35%	106 35%	13 29%	157 31%	112 35%	249 32%	207 30%	199 30%	102 34%k	103 25%	209 30%	111 27%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	422 52%	201 52%	171 56%	170 56%	24 53%	263 52%	183 57%	417 53%	353 52%k	345 52%k	158 53%k	173 43%	357 52%k	188 45%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	344 43%	162 42%	130 43%	129 43%	22 48%	220 44%	138 43%	338 43%	290 42%	285 43%	132 44%	158 39%	292 42%	169 41%
Some other type of call that you didn't want or ask for - for example a market research call	30 4%	20 5%	13 4%	12 4%	1 2%	22 4%	13 4%	30 4%	27 4%	26 4%	11 4%	14 4%	27 4%	14 3%
SUMMARY CODES														
1 TYPE EXPERIENCED	166 21%	81 21%	67 22%	67 22%	10 22%	99 20%	73 23%	164 21%	132 19%	131 20%	48 16%	70 17%	135 19%	71 17%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	810	381	321	314	46	490	336	787	644	633	277	366	654	369
Weighted Base	808	388	306	301	46*	502	321	783	683	670	299	405	690	414
2 TYPES EXPERIENCED	160	74	65	65	14	102	70	158	129	121	67	65	130	73
	20%	19%	21%	21%	30%	20%	22%	20%	19%	18%	23%	16%	19%	18%
3 TYPES EXPERIENCED	173	83	69	68	7	110	71	170	149	148	68	75	150	82
	21%	21%	23%	23%	16%	22%	22%	22%	22%	22%	23%	19%	22%	20%
4 TYPES EXPERIENCED	5	1	2	2	-	2	2	5	4	4	2	3	4	2
	1%	*	1%	1%	-	*	1%	1%	1%	1%	1%	1%	1%	*
ANY UNSOLICITED CALLS (LANDLINE)	504	239	202	201	31	313	217	497	414	405	186	213	420	229
	62%	62%	66%	67%	68%	62%	68%	64%	61%k	60%k	62%k	53%	61%k	55%
None	305	149	104	101	14	190	104	286	269	265	113	192	271	186
	38%	38%	34%	34%	33%	32%	38%	32%	37%	39%	40%	38%	47%hijl	39%
Av number of issues	2.085	2.099	2.095	2.087	1.951	2.119	2.063	2.084	2.116	2.117	2.194	2.108	2.113	2.118
Standard Deviation	0.911	0.949	0.945	0.940	0.823	0.920	0.932	0.912	0.921	0.928	0.893	0.946	0.921	0.919
Error Variance	0.002	0.004	0.004	0.004	0.021	0.003	0.004	0.002	0.002	0.002	0.005	0.004	0.002	0.004

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

		Q6A/Q6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Total																
Unweighted Base	810	561	521	252	294	270	81	474	431	207	382	348	126	8	6	3
Weighted Base	808	544	504	267	286	253	94*	464	422	218	379	344	139	9**	6**	4**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	253 31%	253 47%	253 50%ci	106 40%	253 88%abcf ghijkl	253 100%abcdf ghijkl	61 65%abcgi	224 48%	220 52%ci	88 40%	196 52%ci	191 56%aci	70 50%	7 75%	5 83%	3 69%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	422 52%	422 78%	422 84%acfjl	199 74%	235 82%	220 87%acfjl	68 72%	422 91%abcd fijkl	422 100%abcde fgijkl	176 81%	291 77%	281 82%c	101 73%	9 100%	6 100%	4 100%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	344 43%	344 63%	344 68%ci	159 59%	205 72%acgi	191 75%acghi	61 65%	294 63%	281 67%	129 59%	344 91%abcd efghil	344 100%abcde fgijkl	103 75%acgi	7 75%	5 83%	3 69%
Some other type of call that you didn't want or ask for - for example a market research call	30 4%	30 5%	30 6%	16 6%	22 8%	19 7%	6 7%	30 6%	30 7%	12 5%	24 6%	23 7%	6 4%	7 79%	6 100%	2 54%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

		Q6A/Q6B UNSOLICITED CALLS - (4 WEEKS)															
		Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	810	561	521	252	294	270	81	474	431	207	382	348	126	8	6	3	
Weighted Base	808	544	504	267	286	253	94*	464	422	218	379	344	139	9**	6**	4**	
SUMMARY CODES																	
1 TYPE EXPERIENCED	166 21%	166 30%defgh jkl	166 33%defgh jkl	71 27%defjk l	28 10%	20 8%	14 14%	108 23%dejkl	97 23%dejk	56 26%dejkl	59 16%e	49 14%e	20 14%	1 14%	-	1 31%	
2 TYPES EXPERIENCED	160 20%	160 29%e	160 32%de	74 28%	66 23%	56 22%	20 22%	149 32%de	147 35%defl	61 28%	119 31%de	117 34%de	32 23%	1 11%	1 17%	-	
3 TYPES EXPERIENCED	173 21%	173 32%	173 34%	80 30%	173 60%abcfg hijkl	173 68%abcfg hijkl	43 46%ac	173 37%	173 41%ac	70 32%	173 46%abcgi	62 50%abcoh i	173 45%abci	2 21%	-	2 46%	
4 TYPES EXPERIENCED	5 1%	5 1%	5 1%	2 1%	5 2%	5 2%	2 2%	5 1%	5 1%	2 1%	5 1%	1 1%	5 1%	5 54%	5 83%	1 23%	
ANY UNSOLICITED CALLS (LANDLINE)	504 62%	504 93%cfil ijl	504 100%acdfg ijl	227 85%	272 95%cfil ijl	253 100%acdfg ijl	79 84%	435 94%cfil ijl	422 100%acdfg ijl	189 87%	356 94%cfil ijl	344 100%acdfg ijl	115 83%	9 100%	6 100%	4 100%	
None	305 38%	41 7%behk *	41 15%abdegh jk	15 5%behk -	-	15 16%abdegh jk	29 6%behk -	*	29 13%abdegh jk	24 6%behk -	*	24 17%abdegh jk	-	-	-	-	
Av number of issues	2.085	2.086	2.086	2.114	2.648abc	2.715abc	2.487abc	2.232ab	2.267ab	2.136	2.414abc	2.450abc	2.446abc	3.153	3.661	2.607	
Standard Deviation	0.911	0.911	0.911	0.885	0.784	0.743	0.853	0.885	0.875	0.884	0.839	0.822	0.809	1.154	0.823	1.316	
Error Variance	0.002	0.002	0.002	0.004	0.002	0.002	0.010	0.002	0.002	0.004	0.002	0.002	0.006	0.166	0.113	0.578	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.7Ai What do you usually do when you receive these recorded message calls on your landline?**

Base: All that have received recorded messages on their landline

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	348	163	185	22	41	53	48	62	64	58	83	93	52	120
Weighted Base	344	172	171	25**	40*	53*	58*	77*	51*	40*	86*	110*	60*	88
Listen to the full message before hanging up	20	12	8	1	6	-	3	6	4	1	5	7	3	5
	6%	7%	5%	3%	15%ei	-	5%	7%	7%	2%	5%	7%	5%	6%
Listen to some of the message before hanging up	64	30	34	8	6	5	10	16	9	9	10	21	13	20
	19%	17%	20%	34%	16%	10%	18%	21%	17%	23%	12%	19%	22%	22%
Hang up immediately, as soon as I realise it is a recorded message	259	130	129	15	28	48	45	55	38	30	72	81	44	63
	75%	75%	75%	63%	69%	90%dg	77%	72%	75%	76%	83%	74%	73%	71%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	84	42	42	9	12	5	14	22	12	10	15	28	16	25
	25%	25%	25%	37%	31%e	10%	23%	28%e	25%	24%	17%	26%	27%	29%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All that have received recorded messages on their landline

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
	Married \Living as married (a)	Single (b)	Widow\Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	348	219	73	56	163	185	93	269	79	285	33	14	16
Weighted Base	344	227	69*	48*	185	158	96*	247	82*	287	31*	20**	6**
Listen to the full message before hanging up	20	15	3	2	8	12	5	15	4	19	1	-	*
	6%	6%	5%	5%	5%	7%	5%	6%	5%	7%	2%	-	4%
Listen to some of the message before hanging up	64	41	17	6	38	26	15	49	17	57	5	2	1
	19%	18%	25%	12%	21%	16%	15%	20%	18%	20%	15%	9%	12%
Hang up immediately, as soon as I realise it is a recorded message	259	171	49	39	138	121	76	183	61	211	25	18	5
	75%	76%	70%	83%	75%	76%	79%	74%	74%	74%	82%	91%	84%
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	84	56	21	8	47	37	20	64	21	76	5	2	1
	25%	24%	30%	17%	25%	24%	21%	26%	26%	26%	18%	9%	16%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 10

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.7Ai What do you usually do when you receive these recorded message calls on your landline?**

Base: All that have received recorded messages on their landline

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	348	13	47	32	29	28	24	32	59	21	14	33	16
Weighted Base	344	11**	41*	30**	33**	31**	25**	32**	60*	22**	20**	31*	6**
Listen to the full message before hanging up	20	-	1	-	-	6	1	3	4	3	-	1	*
	6%	-	4%	-	-	19%	4%	9%	7%	15%	-	2%	4%
Listen to some of the message before hanging up	64	2	6	10	8	5	3	6	8	9	2	5	1
	19%	15%	14%	34%	24%	16%	13%	17%	14%	39%	9%	15%	12%
Hang up immediately, as soon as I realise it is a recorded message	259	9	34	20	25	20	21	24	47	10	18	25	5
	75%	85%	82%	66%	76%	64%	83%	74%	79%	46%	91%	82%	84%
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	84	2	7	10	8	11	4	8	13	12	2	5	1
	25%	15%	18%	34%	24%	36%	17%	26%	21%	54%	9%	18%	16%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.7Ai What do you usually do when you receive these recorded message calls on your landline?**

Base: All that have received recorded messages on their landline

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	348	286	96	187	348	286	-	62	227	76	149	300	222	39	161	328
Weighted Base	344	290	95*	190	344	290	-**	54*	229	75*	150	290	225	47*	159	321
Listen to the full message before hanging up	20	17	7	10	20	17	-	3	15	6	10	18	15	5	12	20
	6%	6%	8%	5%	6%	6%	-	6%	7%	8%	6%	6%	7%	10%	8%	6%
Listen to some of the message before hanging up	64	52	19	32	64	52	-	12	38	13	23	54	45	6	32	63
	19%	18%	20%	17%	19%	18%	-	22%	17%	18%	16%	19%	20%	13%	20%	20%
Hang up immediately, as soon as I realise it is a recorded message	259	221	69	149	259	221	-	38	176	56	117	217	164	36	115	238
	75%	76%	72%	78%	75%	76%	-	71%	77%	74%	78%	75%	73%	76%	72%	74%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	84	69	26	42	84	69	-	15	53	19	33	73	60	11	44	83
	25%	24%	28%	22%	25%	24%	-	29%	23%	26%	22%	25%	27%	24%	28%	26%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.7Ai What do you usually do when you receive these recorded message calls on your landline?**

Base: All that have received recorded messages on their landline

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	348	166	139	136	21	215	146	344	278	273	126	152	282	157
Weighted Base	344	162	130	129	22**	220	138	338	290	285	132	158	292	169
Listen to the full message before hanging up	20	8	5	4	2	15	5	20	18	18	9	7	18	10
	6%	5%	3%	3%	9%	7%	4%	6%	6%	6%	6%	5%	6%	6%
Listen to some of the message before hanging up	64	26	29	29	8	43	30	64	54	54	25	31	54	33
	19%	16%	22%	22%	35%	19%	22%	19%	19%	19%	19%	20%	18%	19%
Hang up immediately, as soon as I realise it is a recorded message	259	128	97	96	12	162	103	254	218	213	98	119	220	126
	75%	79%	74%	74%	56%	74%	75%	75%	75%	75%	75%	76%	75%	74%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	84	34	33	33	10	58	35	84	72	72	34	38	72	43
	25%	21%	26%	26%	44%	26%	25%	25%	25%	25%	25%	24%	25%	26%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.7Ai What do you usually do when you receive these recorded message calls on your landline?**

Base: All that have received recorded messages on their landline

	Total	Q6A/Q6B UNSOLICITED CALLS - (4 WEEKS)													
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)
Unweighted Base	348	348	348	145	206	197	52	292	280	121	348	92	6	5	2
Weighted Base	344	344	344	159	205	191	61*	294	281	129*	344	103*	7**	5**	3**
Listen to the full message before hanging up	20	20	20	7	15	11	3	19	17	6	20	20	1	-	-
	6%	6%	6%	5%	7%	6%	5%	7%	6%	5%	6%	6%	1%	-	-
Listen to some of the message before hanging up	64	64	64	24	40	40	12	52	51	22	64	17	1	1	-
	19%	19%	19%	15%	20%	21%	20%	18%	18%	17%	19%	16%	15%	21%	-
Hang up immediately, as soon as I realise it is a recorded message	259	259	259	128	150	140	45	222	213	101	259	85	6	4	3
	75%	75%	75%	80%	73%	73%	74%	76%	76%	78%	75%	82%	85%	79%	100%
SUMMARY CODE															
LISTEN TO ANY OF MESSAGE	84	84	84	31	55	51	16	71	68	28	84	18	1	1	-
	25%	25%	25%	20%	27%	27%	26%	24%	24%	22%	25%	18%	15%	21%	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 11

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.7Aii In the last 4 weeks, which of the following types of recorded message have you received on your landline?****Base: All that have listened to recorded messages on their landline**

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	86	39	47	8	12	6	11	18	17	14	16	22	15	33
Weighted Base	84*	42**	42*	9**	12**	5**	14**	22**	12**	10**	15**	28**	16**	25**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	57 68%	30 71%	27 64%	6 62%	10 80%	3 60%	6 43%	16 76%	11 89%	5 48%	10 67%	21 72%	13 81%	14 54%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	13 15%	3 6%	10 24%	-	1 8%	1 11%	2 18%	4 18%	3 27%	1 13%	1 5%	4 13%	4 24%	4 18%
Telling you about a competition	6 7%	1 1%	6 13%	-	-	1 11%	1 5%	1 3%	2 16%	2 21%	-	2 7%	-	4 16%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	6 8%	3 8%	3 7%	-	1 8%	-	-	4 19%	-	1 13%	1 8%	-	2 14%	3 12%
Other type	4 4%	3 7%	1 2%	1 8%	2 20%	-	-	-	-	1 6%	-	1 5%	1 6%	1 5%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	66 78%	33 78%	33 78%	6 62%	11 88%	3 60%	8 61%	18 86%	12 95%	7 73%	12 80%	22 78%	15 95%	16 65%
ANY EXC. APPOINTMENT REMINDERS	63 75%	31 73%	32 77%	6 62%	10 80%	3 60%	8 61%	17 80%	12 95%	7 68%	11 72%	22 78%	14 89%	16 63%
Can't Remember	18 21%	9 22%	9 20%	3 30%	1 12%	2 40%	5 39%	3 14%	1 5%	3 27%	3 20%	6 22%	1 5%	8 32%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 11

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.7Aii In the last 4 weeks, which of the following types of recorded message have you received on your landline?****Base: All that have listened to recorded messages on their landline**

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Total	Married \Living as married (a)	Single (b)	Widow\Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	86	53	21	12	39	47	20	66	64	22	75	6	2	3
Weighted Base	84*	56*	21**	8**	47*	37*	20**	64*	63*	21**	76*	5**	2**	1**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	57	37	14	6	32	25	12	45	41	16	51	5	1	*
	68%	67%	69%	71%	69%	66%	59%	70%	65%	75%	67%	87%	60%	47%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	13	8	1	3	3	9	2	10	9	3	12	1	-	-
	15%	15%	7%	37%	7%	25%d	12%	16%	15%	16%	16%	13%	-	-
Telling you about a competition	6	3	-	4	1	5	1	5	5	1	6	-	-	-
	7%	5%	-	43%	2%	14% d	7%	7%	9%	3%	8%	-	-	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	6	3	2	2	1	5	-	6	4	2	6	-	-	-
	8%	5%	8%	22%	2%	14%	-	10%	7%	9%	8%	-	-	-
Other type	4	3	1	-	3	1	3	1	3	1	4	-	-	-
	4%	5%	4%	-	7%	2%	16%	1%	4%	5%	5%	-	-	-
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	66	43	15	8	36	30	13	53	46	19	59	5	1	*
	78%	77%	74%	92%	76%	80%	63%	82%	74%	90%	77%	100%	60%	47%
ANY EXC. APPOINTMENT REMINDERS	63	41	14	8	35	28	13	50	45	18	56	5	1	*
	75%	74%	69%	92%	74%	76%	63%	78%	71%	86%	74%	100%	60%	47%
Can't Remember	18	13	5	1	10	8	7	11	16	2	17	-	1	1
	21%	23%	23%	8%	22%	20%	33%	18%	25%	10%	22%	-	40%	53%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 11

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.7Aii In the last 4 weeks, which of the following types of recorded message have you received on your landline?****Base: All that have listened to recorded messages on their landline**

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	86	2	8	10	6	11	4	8	14	12	2	6	3
Weighted Base	84*	2**	7**	10**	8**	11**	4**	8**	13**	12**	2**	5**	1**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	57	2	3	10	7	6	-	4	8	11	1	5	*
	68%	100%	48%	93%	84%	52%	-	48%	64%	92%	60%	87%	47%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	13	-	2	-	1	-	1	2	2	4	-	1	-
	15%	-	21%	-	16%	-	23%	29%	16%	31%	-	13%	-
Telling you about a competition	6	-	-	-	1	1	-	-	2	3	-	-	-
	7%	-	-	-	10%	5%	-	-	16%	22%	-	-	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	6	-	*	-	1	-	1	2	1	1	-	-	-
	8%	-	7%	-	10%	-	23%	23%	9%	8%	-	-	-
Other type	4	-	-	-	-	2	-	-	1	1	-	-	-
	4%	-	-	-	-	18%	-	-	6%	8%	-	-	-
SUMMARY CODES													
ANY INC. APPOINTMENT REMINDERS	66	2	4	10	8	6	1	6	10	12	1	5	*
	78%	100%	55%	93%	100%	58%	23%	68%	79%	100%	60%	100%	47%
ANY EXC. APPOINTMENT REMINDERS	63	2	3	10	8	6	1	6	9	11	1	5	*
	75%	100%	48%	93%	100%	58%	23%	68%	70%	92%	60%	100%	47%
Can't Remember	18	-	3	1	-	5	3	3	2	-	1	-	1
	21%	-	45%	7%	-	42%	77%	32%	15%	-	40%	-	53%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 11

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.7Aii In the last 4 weeks, which of the following types of recorded message have you received on your landline?**

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

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	86	68	25	42	86	68	-	18	50	17	32	74	57	10	44	84
Weighted Base	84*	69*	26**	42*	84*	69*	-**	15**	53*	19**	33**	73*	60*	11**	44*	83*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	57	46	15	31	57	46	-	11	37	12	24	49	41	7	30	56
	68%	67%	57%	73%	68%	67%	-	69%	70%	65%	71%	67%	68%	67%	69%	68%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	13	10	5	4	13	10	-	2	10	5	4	13	11	3	8	13
	15%	15%	21%	9%	15%	15%	-	16%	18%	25%	12%	17%	18%	26%	19%	15%
Telling you about a competition	6	5	4	1	6	5	-	1	5	4	1	6	3	1	3	6
	7%	7%	13%	3%	7%	7%	-	8%	9%	18%	4%	8%	5%	7%	8%	7%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	6	4	2	2	6	4	-	2	4	2	2	5	4	-	3	6
	8%	6%	9%	5%	8%	6%	-	12%	8%	12%	7%	7%	7%	-	8%	8%
Other type	4	3	-	2	4	3	-	1	3	-	2	3	1	-	1	4
	4%	5%	-	5%	4%	5%	-	4%	6%	-	7%	4%	2%	-	2%	5%
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	66	53	18	33	66	53	-	13	43	15	26	56	48	8	35	65
	78%	77%	70%	80%	78%	77%	-	83%	80%	80%	80%	78%	80%	73%	79%	78%
ANY EXC. APPOINTMENT REMINDERS	63	50	17	32	63	50	-	13	40	14	25	55	46	8	33	62
	75%	73%	64%	77%	75%	73%	-	83%	75%	72%	77%	75%	76%	73%	75%	75%
Can't Remember	18	15	8	8	18	15	-	3	10	4	6	16	12	3	9	17
	21%	22%	30%	18%	21%	22%	-	17%	18%	20%	18%	22%	20%	27%	21%	21%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 11

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

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

	Total	TV							INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)	
Unweighted Base	86	37	35	34	8	56	36	86	69	69	29	38	69	39	
Weighted Base	84*	34*	33**	33**	10**	58*	35**	84*	72*	72*	34**	38*	72*	43**	
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	57	24	21	21	9	43	23	57	49	49	25	30	49	32	
	68%	69%	64%	64%	90%	74%	66%	68%	69%	69%	73%	78%	69%	73%	
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	13	5	4	4	3	9	4	13	10	10	4	7	10	5	
	15%	14%	11%	11%	33%	16%	13%	15%	14%	14%	12%	17%	14%	12%	
Telling you about a competition	6	2	2	2	-	3	3	6	4	4	3	4	4	4	
	7%	6%	6%	6%	-	6%	8%	7%	6%	6%	10%	11%	6%	9%	
Reminding you of an appointment (e.g. dentist or doctor's appointment)	6	2	2	2	2	4	2	6	4	4	1	1	4	1	
	8%	6%	7%	7%	18%	7%	7%	8%	6%	6%	3%	3%	6%	3%	
Other type	4	3	2	2	-	3	2	4	3	3	1	2	3	2	
	4%	9%	5%	5%	-	5%	5%	4%	4%	4%	2%	4%	4%	4%	
SUMMARY CODES															
ANY INC. APPOINTMENT REMINDERS	66	26	26	25	10	47	27	66	55	55	26	32	55	33	
	78%	78%	77%	77%	100%	81%	78%	78%	77%	77%	79%	82%	77%	77%	
ANY EXC. APPOINTMENT REMINDERS	63	25	25	24	10	45	26	63	53	53	25	31	53	32	
Can't Remember	18	7	8	8	-	10	8	18	16	16	6	6	16	9	
	21%	20%	23%	23%	-	17%	22%	21%	22%	22%	19%	16%	22%	21%	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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



Table 11

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.7Aii In the last 4 weeks, which of the following types of recorded message have you received on your landline?****Base:** All that have listened to recorded messages on their landline

		Q6A/Q6B UNSOLICITED CALLS - (4 WEEKS)															
		Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	86	86	86	27	56	54	13	71	69	25	86	86	16	1	1	-	
Weighted Base	84*	84*	84*	31**	55*	51*	16**	71*	68*	28**	84*	84*	18**	1**	1**	-**	
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	57	57	57	24	40	37	14	50	48	21	57	57	15	-	-	-	
	68%	68%	68%	78%	74%	72%	86%	71%	70%	76%	68%	68%	84%	-	-	-	
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	13	13	13	3	9	9	1	10	10	2	13	13	2	-	-	-	
	15%	15%	15%	10%	16%	17%	4%	14%	15%	6%	15%	15%	12%	-	-	-	
Telling you about a competition	6	6	6	1	6	6	1	5	5	1	6	6	1	-	-	-	
	7%	7%	7%	2%	10%	11%	4%	7%	7%	2%	7%	7%	3%	-	-	-	
Reminding you of an appointment (e.g. dentist or doctor's appointment)	6	6	6	1	4	4	-	5	5	1	6	6	-	-	-	-	
	8%	8%	8%	3%	8%	8%	-	6%	7%	4%	8%	8%	-	-	-	-	
Other type	4	4	4	2	2	1	1	2	2	1	4	4	-	-	-	-	
	4%	4%	4%	8%	4%	1%	9%	3%	4%	4%	4%	4%	-	-	-	-	
SUMMARY CODES																	
ANY INC. APPOINTMENT REMINDERS	66	66	66	25	43	40	14	56	53	22	66	66	15	-	-	-	
	78%	78%	78%	81%	79%	78%	86%	79%	78%	79%	78%	78%	84%	-	-	-	
ANY EXC. APPOINTMENT REMINDERS	63	63	63	24	43	40	14	54	51	21	63	63	15	-	-	-	
Can't Remember	18	18	18	6	11	11	2	15	15	6	18	18	3	1	1	-	
	21%	21%	21%	19%	19%	21%	14%	21%	22%	21%	21%	21%	16%	100%	100%	-	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.**

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1044	467	577	126	190	165	145	136	139	143	188	277	194	385
Weighted Base	1044	505	539	148	195	167	176	155	102	102	202	322	217	303
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	133 13%	71 14%	62 12%	22 15%	25 13%	19 11%	31 18% ⁱ	19 12%	10 10%	7 7%	29 14%	49 15%	23 11%	33 11%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	202 19%	105 21%	97 18%	30 20% ⁱ	37 19% ⁱ	38 23% ⁱ	42 24% ⁱ	32 21% ⁱ	18 18% ⁱ	6 5%	55 27% ^{klm}	59 18%	39 18%	49 16%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	205 20%	102 20%	103 19%	31 21% ⁱ	43 22% ⁱ	38 23% ⁱ	39 22% ⁱ	28 18%	16 16%	10 9%	44 22%	65 20%	39 18%	58 19%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	197 19%	88 17%	109 20%	30 20% ⁱ	33 17% ⁱ	33 20% ⁱ	36 21% ⁱ	36 24% ⁱ	21 20% ⁱ	7 7%	45 22%	62 19%	37 17%	52 17%

Table 12

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.**

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1044	467	577	126	190	165	145	136	139	143	188	277	194	385
Weighted Base	1044	505	539	148	195	167	176	155	102	102	202	322	217	303
Some other type of call that you didn't want or ask for - for example a market research call	8	3	5	-	2	4	-	1	1	-	7	-	1	*
		1%	1%	1%	1%	2%	-	1%	1%	-	3%klm	-	*	*
SUMMARY CODES														
1 TYPE EXPERIENCED	165	94	71	21	41	27	30	24	14	9	46	43	35	41
	16%	19%b	13%	14%	21%i	16%	17%	15%	13%	9%	23%km	13%	16%	14%
2 TYPES EXPERIENCED	95	47	48	18	27	14	18	12	5	2	20	39	7	29
	9%	9%	9%	12%i	14%hi	8%i	10%i	8%i	5%	2%	10%l	12%l	3%	9%l
3 TYPES EXPERIENCED	50	26	23	5	5	10	11	11	7	1	10	14	13	13
	5%	5%	4%	4%	3%	6%i	6%i	7%i	7%i	1%	5%	4%	6%	4%
4 TYPES EXPERIENCED	59	25	33	10	8	10	12	9	5	4	14	18	13	13
	6%	5%	6%	7%	4%	6%	7%	6%	5%	4%	7%	6%	6%	4%
ANY UNSOLICITED CALLS (MOBILE)	369	193	177	54	81	62	71	55	31	15	92	114	67	97
	35%	38%	33%	36%i	41%i	37%i	41%i	36%i	30%i	15%	45%lm	35%	31%	32%
None	674	312	362	94	114	103	105	99	72	86	110	208	150	206
	65%	62%	67%	64%	59%	62%	59%	64%	70%	85%cddefgh	54%	65%j	69%j	68%j
Av number of issues	2.013	1.914	2.120	2.097	1.741	2.075	2.081	2.106	2.152	1.967	1.948	2.060	2.057	1.990
Standard Deviation	1.119	1.074	1.158	1.123	0.947	1.181	1.129	1.165	1.172	1.328	1.158	1.070	1.240	1.059
Error Variance	0.004	0.007	0.008	0.030	0.012	0.023	0.021	0.030	0.034	0.093	0.016	0.013	0.025	0.010

Table 12

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All adults UK

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Total	Married \Living as married (a)	Single (b)	Widow\Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1044	572	278	194	506	538	298	746	838	206	850	92	42	60
Weighted Base	1044	601	284	159	577	467	310	734	829	215	879	89*	52*	24*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	133	81	36	16	80	53	48	85	102	31	117	11	3	4
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	202	132	52	18	137	66	66	136	158	44	165	18	12	7
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	205	133	51	22	126	79	78	127	159	46	166	20	14	6
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	197	123	52	22	122	75	64	133	144	53	166	12	15	4

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 12

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
	Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1044	572	278	194	506	538	298	746	838	206	850	92	42
Weighted Base	1044	601	284	159	577	467	310	734	829	215	879	89*	52*
Some other type of call that you didn't want or ask for - for example a market research call	8	7	1	-	5	2	5	3	6	1	5	1	1
	1%	1%	*	-	1%	1%	2%	*	1%	1%	1%	1%	2%
SUMMARY CODES													
1 TYPE EXPERIENCED	165	100	46	19	99	67	56	109	124	41	136	13	11
	16%	17%	16%	12%	17%	14%	18%	15%	15%	19%	15%	15%	21%
2 TYPES EXPERIENCED	95	56	33	6	57	38	41	54	75	20	79	7	8
	9%	9% ^c	12% ^c	4%	10%	8%	13% ^g	7%	9%	9%	9%	8%	15%
3 TYPES EXPERIENCED	50	41	8	1	32	18	15	34	35	15	41	3	6
	5%	7% ^{bc}	3%	1%	6%	4%	5%	5%	4%	7%	5%	4%	11%
4 TYPES EXPERIENCED	59	34	14	10	39	20	18	41	46	12	49	6	-
	6%	6%	5%	7%	7%	4%	6%	6%	6%	6%	6%	7%	3
ANY UNSOLICITED CALLS (MOBILE)	369	231	101	37	228	142	131	238	281	88	306	29	25
	35%	38% ^c	36% ^c	24%	39% ^e	30%	42% ^g	32%	34%	41%	35%	33%	47%
None	674	369	183	121	348	325	178	496	548	126	573	60	28
	65%	61%	64%	76% ^{ab}	60%	70% ^d	57%	68% ^f	66%	58%	65%	67%	53%
Av number of issues	2.013	2.054	1.901	2.066	2.059	1.939	1.978	2.033	2.027	1.970	2.021	2.127	1.793
Standard Deviation	1.119	1.113	1.060	1.305	1.144	1.077	1.077	1.143	1.129	1.090	1.121	1.248	0.813
Error Variance	0.004	0.006	0.012	0.043	0.006	0.008	0.009	0.006	0.005	0.016	0.005	0.054	0.037
													0.075

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 12

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	44	118	86	62	82	101	150	151	56	42	92	60
Weighted Base	1044	39*	108	85*	67*	88*	122*	155	157	59*	52*	89*	24*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	133 13%	4 10%	9 8%	13 15%	17 25%bgj	15 17%	15 12%	16 10%	20 13%	9 14%	3 5%	11 12%	4 15%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	202 19%	7 17%	24 22%	13 15%	17 25%	14 16%	20 16%	30 19%	26 16%	16 28%	12 23%	18 20%	7 31%cefh
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	205 20%	6 14%	26 24%f	18 21%f	23 35%afgh	19 21%f	12 9%	23 15%	26 17%	13 23%f	14 26%f	20 22%f	6 25%f
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	197 19%	7 19%	17 16%	19 22%	26 39%abcefghi kl	17 20%	19 16%	21 13%	24 15%	16 27%g	15 28%g	12 14%	4 16%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 12

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	44	118	86	62	82	101	150	151	56	42	92	60
Weighted Base	1044	39*	108	85*	67*	88*	122*	155	157	59*	52*	89*	24*
Some other type of call that you didn't want or ask for - for example a market research call	8	-	1	-	-	-	-	1	4	-	1	1	-
	1%	-	1%	-	-	-	-	1%	2%	-	2%	1%	-
SUMMARY CODES													
1 TYPE EXPERIENCED	165	9	20	14	10	17	13	22	19	12	11	13	6
	16%	24%	19%	16%	14%	20%	11%	14%	12%	20%	21%	15%	25%fh
2 TYPES EXPERIENCED	95	1	11	12	10	4	13	14	12	1	8	7	2
	9%	4%	11%il	14%il	15%il	5%	10%	9%	8%	1%	15%il	8%	7%
3 TYPES EXPERIENCED	50	-	4	5	5	3	4	5	11	3	6	3	-
	5%	-	4%	6%	7%	3%	4%	4%	7%	6%	11%	4%	-
4 TYPES EXPERIENCED	59	3	5	3	10	8	3	5	5	8	-	6	3
	6%	8%	5%	3%	15%cfgjh	9%	3%	3%	3%	13%cfgjh	-	7%	12%cfgjh
ANY UNSOLICITED CALLS (MOBILE)	369	14	41	33	34	32	34	47	48	23	25	29	10
	35%	35%	38%	39%	51%fgkh	37%	28%	30%	30%	40%	47%	33%	43%
None	674	26	67	52	33	56	88	108	108	35	28	60	13
	65%	65%	62%	61%	49%	63%	72%cd	70%cd	69%cd	60%	53%	67%cd	57%
Av number of issues	2.013	1.757	1.876	1.902	2.423	2.021	1.927	1.907	2.054	2.303	1.793	2.127	1.992
Standard Deviation	1.119	1.269	1.065	0.959	1.193	1.277	0.964	1.078	1.053	1.397	0.813	1.248	1.368
Error Variance	0.004	0.115	0.028	0.031	0.051	0.065	0.032	0.028	0.025	0.093	0.037	0.054	0.075

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 12

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	872	274	589	810	677	195	133	688	228	455	669	575	119	416	941
Weighted Base	1044	903	255	637	808	700	203	108	700	208	485	649	600	129*	416	934
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	133 13%	133 15%g	34 13%g	98 15%g	94 12%g	94 13%g	40 20%dg	-	108 15%k	27 13%	79 16%k	73 11%	82 14%	27 21%ko	55 13%	121 13%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	202 19%	202 22%g	46 18%g	156 24%dg	155 19%g	155 22%g	47 23%g	-	165 24%	43 21%	121 25%k	125 19%	129 21%	45 35%hijkl no	93 22%	187 20%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	205 20%	205 23%g	49 19%g	155 24%dg	154 19%g	154 22%g	52 25%g	-	168 24%k	40 19%	127 26%ko	120 19%	134 22%	39 30%iko	103 25%	192 21%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	197 19%	197 22%dg	49 19%g	145 23%dg	139 17%g	139 20%g	58 29%bdeg	-	153 22%k	39 19%	113 23%k	109 17%	127 21%	41 32%hikln o	82 20%	181 19%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 12

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All adults UK

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	872	274	589	810	677	195	133	688	228	455	669	575	119*	416	941
Weighted Base	1044	903	255	637	808	700	203	108	700	208	485	649	600	129*	416	934
Some other type of call that you didn't want or ask for - for example a market research call	8 1%	8 1%	2 1%	6 1%	6 1%	6 1%	2 1%	-	6 1%	2 1%	4 1%	5 1%	6 1%	2 1%	5 1%	8 1%
SUMMARY CODES																
1 TYPE EXPERIENCED	165 16%	165 18%g	46 18%g	117 18%g	120 15%g	120 17%g	45 22%dg	-	135 19%k	40 19%	93 19%k	91 14%	98 16%	31 24%k	71 17%	149 16%
2 TYPES EXPERIENCED	95 9%	95 11%g	25 10%g	68 11%g	63 8%g	63 9%g	32 16%deg	-	78 11%	19 9%	57 12%k	50 8%	60 10%	13 10%	47 11%	91 10%
3 TYPES EXPERIENCED	50 5%	50 5%g	12 5%g	37 6%g	37 5%g	37 5%g	12 6%g	-	39 6%	8 4%	31 6%	32 5%	28 5%	14 11%kln	19 5%	48 5%
4 TYPES EXPERIENCED	59 6%	59 6%g	12 5%g	47 7%g	46 6%g	46 7%g	13 6%g	-	47 7%	12 6%	35 7%	36 6%	43 7%	14 11%ko	28 7%	52 6%
ANY UNSOLICITED CALLS (MOBILE)	369 35%	369 41%dg	95 37%g	270 42%dg	267 33%g	267 38%g	102 50%abdeg	-	299 43%ko	80 38%	216 45%ko	209 32%	229 38%k	71 55%hikln	165 40%k	341 36%
None	674 65%	533 59%f	160 63%f	366 57%	540 67%acf	432 62%f	101 50%	108 100%abcde	401 57%m	129 62%m	268 55%	439 68%hjmn	371 62%m	58 45%	251 60%m	592 63%hjm
Av number of issues	2.013	2.013	1.898	2.064	2.039	2.039	1.946	-	2.007	1.893	2.058	2.058	2.083	2.163	2.040	2.021
Standard Deviation	1.119	1.119	1.050	1.146	1.143	1.143	1.054	-	1.114	1.092	1.127	1.133	1.149	1.191	1.123	1.107
Error Variance	0.004	0.004	0.012	0.005	0.005	0.005	0.012	-	0.004	0.014	0.006	0.006	0.006	0.023	0.008	0.004

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 12

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	427	418	52	587	447	993	801	797	346	481	825	475
Weighted Base	1044	464	404	398	53*	609	424	990	854	846	377	535	875	534
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	133 13%	67 14%	49 12%	48 12%	4 8%	81 13%	50 12%	127 13%	121 14%	120 14%	58 15%	81 15%	123 14%	82 15%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	202 19%	103 22%bc	65 16%	65 16%	12 23%	135 22%bc	72 17%	194 20%	186 22%	186 22%	89 24%	115 21%	189 22%	121 23%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	205 20%	110 24%bcf	61 15%	60 15%	8 15%	141 23%bcf	63 15%	200 20%bcf	190 22%	190 22%	83 22%	125 23%	192 22%	125 23%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	197 19%	91 20%	68 17%	68 17%	11 21%	123 20%	73 17%	189 19%	177 21%	178 21%	89 24%	123 23%	181 21%	122 23%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base



Table 12

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	427	418	52	587	447	993	801	797	346	481	825	475
Weighted Base	1044	464	404	398	53*	609	424	990	854	846	377	535	875	534
Some other type of call that you didn't want or ask for - for example a market research call	8 1%	6 1%	*	*	-	7 1%	*	8 1%	8 1%	8 1%	4 1%	5 1%	8 1%	5 1%
SUMMARY CODES														
1 TYPE EXPERIENCED	165 16%	81 17%	53 13%	53 13%	10 19%	101 17%	60 14%	160 16%	143 17%	142 17%	60 16%	91 17%	148 17%	93 17%
2 TYPES EXPERIENCED	95 9%	47 10%	28 7%	28 7%	9 17%bcf	69 11%bcf	30 7%	88 9%	86 10%	87 10%	48 13%	65 12%	88 10%	61 11%
3 TYPES EXPERIENCED	50 5%	23 5%	15 4%	14 3%	3 5%	34 6%	14 3%	47 5%	48 6%	47 6%	19 5%	28 6%	48 6%	27 5%
4 TYPES EXPERIENCED	59 6%	33 7%	23 6%	23 6%	-	35 6%	24 6%	59 6%	54 6%	54 6%	27 7%	35 6%	54 6%	38 7%
ANY UNSOLICITED CALLS (MOBILE)	369 35%	183 40%bcf	118 29%	117 29%	21 40%	240 39%bcf	128 30%	354 36%bc	332 39%	332 39%	154 41%	219 41%	340 39%	221 41%
None	674 65%	280 60%	286 71%aeg	281 71%aeg	32 60%	368 60%	296 70%ae	635 64%	522 61%	514 61%	223 59%	315 59%	534 61%	313 59%
Av number of issues	2.013	2.043	2.065	2.064	1.658	2.022	2.018	2.021	2.051	2.050	2.100	2.045	2.034	2.067
Standard Deviation	1.119	1.136	1.160	1.162	0.704	1.094	1.157	1.132	1.124	1.122	1.122	1.112	1.118	1.139
Error Variance	0.004	0.007	0.012	0.012	0.031	0.005	0.011	0.004	0.004	0.004	0.009	0.006	0.004	0.007

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 12

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All adults UK

	Q6A/Q6B UNSOLICITED CALLS - (4 WEEKS)															
Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)	
Unweighted Base	1044	653	521	344	330	270	117	546	431	279	434	348	178	9	6	
Weighted Base	1044	646	504	369	326	253	133*	540	422	294	437	344	197	10**	6**	
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	133 13%	133 21%	79 16%	133 36%abeghjk	133 41%abeghjk	61 24%bh	133 100%abcdeghijkl	109 20%	68 16%	102 35%abeghjk	98 22%bh	61 18%	81 41%abeghjk	2 20%	2 33%	1 18%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	202 19%	202 31%	137 27%	202 55%abdegijk	105 32%	70 28%	82 61%abdegijk	202 37%abeh	127 30%	202 69%abcdeghijkl	149 34%b	106 31%	107 54%abdegijk	6 58%	3 50%	4 75%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	205 20%	205 32%	132 26%	205 56%abdegijk	110 34%b	69 27%	88 66%abdegijk	205 38%abehhk	125 30%	205 70%abcdeghijkl	147 34%b	91 27%	120 61%abdegijk	6 60%	2 33%	5 100%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 12

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All adults UK

	Q6A/Q6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1044	653	521	344	330	270	117	546	431	279	434	348	178	9	6	
Weighted Base	1044	646	504	369	326	253	133*	540	422	294	437	344	197	10**	4	
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	197 19%	197 30%bh	115 23%	197 53%abdeg hjk	110 34%bh	70 28%	81 61%abdeg hijk	160 30%b	101 24%	144 49%abdeg hk	197 45%abdeg hk	103 30%b	197 100%abcde fghijk	2 18%	1 16%	2 37%
Some other type of call that you didn't want or ask for - for example a market research call	8 1%	7 1%	5 1%	7 2%	4 1%	3 1%	2 1%	7 1%	5 1%	7 2%	5 1%	3 1%	3 2%	5 50%	1 16%	5 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	165 16%	165 26%bdhjk k	101 20%de	165 45%abdef ghijkl	46 14%	29 12%	22 17%	122 23%dekk	82 19%e	99 34%abdef ghijkl	75 17%	56 16%	44 22%de	1 10%	1 17%	-
2 TYPES EXPERIENCED	95 9%	95 15%e	53 11%	95 26%abdeg hjk	43 13%	22 9%	29 22%behk	86 16%be	47 11%	86 29%abdeg hjk	72 17%behk	37 11%	56 28%abdeg hjk	1 13%	-	1 25%
3 TYPES EXPERIENCED	50 5%	50 8%	32 6%	50 13%abh	31 10%	21 8%	24 18%abdegh k	50 9%	30 7%	50 17%abdeg hjk	45 10%b	29 8%	38 19%abdeg hjk	3 29%	1 17%	2 38%
4 TYPES EXPERIENCED	59 6%	59 9%	40 8%	59 16%abh	58 18%abghk	32 13%b	58 43%abcde ghijkl	59 11%	38 9%	59 20%abegh jk	59 13%ab	36 10%	59 30%abcddeg hijk	1 9%	-	1 18%
ANY UNSOLICITED CALLS (MOBILE)	369 35%	369 57%behk	227 45%	369 100%abdeg hjk	179 55%bek	106 42%	133 100%abdeg hjk	317 59%behk	199 47%	294 100%abdeg hjk	252 58%behk	159 46%	197 100%abdeg hjk	7 70%	3 50%	5 100%
None	674 65%	277 43%cfil jl	277 55%acdfgi jl	-	147 45%cfil jl	147 58%acdfgi jl	-	223 41%cfil l	-	223 53%acfijjl	-	185 42%cfil jl	-	3 30%	3 50%	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All adults UK

	Q6A/Q6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1044	653	521	344	330	270	117	546	431	279	434	348	178	9	6	4
Weighted Base	1044	646	504	369	326	253	133*	540	422	294	437	344	197	10**	6**	5**
Av number of issues	2.013	2.016	2.061	2.016	2.579abc ghi	2.559abc ghi	2.898abc ghijkl	2.154	2.142	2.246ac	2.363abc	2.300ac	2.584abc ghi	2.929	2.945	3.301
Standard Deviation	1.119	1.119	1.153	1.119	1.209	1.214	1.169	1.140	1.168	1.135	1.153	1.188	1.155	1.277	1.983	1.163
Error Variance	0.004	0.004	0.006	0.004	0.009	0.014	0.012	0.004	0.007	0.005	0.006	0.010	0.007	0.272	1.311	0.338

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 13

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	872	394	478	119	180	151	128	117	103	74	170	245	166	291
Weighted Base	903	444	459	140	186	155	157	135*	78*	52*	185	291	188	239
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	133 15%	71 16%	62 14%	22 16%	25 13%	19 12%	31 20%	19 14%	10 13%	7 14%	29 16%	49 17%	23 12%	33 14%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	202 22%	105 24%	97 21%	30 21%	37 20%	38 24%ci	42 26%ci	32 24%ci	18 23%	6 11%	55 30%km	59 20%	39 21%	49 20%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	205 23%	102 23%	103 22%	31 22%	43 23%	38 25%	39 25%	28 21%	16 21%	10 18%	44 24%	65 22%	39 21%	58 24%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	197 22%	88 20%	109 24%	30 21%	33 18%	33 21%	36 23%	36 27%	21 26%	7 14%	45 24%	62 21%	37 20%	52 22%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 13

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	872	394	478	119	180	151	128	117	103	74	170	245	166	291
Weighted Base	903	444	459	140	186	155	157	135*	78*	52*	185	291	188	239
Some other type of call that you didn't want or ask for - for example a market research call	8 1%	3 1%	5 1%	-	2 1%	4 2%	-	1 1%	1 1%	-	7 4%km	-	1 *	*
SUMMARY CODES														
1 TYPE EXPERIENCED	165 18%	94 21%	71 16%	21 15%	41 22%	27 18%	30 19%	24 18%	14 17%	9 17%	46 25%k	43 15%	35 19%	41 17%
2 TYPES EXPERIENCED	95 11%	47 11%	48 10%	18 13%	27 14% <i>i</i>	14 9%	18 11%	12 9%	5 6%	2 3%	20 11% <i>l</i>	39 13% <i>l</i>	7 4%l	29 12% <i>l</i>
3 TYPES EXPERIENCED	50 5%	26 6%	23 5%	5 4%	5 3%	10 6%	11 7%	11 8%	7 9% <i>d</i>	1 1%	10 5%	14 5%	13 7%	13 6%
4 TYPES EXPERIENCED	59 6%	25 6%	33 7%	10 7%	8 4%	10 7%	12 8%	9 7%	5 7%	4 8%	14 8%	18 6%	13 7%	13 6%
ANY UNSOLICITED CALLS (MOBILE)	369 41%	193 43%	177 38%	54 38%	81 43%	62 40%	71 45% <i>i</i>	55 41%	31 39%	15 29%	92 50% <i>l</i>	114 39%	67 36%	97 40%
None	533 59%	251 57%	282 61%	86 62%	105 57%	91 59%	86 55%	79 59%	48 61%	37 71% <i>f</i>	92 50%	177 61% <i>j</i>	121 64% <i>j</i>	142 60%
Av number of issues	2.013	1.914	2.120	2.097	1.741	2.075	2.081	2.106	2.152	1.967	1.948	2.060	2.057	1.990
Standard Deviation	1.119	1.074	1.158	1.123	0.947	1.181	1.129	1.165	1.172	1.328	1.158	1.070	1.240	1.059
Error Variance	0.004	0.007	0.008	0.030	0.012	0.023	0.021	0.030	0.034	0.093	0.016	0.013	0.025	0.010

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 13

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Married \Living as married (a)	Single (b)	Widow\Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	
Total														
Unweighted Base	872	499	240	133	469	403	273	599	698	719	68	33	52	
Weighted Base	903	539	251	113	537	366	288	615	713	770	68*	44**	21*	
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	133 15%	81 15%	36 14%	16 14%	80 15%	53 15%	48 17%	85 14%	102 14%	31 16%	117 15%	11 16%	3 6%	4 17%
Receiving a sales\marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	202 22%	132 24%	52 21%	18 16%	137 25%e	66 18%	66 23%	136 22%	158 22%	44 23%	165 21%	18 26%	12 27%	7 35%j
Receiving a "live sales\marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	205 23%	133 25%	51 20%	22 19%	126 24%	79 22%	78 27%	127 21%	159 22%	46 24%	166 22%	20 29%	14 31%	6 28%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	197 22%	123 23%	52 21%	22 19%	122 23%	75 20%	64 22%	133 22%	144 20%	53 28%h	166 22%	12 18%	15 34%	4 18%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 13

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	
Unweighted Base	872	499	240	133	469	403	273	599	698	174	719	68	33	52
Weighted Base	903	539	251	113	537	366	288	615	713	190	770	68*	44**	21*
Some other type of call that you didn't want or ask for - for example a market research call	8	7	1	-	5	2	5	3	6	1	5	1	1	-
	1%	1%	*	-	1%	1%	2%	*	1%	1%	1%	2%	3%	-
SUMMARY CODES														
1 TYPE EXPERIENCED	165	100	46	19	99	67	56	109	124	41	136	13	11	6
	18%	18%	18%	17%	18%	18%	19%	18%	17%	22%	18%	19%	25%	28%
2 TYPES EXPERIENCED	95	56	33	6	57	38	41	54	75	20	79	7	8	2
	11%	10%	13%	c	6%	11%	10%	14%g	9%	10%	11%	10%	10%	7%
3 TYPES EXPERIENCED	50	41	8	1	32	18	15	34	35	15	41	3	6	-
	5%	8%bc	3%	1%	6%	5%	5%	6%	5%	8%	5%	5%	13%	-
4 TYPES EXPERIENCED	59	34	14	10	39	20	18	41	46	12	49	6	-	3
	6%	6%	6%	9%	7%	5%	6%	7%	7%	6%	6%	9%	-	14%
ANY UNSOLICITED CALLS (MOBILE)	369	231	101	37	228	142	131	238	281	88	306	29	25	10
	41%	43%	40%	33%	42%	39%	46%	39%	39%	47%	40%	43%	56%	49%
None	533	307	150	76	309	224	155	377	432	101	464	39	19	11
	59%	57%	60%	67%	57%	61%	54%	61%	61%	53%	60%	57%	44%	51%
Av number of issues	2.013	2.054	1.901	2.066	2.059	1.939	1.978	2.033	2.027	1.970	2.021	2.127	1.793	1.992
Standard Deviation	1.119	1.113	1.060	1.305	1.144	1.077	1.077	1.143	1.129	1.090	1.121	1.248	0.813	1.368
Error Variance	0.004	0.006	0.012	0.043	0.006	0.008	0.009	0.006	0.005	0.016	0.005	0.054	0.037	0.075

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 13

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	872	36	100	72	53	61	91	121	134	51	33	68	52
Weighted Base	903	34*	95*	75*	60*	71*	114*	129	138	55*	44**	68*	21*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	133 15%	4 12%	9 9%	13 17%	17 28%bfg	15 21%	15 13%	16 12%	20 15%	9 16%	3 6%	11 16%	4 17%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	202 22%	7 20%	24 25%	13 17%	17 28%	14 19%	20 17%	30 23%	26 19%	16 29%	12 27%	18 26%	7 35%cfh
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	205 23%	6 17%	26 27%f	18 24%f	23 39%afgh	19 26%f	12 10%	23 18%	26 19%	13 24%f	14 31%	20 29%f	6 28%f
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	197 22%	7 22%	17 18%	19 25%	26 44%bfghkl	17 24%	19 17%	21 16%	24 17%	16 29%	15 34%	12 18%	4 18%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 13

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	872	36	100	72	53	61	91	121	134	51	33	68	52
Weighted Base	903	34*	95*	75*	60*	71*	114*	129	138	55*	44**	68*	21*
Some other type of call that you didn't want or ask for - for example a market research call	8	-	1	-	-	-	-	1	4	-	1	1	-
	1%	-	1%	-	-	-	-	1%	3%	-	3%	2%	-
SUMMARY CODES													
1 TYPE EXPERIENCED	165	9	20	14	10	17	13	22	19	12	11	13	6
	18%	28% ^f	21%	18%	16%	24%	12%	17%	14%	21%	25%	19%	28% ^{fh}
2 TYPES EXPERIENCED	95	1	11	12	10	4	13	14	12	1	8	7	2
	11%	4%	12% ^l	16% ⁱ	17% ⁱ	6%	11%	11% ⁱ	9%	1%	18%	10%	7%
3 TYPES EXPERIENCED	50	-	4	5	5	3	4	5	11	3	6	3	-
	5%	-	4%	6%	8%	4%	4%	4%	8%	6%	13%	5%	-
4 TYPES EXPERIENCED	59	3	5	3	10	8	3	5	5	8	-	6	3
	6%	9%	6%	4%	16% ^{cdfgh}	11%	3%	4%	4%	14% ^{fgh}	-	9%	14% ^{cdfgh}
ANY UNSOLICITED CALLS (MOBILE)	369	14	41	33	34	32	34	47	48	23	25	29	10
	41%	41%	43%	44%	57% ^{fgh}	45%	29%	37%	34%	43%	56%	43%	49% ^f
None	533	20	54	42	26	39	81	81	90	32	19	39	11
	59%	59%	57%	56%	43%	55%	71% ^{dll}	63% ^d	65% ^d	57%	44%	57%	51%
Av number of issues	2.013	1.757	1.876	1.902	2.423	2.021	1.927	1.907	2.054	2.303	1.793	2.127	1.992
Standard Deviation	1.119	1.269	1.065	0.959	1.193	1.277	0.964	1.078	1.053	1.397	0.813	1.248	1.368
Error Variance	0.004	0.115	0.028	0.031	0.051	0.065	0.032	0.028	0.025	0.093	0.037	0.054	0.075

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 13

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	872	872	274	589	677	677	195	-	688	228	455	547	525	106	365	795
Weighted Base	903	903	255	637	700	700	203	-**	700	208	485	551	554	118*	373	815
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	133 15%	133 15%	34 13%	98 15%	94 13%	94 13%	40 20%	-	108 15%	27 13%	79 16%	73 13%	82 15%	27 23%ik	55 15%	121 15%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	202 22%	202 22%	46 18%	156 24%	155 22%	155 22%	47 23%	-	165 24%	43 21%	121 25%	125 23%	129 23%	45 38%hijkl no	93 25%	187 23%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	205 23%	205 23%	49 19%	155 24%	154 22%	154 22%	52 25%	-	168 24%	40 19%	127 26%	120 22%	134 24%	39 33%ik	103 28%oi	192 24%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	197 22%	197 22%	49 19%	145 23%	139 20%	139 20%	58 29%bde	-	153 22%	39 19%	113 23%	109 20%	127 23%	41 35%hijkl no	82 22%	181 22%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 13

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	872	872	274	589	677	677	195	-	688	228	455	547	525	106	365	795
Weighted Base	903	903	255	637	700	700	203	-**	700	208	485	551	554	118*	373	815
Some other type of call that you didn't want or ask for - for example a market research call	8 1%	8 1%	2 1%	6 1%	6 1%	6 1%	2 1%	-	6 1%	2 1%	4 1%	5 1%	6 1%	2 2%	5 1%	8 1%
SUMMARY CODES																
1 TYPE EXPERIENCED	165 18%	165 18%	46 18%	117 18%	120 17%	120 17%	45 22%	-	135 19%	40 19%	93 19%	91 17%	98 18%	31 26%	71 19%	149 18%
2 TYPES EXPERIENCED	95 11%	95 11%	25 10%	68 11%	63 9%	63 9%	32 16%de	-	78 11%	19 9%	57 12%	50 9%	60 11%	13 11%	47 13%	91 11%
3 TYPES EXPERIENCED	50 5%	50 5%	12 5%	37 6%	37 5%	37 5%	12 6%	-	39 6%	8 4%	31 6%	32 6%	28 5%	14 12%	19 8%	48 6%
4 TYPES EXPERIENCED	59 6%	59 6%	12 5%	47 7%	46 7%	46 7%	13 6%	-	47 7%	12 6%	35 7%	36 7%	43 8%	14 12%	28 8%	52 6%
ANY UNSOLICITED CALLS (MOBILE)	369 41%	369 41%	95 37%	270 42%	267 38%	267 38%	102 50%abde	-	299 43%	80 38%	216 45%	209 38%	229 41%	71 60%ijklno	165 44%	341 42%
None	533 59%	533 59%f	160 63%f	366 57%	432 62%f	432 62%f	101 50%	-	401 57%m	129 62%m	268 55%m	342 62%m	325 59%m	47 40%	208 56%m	474 58%m
Av number of issues	2.013	2.013	1.898	2.064	2.039	2.039	1.946	-	2.007	1.893	2.058	2.058	2.083	2.163	2.040	2.021
Standard Deviation	1.119	1.119	1.050	1.146	1.143	1.143	1.054	-	1.114	1.092	1.127	1.133	1.149	1.191	1.123	1.107
Error Variance	0.004	0.004	0.012	0.005	0.005	0.005	0.012	-	0.004	0.014	0.006	0.006	0.006	0.023	0.008	0.004

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 13

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	872	401	330	324	48	523	348	829	732	731	325	461	752	457
Weighted Base	903	421	328	324	50*	552	347	857	790	785	358	516	807	516
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	133 15%	67 16%	49 15%	48 15%	4 9%	81 15%	50 14%	127 15%	121 15%	120 15%	58 16%	81 16%	123 15%	82 16%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	202 22%	103 24%	65 20%	65 20%	12 24%	135 24%	72 21%	194 23%	186 24%	186 24%	89 25%	115 22%	189 23%	121 24%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	205 23%	110 26%bcf	61 19%	60 19%	8 16%	141 25%bcf	63 18%	200 23%	190 24%	190 24%	83 23%	125 24%	192 24%	125 24%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	197 22%	91 22%	68 21%	68 21%	11 22%	123 22%	73 21%	189 22%	177 22%	178 23%	89 25%	123 24%	181 22%	122 24%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 13

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	872	401	330	324	48	523	348	829	732	731	325	461	752	457
Weighted Base	903	421	328	324	50*	552	347	857	790	785	358	516	807	516
Some other type of call that you didn't want or ask for - for example a market research call	8 1%	6 1%	*	*	-	7 1%	*	8 1%	8 1%	8 1%	4 1%	5 1%	8 1%	5 1%
SUMMARY CODES														
1 TYPE EXPERIENCED	165 18%	81 19%	53 16%	53 16%	10 20%	101 18%	60 17%	160 19%	143 18%	142 18%	60 17%	91 18%	148 18%	93 18%
2 TYPES EXPERIENCED	95 11%	47 11%	28 8%	28 9%	9 17%	69 13%	30 9%	88 10%	86 11%	87 11%	48 13%	65 13%	88 11%	61 12%
3 TYPES EXPERIENCED	50 5%	23 5%	15 4%	14 4%	3 5%	34 6%	14 4%	47 5%	48 6%	47 6%	19 5%	28 5%	48 6%	27 5%
4 TYPES EXPERIENCED	59 6%	33 8%	23 7%	23 7%	-	35 6%	24 7%	59 7%	54 7%	54 7%	27 8%	35 7%	54 7%	38 7%
ANY UNSOLICITED CALLS (MOBILE)	369 41%	183 44%	118 36%	117 36%	21 43%	240 43%	128 37%	354 41%	332 42%	332 42%	154 43%	219 43%	340 42%	221 43%
None	533 59%	237 56%	210 64% ^e	207 64%	29 57%	311 56%	219 63%	502 59%	457 58%	453 58%	204 57%	296 57%	466 58%	295 57%
Av number of issues	2.013	2.043	2.065	2.064	1.658	2.022	2.018	2.021	2.051	2.050	2.100	2.045	2.034	2.067
Standard Deviation	1.119	1.136	1.160	1.162	0.704	1.094	1.157	1.132	1.124	1.122	1.122	1.112	1.118	1.139
Error Variance	0.004	0.007	0.012	0.012	0.031	0.005	0.011	0.004	0.004	0.004	0.009	0.006	0.004	0.007

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All who have a mobile phone

		Q6A/Q6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Total																
Unweighted Base	872	559	427	344	278	218	117	467	352	279	372	286	178	8	4	
Weighted Base	903	569	426	369	286	214	133*	473	355	294	383	290	197	9**	5**	
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	133 15%	133 23%	79 19%	133 36%abghjk	133 47%abcegijk	61 28%bh	133 100%abcdeghijkl	109 23%	68 19%	102 35%abghjk	98 26%b	61 21%	81 41%abeghjk	2 21%	2 37%	1 18%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	202 22%	202 36%	137 32%	202 55%abdegijk	105 37%	70 33%	82 61%abdegijk	202 43%abe	127 36%	202 69%abcdeghijkl	149 39%	106 37%	107 54%abdegijk	6 62%	3 57%	4 75%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	205 23%	205 36%	132 31%	205 56%abdegijk	110 38%	69 32%	88 66%abdegijk	205 43%abehjk	125 35%	205 70%abcdeghijk	147 38%b	91 31%	120 61%abdegijk	6 65%	2 37%	5 100%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 13

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

		Q6A/Q6B UNSOLICITED CALLS - (4 WEEKS)															
		Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	872	559	427	344	278	218	117	467	352	279	372	286	178	8	5	4	
Weighted Base	903	569	426	369	286	214	133*	473	355	294	383	290	197	9**	5**	5**	
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	197 22%	197 35% ^b	115 27%	197 53% ^{a,b,c,d,e,g,h,k}	110 38% ^{b,h}	70 33%	81 61% ^{a,b,c,d,e,g,h,k}	160 34%	101 28%	144 49% ^{a,b,c,d,e,g,h,k}	197 51% ^{a,b,c,d,e,g,h,k}	103 36% ^b	197 100% ^{a,b,c,d,e,f,g,h,i,j,k}	2 20%	1 18%	2 37%	
Some other type of call that you didn't want or ask for - for example a market research call	8 1%	7 1%	5 1%	7 2%	4 1%	3 1%	2 1%	7 1%	5 1%	7 2%	5 1%	3 1%	3 2%	5 54%	1 18%	5 100%	
SUMMARY CODES																	
1 TYPE EXPERIENCED	165 18%	165 29% ^{d,e,f,j,k}	101 24% ^{d,e}	165 45% ^{a,b,c,f,g,h,i,j,k,l}	46 16%	29 14%	22 17%	122 26% ^e	82 23% ^e	99 34% ^{b,c,f,g,h,j,k,l}	75 20%	56 19%	44 22% ^e	1 11%	1 19%	-	
2 TYPES EXPERIENCED	95 11%	95 17% ^e	53 12%	95 26% ^{a,b,c,d,e,g,h,j,k}	43 15%	22 10%	29 22% ^{b,e}	86 18% ^{b,e}	47 13%	86 29% ^{a,b,c,d,e,g,h,j,k}	72 19% ^{b,e}	37 13%	56 13%	1 14%	-	1 25%	
3 TYPES EXPERIENCED	50 5%	50 9%	32 8%	50 13% ^{a,b}	31 11%	21 10%	24 18% ^{a,b,h}	50 10%	30 9%	50 17% ^{a,b,e,g,h,j,k}	45 12%	29 10%	38 19% ^{a,b,d,e,g,h,j,k}	3 31%	1 20%	2 38%	
4 TYPES EXPERIENCED	59 6%	59 10%	40 9%	59 16% ^{a,b}	58 20% ^{a,b,g,h,k}	32 15% ^b	58 43% ^{a,b,c,d,e,g,h,j,k,l}	59 12%	38 11%	59 20% ^{a,b,g,h,k}	59 15% ^{a,b}	36 12%	59 30% ^{a,b,c,d,e,g,h,j,k}	1 10%	-	1 18%	
ANY UNSOLICITED CALLS (MOBILE)	369 41%	369 65% ^{b,e,h,k}	227 53%	369 100% ^{a,b,d,e,g,h,j,k}	179 63% ^{b,e}	106 50%	133 100% ^{a,b,d,e,g,h,j,k}	317 67% ^{b,e,h,k}	199 56%	294 100% ^{a,b,d,e,g,h,j,k}	252 66% ^{b,e,h,k}	159 55%	197 100% ^{a,b,d,e,g,h,j,k}	7 76%	3 57%	5 100%	
None	533 59%	199 35% ^{c,f,i,l}	199 47% ^{a,c,d,f,g,i,j,l}	-	107 37% ^{c,f,i,l}	107 50% ^{a,c,d,f,g,i,l}	-	156 33% ^{c,f,i,l}	156 44% ^{a,c,f,g,i,l}	-	131 34% ^{c,f,i,l}	-	2 24%	2 43%	-		

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

	Q6A/Q6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	872	559	427	344	278	218	117	467	352	279	372	286	178	8	4	
Weighted Base	903	569	426	369	286	214	133*	473	355	294	383	290	197	9**	5**	
Av number of issues	2.013	2.016	2.061	2.016	2.579abc ghi	2.559abc ghi	2.898abc ghijkl	2.154	2.142	2.246ac	2.363abc	2.300ac	2.584abc ghi	2.929	2.945	3.301
Standard Deviation	1.119	1.119	1.153	1.119	1.209	1.214	1.169	1.140	1.168	1.135	1.153	1.188	1.155	1.277	1.983	1.163
Error Variance	0.004	0.004	0.006	0.004	0.009	0.014	0.012	0.004	0.007	0.005	0.006	0.010	0.007	0.272	1.311	0.338

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 14

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All that have received recorded messages on their mobile

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	178	75	103	22	33	32	29	28	23	11	39	50	33	56
Weighted Base	197	88*	109*	30**	33**	33**	36**	36**	21**	7**	45*	62*	37**	52*
Listen to the full message before hanging up	9	5	3	-	2	-	5	1	1	-	-	7	-	2
	4%	6%	3%	-	7%	-	13%	2%	4%	-	-	11%	-	3%
Listen to some of the message before hanging up	37	22	15	7	6	5	5	9	2	2	5	11	9	11
	19%	25%	13%	24%	19%	16%	14%	24%	10%	28%	11%	17%	25%	22%
Hang up immediately, as soon as I realise it is a recorded message	151	61	91	23	24	28	27	27	18	5	40	44	28	39
	77%	69%	84% ^a	76%	74%	84%	73%	74%	86%	72%	89%	71%	75%	75%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	45	27	18	7	9	5	10	10	3	2	5	18	9	13
	23%	31% ^b	16%	24%	26%	16%	27%	26%	14%	28%	11%	29%	25%	25%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 14

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All that have received recorded messages on their mobile

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	
Unweighted Base	178	109	45	24	105	73	57	121	139	39	147	13	10	8
Weighted Base	197	123*	52*	22**	122*	75*	64*	133	144	53**	166	12**	15**	4**
Listen to the full message before hanging up	9	6	1	2	6	3	7	2	4	5	7	1	1	-
	4%	5%	2%	7%	5%	3%	11%g	1%	3%	9%	4%	8%	5%	-
Listen to some of the message before hanging up	37	24	11	2	23	13	10	26	26	11	27	4	6	-
	19%	19%	21%	8%	19%	18%	16%	20%	18%	20%	16%	30%	38%	-
Hang up immediately, as soon as I realise it is a recorded message	151	93	40	18	92	59	47	105	114	38	132	8	8	4
	77%	75%	77%	85%	76%	79%	73%	79%	79%	71%	79%	62%	57%	100%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	45	30	12	3	29	16	17	28	30	16	34	5	6	-
	23%	25%	23%	15%	24%	21%	27%	21%	21%	29%	21%	38%	43%	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 14

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All that have received recorded messages on their mobile

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	178	8	18	18	20	11	16	19	24	13	10	13	8
Weighted Base	197	7**	17**	19**	26**	17**	19**	21**	24**	16**	15**	12**	4**
Listen to the full message before hanging up	9	-	-	-	3	-	2	2	-	-	1	1	-
	4%	-	-	-	12%	-	12%	8%	-	-	5%	8%	-
Listen to some of the message before hanging up	37	1	3	3	5	-	1	2	5	6	6	4	-
	19%	11%	19%	18%	19%	-	8%	12%	21%	36%	38%	30%	-
Hang up immediately, as soon as I realise it is a recorded message	151	7	14	15	18	17	15	17	19	10	8	8	4
	77%	89%	81%	82%	68%	100%	80%	80%	79%	64%	57%	62%	100%
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	45	1	3	3	8	-	4	4	5	6	6	5	-
	23%	11%	19%	18%	32%	-	20%	20%	21%	36%	43%	38%	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All that have received recorded messages on their mobile

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	178	178	47	129	126	126	52	-	145	42	102	103	118	34	82	166
Weighted Base	197	197	49*	145	139	139	58*	-**	153	39*	113*	109*	127*	41**	82*	181
Listen to the full message before hanging up	9	9	6	1	5	5	4	-	6	3	1	5	2	4	-	9
	4%	4%	12% ^c	1%	3%	3%	7% ^c	-	4%	6% ⁿ	1%	4%	2%	10%	-	5%
Listen to some of the message before hanging up	37	37	10	27	23	23	13	-	31	10	22	22	29	8	19	35
	19%	19%	20%	18%	17%	17%	23%	-	20%	25%	19%	20%	23%	18%	24%	19%
Hang up immediately, as soon as I realise it is a recorded message	151	151	34	117	111	111	41	-	116	27	90	83	95	30	63	137
	77%	77%	69%	81%	80%	80%	70%	-	76%	69%	80%	76%	75%	72%	76%	76%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	45	45	15	28	28	28	17	-	37	12	23	26	31	12	19	44
	23%	23%	31%	19%	20%	20%	30%	-	24%	31%	20%	24%	25%	28%	24%	24%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All that have received recorded messages on their mobile

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	178	83	62	61	8	113	67	172	157	157	75	109	160	104
Weighted Base	197	91*	68*	68*	11**	123*	73*	189	177	178	89*	123*	181	122*
Listen to the full message before hanging up	9	2	6	6	-	2	6	7	8	8	6	8	8	6
	4%	2%	8%e	8%e	-	1%	8%	4%	4%	4%	6%	6%	4%	5%
Listen to some of the message before hanging up	37	13	14	14	6	29	14	37	35	35	17	25	35	26
	19%	14%	20%	20%	55%	23%	20%	19%	20%	20%	19%	20%	20%	21%
Hang up immediately, as soon as I realise it is a recorded message	151	76	49	48	5	93	53	145	133	134	67	90	137	91
	77%	84%	71%	71%	45%	75%	72%	77%	75%	76%	75%	73%	76%	74%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	45	15	20	20	6	31	20	44	43	43	22	33	43	31
	23%	16%	29%	29%	55%	25%	28%	23%	25%	24%	25%	27%	24%	26%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All that have received recorded messages on their mobile

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	178	178	105	178	100	66	72	146	92	130	178	92	178	2	1	2
Weighted Base	197	197	115*	197	110*	70*	81*	160	101*	144	197	103*	197	2**	1**	2**
Listen to the full message before hanging up	9	9	5	9	7	5	7	4	3	4	9	3	9	-	-	-
4%	4%	4%	4%	4%	7%	7%	9%	3%	3%	3%	4%	3%	4%	-	-	-
Listen to some of the message before hanging up	37	37	20	37	17	12	13	32	19	30	37	17	37	-	-	-
19%	19%	19%	17%	19%	15%	17%	16%	20%	19%	21%	19%	17%	19%	-	-	-
Hang up immediately, as soon as I realise it is a recorded message	151	151	91	151	86	54	61	124	79	110	151	83	151	2	1	2
SUMMARY CODE	77%	77%	79%	77%	78%	77%	75%	78%	78%	76%	77%	80%	77%	100%	100%	100%
LISTEN TO ANY OF MESSAGE	45	45	24	45	24	16	20	36	22	34	45	20	45	-	-	-
	23%	23%	21%	23%	22%	23%	25%	22%	22%	24%	23%	20%	23%	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 15

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.7Bii In the last 4 weeks, which of the following types of recorded message have you received on your mobile phone?****Base: All that have listened to recorded messages on their mobile**

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	39	21	18	7	7	6	6	6	4	3	5	12	9	13
Weighted Base	45*	27**	18**	7**	9**	5**	10**	10**	3**	2**	5**	18**	9**	13**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	30 66%	18 67%	12 65%	3 40%	6 73%	3 66%	5 50%	8 86%	2 77%	2 100%	4 87%	8 47%	8 84%	9 72%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	13 29%	10 38%	3 17%	1 20%	1 17%	2 39%	3 29%	5 49%	-	1 44%	-	8 43%	4 46%	1 10%
Telling you about a competition	1 1%	-	1 3%	-	-	1 11%	-	-	-	-	-	-	-	1 4%
Reminding you of an appointment- e.g. dentist or doctor's appointment	4 9%	2 6%	2 14%	1 14%	2 17%	1 18%	-	-	1 23%	-	-	2 11%	-	2 17%
Other type	1 2%	1 3%	-	1 9%	-	-	-	-	-	-	-	-	-	1 5%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	37 83%	22 79%	16 89%	5 74%	9 100%	4 84%	7 68%	8 86%	2 77%	2 100%	4 87%	13 75%	9 91%	11 85%
ANY EXC. APPOINTMENT REMINDERS	35 76%	21 75%	14 78%	4 60%	8 89%	3 66%	7 68%	8 86%	2 77%	2 100%	4 87%	11 64%	9 91%	10 78%
Can't Remember	7 16%	5 19%	2 11%	1 17%	-	1 16%	3 32%	1 14%	1 23%	-	1 13%	4 25%	1 9%	1 10%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 15

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

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

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Total	Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	39	22	12	5	23	16	15	24	30	9	30	5	4	-
Weighted Base	45*	30**	12**	3**	29**	16**	17**	28**	30**	16**	34**	5**	6**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	30	19	8	3	16	14	7	23	19	11	22	3	5	-
	66%	63%	65%	100%	53%	90%	40%	83%	63%	73%	64%	62%	84%	-
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	13	10	3	1	10	3	4	9	10	3	13	-	-	-
	29%	33%	24%	17%	35%	19%	25%	32%	34%	20%	39%	-	-	-
Telling you about a competition	1	-	-	1	-	1	1	-	1	-	1	-	-	-
	1%	-	-	17%	-	4%	3%	-	2%	-	2%	-	-	-
Reminding you of an appointment- e.g. dentist or doctor's appointment	4	2	3	-	2	2	2	2	3	1	2	1	1	-
	9%	5%	22%	-	7%	14%	14%	6%	10%	7%	6%	20%	16%	-
Other type	1	-	1	-	1	-	1	-	1	-	1	-	-	-
	2%	-	6%	-	2%	-	4%	-	2%	-	2%	-	-	-
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	37	23	11	3	22	15	13	25	25	12	27	4	6	-
	83%	76%	94%	100%	76%	96%	73%	89%	84%	80%	80%	82%	100%	-
ANY EXC. APPOINTMENT REMINDERS	35	22	9	3	20	14	11	24	23	11	26	3	5	-
	76%	73%	78%	100%	69%	90%	62%	85%	78%	73%	77%	62%	84%	-
Can't Remember	7	7	-	-	7	1	4	3	4	3	6	1	-	-
	16%	24%	-	-	22%	4%	23%	11%	13%	20%	18%	18%	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 15

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.7Bii In the last 4 weeks, which of the following types of recorded message have you received on your mobile phone?****Base: All that have listened to recorded messages on their mobile**

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	39	1	3	4	4	-	3	4	6	5	4	5	-
Weighted Base	45*	1**	3**	3**	8**	-**	4**	4**	5**	6**	6**	5**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	30 66%	1 100%	2 45%	2 72%	5 62%	-	2 62%	2 42%	4 72%	4 77%	5 84%	3 62%	-
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	13 29%	-	2 45%	-	4 50%	-	3 77%	4 86%	1 26%	-	-	-	-
Telling you about a competition	1 1%	-	-	-	-	-	-	-	1	-	-	-	-
Reminding you of an appointment- e.g. dentist or doctor's appointment	4 9%	-	-	2 47%	-	-	-	-	-	1 10%	1 16%	1 20%	-
Other type	1 2%	-	-	-	-	-	-	-	1 14%	-	-	-	-
SUMMARY CODES													
ANY INC. APPOINTMENT REMINDERS	37 83%	1 100%	2 45%	3 100%	5 62%	-	4 100%	4 100%	4 86%	4 77%	6 100%	4 82%	-
ANY EXC. APPOINTMENT REMINDERS	35 76%	1 100%	2 45%	2 72%	5 62%	-	4 100%	4 100%	4 86%	4 77%	5 84%	3 62%	-
Can't Remember	7 16%	-	2 55%	-	3 38%	-	-	-	-	1 23%	-	1 18%	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 15

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.7Bii In the last 4 weeks, which of the following types of recorded message have you received on your mobile phone?****Base: All that have listened to recorded messages on their mobile**

	Total	Q.1\Q3 PHONES OWN							Q.3\Q5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	39	39	13	25	24	24	15	-	32	12	19	22	27	9	19	38
Weighted Base	45*	45**	15**	28**	28**	28**	17**	-**	37**	12**	23**	26**	31**	12**	19**	44**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	30	30	9	21	18	18	12	-	26	9	17	17	24	7	16	29
	66%	66%	59%	74%	64%	64%	69%	-	71%	74%	75%	65%	78%	57%	81%	65%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	13	13	4	8	10	10	4	-	13	4	8	10	11	2	5	13
	29%	29%	26%	27%	34%	34%	22%	-	36%	33%	33%	36%	35%	13%	27%	30%
Telling you about a competition	1	1	-	1	1	1	-	-	1	-	1	1	1	-	1	1
	1%	1%	-	2%	2%	2%	-	-	2%	-	3%	2%	2%	-	3%	1%
Reminding you of an appointment- e.g. dentist or doctor's appointment	4	4	3	2	1	1	4	-	4	3	1	1	1	3	2	4
	9%	9%	16%	6%	2%	2%	21%	-	10%	21%	4%	2%	2%	22%	11%	9%
Other type	1	1	-	1	1	1	-	-	-	-	-	-	1	-	-	1
	2%	2%	-	2%	2%	2%	-	-	-	-	-	-	2%	-	-	2%
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	37	37	11	25	20	20	17	-	34	11	21	19	27	8	17	36
	83%	83%	71%	88%	72%	72%	100%	-	91%	89%	92%	73%	85%	73%	90%	82%
ANY EXC. APPOINTMENT REMINDERS	35	35	9	24	20	20	14	-	31	9	20	19	27	7	16	33
	76%	76%	59%	84%	72%	72%	83%	-	84%	74%	87%	73%	85%	57%	85%	76%
Can't Remember	7	7	4	3	7	7	-	-	3	1	2	7	4	3	2	7
	16%	16%	29%	10%	26%	26%	-	-	9%	11%	8%	27%	13%	27%	10%	16%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 15

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.7Bii In the last 4 weeks, which of the following types of recorded message have you received on your mobile phone?****Base: All that have listened to recorded messages on their mobile**

	Total	TV								INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)	
Unweighted Base	39	17	15	15	3	27	16	38	36	36	18	28	36	25	
Weighted Base	45*	15**	20**	20**	6**	31**	20**	44**	43**	43**	22**	33**	43**	31**	
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	30 66%	10 70%	13 65%	13 65%	5 78%	23 75%	13 66%	30 68%	28 65%	28 65%	13 60%	20 60%	28 65%	21 66%	
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	13 29%	5 31%	4 22%	4 22%	5 78%	11 35%	4 22%	12 27%	13 31%	13 31%	7 30%	8 25%	13 31%	8 26%	
Telling you about a competition	1 1%	1 4%	-	-	-	1 2%	-	1 1%	1 1%	1 1%	1 3%	1 2%	1 1%	1 2%	
Reminding you of an appointment- e.g. dentist or doctor's appointment	4 9%	1 4%	2 8%	2 8%	-	3 11%	2 8%	4 9%	3 8%	3 8%	3 11%	3 8%	3 8%	3 8%	
Other type	1 2%	1 5%	1 4%	1 4%	-	1 2%	1 3%	1 2%	1 2%	1 2%	-	1 2%	1 2%	-	
SUMMARY CODES															
ANY INC. APPOINTMENT REMINDERS	37 83%	14 91%	14 70%	14 70%	5 78%	28 91%	14 71%	36 82%	35 82%	35 82%	18 82%	26 80%	35 80%	26 82%	26 81%
ANY EXC. APPOINTMENT REMINDERS	35 76%	14 91%	13 65%	13 65%	5 78%	26 85%	13 66%	33 75%	33 75%	33 75%	16 73%	24 74%	33 74%	24 75%	24 75%
Can't Remember	7 16%	1 4%	5 27%	5 27%	1 22%	2 6%	5 26%	7 16%	7 17%	7 17%	4 18%	6 18%	7 18%	6 17%	6 19%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 15

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

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

	Q6A/Q6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	39	39	20	39	20	13	17	30	18	28	39	16	39	-	-	
Weighted Base	45*	45**	24**	45**	24**	16**	20**	36**	22**	34**	45**	20**	45**	-**	-**	
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	30 66%	30 66%	14 59%	30 66%	14 60%	8 52%	13 63%	25 69%	13 61%	23 67%	30 66%	13 61%	30 66%	-	-	
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	13 29%	13 29%	10 39%	13 29%	9 37%	6 35%	7 35%	10 28%	8 37%	9 26%	13 29%	7 36%	13 29%	-	-	
Telling you about a competition	1 1%	1 1%	1 2%	1 1%	1 2%	1 4%	1 3%	1 2%	1 3%	1 2%	1 1%	1 3%	1 1%	-	-	
Reminding you of an appointment- e.g. dentist or doctor's appointment	4 9%	4 9%	1 2%	4 9%	1 5%	1 4%	1 6%	3 9%	1 3%	3 9%	4 9%	1 3%	4 9%	-	-	
Other type	1 2%	1 2%	1 3%	1 2%	1 3%	-	-	1 2%	1 3%	1 2%	1 2%	1 3%	1 2%	-	-	
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	37 83%	37 83%	17 68%	37 83%	17 73%	10 61%	16 78%	28 78%	14 64%	26 77%	37 83%	13 61%	37 83%	-	-	
ANY EXC. APPOINTMENT REMINDERS	35 76%	35 76%	17 68%	35 76%	17 73%	10 61%	16 78%	26 73%	14 64%	24 71%	35 76%	13 61%	35 76%	-	-	
Can't Remember	7 16%	7 16%	7 29%	7 16%	6 24%	6 35%	4 22%	7 20%	7 33%	7 21%	7 16%	7 35%	7 16%	-	-	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 16

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1044	467	577	126	190	165	145	136	139	143	188	277	194	385
Weighted Base	1044	505	539	148	195	167	176	155	102	102	202	322	217	303
Silent Calls	326	167	159	33	39	43	56	62	54	38	71	101	61	92
	31%	33%	29%	23%	20%	26%	32%d	40%cdde	53%cddefi	38%cdde	35%	32%	28%	30%
Sales/marketing texts	202	105	97	30	37	38	42	32	18	6	55	59	39	49
	19%	21%	18%	20% <i>i</i>	19% <i>i</i>	23% <i>i</i>	24% <i>i</i>	21% <i>i</i>	18% <i>i</i>	5%	27%klm	18%	18%	16%
Sales/marketing calls	502	252	250	53	75	73	80	94	70	58	120	151	100	131
	48%	50%	46%	36%	38%	44%	45%	61%cddef	69%cddef	57%cdde	59%klm	47%	46%	43%
Recorded message	437	210	227	48	66	65	73	86	56	44	104	136	76	122
	42%	42%	42%	32%	34%	39%	41%	55%cddef	55%cddef	43%	51%lm	42%	35%	40%
Other type	34	17	18	-	3	8	5	10	4	4	15	6	9	5
	3%	3%	3%	-	2%	5% <i>c</i>	3%	6%cd	4% <i>c</i>	4% <i>c</i>	7%km	2%	4%	2%
SUMMARY CODES														
1 TYPE EXPERIENCED	192	98	94	20	41	34	23	24	19	31	41	54	42	55
	18%	19%	17%	13%	21%	21%	13%	15%	19%	31%cfg	20%	17%	20%	18%
2 TYPES EXPERIENCED	168	75	93	26	31	20	22	27	18	23	43	49	25	51
	16%	15%	17%	18%	16%	12%	12%	18%	18%	22%ef	21%l	15%	12%	17%
3 TYPES EXPERIENCED	180	97	84	11	26	22	36	34	35	15	40	56	32	51
	17%	19%	16%	8%	14%	13%	20% <i>c</i>	22% <i>c</i>	35%cdfgi	15%	20%	18%	15%	17%
4 TYPES EXPERIENCED	98	45	53	14	9	15	18	25	10	7	26	33	19	21
	9%	9%	10%	10%	5%	9%	10%	16%di	10%	7%	13% <i>m</i>	10%	9%	7%
5 TYPES EXPERIENCED	8	6	2	-	-	4	3	1	-	-	3	-	4	1
	1%	1%	*	-	-	2%	2%	*	-	-	1%	-	2% <i>k</i>	*
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	646	321	325	72	108	96	101	111	83	76	153	192	122	179
	62%	64%	60%	49%	56%	57%	57%	72%cddef	81%cddef	74%cddef	76%klm	60%	56%	59%
None	397	183	214	76	86	70	75	44	19	26	49	129	94	124
	38%	36%	40%	51%ghi	44%ghi	42%ghi	43%ghi	28%	19%	26%	24%	40% <i>j</i>	43% <i>j</i>	41% <i>j</i>
Mean number of mentions	2.327	2.344	2.311	2.281	2.032	2.349 <i>i</i>	2.571 <i>di</i>	2.561 <i>di</i>	2.448 <i>di</i>	1.968	2.389	2.355	2.343	2.233
Standard Deviation	1.099	1.126	1.073	1.083	0.986	1.276	1.110	1.083	0.983	0.993	1.109	1.067	1.227	1.033
Error Variance	0.002	0.004	0.003	0.020	0.009	0.017	0.015	0.012	0.009	0.009	0.009	0.007	0.013	0.005

Table 16

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All adults UK

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Total	Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1044	572	278	194	506	538	298	746	838	206	850	92	42	60
Weighted Base	1044	601	284	159	577	467	310	734	829	215	879	89*	52*	24*
Silent Calls	326	206	70	50	161	165	83	243	246	80	274	29	16	6
	31%	34% ^b	25%	31%	28%	35% ^d	27%	33%	30%	37%	31%	33%	31%	27%
Sales/marketing texts	202	132	52	18	137	66	66	136	158	44	165	18	12	7
	19%	22% ^c	18%	11%	24% ^e	14%	21%	19%	19%	21%	19%	20%	23%	31% ^j
Sales/marketing calls	502	326	105	71	275	228	142	361	388	114	408	52	29	13
	48%	54% ^b c	37%	44%	48%	49%	46%	49%	47%	53%	46%	59% ^j	55%	54%
Recorded message	437	278	102	57	242	195	132	305	326	111	363	37	29	8
	42%	46% ^b c	36%	36%	42%	42%	42%	42%	39%	51% ^h	41%	41%	55%	35%
Other type	34	27	2	5	14	20	8	26	23	11	22	6	5	1
	3%	5% ^b	1%	3% ^b	2%	4%	3%	4%	3%	5%	3%	6%	10% ^j	4%
SUMMARY CODES														
1 TYPE EXPERIENCED	192	109	52	31	105	87	52	140	148	44	161	15	11	5
	18%	18%	18%	20%	18%	19%	17%	19%	18%	21%	18%	17%	21%	20%
2 TYPES EXPERIENCED	168	98	40	29	81	87	55	113	136	32	134	20	10	4
	16%	16%	14%	18%	14%	19%	18%	15%	16%	15%	15%	22%	20%	16%
3 TYPES EXPERIENCED	180	123	37	20	96	84	48	133	133	47	151	15	12	2
	17%	21% ^b c	13%	13%	17%	18%	15%	18%	16%	22%	17%	17%	24%	10%
4 TYPES EXPERIENCED	98	67	20	11	60	39	27	72	73	25	82	10	3	4
	9%	11%	7%	7%	10%	8%	9%	10%	9%	12%	9%	11%	5%	17%
5 TYPES EXPERIENCED	8	6	2	-	7	1	4	4	5	3	4	1	3	-
	1%	1%	1%	-	1%	*	1%	1%	1%	1%	*	1%	6% ^j	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	646	403	151	92	349	297	185	461	495	151	531	61	39	15
	62%	67% ^b c	53%	58%	60%	64%	60%	63%	60%	70% ^h	60%	68%	76%	63%
None	397	198	133	66	227	170	125	271	333	64	347	28	13	9
	38%	33%	47% ^a	42% ^a	39%	36%	40%	37%	40% ⁱ	30%	39%	32%	24%	37%
Mean number of mentions	2.327	2.413	2.196	2.168	2.384	2.261	2.327	2.328	2.303	2.409	2.318	2.347	2.400	2.403
Standard Deviation	1.099	1.097	1.090	1.096	1.153	1.030	1.096	1.102	1.088	1.134	1.094	1.072	1.192	1.232
Error Variance	0.002	0.003	0.008	0.011	0.004	0.003	0.007	0.003	0.002	0.009	0.002	0.018	0.046	0.039

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 16

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All adults UK

		GOVERNMENT REGIONS											
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	44	118	86	62	82	101	150	151	56	42	92	60
Weighted Base	1044	39*	108	85*	67*	88*	122*	155	157	59*	52*	89*	24*
Silent Calls	326	8	36	30	28	38	24	29	56	24	16	29	6
	31%	20%	34%fg	36%fg	42%afg	43%afg	20%	19%	36%fg	40%afg	31%	33%g	27%
Sales/marketing texts	202	7	24	13	17	14	20	30	26	16	12	18	7
	19%	17%	22%	15%	25%	16%	16%	19%	16%	28%	23%	20%	31%cefh
Sales/marketing calls	502	15	57	45	44	49	29	51	86	32	29	52	13
	48%	38%	53%fg	53%fg	65%afg	56%fg	23%	33%	55%fg	55%fg	55%fg	59%afg	54%fg
Recorded message	437	15	44	42	40	40	35	46	72	28	29	37	8
	42%	39%	41%	49%fg	60%abfgkl	46%fg	29%	30%	46%fg	48%fg	55%fg	41%	35%
Other type	34	1	1	2	3	-	-	4	9	2	5	6	1
	3%	2%	1%	2%	5%f	-	-	3%	6%ef	3%	10%bef	6%ef	4%ef
SUMMARY CODES													
1 TYPE EXPERIENCED	192	12	17	17	11	19	15	28	26	15	11	15	5
	18%	30%fh	16%	20%	17%	22%	13%	18%	16%	26%f	21%	17%	20%
2 TYPES EXPERIENCED	168	4	12	16	11	10	19	26	30	5	10	20	4
	16%	10%	11%	19%	16%	12%	15%	17%	19%	9%	20%	22%b	16%
3 TYPES EXPERIENCED	180	5	26	19	15	24	10	13	30	10	12	15	2
	17%	12%	24%fgl	22%fg	23%fg	27%fgl	8%	9%	19%fg	16%	24%fg	17%	10%
4 TYPES EXPERIENCED	98	3	11	7	14	8	7	6	16	12	3	10	4
	9%	8%	10%	8%	20%fg	9%	5%	4%	10%g	20%fg	5%	11%g	17%fg
5 TYPES EXPERIENCED	8	-	-	-	-	-	-	2	2	-	3	1	-
	1%	-	-	-	-	-	-	1%	1%	-	6%bf	1%	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	646	23	66	58	50	61	50	76	104	42	39	61	15
	62%	60%	61%fg	69%fg	76%fg	69%fg	41%	49%	66%fg	72%fg	76%fg	68%fg	63%f
None	397	16	42	26	16	27	72	79	53	17	13	28	9
	38%	40%	39%	31%	24%	31%	59%bcdehijk	51%cddehijk	34%	28%	24%	32%	37%
Mean number of mentions	2.327	1.946	2.452	2.261	2.618g	2.325	2.143	2.096	2.405	2.418	2.400	2.347	2.403
Standard Deviation	1.099	1.125	1.055	1.009	1.112	1.058	1.009	1.139	1.079	1.254	1.192	1.072	1.232
Error Variance	0.002	0.047	0.015	0.016	0.028	0.020	0.023	0.019	0.012	0.039	0.046	0.018	0.039

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 16

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All adults UK

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	872	274	589	810	677	195	133	688	228	455	669	575	119*	416	941
Weighted Base	1044	903	255	637	808	700	203	108	700	208	485	649	600	129*	416	934
Silent Calls	326	286	92	188	286	247	40	40	226	77	145	243	206	44	151	304
	31%	32% ^f	36% ^f	29% ^f	35% ^{cdf}	35% ^{cdf}	20%	37% ^f	32%	37%	30%	37% ^j	34%	34%	36%	33%
Sales/marketing texts	202	202	46	156	155	155	47	-	165	43	121	125	129	45	93	187
	19%	22% ^g	18% ^g	24% ^{dg}	19% ^g	22% ^g	23% ^g	-	24%	21%	25% ^k	19%	21%	35% ^{hijkl}	22%	20%
Sales/marketing calls	502	435	138	291	451	384	52	67	349	117	227	374	319	70	232	467
	48%	48% ^f	54% ^{cdf}	46% ^f	56% ^{acf}	55% ^{acf}	25%	62% ^{acf}	50%	56% ^j	47%	58% ^{hjo}	53%	55%	56% ^j	50%
Recorded message	437	383	121	256	379	325	58	54	301	96	199	314	277	62	196	405
	42%	42% ^f	47% ^f	40% ^f	47% ^{cdf}	46% ^{cdf}	29%	50% ^f	43%	46%	41%	48% ^j	46%	48%	47%	43%
Other type	34	31	13	15	32	29	2	3	27	12	12	30	26	3	20	34
	3%	3%	5% ^{cdf}	2%	4%	4%	1%	3%	4%	6% ^j	2%	5%	4%	2%	5%	4%
SUMMARY CODES																
1 TYPE EXPERIENCED	192	170	56	112	147	125	45	22	133	49	83	115	106	17	69	175
	18%	19%	22%	18%	18%	18%	22%	21%	19%	23% ^m	17%	18%	18%	13%	17%	19%
2 TYPES EXPERIENCED	168	140	44	94	136	108	32	28	109	35	72	111	96	23	76	153
	16%	16%	17%	15%	17%	15%	16%	26% ^{cacdef}	16%	17%	15%	17%	16%	18%	18%	16%
3 TYPES EXPERIENCED	180	155	56	97	168	142	12	26	121	44	75	147	114	27	85	171
	17%	17% ^f	22% ^{cdf}	15% ^f	21% ^{cdf}	20% ^{cdf}	6%	24% ^{cdf}	17%	21%	16%	23% ^{hj}	19%	21%	21%	18%
4 TYPES EXPERIENCED	98	97	24	73	86	84	12	2	82	24	58	71	73	18	47	91
	9%	11% ^g	9% ^g	11% ^{fg}	11% ^g	12% ^{fg}	6%	2%	12%	11%	12%	11%	12%	14%	11%	10%
5 TYPES EXPERIENCED	8	8	1	4	7	7	1	-	6	-	3	6	6	2	6	8
	1%	1%	*	1%	1%	1%	*	-	1%	-	1%	1%	1%	1%	1%	1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	646	568	180	379	544	466	102	78	450	152	291	449	395	87	283	597
	62%	63% ^f	71% ^{acf}	60% ^f	67% ^{cdf}	67% ^{cdf}	50%	72% ^{cdf}	64%	73% ^{hjo}	60%	69% ^{hjo}	66%	67%	68% ^j	64%
None	397	334	75	257	263	233	101	30	249	57	192	199	205	42	133	336
	38%	37% ^b	29%	40% ^{bdeg}	33%	33%	50% ^{abcde}	28% ^g	36% ⁱ	27%	40% ^{ikn}	31%	34%	33%	32%	36% ^{ik}
Mean number of mentions	2.327	2.359 ^{fg}	2.275 ^f	2.381 ^{fg}	2.399 ^{fg}	2.450 ^{fg}	1.946	2.093	2.383	2.282	2.414	2.424	2.432	2.584	2.452	2.343
Standard Deviation	1.099	1.126	1.063	1.140	1.094	1.122	1.054	0.844	1.137	1.080	1.144	1.074	1.114	1.094	1.092	1.101
Error Variance	0.002	0.002	0.006	0.004	0.002	0.003	0.012	0.008	0.003	0.007	0.005	0.002	0.003	0.015	0.004	0.002

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base



Table 16

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	427	418	52	587	447	993	801	797	346	481	825	475
Weighted Base	1044	464	404	398	53*	609	424	990	854	846	377	535	875	534
Silent Calls	326	154	133	132	17	198	139	317	271	264	132	150	275	157
	31%	33%	33%	33%	31%	33%	33%	32%	32%	31%	35%	28%	31%	29%
Sales/marketing texts	202	103	65	65	12	135	72	194	186	186	89	115	189	121
	19%	22%bc	16%	16%	23%	22%bc	17%	20%	22%	22%	24%	21%	22%	23%
Sales/marketing calls	502	242	194	193	25	318	206	496	423	416	191	229	428	241
	48%	52%	49%	49%	47%	52%	49%	50%	49%k	49%k	51%k	43%	49%	45%
Recorded message	437	205	160	158	23	276	169	426	368	366	175	224	375	232
	42%	44%	40%	40%	43%	45%	40%	43%	43%	43%	46%	42%	43%	43%
Other type	34	23	12	12	1	26	12	34	31	29	14	17	31	16
	3%	5%	3%	3%	2%	4%	3%	3%	4%	3%	4%	3%	4%	3%
SUMMARY CODES														
1 TYPE EXPERIENCED	192	83	82	82	12	108	86	187	149	149	55	82	155	83
	18%	18%	20%	21%	22%	18%	20%	19%	17%	18%	14%	15%	18%	16%
2 TYPES EXPERIENCED	168	83	58	58	9	105	64	163	132	128	70	86	136	84
	16%	18%	14%	15%	16%	17%	15%	16%	15%	15%	19%	16%	16%	16%
3 TYPES EXPERIENCED	180	78	69	68	14	118	73	176	154	152	74	80	156	88
	17%	17%	17%	17%	27%	19%	17%	18%	18%	18%	20%	15%	18%	16%
4 TYPES EXPERIENCED	98	55	37	36	2	62	38	96	91	91	40	53	91	56
	9%	12%	9%	9%	3%	10%	9%	10%	11%	11%	11%	10%	10%	10%
5 TYPES EXPERIENCED	8	5	3	3	-	7	3	8	8	8	6	7	8	7
	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	2%	1%	1%	1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	646	303	249	247	36	399	264	630	534	527	244	307	546	318
	62%	65%	62%	62%	68%	66%	62%	64%	62%	62%	65%	57%	62%	59%
None	397	160	155	150	17	208	159	359	319	319	133	227	328	216
	38%	34%	38%	38%	32%	34%	38%	36%	37%	38%	35%	43%	37%	41%
Mean number of mentions	2.327	2.407	2.280	2.274	2.147	2.393	2.273	2.331	2.399	2.399	2.477	2.403	2.381	2.428
Standard Deviation	1.099	1.134	1.110	1.109	0.947	1.103	1.099	1.101	1.116	1.123	1.082	1.117	1.115	1.118
Error Variance	0.002	0.004	0.005	0.005	0.026	0.003	0.004	0.002	0.002	0.002	0.005	0.004	0.002	0.004

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base



Table 16

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All adults UK

	Q6A 6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1044	653	521	344	330	270	117	546	431	279	434	348	178	9	6	4
Weighted Base	1044	646	504	369	326	253	133*	540	422	294	437	344	197	10**	6**	5**
Silent Calls	326	326	272	179	326	253	133	276	235	135	245	205	110	7	5	3
	31%	50%	54%	48%	100%abcg hijkl	100%abcg hijkl	100%abcgh ijk	51%	56%il	46%	56%ii	60%acgi	56%ii	68%	83%	56%
Sales/marketing texts	202	202	137	202	105	70	82	202	127	202	149	106	107	6	3	4
	19%	31%	27%	55%abdeg hijk	32%	28%	61%abdeg hijk	37%abeh	30%	69%abcde ghijkl	34%b	31%	54%abdeg hijk	58%	50%	75%
Sales/marketing calls	502	502	429	279	268	223	101	502	422	256	345	287	152	10	6	5
	48%	78%	85%acfjl	76%	82%	88%acfjl	76%	93%abcd efijkl	100%abcde fgijkl	87%acfjl	79%	84%ac	77%	100%	100%	100%
Recorded message	437	437	356	252	245	196	98	360	291	194	437	344	197	8	5	4
	42%	68%	71%	68%	75%agi	77%acghi	73%	67%	69%	66%	100%abcd efgghi	100%abcd efgghi	100%abcd efgghi	77%	83%	75%
Other type	34	33	31	20	25	21	7	33	31	15	27	24	8	10	6	5
	3%	5%	6%	5%	8%	8%	5%	6%	7%	5%	6%	7%	4%	100%	100%	100%
SUMMARY CODES																
1 TYPE EXPERIENCED	192	191	127	96	29	17	15	106	72	54	56	39	26	-	-	-
	18%	30%defgh ijk	25%defgh ijk	26%defghi jkl	9%	7%	12%	20%dejk	17%dejk	18%dejk	13%e	11%	13%e	-	-	-
2 TYPES EXPERIENCED	168	168	126	85	62	45	24	147	106	68	106	73	42	1	-	1
	16%	26%de	25%e	23%	19%	18%	18%	27%de	25%e	23%	24%	21%	21%	13%	-	25%
3 TYPES EXPERIENCED	180	180	163	91	131	117	23	180	158	77	169	151	53	1	1	-
	17%	28%f	32%cf	25%	40%abcfi l	46%abcfg hil	17%	33%cf	37%acfil	26%	39%acfil	44%abcfg il	27%	10%	17%	-
4 TYPES EXPERIENCED	98	98	80	92	96	67	68	98	78	89	97	73	73	4	3	1
	9%	15%	16%	25%abg	29%abghj k	27%abgh 2%	51%abcde ghijkl	18%	18%	30%abghj k	22%ab	21%a	37%abceg hjk	39%	50%	18%
5 TYPES EXPERIENCED	8	8	7	5	8	7	3	8	7	5	8	7	2	4	2	3
	1%	1%	1%	1%	2%	3%	2%	1%	2%	2%	2%	1%	1%	38%	33%	56%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 16

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All adults UK

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1044	653	521	344	330	270	117	546	431	279	434	348	178	9	6	4
Weighted Base	1044	646	504	369	326	253	133*	540	422	294	437	344	197	10**	6**	5**
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	646 62%	645 100%	503 100%	368 100%	325 100%	252 100%	132 99%	539 100%	421 100%	293 100%	436 100%	343 100%	196 99%	10 100%	6 100%	5 100%
None	397 38%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Mean number of mentions	2.327	2.329	2.438	2.531a	2.984abc	3.024abc	3.165abc	2.551a	2.631ab	2.741abc	2.763abc	2.822abc	2.920abc	4.032	4.160	4.059
Standard Deviation	1.099	1.099	1.086	1.173	0.980	0.923	1.130	1.055	1.035	1.142	1.007	0.977	1.096	1.048	0.754	1.400
Error Variance	0.002	0.002	0.002	0.004	0.003	0.003	0.011	0.002	0.002	0.005	0.002	0.003	0.007	0.122	0.095	0.490

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 17

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All who have a landline or mobile phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1005	454	551	122	183	160	138	130	132	140	183	271	190	361
Weighted Base	1011	492	518	144	189	162	169	148	98	100	196	316	213	285
Silent Calls	326	167	159	33	39	43	56	62	54	38	71	101	61	92
	32%	34%	31%	23%	21%	26%	33%d	42%cd	55%cd <i>f</i>	38%cd <i>e</i>	36%	32%	29%	32%
Sales/marketing texts	202	105	97	30	37	38	42	32	18	6	55	59	39	49
	20%	21%	19%	21% <i>i</i>	20% <i>i</i>	23% <i>i</i>	25% <i>i</i>	22% <i>i</i>	18% <i>i</i>	6%	28%klm	19%	18%	17%
Sales/marketing calls	502	252	250	53	75	73	80	94	70	58	120	151	100	131
	50%	51%	48%	37%	40%	45%	47%	63%cd <i>f</i>	72%cd <i>f</i>	58%cd <i>e</i>	61%klm	48%	47%	46%
Recorded message	437	210	227	48	66	65	73	86	56	44	104	136	76	122
	43%	43%	44%	33%	35%	40%	43%	58%cd <i>f</i>	57%cd <i>f</i>	44%	53%lm	43%	36%	43%
Other type	34	17	18	-	3	8	5	10	4	4	15	6	9	5
	3%	3%	3%	-	2%	5% <i>c</i>	3%	7%cd	4% <i>c</i>	4% <i>c</i>	8%km	2%	4%	2%
SUMMARY CODES														
1 TYPE EXPERIENCED	192	98	94	20	41	34	23	24	19	31	41	54	42	55
	19%	20%	18%	14%	22%	21%	13%	16%	19%	31%cfg <i>h</i>	21%	17%	20%	19%
2 TYPES EXPERIENCED	168	75	93	26	31	20	22	27	18	23	43	49	25	51
	17%	15%	18%	18%	17%	13%	13%	19%	19%	23%ef	22%l <i>l</i>	16%	12%	18%
3 TYPES EXPERIENCED	180	97	84	11	26	22	36	34	35	15	40	56	32	51
	18%	20%	16%	8%	14%	14%	21% <i>c</i>	23% <i>c</i>	36%cd <i>f</i> <i>g</i> <i>h</i>	15%	21%	18%	15%	18%
4 TYPES EXPERIENCED	98	45	53	14	9	15	18	25	10	7	26	33	19	21
	10%	9%	10%	10%	5%	9%	10%	17%di	11%	7%	13% <i>m</i>	10%	9%	7%
5 TYPES EXPERIENCED	8	6	2	-	-	4	3	1	-	-	3	-	4	1
	1%	1%	*	-	-	2%	2%	1%	-	-	1%	-	2%k	*
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	646	321	325	72	108	96	101	111	83	76	153	192	122	179
	64%	65%	63%	50%	57%	59%	60%	75%cd <i>f</i>	84%cd <i>f</i>	76%cd <i>f</i>	78%klm	61%	57%	63%
None	364	170	193	72	81	66	68	37	15	24	43	123	90	106
	36%	35%	37%	50%gh <i>i</i>	43%gh <i>i</i>	40%gh <i>i</i>	40%gh <i>i</i>	25%	16%	24%	22%	39%j	42%j	37%j
Mean number of mentions	2.327	2.344	2.311	2.281	2.032	2.349 <i>i</i>	2.571 <i>di</i>	2.561 <i>di</i>	2.448 <i>di</i>	1.968	2.389	2.355	2.343	2.233
Standard Deviation	1.099	1.126	1.073	1.083	0.986	1.276	1.110	1.083	0.983	0.993	1.109	1.067	1.227	1.033
Error Variance	0.002	0.004	0.003	0.020	0.009	0.017	0.015	0.012	0.009	0.009	0.009	0.007	0.013	0.005

Table 17

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All who have a landline or mobile phone

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	
Unweighted Base	1005	559	264	182	493	512	285	720	806	199	818	90	39	58
Weighted Base	1011	588	271	152	563	447	300	711	801	210	851	87*	50*	23*
Silent Calls	326	206	70	50	161	165	83	243	246	80	274	29	16	6
	32%	35% ^b	26%	33%	29%	37% ^d	28%	34%	31%	38%	32%	34%	32%	28%
Sales/marketing texts	202	132	52	18	137	66	66	136	158	44	165	18	12	7
	20%	22% ^c	19%	12%	24% ^e	15%	22%	19%	20%	21%	19%	20%	24%	32% ^j
Sales/marketing calls	502	326	105	71	275	228	142	361	388	114	408	52	29	13
	50%	56% ^b	39%	47%	49%	51%	47%	51%	49%	54%	48%	60% ^j	58%	56%
Recorded message	437	278	102	57	242	195	132	305	326	111	363	37	29	8
	43%	47% ^b ^c	38%	37%	43%	44%	44%	43%	41%	53% ^h	43%	42%	58%	36%
Other type	34	27	2	5	14	20	8	26	23	11	22	6	5	1
	3%	5% ^b	1%	3% ^b	3%	5%	3%	4%	3%	5%	3%	6%	11% ^j	4%
SUMMARY CODES														
1 TYPE EXPERIENCED	192	109	52	31	105	87	52	140	148	44	161	15	11	5
	19%	18%	19%	21%	19%	19%	17%	20%	18%	21%	19%	18%	22%	20%
2 TYPES EXPERIENCED	168	98	40	29	81	87	55	113	136	32	134	20	10	4
	17%	17%	15%	19%	14%	19%	18%	16%	17%	15%	16%	23%	21%	16%
3 TYPES EXPERIENCED	180	123	37	20	96	84	48	133	133	47	151	15	12	2
	18%	21% ^b ^c	14%	13%	17%	19%	16%	19%	17%	22%	18%	17%	25%	11%
4 TYPES EXPERIENCED	98	67	20	11	60	39	27	72	73	25	82	10	3	4
	10%	11%	7%	8%	11%	9%	9%	10%	9%	12%	10%	11%	5%	18%
5 TYPES EXPERIENCED	8	6	2	-	7	1	4	4	5	3	4	1	3	-
	1%	1%	1%	-	1%	*	1%	1%	1%	1%	*	1%	6% ^j	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	646	403	151	92	349	297	185	461	495	151	531	61	39	15
	64%	69% ^b	56%	60%	62%	66%	62%	65%	62%	72% ^h	62%	70%	79%	65%
None	364	184	120	59	214	150	115	249	305	59	319	26	10	8
	36%	31%	44% ^a	39%	38%	34%	38%	35%	38% ⁱ	28%	37%	30%	21%	35%
Mean number of mentions	2.327	2.413	2.196	2.168	2.384	2.261	2.327	2.328	2.303	2.409	2.318	2.347	2.400	2.403
Standard Deviation	1.099	1.097	1.090	1.096	1.153	1.030	1.096	1.102	1.088	1.134	1.094	1.072	1.192	1.232
Error Variance	0.002	0.003	0.008	0.011	0.004	0.003	0.007	0.003	0.002	0.009	0.002	0.018	0.046	0.039

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base



Table 17

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone**

Base: All who have a landline or mobile phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1005	42	113	85	60	82	99	134	148	55	39	90	58
Weighted Base	1011	38*	104	84*	65*	88*	121*	140	155	58*	50*	87*	23*
Silent Calls	326	8	36	30	28	38	24	29	56	24	16	29	6
	32%	21%	35%fg	36%fg	43%afg	43%afg	20%	21%	36%fg	41%afg	32%	34%g	28%
Sales/marketing texts	202	7	24	13	17	14	20	30	26	16	12	18	7
	20%	18%	23%	15%	26%	16%	16%	21%	17%	28%	24%	20%	32%cefh
Sales/marketing calls	502	15	57	45	44	49	29	51	86	32	29	52	13
	50%	40%	55%fg	54%fg	67%afg	56%fg	24%	37%	56%fg	56%fg	58%fg	60%afg	56%fg
Recorded message	437	15	44	42	40	40	35	46	72	28	29	37	8
	43%	40%	42%	50%fg	62%bfghkl	46%f	29%	33%	47%fg	49%f	58%fg	42%	36%
Other type	34	1	1	2	3	-	-	4	9	2	5	6	1
	3%	2%	1%	2%	5%f	-	-	3%	6%ef	3%	11%bef	6%ef	4%ef
SUMMARY CODES													
1 TYPE EXPERIENCED	192	12	17	17	11	19	15	28	26	15	11	15	5
	19%	31%fh	17%	20%	17%	22%	13%	20%	17%	27%f	22%	18%	20%
2 TYPES EXPERIENCED	168	4	12	16	11	10	19	26	30	5	10	20	4
	17%	10%	12%	19%	16%	12%	16%	19%	20%	9%	21%	23%	16%
3 TYPES EXPERIENCED	180	5	26	19	15	24	10	13	30	10	12	15	2
	18%	12%	25%fgl	23%fg	23%fg	27%fgl	8%	10%	19%fg	16%	25%fg	17%	11%
4 TYPES EXPERIENCED	98	3	11	7	14	8	7	6	16	12	3	10	4
	10%	8%	10%	8%	21%fg	9%	5%	4%	10%	20%cfg	5%	11%	18%fg
5 TYPES EXPERIENCED	8	-	-	-	-	-	-	2	2	-	3	1	-
	1%	-	-	-	-	-	-	1%	1%	-	6%bf	1%	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	646	23	66	58	50	61	50	76	104	42	39	61	15
	64%	62%f	64%f	70%fg	77%fg	69%fg	42%	54%	67%fg	73%fg	79%fg	70%fg	65%f
None	364	14	37	25	15	27	70	63	51	16	10	26	8
	36%	38%	36%	30%	23%	31%	58%abcdehi	45%cdhijk	33%	27%	21%	30%	35%
Mean number of mentions	2.327	1.946	2.452	2.261	2.618g	2.325	2.143	2.096	2.405	2.418	2.400	2.347	2.403
Standard Deviation	1.099	1.125	1.055	1.009	1.112	1.058	1.009	1.139	1.079	1.254	1.192	1.072	1.232
Error Variance	0.002	0.047	0.015	0.016	0.028	0.020	0.023	0.019	0.012	0.039	0.046	0.018	0.039

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 17

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All who have a landline or mobile phone

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1005	872	274	589	810	677	195	133	688	228	455	669	564	112	403	917
Weighted Base	1011	903	255	637	808	700	203	108	700	208	485	649	590	122*	405	913
Silent Calls	326	286	92	188	286	247	40	40	226	77	145	243	206	44	151	304
	32%	32% ^f	36% ^f	29% ^f	35% ^{cdf}	35% ^{cdf}	20%	37% ^f	32%	37%	30%	37% ^j	35%	36%	37% ^j	33%
Sales/marketing texts	202	202	46	156	155	155	47	-	165	43	121	125	129	45	93	187
	20%	22% ^g	18% ^g	24% ^{dg}	19% ^g	22% ^g	23% ^g	-	24%	21%	25% ^k	19%	22%	37% ^{hijkl}	23%	21%
Sales/marketing calls	502	435	138	291	451	384	52	67	349	117	227	374	319	70	232	467
	50%	48% ^f	54% ^{cdf}	46% ^f	56% ^{acf}	55% ^{acf}	25%	62% ^{acf}	50%	56% ^j	47%	58% ^{hjo}	54% ^j	57%	57% ^{hj}	51%
Recorded message	437	383	121	256	379	325	58	54	301	96	199	314	277	62	196	405
	43%	42% ^f	47% ^f	40% ^f	47% ^{cdf}	46% ^{cdf}	29%	50% ^f	43%	46%	41%	48% ^j	47%	51%	48%	44%
Other type	34	31	13	15	32	29	2	3	27	12	12	30	26	3	20	34
	3%	3%	5% ^{cdf}	2%	4%	4%	1%	3%	4%	6% ^j	2%	5%	4%	2%	5%	4%
SUMMARY CODES																
1 TYPE EXPERIENCED	192	170	56	112	147	125	45	22	133	49	83	115	106	17	69	175
	19%	19%	22%	18%	18%	18%	22%	21%	19%	23%	17%	18%	18%	14%	17%	19%
2 TYPES EXPERIENCED	168	140	44	94	136	108	32	28	109	35	72	111	96	23	76	153
	17%	16%	17%	15%	17%	15%	16%	26% ^{cadef}	16%	17%	15%	17%	16%	19%	19%	17%
3 TYPES EXPERIENCED	180	155	56	97	168	142	12	26	121	44	75	147	114	27	85	171
	18%	17% ^f	22% ^{cdf}	15% ^f	21% ^{cdf}	20% ^{cdf}	6%	24% ^{cdf}	17%	21%	16%	23% ^{hj}	19%	22%	21%	19%
4 TYPES EXPERIENCED	98	97	24	73	86	84	12	2	82	24	58	71	73	18	47	91
	10%	11% ^g	9% ^g	11% ^{fg}	11% ^g	12% ^{fg}	6%	2%	12%	11%	12%	11%	12%	15%	12%	10%
5 TYPES EXPERIENCED	8	8	1	4	7	7	1	-	6	-	3	6	6	2	6	8
	1%	1%	*	1%	1%	1%	*	-	1%	-	1%	1%	1%	2%	1%	1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	646	568	180	379	544	466	102	78	450	152	291	449	395	87	283	597
	64%	63% ^f	71% ^{acf}	60% ^f	67% ^{cdf}	67% ^{cdf}	50%	72% ^{cdf}	64%	73% ^{hj}	60%	69% ^j	67% ^j	71%	70% ^j	65%
None	364	334	75	257	263	233	101	30	249	57	192	199	195	36	122	314
	36%	37% ^b	29%	40% ^{bdeg}	33%	33%	50% ^{abcde}	28% ^g	36% ⁱ	27%	40% ^{ikln}	31%	33%	29%	30%	34%
Mean number of mentions	2.327	2.359 ^{fg}	2.275 ^f	2.381 ^{fg}	2.399 ^{fg}	2.450 ^{fg}	1.946	2.093	2.383	2.282	2.414	2.424	2.432	2.584	2.452	2.343
Standard Deviation	1.099	1.126	1.063	1.140	1.094	1.122	1.054	0.844	1.137	1.080	1.144	1.074	1.114	1.094	1.092	1.101
Error Variance	0.002	0.002	0.006	0.004	0.002	0.003	0.012	0.008	0.003	0.007	0.005	0.002	0.003	0.015	0.004	0.002

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base



Table 17

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.6A|6B Types of unsolicited calls experienced on landline or mobile phone**

Base: All who have a landline or mobile phone

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1005	440	410	403	50	571	432	960	780	777	341	474	803	470
Weighted Base	1011	456	391	387	51*	595	412	963	835	828	372	528	854	528
Silent Calls	326	154	133	132	17	198	139	317	271	264	132	150	275	157
	32%	34%	34%	34%	32%	33%	34%	33%	32%	32%	35%k	28%	32%	30%
Sales/marketing texts	202	103	65	65	12	135	72	194	186	186	89	115	189	121
	20%	23%	17%	17%	24%	23%bc	17%	20%	22%	22%	24%	22%	22%	23%
Sales/marketing calls	502	242	194	193	25	318	206	496	423	416	191	229	428	241
	50%	53%	50%	50%	49%	53%	50%	51%	51%k	50%k	51%k	43%	50%k	46%
Recorded message	437	205	160	158	23	276	169	426	368	366	175	224	375	232
	43%	45%	41%	41%	44%	46%	41%	44%	44%	44%	47%	42%	44%	44%
Other type	34	23	12	12	1	26	12	34	31	29	14	17	31	16
	3%	5%	3%	3%	2%	4%	3%	4%	4%	4%	4%	3%	4%	3%
SUMMARY CODES														
1 TYPE EXPERIENCED	192	83	82	82	12	108	86	187	149	149	55	82	155	83
	19%	18%	21%	21%	23%	18%	21%	19%	18%	18%	15%	15%	18%	16%
2 TYPES EXPERIENCED	168	83	58	58	9	105	64	163	132	128	70	86	136	84
	17%	18%	15%	15%	17%	18%	16%	17%	16%	15%	19%	16%	16%	16%
3 TYPES EXPERIENCED	180	78	69	68	14	118	73	176	154	152	74	80	156	88
	18%	17%	18%	18%	27%	20%	18%	18%	18%	18%	20%	15%	18%	17%
4 TYPES EXPERIENCED	98	55	37	36	2	62	38	96	91	91	40	53	91	56
	10%	12%	9%	9%	3%	10%	9%	10%	11%	11%	11%	10%	11%	11%
5 TYPES EXPERIENCED	8	5	3	3	-	7	3	8	8	8	6	7	8	7
	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	2%	1%	1%	1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	646	303	249	247	36	399	264	630	534	527	244	307	546	318
	64%	67%	64%	64%	70%	67%	64%	65%	64%	64%	66%k	58%	64%	60%
None	364	151	142	139	15	195	148	332	300	300	127	221	307	211
	36%	33%	36%	36%	30%	33%	36%	34%	36%	36%	34%	42%j	36%	40%
Mean number of mentions	2.327	2.407	2.280	2.274	2.147	2.393	2.273	2.331	2.399	2.399	2.477	2.403	2.381	2.428
Standard Deviation	1.099	1.134	1.110	1.109	0.947	1.103	1.099	1.101	1.116	1.123	1.082	1.117	1.115	1.118
Error Variance	0.002	0.004	0.005	0.005	0.026	0.003	0.004	0.002	0.002	0.002	0.005	0.004	0.002	0.004

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base



Consumer Complaints Study - Wave 8 (QS9331 - 183436)

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

Base: All who have a landline or mobile phone

	Q6A 6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1005	653	521	344	330	270	117	546	431	279	434	348	178	9	6	4
Weighted Base	1011	646	504	369	326	253	133*	540	422	294	437	344	197	10**	6**	5**
Silent Calls	326	326	272	179	326	253	133	276	235	135	245	205	110	7	5	3
	32%	50%	54%	48%	100%abcg	100%abcg	100%abcghijkl	51%	56%il	46%	56%il	60%acgi	56%	68%	83%	56%
Sales/marketing texts	202	202	137	202	105	70	82	202	127	202	149	106	107	6	3	4
	20%	31%	27%	55%abdeg	32%	28%	61%abdeg	37%abeh	30%	69%abcede	34%b	31%	54%abdeg	58%	50%	75%
Sales/marketing calls	502	502	429	279	268	223	101	502	422	256	345	287	152	10	6	5
	50%	78%	85%acfjl	76%	82%	88%acfjl	76%	93%abcd	100%abcde	87%acfjl	79%	84%ac	77%	100%	100%	100%
Recorded message	437	437	356	252	245	196	98	360	291	194	437	344	197	8	5	4
	43%	68%	71%	68%	75%agi	77%acghi	73%	67%	69%	66%	100%abcd	100%abcd	100%abcde	77%	83%	75%
Other type	34	33	31	20	25	21	7	33	31	15	27	24	8	10	6	5
	3%	5%	6%	5%	8%	8%	5%	6%	7%	5%	6%	7%	4%	100%	100%	100%
SUMMARY CODES																
1 TYPE EXPERIENCED	192	191	127	96	29	17	15	106	72	54	56	39	26	-	-	-
	19%	30%defgh	25%defgh	26%defghi	9%	7%	12%	20%dejk	17%dekl	18%dekl	13%e	11%	13%e	-	-	-
2 TYPES EXPERIENCED	168	168	126	85	62	45	24	147	106	68	106	73	42	1	-	1
	17%	26%de	25%e	23%	19%	18%	18%	27%de	25%e	23%	24%	21%	21%	13%	-	25%
3 TYPES EXPERIENCED	180	180	163	91	131	117	23	180	158	77	169	151	53	1	1	-
	18%	28%f	32%cf	25%	40%abcfi	46%abcfg	17%	33%cf	37%acfil	26%	39%acfil	44%abcfg	27%	10%	17%	-
4 TYPES EXPERIENCED	98	98	80	92	96	67	68	98	78	89	97	73	73	4	3	1
	10%	15%	16%	25%abg	29%abghj	27%abgh	51%abcde	18%	18%	30%abghj	22%ab	21%a	37%abceg	39%	50%	18%
5 TYPES EXPERIENCED	8	8	7	5	8	7	3	8	7	5	8	7	2	4	2	3
	1%	1%	1%	1%	2%	3%	2%	1%	2%	2%	2%	1%	1%	38%	33%	56%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 17

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.6A|6B Types of unsolicited calls experienced on landline or mobile phone**

Base: All who have a landline or mobile phone

		Q6A 6B UNSOLICITED CALLS - (4 WEEKS)															
		Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1005	653	521	344	330	270	117	546	431	279	434	348	178	9	6	4	
Weighted Base	1011	646	504	369	326	253	133*	540	422	294	437	344	197	10**	6**	5**	
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	646 64%	645 100%	503 100%	368 100%	325 100%	252 100%	132 99%	539 100%	421 100%	293 100%	436 100%	343 100%	196 99%	10 100%	6 100%	5 100%	
None	364 36%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	
Mean number of mentions	2.327	2.329	2.438	2.531a	2.984abc	3.024abc	3.165abc	2.551a	2.631ab	2.741abc	2.763abc	2.822abc	2.920abc	4.032	4.160	4.059	
Standard Deviation	1.099	1.099	1.086	1.173	0.980	0.923	1.130	1.055	1.035	1.142	1.007	0.977	1.096	1.048	0.754	1.400	
Error Variance	0.002	0.002	0.002	0.004	0.003	0.003	0.011	0.002	0.002	0.005	0.002	0.003	0.007	0.122	0.095	0.490	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 18

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.7Ai7Bi Response to recorded message on landline or mobile phone**

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1044	467	577	126	190	165	145	136	139	143	188	277	194	385
Weighted Base	1044	505	539	148	195	167	176	155	102	102	202	322	217	303
Listen to the full message before hanging up	29	18	11	1	9	-	8	6	5	1	5	14	3	7
	3%	3%	2%	*	4%e	-	5%e	4%e	4%ce	1%	2%	4%	1%	2%
Listen to some of the message before hanging up	86	44	42	15	10	9	14	17	11	10	11	28	18	29
	8%	9%	8%	10%	5%	6%	8%	11%	10%	10%	6%	9%	8%	10%
Hang up immediately, as soon as I realise it is a recorded message	331	155	176	33	47	57	54	64	42	33	88	99	55	88
	32%	31%	33%	23%	24%	34%	31%	42%cd	41%cd	32%	44%klm	31%	25%	29%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	114	61	53	15	19	9	22	24	15	11	15	42	21	36
	11%	12%	10%	10%	10%	6%	13%	15%e	14%e	11%	8%	13%	10%	12%
None	607	295	312	100	129	102	103	69	46	58	99	186	141	181
	58%	58%	58%	68%gh	66%gh	61%gh	59%gh	45%	45%	57%	49%	58%	65%j	60%j

Table 18

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.7A*i*7B*i* Response to recorded message on landline or mobile phone**

Base: All adults UK

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Total	Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1044	572	278	194	506	538	298	746	838	206	850	92	42	60
Weighted Base	1044	601	284	159	577	467	310	734	829	215	879	89*	52*	24*
Listen to the full message before hanging up	29	21	4	4	15	14	12	17	20	9	26	2	1	*
	3%	3%	1%	3%	3%	3%	4%	2%	2%	4%	3%	2%	1%	1%
Listen to some of the message before hanging up	86	53	27	7	52	35	23	63	62	24	71	7	7	1
	8%	9%	9%	4%	9%	7%	7%	9%	7%	11%	8%	7%	14%	3%
Hang up immediately, as soon as I realise it is a recorded message	331	213	72	46	183	148	100	231	249	81	274	29	21	7
	32%	35% ^b	25%	29%	32%	32%	32%	31%	30%	38%	31%	32%	40%	31%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	114	73	31	11	66	48	35	79	81	34	97	8	8	1
	11%	12%	11%	7%	11%	10%	11%	11%	10%	16% ^h	11%	9%	16%	4%
None	607	323	182	102	335	272	179	428	503	104	516	52	23	15
	58%	54%	64% ^a	64% ^a	58%	58%	58%	58%	61% ⁱ	49%	59%	59%	45%	65%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 18

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.7A*i7B*i Response to recorded message on landline or mobile phone**

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	44	118	86	62	82	101	150	151	56	42	92	60
Weighted Base	1044	39*	108	85*	67*	88*	122*	155	157	59*	52*	89*	24*
Listen to the full message before hanging up	29	-	1	-	3	6	3	4	4	3	1	2	*
3%			1%		5%	7%c	3%	3%	6%c	1%	2%	1%	
Listen to some of the message before hanging up	86	2	6	13	8	5	5	7	13	12	7	7	1
8%	6%	6%	15%bfgl	12%	6%	4%	4%	8%	20%befghkl	14%g	7%	7%	3%
Hang up immediately, as soon as I realise it is a recorded message	331	13	37	29	32	29	28	35	56	15	21	29	7
32%	33%	34%g	34%	48%fgi	33%	23%	22%	36%fg	26%	40%g	32%	32%	31%
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	114	2	7	13	11	11	8	11	17	15	8	8	1
11%	6%	7%	15%	17%	13%	7%	7%	11%	26%abfghkl	16%	9%	9%	4%
None	607	24	64	43	26	48	87	110	84	31	23	52	15
58%	61%d	59%d	51%	40%	54%	71%cddehij	70%cddehij	54%	52%	45%	59%d	65%d	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 18

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.7A*i7B*i Response to recorded message on landline or mobile phone****

Base: All adults UK

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	872	274	589	810	677	195	133	688	228	455	669	575	119	416	941
Weighted Base	1044	903	255	637	808	700	203	108	700	208	485	649	600	129*	416	934
Listen to the full message before hanging up	29	26	13	11	25	21	4	3	21	8	11	23	17	9	12	29
	3%	3%	5% ^c	2%	3%	3%	2%	3%	3%	4%	2%	4%	3%	7% ^{hjlo}	3%	3%
Listen to some of the message before hanging up	86	74	24	49	73	61	13	12	57	18	38	62	60	10	43	83
	8%	8%	9%	8%	9%	9%	6%	11%	8%	9%	8%	10%	10%	8%	10%	9%
Hang up immediately, as soon as I realise it is a recorded message	331	293	89	200	290	252	41	38	228	71	154	237	205	48	145	301
	32%	32% ^f	35% ^f	31% ^f	36% ^f	36% ^f	20%	35% ^f	33%	34%	32%	37%	34%	37%	35%	32%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	114	99	37	60	97	82	17	15	77	26	48	85	76	19	54	112
	11%	11%	14% ^c	9%	12%	12%	9%	14%	11%	13%	10%	13%	13%	15%	13%	12%
None	607	520	134	381	429	375	145	54	399	112	285	334	323	66	220	529
	58%	58%	53%	60% ^{de}	53%	54%	71% ^{abcde}	50%	57%	54%	59% ^k	52%	54%	52%	53%	57%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 18

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.7Ai7Bi Response to recorded message on landline or mobile phone

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	427	418	52	587	447	993	801	797	346	481	825	475
Weighted Base	1044	464	404	398	53*	609	424	990	854	846	377	535	875	534
Listen to the full message before hanging up	29	10	10	10	2	17	11	27	26	26	14	15	26	16
	3%	2%	3%	3%	4%	3%	3%	3%	3%	3%	4%	3%	3%	3%
Listen to some of the message before hanging up	86	34	35	35	9	60	36	86	75	75	33	48	75	49
	8%	7%	9%	9%	17%a	10%	9%	9%	9%	9%	9%	9%	9%	9%
Hang up immediately, as soon as I realise it is a recorded message	331	164	120	119	13	203	128	322	276	274	133	169	283	174
	32%	35%	30%	30%	24%	33%	30%	32%	32%	32%	35%	32%	32%	33%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	114	43	45	45	11	76	47	113	100	100	47	62	100	64
	11%	9%	11%	11%	21%a	13%	11%	11%	12%	12%	12%	12%	11%	12%
None	607	259	244	239	30	333	254	564	486	480	202	311	500	302
	58%	56%	60%	60%	57%	55%	60%	57%	57%	57%	54%	58%	57%	57%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.7A*i*7B*i* Response to recorded message on landline or mobile phone

Base: All adults UK

	Q6A/Q6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1044	653	521	344	330	270	117	546	431	279	434	348	178	9	6	
Weighted Base	1044	646	504	369	326	253	133*	540	422	294	437	344	197	10**	6**	
Listen to the full message before hanging up	29	29	25	16	22	16	10	23	20	10	29	23	10	-	-	
Listen to some of the message before hanging up	86	86	69	46	47	42	18	69	56	39	86	67	39	1	1	
Hang up immediately, as soon as I realise it is a recorded message	331	331	270	199	183	145	74	276	223	154	331	262	157	7	4	
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	114	114	93	61	69	58	28	92	76	48	114	89	48	1	1	
	11%	18%	19%	17%	21%	23%	21%	17%	18%	16%	26%abcgh	26%abcgh	25%g	10%	17%	
None	607	209	149	117	81	58	35	180	131	99	-	-	-	2	1	
	58%	32%dejkl	29%jkl	32%ejkl	25%jkl	23%jkl	27%jkl	33%dejkl	31%ejkl	34%dejkl	-	-	-	23%	17%	
															1	
															25%	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.7Ai7Bi Response to recorded message on landline or mobile phone**

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	434	198	236	38	65	64	61	70	72	64	99	115	68	152
Weighted Base	437	210	227	48**	66*	65*	73*	86*	56*	44*	104*	136*	76*	122
Listen to the full message before hanging up	29	18	11	1	9	-	8	6	5	1	5	14	3	7
	7%	8%	5%	1%	13%ei	-	11%e	8%e	8%e	2%	4%	11%	4%	6%
Listen to some of the message before hanging up	86	44	42	15	10	9	14	17	11	10	11	28	18	29
	20%	21%	18%	30%	15%	14%	19%	20%	19%	23%	11%	20%	24%j	24%j
Hang up immediately, as soon as I realise it is a recorded message	331	155	176	33	47	57	54	64	42	33	88	99	55	88
	76%	74%	77%	70%	72%	87%d	74%	75%	75%	75%	85%m	73%	72%	73%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	114	61	53	15	19	9	22	24	15	11	15	42	21	36
	26%	29%	23%	32%	28%	14%	30%	28%	26%	25%	15%	31%j	28%	30%j

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.7Ai7Bi Response to recorded message on landline or mobile phone****Base: All who have received a recorded message on either their mobile or landline**

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	
Total	434	266	100	68	215	219	124	310	334	100	354	39	21	20
Unweighted Base	437	278	102*	57*	242	195	132*	305	326	111*	363	37*	29**	8**
Weighted Base														
Listen to the full message before hanging up	29	21	4	4	15	14	12	17	20	9	26	2	1	*
	7%	7%	4%	7%	6%	7%	9%	5%	6%	8%	7%	4%	3%	3%
Listen to some of the message before hanging up	86	53	27	7	52	35	23	63	62	24	71	7	7	1
	20%	19%	26%	12%	21%	18%	17%	21%	19%	22%	20%	18%	26%	9%
Hang up immediately, as soon as I realise it is a recorded message	331	213	72	46	183	148	100	231	249	81	274	29	21	7
	76%	77%	71%	81%	76%	76%	76%	76%	76%	74%	76%	78%	72%	88%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	114	73	31	11	66	48	35	79	81	34	97	8	8	1
	26%	26%	30%	19%	27%	25%	27%	26%	25%	30%	27%	22%	28%	12%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.7Ai7Bi Response to recorded message on landline or mobile phone**

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	434	18	51	43	34	34	31	45	71	27	21	39	20
Weighted Base	437	15**	44*	42*	40**	40**	35**	46*	72*	28**	29**	37*	8**
Listen to the full message before hanging up	29	-	1	-	3	6	3	4	4	3	1	2	*
	7%	-	3%	-	8%	15%	9%	10%	6%	12%	3%	4%	3%
Listen to some of the message before hanging up	86	2	6	13	8	5	5	7	13	12	7	7	1
	20%	16%	14%	31%	20%	13%	13%	15%	18%	43%	26%	18%	9%
Hang up immediately, as soon as I realise it is a recorded message	331	13	37	29	32	29	28	35	56	15	21	29	7
	76%	84%	84%	69%	80%	72%	80%	75%	78%	54%	72%	78%	88%
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	114	2	7	13	11	11	8	11	17	15	8	8	1
	26%	16%	16%	31%	28%	28%	23%	25%	24%	54%	28%	22%	12%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.7A*i7B*i Response to recorded message on landline or mobile phone****

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

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	434	372	122	246	382	320	52	62	299	100	196	327	271	54	197	407
Weighted Base	437	383	121*	256	379	325	58*	54*	301	96*	199	314	277	62*	196	405
Listen to the full message before hanging up	29	26	13	11	25	21	4	3	21	8	11	23	17	9	12	29
	7%	7%	11% ^c	4%	7%	7%	7%	6%	7%	8%	5%	7%	6%	14%	6%	7%
Listen to some of the message before hanging up	86	74	24	49	73	61	13	12	57	18	38	62	60	10	43	83
	20%	19%	20%	19%	19%	19%	23%	22%	19%	19%	19%	20%	22%	16%	22%	21%
Hang up immediately, as soon as I realise it is a recorded message	331	293	89	200	290	252	41	38	228	71	154	237	205	48	145	301
	76%	76%	73%	78%	77%	77%	70%	71%	76%	74%	77%	75%	74%	76%	74%	74%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	114	99	37	60	97	82	17	15	77	26	48	85	76	19	54	112
	26%	26%	30%	23%	26%	25%	30%	29%	26%	27%	24%	27%	28%	30%	28%	28%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.7Ai7Bi Response to recorded message on landline or mobile phone****Base: All who have received a recorded message on either their mobile or landline**

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	434	203	169	166	22	266	179	426	348	345	162	208	355	210
Weighted Base	437	205	160	158	23**	276	169	426	368	366	175	224	375	232
Listen to the full message before hanging up	29	10	10	10	2	17	11	27	26	26	14	15	26	16
	7%	5%	6%	6%	9%	6%	6%	6%	7%	7%	8%	7%	7%	7%
Listen to some of the message before hanging up	86	34	35	35	9	60	36	86	75	75	33	48	75	49
	20%	17%	22%	22%	40%	22%	21%	20%	20%	20%	19%	21%	20%	21%
Hang up immediately, as soon as I realise it is a recorded message	331	164	120	119	13	203	128	322	276	274	133	169	283	174
	76%	80%	75%	75%	57%	74%	75%	75%	75%	75%	76%	75%	75%	75%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	114	43	45	45	11	76	47	113	100	100	47	62	100	64
	26%	21%	28%	28%	48%	28%	28%	26%	27%	27%	27%	28%	27%	28%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.7Ai7Bi Response to recorded message on landline or mobile phone****Base: All who have received a recorded message on either their mobile or landline**

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	434	434	361	231	243	203	85	354	290	181	434	348	178	7	5	3
Weighted Base	437	437	356	252	245	196	98*	360	291	194	437	344	197	8**	5**	4**
Listen to the full message before hanging up	29	29	25	16	22	16	10	23	20	10	29	23	10	-	-	-
%	7%	7%	7%	6%	9%	8%	11%	6%	7%	5%	7%	7%	5%	-	-	-
Listen to some of the message before hanging up	86	86	69	46	47	42	18	69	56	39	86	67	39	1	1	-
%	20%	20%	20%	18%	19%	21%	18%	19%	19%	20%	20%	19%	20%	13%	21%	-
Hang up immediately, as soon as I realise it is a recorded message	331	331	270	199	183	145	74	276	223	154	331	262	157	7	4	4
%	76%	76%	76%	79%	75%	74%	76%	77%	77%	79%	76%	76%	80%	87%	79%	100%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	114	114	93	61	69	58	28	92	76	48	114	89	48	1	1	-
	26%	26%	26%	24%	28%	30%	29%	26%	26%	25%	26%	26%	25%	13%	21%	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 20

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone****Base: ALL THAT HAVE LISTENED TO RECORDED MESSAGE ON THEIR LANDLINE OR MOBILE**

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	112	54	58	14	16	10	16	20	20	16	17	32	20	43
Weighted Base	114*	61*	53*	15**	19**	9**	22**	24**	15**	11**	15**	42**	21**	36*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	74	41	34	9	14	6	10	17	13	6	11	26	17	21
	65%	66%	63%	57%	74%	66%	43%	72%	91%	54%	69%	61%	82%	58%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	24	11	12	1	2	2	5	7	3	2	1	11	7	5
	21%	19%	24%	9%	13%	22%	24%	30%	23%	20%	4%	27%	32%	14%
Telling you about a competition	6	1	6	-	-	1	1	1	2	2	-	2	-	4
	5%	1%	10%	-	-	6%	3%	3%	14%	19%	-	5%	-	11%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	10	5	5	1	3	1	-	4	1	1	1	2	2	5
	9%	8%	10%	7%	14%	10%	-	17%	4%	12%	8%	5%	10%	14%
Other type	4	4	1	1	2	-	-	-	-	1	-	1	1	2
	4%	6%	1%	9%	13%	-	-	-	-	6%	-	3%	5%	6%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	91	47	44	11	17	7	14	19	14	8	12	32	20	25
	79%	76%	83%	73%	92%	77%	62%	82%	96%	76%	81%	78%	96%	70%
ANY EXC. APPOINTMENT REMINDERS	85	43	41	10	15	6	14	18	14	8	11	30	19	24
	74%	71%	78%	66%	82%	66%	62%	77%	96%	71%	73%	73%	92%	66%
Can't Remember	23	14	9	3	1	3	8	4	1	3	3	9	2	9
	20%	23%	18%	18%	8%	32%	38%	18%	4%	24%	19%	22%	8%	26%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 20

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone****Base: ALL THAT HAVE LISTENED TO RECORDED MESSAGE ON THEIR LANDLINE OR MOBILE**

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
	Married \Living as married (a)	Single (b)	Widow\Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Total	112	65	31	16	55	32	80	82	30	94	9	6	3
Unweighted Base	114*	73*	31**	11**	66*	48*	35**	79*	81*	97*	8**	8**	1**
Weighted Base	114*	73*	31**	11**	66*	48*	35**	79*	81*	97*	8**	8**	1**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	74	46	20	9	40	34	18	57	50	61	7	6	*
	65%	63%	66%	78%	60%	72%	50%	72%	62%	63%	80%	79%	47%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	24	17	4	3	14	10	6	18	17	23	1	-	-
	21%	23%	14%	28%	21%	21%	17%	22%	22%	24%	8%	-	-
Telling you about a competition	6	3	-	4	1	5	1	5	5	6	-	-	-
	5%	4%	-	32%	1%	11%d	4%	6%	7%	6%	-	-	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	10	4	4	2	3	7	2	8	7	9	1	1	-
	9%	6%	14%	16%	4%	16%	7%	10%	9%	9%	11%	13%	-
Other type	4	3	1	-	4	1	4	1	3	4	-	-	-
	4%	4%	5%	-	6%	1%	11%	1%	4%	5%	-	-	-
SUMMARY CODES													
ANY INC. APPOINTMENT REMINDERS	91	56	25	10	50	41	24	66	62	74	8	7	*
	79%	76%	80%	94%	75%	84%	68%	84%	77%	77%	100%	91%	47%
ANY EXC. APPOINTMENT REMINDERS	85	53	22	10	47	38	22	63	59	71	7	6	*
	74%	73%	71%	94%	71%	79%	63%	79%	72%	73%	89%	79%	47%
Can't Remember	23	18	5	1	16	8	11	13	18	21	1	1	1
	20%	25%	15%	6%	24%	16%	30%	16%	22%	22%	10%	9%	53%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 20

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone****Base: ALL THAT HAVE LISTENED TO RECORDED MESSAGE ON THEIR LANDLINE OR MOBILE**

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	112	3	8	13	7	11	7	11	19	15	6	9	3
Weighted Base	114*	2**	7**	13**	11**	11**	8**	11**	17**	15**	8**	8**	1**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	74 65%	2 100%	3 48%	11 87%	7 60%	6 52%	2 29%	5 40%	11 65%	13 85%	6 79%	7 80%	*
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	24 21%	-	2 21%	-	5 48%	-	4 48%	6 53%	3 16%	4 24%	-	1 8%	-
Telling you about a competition	6 5%	-	-	-	1 7%	1 5%	-	-	2 12%	3 17%	-	-	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	10 9%	-	*	2 7%	1 13%	-	1 12%	2 17%	1 7%	2 10%	1 13%	1 11%	-
Other type	4 4%	-	-	-	-	2 18%	-	-	1 8%	1 7%	-	-	-
SUMMARY CODES													
ANY INC. APPOINTMENT REMINDERS	91 79%	2 100%	4 55%	12 94%	8 72%	6 58%	5 59%	9 76%	14 80%	14 92%	7 91%	8 100%	*
ANY EXC. APPOINTMENT REMINDERS	85 74%	2 100%	3 48%	11 87%	8 72%	6 58%	5 59%	9 76%	13 74%	13 85%	6 79%	7 89%	*
Can't Remember	23 20%	-	3 45%	1 6%	3 28%	5 42%	3 41%	3 24%	2 11%	1 8%	1 9%	1 10%	1 53%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone****Base: ALL THAT HAVE LISTENED TO RECORDED MESSAGE ON THEIR LANDLINE OR MOBILE**

	Total	Q.1\Q3 PHONES OWN							Q.3\Q5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	112	94	35	57	97	79	15	18	72	26	44	84	71	16	54	109
Weighted Base	114*	99*	37**	60*	97*	82*	17**	15**	77*	26**	48*	85*	76*	19**	54*	112*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	74 65%	64 65%	19 52%	44 74%	62 64%	52 63%	12 69%	11 69%	52 68%	16 63%	35 72%	54 64%	53 69%	10 53%	38 69%	72 65%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	24 21%	21 22%	9 26%	9 16%	20 21%	18 22%	4 22%	2 16%	21 27%	9 33%	9 19%	20 24%	20 26%	3 16%	11 21%	24 21%
Telling you about a competition	6 5%	5 5%	4 10%	1 2%	6 6%	5 6%	- -	1 8%	5 6%	4 13%	1 3%	6 7%	3 4%	1 4%	3 6%	6 5%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	10 9%	9 9%	5 13%	4 6%	7 7%	5 6%	4 21%	2 12%	8 10%	5 18%	3 7%	6 7%	5 6%	3 13%	6 10%	10 9%
Other type	4 4%	4 4%	- -	3 5%	4 5%	4 5%	- -	1 4%	3 4%	- -	2 4%	3 4%	2 2%	- -	1 2%	4 4%
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	91 79%	78 78%	24 66%	51 85%	73 75%	60 74%	17 100%	13 83%	66 85%	21 80%	42 86%	64 76%	62 82%	12 67%	44 80%	88 79%
ANY EXC. APPOINTMENT REMINDERS	85 74%	72 73%	21 57%	49 81%	71 73%	58 71%	14 83%	13 83%	60 78%	18 68%	40 82%	62 74%	60 79%	11 57%	41 76%	83 74%
Can't Remember	23 20%	21 21%	12 34%	8 14%	23 24%	21 25%	- -	3 17%	11 14%	5 20%	6 12%	22 25%	14 19%	6 33%	11 20%	23 20%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 20

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone****Base: ALL THAT HAVE LISTENED TO RECORDED MESSAGE ON THEIR LANDLINE OR MOBILE**

	Total	TV							INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)	
Unweighted Base	112	48	45	44	9	73	47	111	92	92	40	57	92	55	
Weighted Base	114*	43*	45*	45*	11**	76*	47*	113*	100*	100*	47*	62*	100*	64*	
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	74	29	28	28	9	54	30	74	65	65	30	43	65	44	
	65%	67%	63%	62%	79%	71%	64%	66%	65%	65%	64%	70%	65%	69%	
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	24	9	8	8	6	18	9	22	21	21	10	13	21	13	
	21%	20%	18%	18%	58%	23%	19%	20%	21%	21%	21%	20%	21%	20%	
Telling you about a competition	6	2	2	2	-	3	3	6	4	4	3	4	4	4	
	5%	5%	5%	5%	-	4%	6%	5%	4%	4%	7%	6%	4%	6%	
Reminding you of an appointment (e.g. dentist or doctor's appointment)	10	3	4	4	2	7	4	10	8	8	4	4	8	4	
	9%	6%	8%	8%	16%	10%	8%	9%	8%	8%	8%	6%	8%	6%	
Other type	4	4	2	2	-	4	2	4	4	4	1	2	4	2	
	4%	9%	5%	5%	-	5%	5%	4%	4%	4%	2%	4%	4%	3%	
SUMMARY CODES															
ANY INC. APPOINTMENT REMINDERS	91	35	33	33	10	64	35	89	78	78	37	52	78	51	
	79%	81%	74%	74%	88%	83%	76%	79%	78%	78%	78%	83%	78%	80%	
ANY EXC. APPOINTMENT REMINDERS	85	34	31	31	10	60	33	84	73	73	34	49	73	48	
Can't Remember	23	7	12	12	1	11	12	23	21	21	10	10	21	13	
	20%	16%	26%	26%	12%	15%	25%	21%	21%	21%	22%	16%	21%	21%	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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



Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone****Base: ALL THAT HAVE LISTENED TO RECORDED MESSAGE ON THEIR LANDLINE OR MOBILE**

		Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketing (landline or mobile) (g)	Landline Live sales/ marketing (h)	Mobile Live sales/ marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Total																
Unweighted Base	112	112	93	53	67	58	22	88	75	41	112	89	42	1	1	-
Weighted Base	114*	114*	93*	61*	69*	58*	28**	92*	76*	48*	114*	89*	48*	1**	1**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	74	74	59	42	46	37	19	63	49	33	74	57	33	-	-	-
Telling you about a company has tried to call you, but when the call was put through there was no operator available to speak to you	24	24	20	14	15	12	7	18	16	10	24	18	13	-	-	-
Telling you about a competition	6	6	6	1	6	6	1	5	5	1	6	6	1	-	-	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	10	10	7	5	5	5	1	8	5	4	10	7	4	-	-	-
Other type	4	4	4	3	3	1	1	3	3	2	4	4	1	-	-	-
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	91	91	70	50	52	41	23	72	56	37	91	66	40	-	-	-
ANY EXC. APPOINTMENT REMINDERS	85	85	67	46	52	41	23	67	53	34	85	63	37	-	-	-
Can't Remember	23	23	23	11	15	15	5	20	20	11	23	23	8	1	1	-
	20%	20%	25%	18%	22%	26%	19%	22%	27%	23%	20%	26%	17%	100%	100%	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 21

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.11A In the last 8 weeks have you lost or had your mobile phone stolen and been charged for unauthorised use during this time?**

Base: All responsible for mobile phone bill

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	688	319	369	75	151	125	100	91	81	65	129	201	124	234
Weighted Base	700	357	343	88*	155	127	122*	103*	61*	45*	137	236	138	189
Yes	5	3	3	1	2	2	-	-	-	-	3	1	-	2
	1%	1%	1%	2%	1%	2%	-	-	-	-	2%	1%	-	1%
No	695	354	340	86	153	125	122	103	61	45	134	235	138	187
	99%	99%	99%	98%	99%	98%	100%	100%	100%	100%	98%	99%	100%	99%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 21

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.11A In the last 8 weeks have you lost or had your mobile phone stolen and been charged for unauthorised use during this time?**

Base: All responsible for mobile phone bill

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	
Unweighted Base	688	395	182	111	378	310	212	476	548	140	564	49	28	47
Weighted Base	700	420	186	94*	428	272	217	483	551	149	597	49*	37**	18*
Yes	5 1%	1 *	3 2%	1 2%	4 1%	2 1%	3 1%	3 1%	4 1%	1 1%	4 1%	1 2%	-	-
No	695 99%	419 100%	183 98%	92 98%	424 99%	270 99%	215 99%	480 99%	547 99%	148 99%	592 99%	48 98%	37 100%	18 100%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.11A In the last 8 weeks have you lost or had your mobile phone stolen and been charged for unauthorised use during this time?

Base: All responsible for mobile phone bill

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	688	29	79	55	42	51	70	91	108	39	28	49	47
Weighted Base	700	26**	75*	58*	45*	56*	90*	94*	113*	40*	37**	49*	18*
Yes	5	-	-	-	1	-	1	1	1	-	-	1	-
	1%	-	-	-	3%	-	1%	1%	1%	-	-	2%	-
No	695	26	75	58	43	56	89	93	112	40	37	48	18
	99%	100%	100%	100%	97%	100%	99%	99%	99%	100%	100%	98%	100%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 21

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.11A In the last 8 weeks have you lost or had your mobile phone stolen and been charged for unauthorised use during this time?**

Base: All responsible for mobile phone bill

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	688	688	228	455	518	518	170	-	688	228	455	463	455	90	308	688
Weighted Base	700	700	208	485	526	526	174	-**	700	208	485	462	479	99*	312	700
Yes	5 1%	5 1%	2 1%	4 1%	1 *	1 *	4 2%de	-	5 1%	2 1%	4 1%	1 *	3 1%	5 5%hijklno	3 1%	5 1%
No	695 99%	695 99%	207 99%	481 99%	525 100%f	525 100%f	170 98%	-	695 99%m	207 99%m	481 99%m	461 100%m	476 99%m	95 95%	309 99%m	695 99%m

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 21

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.11A In the last 8 weeks have you lost or had your mobile phone stolen and been charged for unauthorised use during this time?**

Base: All responsible for mobile phone bill

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	688	302	278	273	38	391	295	647	571	573	243	365	588	361
Weighted Base	700	311	274	271	40**	408	290	656	606	605	262	403	621	403
Yes	5 1%	2 1%	2 1%	2 1%	- -	3 1%	3 1%	4 1%	5 1%	5 1%	1 *	2 1%	5 1%	2 1%
No	695 99%	309 99%	271 99%	269 99%	40 100%	405 99%	288 99%	651 99%	602 99%	600 99%	261 100%	401 99%	616 99%	401 99%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 21

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.11A In the last 8 weeks have you lost or had your mobile phone stolen and been charged for unauthorised use during this time?

Base: All responsible for mobile phone bill

		Q.12 BILL SHOCK (8 WEEKS)							
		Total	Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base		688	9	21	1	-	1	2	33
Weighted Base		700	8**	20**	1**	-**	1**	3**	32**
Yes		5	-	1	-	-	-	-	1
	1%		-	6%	-	-	-	-	4%
No		695	8	19	1	-	1	3	30
	99%		100%	94%	100%	-	100%	100%	96%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 22

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.11A In the last 8 weeks have you lost or had your mobile phone stolen and been charged for unauthorised use during this time? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers responsible for mobile phone bill

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	455	206	249	58	114	102	72	62	33	14	93	152	82	128
Weighted Base	485	246	238	66*	122*	107*	90*	66*	25**	9**	100*	182	92*	111
Yes	4	3	1	1	1	-	-	-	-	-	3	1	-	-
	1%	1%	*	2%	1%	1%	-	-	-	-	3%	1%	-	-
No	481	243	237	64	121	105	90	66	25	9	97	181	92	111
	99%	99%	100%	98%	99%	99%	100%	100%	100%	100%	97%	99%	100%	100%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.11A In the last 8 weeks have you lost or had your mobile phone stolen and been charged for unauthorised use during this time? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers responsible for mobile phone bill

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
	Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	455	268	133	54	147	158	297	375	80	385	26	17	27
Weighted Base	485	291	142	51*	134	165	319	392	92*	423	26**	25**	11**
Yes	4 1%	1 *	1 1%	1 3%	4 1%	- -	1 1%	3 1%	1 1%	4 1%	- -	- -	- -
No	481 99%	290 100%	141 99%	50 97%	134 99%	164 99%	316 99%	389 99%	91 99%	419 99%	26 100%	25 100%	11 100%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 22

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.11A In the last 8 weeks have you lost or had your mobile phone stolen and been charged for unauthorised use during this time? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers responsible for mobile phone bill

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	455	18	55	35	22	29	57	71	73	25	17	26	27
Weighted Base	485	18**	55*	40*	23**	32**	75*	75*	79*	26**	25**	26**	11**
Yes		4	-	-	1	-	1	-	1	-	-	-	-
		1%	-	-	6%	-	2%	-	2%	-	-	-	-
No		481	18	55	40	22	32	74	75	78	26	25	26
		99%	100%	100%	100%	94%	100%	98%	100%	98%	100%	100%	100%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 22

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.11A In the last 8 weeks have you lost or had your mobile phone stolen and been charged for unauthorised use during this time? [filtered on mobile phone contract customers]****Base: All mobile phone contract customers responsible for mobile phone bill**

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	455	455	-	455	351	351	104	-	455	-	455	309	331	76	212	455
Weighted Base	485	485	**	485	372	372	113*	**	485	**	485	322	357	87*	222	485
Yes	4	4	-	4	1	1	2	-	4	-	4	1	3	4	3	4
	1%	1%	-	1%	*	*	2%	-	1%	-	1%	*	1%	4%hjklo	1%	1%
No	481	481	-	481	371	371	110	-	481	-	481	320	354	83	219	481
	99%	99%	-	99%	100%	100%	98%	-	99%m	-	99%m	100%m	99%m	96%	99%	99%m

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 22

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.11A In the last 8 weeks have you lost or had your mobile phone stolen and been charged for unauthorised use during this time? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers responsible for mobile phone bill

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	455	218	161	159	25	282	167	425	413	414	182	301	422	287
Weighted Base	485	233	171	170	27**	300	178	452	449	448	198	335	456	323
Yes	4	1	1	1	-	3	1	3	4	4	-	1	4	1
	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	-	*	1%	*
No	481	231	169	168	27	297	177	450	445	444	198	333	453	321
	99%	99%	99%	99%	100%	99%	99%	99%	99%	99%	100%	100%	99%	100%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 22

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.11A In the last 8 weeks have you lost or had your mobile phone stolen and been charged for unauthorised use during this time? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers responsible for mobile phone bill

		Q.12 BILL SHOCK (8 WEEKS)							
		Total	Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base		455	5	21	1	-	-	2	28
Weighted Base		485	6**	20**	1**	-**	-**	3**	28**
Yes		4	-	1	-	-	-	-	1
		1%	-	6%	-	-	-	-	5%
No		481	6	19	1	-	-	3	27
		99%	100%	94%	100%	-	-	100%	95%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g
 ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.11B Did you have to pay for these costs, or did the mobile phone network or insurance cover them?
Base: All who have lost or had stolen their mobile phone in past 8 weeks and been charged for unauthorised use

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	5	2	3	1	2	2	-	-	-	-	2	1	-	2
Weighted Base	5*	3**	3**	1**	2**	2**	-**	-**	-**	-**	3**	1**	-**	2**
Paid all of the costs personally	3	3	-	1	-	1	-	-	-	-	1	1	-	-
	51%	100%	-	100%	-	71%	-	-	-	-	56%	100%	-	-
Paid some of the costs personally	2	-	2	-	1	1	-	-	-	-	-	-	-	2
	28%	-	57%	-	45%	29%	-	-	-	-	-	-	-	100%
Network paid all costs	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Insurance paid all costs	1	-	1	-	1	-	-	-	-	-	1	-	-	-
	21%	-	43%	-	55%	-	-	-	-	-	44%	-	-	-
SUMMARY CODE														
PAID ANY OF THE COSTS	4	3	2	1	1	2	-	-	-	-	1	1	-	2
	79%	100%	57%	100%	45%	100%	-	-	-	-	56%	100%	-	100%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.11B Did you have to pay for these costs, or did the mobile phone network or insurance cover them?
Base: All who have lost or had stolen their mobile phone in past 8 weeks and been charged for unauthorised use

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
	Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	5	1	3	1	3	2	2	4	1	4	1	-	-
Weighted Base	5*	1**	3**	1**	4**	2**	3**	4**	1**	4**	1**	**	**
Paid all of the costs personally	3	-	1	1	3	-	-	3	-	3	-	-	-
	51%	-	47%	100%	71%	-	-	65%	-	62%	-	-	-
Paid some of the costs personally	2	-	2	-	-	2	2	2	-	1	1	-	-
	28%	-	53%	-	-	100%	57%	-	35%	-	13%	100%	-
Network paid all costs	-	-	-	-	-	-	-	-	-	-	-	-	-
Insurance paid all costs	1	1	-	-	1	-	1	-	1	1	-	-	-
	21%	100%	-	-	29%	-	43%	-	100%	25%	-	-	-
SUMMARY CODE													
PAID ANY OF THE COSTS	4	-	3	1	3	2	2	4	-	3	1	-	-
	79%	-	100%	100%	71%	100%	57%	100%	-	75%	100%	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 23

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.11B Did you have to pay for these costs, or did the mobile phone network or insurance cover them?
Base: All who have lost or had stolen their mobile phone in past 8 weeks and been charged for unauthorised use

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	5	-	-	-	1	-	1	1	1	-	-	1	-
Weighted Base	5*	-**	-**	-**	1**	-**	1**	1**	1**	-**	-**	1**	-**
Paid all of the costs personally	3	-	-	-	1	-	-	-	1	-	-	-	-
	51%	-	-	-	100%	-	-	-	100%	-	-	-	-
Paid some of the costs personally	2	-	-	-	-	-	-	1	-	-	-	1	-
	28%	-	-	-	-	-	-	100%	-	-	-	100%	-
Network paid all costs	-	-	-	-	-	-	-	-	-	-	-	-	-
Insurance paid all costs	1	-	-	-	-	-	1	-	-	-	-	-	-
	21%	-	-	-	-	-	100%	-	-	-	-	-	-
SUMMARY CODE													
PAID ANY OF THE COSTS	4	-	-	-	1	-	-	1	1	-	-	1	-
	79%	-	-	-	100%	-	-	100%	100%	-	-	100%	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 23

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.11B Did you have to pay for these costs, or did the mobile phone network or insurance cover them?
Base: All who have lost or had stolen their mobile phone in past 8 weeks and been charged for unauthorised use

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	5	5	2	3	1	1	4	-	5	2	3	1	2	4	2	5
Weighted Base	5*	5**	2**	4**	1**	1**	4**	-**	5**	2**	4**	1**	3**	5**	3**	5**
Paid all of the costs personally	3	3	-	3	1	1	1	-	3	-	3	1	3	3	3	3
	51%	51%	-	71%	100%	100%	33%	-	51%	-	71%	100%	100%	57%	100%	51%
Paid some of the costs personally	2	2	2	-	-	-	2	-	2	2	-	-	-	1	-	2
	28%	28%	100%	-	-	-	38%	-	28%	100%	-	-	-	19%	-	28%
Network paid all costs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Insurance paid all costs	1	1	-	1	-	-	1	-	1	-	1	-	-	1	-	1
	21%	21%	-	29%	-	-	29%	-	21%	-	29%	-	-	24%	-	21%
SUMMARY CODE																
PAID ANY OF THE COSTS	4	4	2	3	1	1	3	-	4	2	3	1	3	4	3	4
	79%	79%	100%	71%	100%	100%	71%	-	79%	100%	71%	100%	100%	76%	100%	79%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.11B Did you have to pay for these costs, or did the mobile phone network or insurance cover them?
Base: All who have lost or had stolen their mobile phone in past 8 weeks and been charged for unauthorised use

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	5	2	2	2	-	2	3	4	4	4	1	2	4	2
Weighted Base	5*	2**	2**	2**	**	3**	3**	4**	5**	5**	1**	2**	5**	2**
Paid all of the costs personally	3	1	1	1	-	3	1	3	3	3	-	1	3	1
	51%	69%	61%	61%	-	100%	49%	65%	57%	57%	-	59%	57%	59%
Paid some of the costs personally	2	1	1	1	-	-	2	2	1	1	1	1	1	1
	28%	31%	39%	39%	-	-	51%	35%	19%	19%	100%	41%	19%	41%
Network paid all costs	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Insurance paid all costs	1	-	-	-	-	-	-	-	1	1	-	-	1	-
	21%	-	-	-	-	-	-	-	24%	24%	-	-	24%	-
SUMMARY CODE														
PAID ANY OF THE COSTS	4	2	2	2	-	3	3	4	4	4	1	2	4	2
	79%	100%	100%	100%	-	100%	100%	100%	76%	76%	100%	100%	76%	100%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.11B Did you have to pay for these costs, or did the mobile phone network or insurance cover them?
Base: All who have lost or had stolen their mobile phone in past 8 weeks and been charged for unauthorised use

	Total	Q.12 BILL SHOCK (8 WEEKS)						
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	5	-	1	-	-	-	-	1
Weighted Base	5*	**	1**	**	**	**	**	1**
Paid all of the costs personally	3 51%	-	1 100%	-	-	-	-	1 100%
Paid some of the costs personally	2 28%	-	-	-	-	-	-	-
Network paid all costs	-	-	-	-	-	-	-	-
Insurance paid all costs	1 21%	-	-	-	-	-	-	-
SUMMARY CODE								
PAID ANY OF THE COSTS	4 79%	-	1 100%	-	-	-	-	1 100%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g
 * small base; ** very small base (under 30) ineligible for sig testing

Table 24

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.11B Did you have to pay for these costs, or did the mobile phone network or insurance cover them? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have lost or had stolen their mobile phone in past 8 weeks and been charged for unauthorised use

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	3	2	1	1	1	1	-	-	-	-	2	1	-	-
Weighted Base	4*	3**	1**	1**	1**	1**	-**	-**	-**	-**	3**	1**	-**	-**
Paid all of the costs personally	3	3	-	1	-	1	-	-	-	-	1	1	-	-
	71%	100%	-	100%	-	100%	-	-	-	-	56%	100%	-	-
Paid some of the costs personally	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Network paid all costs	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Insurance paid all costs	1	-	1	-	1	-	-	-	-	-	1	-	-	-
	29%	-	100%	-	100%	-	-	-	-	-	44%	-	-	-
SUMMARY CODE														
PAID ANY OF THE COSTS	3	3	-	1	-	1	-	-	-	-	1	1	-	-
	71%	100%	-	100%	-	100%	-	-	-	-	56%	100%	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 24

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.11B Did you have to pay for these costs, or did the mobile phone network or insurance cover them? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have lost or had stolen their mobile phone in past 8 weeks and been charged for unauthorised use

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
	Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	3	1	1	1	-	1	2	2	1	3	-	-	-
Weighted Base	4*	1**	1**	1**	4**	**	1**	3**	1**	4**	**	**	**
Paid all of the costs personally	3 71%	-	1	1	3 71%	-	-	3 100%	3 100%	3 71%	-	-	-
Paid some of the costs personally	-	-	-	-	-	-	-	-	-	-	-	-	-
Network paid all costs	-	-	-	-	-	-	-	-	-	-	-	-	-
Insurance paid all costs	1 29%	1 100%	-	-	29%	-	100%	-	-	1 29%	-	-	-
SUMMARY CODE													
PAID ANY OF THE COSTS	3 71%	-	1 100%	1 100%	3 71%	-	-	3 100%	3 100%	3 71%	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 24

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.11B Did you have to pay for these costs, or did the mobile phone network or insurance cover them? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have lost or had stolen their mobile phone in past 8 weeks and been charged for unauthorised use

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	3	-	-	-	1	-	1	-	1	-	-	-	-
Weighted Base	4*	**	**	**	1**	**	1**	**	1**	**	**	**	**
Paid all of the costs personally	3	-	-	-	1	-	-	-	1	-	-	-	-
	71%	-	-	-	100%	-	-	-	100%	-	-	-	-
Paid some of the costs personally	-	-	-	-	-	-	-	-	-	-	-	-	-
Network paid all costs	-	-	-	-	-	-	-	-	-	-	-	-	-
Insurance paid all costs	1	-	-	-	-	-	1	-	-	-	-	-	-
	29%	-	-	-	-	-	100%	-	-	-	-	-	-
SUMMARY CODE													
PAID ANY OF THE COSTS	3	-	-	-	1	-	-	-	1	-	-	-	-
	71%	-	-	-	100%	-	-	-	100%	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 24

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.11B Did you have to pay for these costs, or did the mobile phone network or insurance cover them? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have lost or had stolen their mobile phone in past 8 weeks and been charged for unauthorised use

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	3	3	-	3	1	1	2	-	3	-	3	1	2	3	2	3
Weighted Base	4*	4**	-**	4**	1**	1**	2**	-**	4**	-**	4**	1**	3**	4**	3**	4**
Paid all of the costs personally	3 71%	3 71%	-	3 71%	1 100%	1 100%	1 54%	-	3 71%	-	3 71%	1 100%	3 100%	3 71%	3 100%	3 71%
Paid some of the costs personally	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Network paid all costs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Insurance paid all costs	1 29%	1 29%	-	1 29%	-	-	1 46%	-	1 29%	-	1 29%	-	-	1 29%	-	1 29%
SUMMARY CODE																
PAID ANY OF THE COSTS	3 71%	3 71%	-	3 71%	1 100%	1 100%	54%	-	3 71%	-	3 71%	1 100%	3 100%	3 71%	3 100%	3 71%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 24

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.11B Did you have to pay for these costs, or did the mobile phone network or insurance cover them? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have lost or had stolen their mobile phone in past 8 weeks and been charged for unauthorised use

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	3	1	1	1	-	2	1	2	3	3	-	1	3	1
Weighted Base	4*	1**	1**	1**	**	3**	1**	3**	4**	4**	**	1**	4**	1**
Paid all of the costs personally	3 71%	1 100%	1 100%	1 100%	-	3 100%	1 100%	3 100%	3 71%	3 71%	-	1 100%	3 71%	1 100%
Paid some of the costs personally	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Network paid all costs	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Insurance paid all costs	1 29%	-	-	-	-	-	-	-	1 29%	1 29%	-	-	1 29%	-
SUMMARY CODE														
PAID ANY OF THE COSTS	3 71%	1 100%	1 100%	1 100%	-	3 100%	1 100%	3 100%	3 71%	3 71%	-	1 100%	3 71%	1 100%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.11B Did you have to pay for these costs, or did the mobile phone network or insurance cover them? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have lost or had stolen their mobile phone in past 8 weeks and been charged for unauthorised use

	Total	Q.12 BILL SHOCK (8 WEEKS)						
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	3	-	1	-	-	-	-	1
Weighted Base	4*	**	1**	**	**	**	**	1**
Paid all of the costs personally	3 71%	-	1 100%	-	-	-	-	1 100%
Paid some of the costs personally	-	-	-	-	-	-	-	-
Network paid all costs	-	-	-	-	-	-	-	-
Insurance paid all costs	1 29%	-	-	-	-	-	-	-
SUMMARY CODE								
PAID ANY OF THE COSTS	3 71%	-	1 100%	-	-	-	-	1 100%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g
 * small base; ** very small base (under 30) ineligible for sig testing

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services?
Base: All responsible for any bills

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	941	429	512	86	176	156	132	126	131	134	165	250	175	351
Weighted Base	934	465	469	101*	183	158	161	141	95	95	176	290	194	274
Yes - Landline phone	14	5	9	1	2	2	5	2	2	-	2	6	1	6
	1%	1%	2%	1%	1%	1%	3%	2%	2%	-	1%	2%	*	2%
Yes - Mobile phone	20	7	13	4	3	5	2	5	1	1	3	10	5	3
	2%	2%	3%	4%	2%	3%	1%	4%	1%	1%	1%	3%	3%	1%
Yes - Fixed broadband	2	1	1	-	2	-	-	-	-	-	-	1	-	1
	*	*	*	-	1%	-	-	-	-	-	-	*	-	*
Yes - Mobile broadband	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - Pay TV	1	-	1	-	1	-	-	-	-	-	-	-	-	1
	*	-	*	-	1%	-	-	-	-	-	-	-	-	*
Yes - Package of services (but don't know which service caused the high bill)	4	1	3	-	1	-	3	-	-	-	2	2	-	-
	*	*	1%	-	1%	-	2%	-	-	-	1%	1%	-	-
No - no unexpectedly high bills	888	446	441	96	174	151	148	133	91	94	167	270	187	263
	95%	96%	94%	95%	95%	95%	92%	95%	96%	99% ^f	95%	93%	97%	96%
SUMMARY CODES														
MOBILE (PRE-PAY)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MOBILE (CONTRACT)	20	7	13	4	3	5	2	5	1	1	3	10	5	3
	2%	2%	3%	4%	2%	3%	1%	4%	1%	1%	1%	3%	3%	1%
ANY BILL SHOCK	39	13	26	5	7	6	9	8	2	1	6	17	6	10
	4%	3%	5%	5%	4%	4%	6% ⁱ	5%	3%	1%	4%	6%	3%	4%
NUMBER OF SERVICES EXPERIENCED BILL SHOCK														
EXPERIENCED ON 1 SERVICE (EXC. PACKAGE)	37	12	26	5	6	6	9	8	2	1	6	16	6	10
	4%	3%	5% ^a	5%	3%	4%	6% ⁱ	5%	3%	1%	4%	5%	3%	4%
EXPERIENCED ON 2 SERVICES (EXC. PACKAGE)	1	1	-	-	1	-	-	-	-	-	-	1	-	-
	*	*	-	-	1%	-	-	-	-	-	-	*	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services?
Base: All responsible for any bills

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	941	429	512	86	176	156	132	126	131	134	165	250	175	351
Weighted Base	934	465	469	101*	183	158	161	141	95	95	176	290	194	274
EXPERIENCED ON 3 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
EXPERIENCED ON 4 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
EXPERIENCED ON 5 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	7	6	2	-	2	1	3	-	1	-	2	3	1	2
	1%	1%	*	-	1%	1%	2%	-	1%	-	1%	1%	*	1%
Mean number of services experienced bill shock	1.037	1.109	1.000	1.000	1.203	1.000	1.000	1.000	1.000	1.000	1.000	1.084	1.000	1.000
Standard Deviation	0.191	0.325	0.000	0.000	0.435	0.000	0.000	0.000	0.000	-	0.000	0.287	0.000	0.000
Error Variance	0.001	0.010	0.000	0.000	0.024	0.000	0.000	0.000	0.000	-	0.000	0.006	0.000	0.000

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services?
Base: All responsible for any bills

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	
Unweighted Base	941	522	233	186	471	470	265	676	750	191	766	81	39	55
Weighted Base	934	546	235	153	537	396	277	656	735	198	788	76*	49*	21*
Yes - Landline phone	14 1%	9 2%	4 2%	2 1%	7 1%	7 2%	8 3%	6 1%	9 1%	5 3%	10 1%	2 3%	1 2%	1 4%
Yes - Mobile phone	20 2%	12 2%	6 2%	2 1%	10 2%	11 3%	9 3%	11 2%	18 2%	2 1%	20 2%	- -	- -	1 4%k
Yes - Fixed broadband	2 +	2 +	- -	- -	1 +	1 +	1 +	1 +	2 +	- -	2 +	- -	- -	- -
Yes - Mobile broadband	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yes - Pay TV	1 +	1 +	- -	- -	1 +	- -	1 +	- -	1 +	- -	- -	1 1%j	- -	- -
Yes - Package of services (but don't know which service caused the high bill)	4 +	2 +	2 1%	- -	4 1%	- -	4 1%g	- -	4 +	- -	4 +	- -	- -	- -
No - no unexpectedly high bills	888 95%	514 94%	224 95%	149 98%	511 95%	377 95%	256 92%	631 96%f	698 95%	189 95%	747 95%	73 96%	48 98%	19 92%
SUMMARY CODES														
MOBILE (PRE-PAY)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
MOBILE (CONTRACT)	20 2%	12 2%	6 2%	2 1%	10 2%	11 3%	9 3%	11 2%	18 2%	2 1%	20 2%	- -	- -	1 4%k
ANY BILL SHOCK	39 4%	24 4%	11 5%	4 2%	21 4%	18 5%	20 7%g	18 3%	31 4%	8 4%	33 4%	3 4%	1 2%	2 8%
NUMBER OF SERVICES EXPERIENCED BILL SHOCK														
EXPERIENCED ON 1 SERVICE (EXC. PACKAGE)	37 4%	23 4%	11 5%	4 2%	19 4%	18 5%	19 7%g	18 3%	30 4%	8 4%	32 4%	3 4%	1 2%	2 8%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 25

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services?
Base: All responsible for any bills

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
	Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	941	522	233	186	471	470	265	676	750	191	766	81	39
Weighted Base	934	546	235	153	537	396	277	656	735	198	788	76*	49*
EXPERIENCED ON 2 SERVICES (EXC. PACKAGE)	1	1	-	-	1	-	1	-	1	-	-	-	-
*	*	*	-	-	*	-	1%	-	*	-	*	-	-
EXPERIENCED ON 3 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-
EXPERIENCED ON 4 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-
EXPERIENCED ON 5 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	7	7	-	-	6	1	1	6	6	2	7	-	-
1%	1%	-	-	-	1%	*	*	1%	1%	1%	1%	-	-
Mean number of services experienced bill shock	1.037	1.060	1.000	1.000	1.069	1.000	1.070	1.000	1.046	1.000	1.043	1.000	1.000
Standard Deviation	0.191	0.242	0.000	0.000	0.259	0.000	0.262	0.000	0.213	0.000	0.207	0.000	-
Error Variance	0.001	0.003	0.000	0.000	0.004	0.000	0.004	0.000	0.001	0.000	0.001	0.000	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 25

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services?
Base: All responsible for any bills

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	941	39	106	77	59	73	92	130	141	49	39	81	55
Weighted Base	934	35*	96*	75*	64*	76*	112*	134	147	50*	49*	76*	21*
Yes - Landline phone	14	-	2	*	3	1	1	1	1	1	1	2	1
	1%	-	2%	1%	5%	2%	1%	*	*	1%	2%	3%	4%gh
Yes - Mobile phone	20	1	3	2	-	6	2	3	1	1	-	-	1
	2%	3%	3%	3%	-	8%hk	1%	2%	1%	2%	-	-	4%k
Yes - Fixed broadband	2	-	1	-	-	-	-	1	-	-	-	-	-
	*	-	1%	-	-	-	-	*	-	-	-	-	-
Yes - Mobile broadband	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - Pay TV	1	-	-	-	-	-	-	-	-	-	-	1	-
	*	-	-	-	-	-	-	-	-	-	-	1%	-
Yes - Package of services (but don't know which service caused the high bill)	4	1	-	-	-	-	-	2	-	1	-	-	-
	*	3%	-	-	-	-	-	1%	-	2%	-	-	-
No - no unexpectedly high bills	888	32	89	71	61	69	109	124	145	47	48	73	19
	95%	92%	93%	96%	95%	91%	97%	93%	99%abegl	95%	98%	96%	92%
SUMMARY CODES													
MOBILE (PRE-PAY)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
MOBILE (CONTRACT)	20	1	3	2	-	6	2	3	1	1	-	-	1
	2%	3%	3%	3%	-	8%hk	1%	2%	1%	2%	-	-	4%k
ANY BILL SHOCK	39	2	6	2	3	6	3	6	2	3	1	3	2
	4%	5%	6%h	3%	5%	8%h	2%	5%	1%	5%	2%	4%	8%h
NUMBER OF SERVICES EXPERIENCED BILL SHOCK													
EXPERIENCED ON 1 SERVICE (EXC. PACKAGE)	37	2	6	2	3	5	3	6	2	3	1	3	2
	4%	5%	6%h	3%	5%	6%	2%	5%	1%	5%	2%	4%	8%h
EXPERIENCED ON 2 SERVICES (EXC. PACKAGE)	1	-	-	-	-	1	-	-	-	-	-	-	-
	*	-	-	-	-	2%	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 25

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services?
Base: All responsible for any bills

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	941	39	106	77	59	73	92	130	141	49	39	81	55
Weighted Base	934	35*	96*	75*	64*	76*	112*	134	147	50*	49*	76*	21*
EXPERIENCED ON 3 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-
EXPERIENCED ON 4 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-
EXPERIENCED ON 5 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	7 1% 3% ^h	1	1	1	-	1	1	3	-	-	-	-	-
Mean number of services experienced bill shock	1.037	1.000	1.000	1.000	1.000	1.231	1.000	1.000	1.000	1.000	1.000	1.000	1.000
Standard Deviation	0.191	-	0.000	0.000	0.000	0.460	0.000	0.000	-	0.000	-	0.000	-
Error Variance	0.001	-	0.000	0.000	0.000	0.042	0.000	0.000	-	0.000	-	0.000	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l
 * small base

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services?
Base: All responsible for any bills

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	941	795	256	532	734	612	183	122	688	228	455	669	575	119*	416	941
Weighted Base	934	815	237	570	722	625	190	97	700	208	485	649	600	129*	416	934
Yes - Landline phone	14 1%	13 2%	6 3% ^f	6 1%	14 2%	13 2%	-	1 1%	8 1%	2 1%	6 1%	14 2%	8 1%	3 2%	4 1%	14 1%
Yes - Mobile phone	20 2%	20 2% ^b	-	20 4% ^b	12 2%	12 2% ^b	8 4% ^{bg}	-	20 3% ⁱ	-	20 4% ^{ikn}	11 2%	12 2%	4 3% ⁱ	5 1%	20 2% ⁱ
Yes - Fixed broadband	2 *	1 *	-	1 *	1 *	1 *	-	-	1 *	-	1 *	1 *	2 *	-	-	2 *
Yes - Mobile broadband	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - Pay TV	1 *	1 *	1 *	-	1 *	1 *	-	-	1 *	1 *	-	1 *	1 *	-	1 *	1 *
Yes - Package of services (but don't know which service caused the high bill)	4 *	4 *	1 *	3 *	4 *	4 1%	-	-	3 *	-	3 1%	4 1%	4 1%	-	4 1%	4 *
No - no unexpectedly high bills	888 95%	772 95%	228 97%	535 94%	685 95%	589 94%	182 96%	96 98%	663 95%	205 98% ^{hjk}	451 93%	613 95%	571 95%	119 92%	398 96%	888 95%
SUMMARY CODES																
MOBILE (PRE-PAY)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MOBILE (CONTRACT)	20 2%	20 2% ^b	-	20 4% ^b	12 2%	12 2% ^b	8 4% ^{bg}	-	20 3% ⁱ	-	20 4% ^{ikn}	11 2%	12 2%	4 3% ⁱ	5 1%	20 2% ⁱ
ANY BILL SHOCK	39 4%	37 5%	8 3%	29 5%	30 4%	29 5%	8 4%	1 1%	32 5%	3 2%	28 6% ⁱ	29 4%	25 4%	8 6%	14 3%	39 4%
NUMBER OF SERVICES EXPERIENCED BILL SHOCK																
EXPERIENCED ON 1 SERVICE (EXC. PACKAGE)	37 4%	36 4%	8 3%	27 5%	29 4%	28 4%	8 4%	1 1%	30 4%	3 2%	27 6% ⁱ	28 4%	25 4%	8 6%	14 3%	37 4%
EXPERIENCED ON 2 SERVICES (EXC. PACKAGE)	1 *	1 *	-	1 *	1 *	1 *	-	-	1 *	-	1 *	1 *	-	-	-	1 *

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base



Table 25

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services?
Base: All responsible for any bills

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	941	795	256	532	734	612	183	122	688	228	455	669	575	119	416	941
Weighted Base	934	815	237	570	722	625	190	97	700	208	485	649	600	129*	416	934
EXPERIENCED ON 3 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
EXPERIENCED ON 4 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
EXPERIENCED ON 5 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	7 1%	7 1%	-	7 1%	7 1%	7 1%	-	1 1%	5 1%	-	5 1%	6 1%	4 1%	2 2%	4 1%	7 1%
Mean number of services experienced bill shock	1.037	1.039	1.000	1.050	1.048	1.050	1.000	1.000	1.045	1.000	1.051	1.049	1.000	1.000	1.000	1.037
Standard Deviation	0.191	0.195	0.000	0.221	0.217	0.221	0.000	-	0.211	0.000	0.223	0.220	0.000	0.000	0.000	0.191
Error Variance	0.001	0.001	0.000	0.002	0.002	0.002	0.000	-	0.001	0.000	0.002	0.002	0.000	0.000	0.000	0.001

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 25

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services?
Base: All responsible for any bills

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	941	403	389	382	46	524	410	893	721	718	308	428	745	426
Weighted Base	934	412	368	363	47*	540	388	883	762	756	333	474	783	476
Yes - Landline phone	14 1%	5 1%	6 2%	6 2%	2 4%	6 1%	7 2%	14 2%	13 2%	13 2%	10 3%	8 2%	13 2%	8 2%
Yes - Mobile phone	20 2%	8 2%	8 2%	8 2%	1 3%	10 2%	8 2%	19 2%	15 2%	15 2%	5 2%	10 2%	15 2%	11 2%
Yes - Fixed broadband	2 *	- -	2 *	2 *	- -	- -	2 *	2 *	2 *	1 *	1 *	1 *	2 *	1 *
Yes - Mobile broadband	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Yes - Pay TV	1 *	1 *	- -	- -	- -	1 *	- *	1 *	1 *	1 *	- -	- -	1 *	- -
Yes - Package of services (but don't know which service caused the high bill)	4 *	4 1%	- -	- -	- -	4 1%	1 *	4 *	4 *	4 *	4 1%	4 1%	4 *	4 1%
No - no unexpectedly high bills	888 95%	392 95%	348 95%	344 95%	43 92%	514 95%	367 95%	839 95%	723 95%	717 95%	312 94%	446 94%	743 95%	448 94%
SUMMARY CODES														
MOBILE (PRE-PAY)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
MOBILE (CONTRACT)	20 2%	8 2%	8 2%	8 2%	1 3%	10 2%	8 2%	19 2%	15 2%	15 2%	5 2%	10 2%	15 2%	11 2%
ANY BILL SHOCK	39 4%	16 4%	16 4%	15 4%	3 7%	20 4%	17 4%	37 4%	32 4%	32 4%	20 6%	22 5%	33 4%	23 5%
NUMBER OF SERVICES EXPERIENCED BILL SHOCK														
EXPERIENCED ON 1 SERVICE (EXC. PACKAGE)	37 4%	14 3%	16 4%	15 4%	3 7%	18 3%	17 4%	36 4%	31 4%	30 4%	20 6%	22 5%	32 4%	23 5%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base



Table 25

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services?
Base: All responsible for any bills

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	941	403	389	382	46	524	410	893	721	718	308	428	745	426
Weighted Base	934	412	368	363	47*	540	388	883	762	756	333	474	783	476
EXPERIENCED ON 2 SERVICES (EXC. PACKAGE)	1	1	-	-	-	1	-	1	1	1	-	-	1	-
*	*	*	-	-	-	*	-	*	*	*	-	-	*	-
EXPERIENCED ON 3 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
EXPERIENCED ON 4 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
EXPERIENCED ON 5 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	7	4	4	4	1	6	4	6	7	7	2	6	7	5
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	*	1%	1%	1%
Mean number of services experienced bill shock	1.037	1.092	1.000	1.000	1.000	1.073	1.000	1.039	1.044	1.045	1.000	1.000	1.043	1.000
Standard Deviation	0.191	0.299	0.000	0.000	0.000	0.267	0.000	0.196	0.209	0.211	0.000	0.000	0.207	0.000
Error Variance	0.001	0.005	0.000	0.000	0.000	0.003	0.000	0.001	0.001	0.001	0.000	0.000	0.001	0.000

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 25

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services?
Base: All responsible for any bills

	Total	Q.12 BILL SHOCK (8 WEEKS)						
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	941	14	21	2	-	1	3	40
Weighted Base	934	14**	20**	2**	-**	1**	4**	39*
Yes - Landline phone	14 1%	14 100%	1 7%	-	-	-	-	14 36%
Yes - Mobile phone	20 2%	1 10%	20 100%	-	-	-	-	20 52%
Yes - Fixed broadband	2 *	-	-	2 100%	-	-	-	2 4%
Yes - Mobile broadband	-	-	-	-	-	-	-	-
Yes - Pay TV	1 *	-	-	-	-	1 100%	-	1 2%
Yes - Package of services (but don't know which service caused the high bill)	4 *	-	-	-	-	-	4 100%	4 9%
No - no unexpectedly high bills	888 95%	-	-	-	-	-	-	-
SUMMARY CODES								
MOBILE (PRE-PAY)	-	-	-	-	-	-	-	-
MOBILE (CONTRACT)	20 2%	1 10%	20 100%	-	-	-	-	20 52%
ANY BILL SHOCK	39 4%	14 100%	20 100%	2 100%	-	1 100%	4 100%	39 100%
NUMBER OF SERVICES EXPERIENCED BILL SHOCK								
EXPERIENCED ON 1 SERVICE (EXC. PACKAGE)	37 4%	12 90%	19 93%	2 100%	-	1 100%	4 100%	37 96%
EXPERIENCED ON 2 SERVICES (EXC. PACKAGE)	1 *	1 10%	1 7%	-	-	-	-	1 4%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g
 * small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services?
Base: All responsible for any bills

	Total	Q.12 BILL SHOCK (8 WEEKS)						
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	941	14	21	2	-	1	3	40
Weighted Base	934	14**	20**	2**	-**	1**	4**	39*
EXPERIENCED ON 3 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-
EXPERIENCED ON 4 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-
EXPERIENCED ON 5 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-
Don't know	7	-	-	-	-	-	-	-
1%		-	-	-	-	-	-	-
Mean number of services experienced bill shock	1.037	1.104	1.071	1.000	-	1.000	1.000	1.037
Standard Deviation	0.191	0.317	0.263	-	-	-	0.000	0.191
Error Variance	0.001	0.007	0.003	-	-	-	0.000	0.001

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g
 * small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers responsible for any bills

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	532	243	289	63	131	121	84	79	39	15	111	172	101	148
Weighted Base	570	291	279	71*	143	127	105*	87*	29*	9**	121*	206	115*	128
Yes - Landline phone	6	1	5	1	2	1	-	2	-	-	1	2	-	3
	1%	*	2%	2%	1%	*	-	3%	-	-	1%	1%	-	2%
Yes - Mobile phone	20	7	13	4	3	5	2	5	1	1	3	10	5	3
	4%	3%	5%	5%	2%	4%	2%	6%	3%	7%	2%	5%	4%	2%
Yes - Fixed broadband	1	1	-	-	1	-	-	-	-	-	-	1	-	-
	*	*	-	-	1%	-	-	-	-	-	-	*	-	-
Yes - Mobile broadband	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - Pay TV	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - Package of services (but don't know which service caused the high bill)	3	1	2	-	-	-	3	-	-	-	1	2	-	-
	*	*	1%	-	-	-	2%	-	-	-	1%	1%	-	-
No - no unexpectedly high bills	535	276	259	66	136	121	97	79	27	9	115	191	109	120
	94%	95%	93%	93%	95%	95%	92%	91%	95%	93%	94%	92%	95%	94%
SUMMARY CODES														
MOBILE (PRE-PAY)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MOBILE (CONTRACT)	20	7	13	4	3	5	2	5	1	1	3	10	5	3
	4%	3%	5%	5%	2%	4%	2%	6%	3%	7%	2%	5%	4%	2%
ANY BILL SHOCK	29	9	19	5	5	5	5	8	1	1	5	14	5	5
	5%	3%	7%	7%	3%	4%	5%	9%	3%	7%	4%	7%	4%	4%
NUMBER OF SERVICES EXPERIENCED BILL SHOCK														
EXPERIENCED ON 1 SERVICE (EXC. PACKAGE)	27	8	19	5	3	5	5	8	1	1	5	12	5	5
	5%	3%	7% ^a	7%	2%	4%	5%	9% ^d	3%	7%	4%	6%	4%	4%
EXPERIENCED ON 2 SERVICES (EXC. PACKAGE)	1	1	-	-	1	-	-	-	-	-	-	1	-	-
	*	*	-	-	1%	-	-	-	-	-	-	1%	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 26

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers responsible for any bills

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	532	243	289	63	131	121	84	79	39	15	111	172	101	148
Weighted Base	570	291	279	71*	143	127	105*	87*	29*	9**	121*	206	115*	128
EXPERIENCED ON 3 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
EXPERIENCED ON 4 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
EXPERIENCED ON 5 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	7	6	1	-	2	1	3	-	1	-	2	2	1	2
	1%	2%	*		1%	1%	3%		2%		2%	1%	1%	2%
Mean number of services experienced bill shock	1.050	1.152	1.000	1.000	1.311	1.000	1.000	1.000	1.000	1.000	1.000	1.104	1.000	1.000
Standard Deviation	0.221	0.380	0.000	0.000	0.523	0.000	0.000	0.000	-	-	0.000	0.317	0.000	0.000
Error Variance	0.002	0.016	0.000	0.000	0.055	0.000	0.000	0.000	-	-	0.000	0.008	0.000	0.000

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 26

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers responsible for any bills

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Married \Living as married (a)	Single (b)	Widow/D ivorce/ Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	
Unweighted Base	532	322	147	63	363	169	185	347	437	95	450	35	19	28
Weighted Base	570	354	155	60*	417	153	196	374	462	108*	495	35*	29**	11**
Yes - Landline phone	6 1%	4 1%	2 1%	1 1%	2 1%	4 3%	4 2%	2 1%	6 1%	-	5 1%	1 4%	-	-
Yes - Mobile phone	20 4%	12 4%	6 4%	2 4%	10 2%	11 7% ^d	9 5%	11 3%	18 4%	2 2%	20 4%	-	-	1 7%
Yes - Fixed broadband	1 *	1 *	-	-	1 *	-	- *	1 *	1 -	-	1 *	-	-	-
Yes - Mobile broadband	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - Pay TV	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - Package of services (but don't know which service caused the high bill)	3 *	1 *	2 1%	-	3 1%	-	3 1%	-	3 1%	-	3 1%	-	-	-
No - no unexpectedly high bills	535 94%	331 93%	146 94%	58 95%	397 95% ^e	137 90%	181 92%	354 95%	430 93%	105 97%	461 93%	34 96%	29 100%	11 93%
SUMMARY CODES	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MOBILE (PRE-PAY)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MOBILE (CONTRACT)	20 4%	12 4%	6 4%	2 4%	10 2%	11 7% ^d	9 5%	11 3%	18 4%	2 2%	20 4%	-	-	1 7%
ANY BILL SHOCK	29 5%	17 5%	9 6%	3 5%	14 3%	15 10% ^d	14 7%	15 4%	27 6%	2 2%	27 5%	1 4%	-	1 7%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers responsible for any bills

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	
Unweighted Base	532	322	147	63	363	169	185	347	437	95	450	35	19	28
Weighted Base	570	354	155	60*	417	153	196	374	462	108*	495	35*	29**	11**
NUMBER OF SERVICES EXPERIENCED BILL SHOCK														
EXPERIENCED ON 1 SERVICE (EXC. PACKAGE)	27 5%	15 4%	9 6%	3 5%	13 3%	15 10% ^d	13 7%	15 4%	25 5%	2 2%	25 5%	1 4%	-	1 7%
EXPERIENCED ON 2 SERVICES (EXC. PACKAGE)	1 *	1 *	-	-	1 *	-	1 1%	-	1 *	-	1 *	-	-	-
EXPERIENCED ON 3 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	
EXPERIENCED ON 4 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	
EXPERIENCED ON 5 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	
Don't know	7 1%	7 2%	-	-	6 1%	1 *	1 *	6 1%	6 1%	1 1%	7 1%	-	-	-
Mean number of services experienced bill shock	1.050	1.085	1.000	1.000	1.101	1.000	1.101	1.000	1.054	1.000	1.054	1.000	-	1.000
Standard Deviation	0.221	0.288	0.000	0.000	0.312	0.000	0.312	0.000	0.230	0.000	0.229	-	-	-
Error Variance	0.002	0.005	0.000	0.000	0.007	0.000	0.007	0.000	0.002	0.000	0.002	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers responsible for any bills

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	532	22	60	42	27	32	68	83	87	29	19	35	28
Weighted Base	570	22**	60*	46*	28**	37**	88*	90*	93*	31**	29**	35*	11**
Yes - Landline phone	6	-	1	-	-	1	1	-	1	1	-	1	-
	1%	-	2%	-	-	4%	1%	-	1%	2%	-	4%	-
Yes - Mobile phone	20	1	3	2	-	6	2	3	1	1	-	-	1
	4%	4%	5%	4%	-	17%	2%	4%	1%	4%	-	-	7%
Yes - Fixed broadband	1	-	1	-	-	-	-	-	-	-	-	-	-
	*	-	2%	-	-	-	-	-	-	-	-	-	-
Yes - Mobile broadband	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - Pay TV	-	-	-	-	-	-	-	-	-	-	-	-	-
Yes - Package of services (but don't know which service caused the high bill)	3	1	-	-	-	-	-	2	-	-	-	-	-
	*	4%	-	-	-	-	-	2%	-	-	-	-	-
No - no unexpectedly high bills	535	19	53	43	28	31	84	82	91	29	29	34	11
	94%	87%	89%	94%	100%	83%	96%	91%	98% ^b	94%	100%	96%	93%
SUMMARY CODES													
MOBILE (PRE-PAY)	-	-	-	-	-	-	-	-	-	-	-	-	-
MOBILE (CONTRACT)	20	1	3	2	-	6	2	3	1	1	-	-	1
	4%	4%	5%	4%	-	17%	2%	4%	1%	4%	-	-	7%
ANY BILL SHOCK	29	2	6	2	-	6	3	5	2	2	-	1	1
	5%	8%	9%	4%	-	17%	3%	6%	2%	6%	-	4%	7%
NUMBER OF SERVICES EXPERIENCED BILL SHOCK													
EXPERIENCED ON 1 SERVICE (EXC. PACKAGE)	27	2	6	2	-	5	3	5	2	2	-	1	1
	5%	8%	9%	4%	-	13%	3%	6%	2%	6%	-	4%	7%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers responsible for any bills

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	532	22	60	42	27	32	68	83	87	29	19	35	28
Weighted Base	570	22**	60*	46*	28**	37**	88*	90*	93*	31**	29**	35*	11**
EXPERIENCED ON 2 SERVICES (EXC. PACKAGE)	1	-	-	-	-	1	-	-	-	-	-	-	-
* *	*	-	-	-	-	4%	-	-	-	-	-	-	-
EXPERIENCED ON 3 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-
EXPERIENCED ON 4 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-
EXPERIENCED ON 5 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	7	1	1	1	-	-	1	3	-	-	-	-	-
	1%	4%	2%	1%	-	-	1%	4%	-	-	-	-	-
Mean number of services experienced bill shock	1.050	1.000	1.000	1.000	-	1.231	1.000	1.000	1.000	1.000	-	1.000	1.000
Standard Deviation	0.221	-	0.000	-	-	0.460	0.000	0.000	-	-	-	-	-
Error Variance	0.002	-	0.000	-	-	0.042	0.000	0.000	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers responsible for any bills

	Total	Q.1\2\3 PHONES OWN							Q.3\5\6 BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	532	532	-	532	420	420	112	-	455	-	455	369	387	85	254	532
Weighted Base	570	570	**	570	448	448	122*	**	485	**	485	389	418	98*	269	570
Yes - Landline phone	6 1%	6 1%	-	6 1%	6 1%	-	-	6 1%	-	6 1%	6 2%	5 1%	-	3 1%	6 1%	
Yes - Mobile phone	20 4%	20 4%	-	20 4%	12	12	8	-	20	-	20	11	12	4	5 2%	20 4%
Yes - Fixed broadband	1 *	1 *	-	1 *	1	1	-	-	1 *	-	1 *	1	1	-	-	1 *
Yes - Mobile broadband	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yes - Pay TV	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Yes - Package of services (but don't know which service caused the high bill)	3 *	3 *	-	3 *	3	3	-	-	3 1%	-	3 1%	3	3	-	3 1%	3 *
No - no unexpectedly high bills	535 94%	535 94%	-	535 94%	421 94%	421 94%	114 93%	-	451 93%	-	451 93%	363 93%	394 94%	92 93%	255 95%	535 94%
SUMMARY CODES																
MOBILE (PRE-PAY)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
MOBILE (CONTRACT)	20 4%	20 4%	-	20 4%	12	12	8	-	20 4%	-	20 4%	11	12	4	5 2%	20 4%
ANY BILL SHOCK	29 5%	29 5%	-	29 5%	21	21	8	-	28 6%	-	28 6%	20	20	4	10 4%	29 5%
NUMBER OF SERVICES EXPERIENCED BILL SHOCK																
EXPERIENCED ON 1 SERVICE (EXC. PACKAGE)	27 5%	27 5%	-	27 5%	19 4%	19 4%	8 7%	-	27 6%	-	27 6%	18 5%	20 5%	4 4%	10 4%	27 5%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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



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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers responsible for any bills

	Total	Q.12/3 PHONES OWN							Q.3/5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	532	532	-	532	420	420	112	-	455	-	455	369	387	85	254	532
Weighted Base	570	570	**	570	448	448	122*	**	485	**	485	389	418	98*	269	570
EXPERIENCED ON 2 SERVICES (EXC. PACKAGE)	1	1	-	1	1	1	-	-	1	-	1	1	-	-	-	1
*	*	*	-	*	*	*	-	-	*	-	*	*	-	-	-	*
EXPERIENCED ON 3 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
EXPERIENCED ON 4 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
EXPERIENCED ON 5 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	7	7	-	7	7	7	-	-	5	-	5	6	4	2	4	7
1%	1%	1%	-	1%	1%	1%	-	-	1%	-	1%	1%	1%	2%	1%	1%
Mean number of services experienced bill shock	1.050	1.050	-	1.050	1.069	1.069	1.000	-	1.051	-	1.051	1.072	1.000	1.000	1.000	1.050
Standard Deviation	0.221	0.221	-	0.221	0.260	0.260	0.000	-	0.223	-	0.223	0.266	0.000	0.000	0.000	0.221
Error Variance	0.002	0.002	-	0.002	0.003	0.003	0.000	-	0.002	-	0.002	0.004	0.000	0.000	0.000	0.002

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers responsible for any bills

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	532	262	180	177	28	339	186	501	484	483	220	343	495	333
Weighted Base	570	283	190	188	29**	365	197	537	529	525	240	381	538	372
Yes - Landline phone	6 1%	3 1%	1 1%	1 1%	4 5%	2 1%	6 1%	6 1%	6 1%	6 1%	4 2%	3 1%	6 1%	3 1%
Yes - Mobile phone	20 4%	8 3%	8 4%	8 4%	1 4%	10 3%	8 4%	19 3%	15 3%	15 3%	5 2%	10 3%	15 3%	11 3%
Yes - Fixed broadband	1 *	- -	1 1%	1 1%	- -	- -	1 1%	1 *	1 *	1 *	1 *	1 *	1 *	1 *
Yes - Mobile broadband	- - - - - -	- - - - - -	- - - - - -	- - - - - -	- - - - - -	- - - - - -	- - - - - -	- - - - - -	- - - - - -	- - - - - -	- - - - - -	- - - - - -		
Yes - Pay TV	- - - - - -	- - - - - -	- - - - - -	- - - - - -	- - - - - -	- - - - - -	- - - - - -	- - - - - -	- - - - - -	- - - - - -	- - - - - -	- - - - - -		
Yes - Package of services (but don't know which service caused the high bill)	3 * 1%	3 - -	- - -	- - -	3 1% 1%	1 * *	3 * *	3 * *	3 * *	3 * *	3 1% 1%	3 1% 1%	3 * *	3 1% 1%
No - no unexpectedly high bills	535 94%	266 94%	176 93%	174 93%	26 89%	344 94%	182 92%	504 94%	499 94%	495 94%	225 94%	360 94%	507 94%	350 94%
SUMMARY CODES														
MOBILE (PRE-PAY)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
MOBILE (CONTRACT)	20 4%	8 3%	8 4%	8 4%	1 4%	10 3%	8 4%	19 3%	15 3%	15 3%	5 2%	10 3%	15 3%	11 3%
ANY BILL SHOCK	29 5%	12 4%	10 5%	10 6%	3 9%	15 4%	12 6%	27 5%	23 4%	23 4%	13 5%	16 4%	24 4%	17 5%
NUMBER OF SERVICES EXPERIENCED BILL SHOCK														
EXPERIENCED ON 1 SERVICE (EXC. PACKAGE)	27 5%	11 4%	10 5%	10 6%	3 9%	14 4%	12 6%	26 5%	22 4%	22 4%	13 5%	16 4%	22 4%	17 5%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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



Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers responsible for any bills

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	532	262	180	177	28	339	186	501	484	483	220	343	495	333
Weighted Base	570	283	190	188	29**	365	197	537	529	525	240	381	538	372
EXPERIENCED ON 2 SERVICES (EXC. PACKAGE)	1	1	-	-	-	1	-	1	1	1	-	-	1	-
* 1%	*	-	-	-	-	*	-	*	*	*	-	-	*	-
EXPERIENCED ON 3 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
EXPERIENCED ON 4 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
EXPERIENCED ON 5 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	7	4	3	3	1	6	3	6	7	7	2	6	7	5
1%	1%	1%	2%	2%	2%	2%	2%	1%	1%	1%	1%	1%	1%	1%
Mean number of services experienced bill shock	1.050	1.117	1.000	1.000	1.000	1.094	1.000	1.053	1.062	1.062	1.000	1.000	1.060	1.000
Standard Deviation	0.221	0.336	0.000	0.000	0.000	0.301	0.000	0.228	0.247	0.247	0.000	0.000	0.243	0.000
Error Variance	0.002	0.009	0.000	0.000	0.000	0.005	0.000	0.002	0.003	0.003	0.000	0.000	0.002	0.000

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers responsible for any bills

	Total	Q.12 BILL SHOCK (8 WEEKS)						
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	532	6	21	1	-	-	2	29
Weighted Base	570	6**	20**	1**	-**	-**	3**	29**
Yes - Landline phone	6 1%	6 100%	1 7%	-	-	-	-	6 22%
Yes - Mobile phone	20 4%	1 22%	20 100%	-	-	-	-	20 70%
Yes - Fixed broadband	1 *	-	-	1 100%	-	-	-	1 4%
Yes - Mobile broadband	-	-	-	-	-	-	-	-
Yes - Pay TV	-	-	-	-	-	-	-	-
Yes - Package of services (but don't know which service caused the high bill)	3 *	-	-	-	-	-	3 100%	3 9%
No - no unexpectedly high bills	535 94%	-	-	-	-	-	-	-
SUMMARY CODES								
MOBILE (PRE-PAY)	-	-	-	-	-	-	-	-
MOBILE (CONTRACT)	20 4%	1 22%	20 100%	-	-	-	-	20 70%
ANY BILL SHOCK	29 5%	6 100%	20 100%	1 100%	-	-	3 100%	29 100%
NUMBER OF SERVICES EXPERIENCED BILL SHOCK								
EXPERIENCED ON 1 SERVICE (EXC. PACKAGE)	27 5%	5 78%	19 93%	1 100%	-	-	3 100%	27 95%
EXPERIENCED ON 2 SERVICES (EXC. PACKAGE)	1 *	1 22%	1 7%	-	-	-	-	1 5%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.12 In the last 8 weeks have you received an unexpectedly high bill or paid more than you had expected to for any of your communications services? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers responsible for any bills

	Total	Q.12 BILL SHOCK (8 WEEKS)						
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	532	6	21	1	-	-	2	29
Weighted Base	570	6**	20**	1**	-**	-**	3**	29**
EXPERIENCED ON 3 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-
EXPERIENCED ON 4 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-
EXPERIENCED ON 5 SERVICES (EXC. PACKAGE)	-	-	-	-	-	-	-	-
Don't know	7	-	-	-	-	-	-	-
1%	-	-	-	-	-	-	-	-
Mean number of services experienced bill shock	1.050	1.223	1.071	1.000	-	-	1.000	1.050
Standard Deviation	0.221	0.453	0.263	-	-	-	0.000	0.221
Error Variance	0.002	0.034	0.003	-	-	-	0.000	0.002

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.13A/I/Aii Using this list approximately how much more than usual was the monthly bill for your landline phone the last time it was higher than you expected?

Base: All who have received an unexpectedly high landline bill in the past 8 weeks

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	14	3	11	1	2	3	3	2	3	-	2	3	1	8
Weighted Base	14*	5**	9**	1**	2**	2**	5**	2**	2**	**	2**	6**	1**	6**
Up to £5	(2.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£6-£10	(8.0)	2	-	2	-	-	-	-	1	1	-	1	1	*
16%	-	26%	-	-	-	-	-	44%	70%	-	34%	19%	-	9%
£11-£20	(15.5)	6	3	3	-	1	1	5	-	-	-	3	-	3
42%	62%	30%	-	29%	34%	100%	-	-	-	-	56%	-	47%	-
£21-£30	(25.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£31-£40	(35.5)	1	1	-	-	1	-	-	-	-	-	1	-	-
4%	10%	-	-	-	-	31%	-	-	-	-	-	100%	-	-
£41-£50	(45.5)	3	-	3	1	-	-	1	-	-	1	-	-	1
20%	-	32%	100%	-	-	-	-	56%	-	-	66%	-	-	25%
£51-£60	(55.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£61-£70	(65.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£71-£80	(75.5)	1	-	1	-	1	-	-	-	-	-	-	1	-
4%	-	7%	-	-	34%	-	-	-	-	-	-	-	10%	-
£81-£90	(85.5)	1	1	-	-	1	-	-	-	-	-	1	-	-
10%	28%	-	-	-	71%	-	-	-	-	-	-	25%	-	-
£91-£100	(95.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
More than £100	(100)	*	-	-	-	-	-	-	-	-	-	-	*	-
		4%	-	6%	-	-	-	-	-	30%	-	-	-	9%
Av number	33.882	37.129	31.964	45.500	65.248	42.381	15.500	29.061	35.192	-	32.863	31.846	35.500	36.157
Standard Deviation	29.062	34.224	27.709	-	44.684	-	0.000	24.331	-	-	24.823	34.598	-	31.492
Error Variance	60.331	390.422	69.799	-	998.323	-	0.000	295.996	-	-	308.097	399.009	-	123.966

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 27

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.13A1/Aii Using this list approximately how much more than usual was the monthly bill for your landline phone the last time it was higher than you expected?
Base: All who have received an unexpectedly high landline bill in the past 8 weeks

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	14	6	5	3	5	9	6	8	10	4	9	2	1	2
Weighted Base	14*	9**	4**	2**	7**	7**	8**	6**	9**	5**	10**	2**	1**	1**
Up to £5	(2.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£6-£10	(8.0)	2	1	1	*	1	1	-	2	2	-	2	1	-
£11-£20	(15.5)	6	4	1	1	4	2	4	1	2	4	4	-	1
£21-£30	(25.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£31-£40	(35.5)	1	1	-	-	1	-	1	-	1	-	-	-	1
£41-£50	(45.5)	3	1	1	-	-	3	1	1	3	-	1	1	-
£51-£60	(55.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£61-£70	(65.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£71-£80	(75.5)	1	-	1	-	-	1	-	1	1	-	1	-	-
£81-£90	(85.5)	1	1	-	-	1	-	1	-	1	-	-	-	-
£91-£100	(95.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
More than £100	(100)	*	-	-	*	-	*	-	*	-	*	-	-	-
Av number	33.882	32.124	35.524	39.751	29.642	38.609	35.385	31.986	39.129	25.429	36.705	32.863	15.500	27.682
Standard Deviation	29.062	28.320	27.457	-	30.478	29.178	28.527	32.287	30.449	27.455	33.041	24.823	-	-
Error Variance	60.331	133.675	150.777	-	185.787	94.595	135.636	130.308	92.717	188.448	121.299	308.097	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 27

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.13A/I/Aii Using this list approximately how much more than usual was the monthly bill for your landline phone the last time it was higher than you expected?
Base: All who have received an unexpectedly high landline bill in the past 8 weeks

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	14	-	2	1	1	1	1	1	1	1	1	2	2
Weighted Base	14*	**	2**	***	3**	1**	1**	1**	1**	1**	1**	2**	1**
Up to £5	(2.5)	-	-	-	-	-	-	-	-	-	-	-	-
£6-£10	(8.0)	2	-	*	-	-	1	-	-	-	-	1	-
£11-£20	(15.5)	6	-	100%	-	-	100%	-	-	-	-	34%	-
£21-£30	(25.5)	-	-	-	3	-	-	-	1	1	1	-	*
£31-£40	(35.5)	1	-	-	-	-	-	-	-	-	-	1	-
£41-£50	(45.5)	3	-	1	-	-	-	-	-	-	-	1	-
£51-£60	(55.5)	-	-	74%	-	-	-	-	-	-	-	66%	-
£61-£70	(65.5)	-	-	-	-	-	-	-	-	-	-	-	-
£71-£80	(75.5)	1	-	-	-	-	-	1	-	-	-	-	-
£81-£90	(85.5)	1	-	-	-	1	-	-	-	-	-	-	-
£91-£100	(95.5)	-	-	-	-	100%	-	-	-	-	-	-	-
More than £100	(100)	*	-	*	-	-	-	-	-	-	-	-	-
Av number	33.882	-	59.695	8.000	15.500	85.500	8.000	75.500	15.500	15.500	15.500	32.863	27.682
Standard Deviation	29.062	-	-	-	0.000	-	-	-	-	-	-	24.823	-
Error Variance	60.331	-	-	-	0.000	-	-	-	-	-	-	308.097	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 27

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.13A/i/Aii Using this list approximately how much more than usual was the monthly bill for your landline phone the last time it was higher than you expected?

Base: All who have received an unexpectedly high landline bill in the past 8 weeks

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	14	12	6	6	14	12	-	2	9	4	5	14	10	1	6	14
Weighted Base	14*	13**	6**	6**	14**	13**	-**	1**	8**	2**	6**	14**	8**	3**	4**	14**
Up to £5	(2.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£6-£10	(8.0)	2	2	1	1	2	2	-	*	1	-	1	2	2	-	2
£11-£20	(15.5)	6	6	5	1	6	6	-	-	2	1	1	6	2	3	6
£21-£30	(25.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£31-£40	(35.5)	1	1	1	-	1	1	-	-	1	1	-	1	1	-	1
£41-£50	(45.5)	3	3	-	3	3	3	-	-	3	-	3	3	-	1	3
£51-£60	(55.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£61-£70	(65.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£71-£80	(75.5)	1	-	-	-	1	-	-	1	-	-	1	1	-	1	1
£81-£90	(85.5)	1	1	-	1	1	1	-	-	1	-	1	1	-	-	1
£91-£100	(95.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
More than £100	(100)	*	*	*	*	*	*	*	*	*	*	*	*	*	*	*
	4%	4%	8%	-	4%	4%	-	-	6%	20%	-	4%	7%	-	13%	4%
Av number	33.882	32.984	23.001	42.813	33.882	32.984	-	44.466	42.950	36.810	45.545	33.882	36.150	15.500	45.340	33.882
Standard Deviation	29.062	28.408	25.433	29.706	29.062	28.408	-	-	31.125	42.411	29.831	29.062	28.006	0.000	33.791	29.062
Error Variance	60.331	67.252	107.806	147.076	60.331	67.252	-	-	107.643	449.677	177.983	60.331	78.435	0.000	190.300	60.331

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 27

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.13Ai/Aii Using this list approximately how much more than usual was the monthly bill for your landline phone the last time it was higher than you expected?

Base: All who have received an unexpectedly high landline bill in the past 8 weeks

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	14	5	5	4	2	8	5	14	13	12	9	7	13	7
Weighted Base	14*	5**	6**	6**	2**	6**	7**	14**	13**	13**	10**	8**	13**	8**
Up to £5	(2.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£6-£10	(8.0)	2	1	1	-	-	2	2	2	1	1	-	2	-
£11-£20	(15.5)	6	2	3	3	-	3	3	6	6	6	6	6	6
£21-£30	(25.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£31-£40	(35.5)	1	-	1	-	-	-	1	1	1	1	-	1	-
£41-£50	(45.5)	3	-	1	1	1	1	3	3	3	3	1	3	1
£51-£60	(55.5)	-	-	22%	24%	73%	21%	21%	20%	21%	22%	28%	18%	21%
£61-£70	(65.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£71-£80	(75.5)	1	-	-	-	-	1	-	1	1	-	-	1	-
£81-£90	(85.5)	1	1	-	-	-	1	-	1	1	-	-	1	-
£91-£100	(95.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
More than £100	(100)	*	-	-	-	-	*	*	*	*	*	*	*	*
Av number	33.882	35.984	22.498	21.303	60.143	49.161	19.243	33.882	34.846	36.307	24.554	26.472	34.846	26.472
Standard Deviation	29.062	38.437	15.307	15.486	-	34.603	14.948	29.062	29.166	29.258	14.876	24.132	29.166	24.132
Error Variance	60.331	295.475	46.860	59.956	-	149.669	44.690	60.331	65.436	71.335	24.587	83.194	65.436	83.194

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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



Table 27

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.13A1/Aii Using this list approximately how much more than usual was the monthly bill for your landline phone the last time it was higher than you expected?
Base: All who have received an unexpectedly high landline bill in the past 8 weeks

	Total	Q.12 BILL SHOCK (8 WEEKS)						
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	14	14	1	-	-	-	-	14
Weighted Base	14*	14**	1**	-**	-**	-**	-**	14**
Up to £5	(2.5)	-	-	-	-	-	-	-
£6-£10	(8.0)	2	2	-	-	-	-	2
16%	16%							16%
£11-£20	(15.5)	6	6	-	-	-	-	6
42%	42%							42%
£21-£30	(25.5)	-	-	-	-	-	-	-
£31-£40	(35.5)	1	1	-	-	-	-	1
4%	4%							4%
£41-£50	(45.5)	3	3	-	-	-	-	3
20%	20%							20%
£51-£60	(55.5)	-	-	-	-	-	-	-
£61-£70	(65.5)	-	-	-	-	-	-	-
£71-£80	(75.5)	1	1	-	-	-	-	1
4%	4%							4%
£81-£90	(85.5)	1	1	1	-	-	-	1
10%	10%	100%						10%
£91-£100	(95.5)	-	-	-	-	-	-	-
More than £100	(100)	*	*	-	-	-	-	*
		4%	4%					4%
Av number	33.882	33.882	85.500	-	-	-	-	33.882
Standard Deviation	29.062	29.062	-	-	-	-	-	29.062
Error Variance	60.331	60.331	-	-	-	-	-	60.331

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g
 * small base; ** very small base (under 30) ineligible for sig testing

Table 28

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.13A/I/Aii Using this list approximately how much more than usual was the monthly bill for your landline phone the last time it was higher than you expected? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	6	1	5	1	2	1	-	2	-	-	1	2	-	3
Weighted Base	6*	1**	5**	1**	2**	1**	-**	2**	-**	-**	1**	2**	-**	3**
Up to £5	(2.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£6-£10	(8.0)	1	-	1	-	-	-	-	-	-	-	-	-	-
£11-£20	(15.5)	16%	-	21%	-	-	-	-	1	-	-	1	-	-
£21-£30	(25.5)	1	-	1	-	1	1	-	-	-	-	-	-	1
£31-£40	(35.5)	18%	-	23%	-	29%	100%	-	-	-	-	42%	-	-
£41-£50	(45.5)	3	-	3	1	-	-	-	1	-	-	-	-	45%
£51-£60	(55.5)	43%	-	55%	100%	-	-	-	56%	-	-	100%	-	55%
£61-£70	(65.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£71-£80	(75.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£81-£90	(85.5)	1	1	-	-	1	-	-	-	-	-	1	-	-
£91-£100	(95.5)	22%	100%	-	-	71%	-	-	-	-	-	58%	-	-
More than £100	(100)	-	-	-	-	-	-	-	-	-	-	-	-	-
Av number	42.813	85.500	30.536	45.500	65.248	15.500	-	29.061	-	-	45.500	52.641	-	31.914
Standard Deviation	29.706	-	18.865	-	44.684	-	-	24.331	-	-	-	49.508	-	19.084
Error Variance	147.076	-	71.178	-	998.323	-	-	295.996	-	-	-	1225.501	-	121.406

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 28

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.13A/I/Aii Using this list approximately how much more than usual was the monthly bill for your landline phone the last time it was higher than you expected? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \\Living as married (a)	Single (b)	Widow\\D ivorced \\Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	6	3	2	1	2	4	4	2	6	-	5	1	-	-
Weighted Base	6*	4**	2**	1**	2**	4**	4**	2**	6**	-**	5**	1**	-**	-**
Up to £5	(2.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£6-£10	(8.0)	1 16%	1 27%	-	-	1 42%	-	-	1 44%	1 16%	-	1 21%	-	-
£11-£20	(15.5)	1 18%	-	1 29%	1 100%	-	1 30%	1 29%	-	1 18%	-	1 23%	-	-
£21-£30	(25.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£31-£40	(35.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£41-£50	(45.5)	3 43%	1 35%	1 71%	-	-	3 70%	1 35%	1 56%	3 43%	-	1 28%	1 100%	-
£51-£60	(55.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£61-£70	(65.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£71-£80	(75.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£81-£90	(85.5)	1 22%	1 37%	-	-	1 58%	-	1 36%	-	1 22%	-	1 28%	-	-
£91-£100	(95.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
More than £100	(100)	-	-	-	-	-	-	-	-	-	-	-	-	-
Av number	42.813	50.128	36.718	15.500	52.641	36.588	51.066	29.061	42.813	-	42.096	45.500	-	-
Standard Deviation	29.706	36.063	-	-	49.508	15.876	32.698	24.331	29.706	-	34.246	-	-	-
Error Variance	47.076	433.523	-	-	1225.501	63.008	267.292	295.996	147.076	-	234.551	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.13A/I/Aii Using this list approximately how much more than usual was the monthly bill for your landline phone the last time it was higher than you expected? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	6	-	1	-	-	1	1	-	1	1	-	1	-
Weighted Base	6*	**	1**	**	**	1**	1**	**	1**	1**	**	1**	**
Up to £5	(2.5)	-	-	-	-	-	-	-	-	-	-	-	-
£6-£10	(8.0)	1	-	-	-	-	1	-	-	-	-	-	-
		16%	-	-	-	-	100%	-	-	-	-	-	-
£11-£20	(15.5)	1	-	-	-	-	-	-	1	1	-	-	-
		18%	-	-	-	-	-	-	100%	100%	-	-	-
£21-£30	(25.5)	-	-	-	-	-	-	-	-	-	-	-	-
£31-£40	(35.5)	-	-	-	-	-	-	-	-	-	-	-	-
£41-£50	(45.5)	3	-	1	-	-	-	-	-	-	-	1	-
		43%	-	100%	-	-	-	-	-	-	-	100%	-
£51-£60	(55.5)	-	-	-	-	-	-	-	-	-	-	-	-
£61-£70	(65.5)	-	-	-	-	-	-	-	-	-	-	-	-
£71-£80	(75.5)	-	-	-	-	-	-	-	-	-	-	-	-
£81-£90	(85.5)	1	-	-	-	1	-	-	-	-	-	-	-
		22%	-	-	100%	-	-	-	-	-	-	-	-
£91-£100	(95.5)	-	-	-	-	-	-	-	-	-	-	-	-
More than £100	(100)	-	-	-	-	-	-	-	-	-	-	-	-
Av number	42.813	-	45.500	-	-	85.500	8.000	-	15.500	15.500	-	45.500	-
Standard Deviation	29.706	-	-	-	-	-	-	-	-	-	-	-	-
Error Variance	147.076	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 28

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.13A1/Aii Using this list approximately how much more than usual was the monthly bill for your landline phone the last time it was higher than you expected? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	6	6	-	6	6	6	-	-	5	-	5	6	5	-	3	6
Weighted Base	6*	6**	**	6**	6**	6**	**	**	6**	**	6**	6**	5**	**	3**	6**
Up to £5	(2.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£6-£10	(8.0)	1	1	-	1	1	-	-	1	-	1	1	-	-	-	1
	16%	16%		16%	16%	16%			18%		18%	16%	21%			16%
£11-£20	(15.5)	1	1	-	1	1	-	-	1	-	1	1	-	-	1	1
	18%	18%		18%	18%	18%			10%		10%	18%	23%		46%	18%
£21-£30	(25.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£31-£40	(35.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£41-£50	(45.5)	3	3	-	3	3	-	-	3	-	3	3	-	-	1	3
	43%	43%		43%	43%	43%			47%		47%	43%	55%		54%	43%
£51-£60	(55.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£61-£70	(65.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£71-£80	(75.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£81-£90	(85.5)	1	1	-	1	1	-	-	1	-	1	1	-	-	-	1
	22%	22%		22%	22%	22%			25%		25%	22%	-	-	-	22%
£91-£100	(95.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
More than £100	(100)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Av number	42.813	42.813	-	42.813	42.813	42.813	-	-	45.545	-	45.545	42.813	30.536	-	31.599	42.813
Standard Deviation	29.706	29.706	-	29.706	29.706	29.706	-	-	29.831	-	29.831	29.706	18.865	-	19.260	29.706
Error Variance	147.076	147.076	-	147.076	147.076	147.076	-	-	177.983	-	177.983	147.076	71.178	-	123.648	147.076

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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



Table 28

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.13A/i/Aii Using this list approximately how much more than usual was the monthly bill for your landline phone the last time it was higher than you expected? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

	Total	TV							INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)	
Unweighted Base	6	3	1	1	1	4	2	6	6	6	4	3	6	3	
Weighted Base	6*	3**	1**	1**	1**	4**	2**	6**	6**	6**	4**	3**	6**	3**	
Up to £5	(2.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	
£6-£10	(8.0)	1	1	-	-	-	-	1	1	1	-	-	1	-	
£11-£20	(15.5)	1	1	-	-	1	-	1	1	1	1	1	1	1	
£21-£30	(25.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	
£31-£40	(35.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	
£41-£50	(45.5)	3	-	1	1	1	1	3	3	3	3	1	3	1	
£51-£60	(55.5)	-	-	100%	100%	100%	34%	57%	43%	43%	70%	55%	43%	55%	
£61-£70	(65.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	
£71-£80	(75.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	
£81-£90	(85.5)	1	1	-	-	1	-	1	1	1	-	-	1	-	
£91-£100	(95.5)	-	22%	47%	-	-	36%	-	22%	22%	-	-	22%	-	
More than £100	(100)	-	-	-	-	-	-	-	-	-	-	-	-	-	
Av number	42.813	45.586	45.500	45.500	45.500	51.148	29.450	42.813	42.813	42.813	36.588	31.914	42.813	31.914	
Standard Deviation	29.706	45.558	-	-	-	33.010	24.061	29.706	29.706	29.706	15.876	19.084	29.706	19.084	
Error Variance	47.076	691.859	-	-	-	272.412	289.473	147.076	147.076	147.076	63.008	121.406	147.076	121.406	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.13A/I/Aii Using this list approximately how much more than usual was the monthly bill for your landline phone the last time it was higher than you expected? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

	Total	Q.12 BILL SHOCK (8 WEEKS)						
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	6	6	1	-	-	-	-	6
Weighted Base	6*	6**	1**	-**	-**	-**	-**	6**
Up to £5	(2.5)	-	-	-	-	-	-	-
£6-£10	(8.0)	1	1	-	-	-	-	1
16%	16%	16%	-	-	-	-	-	16%
£11-£20	(15.5)	1	1	-	-	-	-	1
18%	18%	18%	-	-	-	-	-	18%
£21-£30	(25.5)	-	-	-	-	-	-	-
£31-£40	(35.5)	-	-	-	-	-	-	-
£41-£50	(45.5)	3	3	-	-	-	-	3
43%	43%	43%	-	-	-	-	-	43%
£51-£60	(55.5)	-	-	-	-	-	-	-
£61-£70	(65.5)	-	-	-	-	-	-	-
£71-£80	(75.5)	-	-	-	-	-	-	-
£81-£90	(85.5)	1	1	1	-	-	-	1
22%	22%	22%	100%	-	-	-	-	22%
£91-£100	(95.5)	-	-	-	-	-	-	-
More than £100	(100)	-	-	-	-	-	-	-
Av number	42.813	42.813	85.500	-	-	-	-	42.813
Standard Deviation	29.706	29.706	-	-	-	-	-	29.706
Error Variance	147.076	147.076	-	-	-	-	-	147.076

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g
 * small base; ** very small base (under 30) ineligible for sig testing

Table 29

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone?

Base: All who have received an unexpectedly high landline bill in the past 8 weeks

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	14	3	11	1	2	3	3	2	3	-	2	3	1	8
Weighted Base	14*	5**	9**	1**	2**	2**	5**	2**	2**	**	2**	6**	1**	6**
Making calls to numbers not included in your monthly call allowance	3	3	-	-	-	-	3	-	-	-	-	3	-	-
	23%	62%	-	-	-	-	69%	-	-	-	-	56%	-	-
Call's made to an international number	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly inclusive call allowance	2	-	2	-	-	1	-	-	1	-	1	-	-	1
	13%	-	21%	-	-	69%	-	-	41%	-	34%	-	-	21%
Calls made outside of your free specified time frames	1	-	1	-	1	1	-	-	-	-	-	-	-	1
	8%	-	13%	-	29%	34%	-	-	-	-	-	-	-	21%
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	2	-	2	-	1	-	-	1	-	-	-	1	-	10%
	12%	-	19%	-	29%	-	-	44%	-	-	-	19%	-	10%
Calls to mobile phones	2	-	2	-	-	1	1	-	-	-	-	-	-	2
	15%	-	23%	-	-	34%	31%	-	-	-	-	-	-	36%
Calls to directory enquiries (i.e. 118 numbers)	1	-	1	-	-	-	-	1	-	-	1	-	-	-
	10%	-	16%	-	-	-	-	56%	-	-	66%	-	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	1	1	-	-	-	1	-	-	-	-	-	1	-	-
	4%	10%	-	-	-	31%	-	-	-	-	-	100%	-	-
Service was used by friend/family member	1	-	1	-	-	1	-	-	-	-	-	-	-	1
	4%	-	7%	-	-	34%	-	-	-	-	-	-	-	10%
Charges for repairs to your service	1	-	1	1	-	-	-	-	-	-	-	-	-	1
	10%	-	16%	100%	-	-	-	-	-	-	-	-	-	25%
Incorrect charges	*	-	*	-	-	-	-	*	-	-	-	-	-	*
	4%	-	6%	-	-	-	-	30%	-	-	-	-	-	9%
Other reason	2	1	*	-	1	-	-	*	-	-	1	-	-	*
	14%	28%	6%	-	71%	-	-	30%	-	-	25%	-	-	9%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 29

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone?**

Base: All who have received an unexpectedly high landline bill in the past 8 weeks

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	14	3	11	1	2	3	3	2	3	-	2	3	1	8
Weighted Base	14*	5**	9**	1**	2**	2**	5**	2**	2**	**	2**	6**	1**	6**
SUMMARY CODES														
ANY INC. INCORRECT CHARGES	12	4	8	1	1	2	5	2	1	-	2	4	1	5
	86%	72%	94%	100%	29%	100%	100%	100%	70%	-	100%	75%	100%	91%
ANY EXC. INCORRECT CHARGES	11	4	8	1	1	2	5	2	1	-	2	4	1	5
	82%	72%	89%	100%	29%	100%	100%	100%	41%	-	100%	75%	100%	82%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean number of reasons	1.169	1.000	1.269	1.000	1.289	2.032	1.000	1.000	1.000	-	1.000	1.000	1.000	1.417
Standard Deviation	0.492	0.000	0.611	-	0.638	-	0.000	0.000	-	-	0.000	0.000	-	0.742
Error Variance	0.017	0.000	0.034	-	0.204	-	0.000	0.000	-	-	0.000	0.000	-	0.069

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone?

Base: All who have received an unexpectedly high landline bill in the past 8 weeks

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Total	Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	14	6	5	3	5	9	6	8	10	4	9	2	1	2
Weighted Base	14*	9**	4**	2**	7**	7**	8**	6**	9**	5**	10**	2**	1**	1**
Making calls to numbers not included in your monthly call allowance	3	3	-	-	3	-	3	-	-	3	3	-	-	-
Call's made to an international number	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly inclusive call allowance	2	-	1	1	-	2	1	1	2	-	1	1	-	-
Calls made outside of your free specified time frames	1	-	1	-	-	1	1	1	-	-	1	-	-	-
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	2	1	1	-	1	1	1	1	2	-	2	-	-	-
Calls to mobile phones	2	1	1	-	1	1	-	2	1	1	1	-	1	*
	15%	13%	26%	-	15%	14%	-	33%	11%	21%	6%	-	100%	39%
Calls to directory enquiries (i.e. 118 numbers)	1	1	-	-	-	1	-	1	1	-	-	1	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	1	1	-	-	1	-	1	-	-	1	-	-	-	1
Service was used by friend/family member	1	-	-	1	-	1	1	-	1	-	1	-	-	-
Charges for repairs to your service	1	-	1	-	-	1	1	-	1	-	1	-	-	-
	10%	-	39%	-	-	22%	18%	-	17%	-	14%	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 29

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone?

Base: All who have received an unexpectedly high landline bill in the past 8 weeks

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Total	Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	14	6	5	3	5	9	6	8	10	4	9	2	1	2
Weighted Base	14*	9**	4**	2**	7**	7**	8**	6**	9**	5**	10**	2**	1**	1**
Incorrect charges	*	-	-	*	-	*	-	*	-	*	*	-	-	-
	4%	-	-	31%	-	8%	-	8%	-	9%	5%	-	-	-
Other reason	2	1	-	*	1	*	1	*	2	-	2	-	-	-
	14%	17%	-	31%	20%	8%	19%	8%	23%	-	20%	-	-	-
SUMMARY CODES														
ANY INC. INCORRECT CHARGES	12	7	4	1	6	6	6	6	7	5	8	2	1	1
	86%	83%	100%	69%	80%	92%	81%	92%	77%	100%	80%	100%	100%	100%
ANY EXC. INCORRECT CHARGES	11	7	4	1	6	6	6	5	7	5	7	2	1	1
	82%	83%	100%	37%	80%	85%	81%	84%	77%	91%	75%	100%	100%	100%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean number of reasons	1.169	1.000	1.486	1.370	1.000	1.357	1.151	1.191	1.274	1.000	1.238	1.000	1.000	1.000
Standard Deviation	0.492	0.000	0.891	-	0.000	0.694	0.384	0.643	0.617	0.000	0.578	0.000	-	-
Error Variance	0.017	0.000	0.159	-	0.000	0.054	0.025	0.052	0.038	0.000	0.037	0.000	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 29

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone?

Base: All who have received an unexpectedly high landline bill in the past 8 weeks

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	14	-	2	1	1	1	1	1	1	1	1	2	2
Weighted Base	14*	-**	2**	***	3**	1**	1**	1**	1**	1**	1**	2**	1**
Making calls to numbers not included in your monthly call allowance	3 23%	-	-	-	3 100%	-	-	-	-	-	-	-	-
Calls made to an international number	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly inclusive call allowance	2 13%	-	-	-	-	-	-	1 100%	1 100%	-	-	1 34%	-
Calls made outside of your free specified time frames	1 8%	-	-	-	-	-	-	1 100%	-	1 100%	-	-	-
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	2 12%	-	-	-	-	-	1 100%	-	-	1 100%	-	-	-
Calls to mobile phones	2 15%	-	-	-	-	-	-	1 100%	-	-	1 100%	-	* 39%
Calls to directory enquiries (i.e. 118 numbers)	1 10%	-	-	-	-	-	-	-	-	-	-	1 66%	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	1 4%	-	-	-	-	-	-	-	-	-	-	-	1 61%
Service was used by friend/family member	1 4%	-	-	-	-	-	-	-	1 100%	-	-	-	-
Charges for repairs to your service	1 10%	-	1 74%	-	-	-	-	-	-	-	-	-	-
Incorrect charges	*	-	*	-	-	-	-	-	-	-	-	-	-
	4% 4%	-	26%	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone?**

Base: All who have received an unexpectedly high landline bill in the past 8 weeks

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	14	-	2	1	1	1	1	1	1	1	1	2	2
Weighted Base	14*	**	2**	***	3**	1**	1**	1**	1**	1**	1**	2**	1**
Other reason	2	-	-	*	-	1	-	-	-	-	-	-	-
	14%	-	-	100%	-	100%	-	-	-	-	-	-	-
SUMMARY CODES													
ANY INC. INCORRECT CHARGES	12	-	2	-	3	-	1	1	1	1	1	2	1
	86%	-	100%	-	100%	-	100%	100%	100%	100%	100%	100%	100%
ANY EXC. INCORRECT CHARGES	11	-	1	-	3	-	1	1	1	1	1	2	1
	82%	-	74%	-	100%	-	100%	100%	100%	100%	100%	100%	100%
None	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean number of reasons	1.169	-	1.000	1.000	1.000	1.000	1.000	3.000	2.000	2.000	1.000	1.000	1.000
Standard Deviation	0.492	-	-	-	0.000	-	-	-	-	-	-	0.000	-
Error Variance	0.017	-	-	-	0.000	-	-	-	-	-	-	0.000	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 29

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone?

Base: All who have received an unexpectedly high landline bill in the past 8 weeks

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	14	12	6	6	14	12	-	2	9	4	5	14	10	1	6	14
Weighted Base	14*	13**	6**	6**	14**	13**	-**	1**	8**	2**	6**	14**	8**	3**	4**	14**
Making calls to numbers not included in your monthly call allowance	3	3	3	-	3	3	-	-	-	-	-	3	-	-	3	3
	23%	25%	50%	-	23%	25%	-	-	-	-	-	23%	-	100%	-	23%
Calls made to an international number	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly inclusive call allowance	2	1	1	1	2	1	-	1	1	-	1	2	2	-	1	2
	13%	10%	11%	9%	13%	10%	-	54%	7%	-	10%	13%	24%	-	30%	13%
Calls made outside of your free specified time frames	1	1	-	1	1	1	-	1	-	-	-	1	1	-	1	1
	8%	5%	-	9%	8%	5%	-	54%	-	-	-	8%	15%	-	30%	8%
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	2	2	-	2	2	2	-	-	1	-	1	2	2	-	1	2
	12%	13%	-	26%	12%	13%	-	-	13%	-	18%	12%	22%	-	15%	12%
Calls to mobile phones	2	1	1	-	2	1	-	1	1	1	-	2	1	-	1	2
	15%	11%	23%	-	15%	11%	-	54%	17%	58%	-	15%	12%	-	23%	15%
Calls to directory enquiries (i.e. 118 numbers)	1	1	-	1	1	1	-	-	1	-	1	1	1	-	1	1
	10%	11%	-	21%	10%	11%	-	-	16%	-	23%	10%	18%	-	34%	10%
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	1	1	1	-	1	1	-	-	1	1	-	1	1	-	-	1
	4%	4%	8%	-	4%	4%	-	-	6%	21%	-	4%	7%	-	-	4%
Service was used by friend/family member	1	1	-	1	1	1	-	-	1	-	1	1	1	-	1	1
	4%	5%	-	9%	4%	5%	-	-	7%	-	10%	4%	8%	-	15%	4%
Charges for repairs to your service	1	1	-	1	1	1	-	-	1	-	1	1	1	-	-	1
	10%	11%	-	22%	10%	11%	-	-	17%	-	24%	10%	19%	-	-	10%
Incorrect charges	*	*	*	-	*	*	-	-	*	*	-	*	*	-	*	*
	4%	4%	8%	-	4%	4%	-	-	6%	20%	-	4%	7%	-	13%	4%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 29

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone?**

Base: All who have received an unexpectedly high landline bill in the past 8 weeks

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	14	12	6	6	14	12	-	2	9	4	5	14	10	1	6	14
Weighted Base	14*	13**	6**	6**	14**	13**	-**	1**	8**	2**	6**	14**	8**	3**	4**	14**
Other reason	2	1	-	1	2	1	-	*	1	-	1	2	-	-	-	2
	14%	11%	-	22%	14%	11%	-	46%	17%	-	25%	14%	-	-	-	14%
SUMMARY CODES																
ANY INC. INCORRECT CHARGES	12	11	6	5	12	11	-	1	7	2	4	12	8	3	4	12
	86%	89%	100%	78%	86%	89%	-	54%	83%	100%	75%	86%	100%	100%	100%	86%
ANY EXC. INCORRECT CHARGES	11	11	6	5	11	11	-	1	6	2	4	11	7	3	3	11
	82%	85%	92%	78%	82%	85%	-	54%	77%	80%	75%	82%	93%	100%	87%	82%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean number of reasons	1.169	1.092	1.000	1.182	1.169	1.092	-	2.080	1.070	1.000	1.100	1.169	1.306	1.000	1.593	1.169
Standard Deviation	0.492	0.301	0.000	0.420	0.492	0.301	-	-	0.273	0.000	0.330	0.492	0.649	0.000	0.849	0.492
Error Variance	0.017	0.008	0.000	0.029	0.017	0.008	-	-	0.008	0.000	0.022	0.017	0.042	0.000	0.120	0.017

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone?

Base: All who have received an unexpectedly high landline bill in the past 8 weeks

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	14	5	5	4	2	8	5	14	13	12	9	7	13	7
Weighted Base	14*	5**	6**	6**	2**	6**	7**	14**	13**	13**	10**	8**	13**	8**
Making calls to numbers not included in your monthly call allowance	3	-	3	3	-	-	3	3	3	3	3	3	3	3
	23%	-	50%	55%	-	-	46%	23%	24%	25%	32%	41%	24%	41%
Calls made to an international number	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly inclusive call allowance	2	1	1	1	-	1	1	2	2	1	1	1	2	1
	13%	13%	11%	12%	-	18%	10%	13%	14%	9%	13%	8%	14%	8%
Calls made outside of your free specified time frames	1	-	-	-	-	1	-	1	1	1	1	1	1	1
	8%	-	-	-	-	18%	-	8%	9%	9%	6%	8%	9%	8%
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	2	1	-	-	-	1	1	2	2	2	1	1	2	1
	12%	23%	-	-	-	9%	15%	12%	12%	13%	6%	8%	12%	8%
Calls to mobile phones	2	1	-	-	-	2	-	2	2	2	1	1	2	1
	15%	32%	-	-	-	31%	-	15%	15%	16%	15%	19%	15%	19%
Calls to directory enquiries (i.e. 118 numbers)	1	-	-	-	1	1	-	1	1	1	1	-	1	-
	10%	-	-	-	73%	21%	-	10%	10%	11%	14%	-	10%	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	1	-	1	-	-	-	-	1	1	1	1	-	1	-
	4%	-	8%	-	-	-	-	4%	4%	4%	5%	-	4%	-
Service was used by friend/family member	1	1	-	-	-	1	-	1	1	1	1	1	1	1
	4%	13%	-	-	-	9%	-	4%	4%	5%	6%	8%	4%	8%
Charges for repairs to your service	1	-	1	1	-	-	1	1	1	1	1	1	1	1
	10%	-	22%	24%	-	-	21%	10%	11%	11%	14%	18%	11%	18%
Incorrect charges	*	-	-	-	-	*	*	*	*	*	-	*	*	*
	4%	-	-	-	27%	8%	-	4%	4%	4%	-	6%	4%	6%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone?**

Base: All who have received an unexpectedly high landline bill in the past 8 weeks

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	14	5	5	4	2	8	5	14	13	12	9	7	13	7
Weighted Base	14*	5**	6**	6**	2**	6**	7**	14**	13**	13**	10**	8**	13**	8**
Other reason	2	1	*	*	-	1	*	2	1	1	-	-	1	-
	14%	32%	8%	9%	-	22%	7%	14%	11%	11%	-	-	11%	-
SUMMARY CODES														
ANY INC. INCORRECT CHARGES	12	3	6	5	2	5	6	12	12	11	10	8	12	8
	86%	68%	92%	91%	100%	78%	93%	86%	89%	89%	100%	100%	89%	100%
ANY EXC. INCORRECT CHARGES	11	3	6	5	1	5	6	11	11	11	10	7	11	7
	82%	68%	92%	91%	73%	70%	93%	82%	86%	85%	100%	94%	86%	94%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean number of reasons	1.169	1.129	1.000	1.000	1.000	1.361	1.000	1.169	1.175	1.185	1.120	1.152	1.175	1.152
Standard Deviation	0.492	0.380	0.000	0.000	-	0.697	0.000	0.492	0.501	0.514	0.343	0.385	0.501	0.385
Error Variance	0.017	0.029	0.000	0.000	-	0.061	0.000	0.017	0.019	0.022	0.013	0.021	0.019	0.021

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone?**

Base: All who have received an unexpectedly high landline bill in the past 8 weeks

	Total	Q.12 BILL SHOCK (8 WEEKS)						
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	14	14	1	-	-	-	-	14
Weighted Base	14*	14**	1**	-**	-**	-**	-**	14**
Making calls to numbers not included in your monthly call allowance	3 23%	3 23%	-	-	-	-	-	3 23%
Calls made to an international number	-	-	-	-	-	-	-	-
Used more than your monthly inclusive call allowance	2 13%	2 13%	-	-	-	-	-	2 13%
Calls made outside of your free specified time frames	1 8%	1 8%	-	-	-	-	-	1 8%
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	2 12%	2 12%	-	-	-	-	-	2 12%
Calls to mobile phones	2 15%	2 15%	-	-	-	-	-	2 15%
Calls to directory enquiries (i.e. 118 numbers)	1 10%	1 10%	-	-	-	-	-	1 10%
Accepting reverse charges	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	1 4%	1 4%	-	-	-	-	-	1 4%
Service was used by friend/family member	1 4%	1 4%	-	-	-	-	-	1 4%
Charges for repairs to your service	1 10%	1 10%	-	-	-	-	-	1 10%
Incorrect charges	*	*	-	-	-	-	-	*
	4%	4%	-	-	-	-	-	4%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone?**

Base: All who have received an unexpectedly high landline bill in the past 8 weeks

	Total	Q.12 BILL SHOCK (8 WEEKS)						
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	14	14	1	-	-	-	-	14
Weighted Base	14*	14**	1**	-**	-**	-**	-**	14**
Other reason	2	2	1	-	-	-	-	2
14%	14%	14%	100%	-	-	-	-	14%
SUMMARY CODES								
ANY INC. INCORRECT CHARGES	12	12	-	-	-	-	-	12
86%	86%	86%	-	-	-	-	-	86%
ANY EXC. INCORRECT CHARGES	11	11	-	-	-	-	-	11
82%	82%	82%	-	-	-	-	-	82%
None	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
Mean number of reasons	1.169	1.169	1.000	-	-	-	-	1.169
Standard Deviation	0.492	0.492	-	-	-	-	-	0.492
Error Variance	0.017	0.017	-	-	-	-	-	0.017

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 30

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	6	1	5	1	2	1	-	2	-	-	1	2	-	3
Weighted Base	6*	1**	5**	1**	2**	1**	-**	2**	-**	-**	1**	2**	-**	3**
Making calls to numbers not included in your monthly call allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made to an international number	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly inclusive call allowance	1 9%	-	1 12%	-	-	1 100%	-	-	-	-	-	-	-	1 23%
Calls made outside of your free specified time frames	1 9%	-	1 12%	-	1 29%	-	-	-	-	-	-	-	-	1 23%
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	2 26%	-	2 33%	-	1 29%	-	-	1 44%	-	-	-	42%	-	1 23%
Calls to mobile phones	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls to directory enquiries (i.e. 118 numbers)	1 21%	-	1 27%	-	-	-	-	1 56%	-	-	1 100%	-	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Service was used by friend/family member	1 9%	-	1 12%	-	-	1 100%	-	-	-	-	-	-	-	1 23%
Charges for repairs to your service	1 22%	-	1 28%	1 100%	-	-	-	-	-	-	-	-	-	1 55%
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	1 22%	1 100%	-	-	1 71%	-	-	-	-	-	1 58%	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	6	1	5	1	2	1	-	2	-	-	1	2	-	3
Weighted Base	6*	1**	5**	1**	2**	1**	-**	2**	-**	-**	1**	2**	-**	3**
SUMMARY CODES														
ANY INC. INCORRECT CHARGES	5	-	5	1	1	1	-	2	-	-	1	1	-	3
	78%	-	100%	100%	29%	100%	-	100%	-	-	100%	42%	-	100%
ANY EXC. INCORRECT CHARGES	5	-	5	1	1	1	-	2	-	-	1	1	-	3
	78%	-	100%	100%	29%	100%	-	100%	-	-	100%	42%	-	100%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean number of reasons	1.182	1.000	1.234	1.000	1.289	2.000	-	1.000	-	-	1.000	1.000	-	1.453
Standard Deviation	0.420	-	0.474	-	0.638	-	-	0.000	-	-	-	0.000	-	0.636
Error Variance	0.029	-	0.045	-	0.204	-	-	0.000	-	-	-	0.000	-	0.135

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 30

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Total	Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	6	3	2	1	2	4	4	2	6	-	5	1	-	-
Weighted Base	6*	4**	2**	1**	2**	4**	4**	2**	6**	-**	5**	1**	-**	-**
Making calls to numbers not included in your monthly call allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Call's made to an international number	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly inclusive call allowance	1	-	-	1	-	1	1	-	1	-	1	-	-	-
	9%	-	-	100%	-	15%	15%	-	9%	-	12%	-	-	-
Calls made outside of your free specified time frames	1	-	1	-	-	1	1	-	1	-	1	-	-	-
	9%	-	29%	-	-	15%	15%	-	9%	-	12%	-	-	-
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	2	1	1	-	1	1	1	1	2	-	2	-	-	-
	26%	27%	29%	-	42%	15%	15%	44%	26%	-	32%	-	-	-
Calls to mobile phones	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls to directory enquiries (i.e. 118 numbers)	1	1	-	-	-	1	-	1	1	-	1	-	-	-
	21%	35%	-	-	-	34%	-	56%	21%	-	-	100%	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Service was used by friend/family member	1	-	-	1	-	1	1	-	1	-	1	-	-	-
	9%	-	-	100%	-	15%	15%	-	9%	-	12%	-	-	-
Charges for repairs to your service	1	-	1	-	-	1	1	-	1	-	1	-	-	-
	22%	-	71%	-	-	36%	35%	-	22%	-	28%	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
	Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	6	3	2	1	2	4	4	6	-	5	1	-	-
Weighted Base	6*	4**	2**	1**	2**	4**	4**	6**	-**	5**	1**	-**	-**
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	1	1	-	-	1	-	1	1	-	1	-	-	-
	22%	37%	-	-	58%	-	36%	-	22%	-	28%	-	-
SUMMARY CODES													
ANY INC. INCORRECT CHARGES	5	2	2	1	1	4	3	2	5	4	1	-	-
	78%	63%	100%	100%	42%	100%	64%	100%	78%	72%	100%	-	-
ANY EXC. INCORRECT CHARGES	5	2	2	1	1	4	3	2	5	4	1	-	-
	78%	63%	100%	100%	42%	100%	64%	100%	78%	72%	100%	-	-
None	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean number of reasons	1.182	1.000	1.293	2.000	1.000	1.297	1.291	1.000	1.182	-	1.230	1.000	-
Standard Deviation	0.420	0.000	-	-	0.000	0.529	0.524	0.000	0.420	-	0.470	-	-
Error Variance	0.029	0.000	-	-	0.000	0.070	0.069	0.000	0.029	-	0.044	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	6	-	1	-	-	1	1	-	1	1	-	1	-
Weighted Base	6*	-**	1**	-**	-**	1**	1**	-**	1**	1**	-**	1**	-**
Making calls to numbers not included in your monthly call allowance	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made to an international number	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly inclusive call allowance	1 9%	-	-	-	-	-	-	-	1	-	-	-	-
Calls made outside of your free specified time frames	1 9%	-	-	-	-	-	-	-	-	1	-	-	-
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	2 26%	-	-	-	-	-	1 100%	-	-	1 100%	-	-	-
Calls to mobile phones	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls to directory enquiries (i.e. 118 numbers)	1 21%	-	-	-	-	-	-	-	-	-	1 100%	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	-	-	-	-	-	-	-	-	-	-	-	-	-
Service was used by friend/family member	1 9%	-	-	-	-	-	-	-	1 100%	-	-	-	-
Charges for repairs to your service	1 22%	-	1 100%	-	-	-	-	-	-	-	-	-	-
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	6	-	1	-	-	1	1	-	1	1	-	1	-
Weighted Base	6*	-**	1**	-**	-**	1**	1**	-**	1**	1**	-**	1**	-**
Other reason	1	-	-	-	-	1	-	-	-	-	-	-	-
22%	-	-	-	-	-	100%	-	-	-	-	-	-	-
SUMMARY CODES													
ANY INC. INCORRECT CHARGES	5	-	1	-	-	-	1	-	1	1	-	1	-
78%	-	100%	-	-	-	-	100%	-	100%	100%	-	100%	-
ANY EXC. INCORRECT CHARGES	5	-	1	-	-	-	1	-	1	1	-	1	-
78%	-	100%	-	-	-	-	100%	-	100%	100%	-	100%	-
None	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean number of reasons	1.182	-	1.000	-	-	1.000	1.000	-	2.000	2.000	-	1.000	-
Standard Deviation	0.420	-	-	-	-	-	-	-	-	-	-	-	-
Error Variance	0.029	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 30

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	6	6	-	6	6	6	-	-	5	-	5	6	5	-	3	6
Weighted Base	6*	6**	-**	6**	6**	6**	-**	-**	6**	-**	6**	6**	5**	-**	3**	6**
Making calls to numbers not included in your monthly call allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made to an international number	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly inclusive call allowance	1 9%	1 9%	-	1 9%	1 9%	1 9%	-	-	1 10%	-	1 10%	1 9%	1 12%	-	1 23%	1 9%
Calls made outside of your free specified time frames	1 9%	1 9%	-	1 9%	1 9%	1 9%	-	-	-	-	-	1 9%	1 12%	-	1 23%	1 9%
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	2 26%	2 26%	-	2 26%	2 26%	2 26%	-	-	1 18%	-	1 18%	2 26%	2 33%	-	1 23%	2 26%
Calls to mobile phones	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls to directory enquiries (i.e. 118 numbers)	1 21%	1 21%	-	1 21%	1 21%	1 21%	-	-	1 23%	-	1 23%	21% 21%	27% 27%	-	1 54%	1 21%
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Service was used by friend/family member	1 9%	1 9%	-	1 9%	1 9%	1 9%	-	-	1 10%	-	1 10%	1 9%	1 12%	-	1 23%	1 9%
Charges for repairs to your service	1 22%	1 22%	-	1 22%	1 22%	1 22%	-	-	1 24%	-	1 24%	22% 22%	28% 28%	-	-	1 22%
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	6	6	-	6	6	6	-	-	5	-	5	6	5	-	3	6
Weighted Base	6*	6**	-**	6**	6**	6**	-**	-**	6**	-**	6**	6**	5**	-**	3**	6**
Other reason	1	1	-	1	1	1	-	-	1	-	1	1	-	-	-	1
	22%	22%	-	22%	22%	22%	-	-	25%	-	25%	22%	-	-	-	22%
SUMMARY CODES																
ANY INC. INCORRECT CHARGES	5	5	-	5	5	5	-	-	4	-	4	5	5	-	3	5
	78%	78%	-	78%	78%	78%	-	-	75%	-	75%	78%	100%	-	100%	78%
ANY EXC. INCORRECT CHARGES	5	5	-	5	5	5	-	-	4	-	4	5	5	-	3	5
	78%	78%	-	78%	78%	78%	-	-	75%	-	75%	78%	100%	-	100%	78%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean number of reasons	1.182	1.182	-	1.182	1.182	1.182	-	-	1.100	-	1.100	1.182	1.234	-	1.463	1.182
Standard Deviation	0.420	0.420	-	0.420	0.420	0.420	-	-	0.330	-	0.330	0.420	0.474	-	0.642	0.420
Error Variance	0.029	0.029	-	0.029	0.029	0.029	-	-	0.022	-	0.022	0.029	0.045	-	0.137	0.029

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	6	3	1	1	1	4	2	6	6	6	4	3	6	3
Weighted Base	6*	3**	1**	1**	1**	4**	2**	6**	6**	6**	4**	3**	6**	3**
Making calls to numbers not included in your monthly call allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls made to an international number	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly inclusive call allowance	1 9%	1 19%	-	-	-	15%	-	9%	9%	9%	15%	1 23%	1 9%	1 23%
Calls made outside of your free specified time frames	1 9%	-	-	-	-	15%	-	9%	1 9%	1 9%	15%	1 23%	1 9%	1 23%
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	2 26%	1 34%	-	-	-	15%	43%	26%	2 26%	2 26%	15%	1 23%	2 26%	1 23%
Calls to mobile phones	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls to directory enquiries (i.e. 118 numbers)	1 21%	-	-	-	100%	1 34%	-	21%	1 21%	1 21%	34%	-	1 21%	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Service was used by friend/family member	1 9%	1 19%	-	-	-	15%	-	9%	9%	9%	15%	1 23%	1 9%	1 23%
Charges for repairs to your service	1 22%	-	1 100%	1 100%	-	-	57%	22%	22%	22%	36%	55%	22%	55%
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 30

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	6	3	1	1	1	4	2	6	6	6	4	3	6	3
Weighted Base	6*	3**	1**	1**	1**	4**	2**	6**	6**	6**	4**	3**	6**	3**
Other reason	1	1	-	-	-	1	-	1	1	1	-	-	1	-
	22%	47%	-	-	-	36%	-	22%	22%	22%	-	-	22%	-
SUMMARY CODES														
ANY INC. INCORRECT CHARGES	5	2	1	1	1	3	2	5	5	5	4	3	5	3
	78%	53%	100%	100%	100%	64%	100%	78%	78%	78%	100%	100%	78%	100%
ANY EXC. INCORRECT CHARGES	5	2	1	1	1	3	2	5	5	5	4	3	5	3
	78%	53%	100%	100%	100%	64%	100%	78%	78%	78%	100%	100%	78%	100%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean number of reasons	1.182	1.190	1.000	1.000	1.000	1.295	1.000	1.182	1.182	1.182	1.297	1.453	1.182	1.453
Standard Deviation	0.420	0.478	-	-	-	0.528	0.000	0.420	0.420	0.420	0.529	0.636	0.420	0.636
Error Variance	0.029	0.076	-	-	-	0.070	0.000	0.029	0.029	0.029	0.070	0.135	0.029	0.135

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

	Total	Q.12 BILL SHOCK (8 WEEKS)						
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	6	6	1	-	-	-	-	6
Weighted Base	6*	6**	1**	-**	-**	-**	-**	6**
Making calls to numbers not included in your monthly call allowance	-	-	-	-	-	-	-	-
Call's made to an international number	-	-	-	-	-	-	-	-
Used more than your monthly inclusive call allowance	1 9%	1 9%	-	-	-	-	-	1 9%
Calls made outside of your free specified time frames	1 9%	1 9%	-	-	-	-	-	1 9%
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	2 26%	2 26%	-	-	-	-	-	2 26%
Calls to mobile phones	-	-	-	-	-	-	-	-
Calls to directory enquiries (i.e. 118 numbers)	1 21%	1 21%	-	-	-	-	-	1 21%
Accepting reverse charges	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	-	-	-	-	-	-	-	-
Service was used by friend/family member	1 9%	1 9%	-	-	-	-	-	1 9%
Charges for repairs to your service	1 22%	1 22%	-	-	-	-	-	1 22%
Incorrect charges	-	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A What were the reasons you were charged or paid more than you had expected for your landline phone? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have received an unexpectedly high landline bill in the past 8 weeks

	Total	Q.12 BILL SHOCK (8 WEEKS)							Any bill shock (g)
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)		
Unweighted Base	6	6	1	-	-	-	-	6	
Weighted Base	6*	6**	1**	-**	-**	-**	-**	6**	
Other reason	1	1	1	-	-	-	-	1	
	22%	22%	100%	-	-	-	-	22%	
SUMMARY CODES									
ANY INC. INCORRECT CHARGES	5	5	-	-	-	-	-	5	
	78%	78%	-	-	-	-	-	78%	
ANY EXC. INCORRECT CHARGES	5	5	-	-	-	-	-	5	
	78%	78%	-	-	-	-	-	78%	
None	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	
Don't know	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	
Mean number of reasons	1.182	1.182	1.000	-	-	-	-	1.182	
Standard Deviation	0.420	0.420	-	-	-	-	-	0.420	
Error Variance	0.029	0.029	-	-	-	-	-	0.029	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g
 * small base; ** very small base (under 30) ineligible for sig testing

Table 31

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.13B\Bii Using this list approximately how much more than usual was the monthly bill for your mobile phone the last time it was higher than you expected?
 Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	21	7	14	4	3	6	1	5	1	1	3	9	5	4
Weighted Base	20*	7**	13**	4**	3**	5**	2**	5**	1**	1**	3**	10**	5**	3**
Up to £5	(2.5)	5	4	1	1	-	-	2	-	-	1	4	-	-
	25%	49%	11%	36%	48%	-	-	43%	-	-	35%	41%	-	-
£6-£10	(8.0)	-	-	-	-	-	-	-	-	-	-	-	-	-
£11-£20	(15.5)	6	2	4	1	1	2	-	2	1	-	1	2	1
	30%	26%	33%	25%	21%	43%	-	35%	100%	-	39%	20%	18%	85%
£21-£30	(25.5)	4	-	4	-	-	1	2	-	-	1	1	2	-
	19%	-	30%	-	-	-	20%	100%	-	-	25%	9%	46%	-
£31-£40	(35.5)	2	1	*	-	*	-	1	-	-	-	1	*	-
	7%	16%	3%	-	-	8%	-	22%	-	-	-	12%	7%	-
£41-£50	(45.5)	*	-	*	-	*	-	-	-	-	-	-	-	*
	2%	-	3%	-	-	9%	-	-	-	-	-	-	-	15%
£51-£60	(55.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£61-£70	(65.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£71-£80	(75.5)	1	-	1	-	-	1	-	-	-	-	1	-	-
	5%	-	7%	-	-	21%	-	-	-	-	-	9%	-	-
£81-£90	(85.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£91-£100	(95.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
More than £100	(100)	2	1	2	1	1	-	-	-	-	-	1	1	-
	12%	10%	13%	39%	31%	-	-	-	-	-	-	9%	29%	-
Av number	29.055	20.280	34.165	44.225	35.846	34.105	25.500	14.294	15.500	25.500	13.418	26.965	45.974	19.981
Standard Deviation	31.405	30.424	32.028	53.053	53.454	26.044	0.000	13.975	-	-	11.473	33.335	38.956	13.588
Error Variance	46.965	132.229	73.270	703.664	952.448	113.044	0.000	39.058	-	-	43.876	123.470	303.507	46.156

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 31

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.13B\Bii Using this list approximately how much more than usual was the monthly bill for your mobile phone the last time it was higher than you expected?
Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	21	12	7	2	10	11	9	12	18	3	19	-	-	2
Weighted Base	20*	12**	6**	2**	10**	11**	9**	11**	18**	2**	20**	**	**	1**
Up to £5	(2.5)	5	2	1	3	2	1	4	5	-	5	-	-	-
	25%	19%	23%	64%	29%	21%	16%	32%	28%	-	26%	-	-	-
£6-£10	(8.0)	-	-	-	-	-	-	-	-	-	-	-	-	-
£11-£20	(15.5)	6	4	2	1	2	4	2	4	5	1	6	-	-
	30%	31%	27%	36%	20%	39%	21%	37%	29%	44%	31%	-	-	-
£21-£30	(25.5)	4	4	-	-	1	3	2	2	4	-	4	-	-
	19%	31%	-	-	10%	27%	25%	14%	21%	-	20%	-	-	-
£31-£40	(35.5)	2	2	-	-	1	*	*	1	1	*	1	-	*
	7%	12%	-	-	12%	3%	4%	10%	6%	15%	6%	-	-	47%
£41-£50	(45.5)	*	-	*	-	*	*	-	*	-	-	-	-	*
	2%	-	7%	-	4%	-	4%	-	2%	-	-	-	-	53%
£51-£60	(55.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£61-£70	(65.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£71-£80	(75.5)	1	-	1	-	-	1	1	-	1	-	1	-	-
	5%	-	17%	-	-	9%	10%	-	5%	-	5%	-	-	-
£81-£90	(85.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£91-£100	(95.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
More than £100	(100)	2	1	1	-	2	-	2	1	1	1	2	-	-
	12%	8%	26%	-	25%	-	19%	6%	8%	41%	12%	-	-	-
Av number	29.055	24.979	46.330	7.238	37.619	21.419	40.125	20.146	25.968	53.048	28.609	-	-	40.766
Standard Deviation	31.405	24.715	43.955	8.543	40.221	19.879	36.906	24.326	28.613	52.499	31.923	-	-	-
Error Variance	46.965	50.902	276.008	36.492	161.771	35.924	151.340	49.314	45.483	918.704	53.637	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 31

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.13B\Bii Using this list approximately how much more than usual was the monthly bill for your mobile phone the last time it was higher than you expected?
Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	21	1	3	2	-	5	2	4	1	1	-	-	2
Weighted Base	20*	1**	3**	2**	-**	6**	2**	3**	1**	1**	-**	-**	1**
Up to £5	(2.5)	5	1	1	-	-	1	-	-	1	-	-	-
	25%	100%	44%	-	-	23%	-	-	100%	-	-	-	-
£6-£10	(8.0)	-	-	-	-	-	-	-	-	-	-	-	-
£11-£20	(15.5)	6	-	1	1	-	2	2	1	-	-	-	-
	30%	-	26%	52%	-	30%	100%	28%	-	-	-	-	-
£21-£30	(25.5)	4	-	-	-	-	3	-	1	-	-	-	-
	19%	-	-	-	-	47%	-	28%	-	-	-	-	-
£31-£40	(35.5)	2	-	-	-	-	-	-	-	1	-	-	*
	7%	-	-	-	-	-	-	-	100%	-	-	-	47%
£41-£50	(45.5)	*	-	-	-	-	-	-	-	-	-	-	*
	2%	-	-	-	-	-	-	-	-	-	-	-	53%
£51-£60	(55.5)	-	-	-	-	-	-	-	-	-	-	-	-
£61-£70	(65.5)	-	-	-	-	-	-	-	-	-	-	-	-
£71-£80	(75.5)	1	-	1	-	-	-	-	-	-	-	-	-
	5%	-	30%	-	-	-	-	-	-	-	-	-	-
£81-£90	(85.5)	-	-	-	-	-	-	-	-	-	-	-	-
£91-£100	(95.5)	-	-	-	-	-	-	-	-	-	-	-	-
More than £100	(100)	2	-	-	1	-	-	1	-	-	-	-	-
	12%	-	-	48%	-	-	-	44%	-	-	-	-	-
Av number	29.055	2.500	27.929	56.199	-	17.238	15.500	55.582	2.500	35.500	-	-	40.766
Standard Deviation	31.405	-	38.448	-	-	9.961	-	47.464	-	-	-	-	-
Error Variance	46.965	-	492.741	-	-	19.846	-	563.198	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 31

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.13B\Bii Using this list approximately how much more than usual was the monthly bill for your mobile phone the last time it was higher than you expected?
 Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	Q.1\Q3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	21	21	-	21	13	13	8	-	21	-	21	12	12	4	7	21
Weighted Base	20*	20**	-**	20**	12**	12**	8**	-**	20**	-**	20**	11**	12**	4**	5**	20**
Up to £5	(2.5)	5	5	-	5	2	2	3	-	5	-	5	2	1	1	5
		25%	25%	-	25%	19%	19%	33%	-	25%	-	25%	21%	11%	30%	25%
£6-£10	(8.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£11-£20	(15.5)	6	6	-	6	3	3	3	-	6	-	6	2	3	1	2
		30%	30%	-	30%	27%	27%	35%	-	30%	-	30%	21%	30%	21%	44%
£21-£30	(25.5)	4	4	-	4	3	3	1	-	4	-	4	3	3	-	4
		19%	19%	-	19%	24%	24%	11%	-	19%	-	19%	26%	28%	-	19%
£31-£40	(35.5)	2	2	-	2	2	2	-	-	2	-	2	2	1	*	2
		7%	7%	-	7%	12%	12%	-	-	7%	-	7%	13%	13%	27%	7%
£41-£50	(45.5)	*	*	-	*	*	*	-	-	*	-	*	*	*	*	*
		2%	2%	-	2%	3%	3%	-	-	2%	-	2%	3%	3%	-	2%
£51-£60	(55.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£61-£70	(65.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£71-£80	(75.5)	1	1	-	1	-	-	1	-	1	-	-	-	1	-	1
		5%	5%	-	5%	-	-	12%	-	5%	-	5%	-	-	22%	5%
£81-£90	(85.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£91-£100	(95.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
More than £100	(100)	2	2	-	2	2	2	1	-	2	-	2	2	-	1	2
		12%	12%	-	12%	14%	14%	9%	-	12%	-	12%	15%	15%	-	12%
Av number	29.055	29.055	-	29.055	30.618	30.618	26.712	-	29.055	-	29.055	31.851	32.812	29.932	30.651	29.055
Standard Deviation	31.405	31.405	-	31.405	31.308	31.308	33.520	-	31.405	-	31.405	32.340	30.966	30.817	37.707	31.405
Error Variance	46.965	46.965	-	46.965	75.401	75.401	140.449	-	46.965	-	46.965	87.154	79.908	237.417	203.117	46.965

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.13B\Bii Using this list approximately how much more than usual was the monthly bill for your mobile phone the last time it was higher than you expected?
 Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	TV							INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)	
Unweighted Base	21	9	7	7	2	12	7	19	16	16	7	12	17	13	
Weighted Base	20*	8**	8**	8**	1**	10**	8**	19**	15**	15**	5**	10**	15**	11**	
Up to £5	(2.5)	5	4	1	1	-	4	1	5	4	1	1	4	2	
	25%	46%	17%	17%	-	36%	17%	27%	25%	25%	17%	13%	24%	20%	
£6-£10	(8.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	
£11-£20	(15.5)	6	3	1	1	1	3	1	5	5	5	3	5	4	
	30%	33%	10%	10%	49%	32%	10%	27%	33%	33%	55%	45%	35%	35%	
£21-£30	(25.5)	4	-	3	3	1	2	3	4	2	2	-	1	1	
	19%	-	37%	37%	51%	15%	37%	21%	11%	11%	-	9%	10%	8%	
£31-£40	(35.5)	2	*	1	1	-	*	1	2	2	2	*	2	*	
	7%	4%	15%	15%	-	3%	15%	8%	10%	10%	7%	3%	10%	3%	
£41-£50	(45.5)	*	*	-	-	-	*	-	*	*	*	*	*	*	
	2%	5%	-	-	-	4%	-	2%	3%	3%	7%	4%	3%	4%	
£51-£60	(55.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	
£61-£70	(65.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	
£71-£80	(75.5)	1	-	1	1	-	-	1	1	1	1	1	1	1	
	5%	-	12%	12%	-	-	12%	5%	7%	7%	-	9%	6%	8%	
£81-£90	(85.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	
£91-£100	(95.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	
More than £100	(100)	2	1	1	1	-	1	1	2	2	1	2	2	2	
	12%	12%	9%	9%	-	9%	9%	9%	12%	12%	14%	16%	11%	22%	
Av number	29.055	21.870	34.967	34.967	20.568	22.034	34.967	27.103	29.968	29.968	28.739	35.980	29.365	38.697	
Standard Deviation	31.405	32.779	31.093	31.093	-	28.682	31.093	29.434	32.409	32.409	34.298	35.920	31.818	39.088	
Error Variance	46.965	119.384	138.108	138.108	-	68.555	138.108	45.599	65.645	65.645	168.051	107.521	59.553	117.528	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.13B\Bii Using this list approximately how much more than usual was the monthly bill for your mobile phone the last time it was higher than you expected?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

		Q.12 BILL SHOCK (8 WEEKS)							
		Total	Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base		21	1	21	-	-	-	21	
Weighted Base		20*	1**	20**	-**	-**	-**	20**	
Up to £5	(2.5)	5	1	5	-	-	-	5	
		25%	100%	25%	-	-	-	25%	
£6-£10	(8.0)	-	-	-	-	-	-	-	
£11-£20	(15.5)	6	-	6	-	-	-	6	
		30%	-	30%	-	-	-	30%	
£21-£30	(25.5)	4	-	4	-	-	-	4	
		19%	-	19%	-	-	-	19%	
£31-£40	(35.5)	2	-	2	-	-	-	2	
		7%	-	7%	-	-	-	7%	
£41-£50	(45.5)	*	-	*	-	-	-	*	
		2%	-	2%	-	-	-	2%	
£51-£60	(55.5)	-	-	-	-	-	-	-	
£61-£70	(65.5)	-	-	-	-	-	-	-	
£71-£80	(75.5)	1	-	1	-	-	-	1	
		5%	-	5%	-	-	-	5%	
£81-£90	(85.5)	-	-	-	-	-	-	-	
£91-£100	(95.5)	-	-	-	-	-	-	-	
More than £100	(100)	2	-	2	-	-	-	2	
		12%	-	12%	-	-	-	12%	
Av number		29.055	2.500	29.055	-	-	-	29.055	
Standard Deviation		31.405	-	31.405	-	-	-	31.405	
Error Variance		46.965	-	46.965	-	-	-	46.965	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 32

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.13B\Bii Using this list approximately how much more than usual was the monthly bill for your mobile phone the last time it was higher than you expected? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	21	7	14	4	3	6	1	5	1	1	3	9	5	4
Weighted Base	20*	7**	13**	4**	3**	5**	2**	5**	1**	1**	3**	10**	5**	3**
Up to £5	(2.5)	5	4	1	1	-	-	2	-	-	1	4	-	-
£6-£10	(8.0)	25%	49%	11%	36%	48%	-	-	43%	-	-	35%	41%	-
£11-£20	(15.5)	6	2	4	1	1	2	-	2	1	-	1	2	1
£21-£30	(25.5)	4	-	4	-	-	1	2	-	-	1	1	2	-
£31-£40	(35.5)	2	1	*	-	-	*	-	1	-	-	-	*	-
£41-£50	(45.5)	*	-	*	-	-	8%	-	22%	-	-	-	12%	7%
£51-£60	(55.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£61-£70	(65.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£71-£80	(75.5)	1	-	1	-	-	1	-	-	-	-	1	-	-
£81-£90	(85.5)	-	-	-	-	-	-	-	-	-	-	9%	-	-
£91-£100	(95.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
More than £100	(100)	2	1	2	1	1	-	-	-	-	-	1	1	-
Av number	29.055	20.280	34.165	44.225	35.846	34.105	25.500	14.294	15.500	25.500	13.418	26.965	45.974	19.981
Standard Deviation	31.405	30.424	32.028	53.053	53.454	26.044	0.000	13.975	-	-	11.473	33.335	38.956	13.588
Error Variance	46.965	132.229	73.270	703.664	952.448	113.044	0.000	39.058	-	-	43.876	123.470	303.507	46.156

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 32

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.13B\Bii Using this list approximately how much more than usual was the monthly bill for your mobile phone the last time it was higher than you expected? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	21	12	7	2	10	11	9	12	18	3	19	-	-	2
Weighted Base	20*	12**	6**	2**	10**	11**	9**	11**	18**	2**	20**	**	**	1**
Up to £5	(2.5)	5	2	1	1	3	2	1	4	5	-	5	-	-
	25%	19%	23%	64%	29%	21%	16%	32%	28%	-	26%	-	-	-
£6-£10	(8.0)	-	-	-	-	-	-	-	-	-	-	-	-	-
£11-£20	(15.5)	6	4	2	1	2	4	2	4	5	1	6	-	-
	30%	31%	27%	36%	20%	39%	21%	37%	29%	44%	31%	-	-	-
£21-£30	(25.5)	4	4	-	-	1	3	2	2	4	-	4	-	-
	19%	31%	-	-	10%	27%	25%	14%	21%	-	20%	-	-	-
£31-£40	(35.5)	2	2	-	-	1	*	*	1	1	*	1	-	*
	7%	12%	-	-	12%	3%	4%	10%	6%	15%	6%	-	-	47%
£41-£50	(45.5)	*	-	*	-	*	*	*	*	*	-	-	-	*
	2%	-	7%	-	4%	-	4%	-	2%	-	-	-	-	53%
£51-£60	(55.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£61-£70	(65.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£71-£80	(75.5)	1	-	1	-	-	1	1	-	1	-	1	-	-
	5%	-	17%	-	-	9%	10%	-	5%	-	5%	-	-	-
£81-£90	(85.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
£91-£100	(95.5)	-	-	-	-	-	-	-	-	-	-	-	-	-
More than £100	(100)	2	1	1	-	2	-	2	1	1	1	-	-	-
	12%	8%	26%	-	25%	-	19%	6%	8%	41%	12%	-	-	-
Av number	29.055	24.979	46.330	7.238	37.619	21.419	40.125	20.146	25.968	53.048	28.609	-	-	40.766
Standard Deviation	31.405	24.715	43.955	8.543	40.221	19.879	36.906	24.326	28.613	52.499	31.923	-	-	-
Error Variance	46.965	50.902	276.008	36.492	161.771	35.924	151.340	49.314	45.483	918.704	53.637	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 32

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.13B\Bii Using this list approximately how much more than usual was the monthly bill for your mobile phone the last time it was higher than you expected? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	21	1	3	2	-	5	2	4	1	1	-	-	2
Weighted Base	20*	1**	3**	2**	-**	6**	2**	3**	1**	1**	-**	-**	1**
Up to £5	(2.5)	5	1	1	-	1	-	-	1	-	-	-	-
		25%	100%	44%	-	-	23%	-	-	100%	-	-	-
£6-£10	(8.0)	-	-	-	-	-	-	-	-	-	-	-	-
£11-£20	(15.5)	6	-	1	1	-	2	2	1	-	-	-	-
		30%	-	26%	52%	-	30%	100%	28%	-	-	-	-
£21-£30	(25.5)	4	-	-	-	-	3	-	1	-	-	-	-
		19%	-	-	-	-	47%	-	28%	-	-	-	-
£31-£40	(35.5)	2	-	-	-	-	-	-	-	1	-	-	*
		7%	-	-	-	-	-	-	-	100%	-	-	47%
£41-£50	(45.5)	*	-	-	-	-	-	-	-	-	-	-	*
		2%	-	-	-	-	-	-	-	-	-	-	53%
£51-£60	(55.5)	-	-	-	-	-	-	-	-	-	-	-	-
£61-£70	(65.5)	-	-	-	-	-	-	-	-	-	-	-	-
£71-£80	(75.5)	1	-	1	-	-	-	-	-	-	-	-	-
		5%	-	30%	-	-	-	-	-	-	-	-	-
£81-£90	(85.5)	-	-	-	-	-	-	-	-	-	-	-	-
£91-£100	(95.5)	-	-	-	-	-	-	-	-	-	-	-	-
More than £100	(100)	2	-	-	-	1	-	-	1	-	-	-	-
		12%	-	-	48%	-	-	44%	-	-	-	-	-
Av number	29.055	2.500	27.929	56.199	-	17.238	15.500	55.582	2.500	35.500	-	-	40.766
Standard Deviation	31.405	-	38.448	-	-	9.961	-	47.464	-	-	-	-	-
Error Variance	46.965	-	492.741	-	-	19.846	-	563.198	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 32

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.13B\Bii Using this list approximately how much more than usual was the monthly bill for your mobile phone the last time it was higher than you expected? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	21	21	-	21	13	13	8	-	21	-	21	12	12	4	7	21
Weighted Base	20*	20**	**	20**	12**	12**	8**	**	20**	**	20**	11**	12**	4**	5**	20**
Up to £5	(2.5)	5	5	-	5	2	2	3	-	5	-	5	2	1	1	5
		25%	25%	-	25%	19%	19%	33%	-	25%	-	25%	21%	11%	30%	25%
£6-£10	(8.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£11-£20	(15.5)	6	6	-	6	3	3	3	-	6	-	6	2	3	1	2
		30%	30%	-	30%	27%	27%	35%	-	30%	-	30%	21%	30%	21%	44%
£21-£30	(25.5)	4	4	-	4	3	3	1	-	4	-	4	3	3	-	4
		19%	19%	-	19%	24%	24%	11%	-	19%	-	19%	26%	28%	-	19%
£31-£40	(35.5)	2	2	-	2	2	2	-	-	2	-	2	2	1	*	2
		7%	7%	-	7%	12%	12%	-	-	7%	-	7%	13%	13%	27%	7%
£41-£50	(45.5)	*	*	-	*	*	*	-	-	*	-	*	*	-	*	*
		2%	2%	-	2%	3%	3%	-	-	2%	-	2%	3%	3%	-	2%
£51-£60	(55.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£61-£70	(65.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£71-£80	(75.5)	1	1	-	1	-	-	1	-	1	-	1	-	-	-	1
		5%	5%	-	5%	-	-	12%	-	5%	-	5%	-	-	22%	-
£81-£90	(85.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£91-£100	(95.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
More than £100	(100)	2	2	-	2	2	2	1	-	2	-	2	2	-	1	2
		12%	12%	-	12%	14%	14%	9%	-	12%	-	12%	15%	15%	-	18%
Av number	29.055	29.055	-	29.055	30.618	30.618	26.712	-	29.055	-	29.055	31.851	32.812	29.932	30.651	29.055
Standard Deviation	31.405	31.405	-	31.405	31.308	31.308	33.520	-	31.405	-	31.405	32.340	30.966	30.817	37.707	31.405
Error Variance	46.965	46.965	-	46.965	75.401	75.401	140.449	-	46.965	-	46.965	87.154	79.908	237.417	203.117	46.965

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 32

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.13B\Bii Using this list approximately how much more than usual was the monthly bill for your mobile phone the last time it was higher than you expected? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	TV							INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)	
Unweighted Base	21	9	7	7	2	12	7	19	16	16	7	12	17	13	
Weighted Base	20*	8**	8**	8**	1**	10**	8**	19**	15**	15**	5**	10**	15**	11**	
Up to £5	(2.5)	5	4	1	1	-	4	1	5	4	1	1	4	2	
	25%	46%	17%	17%	-	36%	17%	27%	25%	25%	17%	13%	24%	20%	
£6-£10	(8.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	
£11-£20	(15.5)	6	3	1	1	1	3	1	5	5	3	5	5	4	
	30%	33%	10%	10%	49%	32%	10%	27%	33%	33%	55%	45%	35%	35%	
£21-£30	(25.5)	4	-	3	3	1	2	3	4	2	-	1	2	1	
	19%	-	37%	37%	51%	15%	37%	21%	11%	11%	-	9%	10%	8%	
£31-£40	(35.5)	2	*	1	1	-	*	1	2	2	*	*	2	*	
	7%	4%	15%	15%	-	3%	15%	8%	10%	10%	7%	3%	10%	3%	
£41-£50	(45.5)	*	*	-	-	-	*	-	*	*	*	*	*	*	
	2%	5%	-	-	-	4%	-	2%	3%	3%	7%	4%	3%	4%	
£51-£60	(55.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	
£61-£70	(65.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	
£71-£80	(75.5)	1	-	1	1	-	-	1	1	1	-	1	1	1	
	5%	-	12%	12%	-	-	12%	5%	7%	7%	-	9%	6%	8%	
£81-£90	(85.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	
£91-£100	(95.5)	-	-	-	-	-	-	-	-	-	-	-	-	-	
More than £100	(100)	2	1	1	1	-	1	1	2	2	1	2	2	2	
	12%	12%	9%	9%	-	9%	9%	9%	12%	12%	14%	16%	11%	22%	
Av number	29.055	21.870	34.967	34.967	20.568	22.034	34.967	27.103	29.968	29.968	28.739	35.980	29.365	38.697	
Standard Deviation	31.405	32.779	31.093	31.093	-	28.682	31.093	29.434	32.409	32.409	34.298	35.920	31.818	39.088	
Error Variance	46.965	119.384	138.108	138.108	-	68.555	138.108	45.599	65.645	65.645	168.051	107.521	59.553	117.528	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 32

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.13B\Bii Using this list approximately how much more than usual was the monthly bill for your mobile phone the last time it was higher than you expected? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	Q.12 BILL SHOCK (8 WEEKS)							Any bill shock (g)
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)		
Unweighted Base	21	1	21	-	-	-	-	-	21
Weighted Base	20*	1**	20**	-**	-**	-**	-**	-**	20**
Up to £5	(2.5)	5	1	5	-	-	-	-	5
		25%	100%	25%	-	-	-	-	25%
£6-£10	(8.0)	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
£11-£20	(15.5)	6	-	6	-	-	-	-	6
		30%	-	30%	-	-	-	-	30%
£21-£30	(25.5)	4	-	4	-	-	-	-	4
		19%	-	19%	-	-	-	-	19%
£31-£40	(35.5)	2	-	2	-	-	-	-	2
		7%	-	7%	-	-	-	-	7%
£41-£50	(45.5)	*	-	*	-	-	-	-	*
		2%	-	2%	-	-	-	-	2%
£51-£60	(55.5)	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
£61-£70	(65.5)	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
£71-£80	(75.5)	1	-	1	-	-	-	-	1
		5%	-	5%	-	-	-	-	5%
£81-£90	(85.5)	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
£91-£100	(95.5)	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-
More than £100	(100)	2	-	2	-	-	-	-	2
		12%	-	12%	-	-	-	-	12%
Av number	29.055	2.500	29.055	-	-	-	-	-	29.055
Standard Deviation	31.405	-	31.405	-	-	-	-	-	31.405
Error Variance	46.965	-	46.965	-	-	-	-	-	46.965

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g
* small base; ** very small base (under 30) ineligible for sig testing

Table 33

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	21	7	14	4	3	6	1	5	1	1	3	9	5	4
Weighted Base	20*	7**	13**	4**	3**	5**	2**	5**	1**	1**	3**	10**	5**	3**
Making calls to numbers not included in your monthly call allowance	1	-	1	-	-	-	-	-	1	-	-	-	-	1
	4%	-	6%	-	-	-	-	-	100%	-	-	-	-	30%
Sending texts not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sending picture messages/MMS not included in your monthly text allowance	1	-	1	-	-	1	-	-	-	-	-	1	-	-
	5%	-	7%	-	-	20%	-	-	-	-	-	9%	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Call (s) made to an international number	3	-	3	-	-	1	-	2	-	-	2	*	1	
	17%	-	27%	-	-	28%	-	41%	-	-	23%	7%	31%	
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	*	-	*	-	-	*	-	-	-	-	-	*	-	-
	2%	-	3%	-	-	8%	-	-	-	-	-	7%	-	-
Using calls on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 33

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?****Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks**

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	21	7	14	4	3	6	1	5	1	1	3	9	5	4
Weighted Base	20*	7**	13**	4**	3**	5**	2**	5**	1**	1**	3**	10**	5**	3**
Using data on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly call allowance	3 15%	2 22%	1 11%	1 39%	1 21%	-	-	1 17%	-	-	1 35%	-	1 29%	1 24%
Used more than your monthly text allowance	4 20%	3 41%	1 7%	2 55%	-	2 43%	-	-	-	-	1 39%	1 13%	2 33%	-
Used more than your monthly data allowance	1 6%	1 12%	*	1 25%	-	9% 4%	-	-	-	-	-	1 9%	-	15%
Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers	1 5%	-	1 7%	-	-	1 21%	-	-	-	-	-	1 9%	-	-
Charges for repairs to the service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased the monthly fee\tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data\messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	3 17%	1 19%	2 16%	-	2 79%	-	-	1 20%	-	-	-	3 34%	-	-
SUMMARY CODES														
ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE	2 8%	-	2 13%	-	-	1 20%	-	-	1 100%	-	-	1 9%	-	1 30%
ANY USING MOBILE ABROAD	*	-	*	-	-	*	-	-	-	-	-	*	-	-
ANY CALLS/DATA IN EUROPE	2% 2%	-	3% 3%	-	-	8% 8%	-	-	-	-	-	7% 7%	-	-
ANY CALLS/DATA OUTSIDE EUROPE	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 33

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?**

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	21	7	14	4	3	6	1	5	1	1	3	9	5	4
Weighted Base	20*	7**	13**	4**	3**	5**	2**	5**	1**	1**	3**	10**	5**	3**
ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE	8	5	3	4	1	2	-	1	-	-	2	2	2	1
ANY INCREASED CHARGES	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY REASON EXCLUDING INCORRECT CHARGES	13	5	8	4	1	5	-	3	1	-	2	5	3	3
None	1	1	-	-	-	-	-	1	-	-	-	1	-	-
Don't know	3	-	3	-	-	-	2	-	-	1	1	-	2	-
	14%	-	23%	-	-	-	100%	-	-	100%	25%	-	46%	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
	Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	21	12	7	2									
Weighted Base	20*	12**	6**	2**	10 10**	11 11**	9 9**	12 11**	18 18**	3 2**	19 20**	- **	- **
Making calls to numbers not included in your monthly call allowance	1 4%	-	-	1 36%	-	1 7%	-	1 7%	1 4%	-	1 4%	-	-
Sending texts not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-
Sending picture messages/MMS not included in your monthly text allowance	1 5%	1 7%	-	-	1 10%	-	-	1 8%	1 5%	-	1 5%	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance	-	-	-	-	-	-	-	-	-	-	-	-	-
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-
Call (s) made to an international number	3 17%	2 17%	-	1 64%	1 10%	3 24%	* 4%	3 28%	3 17%	* 15%	3 16%	-	* 47%
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	*	*	-	-	*	*	*	-	*	-	-	-	*
	2% 2%	3% 3%	-	-	-	3% 3%	4% 4%	-	-	15% 15%	-	-	47% 47%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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Table 33

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Total	Married \Living as married (a)	Single (b)	Widow\Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	21	12	7	2	10	11	9	12	18	3	19	-	-	2
Weighted Base	20*	12**	6**	2**	10**	11**	9**	11**	18**	2**	20**	**	**	1**
Using calls on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly call allowance	3 15%	1 7%	2 37%	-	1 15%	2 14%	1 8%	2 20%	3 17%	-	3 15%	-	-	-
Used more than your monthly text allowance	4 20%	2 16%	2 36%	-	3 32%	1 9%	2 21%	2 18%	3 16%	1 44%	4 20%	-	-	-
Used more than your monthly data allowance	1 6%	-	1 23%	-	1 14%	-	* 4%	1 8%	1 7%	-	1 5%	-	-	53%
Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers	1 5%	-	1 17%	-	-	1 9%	1 10%	-	1 5%	-	1 5%	-	-	-
Charges for repairs to the service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased the monthly fee\tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data\messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	3 17%	3 28%	-	-	2 25%	1 10%	2 26%	1 9%	2 14%	1 41%	3 18%	-	-	-
SUMMARY CODES														
ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE	2 8%	1 7%	-	1 36%	1 10%	1 7%	-	2 15%	2 9%	-	2 9%	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 33

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
	Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	21	12	7	2	10	11	9	12	18	3	19	-	2
Weighted Base	20*	12**	6**	2**	10**	11**	9**	11**	18**	2**	20**	**	**
ANY USING MOBILE ABROAD	*	*	-	-	-	*	*	-	-	*	-	-	*
	2%	3%	-	-	-	3%	4%	-	-	15%	-	-	47%
ANY CALLS/DATA IN EUROPE	*	*	-	-	-	*	*	-	-	*	-	-	*
	2%	3%	-	-	-	3%	4%	-	-	15%	-	-	47%
ANY CALLS/DATA OUTSIDE EUROPE	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE	8	3	5	-	5	2	3	4	7	1	7	-	*
	37%	23%	83%	-	53%	23%	34%	40%	36%	44%	37%	-	53%
ANY INCREASED CHARGES	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY REASON EXCLUDING INCORRECT CHARGES	13	5	6	2	6	7	4	8	11	1	12	-	1
	63%	40%	100%	100%	63%	63%	48%	75%	63%	59%	61%	-	100%
None	1	1	-	-	1	-	1	1	-	1	-	-	-
	6%	9%	-	-	12%	-	10%	6%	-	6%	-	-	-
Don't know	3	3	-	-	-	3	2	1	3	-	3	-	-
	14%	24%	-	-	-	27%	25%	6%	16%	-	15%	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 33

*Consumer Complaints Study - Wave 8 (QS9331 - 183436)***Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?****Base:** All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	21	1	3	2	-	5	2	4	1	1	-	-	2
Weighted Base	20*	1**	3**	2**	-**	6**	2**	3**	1**	1**	-**	-**	1**
Making calls to numbers not included in your monthly call allowance	1 4%	-	-	-	-	1 13%	-	-	-	-	-	-	-
Sending texts not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-
Sending picture messages/MMS not included in your monthly text allowance	1 5%	-	-	-	-	-	-	1 28%	-	-	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance	-	-	-	-	-	-	-	-	-	-	-	-	-
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-
Call(s) made to an international number	3 17%	-	2 70%	-	-	-	-	1 28%	-	-	-	-	* 47%
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	* 2%	-	-	-	-	-	-	-	-	-	-	-	* 47%
Using calls on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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Table 33

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?****Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks**

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	21	1	3	2	-	5	2	4	1	1	-	-	2
Weighted Base	20*	1**	3**	2**	**	6**	2**	3**	1**	1**	**	**	1**
Using data on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly call allowance	3	1	-	-	-	-	1	1	-	-	-	-	-
	15%	100%	-	-	-	-	41%	44%	-	-	-	-	-
Used more than your monthly text allowance	4	-	-	1	-	-	-	2	1	-	-	-	-
	20%	-	-	52%	-	-	-	49%	100%	-	-	-	-
Used more than your monthly data allowance	1	-	-	-	-	-	1	-	-	-	-	-	*
	6%	-	-	-	-	-	59%	-	-	-	-	-	53%
Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers	1	-	1	-	-	-	-	-	-	-	-	-	-
	5%	-	30%	-	-	-	-	-	-	-	-	-	-
Charges for repairs to the service	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased the monthly fee\tariff	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data\messaging	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	3	-	-	1	-	2	-	-	-	-	-	-	-
	17%	-	-	48%	-	40%	-	-	-	-	-	-	-
SUMMARY CODES													
ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE	2	-	-	-	-	1	-	1	-	-	-	-	-
	8%	-	-	-	-	13%	-	28%	-	-	-	-	-
ANY USING MOBILE ABROAD	*	-	-	-	-	-	-	-	-	-	-	-	*
	2%	-	-	-	-	-	-	-	-	-	-	-	47%
ANY CALLS/DATA IN EUROPE	*	-	-	-	-	-	-	-	-	-	-	-	*
	2%	-	-	-	-	-	-	-	-	-	-	-	47%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?****Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks**

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	21	1	3	2	-	5	2	4	1	1	-	-	2
Weighted Base	20*	1**	3**	2**	-**	6**	2**	3**	1**	1**	-**	-**	1**
ANY CALLS/DATA OUTSIDE EUROPE	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE	8 37%	1 100%	-	1 52%	-	-	2 100%	2 72%	1 100%	-	-	-	*
ANY INCREASED CHARGES	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY REASON EXCLUDING INCORRECT CHARGES	13 63%	1 100%	3 100%	1 52%	-	1 13%	2 100%	3 100%	1 100%	-	-	-	1 100%
None	1 6%	-	-	-	-	-	-	-	-	1 100%	-	-	-
Don't know	3 14%	-	-	-	-	3 47%	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	21	21	-	21	13	13	8	-	21	-	21	12	12	4	7	21
Weighted Base	20*	20**	-**	20**	12**	12**	8**	-**	20**	-**	20**	11**	12**	4**	5**	20**
Making calls to numbers not included in your monthly call allowance	1	1	-	1	-	-	1	-	1	-	1	-	-	-	-	1
	4%	4%	-	4%	-	-	10%	-	4%	-	4%	-	-	-	-	4%
Sending texts not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sending picture messages\MMS not included in your monthly text allowance	1	1	-	1	-	-	1	-	1	-	1	-	1	-	-	1
	5%	5%	-	5%	-	-	11%	-	5%	-	5%	-	8%	-	-	5%
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Call (s) made to an international number	3	3	-	3	1	1	2	-	3	-	3	1	2	-	1	3
	17%	17%	-	17%	10%	10%	28%	-	17%	-	17%	10%	18%	-	22%	17%
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	*	*	-	*	*	*	-	-	*	-	*	*	*	-	*	*
	2%	2%	-	2%	3%	3%	-	-	2%	-	2%	3%	3%	-	7%	2%
Using calls on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	21	21	-	21	13	13	8	-	21	-	21	12	12	4	7	21
Weighted Base	20*	20**	-**	20**	12**	12**	8**	-**	20**	-**	20**	11**	12**	4**	5**	20**
Using data on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly call allowance	3	3	-	3	2	2	1	-	3	-	3	2	1	-	1	3
	15%	15%	-	15%	19%	19%	9%	-	15%	-	15%	20%	12%	-	12%	15%
Used more than your monthly text allowance	4	4	-	4	1	1	3	-	4	-	4	1	2	2	2	4
	20%	20%	-	20%	8%	8%	38%	-	20%	-	20%	8%	19%	52%	42%	20%
Used more than your monthly data allowance	1	1	-	1	1	1	-	-	1	-	1	*	*	-	*	1
	6%	6%	-	6%	11%	11%	-	-	6%	-	6%	3%	3%	-	7%	6%
Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers	1	1	-	1	-	-	1	-	1	-	1	-	1	-	1	1
	5%	5%	-	5%	-	-	12%	-	5%	-	5%	-	-	22%	-	5%
Charges for repairs to the service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased the monthly fee\tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data\messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	3	3	-	3	2	2	1	-	3	-	3	2	2	-	1	3
	17%	17%	-	17%	20%	20%	13%	-	17%	-	17%	21%	17%	-	18%	17%
SUMMARY CODES																
ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE	2	2	-	2	-	-	2	-	2	-	2	-	1	-	-	2
	8%	8%	-	8%	-	-	21%	-	8%	-	8%	-	8%	-	-	8%
ANY USING MOBILE ABROAD	*	*	-	*	*	*	-	-	*	-	*	*	*	-	*	*
	2%	2%	-	2%	3%	3%	-	-	2%	-	2%	3%	3%	-	7%	2%
ANY CALLS/DATA IN EUROPE	*	*	-	*	*	*	-	-	*	-	*	*	-	*	*	*
	2%	2%	-	2%	3%	3%	-	-	2%	-	2%	3%	3%	-	7%	2%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?**

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	21	21	-	21	13	13	8	-	21	-	21	12	12	4	7	21
Weighted Base	20*	20**	-**	20**	12**	12**	8**	-**	20**	-**	20**	11**	12**	4**	5**	20**
ANY CALLS/DATA OUTSIDE EUROPE	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE	8 37%	8 37%	-	8 37%	5 37%	5 37%	3 38%	-	8 37%	-	8 37%	4 32%	4 35%	2 52%	3 61%	8 37%
ANY INCREASED CHARGES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY REASON EXCLUDING INCORRECT CHARGES	13 63%	13 63%	-	13 63%	6 47%	6 47%	7 87%	-	13 63%	-	13 63%	5 42%	6 53%	3 73%	4 82%	13 63%
None	1 6%	1 6%	-	1 6%	1 10%	1 10%	-	-	1 6%	-	1 6%	1 10%	1 10%	1 27%	-	1 6%
Don't know	3 14%	3 14%	-	3 14%	3 24%	3 24%	-	-	3 14%	-	3 14%	3 26%	2 20%	-	-	3 14%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 33

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	TV							INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)	
Unweighted Base	21	9	7	7	2	12	7	19	16	16	7	12	17	13	
Weighted Base	20*	8**	8**	8**	1**	10**	8**	19**	15**	15**	5**	10**	15**	11**	
Making calls to numbers not included in your monthly call allowance	1	-	1	1	-	-	1	1	-	-	-	-	-	-	
	4%	-	10%	10%	-	-	10%	4%	-	-	-	-	-	-	
Sending texts not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Sending picture messages/MMS not included in your monthly text allowance	1	-	-	-	-	1	-	1	1	1	-	1	1	1	
	5%	-	-	-	-	9%	-	5%	6%	6%	-	9%	6%	8%	
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Call(s) made to an international number	3	1	1	1	-	2	1	3	2	2	*	1	2	1	
	17%	15%	17%	17%	-	20%	17%	19%	14%	14%	7%	13%	14%	11%	
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Using data on your mobile whilst away within Europe	*	*	-	-	-	*	-	*	*	*	*	*	*	*	
	2%	4%	-	-	-	3%	-	2%	2%	2%	7%	3%	2%	3%	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 33

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	21	9	7	7	2	12	7	19	16	16	7	12	17	13
Weighted Base	20*	8**	8**	8**	1**	10**	8**	19**	15**	15**	5**	10**	15**	11**
Using calls on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly call allowance	3	1	1	1	1	2	1	2	2	2	1	2	2	2
	15%	11%	9%	9%	49%	15%	9%	12%	11%	11%	31%	13%	15%	21%
Used more than your monthly text allowance	4	2	-	-	-	2	-	3	3	3	1	4	3	4
	20%	28%	-	-	-	22%	-	18%	22%	22%	17%	39%	22%	36%
Used more than your monthly data allowance	1	1	-	-	-	1	-	1	1	1	1	1	1	1
	6%	16%	-	-	-	13%	-	7%	9%	9%	25%	13%	9%	12%
Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers	1	-	1	1	-	-	1	1	1	1	-	1	1	1
	5%	-	12%	12%	-	-	12%	5%	7%	7%	-	9%	6%	8%
Charges for repairs to the service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased the monthly fee\tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data\messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	3	2	-	-	-	2	-	2	3	3	1	2	3	2
	17%	30%	-	-	-	23%	-	13%	24%	24%	20%	20%	23%	18%
SUMMARY CODES														
ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE	2	-	1	1	-	1	1	2	1	1	-	1	1	1
	8%	-	10%	10%	-	9%	10%	9%	6%	6%	-	9%	6%	8%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 33

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	TV							INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)	
Unweighted Base	21	9	7	7	2	12	7	19	16	16	7	12	17	13	
Weighted Base	20*	8**	8**	8**	1**	10**	8**	19**	15**	15**	5**	10**	15**	11**	
ANY USING MOBILE ABROAD	*	*	-	-	-	*	-	*	*	*	*	*	*	*	
	2%	4%	-	-	-	3%	-	2%	2%	2%	7%	3%	2%	3%	
ANY CALLS/DATA IN EUROPE	*	*	-	-	-	*	-	*	*	*	*	*	*	*	
	2%	4%	-	-	-	3%	-	2%	2%	2%	7%	3%	2%	3%	
ANY CALLS/DATA OUTSIDE EUROPE	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE	8	4	1	1	1	5	1	7	6	6	4	6	7	7	
	37%	56%	9%	9%	49%	50%	9%	37%	43%	43%	73%	58%	45%	62%	
ANY INCREASED CHARGES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
ANY REASON EXCLUDING INCORRECT CHARGES	13	6	4	4	1	7	4	12	9	9	4	8	10	9	
	63%	70%	48%	48%	49%	70%	48%	65%	64%	64%	80%	80%	65%	82%	
None	1	-	1	1	-	-	1	1	1	1	-	-	1	-	
	6%	-	15%	15%	-	-	15%	6%	8%	8%	-	-	8%	-	
Don't know	3	-	3	3	1	1	3	3	1	1	-	-	1	-	
	14%	-	37%	37%	51%	6%	37%	16%	4%	4%	-	-	4%	-	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?****Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks**

	Total	Q.12 BILL SHOCK (8 WEEKS)							Any bill shock (g)
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)		
Unweighted Base	21	1	21	-	-	-	-	-	21
Weighted Base	20*	1**	20**	-**	-**	-**	-**	-**	20**
Making calls to numbers not included in your monthly call allowance	1 4%	- -	1 4%	- -	- -	- -	- -	- -	1 4%
Sending texts not included in your monthly text allowance	- -	- -	- -	- -	- -	- -	- -	- -	- -
Sending picture messages/MMS not included in your monthly text allowance	1 5%	- -	1 5%	- -	- -	- -	- -	- -	1 5%
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance	- -	- -	- -	- -	- -	- -	- -	- -	- -
Accessing services from within an app (e.g. dialling a premium rate number)	- -	- -	- -	- -	- -	- -	- -	- -	- -
Incorrect charges	- -	- -	- -	- -	- -	- -	- -	- -	- -
Call(s) made to an international number	3 17%	- -	3 17%	- -	- -	- -	- -	- -	3 17%
Using calls on your mobile whilst away within Europe	- -	- -	- -	- -	- -	- -	- -	- -	- -
Using data on your mobile whilst away within Europe	* 2%	- -	* 2%	- -	- -	- -	- -	- -	* 2%
Using calls on your mobile whilst away outside of Europe	- -	- -	- -	- -	- -	- -	- -	- -	- -

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?****Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks**

	Total	Q.12 BILL SHOCK (8 WEEKS)						
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	21	1	21	-	-	-	-	21
Weighted Base	20*	1**	20**	-**	-**	-**	-**	20**
Using data on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-
Used more than your monthly call allowance	3 15%	- 15%	3 15%	-	-	-	-	3 15%
Used more than your monthly text allowance	4 20%	- 20%	4 20%	-	-	-	-	4 20%
Used more than your monthly data allowance	1 6%	- 6%	1 6%	-	-	-	-	1 6%
Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers	1 5%	- 5%	1 5%	-	-	-	-	1 5%
Charges for repairs to the service	-	-	-	-	-	-	-	-
Provider increased the monthly fee\tariff	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data\messaging	-	-	-	-	-	-	-	-
Other reason	3 17%	1 100%	3 17%	-	-	-	-	3 17%
SUMMARY CODES								
ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE	2 8%	- 8%	2 8%	-	-	-	-	2 8%
ANY USING MOBILE ABROAD	*	-	*	-	-	-	-	*
ANY CALLS/DATA IN EUROPE	*	-	*	-	-	-	-	*
	2% 2%	- -	2% 2%	-	-	-	-	2% 2%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?****Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks**

	Total	Q.12 BILL SHOCK (8 WEEKS)						
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	21	1	21	-	-	-	-	21
Weighted Base	20*	1**	20**	-**	-**	-**	-**	20**
ANY CALLS/DATA OUTSIDE EUROPE	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE	8	-	8	-	-	-	-	8
37%	-	37%	-	-	-	-	-	37%
ANY INCREASED CHARGES	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
ANY REASON EXCLUDING INCORRECT CHARGES	13	-	13	-	-	-	-	13
63%	-	63%	-	-	-	-	-	63%
None	1	-	1	-	-	-	-	1
6%	-	6%	-	-	-	-	-	6%
Don't know	3	-	3	-	-	-	-	3
14%	-	14%	-	-	-	-	-	14%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Q.14B WHAT WERE THE REASONS YOU WERE CHARGED OR PAID MORE THAN YOU HAD EXPECTED FOR YOUR MOBILE PHONE													
	Making calls to numbers not included in your monthly call allowance (a)	Sending texts not included in your monthly text allowance (b)	Sending picture messages\MMs not included in your monthly text allowance (c)	Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance (d)	Accessing services from within an app (e.g. dialling a premium rate number) (e)	Incorrect charges (f)	Call (s) made to an international number (g)	Using calls on your mobile whilst away within Europe (h)	Using data on your mobile whilst away within Europe (i)	Using calls on your mobile whilst away outside of Europe (j)	Using data on your mobile whilst away outside of Europe (k)	Used more than your monthly call allowance (l)	Used more than your monthly text allowance (m)	
Total	21 20*	1 1**	- -**	1 1**	- -**	- -**	4 3**	- -**	1 ***	- -**	- -**	4 3**	4 4**	
Unweighted Base														
Weighted Base														
Making calls to numbers not included in your monthly call allowance	1 4%	1 100%	-	-	-	-	-	-	-	-	-	-	-	
Sending texts not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	
Sending picture messages\MMs not included in your monthly text allowance	1 5%	-	-	1 100%	-	-	1 27%	-	-	-	-	-	-	
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-	
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-	
Call (s) made to an international number	3 17%	-	-	1 100%	-	-	3 100%	-	*	-	-	-	-	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y

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

Table 33

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Q.14B WHAT WERE THE REASONS YOU WERE CHARGED OR PAID MORE THAN YOU HAD EXPECTED FOR YOUR MOBILE PHONE											
	Used more than your monthly data allowance (e.g. email, internet, social networking) (n)	Calls you had made to non-geographical numbers e.g. 0845, 0870, 09 numbers (o)	Charges for repairs to the service (p)	Provider increased the monthly fee/tariff (q)	Provider increased their costs for calls/data/messages (r)	Other reason (s)	ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE (t)	ANY USING MOBILE ABROAD (u)	ANY CALLS/DATA IN EUROPE (v)	ANY CALLS/DATA OUTSIDE EUROPE (w)	ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE (x)	ANY INCREASED CHARGES (y)
Total	21	2	1	-	-	3	2	1	1	-	9	-
Unweighted Base	20*	1**	1**	-**	-**	-**	3**	2**	1***	-**	8**	-**
Weighted Base	20*	1**	1**	-**	-**	-**	3**	2**	1***	-**	8**	-**
Making calls to numbers not included in your monthly call allowance	1 4%	- -	- -	- -	- -	- -	1 46%	- -	- -	- -	- -	- -
Sending texts not included in your monthly text allowance	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Sending picture messages/MMS not included in your monthly text allowance	1 5%	- -	- -	- -	- -	- -	1 54%	- -	- -	- -	- -	- -
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Accessing services from within an app (e.g. dialling a premium rate number)	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Incorrect charges	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Call(s) made to an international number	3 17%	- -	- -	- -	- -	- -	1 54%	* 100%	* 100%	- -	- -	- -

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?****Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks**

Q.14B WHAT WERE THE REASONS YOU WERE CHARGED OR PAID MORE THAN YOU HAD EXPECTED FOR YOUR MOBILE PHONE														
	Making calls to numbers not included in your monthly call allowance (a)	Sending texts not included in your monthly text allowance (b)	Sending picture messages\ MMS not included in your monthly text allowance (c)	Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance (d)	Accessing services from within an app (e.g. dialling a premium rate number) (e)	Incorrect charges (f)	Call (s) made to an international number (g)	Using calls on your mobile whilst away within Europe (h)	Using data on your mobile whilst away within Europe (i)	Using calls on your mobile whilst away outside of Europe (j)	Using data on your mobile whilst away outside of Europe (k)	Used more than your monthly call allowance (l)	Used more than your monthly text allowance (m)	
Total														
Unweighted Base														
Weighted Base	21 20*	1 1**	- -**	1 1**	- -**	- -**	4 3**	- -**	1 ***	- -**	- -**	4 3**	4 4**	
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	
Using data on your mobile whilst away within Europe	*	-	-	-	-	-	*	-	*	-	-	-	-	
Using calls on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	
Using data on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	
Used more than your monthly call allowance	3 15%	-	-	-	-	-	-	-	-	-	-	3 100%	1 18%	
Used more than your monthly text allowance	4 20%	-	-	-	-	-	-	-	-	-	-	1 24%	4 100%	
Used more than your monthly data allowance	1 6%	-	-	-	-	-	-	-	-	-	-	-	-	
Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers	1 5%	-	-	-	-	-	-	-	-	-	-	-	-	
Charges for repairs to the service	-	-	-	-	-	-	-	-	-	-	-	-	-	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?**

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Q.14B WHAT WERE THE REASONS YOU WERE CHARGED OR PAID MORE THAN YOU HAD EXPECTED FOR YOUR MOBILE PHONE											
	Used more than your monthly data allowance (e.g. email, internet, social networking) (n)	Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers (o)	Charges for repairs to the service (p)	Provider increased the monthly fee/tariff (q)	Provider increased their costs for calls/data/messages (r)	Other reason (s)	ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE (t)	ANY USING MOBILE ABROAD (u)	ANY CALLS/DATA IN EUROPE (v)	ANY CALLS/DATA OUTSIDE EUROPE (w)	ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE (x)	ANY INCREASED CHARGES (y)
Total	21	2	1	-	-	3	2	1	1	-	9	-
Unweighted Base	20*	1**	1**	-**	-**	-**	3**	2**	1***	-**	8**	-**
Weighted Base	20*	1**	1**	-**	-**	-**	3**	2**	1***	-**	8**	-**
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	*	-	-	-	-	-	-	*	*	-	-	-
Using calls on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly call allowance	3	-	-	-	-	-	-	-	-	-	3	-
	15%	-	-	-	-	-	-	-	-	-	40%	-
Used more than your monthly text allowance	4	-	-	-	-	-	-	-	-	-	4	-
	20%	-	-	-	-	-	-	-	-	-	52%	-
Used more than your monthly data allowance	1	1	-	-	-	-	-	-	-	-	1	-
	6%	100%	-	-	-	-	-	-	-	-	17%	-
Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers	1	-	1	-	-	-	-	-	-	-	-	-
	5%	-	100%	-	-	-	-	-	-	-	-	-
Charges for repairs to the service	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?**

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

Q.14B WHAT WERE THE REASONS YOU WERE CHARGED OR PAID MORE THAN YOU HAD EXPECTED FOR YOUR MOBILE PHONE														
	Making calls to numbers not included in your monthly call allowance (a)	Sending texts not included in your monthly text allowance (b)	Sending picture messages\MMs not included in your monthly text allowance (c)	Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance (d)	Accessing services from within an app (e.g. dialling a premium rate number) (e)	Incorrect charges (f)	Call (s) made to an international number (g)	Using calls on your mobile whilst away within Europe (h)	Using data on your mobile whilst away within Europe (i)	Using calls on your mobile whilst away outside of Europe (j)	Using data on your mobile whilst away outside of Europe (k)	Used more than your monthly call allowance (l)	Used more than your monthly text allowance (m)	
Total														
Unweighted Base	21	1	-	1	-	-	4	-	1	-	-	4	4	
Weighted Base	20*	1**	**	1**	**	**	3**	**	***	**	**	3**	4**	
Provider increased the monthly fee\tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	
Provider increased their costs for calls\data\messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	
Other reason	3	-	-	-	-	-	-	-	-	-	-	-	-	
17%	-	-	-	-	-	-	-	-	-	-	-	-	-	
SUMMARY CODES														
ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE	2	1	-	1	-	-	1	-	-	-	-	-	-	-
8%	100%	-	-	100%	-	-	27%	-	-	-	-	-	-	-
ANY USING MOBILE ABROAD	*	-	-	-	-	-	*	-	*	-	-	-	-	-
2%	-	-	-	-	-	-	10%	-	100%	-	-	-	-	-
ANY CALLS/DATA IN EUROPE	*	-	-	-	-	-	*	-	*	-	-	-	-	-
2%	-	-	-	-	-	-	10%	-	100%	-	-	-	-	-
ANY CALLS/DATA OUTSIDE EUROPE	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE	8	-	-	-	-	-	-	-	-	-	-	3	4	
37%	-	-	-	-	-	-	-	-	-	-	-	100%	100%	
ANY INCREASED CHARGES	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?**

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

		Q.14B WHAT WERE THE REASONS YOU WERE CHARGED OR PAID MORE THAN YOU HAD EXPECTED FOR YOUR MOBILE PHONE											
	Total	Used more than your monthly data allowance (e.g. email, internet, social networking) (n)	Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers (o)	Charges for repairs to the service (p)	Provider increased the monthly fee\tariff (q)	Provider increased their costs for calls\data\messaging (r)	Other reason (s)	ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE (t)	ANY USING MOBILE ABROAD (u)	ANY CALLS/DATA IN EUROPE (v)	ANY CALLS/DATA OUTSIDE EUROPE (w)	ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE (x)	ANY INCREASED CHARGES (y)
Unweighted Base	21	2	1	-	-	-	3	2	1	1	-	9	-
Weighted Base	20*	1**	1**	-**	-**	-**	3**	2**	***	***	-**	8**	-**
Provider increased the monthly fee\tariff	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data\messaging	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	3 17%	-	-	-	-	-	3 100%	-	-	-	-	-	-
SUMMARY CODES													
ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE	2 8%	-	-	-	-	-	-	2 100%	-	-	-	-	-
ANY USING MOBILE ABROAD	*	-	-	-	-	-	-	-	*	*	-	-	-
ANY CALLS/DATA IN EUROPE	2% *	-	-	-	-	-	-	-	100% *	100% *	-	-	-
ANY CALLS/DATA OUTSIDE EUROPE	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE	8 37%	1 100%	-	-	-	-	-	-	-	-	8 100%	-	-
ANY INCREASED CHARGES	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?**

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

Q.14B WHAT WERE THE REASONS YOU WERE CHARGED OR PAID MORE THAN YOU HAD EXPECTED FOR YOUR MOBILE PHONE														
	Making calls to numbers not included in your monthly call allowance (a)	Sending texts not included in your monthly text allowance (b)	Sending picture messages\MMs not included in your monthly text allowance (c)	Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance (d)	Accessing services from within an app (e.g. dialling a premium rate number) (e)	Incorrect charges (f)	Call (s) made to an international number (g)	Using calls on your mobile whilst away within Europe (h)	Using data on your mobile whilst away within Europe (i)	Using calls on your mobile whilst away outside of Europe (j)	Using data on your mobile whilst away outside of Europe (k)	Used more than your monthly call allowance (l)	Used more than your monthly text allowance (m)	
Total														
Unweighted Base	21	1	-	1	-	-	4	-	1	-	-	4	4	
Weighted Base	20*	1**	-.**	1**	-.**	-.**	3**	-.**	***	-.**	-.**	3**	4**	
ANY REASON EXCLUDING INCORRECT CHARGES	13	1	-	1	-	-	3	-	*	-	-	3	4	
	63%	100%		100%			100%		100%			100%	100%	
None	1	-	-	-	-	-	-	-	-	-	-	-	-	
Don't know	3	-	-	-	-	-	-	-	-	-	-	-	-	
	14%	-	-	-	-	-	-	-	-	-	-	-	-	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone?

Base: All who have received an unexpectedly high mobile phone bill in the past 8 weeks

		Q.14B WHAT WERE THE REASONS YOU WERE CHARGED OR PAID MORE THAN YOU HAD EXPECTED FOR YOUR MOBILE PHONE											
		Used more than your monthly data allowance (e.g. email, internet, social networking) (n)	Calls you had made to non-geographical numbers e.g. 0845, 0870, 09 numbers (o)	Charges for repairs to the service (p)	Provider increased the monthly fee/tariff (q)	Provider increased their costs for calls/data/messages (r)	Other reason (s)	ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE (t)	ANY USING MOBILE ABROAD (u)	ANY CALLS/DATA IN EUROPE (v)	ANY DATA OUTSIDE EUROPE (w)	ANY CALLS/TEXT/DATA ALLOWANCE (x)	ANY INCREASED CHARGES (y)
Total		21	2	1	-	-	3	2	1	1	-	9	-
Unweighted Base	20*	20*	1**	1**	-**	-**	3**	2**	1***	1***	-**	8**	-**
Weighted Base													
ANY REASON EXCLUDING INCORRECT CHARGES	13	1	1	-	-	-	-	2	*	*	-	8	-
	63%	100%	100%	-	-	-	-	100%	100%	100%	-	100%	-
None	1	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	3	-	-	-	-	-	-	-	-	-	-	-	-
	14%	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	21	7	14	4	3	6	1	5	1	1	3	9	5	4
Weighted Base	20*	7**	13**	4**	3**	5**	2**	5**	1**	1**	3**	10**	5**	3**
Making calls to numbers not included in your monthly call allowance	1	-	1	-	-	-	-	-	1	-	-	-	-	1
4%	-	6%	-	-	-	-	-	-	100%	-	-	-	-	30%
Sending texts not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sending picture messages/MMS not included in your monthly text allowance	1	-	1	-	-	1	-	-	-	-	-	1	-	-
5%	-	7%	-	-	-	20%	-	-	-	-	-	9%	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Call (s) made to an international number	3	-	3	-	-	1	-	2	-	-	2	*	1	-
17%	-	27%	-	-	28%	-	41%	-	-	-	23%	7%	31%	-
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	*	-	*	-	-	*	-	-	-	-	-	*	-	-
2%	-	3%	-	-	-	8%	-	-	-	-	-	7%	-	-
Using calls on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	21	7	14	4	3	6	1	5	1	1	3	9	5	4
Weighted Base	20*	7**	13**	4**	3**	5**	2**	5**	1**	1**	3**	10**	5**	3**
Using data on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly call allowance	3 15%	2 22%	1 11%	1 39%	1 21%	-	-	1 17%	-	-	1 35%	-	1 29%	1 24%
Used more than your monthly text allowance	4 20%	3 41%	1 7%	2 55%	-	2 43%	-	-	-	-	1 39%	1 13%	2 33%	-
Used more than your monthly data allowance	1 6%	1 12%	* 3%	1 25%	-	9% 43%	-	-	-	-	-	1 9%	-	15%
Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers	1 5%	-	1 7%	-	-	1 21%	-	-	-	-	-	1 9%	-	-
Charges for repairs to the service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased the monthly fee\tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data\messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	3 17%	1 19%	2 16%	-	2 79%	-	-	1 20%	-	-	-	3 34%	-	-
SUMMARY CODES														
ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE	2 8%	-	2 13%	-	-	1 20%	-	-	1 100%	-	-	1 9%	-	1 30%
ANY USING MOBILE ABROAD	*	-	*	-	-	*	-	-	-	-	-	*	-	-
ANY CALLS/DATA IN EUROPE	2% *	-	3% *	-	-	8% *	-	-	-	-	-	7% *	-	-
ANY CALLS/DATA OUTSIDE EUROPE	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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Table 34

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	21	7	14	4	3	6	1	5	1	1	3	9	5	4
Weighted Base	20*	7**	13**	4**	3**	5**	2**	5**	1**	1**	3**	10**	5**	3**
ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE	8	5	3	4	1	2	-	1	-	-	2	2	2	1
ANY INCREASED CHARGES	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY REASON EXCLUDING INCORRECT CHARGES	13	5	8	4	1	5	-	3	1	-	2	5	3	3
None	1	1	-	-	-	-	-	1	-	-	-	1	-	-
Don't know	3	-	3	-	-	-	2	-	-	1	1	-	2	-
	14%	-	23%	-	-	-	100%	-	-	100%	25%	-	46%	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Married \Living as married (a)	Single (b)	Widow\Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	
Total	21 20*	12 12**	7 6**	2 2**	10 10**	11 11**	9 9**	12 11**	18 18**	3 2**	19 20**	- **	- **	2 1**
Unweighted Base														
Weighted Base														
Making calls to numbers not included in your monthly call allowance	1 4%	-	-	1 36%	-	1 7%	-	1 7%	1 4%	-	1 4%	-	-	-
Sending texts not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sending picture messages/MMS not included in your monthly text allowance	1 5%	1 7%	-	-	1 10%	-	-	1 8%	1 5%	-	1 5%	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Call (s) made to an international number	3 17%	2 17%	-	1 64%	1 10%	3 24%	* 4%	3 28%	3 17%	* 15%	3 16%	-	-	* 47%
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	*	*	-	-	*	*	*	-	*	-	-	-	-	*
	2% 2%	3% 3%	-	-	-	3% 3%	4% 4%	-	-	15% 15%	-	-	-	47% 47%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Married \Living as married (a)	Single (b)	Widow\Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	
Total	21 20*	12 12**	7 6**	2 2**	10 10**	11 11**	9 9**	12 11**	18 18**	3 2**	19 20**	- **	- **	2 1**
Unweighted Base														
Weighted Base														
Using calls on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly call allowance	3 15%	1 7%	2 37%	-	1 15%	2 14%	1 8%	2 20%	3 17%	-	3 15%	-	-	-
Used more than your monthly text allowance	4 20%	2 16%	2 36%	-	3 32%	1 9%	2 21%	2 18%	3 16%	1 44%	4 20%	-	-	-
Used more than your monthly data allowance	1 6%	- -	1 23%	-	1 14%	-	* 4%	1 8%	1 7%	-	1 5%	-	-	53%
Calls you had made to non-geographical numbers e.g. 0845,0870,09 numbers	1 5%	- -	1 17%	-	- 9%	1 10%	- 5%	- 5%	- 5%	-	1 5%	-	-	-
Charges for repairs to the service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased the monthly fee\tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data\messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	3 17%	3 28%	- -	- -	2 25%	1 10%	2 26%	1 9%	2 14%	1 41%	3 18%	-	-	-
SUMMARY CODES														
ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE	2 8%	1 7%	- -	1 36%	1 10%	1 7%	- -	2 15%	2 9%	-	2 9%	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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Table 34

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
	Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	21	12	7	2	10	11	9	12	18	3	19	-	2
Weighted Base	20*	12**	6**	2**	10**	11**	9**	11**	18**	2**	20**	**	**
ANY USING MOBILE ABROAD	*	*	-	-	-	*	*	-	-	*	-	-	*
	2%	3%	-	-	-	3%	4%	-	-	15%	-	-	47%
ANY CALLS/DATA IN EUROPE	*	*	-	-	-	*	*	-	*	*	-	-	*
	2%	3%	-	-	-	3%	4%	-	-	15%	-	-	47%
ANY CALLS/DATA OUTSIDE EUROPE	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE	8	3	5	-	5	2	3	4	7	1	7	-	*
	37%	23%	83%	-	53%	23%	34%	40%	36%	44%	37%	-	53%
ANY INCREASED CHARGES	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY REASON EXCLUDING INCORRECT CHARGES	13	5	6	2	6	7	4	8	11	1	12	-	1
	63%	40%	100%	100%	63%	63%	48%	75%	63%	59%	61%	-	100%
None	1	1	-	-	1	-	1	1	-	1	-	-	-
	6%	9%	-	-	12%	-	10%	6%	-	6%	-	-	-
Don't know	3	3	-	-	-	3	2	1	3	-	3	-	-
	14%	24%	-	-	-	27%	25%	6%	16%	-	15%	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 34

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	21	1	3	2	-	5	2	4	1	1	-	-	2
Weighted Base	20*	1**	3**	2**	-**	6**	2**	3**	1**	1**	-**	-**	1**
Making calls to numbers not included in your monthly call allowance	1 4%	-	-	-	-	1 13%	-	-	-	-	-	-	-
Sending texts not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-
Sending picture messages/MMS not included in your monthly text allowance	1 5%	-	-	-	-	-	-	1 28%	-	-	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance	-	-	-	-	-	-	-	-	-	-	-	-	-
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-
Call(s) made to an international number	3 17%	-	2 70%	-	-	-	-	1 28%	-	-	-	-	* 47%
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	* 2%	-	-	-	-	-	-	-	-	-	-	-	* 47%
Using calls on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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Table 34

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	21	1	3	2	-	5	2	4	1	1	-	-	2
Weighted Base	20*	1**	3**	2**	**	6**	2**	3**	1**	1**	**	**	1**
Using data on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly call allowance	3	1	-	-	-	-	1	1	-	-	-	-	-
	15%	100%	-	-	-	-	41%	44%	-	-	-	-	-
Used more than your monthly text allowance	4	-	-	1	-	-	-	2	1	-	-	-	-
	20%	-	-	52%	-	-	-	49%	100%	-	-	-	-
Used more than your monthly data allowance	1	-	-	-	-	-	1	-	-	-	-	-	*
	6%	-	-	-	-	-	59%	-	-	-	-	-	53%
Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers	1	-	1	-	-	-	-	-	-	-	-	-	-
	5%	-	30%	-	-	-	-	-	-	-	-	-	-
Charges for repairs to the service	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased the monthly fee\tariff	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data\messaging	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	3	-	-	1	-	2	-	-	-	-	-	-	-
	17%	-	-	48%	-	40%	-	-	-	-	-	-	-
SUMMARY CODES													
ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE	2	-	-	-	-	1	-	1	-	-	-	-	-
	8%	-	-	-	-	13%	-	28%	-	-	-	-	-
ANY USING MOBILE ABROAD	*	-	-	-	-	-	-	-	-	-	-	-	*
	2%	-	-	-	-	-	-	-	-	-	-	-	47%
ANY CALLS/DATA IN EUROPE	*	-	-	-	-	-	-	-	-	-	-	-	*
	2%	-	-	-	-	-	-	-	-	-	-	-	47%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	21	1	3	2	-	5	2	4	1	1	-	-	2
Weighted Base	20*	1**	3**	2**	-**	6**	2**	3**	1**	1**	-**	-**	1**
ANY CALLS/DATA OUTSIDE EUROPE	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE	8 37%	1 100%	-	1 52%	-	-	2 100%	2 72%	1 100%	-	-	-	*
ANY INCREASED CHARGES	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY REASON EXCLUDING INCORRECT CHARGES	13 63%	1 100%	3 100%	1 52%	-	1 13%	2 100%	3 100%	1 100%	-	-	-	1 100%
None	1 6%	-	-	-	-	-	-	-	-	1 100%	-	-	-
Don't know	3 14%	-	-	-	-	3 47%	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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Table 34

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	21	21	-	21	13	13	8	-	21	-	21	12	12	4	7	21
Weighted Base	20*	20**	-**	20**	12**	12**	8**	-**	20**	-**	20**	11**	12**	4**	5**	20**
Making calls to numbers not included in your monthly call allowance	1	1	-	1	-	-	1	-	1	-	1	-	-	-	-	1
	4%	4%	-	4%	-	-	10%	-	4%	-	4%	-	-	-	-	4%
Sending texts not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sending picture messages/MMS not included in your monthly text allowance	1	1	-	1	-	-	1	-	1	-	1	-	1	-	-	1
	5%	5%	-	5%	-	-	11%	-	5%	-	5%	-	8%	-	-	5%
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Call (s) made to an international number	3	3	-	3	1	1	2	-	3	-	3	1	2	-	1	3
	17%	17%	-	17%	10%	10%	28%	-	17%	-	17%	10%	18%	-	22%	17%
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	*	*	-	*	*	*	-	-	*	-	*	*	*	-	*	*
	2%	2%	-	2%	3%	3%	-	-	2%	-	2%	3%	3%	-	7%	2%
Using calls on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	21	21	-	21	13	13	8	-	21	-	21	12	12	4	7	21
Weighted Base	20*	20**	-**	20**	12**	12**	8**	-**	20**	-**	20**	11**	12**	4**	5**	20**
Using data on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly call allowance	3	3	-	3	2	2	1	-	3	-	3	2	1	-	1	3
	15%	15%	-	15%	19%	19%	9%	-	15%	-	15%	20%	12%	-	12%	15%
Used more than your monthly text allowance	4	4	-	4	1	1	3	-	4	-	4	1	2	2	2	4
	20%	20%	-	20%	8%	8%	38%	-	20%	-	20%	8%	19%	52%	42%	20%
Used more than your monthly data allowance	1	1	-	1	1	1	-	-	1	-	1	*	*	-	*	1
	6%	6%	-	6%	11%	11%	-	-	6%	-	6%	3%	3%	-	7%	6%
Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers	1	1	-	1	-	-	1	-	1	-	1	-	1	-	1	1
	5%	5%	-	5%	-	-	12%	-	5%	-	5%	-	-	22%	-	5%
Charges for repairs to the service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased the monthly fee\tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data\messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	3	3	-	3	2	2	1	-	3	-	3	2	2	-	1	3
	17%	17%	-	17%	20%	20%	13%	-	17%	-	17%	21%	17%	-	18%	17%
SUMMARY CODES																
ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE	2	2	-	2	-	-	2	-	2	-	2	-	1	-	-	2
	8%	8%	-	8%	-	-	21%	-	8%	-	8%	-	8%	-	-	8%
ANY USING MOBILE ABROAD	*	*	-	*	*	*	-	-	*	-	*	*	*	-	*	*
	2%	2%	-	2%	3%	3%	-	-	2%	-	2%	3%	3%	-	7%	2%
ANY CALLS/DATA IN EUROPE	*	*	-	*	*	*	-	-	*	-	*	*	-	*	*	*
	2%	2%	-	2%	3%	3%	-	-	2%	-	2%	3%	3%	-	7%	2%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	Q.1\Q3 PHONES OWN							Q.3\Q5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	21	21	-	21	13	13	8	-	21	-	21	12	12	4	7	21
Weighted Base	20*	20**	-**	20**	12**	12**	8**	-**	20**	-**	20**	11**	12**	4**	5**	20**
ANY CALLS/DATA OUTSIDE EUROPE	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE	8 37%	8 37%	-	8 37%	5 37%	5 37%	3 38%	-	8 37%	-	8 37%	4 32%	4 35%	2 52%	3 61%	8 37%
ANY INCREASED CHARGES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY REASON EXCLUDING INCORRECT CHARGES	13 63%	13 63%	-	13 63%	6 47%	6 47%	7 87%	-	13 63%	-	13 63%	5 42%	6 53%	3 73%	4 82%	13 63%
None	1 6%	1 6%	-	1 6%	1 10%	1 10%	-	-	1 6%	-	1 6%	1 10%	1 10%	1 27%	-	1 6%
Don't know	3 14%	3 14%	-	3 14%	3 24%	3 24%	-	-	3 14%	-	3 14%	3 26%	2 20%	-	-	3 14%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	TV							INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)	
Unweighted Base	21	9	7	7	2	12	7	19	16	16	7	12	17	13	
Weighted Base	20*	8**	8**	8**	1**	10**	8**	19**	15**	15**	5**	10**	15**	11**	
Making calls to numbers not included in your monthly call allowance	1	-	1	1	-	-	1	1	-	-	-	-	-	-	
4%	-	10%	10%	-	-	-	10%	4%	-	-	-	-	-	-	
Sending texts not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Sending picture messages/MMS not included in your monthly text allowance	1	-	-	-	-	1	-	1	1	1	-	1	1	1	
5%	-	-	-	-	-	9%	-	5%	6%	6%	-	9%	6%	8%	
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Call(s) made to an international number	3	1	1	1	-	2	1	3	2	2	*	1	2	1	
17%	15%	17%	17%	17%	-	20%	17%	19%	14%	14%	7%	13%	14%	11%	
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Using data on your mobile whilst away within Europe	*	*	-	-	-	*	-	*	*	*	*	*	*	*	
2%	4%	-	-	-	-	3%	-	2%	2%	2%	7%	3%	2%	3%	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	21	9	7	7	2	12	7	19	16	16	7	12	17	13
Weighted Base	20*	8**	8**	8**	1**	10**	8**	19**	15**	15**	5**	10**	15**	11**
Using calls on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly call allowance	3	1	1	1	1	2	1	2	2	2	1	2	2	2
	15%	11%	9%	9%	49%	15%	9%	12%	11%	11%	31%	13%	15%	21%
Used more than your monthly text allowance	4	2	-	-	-	2	-	3	3	3	1	4	3	4
	20%	28%	-	-	-	22%	-	18%	22%	22%	17%	39%	22%	36%
Used more than your monthly data allowance	1	1	-	-	-	1	-	1	1	1	1	1	1	1
	6%	16%	-	-	-	13%	-	7%	9%	9%	25%	13%	9%	12%
Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers	1	-	1	1	-	-	1	1	1	1	-	1	1	1
	5%	-	12%	12%	-	-	12%	5%	7%	7%	-	9%	6%	8%
Charges for repairs to the service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased the monthly fee\tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data\messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	3	2	-	-	-	2	-	2	3	3	1	2	3	2
	17%	30%	-	-	-	23%	-	13%	24%	24%	20%	20%	23%	18%
SUMMARY CODES														
ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE	2	-	1	1	-	1	1	2	1	1	-	1	1	1
	8%	-	10%	10%	-	9%	10%	9%	6%	6%	-	9%	6%	8%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 34

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	TV							INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)	
Unweighted Base	21	9	7	7	2	12	7	19	16	16	7	12	17	13	
Weighted Base	20*	8**	8**	8**	1**	10**	8**	19**	15**	15**	5**	10**	15**	11**	
ANY USING MOBILE ABROAD	*	*	-	-	-	*	-	*	*	*	*	*	*	*	
	2%	4%	-	-	-	3%	-	2%	2%	2%	7%	3%	2%	3%	
ANY CALLS/DATA IN EUROPE	*	*	-	-	-	*	-	*	*	*	*	*	*	*	
	2%	4%	-	-	-	3%	-	2%	2%	2%	7%	3%	2%	3%	
ANY CALLS/DATA OUTSIDE EUROPE	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE	8	4	1	1	1	5	1	7	6	6	4	6	7	7	
	37%	56%	9%	9%	49%	50%	9%	37%	43%	43%	73%	58%	45%	62%	
ANY INCREASED CHARGES	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
ANY REASON EXCLUDING INCORRECT CHARGES	13	6	4	4	1	7	4	12	9	9	4	8	10	9	
	63%	70%	48%	48%	49%	70%	48%	65%	64%	64%	80%	80%	65%	82%	
None	1	-	1	1	-	-	1	1	1	1	-	-	1	-	
	6%	-	15%	15%	-	-	15%	6%	8%	8%	-	-	8%	-	
Don't know	3	-	3	3	1	1	3	3	1	1	-	-	1	-	
	14%	-	37%	37%	51%	6%	37%	16%	4%	4%	-	-	4%	-	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	Q.12 BILL SHOCK (8 WEEKS)							Any bill shock (g)
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)		
Unweighted Base	21	1	21	-	-	-	-	21	
Weighted Base	20*	1**	20**	**	**	**	**	20**	
Making calls to numbers not included in your monthly call allowance	1 4%	-	1 4%	-	-	-	-	1 4%	
Sending texts not included in your monthly text allowance	-	-	-	-	-	-	-	-	
Sending picture messages/MMS not included in your monthly text allowance	1 5%	-	1 5%	-	-	-	-	1 5%	
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance	-	-	-	-	-	-	-	-	
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	
Incorrect charges	-	-	-	-	-	-	-	-	
Call(s) made to an international number	3 17%	-	3 17%	-	-	-	-	3 17%	
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	
Using data on your mobile whilst away within Europe	* 2%	-	* 2%	-	-	-	-	*	2%
Using calls on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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Table 34

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	Q.12 BILL SHOCK (8 WEEKS)						
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	21	1	21	-	-	-	-	21
Weighted Base	20*	1**	20**	**	**	**	**	20**
Using data on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-
Used more than your monthly call allowance	3 15%	- -	3 15%	- -	- -	- -	- -	3 15%
Used more than your monthly text allowance	4 20%	- -	4 20%	- -	- -	- -	- -	4 20%
Used more than your monthly data allowance	1 6%	- -	1 6%	- -	- -	- -	- -	1 6%
Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers	1 5%	- -	1 5%	- -	- -	- -	- -	1 5%
Charges for repairs to the service	-	-	-	-	-	-	-	-
Provider increased the monthly fee\tariff	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data\messaging	-	-	-	-	-	-	-	-
Other reason	3 17%	1 100%	3 17%	- -	- -	- -	- -	3 17%
SUMMARY CODES								
ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE	2 8%	- -	2 8%	- -	- -	- -	- -	2 8%
ANY USING MOBILE ABROAD	*	-	*	-	-	-	-	*
ANY CALLS/DATA IN EUROPE	*	-	*	-	-	-	-	*
	2%	-	2%	-	-	-	-	2%
	2%	-	2%	-	-	-	-	2%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g
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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Total	Q.12 BILL SHOCK (8 WEEKS)						
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	21	1	21	-	-	-	-	21
Weighted Base	20*	1**	20**	-**	-**	-**	-**	20**
ANY CALLS/DATA OUTSIDE EUROPE	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE	8	-	8	-	-	-	-	8
37%	-	37%	-	-	-	-	-	37%
ANY INCREASED CHARGES	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
ANY REASON EXCLUDING INCORRECT CHARGES	13	-	13	-	-	-	-	13
63%	-	63%	-	-	-	-	-	63%
None	1	-	1	-	-	-	-	1
6%	-	6%	-	-	-	-	-	6%
Don't know	3	-	3	-	-	-	-	3
14%	-	14%	-	-	-	-	-	14%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g
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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

Q.14B WHAT WERE THE REASONS YOU WERE CHARGED OR PAID MORE THAN YOU HAD EXPECTED FOR YOUR MOBILE PHONE														
	Making calls to numbers not included in your monthly call allowance (a)	Sending texts not included in your monthly text allowance (b)	Sending picture messages\MMs not included in your monthly text allowance (c)	Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance (d)	Accessing services from within an app (e.g. dialling a premium rate number) (e)	Incorrect charges (f)	Call (s) made to an international number (g)	Using calls on your mobile whilst away within Europe (h)	Using data on your mobile whilst away within Europe (i)	Using calls on your mobile whilst away outside of Europe (j)	Using data on your mobile whilst away outside of Europe (k)	Used more than your monthly call allowance (l)	Used more than your monthly text allowance (m)	
Total	21 20*	1 1**	- **	1 1**	- **	- **	4 3**	- **	1 ***	- **	- **	- **	4 3**	4 4**
Unweighted Base														
Weighted Base														
Making calls to numbers not included in your monthly call allowance	1 4%	1 100%	-	-	-	-	-	-	-	-	-	-	-	-
Sending texts not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sending picture messages\MMs not included in your monthly text allowance	1 5%	-	-	1 100%	-	-	-	1 27%	-	-	-	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Call (s) made to an international number	3 17%	-	-	1 100%	-	-	3 100%	-	*	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y

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

Table 34

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

	Q.14B WHAT WERE THE REASONS YOU WERE CHARGED OR PAID MORE THAN YOU HAD EXPECTED FOR YOUR MOBILE PHONE												
	Total	Used more than your monthly data allowance (e.g. email, internet, social networking) (n)	Calls you had made to non-geographical numbers e.g. 0845, 0870, 09 numbers (o)	Charges for repairs to the service (p)	Provider increased the monthly fee/tariff (q)	Provider increased their costs for calls/data/messages (r)	Other reason (s)	ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE (t)	ANY USING MOBILE ABROAD (u)	ANY CALLS/DATA IN EUROPE (v)	ANY CALLS/DATA OUTSIDE EUROPE (w)	ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE (x)	ANY INCREASED CHARGES (y)
Unweighted Base	21	2	1**	-	-**	-**	-**	3	2	1***	1***	9	-
Weighted Base	20*	1**	1**	-**	-**	-**	-**	3**	2**	1***	-**	8**	-**
Making calls to numbers not included in your monthly call allowance	1	-	-	-	-	-	-	1	-	-	-	-	-
	4%	-	-	-	-	-	-	46%	-	-	-	-	-
Sending texts not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-
Sending picture messages/MMS not included in your monthly text allowance	1	-	-	-	-	-	-	1	-	-	-	-	-
	5%	-	-	-	-	-	-	54%	-	-	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance	-	-	-	-	-	-	-	-	-	-	-	-	-
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-
Call(s) made to an international number	3	-	-	-	-	-	-	1	*	*	-	-	-
	17%	-	-	-	-	-	-	54%	100%	100%	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

Q.14B WHAT WERE THE REASONS YOU WERE CHARGED OR PAID MORE THAN YOU HAD EXPECTED FOR YOUR MOBILE PHONE														
	Making calls to numbers not included in your monthly call allowance (a)	Sending texts not included in your monthly text allowance (b)	Sending picture messages\ MMS not included in your monthly text allowance (c)	Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance (d)	Accessing services from within an app (e.g. dialling a premium rate number) (e)	Incorrect charges (f)	Call (s) made to an international number (g)	Using calls on your mobile whilst away within Europe (h)	Using data on your mobile whilst away within Europe (i)	Using calls on your mobile whilst away outside of Europe (j)	Using data on your mobile whilst away outside of Europe (k)	Used more than your monthly call allowance (l)	Used more than your monthly text allowance (m)	
Total	21 20*	1 1**	- -**	1 1**	- -**	- -**	4 3**	- -**	1 ***	- -**	- -**	4 3**	4 4**	
Unweighted Base														
Weighted Base														
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	
Using data on your mobile whilst away within Europe	*	-	-	-	-	-	*	-	*	-	-	-	-	
Using calls on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	
Using data on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	
Used more than your monthly call allowance	3 15%	-	-	-	-	-	-	-	-	-	-	3 100%	1 18%	
Used more than your monthly text allowance	4 20%	-	-	-	-	-	-	-	-	-	-	1 24%	4 100%	
Used more than your monthly data allowance	1 6%	-	-	-	-	-	-	-	-	-	-	-	-	
Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers	1 5%	-	-	-	-	-	-	-	-	-	-	-	-	
Charges for repairs to the service	-	-	-	-	-	-	-	-	-	-	-	-	-	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

		Q.14B WHAT WERE THE REASONS YOU WERE CHARGED OR PAID MORE THAN YOU HAD EXPECTED FOR YOUR MOBILE PHONE											
		Used more than your monthly data allowance (e.g. email, internet, social networking) (n)	Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers (o)	Charges for repairs to the service (p)	Provider increased the monthly fee/tariff (q)	Provider increased their costs for calls/data/messages (r)	Other reason (s)	ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE (t)	ANY USING MOBILE ABROAD (u)	ANY CALLS/DATA IN EUROPE (v)	ANY CALLS/DATA OUTSIDE EUROPE (w)	ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE (x)	ANY INCREASED CHARGES (y)
Total													
Unweighted Base	21	2	1**	-	-**	-**	-**	3	2	1***	1***	-**	-**
Weighted Base	20*	1**	1**	-**	-**	-**	-**	3**	2**	1***	1***	-**	-**
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	*	-	-	-	-	-	-	-	*	*	-	-	-
Using calls on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly call allowance	3	-	-	-	-	-	-	-	-	-	-	3	-
	15%	-	-	-	-	-	-	-	-	-	-	40%	-
Used more than your monthly text allowance	4	-	-	-	-	-	-	-	-	-	-	4	-
	20%	-	-	-	-	-	-	-	-	-	-	52%	-
Used more than your monthly data allowance	1	1	-	-	-	-	-	-	-	-	-	1	-
	6%	100%	-	-	-	-	-	-	-	-	-	17%	-
Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers	1	-	1	-	-	-	-	-	-	-	-	-	-
	5%	-	100%	-	-	-	-	-	-	-	-	-	-
Charges for repairs to the service	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]
Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

Q.14B WHAT WERE THE REASONS YOU WERE CHARGED OR PAID MORE THAN YOU HAD EXPECTED FOR YOUR MOBILE PHONE														
	Making calls to numbers not included in your monthly call allowance (a)	Sending texts not included in your monthly text allowance (b)	Sending picture messages\MMs not included in your monthly text allowance (c)	Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance (d)	Accessing services from within an app (e.g. dialling a premium rate number) (e)	Incorrect charges (f)	Call (s) made to an international number (g)	Using calls on your mobile whilst away within Europe (h)	Using data on your mobile whilst away within Europe (i)	Using calls on your mobile whilst away outside of Europe (j)	Using data on your mobile whilst away outside of Europe (k)	Used more than your monthly call allowance (l)	Used more than your monthly text allowance (m)	
Total														
Unweighted Base	21	1	-	1	-	-	4	-	1	-	-	4	4	
Weighted Base	20*	1**	**	1**	**	**	3**	**	***	**	**	3**	4**	
Provider increased the monthly fee\tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	
Provider increased their costs for calls\data\messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	
Other reason	3	-	-	-	-	-	-	-	-	-	-	-	-	
SUMMARY CODES														
ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE	2 8%	1 100%	-	1 100%	-	-	1 27%	-	-	-	-	-	-	-
ANY USING MOBILE ABROAD	*	-	-	-	-	-	*	-	*	-	-	-	-	-
ANY CALLS/DATA IN EUROPE	2% *	-	-	-	-	-	10% *	-	100% *	-	-	-	-	-
ANY CALLS/DATA OUTSIDE EUROPE	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE	8 37%	-	-	-	-	-	-	-	-	-	-	3 100%	4 100%	100%
ANY INCREASED CHARGES	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]****Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks**

		Q.14B WHAT WERE THE REASONS YOU WERE CHARGED OR PAID MORE THAN YOU HAD EXPECTED FOR YOUR MOBILE PHONE											
	Used more than your monthly data allowance (e.g. email, internet, social networking) (n)	Calls you had made to non-geographical numbers e.g. 0845,0870, 09 numbers (o)	Charges for repairs to the service (p)	Provider increased the monthly fee\tariff (q)	Provider increased their costs for calls\data\messaging (r)	Other reason (s)	ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE (t)	ANY USING MOBILE ABROAD (u)	ANY CALLS/DATA IN EUROPE (v)	ANY CALLS/DATA OUTSIDE EUROPE (w)	ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE (x)	ANY INCREASED CHARGES (y)	
Total	21 20*	2 1**	1 1**	- -**	- -**	- -**	3 3**	2 2**	1 ***	1 ***	- -**	9 8**	- -**
Unweighted Base													
Weighted Base													
Provider increased the monthly fee\tariff	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data\messaging	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	3 17%	-	-	-	-	-	3 100%	-	-	-	-	-	-
SUMMARY CODES													
ANY CALLS/TEXT/MMS/DATA NOT INCLUDED IN MONTHLY ALLOWANCE	2 8%	-	-	-	-	-	2 100%	-	-	-	-	-	-
ANY USING MOBILE ABROAD	*	-	-	-	-	-	-	*	*	-	-	-	-
ANY CALLS/DATA IN EUROPE	2% *	-	-	-	-	-	-	100% *	100% *	-	-	-	-
ANY CALLS/DATA OUTSIDE EUROPE	-	-	-	-	-	-	-	-	-	-	-	-	-
ANY USING MORE THAN MONTHLY CALL/TEXT/DATA ALLOWANCE	8 37%	1 100%	-	-	-	-	-	-	-	-	8 100%	-	-
ANY INCREASED CHARGES	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

Q.14B WHAT WERE THE REASONS YOU WERE CHARGED OR PAID MORE THAN YOU HAD EXPECTED FOR YOUR MOBILE PHONE														
	Making calls to numbers not included in your monthly call allowance (a)	Sending texts not included in your monthly text allowance (b)	Sending picture messages\ MMS not included in your monthly text allowance (c)	Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance (d)	Accessing services from within an app (e.g. dialling a premium rate number) (e)	Incorrect charges (f)	Call (s) made to an international number (g)	Using calls on your mobile whilst away within Europe (h)	Using data on your mobile whilst away within Europe (i)	Using calls on your mobile whilst away outside of Europe (j)	Using data on your mobile whilst away outside of Europe (k)	Used more than your monthly call allowance (l)	Used more than your monthly text allowance (m)	
Total														
Unweighted Base	21	1	-	1	-	-	4	-	1	-	-	4	4	
Weighted Base	20*	1**	-.**	1**	-.**	-.**	3**	-.**	***	-.**	-.**	3**	4**	
ANY REASON EXCLUDING INCORRECT CHARGES	13	1	-	1	-	-	3	-	*	-	-	3	4	
	63%	100%		100%			100%		100%			100%	100%	
None	1	-	-	-	-	-	-	-	-	-	-	-	-	
Don't know	3	-	-	-	-	-	-	-	-	-	-	-	-	
	14%	-	-	-	-	-	-	-	-	-	-	-	-	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14B What were the reasons you were charged or paid more than you had expected for your mobile phone? [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high mobile phone bill in the past 8 weeks

		Q.14B WHAT WERE THE REASONS YOU WERE CHARGED OR PAID MORE THAN YOU HAD EXPECTED FOR YOUR MOBILE PHONE												
		Used more than your monthly data allowance (e.g. email, internet, social networking) (n)	Calls you had made to non-geographical numbers e.g. 0845, 0870, 09 numbers (o)	Charges for repairs to the service (p)	Provider increased the monthly fee\ tariff (q)	Provider increased their costs for calls\data\messaging (r)	Other reason (s)	ANY CALLS/TEXT/MMS/ DATA NOT INCLUDED IN MONTHLY ALLOWANCE (t)	ANY USING MOBILE ABROAD (u)	ANY CALLS/ DATA IN EUROPE (v)	ANY CALLS/ DATA OUTSIDE EUROPE (w)	ANY USING MORE THAN MONTHLY CALL/ TEXT/DATA ALLOWANCE (x)	ANY INCREASED CHARGES (y)	
Total		21 20*	2 1**	1 1**	- -**	- -**	- -**	3 3**	2 2**	1 ***	1 ***	- -**	9 8**	- -**
Unweighted Base														
Weighted Base														
ANY REASON EXCLUDING INCORRECT CHARGES														
None		13 63%	1 100%	1 100%	-	-	-	-	2 100%	*	*	-	8 100%	-
Don't know		1 6%	-	-	-	-	-	-	-	-	-	-	-	
		3 14%	-	-	-	-	-	-	-	-	-	-	-	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o/p/q/r/s/t/u/v/w/x/y

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

Table 35

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A\14B Reasons for bill shock on landline or mobile phone

Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	34	9	25	5	4	9	4	7	4	1	5	11	6	12
Weighted Base	33*	11**	22**	5**	4**	6**	7**	8**	2**	1**	5**	14**	6**	8**
Making calls to numbers not included in your monthly call allowance	4	3	1	-	-	-	3	-	1	-	-	3	-	1
	12%	28%	4%	-	-	-	46%	-	32%	-	-	22%	-	10%
Call's made to an international number	3	-	3	-	-	1	-	2	-	-	-	2	*	1
	11%	-	16%	-	-	20%	-	28%	-	-	-	16%	6%	10%
Used more than your monthly inclusive call allowance	5	2	3	1	1	1	-	1	1	-	2	-	1	2
	15%	15%	15%	29%	18%	19%	-	12%	28%	-	35%	-	26%	22%
Calls made outside of your free specified time frames	1	-	1	-	1	1	-	-	-	-	-	-	-	1
	4%	-	5%	-	16%	9%	-	-	-	-	-	-	-	14%
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	3	-	3	-	1	1	-	1	-	-	-	2	-	1
	8%	-	12%	-	16%	15%	-	14%	-	-	-	14%	-	7%
Calls to mobile phones	2	-	2	-	-	1	1	-	-	-	-	-	-	2
	6%	-	9%	-	-	9%	21%	-	-	-	-	-	-	25%
Calls to directory enquiries (i.e. 118 numbers)	1	-	1	-	-	-	-	1	-	-	1	-	-	-
	4%	-	6%	-	-	-	-	18%	-	-	29%	-	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	2	2	-	1	-	1	-	-	-	-	-	1	1	-
	6%	17%	-	26%	-	8%	-	-	-	-	-	9%	10%	-
Service was used by friend/family member	1	-	1	-	-	1	-	-	-	-	-	-	-	1
	2%	-	3%	-	-	9%	-	-	-	-	-	-	-	7%
Charges for repairs to your service	1	-	1	1	-	-	-	-	-	-	-	-	-	1
	4%	-	7%	28%	-	-	-	-	-	-	-	-	-	17%
Incorrect charges	*	-	*	-	-	-	-	*	-	-	-	-	-	*
	2%	-	2%	-	-	-	-	-	20%	-	-	-	-	6%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 35

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.14A\14B Reasons for bill shock on landline or mobile phone****Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks**

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	34	9	25	5	4	9	4	7	4	1	5	11	6	12
Weighted Base	33*	11**	22**	5**	4**	6**	7**	8**	2**	1**	5**	14**	6**	8**
Sending texts not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sending picture messages/MMS not included in your monthly text allowance	1 3%	-	1 4%	-	-	15%	-	-	-	-	-	1 6%	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance.	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	* 1%	-	*	-	-	*	-	-	-	-	-	*	-	-
Using calls on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly text allowance	4 12%	3 27%	1 4%	2 40%	-	2 31%	-	-	-	-	1 22%	1 9%	2 29%	-
Used more than your monthly data allowance (e.g. email, internet, social networking)	1 4%	1 8%	*	1 18%	-	*	-	-	-	-	-	1 6%	-	5%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 35

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.14A\14B Reasons for bill shock on landline or mobile phone****Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks**

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	34	9	25	5	4	9	4	7	4	1	5	11	6	12
Weighted Base	33*	11**	22**	5**	4**	6**	7**	8**	2**	1**	5**	14**	6**	8**
Provider increased the monthly fee\tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data\messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	4	1	2	-	2	-	-	1	*	-	-	3	-	*
	12%	13%	12%	-	66%	-	-	14%	20%	-	-	24%	-	6%
None	1	1	-	-	-	-	-	1	-	-	-	1	-	-
	4%	10%	-	-	-	-	-	15%	-	-	-	8%	-	-
Don't know	3	-	3	-	-	-	2	-	-	1	1	-	2	-
	9%	-	14%	-	-	-	33%	-	-	100%	14%	-	41%	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A\14B Reasons for bill shock on landline or mobile phone

Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Total	Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	34	17	12	5	14	20	14	20	27	7	27	2	1	4
Weighted Base	33*	20**	9**	4**	15**	17**	15**	17**	25**	8**	28**	2**	1**	2**
Making calls to numbers not included in your monthly call allowance	4	3	-	1	3	1	3	1	1	3	4	-	-	-
	12%	16%	-	21%	21%	5%	21%	5%	3%	42%	14%	-	-	-
Calls made to an international number	3	2	-	1	1	3	*	3	3	*	3	-	-	*
	11%	11%	-	37%	6%	15%	2%	18%	12%	5%	11%	-	-	22%
Used more than your monthly inclusive call allowance	5	1	3	1	1	3	1	4	5	-	4	1	-	-
	15%	5%	36%	16%	9%	20%	9%	20%	19%	-	15%	34%	-	-
Calls made outside of your free specified time frames	1	-	1	-	-	1	1	1	-	1	-	-	-	-
	4%	-	13%	-	-	7%	4%	3%	5%	-	4%	-	-	-
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	3	1	2	-	1	2	2	1	3	-	3	-	-	-
	8%	5%	16%	-	7%	9%	10%	6%	10%	-	9%	-	-	-
Calls to mobile phones	2	1	1	-	1	1	-	2	1	1	1	-	1	*
	6%	6%	10%	-	7%	5%	-	12%	4%	14%	2%	-	100%	21%
Calls to directory enquiries (i.e. 118 numbers)	1	1	-	-	-	1	-	1	1	-	-	1	-	-
	4%	7%	-	-	-	8%	-	8%	5%	-	-	66%	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	2	1	1	-	2	-	1	1	1	1	1	-	-	1
	6%	3%	14%	-	12%	-	3%	8%	5%	7%	5%	-	-	33%
Service was used by friend/family member	1	-	-	1	-	1	1	-	1	-	1	-	-	-
	2%	-	-	16%	-	3%	4%	-	2%	-	2%	-	-	-
Charges for repairs to your service	1	-	1	-	-	1	1	-	1	-	1	-	-	-
	4%	-	15%	-	-	8%	9%	-	6%	-	5%	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A\14B Reasons for bill shock on landline or mobile phone

Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Total	Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	34	17	12	5	14	20	14	20	27	7	27	2	1	4
Weighted Base	33*	20**	9**	4**	15**	17**	15**	17**	25**	8**	28**	2**	1**	2**
Incorrect charges	*	-	-	*	-	*	-	*	-	*	*	-	-	-
	2%	-	-	13%	-	3%	-	3%	-	7%	2%	-	-	-
Sending texts not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sending picture messages\MMS not included in your monthly text allowance	1	1	-	-	1	-	-	1	1	-	1	-	-	-
	3%	5%	-	-	6%	-	-	5%	4%	-	3%	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance.	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	*	*	-	-	*	*	*	-	*	-	-	-	-	*
	1%	2%	-	-	-	2%	2%	-	-	5%	-	-	-	22%
Using calls on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.14A\14B Reasons for bill shock on landline or mobile phone**

Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Total	Married \Living as married (a)	Single (b)	Widow\Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	34	17	12	5	14	20	14	20	27	7	27	2	1	4
Weighted Base	33*	20**	9**	4**	15**	17**	15**	17**	25**	8**	28**	2**	1**	2**
Used more than your monthly text allowance	4	2	2	-	3	1	2	2	3	1	4	-	-	-
	12%	10%	22%	-	20%	5%	13%	12%	12%	13%	14%	-	-	-
Used more than your monthly data allowance (e.g. email, internet, social networking)	1	-	1	-	1	-	*	1	1	-	1	-	-	*
	4%	-	14%	-	9%	-	3%	5%	5%	-	3%	-	-	24%
Provider increased the monthly fee\tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data\messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	4	3	-	*	2	2	2	2	3	1	4	-	-	-
	12%	17%	-	13%	15%	9%	16%	9%	12%	12%	14%	-	-	-
None	1	1	-	-	1	-	-	1	1	-	1	-	-	-
	4%	6%	-	-	8%	-	-	7%	5%	-	4%	-	-	-
Don't know	3	3	-	-	-	3	2	1	3	-	3	-	-	-
	9%	15%	-	-	-	17%	15%	4%	12%	-	11%	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 35

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A\14B Reasons for bill shock on landline or mobile phone

Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	34	1	5	3	1	5	3	5	2	2	1	2	4
Weighted Base	33*	1**	5**	2**	3**	6**	3**	4**	2**	2**	1**	2**	2**
Making calls to numbers not included in your monthly call allowance	4	-	-	-	3	1	-	-	-	-	-	-	-
	12%	-	-	-	100%	13%	-	-	-	-	-	-	-
Calls made to an international number	3	-	2	-	-	-	-	1	-	-	-	-	*
	11%	-	43%	-	-	-	-	24%	-	-	-	-	22%
Used more than your monthly inclusive call allowance	5	1	-	-	-	-	1	2	1	-	-	1	-
	15%	100%	-	-	-	-	24%	53%	31%	-	-	34%	-
Calls made outside of your free specified time frames	1	-	-	-	-	-	-	1	-	1	-	-	-
	4%	-	-	-	-	-	-	15%	-	33%	-	-	-
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	3	-	1	-	-	-	1	-	-	1	-	-	-
	8%	-	19%	-	-	-	40%	-	-	33%	-	-	-
Calls to mobile phones	2	-	-	-	-	-	-	1	-	-	1	-	*
	6%	-	-	-	-	-	-	15%	-	-	100%	-	21%
Calls to directory enquiries (i.e. 118 numbers)	1	-	-	-	-	-	-	-	-	-	1	-	-
	4%	-	-	-	-	-	-	-	-	-	-	66%	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	2	-	-	-	-	-	-	-	1	-	-	-	1
	6%	-	-	-	-	-	-	-	69%	-	-	-	33%
Service was used by friend/family member	1	-	-	-	-	-	-	-	1	-	-	-	-
	2%	-	-	-	-	-	-	-	31%	-	-	-	-
Charges for repairs to your service	1	-	1	-	-	-	-	-	-	-	-	-	-
	4%	-	28%	-	-	-	-	-	-	-	-	-	-
Incorrect charges	*	-	*	-	-	-	-	-	-	-	-	-	-
	2%	-	10%	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 35

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.14A\14B Reasons for bill shock on landline or mobile phone****Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks**

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	34	1	5	3	1	5	3	5	2	2	1	2	4
Weighted Base	33*	1**	5**	2**	3**	6**	3**	4**	2**	2**	1**	2**	2**
Sending texts not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-
Sending picture messages\MMS not included in your monthly text allowance	1 3%	-	-	-	-	-	-	1 24%	-	-	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance.	-	-	-	-	-	-	-	-	-	-	-	-	-
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	* 1%	-	-	-	-	-	-	-	-	-	-	-	*
Using calls on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly text allowance	4 12%	-	-	1 41%	-	-	-	2 42%	1 69%	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.14A\14B Reasons for bill shock on landline or mobile phone****Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks**

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	34	1	5	3	1	5	3	5	2	2	1	2	4
Weighted Base	33*	1**	5**	2**	3**	6**	3**	4**	2**	2**	1**	2**	2**
Used more than your monthly data allowance (e.g. email, internet, social networking)	1	-	-	-	-	-	1	-	-	-	-	-	*
	4%	-	-	-	-	-	35%	-	-	-	-	-	24%
Provider increased the monthly fee\tariff	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data\messaging	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	4	-	-	1	-	2	-	-	-	-	-	-	-
	12%	-	-	59%	-	40%	-	-	-	-	-	-	-
None	1	-	-	-	-	-	-	-	-	1	-	-	-
	4%	-	-	-	-	-	-	-	-	67%	-	-	-
Don't know	3	-	-	-	-	3	-	-	-	-	-	-	-
	9%	-	-	-	-	47%	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A\14B Reasons for bill shock on landline or mobile phone

Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	34	32	6	26	26	24	8	2	29	4	25	25	22	5	13	34
Weighted Base	33*	32**	6**	25**	25**	24**	8**	1**	27**	2**	25**	24**	19**	8**	9**	33**
Making calls to numbers not included in your monthly call allowance	4	4	3	1	3	3	1	-	1	-	1	3	-	3	-	4
	12%	12%	50%	3%	13%	13%	10%	-	3%	-	3%	13%	-	42%	-	12%
Calls made to an international number	3	3	-	3	1	1	2	-	3	-	3	1	2	-	1	3
	11%	11%	-	14%	5%	5%	28%	-	13%	-	14%	5%	11%	-	13%	11%
Used more than your monthly inclusive call allowance	5	4	1	4	4	4	1	1	4	-	4	4	3	-	2	5
	15%	14%	11%	14%	17%	15%	9%	54%	13%	-	15%	18%	17%	-	19%	15%
Calls made outside of your free specified time frames	1	1	-	1	1	1	-	1	-	-	-	1	1	-	1	1
	4%	2%	-	2%	5%	2%	-	54%	-	-	-	5%	6%	-	13%	4%
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	3	3	-	3	2	2	1	-	2	-	2	2	2	1	1	3
	8%	8%	-	10%	7%	7%	12%	-	7%	-	8%	7%	9%	13%	6%	8%
Calls to mobile phones	2	1	1	-	2	1	-	1	1	1	58%	-	2	1	-	1
	6%	5%	23%	-	8%	6%	-	54%	5%	58%	-	9%	5%	-	10%	6%
Calls to directory enquiries (i.e. 118 numbers)	1	1	-	1	1	1	-	-	1	-	1	1	1	-	1	1
	4%	4%	-	5%	6%	6%	-	-	5%	-	5%	6%	7%	-	15%	4%
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	2	2	1	1	1	1	1	-	2	1	1	1	2	1	1	2
	6%	6%	8%	5%	2%	2%	16%	-	7%	21%	5%	2%	10%	18%	14%	6%
Service was used by friend/family member	1	1	-	1	1	1	-	-	1	-	1	1	1	-	1	1
	2%	2%	-	2%	2%	2%	-	-	2%	-	2%	2%	3%	-	6%	2%
Charges for repairs to your service	1	1	-	1	1	1	-	-	1	-	1	1	1	-	-	1
	4%	4%	-	6%	6%	6%	-	-	5%	-	6%	6%	7%	-	-	4%
Incorrect charges	*	*	*	-	*	*	-	-	*	*	-	*	*	-	*	*
	2%	2%	8%	-	2%	2%	-	-	2%	20%	-	2%	3%	-	5%	2%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A\14B Reasons for bill shock on landline or mobile phone

Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	34	32	6	26	26	24	8	2	29	4	25	25	22	5	13	34
Weighted Base	33*	32**	6**	25**	25**	24**	8**	1**	27**	2**	25**	24**	19**	8**	9**	33**
Sending texts not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sending picture messages\MMS not included in your monthly text allowance	1 3%	1 3%	-	1 4%	-	-	11%	-	1 3%	-	1 4%	-	1 5%	-	-	1 3%
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	* 1%	* 1%	-	* 1%	* 1%	* 2%	-	-	* 1%	-	* 1%	* 1%	* 2%	-	* 4%	* 1%
Using calls on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly text allowance	4 12%	4 13%	-	4 16%	1 4%	1 4%	3 38%	-	4 15%	-	4 16%	1 4%	2 12%	2 30%	2 24%	4 12%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A\14B Reasons for bill shock on landline or mobile phone

Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	34	32	6	26	26	24	8	2	29	4	25	25	22	5	13	34
Weighted Base	33*	32**	6**	25**	25**	24**	8**	1**	27**	2**	25**	24**	19**	8**	9**	33**
Used more than your monthly data allowance (e.g. email, internet, social networking)	1	1	-	1	1	1	-	-	1	-	1	*	*	-	*	1
	4%	4%	-	5%	5%	6%	-	-	5%	-	5%	2%	2%	-	4%	4%
Provider increased the monthly fee\tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data\messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	4	3	-	3	3	2	1	*	3	-	3	3	2	-	1	4
	12%	11%	-	14%	12%	10%	13%	46%	13%	-	14%	12%	10%	-	10%	12%
None	1	1	-	1	1	1	-	-	1	-	1	1	1	-	1	1
	4%	4%	-	5%	5%	5%	-	-	4%	-	5%	5%	6%	15%	-	4%
Don't know	3	3	-	3	3	3	-	-	3	-	3	3	2	-	-	3
	9%	9%	-	12%	12%	13%	-	-	11%	-	12%	12%	12%	-	-	9%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A\14B Reasons for bill shock on landline or mobile phone

Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	TV							INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)	
Unweighted Base	34	13	12	11	4	19	12	32	28	27	16	19	29	20	
Weighted Base	33*	11**	14**	14**	3**	15**	15**	31**	26**	26**	15**	18**	27**	19**	
Making calls to numbers not included in your monthly call allowance	4	-	4	4	-	-	4	4	3	3	3	3	3	3	
	12%	-	28%	29%	-	-	27%	13%	12%	12%	21%	18%	12%	17%	
Calls made to an international number	3	1	1	1	-	2	1	3	2	2	*	1	2	1	
	11%	11%	10%	10%	-	14%	9%	11%	8%	8%	2%	7%	8%	7%	
Used more than your monthly inclusive call allowance	5	1	1	1	1	3	1	4	4	3	3	2	4	3	
	15%	13%	10%	10%	20%	18%	10%	13%	13%	11%	19%	11%	15%	16%	
Calls made outside of your free specified time frames	1	-	-	-	-	1	-	1	1	1	1	1	1	1	
	4%	-	-	-	-	8%	-	4%	4%	5%	4%	3%	4%	3%	
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	3	1	1	1	-	1	2	3	3	3	1	2	3	2	
	8%	10%	7%	7%	-	4%	14%	8%	10%	10%	4%	9%	10%	8%	
Calls to mobile phones	2	1	-	-	-	2	-	2	2	2	1	1	2	1	
	6%	13%	-	-	-	13%	-	7%	8%	8%	10%	8%	7%	8%	
Calls to directory enquiries (i.e. 118 numbers)	1	-	-	-	1	1	-	1	1	1	1	-	1	-	
	4%	-	-	-	43%	9%	-	4%	5%	5%	9%	-	5%	-	
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fraudulent or unauthorised use	2	1	1	-	-	1	-	2	2	1	1	2	1	1	
	6%	12%	4%	-	-	9%	-	6%	7%	7%	4%	7%	7%	7%	
Service was used by friend/family member	1	1	-	-	-	1	-	1	1	1	1	1	1	1	
	2%	5%	-	-	-	4%	-	2%	2%	2%	4%	3%	2%	3%	
Charges for repairs to your service	1	-	1	1	-	-	1	1	1	1	1	1	1	1	
	4%	-	10%	10%	-	-	10%	5%	5%	5%	9%	8%	5%	7%	
Incorrect charges	*	-	-	-	*	*	-	*	*	*	-	*	*	*	
	2%	-	-	-	16%	3%	-	2%	2%	2%	-	3%	2%	3%	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 35

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.14A\14B Reasons for bill shock on landline or mobile phone****Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks**

	Total	TV							INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)	
Unweighted Base	34	13	12	11	4	19	12	32	28	27	16	19	29	20	
Weighted Base	33*	11**	14**	14**	3**	15**	15**	31**	26**	26**	15**	18**	27**	19**	
Sending texts not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Sending picture messages/MMS not included in your monthly text allowance	1	-	-	-	-	1	-	1	1	1	-	1	1	1	
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Using data on your mobile whilst away within Europe	* 1%	* 3%	-	-	-	*	-	*	*	*	*	*	*	*	
Using calls on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Using data on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Used more than your monthly text allowance	4 12%	2 20%	-	-	-	2 15%	-	3 11%	3 12%	3 13%	1 6%	4 22%	3 12%	4 21%	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A\14B Reasons for bill shock on landline or mobile phone

Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	TV							INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)	
Unweighted Base	34	13	12	11	4	19	12	32	28	27	16	19	29	20	
Weighted Base	33*	11**	14**	14**	3**	15**	15**	31**	26**	26**	15**	18**	27**	19**	
Used more than your monthly data allowance (e.g. email, internet, social networking)	1	1	-	-	-	1	-	1	1	1	1	1	1	1	
4%	12%	-	-	-	-	9%	-	4%	5%	5%	9%	7%	5%	7%	
Provider increased the monthly fee\tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Provider increased their costs for calls\data\messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Other reason	4	2	*	*	-	2	*	3	3	3	1	2	3	2	
12%	21%	3%	4%	-	16%	3%	9%	13%	13%	7%	11%	13%	13%	11%	
None	1	-	1	1	-	-	1	1	1	1	-	-	1	-	
4%	-	8%	8%	-	-	8%	4%	4%	5%	-	-	4%	-	-	
Don't know	3	-	3	3	1	1	3	3	1	1	-	-	1	-	
9%	-	21%	21%	21%	21%	4%	20%	10%	2%	3%	-	-	2%	-	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.14A\14B Reasons for bill shock on landline or mobile phone****Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks**

	Total	Q.12 BILL SHOCK (8 WEEKS)						
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)	Any bill shock (g)
Unweighted Base	34	14	21	-	-	-	-	34
Weighted Base	33*	14**	20**	-**	-**	-**	-**	33**
Making calls to numbers not included in your monthly call allowance	4 12%	3 23%	1 4%	-	-	-	-	4 12%
Calls made to an international number	3 11%	- -	3 17%	-	-	-	-	3 11%
Used more than your monthly inclusive call allowance	5 15%	2 13%	3 15%	-	-	-	-	5 15%
Calls made outside of your free specified time frames	1 4%	1 8%	-	-	-	-	-	1 4%
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	3 8%	2 12%	1 5%	-	-	-	-	3 8%
Calls to mobile phones	2 6%	2 15%	-	-	-	-	-	2 6%
Calls to directory enquiries (i.e. 118 numbers)	1 4%	1 10%	-	-	-	-	-	1 4%
Accepting reverse charges	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	2 6%	1 4%	1 6%	-	-	-	-	2 6%
Service was used by friend/family member	1 2%	1 4%	-	-	-	-	-	1 2%
Charges for repairs to your service	1 4%	1 10%	-	-	-	-	-	1 4%
Incorrect charges	*	*	-	-	-	-	-	*
	2% 2%	4% 4%	-	-	-	-	-	2% 2%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.14A\14B Reasons for bill shock on landline or mobile phone****Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks**

	Total	Q.12 BILL SHOCK (8 WEEKS)							Any bill shock (g)
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)		
Unweighted Base	34	14	21	-	-	-	-	34	
Weighted Base	33*	14**	20**	-**	-**	-**	-**	33**	
Sending texts not included in your monthly text allowance	-	-	-	-	-	-	-	-	-
Sending picture messages/MMS not included in your monthly text allowance	1 3%	- -	1 5%	- -	- -	- -	- -	1 3%	
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance.	-	-	-	-	-	-	-	-	-
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	* 1%	- -	* 2%	- -	- -	- -	- -	*	1%
Using calls on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-
Used more than your monthly text allowance	4 12%	- -	4 20%	- -	- -	- -	- -	4	12%
Used more than your monthly data allowance (e.g. email, internet, social networking)	1 4%	- -	1 6%	- -	- -	- -	- -	1	4%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.14A\14B Reasons for bill shock on landline or mobile phone****Base: All who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks**

	Total	Q.12 BILL SHOCK (8 WEEKS)							Any bill shock (g)
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)		
Unweighted Base	34	14	21	-	-	-	-	34	
Weighted Base	33*	14**	20**	-**	-**	-**	-**	33**	
Provider increased the monthly fee\tariff	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data\messaging	-	-	-	-	-	-	-	-	-
Other reason	4	2	3	-	-	-	-	4	
	12%	14%	17%	-	-	-	-	12%	
None	1	-	1	-	-	-	-	1	
	4%	-	6%	-	-	-	-	4%	
Don't know	3	-	3	-	-	-	-	3	
	9%	-	14%	-	-	-	-	9%	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	26	7	19	5	4	7	1	7	1	1	4	10	5	7
Weighted Base	25*	7**	18**	5**	4**	5**	2**	8**	1**	1**	4**	11**	5**	5**
Making calls to numbers not included in your monthly call allowance	1	-	1	-	-	-	-	-	1	-	-	-	-	1
	3%	-	4%	-	-	-	-	-	100%	-	-	-	-	15%
Calls made to an international number	3	-	3	-	-	1	-	2	-	-	-	2	*	1
	14%	-	19%	-	-	25%	-	28%	-	-	-	21%	7%	16%
Used more than your monthly inclusive call allowance	4	2	2	1	1	1	-	1	-	-	1	-	1	1
	14%	22%	11%	29%	18%	11%	-	12%	-	-	23%	-	29%	23%
Calls made outside of your free specified time frames	1	-	1	-	1	-	-	-	-	-	-	-	-	1
	2%	-	3%	-	16%	-	-	-	-	-	-	-	-	11%
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	3	-	3	-	1	1	-	1	-	-	-	2	-	1
	10%	-	15%	-	16%	18%	-	14%	-	-	-	18%	-	11%
Calls to mobile phones	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls to directory enquiries (i.e. 118 numbers)	1	-	1	-	-	-	-	1	-	-	1	-	-	-
	5%	-	8%	-	-	-	-	18%	-	-	34%	-	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	1	1	-	1	-	-	-	-	-	-	-	1	-	-
	5%	18%	-	26%	-	-	-	-	-	-	-	12%	-	-
Service was used by friend/family member	1	-	1	-	-	1	-	-	-	-	-	-	-	1
	2%	-	3%	-	-	11%	-	-	-	-	-	-	-	11%
Charges for repairs to your service	1	-	1	1	-	-	-	-	-	-	-	-	-	1
	6%	-	8%	28%	-	-	-	-	-	-	-	-	-	27%
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 36

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	26	7	19	5	4	7	1	7	1	1	4	10	5	7
Weighted Base	25*	7**	18**	5**	4**	5**	2**	8**	1**	1**	4**	11**	5**	5**
Sending texts not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sending picture messages/MMS not included in your monthly text allowance	1 4%	-	1 5%	-	-	1 18%	-	-	-	-	-	1 8%	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance.	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	* 1%	-	*	-	-	*	-	-	-	-	-	*	-	-
Using calls on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly text allowance	4 16%	3 41%	1 5%	2 40%	-	2 38%	-	-	-	-	1 26%	1 12%	2 33%	-
Used more than your monthly data allowance (e.g. email, internet, social networking)	1 5%	1 12%	*	1 18%	-	*	-	-	-	-	-	1 8%	-	*

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	26	7	19	5	4	7	1	7	1	1	4	10	5	7
Weighted Base	25*	7**	18**	5**	4**	5**	2**	8**	1**	1**	4**	11**	5**	5**
Provider increased the monthly fee\tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data\messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	3	1	2	-	2	-	-	1	-	-	-	3	-	-
	14%	19%	11%	-	66%	-	-	14%	-	-	-	31%	-	-
None	1	1	-	-	-	-	-	1	-	-	-	1	-	-
	5%	16%	-	-	-	-	-	15%	-	-	-	10%	-	-
Don't know	3	-	3	-	-	-	2	-	-	1	1	-	2	-
	12%	-	17%	-	-	-	100%	-	-	100%	17%	-	46%	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Total	Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	26	14	9	3	11	15	12	14	23	3	23	1	-	2
Weighted Base	25*	15**	8**	3**	11**	15**	12**	14**	23**	2**	23**	1**	-**	1**
Making calls to numbers not included in your monthly call allowance	1	-	-	1	-	1	-	1	1	-	1	-	-	-
	3%	-	-	29%	-	5%	-	6%	3%	-	3%	-	-	-
Calls made to an international number	3	2	-	1	1	3	*	3	3	*	3	-	-	*
	14%	14%	-	50%	9%	17%	3%	23%	14%	15%	13%	-	-	47%
Used more than your monthly inclusive call allowance	4	1	2	1	1	2	1	2	4	-	4	-	-	-
	14%	6%	27%	21%	14%	15%	11%	17%	16%	-	15%	-	-	-
Calls made outside of your free specified time frames	1	-	1	-	-	1	1	-	1	-	1	-	-	-
	2%	-	8%	-	-	4%	5%	-	3%	-	3%	-	-	-
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	3	1	2	-	1	2	2	1	3	-	3	-	-	-
	10%	7%	20%	-	10%	10%	13%	8%	11%	-	11%	-	-	-
Calls to mobile phones	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls to directory enquiries (i.e. 118 numbers)	1	1	-	-	-	1	-	1	1	-	-	1	-	-
	5%	9%	-	-	-	9%	-	10%	6%	-	-	100%	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	1	-	1	-	1	-	-	1	1	-	1	-	-	-
	5%	-	17%	-	12%	-	-	10%	6%	-	6%	-	-	-
Service was used by friend/family member	1	-	-	1	-	1	1	-	1	-	1	-	-	-
	2%	-	-	21%	-	4%	5%	-	3%	-	3%	-	-	-
Charges for repairs to your service	1	-	1	-	-	1	1	-	1	-	1	-	-	-
	6%	-	18%	-	-	10%	12%	-	6%	-	6%	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
	Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Total	26	14	9	3	11	15	14	23	3	23	1	-	2
Unweighted Base	25*	15**	8**	3**	11**	15**	12**	23**	2**	23**	1**	-**	1**
Weighted Base													
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-
Sending texts not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-
Sending picture messages\MMS not included in your monthly text allowance	1 4%	1 6%	-	-	1 9%	-	1 7%	1 4%	-	1 4%	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance.	-	-	-	-	-	-	-	-	-	-	-	-	-
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	* 1%	* 2%	-	-	*	*	-	*	-	-	-	-	*
Using calls on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
	Married \Living as married (a)	Single (b)	Widow\Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	26	14	9	3	11	15	14	23	3	23	1	-	2
Weighted Base	25*	15**	8**	3**	11**	15**	12**	23**	2**	23**	1**	**	1**
Used more than your monthly text allowance	4	2	2	-	3	1	2	3	1	4	-	-	-
	16%	13%	27%	-	29%	6%	17%	15%	13%	44%	17%	-	-
Used more than your monthly data allowance (e.g. email, internet, social networking)	1	-	1	-	1	-	*	1	1	-	-	-	*
	5%	-	17%	-	12%	-	3%	7%	6%	-	4%	-	53%
Provider increased the monthly fee\tariff	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data\messaging	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	3	3	-	-	2	1	2	1	2	1	3	-	-
	14%	23%	-	-	22%	7%	20%	8%	11%	41%	15%	-	-
None	1	1	-	-	1	-	-	1	1	-	1	-	-
	5%	8%	-	-	11%	-	-	9%	5%	-	5%	-	-
Don't know	3	3	-	-	-	3	2	1	3	-	3	-	-
	12%	20%	-	-	-	20%	20%	5%	13%	-	13%	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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Table 36

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	26	1	4	2	-	5	3	4	2	2	-	1	2
Weighted Base	25*	1**	5**	2**	-**	6**	3**	3**	2**	2**	-**	1**	1**
Making calls to numbers not included in your monthly call allowance	1 3%	-	-	-	-	1 13%	-	-	-	-	-	-	-
Calls made to an international number	3 14%	-	2 48%	-	-	-	-	1 28%	-	-	-	-	47%
Used more than your monthly inclusive call allowance	4 14%	1 100%	-	-	-	-	1 24%	1 44%	1 31%	-	-	-	-
Calls made outside of your free specified time frames	1 2%	-	-	-	-	-	-	-	-	1 33%	-	-	-
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	3 10%	-	1 21%	-	-	-	1 40%	-	-	1 33%	-	-	-
Calls to mobile phones	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls to directory enquiries (i.e. 118 numbers)	1 5%	-	-	-	-	-	-	-	-	-	1 100%	-	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	1 5%	-	-	-	-	-	-	-	1 69%	-	-	-	-
Service was used by friend/family member	1 2%	-	-	-	-	-	-	-	1 31%	-	-	-	-
Charges for repairs to your service	1 6%	-	1 31%	-	-	-	-	-	-	-	-	-	-
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 36

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]****Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks**

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	26	1	4	2	-	5	3	4	2	2	-	1	2
Weighted Base	25*	1**	5**	2**	**	6**	3**	3**	2**	2**	**	1**	1**
Sending texts not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-
Sending picture messages\MMS not included in your monthly text allowance	1 4%	-	-	-	-	-	-	1 28%	-	-	-	-	-
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance.	-	-	-	-	-	-	-	-	-	-	-	-	-
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	* 1%	-	-	-	-	-	-	-	-	-	-	-	*
Using calls on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly text allowance	4 16%	-	-	1 52%	-	-	-	2 49%	1 69%	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 36

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]****Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks**

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	26	1	4	2	-	5	3	4	2	2	-	1	2
Weighted Base	25*	1**	5**	2**	**	6**	3**	3**	2**	2**	**	1**	1**
Used more than your monthly data allowance (e.g. email, internet, social networking)	1 5%	-	-	-	-	-	1 35%	-	-	-	-	-	*
Provider increased the monthly fee\tariff	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data\messaging	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	3 14%	-	-	1 48%	-	2 40%	-	-	-	-	-	-	-
None	1 5%	-	-	-	-	-	-	-	-	1 67%	-	-	-
Don't know	3 12%	-	-	-	-	3 47%	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 36

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	26	26	-	26	18	18	8	-	25	-	25	17	17	4	10	26
Weighted Base	25*	25**	-**	25**	17**	17**	8**	-**	25**	-**	25**	16**	17**	4**	8**	25**
Making calls to numbers not included in your monthly call allowance	1	1	-	1	-	-	1	-	1	-	1	-	-	-	-	1
	3%	3%	-	3%	-	-	10%	-	3%	-	3%	-	-	-	-	3%
Calls made to an international number	3	3	-	3	1	1	2	-	3	-	3	1	2	-	1	3
	14%	14%	-	14%	7%	7%	28%	-	14%	-	14%	7%	13%	-	15%	14%
Used more than your monthly inclusive call allowance	4	4	-	4	3	3	1	-	4	-	4	3	2	-	1	4
	14%	14%	-	14%	17%	17%	9%	-	15%	-	15%	18%	12%	-	15%	14%
Calls made outside of your free specified time frames	1	1	-	1	1	1	-	-	-	-	-	1	1	-	1	1
	2%	2%	-	2%	3%	3%	-	-	-	-	-	4%	4%	-	7%	2%
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	3	3	-	3	2	2	1	-	2	-	2	2	2	1	1	3
	10%	10%	-	10%	10%	10%	10%	-	8%	-	8%	10%	10%	22%	7%	10%
Calls to mobile phones	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls to directory enquiries (i.e. 118 numbers)	1	1	-	1	1	1	-	-	1	-	1	1	1	-	1	1
	5%	5%	-	5%	8%	8%	-	-	5%	-	5%	8%	8%	-	17%	5%
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	1	1	-	1	-	-	1	-	1	-	1	1	1	1	1	1
	5%	5%	-	5%	-	-	16%	-	5%	-	5%	-	8%	30%	17%	5%
Service was used by friend/family member	1	1	-	1	1	1	-	-	1	-	1	1	1	-	1	1
	2%	2%	-	2%	3%	3%	-	-	2%	-	2%	4%	4%	-	7%	2%
Charges for repairs to your service	1	1	-	1	1	1	-	-	1	-	1	1	1	-	-	1
	6%	6%	-	6%	8%	8%	-	-	6%	-	6%	9%	9%	-	-	6%
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 36

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	26	26	-	26	18	18	8	-	25	-	25	17	17	4	10	26
Weighted Base	25*	25**	-**	25**	17**	17**	8**	-**	25**	-**	25**	16**	17**	4**	8**	25**
Sending texts not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sending picture messages\MMS not included in your monthly text allowance	1 4%	1 4%	-	1 4%	-	-	11%	-	1 4%	-	1 4%	-	6%	-	-	1 4%
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	* 1%	* 1%	-	* 1%	* 2%	* 2%	-	-	* 1%	-	* 1%	* 2%	* 2%	-	* 4%	* 1%
Using calls on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly text allowance	4 16%	4 16%	-	4 16%	1 5%	1 5%	3 38%	-	4 16%	-	4 16%	1 6%	2 14%	2 52%	2 28%	4 16%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]****Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks**

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	26	26	-	26	18	18	8	-	25	-	25	17	17	4	10	26
Weighted Base	25*	25**	-**	25**	17**	17**	8**	-**	25**	-**	25**	16**	17**	4**	8**	25**
Used more than your monthly data allowance (e.g. email, internet, social networking)	1	1	-	1	1	1	-	-	1	-	1	*	*	-	*	1
	5%	5%	-	5%	8%	8%	-	-	5%	-	5%	2%	2%	-	5%	5%
Provider increased the monthly fee\tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data\messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	3	3	-	3	2	2	1	-	3	-	3	2	2	-	1	3
	14%	14%	-	14%	14%	14%	13%	-	14%	-	14%	15%	12%	-	12%	14%
None	1	1	-	1	1	1	-	-	1	-	1	1	1	-	1	1
	5%	5%	-	5%	7%	7%	-	-	5%	-	5%	7%	7%	27%	-	5%
Don't know	3	3	-	3	3	3	-	-	3	-	3	3	2	-	-	3
	12%	12%	-	12%	17%	17%	-	-	12%	-	12%	18%	14%	-	-	12%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	26	11	8	8	3	15	9	24	21	21	11	15	22	16
Weighted Base	25*	10**	9**	9**	3**	13**	10**	24**	20**	20**	9**	13**	20**	14**
Making calls to numbers not included in your monthly call allowance	1	-	1	1	-	-	1	1	-	-	-	-	-	-
3%	-	8%	8%	8%	-	-	8%	3%	-	-	-	-	-	-
Calls made to an international number	3	1	1	1	-	2	1	3	2	2	*	1	2	1
14%	12%	15%	15%	15%	-	16%	13%	15%	11%	11%	4%	10%	10%	9%
Used more than your monthly inclusive call allowance	4	1	1	1	1	2	1	3	2	2	2	2	3	3
14%	15%	8%	8%	8%	24%	17%	7%	12%	12%	12%	24%	15%	14%	22%
Calls made outside of your free specified time frames	1	-	-	-	-	1	-	1	1	1	1	1	1	1
2%	-	-	-	-	-	5%	-	2%	3%	3%	6%	5%	3%	4%
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	3	1	1	1	-	1	2	3	3	3	1	2	3	2
10%	11%	10%	10%	10%	-	5%	19%	11%	13%	13%	6%	12%	13%	11%
Calls to mobile phones	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls to directory enquiries (i.e. 118 numbers)	1	-	-	-	1	1	-	1	1	1	1	-	1	-
5%	-	-	-	-	51%	11%	-	6%	7%	7%	15%	-	7%	-
Accepting reverse charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent or unauthorised use	1	1	-	-	-	1	-	1	1	1	-	1	1	1
5%	14%	-	-	-	-	10%	-	6%	7%	7%	-	10%	7%	10%
Service was used by friend/family member	1	1	-	-	-	1	-	1	1	1	1	1	1	1
2%	6%	-	-	-	-	5%	-	2%	3%	3%	6%	5%	3%	4%
Charges for repairs to your service	1	-	1	1	-	-	1	1	1	1	1	1	1	1
6%	-	15%	15%	15%	-	-	14%	6%	7%	7%	15%	11%	7%	10%
Incorrect charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 36

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	26	11	8	8	3	15	9	24	21	21	11	15	22	16
Weighted Base	25*	10**	9**	9**	3**	13**	10**	24**	20**	20**	9**	13**	20**	14**
Sending texts not included in your monthly text allowance	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sending picture messages/MMS not included in your monthly text allowance	1	-	-	-	-	1	-	1	1	1	-	1	1	1
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance.	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	* 1%	* 4%	-	-	-	*	-	*	*	*	*	*	2%	*
Using calls on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used more than your monthly text allowance	4	2	-	-	-	2	-	3	3	3	1	4	3	4
	16%	23%	-	-	-	18%	-	14%	17%	17%	10%	31%	16%	29%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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Table 36

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	26	11	8	8	3	15	9	24	21	21	11	15	22	16
Weighted Base	25*	10**	9**	9**	3**	13**	10**	24**	20**	20**	9**	13**	20**	14**
Used more than your monthly data allowance (e.g. email, internet, social networking)	1	1	-	-	-	1	-	1	1	1	1	1	1	1
5%	14%	-	-	-	-	10%	-	6%	7%	7%	14%	10%	7%	10%
Provider increased the monthly fee\tariff	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data\messaging	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other reason	3	2	-	-	-	2	-	2	3	3	1	2	3	2
14%	25%	-	-	-	-	19%	-	10%	18%	18%	11%	16%	17%	15%
None	1	-	1	1	-	-	1	1	1	1	-	-	1	-
5%	-	12%	12%	12%	-	-	11%	5%	6%	6%	-	-	6%	-
Don't know	3	-	3	3	1	1	3	3	1	1	-	-	1	-
12%	-	31%	31%	25%	5%	28%	13%	3%	3%	-	-	-	3%	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	Q.12 BILL SHOCK (8 WEEKS)							Any bill shock (g)
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)		
Unweighted Base	26	6	21	-	-	-	-	26	
Weighted Base	25*	6**	20**	-**	-**	-**	-**	25**	
Making calls to numbers not included in your monthly call allowance	1 3%	- -	1 4%	- -	- -	- -	- -	1 3%	
Calls made to an international number	3 14%	- -	3 17%	- -	- -	- -	- -	3 14%	
Used more than your monthly inclusive call allowance	4 14%	1 9%	3 15%	- -	- -	- -	- -	4 14%	
Calls made outside of your free specified time frames	1 2%	1 9%	- -	- -	- -	- -	- -	1 2%	
Calls made to non-geographical numbers e.g. 0845, 0870, 09 numbers	3 10%	2 26%	1 5%	- -	- -	- -	- -	3 10%	
Calls to mobile phones	-	-	-	-	-	-	-	-	
Calls to directory enquiries (i.e. 118 numbers)	1 5%	1 21%	-	-	-	-	-	1 5%	
Accepting reverse charges	-	-	-	-	-	-	-	-	
Fraudulent or unauthorised use	1 5%	- -	1 6%	- -	- -	- -	- -	1 5%	
Service was used by friend/family member	1 2%	1 9%	-	-	-	-	-	1 2%	
Charges for repairs to your service	1 6%	1 22%	-	-	-	-	-	1 6%	
Incorrect charges	-	-	-	-	-	-	-	-	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]

Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks

	Total	Q.12 BILL SHOCK (8 WEEKS)							Any bill shock (g)
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)		
Unweighted Base	26	6	21	-	-	-	-	26	
Weighted Base	25*	6**	20**	-**	-**	-**	-**	25**	
Sending texts not included in your monthly text allowance	-	-	-	-	-	-	-	-	-
Sending picture messages/MMS not included in your monthly text allowance	1 4%	- -	1 5%	- -	- -	- -	- -	1 4%	
Using pay as you go data e.g. email, internet, social networking sites not included in your monthly inclusive allowance.	-	-	-	-	-	-	-	-	-
Accessing services from within an app (e.g. dialling a premium rate number)	-	-	-	-	-	-	-	-	-
Using calls on your mobile whilst away within Europe	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away within Europe	* 1%	- -	* 2%	- -	- -	- -	- -	*	1%
Using calls on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-
Using data on your mobile whilst away outside of Europe	-	-	-	-	-	-	-	-	-
Used more than your monthly text allowance	4 16%	- -	4 20%	- -	- -	- -	- -	4	16%
Used more than your monthly data allowance (e.g. email, internet, social networking)	1 5%	- -	1 6%	- -	- -	- -	- -	1	5%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Consumer Complaints Study - Wave 8 (QS9331 - 183436)**Q.14A\14B Reasons for bill shock on landline or mobile phone [filtered on mobile phone contract customers]****Base: All mobile phone contract customers who have received an unexpectedly high landline bill or mobile phone in the past 8 weeks**

	Total	Q.12 BILL SHOCK (8 WEEKS)							Any bill shock (g)
		Landline (a)	Mobile (b)	Fixed broadband (c)	Mobile broadband (d)	Pay TV (e)	Package (unsure which service) (f)		
Unweighted Base	26	6	21	-	-	-	-	26	
Weighted Base	25*	6**	20**	-**	-**	-**	-**	25**	
Provider increased the monthly fee\tariff	-	-	-	-	-	-	-	-	-
Provider increased their costs for calls\data\messaging	-	-	-	-	-	-	-	-	-
Other reason	3	1	3	-	-	-	-	3	
	14%	22%	17%	-	-	-	-	14%	
None	1	-	1	-	-	-	-	1	
	5%	-	6%	-	-	-	-	5%	
Don't know	3	-	3	-	-	-	-	3	
	12%	-	14%	-	-	-	-	12%	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

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

Table 37

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q.TV

Base: All adults UK

	Total	TV							INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)	
Unweighted Base	1044	450	427	418	52	587	447	993	801	797	346	481	825	475	
Weighted Base	1044	464	404	398	53*	609	424	990	854	846	377	535	875	534	
Sky - Digital Satellite TV for a monthly subscription	425 41%	425 92%bcdefg	46 11%	46 12%	3 6%	425 70%bcdfg	47 11%	425 43%bcdf	389 46%	387 46%	156 41%	238 45%	393 45%	235 44%	
Satellite TV from someone other than Sky	10 1%	10 2%bccef	1 *	1 *	-	-	1	10 1%e	10 1%	10 1%	6 2%	9 2%	10 1%	8 2%	
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	30 3%	30 6%bcdeg	5 1%	4 1%	1 2%	2 *	30 7%bcdeg	30 3%ce	20 2%	20 2%	15 4%	19 3%	21 2%	19 4%	
Virgin Media through cable	137 13%	3 1%	10 3%a	10 3%a	-	137 22%abcdg	10 2%	137 14%abcf	123 14%	118 14%	51 13%	71 13%	124 13%	73 14%	
Freeview through a TV aerial and set-top box	158 15%	20 4%	158 39%adeg	158 40%adeg	5 9%	21 4%	158 37%adeg	158 16%ae	114 13%	115 14%	58 15%	76 14%	117 13%	85 16%	
TV set which has Freeview channels built in (without a separate set-top box)	254 24%	35 8%	254 63%adeg	254 64%adeg	5 10%	47 8%	254 60%adeg	254 26%ade	180 21%	173 20%	90 24%	106 20%	190 22%	103 19%	
YouView set top box	6 1%	*	6 2%acef	-	1 2%ac	1 *	*	6 1%	4 *	4 *	1 *	2 *	5 1%	1 *	
BT Vision	37 4%	2 *	6 1%	5 1%	37 69%abcfg	37 6%abcf	5 1%	37 4%abcf	34 4%	34 4%	20 5%	19 4%	35 4%	22 4%	
Talk Talk TV	16 2%	2 *	4 1%	4 1%	16 31%abcfg	16 3%a	4 1%	16 2%	14 2%	14 2%	5 1%	9 1%	14 1%	6 1%	
Other	11 1%	2 *	1 *	1 *	-	-	1 *	11 1%e	9 1%	10 1%	5 1%	6 1%	10 1%	7 1%	
NO TV	47 4%	-	-	-	-	-	-	-	38 4%	38 5%	17 4%	30 6%	38 4%	28 5%	
Don't know	7 1%	-	-	-	-	-	-	-	6 1%	6 1%	6 1%	6 1%	6 1%	5 1%	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base



Table 38

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q. INTERNET
Base: All adults UK

	Total	TV							INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)	
Unweighted Base	1044	450	427	418	52	587	447	993	801	797	346	481	825	475	
Weighted Base	1044	464	404	398	53*	609	424	990	854	846	377	535	875	534	
Using a Wi-Fi (wireless) connection to broadband	837 80%	414 89%bcfg	272 67%	269 68%	48 91%bcf	547 90%bcfg	285 67%	793 80%bcf	837 98%jklm	837 99%jklm	350 93%	496 93%	837 96%k	497 93%	
Using a wired (Ethernet) connection to broadband	159 15%	63 14%	66 16%	65 16%	13 25%	94 16%	70 16%	153 15%	159 19%	142 17%	159 42%hiklm	110 21%	159 18%	111 21%	
Using a mobile network e.g. using 3G/4G on a smartphone\tablet\dongle	353 34%	180 39%bcfg	113 28%	111 28%	17 33%	222 36%bcf	121 29%	325 33%	335 39%	335 40%	214 57%hil	353 66%hijlm	353 40%	284 53%hil	
Using a dial-up connection to the internet i.e. you cannot make phone calls at the same time	3 *	2 *	2 *	2 *	- -	- -	2 *	3 *	1 *	2 *	1 *	1 *	3 *	2 *	
While travelling using a Wi-Fi (wireless) network	190 18%	95 21%	62 15%	62 16%	7 12%	113 19%	71 17%	183 18%	182 21%	190 22%	190 50%hiklm	161 30%hil	187 21%	190 36%hil	
While travelling using a mobile network e.g. using 3G/4G on a smartphone\tablet\dongle	415 40%	209 45%bcf	133 33%	133 33%	17 33%	262 43%bcf	147 35%	390 39%b	392 46%	390 46%	225 60%hil	415 78%hijl	404 46%	415 78%hijl	
At work or place of study	196 19%	92 20%	66 16%	66 16%	16 30%bcf	127 21%	73 17%	188 19%	192 22%	191 23%	196 52%hiklm	154 29%hil	194 22%	196 37%hikl	
In a public place (e.g. café or library) using a Wi-Fi (wireless) network	139 13%	66 14%	43 11%	42 11%	5 10%	84 14%	50 12%	130 13%	133 16%	139 16%	123 33%hikl	128 24%hil	136 16%	139 26%hil	
In a public place (e.g. café or library) using a wired (Ethernet) connection to broadband	42 4%	19 4%	13 3%	13 3%	2 4%	27 4%	14 3%	40 4%	41 5%	42 5%	42 11%hil	40 7%	42 5%	42 8%hl	
In a public place (e.g. café or library) using a mobile network e.g. using 3G\4G on a smartphone\tablet\dongle	128 12%	56 12%	40 10%	39 10%	3 6%	80 13%	45 11%	119 12%	124 15%	128 15%	97 26%hil	128 24%hil	127 14%	128 24%hil	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 38

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q. INTERNET
Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	427	418	52	587	447	993	801	797	346	481	825	475
Weighted Base	1044	464	404	398	53*	609	424	990	854	846	377	535	875	534
Home/personal email address	783	368	276	274	44	487	290	739	759	751	348	493	772	506
	75%	79%bcf	68%	69%	82%	80%bcfg	68%	75%bcf	89%	89%	92%	92%il	88%	95%hil
Work email address	164	81	54	54	11	115	59	161	162	161	128	130	163	149
	16%	18%	13%	13%	20%	19%bc	14%	16%	19%	19%	34%hikl	24%hil	19%	28%hil
None of these/Don't access the internet	151	39	95	94	2	46	102	145	-	-	-	-	-	-
	14%	8%	23%adeg	24%adeg	4%	8%	24%adeg	15%ae	-	-	-	-	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base



Table 39

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1044	467	577	126	190	165	145	136	139	143	188	277	194	385
Weighted Base	1044	505	539	148	195	167	176	155	102	102	202	322	217	303
GENDER														
Male	505	505	-	75	99	79	85	78	47	42	100	153	115	136
	48%	100% ^b	-	51%	51%	47%	48%	50%	46%	41%	49%	48%	53%	45%
Female	539	-	539	73	96	88	91	77	55	60	103	168	102	166
	52%	-	100% ^a	49%	49%	53%	52%	50%	54%	59%	51%	52%	47%	55%
AGE														
16-24	148	75	73	148	-	-	-	-	-	-	19	54	31	44
	14%	15%	14%	100% ^{defghi}	-	-	-	-	-	-	10%	17% ^j	14%	14%
25-34	195	99	96	-	195	-	-	-	-	-	30	71	43	51
	19%	20%	18%	-	100% ^{cdefghi}	-	-	-	-	-	15%	22%	20%	17%
35-44	167	79	88	-	-	167	-	-	-	-	41	57	35	34
	16%	16%	16%	-	-	100% ^{cdghi}	-	-	-	-	20% ^m	18% ^m	16%	11%
45-54	176	85	91	-	-	-	176	-	-	-	35	53	46	43
	17%	17%	17%	-	-	-	100% ^{cdeghi}	-	-	-	17%	16%	21%	14%
55-64	155	78	77	-	-	-	-	155	-	-	33	48	28	45
	15%	15%	14%	-	-	-	-	100% ^{cdefhi}	-	-	16%	15%	13%	15%
65-74	102	47	55	-	-	-	-	-	102	-	29	21	16	37
	10%	9%	10%	-	-	-	-	-	100% ^{cdefgi}	-	14% ^{kl}	6%	7%	12% ^k
75+	102	42	60	-	-	-	-	-	-	102	15	18	19	50
	10%	8%	11%	-	-	-	-	-	-	100% ^{cdegh}	7%	6%	9%	17% ^{jkl}
SOCIAL GRADE														
AB	202	100	103	19	30	41	35	33	29	15	202	-	-	-
	19%	20%	19%	13%	15%	25% ^{cdi}	20%	22%	28% ^{cdi}	15%	100% ^{klm}	-	-	-
C1	322	153	168	54	71	57	53	48	21	18	-	322	-	-
	31%	30%	31%	37% ^{hi}	37% ^{hi}	34% ^{hi}	30% ⁱⁱ	31% ⁱⁱ	20%	17%	-	100% ^{jlm}	-	-
C2	217	115	102	31	43	35	46	28	16	19	-	-	217	-
	21%	23%	19%	21%	22%	21%	26%	18%	15%	18%	-	-	100% ^{jkm}	-
DE	303	136	166	44	51	34	43	45	37	50	-	-	-	303
	29%	27%	31%	30%	26%	20%	24%	29%	36% ^{ef}	50% ^{cdegh}	-	-	-	100% ^{jkl}

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1044	467	577	126	190	165	145	136	139	143	188	277	194	385
Weighted Base	1044	505	539	148	195	167	176	155	102	102	202	322	217	303
MARITAL STATUS														
Married\Living as married	601 58%	318 63% ^b	283 52%	28 19%	123 63% ^c i	109 65% ^c i	120 68% ^c i	119 77% ^{cdehi}	61 59% ^c i	42 42% ^c	143 71% ^{km}	182 57% ^m	147 68% ^{km}	129 43%
Single	284 27%	145 29%	140 26%	119 81% ^d e ^f ghi	65 33% ^d fghi	42 25% ^d fghi	26 15%	12 8%	13 13%	7 7%	32 16%	101 31% ^j j	50 23%	101 33% ^j jl
Widow\Divorced\Separated	159 15%	42 8%	117 22% ^a	1 *	7 3%	16 10%cd	30 17%cd	24 15%cd	29 28% ^{cde} fg	53 52% ^{cde} gh	28 14%	39 12%	20 9%	73 24% ^j kl
WORKING STATUS														
Working	577 55%	307 61% ^b	270 50%	75 51% ^{hi}	137 70% ^c ghi	127 76% ^c ghi	142 81% ^c ghi	84 54% ^{hi}	10 10% ⁱ	1 1%	129 64% ^m	212 66% ^m	136 63% ^m	100 33%
Not working	467 45%	197 39%	270 50% ^a	72 49% ^{def}	58 30%	40 24%	34 19%	70 46% ^{def}	92 90% ^{cde} fg	101 99% ^{cde} gh	73 36%	110 34%	81 37%	203 67% ^j kl
CHILDREN IN HOUSEHOLD														
Any	310 30%	136 27%	175 32%	43 29% ^{ghi}	98 50% ^c fg <i>hi</i>	107 64% ^{cdfghi}	54 31% ^{ghi}	8 5% ^h	- -	1 1%	48 24%	95 30%	77 35% ^j	91 30%
None	734 70%	369 73%	364 68%	105 71% ^{de}	97 50% ^e	60 36%	122 69% ^{de}	147 95% ^{cdef}	102 100% ^{cde} fg	101 99% ^{cdef}	155 76% ^l	226 70%	140 65%	212 70%
AREA														
Urban	829 79%	402 80%	427 79%	108 73%	161 82%	137 82%	142 81%	124 80%	75 74%	82 81%	164 81%	258 80%	160 74%	247 82% ^l
Rural	215 21%	103 20%	112 21%	40 27%	34 18%	29 18%	34 19%	31 20%	27 26%	19 19%	38 19%	64 20%	57 26% ^m	56 18%
COUNTRY														
England	879 84%	423 84%	456 85%	130 88%	163 84%	142 85%	147 84%	126 82%	86 84%	83 82%	175 82%	282 87%	171 88% ^l	250 79% ^{83%}
Scotland	89 9%	40 8%	49 9%	11 7%	17 9%	13 8%	13 7%	16 11%	9 9%	10 10%	20 10%	21 10%	29 6%	20 13% ^{km} 6%
Wales	52 5%	28 6%	24 4%	4 3%	9 5%	6 3%	12 7%	10 6%	5 5%	7 7%	5 3%	14 4%	13 4%	20 6% ^j 7% ^j
Northern Ireland	24 2%	13 3%	11 2%	3 2%	6 3%	6 4%	4 2%	2 1%	3 2%	1 1%	2 1%	5 1%	4 1%	13 2% ^{4%}

Table 39

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1044	467	577	126	190	165	145	136	139	143	188	277	194	385
Weighted Base	1044	505	539	148	195	167	176	155	102	102	202	322	217	303
GOVERNMENT REGIONS														
North East	39	18	22	4	8	9	3	8	3	5	13	9	7	11
	4%	4%	4%	2%	4%	6%	1%	5%	3%	5%	6%	3%	3%	4%
North West	108	60	48	16	19	10	22	19	13	10	17	31	17	43
	10%	12%	9%	11%	10%	6%	12%	12%	12%	9%	8%	10%	8%	14% <i>l</i>
Yorkshire and The Humber	85	33	52	19	14	10	11	15	9	7	17	23	19	25
	8%	6%	10%	13%	7%	6%	6%	9%	8%	7%	8%	7%	9%	8%
East Midlands	67	33	34	7	8	13	8	10	8	13	14	18	13	22
	6%	6%	6%	5%	4%	8%	5%	6%	8%	13% <i>cdf</i>	7%	6%	6%	7%
West Midlands	88	41	47	17	12	10	14	10	11	14	14	23	26	25
	8%	8%	9%	11%	6%	6%	8%	7%	11%	14% <i>de</i>	7%	7%	12%	8%
East of England	122	59	63	17	28	26	28	14	5	4	20	48	22	32
	12%	12%	12%	11%	14% <i>hi</i>	16% <i>hi</i>	16% <i>hi</i>	9%	5%	4%	10%	15%	10%	10%
London	155	81	74	25	37	34	32	12	6	9	38	57	23	38
	15%	16%	14%	17% <i>gh</i>	19% <i>ghi</i>	21% <i>ghi</i>	18% <i>gh</i>	8%	6%	9%	19% <i>l</i>	18% <i>l</i>	11%	12%
South East	157	71	85	17	29	25	21	30	20	16	29	54	30	44
	15%	14%	16%	12%	15%	15%	12%	19%	19%	16%	14%	17%	14%	15%
South West	59	29	30	9	10	6	9	8	13	5	13	19	16	11
	6%	6%	6%	6%	5%	3%	5%	5%	12% <i>defi</i>	5%	7%	6%	7%	4%
Wales	52	28	24	4	9	6	12	10	5	7	5	14	13	20
	5%	6%	4%	3%	5%	3%	7%	6%	5%	7%	3%	4%	6%	7% <i>j</i>
Scotland	89	40	49	11	17	13	13	16	9	10	20	21	29	20
	9%	8%	9%	7%	9%	8%	7%	11%	9%	10%	10%	6%	13% <i>km</i>	6%
Northern Ireland	24	13	11	3	6	6	4	2	3	1	2	5	4	13
	2%	3%	2%	2%	3%	4%	2%	1%	2%	1%	1%	1%	2%	4%
Q.1\2\3 PHONES OWN														
Mobile (any)	903	444	459	140	186	155	157	135	78	52	185	291	188	239
	86%	88%	85%	95% <i>ghi</i>	95% <i>ghi</i>	93% <i>hi</i>	89% <i>hi</i>	87% <i>hi</i>	76% <i>i</i>	51%	91% <i>m</i>	91% <i>m</i>	87% <i>m</i>	79%
Mobile - Pre-pay	255	125	130	33	36	24	33	43	44	42	44	65	49	96
	24%	25%	24%	22%	18%	15%	19%	28% <i>e</i>	43% <i>cdefg</i>	41% <i>cdefg</i>	22%	20%	23%	32% <i>jkl</i>

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1044	467	577	126	190	165	145	136	139	143	188	277	194	385
Weighted Base	1044	505	539	148	195	167	176	155	102	102	202	322	217	303
Mobile - contract	637	313	324	106	149	131	119	91	33	9	139	224	133	141
Landline	808	392	416	92	128	132	141	131	89	95	176	251	174	207
Mobile & Landline	700	344	357	88	125	125	129	118	69	47	164	226	149	161
Mobile only	203	100	103	52	61	30	29	17	9	5	21	65	39	78
Landline only	108	49	59	4	3	7	12	13	20	48	12	24	26	46
Q.35A BILLS RESPONSIBLE FOR														
Mobile (any)	700	357	343	88	155	127	122	103	61	45	137	236	138	189
Mobile - Pre-pay	208	106	102	22	31	20	26	37	36	36	36	53	42	77
Mobile - contract	485	246	238	66	122	107	90	66	25	9	100	182	92	111
Landline	649	329	320	19	106	111	127	117	80	89	138	198	133	181
Fixed broadband	600	301	299	35	129	127	122	105	58	25	133	204	125	138
Mobile broadband	129	64	65	11	27	33	28	20	9	1	34	37	32	26
Pay TV	416	211	205	13	81	89	84	72	46	32	85	132	88	112
Any bill	934	465	469	101	183	158	161	141	95	95	176	290	194	274
TV ANY SATELLITE	464	228	236	62	98	85	92	67	32	28	97	134	109	123
				42% <i>i</i>	50% <i>hi</i>	51% <i>hi</i>	52% <i>hi</i>	43% <i>i</i>	31%	28%	48%	42%	50% <i>m</i>	41%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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



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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1044	467	577	126	190	165	145	136	139	143	188	277	194	385
Weighted Base	1044	505	539	148	195	167	176	155	102	102	202	322	217	303
ANY FREEVIEW INC. YOUVIEW	404 39%	190 38%	213 40%	63 42%de	54 28%	49 29%	67 38%	49 32%	53 52%defg	68 67%cddefgh	73 36%	118 37%	82 38%	131 43%
ANY FREEVIEW EXC. YOUVIEW	398 38%	189 37%	209 39%	63 42%de	54 27%	45 27%	67 38%	49 32%	53 52%defg	67 66%cddefgh	71 35%	117 36%	80 37%	130 43%
ANY IPTV	53 5%	22 4%	31 6%	4 3%	4 2%	8 5%	11 6%	17 11%cdi	7 7%d	2 2%	11 5%	22 7%	8 4%	12 4%
ANY PAY TV	609 58%	302 60%	307 57%	75 51%i	117 60%i	113 68%chi	114 65%ci	99 64%i	55 53%i	35 35%	125 62%m	195 61%m	137 63%m	152 50%
ANY FTA	424 41%	202 40%	221 41%	67 46%de	58 30%	47 28%	73 42%de	54 35%	53 52%deg	71 70%cddefgh	76 37%	123 38%	83 38%	142 47%k
ANY TV SERVICE	990 95%	478 95%	512 95%	140 95%	172 88%	158 94%	172 98%cd	147 95%cd	100 98%cd	100 99%cd	192 95%	300 93%	210 97%	288 95%
INTERNET														
FIXED BROADBAND AT HOME	854 82%	428 85%b	427 79%	135 91%hi	175 90%hi	157 94%hi	156 88%hi	134 87%hi	69 67%i	29 29%	188 93%lm	295 92%lm	183 84%m	188 62%
ANY WIFI ACCESS	846 81%	423 84%	424 79%	136 92%hi	175 90%hi	158 95%ghi	156 89%hi	129 84%hi	63 62%i	29 28%	186 92%lm	290 90%lm	180 83%m	191 63%
ANY WIRED (ETHERNET) ACCESS	377 36%	185 37%	192 36%	81 55%deghi	73 38%hi	66 40%hi	76 43%hi	50 32%i	26 25%i	5 5%	102 50%lm	134 42%lm	66 30%	76 25%
ANY MOBILE (3G/4G) ACCESS	535 51%	269 53%	266 49%	109 74%fghi	131 67%ghi	114 69%fghi	98 56%ghi	54 35%i	26 25%i	3 3%	111 55%m	193 60%m	110 51%m	121 40%
INTERNET ACCESS AT HOME	875 84%	438 87%b	437 81%	140 95%ghi	182 94%hi	159 95%ghi	159 90%hi	134 87%hi	70 68%i	31 30%	192 95%lm	298 93%lm	184 85%m	201 66%
INTERNET ACCESS OUTSIDE OF HOME	534 51%	269 53%	264 49%	111 75%defghi	122 62%ghi	103 62%ghi	106 60%ghi	65 42%hi	24 23%i	4 4%	121 60%lm	207 64%lm	100 46%m	106 35%

Table 39

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q. Breaks x Breaks
Base: All adults UK

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	
Unweighted Base	1044	572	278	194	506	538	298	746	838	206	850	92	42	60
Weighted Base	1044	601	284	159	577	467	310	734	829	215	879	89*	52*	24*
GENDER														
Male	505 48%	318 53% ^c	145 51% ^c	42 27%	307 53% ^e	197 42%	136 44%	369 50%	402 48%	103 48%	423 48%	40 45%	28 54%	13 56%
Female	539 52%	283 47%	140 49%	117 73% ^{ab}	270 47%	270 58% ^d	175 56%	364 50%	427 52%	112 52%	456 52%	49 55%	24 46%	11 44%
AGE														
16-24	148 14%	28 5% ^c	119 42% ^{ac}	1 *	75 13%	72 15%	43 14%	105 14%	108 13%	40 19%	130 15%	11 12%	4 7%	3 11%
25-34	195 19%	123 20% ^c	65 23% ^c	7 4%	137 24% ^e	58 12%	98 31% ^g	97 13%	161 19%	34 16%	163 19%	17 19%	9 17%	6 24%
35-44	167 16%	109 18% ^c	42 15%	16 10%	127 22% ^e	40 8%	107 35% ^g	60 8%	137 17%	29 14%	142 16%	13 14%	6 11%	6 25%
45-54	176 17%	120 20% ^b	26 9%	30 19% ^b	142 25% ^e	34 7%	54 17%	122 17%	142 17%	34 16%	147 17%	13 15%	12 23%	4 15%
55-64	155 15%	119 20% ^b	12 4%	24 15% ^b	84 15%	70 15%	8 2%	147 20% ^f	124 15%	31 14%	126 14%	16 18%	10 19%	2 9%
65-74	102 10%	61 10% ^b	13 5%	29 18% ^{ab}	10 2%	92 20% ^d	- -	102 14% ^f	75 9%	27 13%	86 10%	9 10%	5 9%	3 11%
75+	102 10%	42 7% ^b	7 2%	53 33% ^{ab}	1 *	101 22% ^d	1 14% ^f	101 10%	82 9%	19 9%	83 9%	10 11%	7 14%	1 5%
SOCIAL GRADE														
AB	202 19%	143 24% ^b	32 11%	28 17%	129 22% ^e	73 16%	48 15%	155 21%	164 20%	38 18%	175 20%	20 22%	5 10%	2 9%
C1	322 31%	182 30%	101 35% ^c	39 24%	212 37% ^e	110 23%	95 31%	226 31%	258 31%	64 30%	282 32%	21 23%	14 27%	5 19%
C2	217 21%	147 24% ^{bc}	50 18%	20 12%	136 24% ^e	81 17%	77 25%	140 19%	160 19%	57 27% ^h	171 19%	29 32% ^j	13 24%	4 19%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q. Breaks x Breaks
Base: All adults UK

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
	Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1044	572	278	194	506	538	298	746	838	206	850	92	42
Weighted Base	1044	601	284	159	577	467	310	734	829	215	879	89*	52*
DE	303	129	101	73	100	203	91	212	247	56	250	20	20
	29%	22%	36% ^a	46% ^{ab}	17%	44% ^d	29%	29%	30%	26%	28%	22%	39%
MARITAL STATUS													13
Married\Living as married	601	601	-	-	374	227	225	376	473	128	500	56	33
	58%	100% ^b c	-	-	65% ^e	49%	73% ^g	51%	57%	60%	57%	63%	49%
Single	284	-	284	-	155	129	70	215	229	55	244	21	10
	27%	-	100% ^a c	-	27%	28%	22%	29% ^f	28%	25%	28%	24%	19%
Widow\Divorced\Separated	159	-	-	159	48	111	15	143	127	32	135	11	9
	15%	-	-	100% ^a b	8%	24% ^d	5%	20% ^f	15%	15%	15%	12%	12%
WORKING STATUS													
Working	577	374	155	48	577	-	203	374	463	114	494	46	24
	55%	62% ^c	55% ^c	30%	100% ^e	-	66% ^g	51%	56%	53%	56%	52%	46%
Not working	467	227	129	111	-	467	107	360	366	101	385	43	28
	45%	38%	45%	70% ^a b	-	100% ^d	34%	49% ^f	44%	47%	44%	48%	54%
CHILDREN IN HOUSEHOLD													
Any	310	225	70	15	203	107	310	-	253	57	256	30	13
	30%	38% ^b c	24% ^c	10%	35% ^e	23%	100% ^g	-	31%	27%	29%	33%	25%
None	734	376	215	143	374	360	-	734	576	158	623	59	39
	70%	62%	76% ^a	90% ^a b	65%	77% ^d	-	100% ^f	69%	73%	71% ^m	67%	75% ^m
AREA													
Urban	829	473	229	127	463	366	253	576	829	-	707	80	24
	79%	79%	81%	80%	80%	78%	81%	79%	100% ⁱ	-	80% ^l	90% ^{jlm}	47%
Rural	215	128	55	32	114	101	57	158	-	215	172	8	28
	21%	21%	19%	20%	20%	22%	19%	21%	-	100% ^h	20% ^k	10%	53% ^{jk} m
COUNTRY													
England	879	500	244	135	494	385	256	623	707	172	879	-	-
	84%	83%	86%	85%	86%	82%	82%	85%	85%	80%	100% ^{klm}	-	-
Scotland	89	56	21	11	46	43	30	59	80	8	-	89	-
	9%	9%	8%	7%	8%	9%	10%	8%	10% ⁱ	4%	-	100% ^{jlm}	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 39

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q. Breaks x Breaks
Base: All adults UK

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	
Unweighted Base	1044	572	278	194	506	538	298	746	838	206	850	92	42	60
Weighted Base	1044	601	284	159	577	467	310	734	829	215	879	89*	52*	24*
Wales	52	33	10	9	24	28	13	39	24	28	-	-	52	-
	5%	5%	3%	6%	4%	6%	4%	5%	3%	13%h	-	-	100%jkm	-
Northern Ireland	24	12	9	3	13	11	12	12	17	7	-	-	-	24
	2%	2%	3%	2%	2%	2%	4%	2%	2%	3%	-	-	-	100%jkl
GOVERNMENT REGIONS														
North East	39	22	10	8	20	19	10	29	35	4	39	-	-	-
	4%	4%	3%	5%	4%	4%	3%	4%	4%	2%	4%	-	-	-
North West	108	53	31	24	60	48	24	84	105	3	108	-	-	-
	10%	9%	11%	15%a	10%	10%	8%	11%	13%l	1%	12%klm	-	-	-
Yorkshire and The Humber	85	50	26	8	45	39	25	60	50	34	85	-	-	-
	8%	8%	9%	5%	8%	8%	8%	8%	6%	16%h	10%km	-	-	-
East Midlands	67	41	11	15	32	35	18	48	32	35	67	-	-	-
	6%	7%	4%	9%b	6%	7%	6%	7%	4%	16%h	8%km	-	-	-
West Midlands	88	50	25	13	38	50	27	60	63	25	88	-	-	-
	8%	8%	9%	8%	7%	11%d	9%	8%	8%	12%	10%km	-	-	-
East of England	122	62	45	15	85	37	39	83	91	31	122	-	-	-
	12%	10%	16%a	10%	15%e	8%	13%	11%	11%	14%	14%klm	-	-	-
London	155	91	49	16	92	63	52	104	155	-	155	-	-	-
	15%	15%	17%c	10%	16%	14%	17%	14%	19%l	-	18%klm	-	-	-
South East	157	93	33	30	87	69	51	106	142	15	157	-	-	-
	15%	16%	12%	19%b	15%	15%	16%	14%	17%l	7%	18%klm	-	-	-
South West	59	38	14	7	34	25	10	49	34	25	59	-	-	-
	6%	6%	5%	4%	6%	5%	3%	7%f	4%	12%h	7%k	-	-	-
Wales	52	33	10	9	24	28	13	39	24	28	-	-	52	-
	5%	5%	3%	6%	4%	6%	4%	5%	3%	13%h	-	-	100%jkm	-
Scotland	89	56	21	11	46	43	30	59	80	8	-	89	-	-
	9%	9%	8%	7%	8%	9%	10%	8%	10%i	4%	-	100%ilm	-	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 39

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q. Breaks x Breaks
Base: All adults UK

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Total	Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1044	572	278	194	506	538	298	746	838	206	850	92	42	60
Weighted Base	1044	601	284	159	577	467	310	734	829	215	879	89*	52*	24*
Northern Ireland	24	12	9	3	13	11	12	12	17	7	-	-	-	24
2%	2%	2%	3%	2%	2%	2%	4%	2%	2%	3%	-	-	-	100%jkl
Q.1\2\3 PHONES OWN														
Mobile (any)	903	539	251	113	537	366	288	615	713	190	770	68	44	21
86%	90% ^c	90% ^c	88% ^c	71%	93% ^e	78%	93% ^g	84%	86%	88%	88% ^k	76%	84%	89%
Mobile - Pre-pay	255	146	61	49	86	169	65	190	189	66	210	26	11	8
24%	24%	21%	21%	31% ^b	15%	36% ^d	21%	26%	23%	30% ^h	24%	29%	22%	32%
Mobile - contract	637	386	189	63	445	192	220	417	518	120	554	41	29	13
61%	64% ^c	66% ^c	40%	77% ^e	41%	71% ^g	57%	62%	56%	63% ^k	46%	55%	56%	
Landline	808	496	187	124	454	354	235	574	653	155	681	70	36	20
77%	83% ^b	66%	78% ^b	79%	76%	76%	78%	78%	79%	72%	77%	79%	70%	85%
Mobile & Landline	700	447	167	86	428	272	222	478	565	135	600	51	31	18
67%	74% ^{bc}	59%	54%	74% ^e	58%	72%	65%	68%	63%	63%	68%	58%	59%	76% ^k
Mobile only	203	91	84	27	109	93	65	137	148	55	170	17	13	3
19%	15%	30% ^a ^c	17%	19%	20%	21%	19%	18%	25% ^h	19%	19%	25%	12%	
Landline only	108	49	20	38	26	82	12	96	88	20	81	19	6	2
10%	8%	7%	24% ^a ^b	5%	17% ^d	4%	13% ^f	11%	9%	9%	22% ^j	11%	8%	
Q.3\5A BILLS RESPONSIBLE FOR														
Mobile (any)	700	420	186	94	428	272	217	483	551	149	597	49	37	18
67%	70% ^c	66%	59%	74% ^e	58%	70%	66%	66%	69%	68% ^k	55%	70%	76% ^k	
Mobile - Pre-pay	208	122	44	42	71	137	49	159	156	53	170	22	9	7
20%	20%	15%	27% ^b	12%	29% ^d	16%	22%	19%	24%	19%	24%	18%	31% ^j	
Mobile - contract	485	291	142	51	350	134	165	319	392	92	423	26	25	11
46%	48% ^c	50% ^c	32%	61% ^e	29%	53% ^g	44%	47%	43%	48% ^k	30%	47%	45%	
Landline	649	424	109	116	374	275	187	462	524	125	540	59	32	17
62%	71% ^b	38%	73% ^b	65%	59%	60%	63%	63%	58%	61%	67%	61%	71%	
Fixed broadband	600	413	120	68	398	202	204	397	477	123	499	57	29	15
57%	69% ^{bc}	42%	43%	69% ^e	43%	66% ^g	54%	58%	57%	57%	64%	56%	64%	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base



Table 39

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q. Breaks x Breaks
Base: All adults UK

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	
Unweighted Base	1044	572	278	194	506	538	298	746	838	206	850	92	42	60
Weighted Base	1044	601	284	159	577	467	310	734	829	215	879	89*	52*	24*
Mobile broadband	129 12%	89 15% ^c	27 10%	13 8%	91 16% ^e	38 8%	59 19% ^g	69 9%	106 13%	23 11%	106 12%	17 19% ^m	5 10%	1 3%
Pay TV	416 40%	285 47% ^b ^c	73 26%	58 37% ^b ^d	261 45% ^e	155 33%	140 45% ^g	276 38%	338 41%	78 36%	337 38%	43 49%	22 42%	14 57% ^j
Any bill	934 89%	546 91% ^b	235 83%	153 96% ^a ^b	537 93% ^e	396 85%	277 89%	656 89%	735 89%	198 92%	788 90%	76 85%	49 94%	21 87%
TV														
ANY SATELLITE	464 44%	287 48% ^c	116 41%	61 39%	301 52% ^e	163 35%	159 51% ^g	306 42%	354 43%	110 51%	387 44%	39 44%	25 47%	14 59% ^j
ANY FREEVIEW INC. YOUVIEW	404 39%	222 37%	104 36%	78 49% ^a ^b	188 33%	216 46% ^d	104 33%	300 41% ^f	306 37%	98 45% ^h	341 39%	34 39%	22 42%	7 29%
ANY FREEVIEW EXC. YOUVIEW	398 38%	218 36%	102 36%	78 49% ^a ^b	185 32%	213 46% ^d	100 32%	298 41% ^f	301 36%	97 45% ^h	336 38% ^m	34 39%	22 42%	6 24%
ANY IPTV	53 5%	34 6%	13 5%	6 4%	30 5%	24 5%	13 4%	40 6%	42 5%	11 5%	47 5%	4 5%	1 2%	1 3%
ANY PAY TV	609 58%	377 63% ^b ^c	153 54%	79 50%	383 66% ^e	226 48%	197 63%	412 56%	490 59%	118 55%	506 58%	55 62%	32 61%	16 66%
ANY FTA	424 41%	231 38%	109 38%	84 53% ^a ^b	200 35%	224 48% ^d	110 36%	313 43%	324 39%	100 46%	357 41% ^m	37 42%	23 44%	6 25%
ANY TV SERVICE	990 95%	581 97% ^b	255 90%	154 97% ^b	552 96%	438 94%	301 97%	689 94%	785 95%	205 95%	828 94%	88 99%	51 99%	23 95%
INTERNET														
FIXED BROADBAND AT HOME	854 82%	532 88% ^c	238 84% ^c	85 53%	536 93% ^e	318 68%	283 91% ^g	571 78%	668 81%	186 87%	721 82%	72 82%	42 81%	18 78%
ANY WIFI ACCESS	846 81%	527 88% ^c	239 84% ^c	80 50%	533 92% ^e	313 67%	283 91% ^g	564 77%	661 80%	186 86%	717 82%	69 78%	42 81%	18 78%
ANY WIRED (ETHERNET) ACCESS	377 36%	217 36% ^c	131 46% ^a ^c	30 19%	253 44% ^e	124 27%	129 42% ^g	248 34%	291 35%	86 40%	307 35%	46 52% ^j ^l	16 30%	8 35%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base



Table 39

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q. Breaks x Breaks
Base: All adults UK

	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY				
	Married \Living as married (a)	Single (b)	Widow\Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)	
Total	572	278	194	506	538	298	746	838	206	850	92	42	60	
Unweighted Base	1044	601	284	577	467	310	734	829	215	879	89*	52*	24*	
Weighted Base	1044	601	284	159										
ANY MOBILE (3G/4G) ACCESS	535 51%	312 52% ^c	189 66% ^{ac}	34 22%	363 63% ^e	171 37%	191 62% ^g	343 47%	417 50%	118 55%	458 52% ^m	41 47%	28 53%	8 33%
INTERNET ACCESS AT HOME	875 84%	537 89% ^c	250 88% ^c	89 56%	544 94% ^e	331 71%	291 94% ^g	584 80%	686 83%	189 88%	740 84%	74 84%	42 81%	19 81%
INTERNET ACCESS OUTSIDE OF HOME	534 51%	313 52% ^c	184 65% ^{ac}	36 23%	377 65% ^e	156 33%	184 59% ^g	350 48%	418 50%	115 54%	460 52% ^m	39 44%	27 52%	8 34%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 39

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q. Breaks x Breaks
Base: All adults UK

		GOVERNMENT REGIONS											
	Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	44	118	86	62	82	101	150	151	56	42	92	60
Weighted Base	1044	39*	108	85*	67*	88*	122*	155	157	59*	52*	89*	24*
GENDER													
Male	505	18	60	33	33	41	59	81	71	29	28	40	13
	48%	45%	55% ^c	38%	49%	46%	48%	52%	46%	49%	54%	45%	56%
Female	539	22	48	52	34	47	63	74	85	30	24	49	11
	52%	55%	45%	62% ^b	51%	54%	52%	48%	54%	51%	46%	55%	44%
AGE													
16-24	148	4	16	19	7	17	17	25	17	9	4	11	3
	14%	9%	15%	23% ^{hj}	11%	19%	14%	16%	11%	14%	7%	12%	11%
25-34	195	8	19	14	8	12	28	37	29	10	9	17	6
	19%	20%	18%	16%	12%	13%	23%	24%	18%	16%	17%	19%	24%
35-44	167	9	10	10	13	10	26	34	25	6	6	13	6
	16%	23% ^b	9%	12%	19%	11%	21% ^b	22% ^b	16%	10%	11%	14%	25% ^{bcei}
45-54	176	3	22	11	8	14	28	32	21	9	12	13	4
	17%	6%	20% ^a	13%	13%	16%	23% ^a	20% ^a	13%	15%	23%	15%	15%
55-64	155	8	19	15	10	10	14	12	30	8	10	16	2
	15%	21% ^g	18% ^g	17% ^g	15%	12%	11%	8%	19% ^g	14%	19%	18% ^g	9%
65-74	102	3	13	9	8	11	5	6	20	13	5	9	3
	10%	8%	12% ^g	10%	12%	12% ^g	4%	4%	12% ^{fg}	21% ^{fg}	9%	10%	11%
75+	102	5	10	7	13	14	4	9	16	5	7	10	1
	10%	12%	9%	8%	19% ^{fgl}	16% ^{fg}	3%	6%	10%	8%	14% ^f	11% ^f	5%
SOCIAL GRADE													
AB	202	13	17	17	14	14	20	38	29	13	5	20	2
	19%	32% ^{befjl}	16%	20%	21%	16%	17%	24% ^l	18%	23%	10%	22%	9%
C1	322	9	31	23	18	23	48	57	54	19	14	21	5
	31%	23%	29%	27%	27%	26%	40% ^{kl}	37% ^{kl}	34%	33%	27%	23%	19%
C2	217	7	17	19	13	26	22	23	30	16	13	29	4
	21%	17%	16%	22%	20%	29% ^{bg}	18%	15%	19%	27%	24%	32% ^{bfg}	19%
DE	303	11	43	25	22	25	32	38	44	11	20	20	13
	29%	28%	40% ^{fgik}	30%	32%	29%	26%	24%	28%	18%	39% ⁱ	22%	53% ^{acdefghik}

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l
* small base

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q. Breaks x Breaks
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	44	118	86	62	82	101	150	151	56	42	92	60
Weighted Base	1044	39*	108	85*	67*	88*	122*	155	157	59*	52*	89*	24*
MARITAL STATUS													
Married\Living as married	601 58%	22 56%	53 49%	50 59%	41 61%	50 57%	62 51%	91 58%	93 60%	38 65%	33 63%	56 63%	12 49%
Single	284 27%	10 25%	31 28%	26 31%	11 16%	25 29%	45 37%dh	49 32%d	33 21%	14 24%	10 19%	21 24%	9 39%dhj
Widow\Divorced\Separated	159 15%	8 19%	24 22%cg	8 10%	15 23%g	13 15%	15 12%	16 10%	30 19%g	7 11%	9 18%	11 12%	3 12%
WORKING STATUS													
Working	577 55%	20 52%	60 55%	45 53%	32 48%	38 43%	85 70%abcdehj kl	92 59%e	87 56%	34 58%	24 46%	46 52%	13 53%
Not working	467 45%	19 48%f	48 45%f	39 47%f	35 52%f	50 57%fg	37 30%	63 41%	69 44%f	25 42%	28 54%f	43 48%f	11 47%f
CHILDREN IN HOUSEHOLD													
Any	310 30%	10 25%	24 22%	25 29%	18 28%	27 31%	39 32%	52 33%i	51 33%i	10 17%	13 25%	30 33%i	12 49%abcdefghi j
None	734 70%	29 75%l	84 78%l	60 71%l	48 72%l	60 69%l	83 68%l	104 67%l	106 67%l	49 83%ghkl	39 75%l	59 67%	12 51%
AREA													
Urban	829 79%	35 90%cdijkl	105 97%cddefhij kl	50 60%	32 48%	63 71%dj	91 74%cdij	155 100%acdefhi jkl	142 90%cdefijl	34 58%	24 47%	80 90%cdedi jl	17 71%dj
Rural	215 21%	4 10%g	3 3%	34 40%abfghk l	35 52%abefghk	25 29%abghk	31 26%bghk	-	15 10%bg	25 42%abfghk l	28 53%abefghk	8 10%bg	7 29%abghk
COUNTRY													
England	879 84%	39 100%jkl	108 100%jkl	85 100%jkl	67 100%jkl	88 100%jkl	122 100%jkl	155 100%jkl	157 100%jkl	59 100%jkl	-	-	-
Scotland	89 9%	-	-	-	-	-	-	-	-	-	-	89 100%abcdef ghijkl	-

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q. Breaks x Breaks
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	44	118	86	62	82	101	150	151	56	42	92	60
Weighted Base	1044	39*	108	85*	67*	88*	122*	155	157	59*	52*	89*	24*
Wales	52	-	-	-	-	-	-	-	-	-	52	-	-
	5%	-	-	-	-	-	-	-	-	-	100%abcdeghijkl	-	-
Northern Ireland	24	-	-	-	-	-	-	-	-	-	-	-	24
	2%	-	-	-	-	-	-	-	-	-	-	-	100%abcdefghijkljk
GOVERNMENT REGIONS													
North East	39	39	-	-	-	-	-	-	-	-	-	-	-
	4%	100%bcdefghi	-	-	-	-	-	-	-	-	-	-	-
		jkl											
North West	108	-	108	-	-	-	-	-	-	-	-	-	-
	10%	-	100%acdefghi	-	-	-	-	-	-	-	-	-	-
		jkl											
Yorkshire and The Humber	85	-	-	85	-	-	-	-	-	-	-	-	-
	8%	-	-	100%abdefghi	-	-	-	-	-	-	-	-	-
		jkl											
East Midlands	67	-	-	-	67	-	-	-	-	-	-	-	-
	6%	-	-	-	100%abcefghi	-	-	-	-	-	-	-	-
		jkl											
West Midlands	88	-	-	-	-	88	-	-	-	-	-	-	-
	8%	-	-	-	-	100%abcdghi	-	-	-	-	-	-	-
		jkl											
East of England	122	-	-	-	-	-	122	-	-	-	-	-	-
	12%	-	-	-	-	-	100%abcdeghi	-	-	-	-	-	-
		jkl											
London	155	-	-	-	-	-	-	155	-	-	-	-	-
	15%	-	-	-	-	-	-	100%abcdefhi	-	-	-	-	-
		jkl											
South East	157	-	-	-	-	-	-	-	157	-	-	-	-
	15%	-	-	-	-	-	-	-	100%abcdefgi	-	-	-	-
		jkl											

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 39

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q. Breaks x Breaks
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	44	118	86	62	82	101	150	151	56	42	92	60
Weighted Base	1044	39*	108	85*	67*	88*	122*	155	157	59*	52*	89*	24*
South West	59	-	-	-	-	-	-	-	-	59	-	-	-
	6%	-	-	-	-	-	-	-	-	100%abcdeghjk	-	-	-
Wales	52	-	-	-	-	-	-	-	-	-	52	-	-
	5%	-	-	-	-	-	-	-	-	100%abcdeghijkl	-	-	-
Scotland	89	-	-	-	-	-	-	-	-	-	-	89	-
	9%	-	-	-	-	-	-	-	-	100%abcdefghijkl	-	-	-
Northern Ireland	24	-	-	-	-	-	-	-	-	-	-	-	24
	2%	-	-	-	-	-	-	-	-	100%abcdefghijklm	-	-	-
Q.1\2\3 PHONES OWN													
Mobile (any)	903	34	95	75	60	71	114	129	138	55	44	68	21
	86%	86%	88%k	89%k	89%	81%	94%egk	83%	88%k	93%k	84%	76%	88%
Mobile - Pre-pay	255	11	26	21	30	26	17	26	39	14	11	26	8
	24%	27%	24%	25%	46%bcfgij	30%fg	14%	16%	25%	24%	22%	29%fg	32%fg
Mobile - contract	637	23	67	54	29	43	97	101	100	40	29	41	13
	61%	59%	62%dk	64%dk	44%	49%	80%abcdg	65%dek	64%dk	68%dek	55%	46%	56%
Landline	808	28	87	59	53	74	99	103	130	48	36	70	20
	77%	72%	81%g	70%	80%	85%cg	81%g	66%	83%cg	81%	70%	79%g	85%g
Mobile & Landline	700	24	78	50	48	58	92	91	114	45	31	51	18
	67%	61%	72%gk	59%	72%	66%	76%cgk	59%	73%cgk	76%gk	59%	58%	76%cgk
Mobile only	203	10	17	25	12	13	22	37	24	10	13	17	3
	19%	24%	15%	30%behl	18%	15%	18%	24%	15%	17%	25%	19%	12%
Landline only	108	4	9	9	6	17	6	11	16	3	6	19	2
	10%	11%	8%	11%	8%	19%fgi	5%	7%	10%	5%	11%	22%bfghi	8%
Q.3\5A BILLS RESPONSIBLE FOR													
Mobile (any)	700	26	75	58	45	56	90	94	113	40	37	49	18
	67%	67%	69%k	68%	67%	64%	74%gk	60%	72%gk	68%	70%	55%	76%gk

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Table 39

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q. Breaks x Breaks
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	44	118	86	62	82	101	150	151	56	42	92	60
Weighted Base	1044	39*	108	85*	67*	88*	122*	155	157	59*	52*	89*	24*
Mobile - Pre-pay	208	8	18	18	22	24	15	17	34	13	9	22	7
	20%	21%	17%	22% ^g	33% ^{bfg}	28% ^{fg}	12%	11%	22% ^g	22%	18%	24% ^{fg}	31% ^{bfg}
Mobile - contract	485	18	55	40	23	32	75	75	79	26	25	26	11
	46%	45%	51% ^k	47% ^k	34%	37%	62% ^{dek}	48% ^k	50% ^k	44%	47%	30%	45%
Landline	649	23	75	42	48	54	84	77	104	35	32	59	17
	62%	59%	69% ^{cg}	50%	72% ^{cg}	61%	69% ^{cg}	50%	66% ^{cg}	59%	61%	67% ^{cg}	71% ^{cg}
Fixed broadband	600	19	61	37	44	42	85	81	96	35	29	57	15
	57%	47%	56%	44%	65% ^c	48%	70% ^{aceg}	52%	61% ^c	60%	56%	64% ^c	64% ^c
Mobile broadband	129	-	18	11	12	10	5	22	22	6	5	17	1
	12%	-	17% ^{afl}	12% ^{af}	18% ^{afl}	11% ^a	4%	14% ^{afl}	14% ^{afl}	9%	10%	19% ^{afl}	3%
Pay TV	416	16	45	21	35	31	47	56	65	22	22	43	14
	40%	40%	42% ^c	25%	53% ^{cg}	35%	38%	36%	41% ^c	38%	42%	49% ^c	57% ^{cefgh}
Any bill	934	35	96	75	64	76	112	134	147	50	49	76	21
	89%	88%	88%	88%	96% ⁱ	87%	92%	86%	94% ^{gik}	85%	94%	85%	87%
TV													
ANY SATELLITE	464	17	42	29	32	37	56	66	82	27	25	39	14
	44%	43%	39%	34%	48%	42%	46%	42%	53% ^{bc}	46%	47%	44%	59% ^{bcdg}
ANY FREEVIEW INC. YOUVIEW	404	15	57	55	31	27	30	48	56	22	22	34	7
	39%	37%	52% ^{efghl}	65% ^{adefghi}	47% ^f	31%	25%	31%	36%	37%	42%	39%	29%
ANY FREEVIEW EXC. YOUVIEW	398	15	55	55	31	27	30	46	56	22	22	34	6
	38%	37%	51% ^{efghl}	65% ^{adefghi}	47% ^{fgl}	31%	24%	30%	36%	37%	42%	39% ^f	24%
ANY IPTV	53	3	5	3	7	4	8	8	5	4	1	4	1
	5%	8%	5%	4%	10%	5%	6%	5%	3%	6%	2%	5%	3%
ANY PAY TV	609	22	62	34	44	53	67	90	98	36	32	55	16
	58%	55%	58% ^c	40%	66% ^c	60% ^c	55%	58% ^c	62% ^c	61% ^c	61% ^c	62% ^c	66% ^c
ANY FTA	424	18	57	55	31	28	31	51	62	25	23	37	6
	41%	45% ^f	52% ^{efgl}	65% ^{adefghi}	47% ^{fl}	32%	25%	33%	40% ^f	42%	44%	42% ^f	25%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q. Breaks x Breaks
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1044	44	118	86	62	82	101	150	151	56	42	92	60
Weighted Base	1044	39*	108	85*	67*	88*	122*	155	157	59*	52*	89*	24*
ANY TV SERVICE	990 95%	37 95%	107 99%fg	85 100%afgil	67 100%fgl	85 97%f	99 81%	140 90%	154 98%fg	56 95%f	51 99%f	88 99%fg	23 95%f
INTERNET FIXED BROADBAND AT HOME	854 82%	28 73%	84 78%	65 77%	54 81%	66 76%	116 95%abcdgh jkl	131 84%	124 79%	53 89%a	42 81%	72 82%	18 78%
ANY WIFI ACCESS	846 81%	28 73%	82 76%	67 80%	53 80%	64 73%	115 94%abcdgh jkl	133 85%e	122 78%	52 88%e	42 81%	69 78%	18 78%
ANY WIRED (ETHERNET) ACCESS	377 36%	15 39%	38 35%	33 39%	24 36%	30 35%	48 39%	53 34%	46 30%	19 33%	16 30%	46 52%beghi j	8 35%
ANY MOBILE (3G/4G) ACCESS	535 51%	19 48%	47 44%	50 59%bdel	26 40%	25 29%	89 73%abdeghi kl	84 54%el	86 55%el	31 53%el	28 53%e	41 47%e	8 33%
INTERNET ACCESS AT HOME	875 84%	28 73%	86 80%	70 83%	56 84%	67 77%	117 96%abcdgh jkl	136 87%a	126 80%	53 90%a	42 81%	74 84%	19 81%
INTERNET ACCESS OUTSIDE OF HOME	534 51%	22 55%el	45 41%	48 57%bel	27 40%	31 35%	74 60%bdel	95 61%bdel	89 57%bel	30 51%	27 52%	39 44%	8 34%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l
* small base

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q. Breaks x Breaks
Base: All adults UK

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	872	274	589	810	677	195	133	688	228	455	669	575	119*	416	941
Weighted Base	1044	903	255	637	808	700	203	108	700	208	485	649	600	129*	416	934
GENDER																
Male	505	444	125	313	392	344	100	49	357	106	246	329	301	64	211	465
	48%	49%	49%	49%	49%	49%	49%	45%	51%	51%	51%	51%	50%	50%	51%	50%
Female	539	459	130	324	416	357	103	59	343	102	238	320	299	65	205	469
	52%	51%	51%	51%	51%	51%	51%	55%	49%	49%	49%	49%	50%	50%	49%	50%
AGE																
16-24	148	140	33	106	92	88	52	4	88	22	66	19	35	11	13	101
	14%	16%dg	13%g	17%dg	11%g	13%g	26%abcdeg	3%	13%kln	11%kln	14%kln	3%	6%k	8%kn	3%	11%kln
25-34	195	186	36	149	128	125	61	3	155	31	122	106	129	27	81	183
	19%	21%bdg	14%g	23%bddeg	16%g	18%g	30%abdeg	3%	22%ik	15%	25%iko	16%	21%k	21%	19%	20%
35-44	167	155	24	131	132	125	30	7	127	20	107	111	127	33	89	158
	16%	17%bg	9%	20%bg	16%bg	18%bg	15%	7%	18%i	10%	22%io	17%i	21%i	26%iko	21%i	17%i
45-54	176	157	33	119	141	129	29	12	122	26	90	127	122	28	84	161
	17%	17%	13%	19%g	17%	18%	14%	11%	17%	12%	19%	20%i	20%i	22%i	20%i	17%
55-64	155	135	43	91	131	118	17	13	103	37	66	117	105	20	72	141
	15%	15%f	17%f	14%f	16%f	17%f	8%	12%	15%	18%	14%	18%	17%	15%	17%	15%
65-74	102	78	44	33	89	69	9	20	61	36	25	80	58	9	46	95
	10%	9%c	17%acdef	5%	11%cf	10%cf	4%	19%acdef	9%j	17%hjlmno	5%	12%j	10%j	7%	11%j	10%j
75+	102	52	42	9	95	47	5	48	45	36	9	89	25	1	32	95
	10%	6%c	16%acef	1%	12%acef	7%cf	3%	44%abcdef	6%jm	17%hjlmno	2%	14%hjlmn	4%	1%	8%jm	10%hjlm
SOCIAL GRADE																
AB	202	185	44	139	176	164	21	12	137	36	100	138	133	34	85	176
	19%	20%fg	17%f	22%fg	22%fg	23%fg	10%	11%	20%	17%	21%	21%	22%	26%	20%	19%
C1	322	291	65	224	251	226	65	24	236	53	182	198	204	37	132	290
	31%	32%g	26%	35%bg	31%	32%g	32%	23%	34%i	25%	38%iko	30%	34%i	29%	32%	31%
C2	217	188	49	133	174	149	39	26	138	42	92	133	125	32	88	194
	21%	21%	19%	21%	22%	21%	19%	24%	20%	19%	20%	21%	25%	21%	21%	21%
DE	303	239	96	141	207	161	78	46	189	77	111	181	138	26	112	274
	29%	26%	38%acde	22%	26%	23%	38%acde	43%acde	27%	37%hjklm	23%	28%	23%	20%	27%	29%jl

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base



Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q. Breaks x Breaks
Base: All adults UK

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	872	274	589	810	677	195	133	688	228	455	669	575	119*	416	941
Weighted Base	1044	903	255	637	808	700	203	108	700	208	485	649	600	129*	416	934
MARITAL STATUS																
Married\Living as married	601 58%	539 60%fg	146 57%fg	386 60%fg	496 61%fg	447 64%fg	91 45%	49 46%	420 60%	122 59%	291 60%	424 65%	413 69%hijo	89 69%o	285 69%hijo	546 58%
Single	284 27%	251 28%	61 24%	189 30%deg	187 23%	167 24%	84 42%abcde	20 19%	186 27%kln	44 21%	142 29%ikln	109 17%	120 20%	27 21%	73 18%	235 25%kln
Widow\Divorced\Separated	159 15%	113 13%	49 19%ace	63 10%	124 15%cc	86 12%	27 13%	38 35%abcde	94 13%	42 20%hjlm	51 11%	116 18%hjlm	68 11%	13 10%	58 14%	153 16%jl
WORKING STATUS																
Working	577 55%	537 59%bg	86 34%	445 70%abdef	454 56%bg	428 61%bg	109 54%bg	26 24%	428 61%l	71 34%	350 72%hikno	374 58%i	398 66%iko	91 71%ko	261 63%il	537 58%il
Not working	467 45%	366 41%c	169 66%acdef	192 30%	354 44%cc	272 39%cc	93 46%c	82 76%acdef	272 39%j	137 66%hjklm	134 28%	275 42%jlm	202 34%	38 29%	155 37%j	396 42%jlm
CHILDREN IN HOUSEHOLD																
Any	310 30%	288 32%g	65 25%g	220 35%bdg	235 29%g	222 32%g	65 32%g	12 11%	217 31%	49 24%	165 34%i	187 29%	204 34%i	59 46%ijkl	140 34%il	277 30%
None	734 70%	615 68%	190 75%c	417 65%	574 71%cc	478 68%	137 68%	96 89%abcde	483 69%m	159 76%jlmn	319 66%m	462 71%m	397 66%m	69 54%	276 66%m	656 70%m
AREA																
Urban	829 79%	713 79%	189 74%	518 81%bf	653 81%bf	565 81%f	148 73%	88 82%	551 79%	156 75%	392 81%	524 80%	477 80%	106 82%	338 81%	735 79%
Rural	215 21%	190 21%	66 26%cd	120 19%	155 19%	135 19%	55 27%cd	20 18%	149 21%	53 25%	92 19%	125 19%	123 20%	23 18%	78 19%	198 21%
COUNTRY																
England	879 84%	770 85%g	210 82%	554 87%g	681 84%g	600 86%g	170 84%	81 75%	597 85%	170 82%	423 87%n	540 83%	499 83%	106 82%	337 81%	788 84%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q. Breaks x Breaks
Base: All adults UK

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	872	274	589	810	677	195	133	688	228	455	669	575	119	416	941
Weighted Base	1044	903	255	637	808	700	203	108	700	208	485	649	600	129*	416	934
Scotland	89	68	26	41	70	51	17	19	49	22	26	59	57	17	43	76
	9%	7%	10%	6%	9%	7%	8%	18%abcdef	7%	10%j	5%	9%j	9%j	13%hj	10%j	8%
Wales	52	44	11	29	36	31	13	6	37	9	25	32	29	5	22	49
	5%	5%	4%	5%	5%	4%	6%	5%	5%	4%	5%	5%	5%	4%	5%	5%
Northern Ireland	24	21	8	13	20	18	3	2	18	7	11	17	15	1	14	21
	2%	2%	3%	2%	3%	3%	1%	2%	3%	4%	2%	3%	3%	1%	3%	2%
GOVERNMENT REGIONS																
North East	39	34	11	23	28	24	10	4	26	8	18	23	19	-	16	35
	4%	4%	4%	4%	4%	3%	5%	4%	4%	4%m	4%	4%	3%	-	4%m	4%
North West	108	95	26	67	87	78	17	9	75	18	55	75	61	18	45	96
	10%	10%	10%	11%	11%	11%	8%	8%	11%	9%	11%	11%	10%	14%	11%	10%
Yorkshire and The Humber	85	75	21	54	59	50	25	9	58	18	40	42	37	11	21	75
	8%	8%	8%	8%	7%	7%	12%de	8%	8%	9%	8%	6%	6%	8%	5%	8%
East Midlands	67	60	30	29	53	48	12	6	45	22	23	48	44	12	35	64
	6%	7%	12%acdef	5%	7%	7%	6%	5%	6%	10%j	5%	7%	10%	8%j	7%	
West Midlands	88	71	26	43	74	58	13	17	56	24	32	54	42	10	31	76
	8%	8%	10%	7%	9%	8%	7%	15%acdef	8%	12%j	7%	8%	7%	8%	7%	8%
East of England	122	114	17	97	99	92	22	6	90	15	75	84	85	5	47	112
	12%	13%bg	7%	15%bg	12%bg	13%bg	11%	6%	13%im	7%	16%im	13%im	14%im	4%	11%m	12%m
London	155	129	26	101	103	91	37	11	94	17	75	77	81	22	56	134
	15%	14%	10%	16%b	13%	13%	18%b	11%	13%	8%	15%i	12%	14%	17%i	13%	14%i
South East	157	138	39	100	130	114	24	16	113	34	79	104	96	22	65	147
	15%	15%	15%	16%	16%	16%	12%	15%	16%	16%	16%	16%	16%	17%	16%	16%
South West	59	55	14	40	48	45	10	3	40	13	26	35	35	6	22	50
	6%	6%	5%	6%	6%	6%	5%	3%	6%	6%	5%	5%	6%	4%	5%	5%
Wales	52	44	11	29	36	31	13	6	37	9	25	32	29	5	22	49
	5%	5%	4%	5%	5%	4%	6%	5%	5%	4%	5%	5%	5%	4%	5%	5%
Scotland	89	68	26	41	70	51	17	19	49	22	26	59	57	17	43	76
	9%	7%	10%	6%	9%	7%	8%	18%abcdef	7%	10%j	5%	9%j	9%j	13%hj	10%j	8%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base



Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q. Breaks x Breaks
Base: All adults UK

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	872	274	589	810	677	195	133	688	228	455	669	575	119*	416	941
Weighted Base	1044	903	255	637	808	700	203	108	700	208	485	649	600	129*	416	934
Northern Ireland	24	21	8	13	20	18	3	2	18	7	11	17	15	1	14	21
2%	2%	3%	2%	3%	3%	3%	1%	2%	3%	4%	2%	3%	3%	1%	3%	2%
Q.1\2\3 PHONES OWN																
Mobile (any)	903	903	255	637	700	700	203	-	700	208	485	551	554	118	373	815
86%	100%dg	100%dg	100%dg	100%dg	87%g	100%dg	100%dg	-	100%klmn	100%klmn	100%klmn	85%	92%ko	92%	90%k	87%
Mobile - Pre-pay	255	255	255	-	186	186	69	-	208	208	-	156	132	20	98	237
24%	28%cdg	100%acdefg	-	23%cg	26%cg	34%cdg	-	30%jklm	100%hijklm	-	24%j	22%j	15%j	23%j	25%jm	-
Mobile - contract	637	637	-	637	506	506	132	-	485	-	485	389	418	98	269	570
61%	71%bdg	-	100%abdef	63%bg	72%bdg	65%bg	-	69%iko	-	100%hiklm	60%i	70%iko	76%ikno	65%oi	61%i	-
Landline	808	700	186	506	808	700	-	108	526	149	372	649	505	90	345	722
77%	78%f	73%f	79%f	100%abcf	100%abcf	-	100%abcf	-	75%	71%	77%	100%hijlm	84%hijmo	70%	83%hijmo	77%
Mobile & Landline	700	700	186	506	700	700	-	-	526	149	372	551	470	86	313	625
67%	78%fg	73%fg	79%fg	87%abcf	100%abcdg	-	-	75%o	75%	71%	77%mo	85%hijlm	78%mo	67%no	75%o	67%
Mobile only	203	203	69	132	-	-	203	-	174	60	113	-	85	32	60	190
19%	22%deg	27%deg	21%deg	-	-	100%abcdeg	-	25%kln	29%kln	23%kln	-	14%k	25%kln	14%k	20%kln	-
Landline only	108	-	-	-	108	-	-	108	-	-	-	97	36	4	32	97
10%	-	-	-	-	13%abcef	-	-	100%abcdef	-	-	-	15%hijlm	6%hij	3%hij	8%hij	10%hijlm
Q.3\5A BILLS RESPONSIBLE FOR																
Mobile (any)	700	700	208	485	526	526	174	-	700	208	485	462	479	99	312	700
67%	78%dg	82%dg	76%dg	65%g	75%dg	86%acdeg	-	100%klmn	100%klmn	100%klmn	71%	80%k	77%	75%o	75%	75%
Mobile - Pre-pay	208	208	208	-	149	149	60	-	208	208	-	135	117	13	85	208
20%	23%cdg	82%acdefg	-	18%cg	21%cg	29%cdg	-	30%jklm	100%hijklm	-	21%jm	20%jm	10%j	20%jm	22%jm	-
Mobile - contract	485	485	-	485	372	372	113	-	485	-	485	322	357	87	222	485
46%	54%bdg	-	76%abdef	46%bg	53%bdg	56%bdg	-	69%ikno	-	100%hiklm	50%i	59%iko	67%ikno	53%oi	52%i	-

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q. Breaks x Breaks
Base: All adults UK

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	872	274	589	810	677	195	133	688	228	455	669	575	119*	416	941
Weighted Base	1044	903	255	637	808	700	203	108	700	208	485	649	600	129*	416	934
Landline	649 62%	551 61% ^f	156 61% ^f	389 61% ^f	649 80% ^{abcf}	551 79% ^{abcf}	-	97 90% ^{abcde}	462 66%	135 65%	322 66%	649 100% ^{hijlm}	490 82% ^{hijmo}	82 64%	334 80% ^{hijmo}	649 69%
Fixed broadband	600 57%	554 61% ^{bfg}	132 52% ^g	418 66% ^{bfg}	505 63% ^{bfg}	470 67% ^{bfg}	85 42%	36 33%	479 68% ⁱ	117 56%	357 74% ^{imo}	490 76% ^{himo}	600 100% ^{hijkm}	82 63%	352 85% ^{hijkm}	600 64% ⁱ
Mobile broadband	129 12%	118 13% ^{bg}	20 8%	98 15% ^{bdg}	90 11% ^g	86 12% ^g	32 16% ^{bg}	4 4%	99 14% ⁱ	13 6%	87 18% ^{ik}	82 13% ⁱ	82 14% ⁱ	129 100% ^{hijkl}	64 15% ⁱ	129 14% ⁱ
Pay TV	416 40%	373 41% ^{fg}	98 38%	269 42% ^{fg}	345 43% ^{fg}	313 45% ^{fg}	60 30%	32 30%	312 45%	85 41%	222 46%	334 52% ^{hio}	352 59% ^{hiko}	64 49%	416 100% ^{hijkl}	416 45% ^{mo}
Any bill	934 89%	815 90%	237 93%	570 89%	722 89%	625 89%	190 94%	97 90%	700 100%	208 100%	485 100%	649 100%	600 100%	129 100%	416 100%	934 100%
TV																
ANY SATELLITE	464 44%	421 47% ^{bfg}	90 35%	322 51% ^{bfg}	388 48% ^{bfg}	353 50% ^{bfg}	68 33%	35 32%	311 44% ⁱ	72 35%	233 48% ⁱ	303 47% ⁱ	298 50% ⁱ	58 45%	289 69% ^{hijkl}	412 44% ^{mo}
ANY FREEVIEW INC. YOUVIEW	404 39%	328 36%	120 47% ^{acde}	203 32%	306 38% ^c	243 35%	85 42% ^c	63 59% ^{abcde}	274 39% ⁿ	98 47% ^{jln}	171 35% ⁿ	259 40% ⁿ	205 34% ⁿ	51 39% ⁿ	36 9%	368 39% ⁿ
ANY FREEVIEW EXC. YOUVIEW	398 38%	324 36%	118 46% ^{acde}	201 32%	301 37% ^c	239 34%	85 42% ^c	62 58% ^{abcde}	271 39% ⁿ	97 46% ^{jln}	170 35% ⁿ	255 39% ⁿ	202 34% ⁿ	50 39% ⁿ	35 8%	363 39% ⁿ
ANY IPTV	53 5%	50 6%	15 6%	34 5%	46 6%	44 6%	6 3%	1 1%	40 6%	12 6%	27 5%	38 6%	37 6%	8 6%	38 9%	47 5%
ANY PAY TV	609 58%	552 61% ^{bfg}	128 50%	416 65% ^{bfg}	502 62% ^{bfg}	460 66% ^{bfg}	93 46%	43 40%	408 58% ⁱ	102 49%	300 62% ⁱ	392 61% ⁱ	397 66% ^{hio}	80 62% ⁱ	413 99% ^{hijkl}	540 58% ^{mo}
ANY FTA	424 41%	347 38%	129 51% ^{acde}	212 33%	321 40% ^c	255 36%	92 45% ^{ce}	66 61% ^{acdef}	290 41% ^{ln}	108 52% ^{hijkl}	178 37% ⁿ	272 42% ^{ln}	210 35% ⁿ	54 42% ⁿ	36 9%	388 42% ^{ln}

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base



Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q. Breaks x Breaks
Base: All adults UK

	Total	Q.1\2\3 PHONES OWN							Q.3\5A BILLS RESPONSIBLE FOR							
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Mobile (any) (h)	Mobile - Pre-pay (i)	Mobile - contract (j)	Landline (k)	Fixed broadband (l)	Mobile broadband (m)	Pay TV (n)	Any bill (o)
Unweighted Base	1044	872	274	589	810	677	195	133	688	228	455	669	575	119*	416	941
Weighted Base	1044	903	255	637	808	700	203	108	700	208	485	649	600	129*	416	934
ANY TV SERVICE	990 95%	857 95% ^f	243 95% ^f	604 95% ^f	783 97% ^f	676 97% ^f	181 89%	106 99% ^f	656 94%	196 94%	452 93%	628 97% ^{hj}	576 96%	124 97%	416 100% ^{hijkl} mo	883 95%
INTERNET FIXED BROADBAND AT HOME	854 82%	790 87% ^{bfg}	188 74% ^g	593 93% ^{abdfg}	683 85% ^{bfg}	638 91% ^{abdfg}	152 75% ^g	45 41%	606 87% ^{io}	151 72%	449 93% ^{hiko}	537 83% ⁱ	585 97% ^{hijkln}	118 92% ^{iklo}	373 90% ^{iklo}	762 82% ⁱ
ANY WIFI ACCESS	846 81%	785 87% ^{bdfg}	187 74% ^g	590 93% ^{abdfg}	670 83% ^{bg}	627 90% ^{bdfg}	158 78% ^g	42 39%	605 86% ^{iko}	150 72%	448 92% ^{hiko}	526 81% ⁱ	577 96% ^{hijkln}	116 90% ^{iklo}	367 88% ^{iklo}	756 81% ⁱ
ANY WIRED (ETHERNET) ACCESS	377 36%	358 40% ^g	84 33% ^g	269 42% ^{bg}	299 37% ^g	285 41% ^{bg}	72 36% ^g	14 13%	262 37% ^l	61 29%	198 41% ⁱ	233 36%	245 41% ⁱ	68 52% ^{hijkl} no	158 38% ^l	333 36%
ANY MOBILE (3G/4G) ACCESS	535 51%	516 57% ^{bdg}	82 32% ^g	426 67% ^{abdeg}	405 50% ^{bg}	393 56% ^{bdg}	123 61% ^{bdg}	13 12%	403 58% ^{iko}	63 30%	335 69% ^{hikln}	309 48% ⁱ	346 58% ^{iko}	87 67% ^{ikno}	224 54% ^{il}	474 51% ⁱ
INTERNET ACCESS AT HOME	875 84%	807 89% ^{bdfg}	196 77% ^g	602 95% ^{abdfg}	690 85% ^{bg}	643 92% ^{bdfg}	164 81% ^g	47 44%	621 89% ^{iko}	158 76%	456 94% ^{hiko}	545 84% ⁱ	589 98% ^{hijkln}	123 96% ^{hiko}	378 91% ^{iklo}	783 84% ⁱ
INTERNET ACCESS OUTSIDE OF HOME	534 51%	516 57% ^{bdg}	97 38% ^g	413 65% ^{abdef} g	414 51% ^{bg}	402 57% ^{bdg}	114 56% ^{bg}	13 12%	403 58% ^{iko}	77 37%	323 67% ^{hikln}	323 50% ⁱ	352 59% ^{iko}	85 66% ^{iklo}	231 55% ^{il}	476 51% ⁱ

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q. Breaks x Breaks
Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	427	418	52	587	447	993	801	797	346	481	825	475
Weighted Base	1044	464	404	398	53*	609	424	990	854	846	377	535	875	534
GENDER														
Male	505	228	190	189	22	302	202	478	428	423	185	269	438	269
	48%	49%	47%	47%	42%	50%	48%	48%	50%	50%	49%	50%	50%	50%
Female	539	236	213	209	31	307	221	512	427	424	192	266	437	264
	52%	51%	53%	53%	58%	50%	52%	52%	50%	50%	51%	50%	50%	50%
AGE														
16-24	148	62	63	63	4	75	67	140	135	136	81	109	140	111
	14%	13%	15%	16%	7%	12%	16%	14%	16%	16%	21%hil	20%	16%	21%hil
25-34	195	98	54	54	4	117	58	172	175	175	73	131	182	122
	19%	21%bcdf	13%	13%	7%	19%bcf	14%	17%	20%	21%	19%	24%	21%	23%
35-44	167	85	49	45	8	113	47	158	157	158	66	114	159	103
	16%	18%bcf	12%	11%	16%	19%bcf	11%	16%cf	18%	19%	18%	21%	18%	19%
45-54	176	92	67	67	11	114	73	172	156	156	76	98	159	106
	17%	20%	17%	17%	21%	19%	17%	17%	18%	18%	20%	18%	18%	20%
55-64	155	67	49	49	17	99	54	147	134	129	50	54	134	65
	15%	14%	12%	12%	32%abcefg	16%	13%	15%	16%k	15%k	13%	10%	15%k	12%
65-74	102	32	53	53	7	55	53	100	69	63	26	26	70	24
	10%	7%	13%a	13%ae	13%	9%	13%a	10%	8%km	7%m	7%	5%	8%km	4%
75+	102	28	68	67	2	35	71	100	29	29	5	3	31	4
	10%	6%	17%adeg	17%adeg	4%	6%	17%adeg	10%ae	3%km	3%km	1%	1%	4%km	1%
SOCIAL GRADE														
AB	202	97	73	71	11	125	76	192	188	186	102	111	192	121
	19%	21%	18%	18%	20%	20%	18%	19%	22%	22%	27%	21%	22%	23%
C1	322	134	118	117	22	195	123	300	295	290	134	193	298	207
	31%	29%	29%	29%	42%	32%	29%	30%	35%	34%	35%	36%	34%	39%
C2	217	109	82	80	8	137	83	210	183	180	66	110	184	100
	21%	24%	20%	20%	16%	22%	20%	21%	21%	21%	17%	21%	21%	19%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base



Table 39

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q. Breaks x Breaks
Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	427	418	52	587	447	993	801	797	346	481	825	475
Weighted Base	1044	464	404	398	53*	609	424	990	854	846	377	535	875	534
DE	303 29%	123 27%	131 32%e	130 33%e	12 22%	152 25%	142 33%ae	288 29%	188 22%	191 23%	76 20%	121 23%	201 23%	106 20%
MARITAL STATUS														
Married\Living as married	601 58%	287 62%f	222 55%	218 55%	34 65%	377 62%bcf	231 54%	581 59%	532 62%	527 62%	217 57%	312 58%	537 61%	313 59%
Single	284 27%	116 25%	104 26%	102 26%	13 25%	153 25%	109 26%	255 26%	238 28%	239 28%	131 35%hi	189 35%hil	250 29%	184 35%hil
Widow\Divorced\Separated	159 15%	61 13%	78 19%ae	78 20%ae	6 11%	79 13%	84 20%ae	154 16%	85 10%k	80 9%	30 8%	34 6%	89 10%k	36 7%
WORKING STATUS														
Working	577 55%	301 65%bcfg	188 47%	185 46%	30 56%	383 63%bcfg	200 47%	552 56%bcf	536 63%	533 63%	253 67%	363 68%	544 62%	377 71%hil
Not working	467 45%	163 35%	216 53%aeq	213 54%aeq	24 44%	226 37%	224 53%aeq	438 44%ae	318 37%m	313 37%m	124 33%	171 32%	331 38%m	156 29%
CHILDREN IN HOUSEHOLD														
Any	310 30%	159 34%bcf	104 26%	100 25%	13 24%	197 32%bcf	110 26%	301 30%	283 33%	283 33%	129 34%	191 36%	291 33%	184 34%
None	734 70%	306 66%	300 74%ae	298 75%ae	40 76%	412 68%	313 74%ae	689 70%	571 67%	564 67%	248 66%	343 64%	584 67%	350 66%
AREA														
Urban	829 79%	354 76%	306 76%	301 76%	42 80%	490 81%	324 76%	785 79%	668 78%	661 78%	291 77%	417 78%	686 78%	418 78%
Rural	215 21%	110 24%	98 24%	97 24%	11 20%	118 19%	100 24%	205 21%	186 22%	186 22%	86 23%	118 22%	189 22%	115 22%
COUNTRY														
England	879 84%	387 83%	341 84%	336 84%	47 89%	506 83%	357 84%	828 84%	721 84%	717 85%	307 81%	458 86%	740 85%	460 86%
Scotland	89 9%	39 8%	34 8%	34 9%	4 8%	55 9%	37 9%	88 9%	72 8%	69 8%	46 12%m	41 8%	74 8%	39 7%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base



Table 39

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q. Breaks x Breaks
Base: All adults UK

	Total	TV							INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EX. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)	
Unweighted Base	1044	450	427	418	52	587	447	993	801	797	346	481	825	475	
Weighted Base	1044	464	404	398	53*	609	424	990	854	846	377	535	875	534	
Wales	52	25	22	22	1	32	23	51	42	42	16	28	42	27	
	5%	5%	5%	5%	2%	5%	5%	5%	5%	5%	4%	5%	5%	5%	
Northern Ireland	24	14	7	6	1	16	6	23	18	18	8	8	19	8	
	2%	3%	2%	1%	1%	3%	1%	2%	2%	2%	2%	1%	2%	2%	
GOVERNMENT REGIONS															
North East	39	17	15	15	3	22	18	37	28	28	15	19	28	22	
	4%	4%	4%	4%	6%	4%	4%	4%	3%	3%	4%	4%	3%	4%	
North West	108	42	57	55	5	62	57	107	84	82	38	47	86	45	
	10%	9%	14% ^a	14% ^a	10%	10%	13%	11%	10%	10%	10%	9%	10%	8%	
Yorkshire and The Humber	85	29	55	55	3	34	55	85	65	67	33	50	70	48	
	8%	6%	14% ^{aeg}	14% ^{aeg}	6%	6%	13% ^{aeg}	9%	8%	8%	9%	9%	8%	9%	
East Midlands	67	32	31	31	7	44	31	67	54	53	24	26	56	27	
	6%	7%	8%	8%	13%	7%	7%	7%	6%	6%	6%	5%	6%	5%	
West Midlands	88	37	27	27	4	53	28	85	66	64	30	25	67	31	
	8%	8%	7%	7%	8%	9%	7%	9%	8%	8%	8%	5%	8%	6%	
East of England	122	56	30	30	8	67	31	99	116	115	48	89	117	74	
	12%	12% ^{bpcf}	7%	7%	14%	11%	7%	10%	14%	14%	13%	17%	13%	14%	
London	155	66	48	46	8	90	51	140	131	133	53	84	136	95	
	15%	14%	12%	12%	15%	15%	12%	14%	15%	16%	14%	16%	16%	18%	
South East	157	82	56	56	5	98	62	154	124	122	46	86	126	89	
	15%	18%	14%	14%	10%	16%	15%	16%	14%	14%	12%	16%	14%	17%	
South West	59	27	22	22	4	36	25	56	53	52	19	31	53	30	
	6%	6%	5%	6%	7%	6%	6%	6%	6%	6%	5%	6%	6%	6%	
Wales	52	25	22	22	1	32	23	51	42	42	16	28	42	27	
	5%	5%	5%	5%	2%	5%	5%	5%	5%	5%	4%	5%	5%	5%	
Scotland	89	39	34	34	4	55	37	88	72	69	46	41	74	39	
	9%	8%	8%	9%	8%	9%	9%	9%	8%	8%	12% ^m	8%	8%	7%	
Northern Ireland	24	14	7	6	1	16	6	23	18	18	8	8	19	8	
	2%	3%	2%	1%	1%	3%	1%	2%	2%	2%	2%	1%	2%	2%	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base

Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q. Breaks x Breaks
Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOVIEW (b)	ANY FREEVIEW EX. YOVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	427	418	52	587	447	993	801	797	346	481	825	475
Weighted Base	1044	464	404	398	53*	609	424	990	854	846	377	535	875	534
Q.1&3 PHONES OWN														
Mobile (any)	903	421	328	324	50	552	347	857	790	785	358	516	807	516
	86%	91%bcfg	81%	82%	94%bcf	91%bcfg	82%	87%bcf	92%	93%	95%	96%hil	92%	97%hil
Mobile - Pre-pay	255	90	120	118	15	128	129	243	188	187	84	82	196	97
	24%	19%	30%ae	30%ae	29%	21%	30%caeg	25%	22%ck	22%ck	15%	22%ck	18%	
Mobile - contract	637	322	203	201	34	416	212	604	593	590	269	426	602	413
	61%	69%bcfg	50%	51%	64%	68%bcfg	50%	61%bcf	69%	70%	71%	80%hijl	69%	77%hil
Landline	808	388	306	301	46	502	321	783	683	670	299	405	690	414
	77%	84%bcf	76%	76%	86%	83%bcf	76%	79%	80%	79%	79%	76%	79%	78%
Mobile & Landline	700	353	243	239	44	460	255	676	638	627	285	393	643	402
	67%	76%bcfg	60%	60%	84%bcfg	76%bcfg	60%	68%bcf	75%	74%	76%	73%	74%	75%
Mobile only	203	68	85	85	6	93	92	181	152	158	72	123	164	114
	19%	15%	21%ae	21%ae	11%	15%	22%ae	18%	18%	19%	19%	23%h	19%	21%
Landline only	108	35	63	62	1	43	66	106	45	42	14	13	47	13
	10%	7%	16%adeg	16%adeg	3%	7%	16%adeg	11%e	5%km	5%km	4%	2%	5%km	2%
Q.3&5A BILLS RESPONSIBLE FOR														
Mobile (any)	700	311	274	271	40	408	290	656	606	605	262	403	621	403
	67%	67%	68%	68%	75%	67%	69%	66%	71%	71%	69%	75%	71%	76%
Mobile - Pre-pay	208	72	98	97	12	102	108	196	151	150	61	63	158	77
	20%	16%	24%ae	24%ae	23%	17%	26%caeg	20%	18%ck	18%ck	16%	12%	18%ck	14%
Mobile - contract	485	233	171	170	27	300	178	452	449	448	198	335	456	323
	46%	50%bcf	42%	43%	50%	49%bf	42%	46%	53%	53%	52%	63%hijl	52%	60%hijl
Landline	649	303	259	255	38	392	272	628	537	526	233	309	545	323
	62%	65%	64%	64%	72%	64%	64%	63%	63%	62%	62%	58%	62%	60%
Fixed broadband	600	298	205	202	37	397	210	576	585	577	245	346	589	352
	57%	64%bcf	51%	51%	70%bcf	65%bcfg	50%	58%bcf	68%	68%	65%	65%	67%	66%
Mobile broadband	129	58	51	50	8	80	54	124	118	116	68	87	123	85
	12%	12%	13%	13%	16%	13%	13%	13%	14%	14%	18%	16%	14%	16%

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base



Table 39

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Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q. Breaks x Breaks
Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1044	450	427	418	52	587	447	993	801	797	346	481	825	475
Weighted Base	1044	464	404	398	53*	609	424	990	854	846	377	535	875	534
Pay TV	416	289	36	35	38	413	36	416	373	367	158	224	378	231
	40%	62%bcfg	9%	9%	71%bcfg	68%bcfg	9%	42%bcf	44%	43%	42%	42%	43%	43%
Any bill	934	412	368	363	47	540	388	883	762	756	333	474	783	476
	89%	89%	91%	91%	88%	89%	92%	89%	89%	89%	88%	89%	89%	89%
TV														
ANY SATELLITE	464	464	51	51	4	426	77	464	417	416	176	265	423	261
	44%	100%bcdefg	13%	13%	8%	70%bcdfg	18%cb	47%bcdf	49%	49%	47%	49%	48%	49%
ANY FREEVIEW INC. YOUVIEW	404	51	404	398	10	64	398	404	285	279	138	176	298	176
	39%	11%	100%adefg	100%adefg	19%	11%	94%adeg	41%ade	33%	33%	37%	33%	34%	33%
ANY FREEVIEW EXC. YOUVIEW	398	51	398	398	9	63	398	398	281	275	138	173	293	175
	38%	11%	98%adefg	100%abdefg	17%	10%	94%adeg	40%ade	33%	33%	36%	32%	34%	33%
ANY IPTV	53	4	10	9	53	53	9	53	48	48	25	28	49	28
	5%	1%	2%	2%	100%abcefg	9%abcfg	2%	5%abcf	6%	6%	7%	5%	6%	5%
ANY PAY TV	609	426	64	63	53	609	65	609	554	548	227	334	559	332
	58%	92%bcfg	16%	16%	100%bcfg	100%bcfg	15%	61%bcf	65%	65%	60%	62%	64%	62%
ANY FTA	424	77	398	398	9	65	424	424	297	292	150	189	310	191
	41%	17%e	99%adeg	100%abdeg	17%	11%	100%abdeg	43%ade	35%	35%	40%	35%	35%	36%
ANY TV SERVICE	990	464	404	398	53	609	424	990	810	802	361	498	831	501
	95%	100%	100%	100%	100%	100%	100%	100%	95%	95%	96%	93%	95%	94%
INTERNET														
FIXED BROADBAND AT HOME	854	417	285	281	48	554	297	810	854	837	367	504	854	505
	82%	90%bcfg	70%	71%	91%bcf	91%bcfg	70%	82%bcf	100%ijklm	99%km	97%	94%	98%km	95%
ANY WIFI ACCESS	846	416	279	275	48	548	292	802	837	846	358	502	843	506
	81%	90%bcfg	69%	69%	91%bcf	90%bcfg	69%	81%bcf	98%jkm	100%hijklm	95%	94%	96%	95%
ANY WIRED (ETHERNET) ACCESS	377	176	138	138	25	227	150	361	367	358	377	278	374	329
	36%	38%	34%	35%	48%	37%	35%	36%	43%	42%	100%hiklm	52%hil	43%	62%hikl
ANY MOBILE (3G/4G) ACCESS	535	265	176	173	28	334	189	498	504	502	278	535	523	466
	51%	57%bcfg	43%	44%	53%	55%bcf	45%	50%bc	59%	59%	74%hil	100%hijlm	60%	87%hijl

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base



Consumer Complaints Study - Wave 8 (QS9331 - 183436)

Q. Breaks x Breaks
Base: All adults UK

	Total	TV							INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)	
Unweighted Base	1044	450	427	418	52	587	447	993	801	797	346	481	825	475	
Weighted Base	1044	464	404	398	53*	609	424	990	854	846	377	535	875	534	
INTERNET ACCESS AT HOME	875	423	298	293	49	559	310	831	854	843	374	523	875	519	
	84%	91%bcfg	74%	74%	92%bcf	92%bcfg	73%	84%bcf	100%jkm	100%km	99%	98%	100%jkm	97%	
INTERNET ACCESS OUTSIDE OF HOME	534	261	176	175	28	332	191	501	505	506	329	466	519	534	
	51%	56%bcf	44%	44%	52%	55%bcf	45%	51%bc	59%	60%	87%hil	87%hil	59%	100%hijkl	

Fieldwork : 03/09/2014 - 07/09/2014 (Week 36)

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

* small base