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2	2	Q.1 Which of these best describes the main mobile phone package you personally use and pay for?	Base : All adults 16+ in UK	4325
3	3	Q.1 Which of these best describes the main mobile phone package you personally use and pay for?	Base : All adults 16+ in UK	4325
4	4	Q.2 Have you ever CHANGED your mobile phone network supplier? If yes, when did you most recently change mobile phone network?	Base : All who have mobile phone package	3761
5	5	Q.2 Have you ever CHANGED your mobile phone network supplier? If yes, when did you most recently change mobile phone network?	Base : All who have mobile phone package	3761
6	6	Q.2 Have you ever CHANGED your mobile phone network supplier? If yes, when did you most recently change mobile phone network?	Base : All who have mobile phone package	3761
7	7	Q.3 Before we ask you more about the mobile services you use, please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services. For each statement please indicate how much you agree or disagree... I try to keep up with technology.	Base : All who have switched provider in the last 18 months	491
8	8	Q.3 Before we ask you more about the mobile services you use, please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services. For each statement please indicate how much you agree or disagree... I try to keep up with technology.	Base : All who have switched provider in the last 18 months	491
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10	10	Q.3 Before we ask you more about the mobile services you use, please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services. For each statement please indicate how much you agree or disagree... My friends tend to come to me if they have questions about technology.	Base : All who have switched provider in the last 18 months	491

	Page	Table	Title	Base Description	Base
	11	11	<p>Q.3 Before we ask you more about the mobile services you use, please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services. For each statement please indicate how much you agree or disagree... My friends tend to come to me if they have questions about technology.</p>	Base : All who have switched provider in the last 18 months	491
	12	12	<p>Q.3 Before we ask you more about the mobile services you use, please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services. For each statement please indicate how much you agree or disagree... My friends tend to come to me if they have questions about technology.</p>	Base : All who have switched provider in the last 18 months	491
	13	13	<p>Q.3 Before we ask you more about the mobile services you use, please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services. For each statement please indicate how much you agree or disagree... I'm as knowledgeable about these technologies as the next person.</p>	Base : All who have switched provider in the last 18 months	491
	14	14	<p>Q.3 Before we ask you more about the mobile services you use, please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services. For each statement please indicate how much you agree or disagree... I'm as knowledgeable about these technologies as the next person.</p>	Base : All who have switched provider in the last 18 months	491
	15	15	<p>Q.3 Before we ask you more about the mobile services you use, please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services. For each statement please indicate how much you agree or disagree... I'm as knowledgeable about these technologies as the next person.</p>	Base : All who have switched provider in the last 18 months	491
	16	16	<p>Q.4 When you switched, what type of mobile package did you switch from?</p>	Base : All who have switched provider in the last 18 months	491
	17	17	<p>Q.4 When you switched, what type of mobile package did you switch from?</p>	Base : All who have switched provider in the last 18 months	491
	18	18	<p>Q.4 When you switched, what type of mobile package did you switch from?</p>	Base : All who have switched provider in the last 18 months	491
	19	19	<p>Q.5 And when you switched did you..?</p>	Base : All who have switched provider in the last 18 months	491
	20	20	<p>Q.5 And when you switched did you..?</p>	Base : All who have switched provider in the last 18 months	491

Page	Table	Title	Base Description	Base
21	21	Q.5 And when you switched did you..?	Base : All who have switched provider in the last 18 months	491
22	22	Q.6 Before you switched, were you aware that there might be a period of time during which you would be unable to make or receive calls or texts using your mobile number i.e. the number you were transferring over to your new provider?	Base : All who have switched provider in the last 18 months (PAC)	315
23	23	Q.6 Before you switched, were you aware that there might be a period of time during which you would be unable to make or receive calls or texts using your mobile number i.e. the number you were transferring over to your new provider?	Base : All who have switched provider in the last 18 months (PAC)	315
24	24	Q.6 Before you switched, were you aware that there might be a period of time during which you would be unable to make or receive calls or texts using your mobile number i.e. the number you were transferring over to your new provider?	Base : All who have switched provider in the last 18 months (PAC)	315
25	25	Q.7 And were you aware that you would be given a SIM with a temporary number that would allow you to use the new provider's service while your number was being transferred?	Base : All who have switched provider in the last 18 months (PAC)	315
26	26	Q.7 And were you aware that you would be given a SIM with a temporary number that would allow you to use the new provider's service while your number was being transferred?	Base : All who have switched provider in the last 18 months (PAC)	315
27	27	Q.7 And were you aware that you would be given a SIM with a temporary number that would allow you to use the new provider's service while your number was being transferred?	Base : All who have switched provider in the last 18 months (PAC)	315
28	28	Q.8 When you switched, did you experience any period of time that you were unable to make or receive calls or text messages	Base : All who have switched provider in the last 18 months	491
29	29	Q.8 When you switched, did you experience any period of time that you were unable to make or receive calls or text messages	Base : All who have switched provider in the last 18 months	491
30	30	Q.8 When you switched, did you experience any period of time that you were unable to make or receive calls or text messages	Base : All who have switched provider in the last 18 months	491
31	31	Q.9 Which of the following best describes your experience?	Base : All who had a period of loss	100
32	32	Q.9 Which of the following best describes your experience?	Base : All who had a period of loss	100
33	33	Q.9 Which of the following best describes your experience?	Base : All who had a period of loss	100

Page	Table	Title	Base Description	Base
34	34	Q.10A During the period when you were unable to use your mobile number fully, were you provided with a temporary number from your new provider? Q.10B Were you provided with a temporary number from your new provider?	Base : All who have switched provider in the last 18 months (PAC)	315
35	35	Q.10A During the period when you were unable to use your mobile number fully, were you provided with a temporary number from your new provider? Q.10B Were you provided with a temporary number from your new provider?	Base : All who have switched provider in the last 18 months (PAC)	315
36	36	Q.10A During the period when you were unable to use your mobile number fully, were you provided with a temporary number from your new provider? Q.10B Were you provided with a temporary number from your new provider?	Base : All who have switched provider in the last 18 months (PAC)	315
37	37	Sample Groups.	Base : All respondents who have a mobile phone package	3761
38	38	Sample Groups.	Base : All respondents who have a mobile phone package	3761
39	39	Sample Groups.	Base : All respondents who have a mobile phone package	3761
40	40	Gender / Age / Age collapsed / SEG / Working status / Tenure		
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42	41	Gender / Age / Age collapsed / SEG / Working status		
43	41	Tenure		
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45	42	Tenure		

	Page	Table	Title	Base Description	Base
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	50	45	Government regions / Nations / Regions		
	51	45	Ethnic origin		

Ofcom - Mobile Switching - LoS and LP contact - F2F Omnibus
Fieldwork: 30th November - 6th December 2016

Table 1

Q.1 Which of these best describes the main mobile phone package you personally use and pay for?

Base : All adults 16+ in UK

	Gender		Age						Age collapsed			SEG						Working status		Tenure			
	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	16-34	35-54	55+	AB	C1	C2	DE	ABC1	C2DE	Working	Not working	Own	Mortgage	Rent/ other	
Unweighted Base	4325	2064	2261	631	707	571	607	575	1234	1338	1178	1809	781	1216	887	1441	1997	2328	1952	2373	1496	912	1917
Weighted Base	4325	2098	2227	610	838	682	704	653	838	1448	1386	1491	843	1308	897	1276	2151	2174	2277	2048	1302	1073	1950
Effective base	3967	1824	2154	608	676	547	589	556	1160	1270	1135	1620	712	1120	829	1337	1833	2157	1870	2160	1328	874	1792
Pay as you go (which requires top-ups)	1045 24%	504 24%	541 24%	119 19%	134 16%	99 15%	135 19%	173 27%	385 46%	253 17%	234 17%	558 37%	137 16%	237 18%	208 23%	464 36%	374 17%	671 31%	332 15%	714 35%	417 32%	115 11%	514 26%
Monthly contract (i.e. 12-24 months, including new handset)	2485 57%	1183 56%	1302 58%	399 65%	592 71%	490 72%	438 62%	352 54%	213 25%	991 68%	929 67%	565 38%	531 63%	871 67%	553 62%	530 42%	1402 65%	1083 50%	1602 70%	883 43%	578 44%	778 72%	1129 58%
SIM only (i.e. did not get a handset or no longer paying for one)	305 7%	160 8%	145 7%	42 7%	69 8%	52 8%	64 9%	49 7%	30 4%	110 8%	116 8%	79 5%	101 12%	83 6%	58 6%	63 5%	184 9%	121 6%	183 8%	123 6%	93 7%	89 8%	124 6%
Someone else pays for my mobile	107 2%	57 3%	50 2%	32 5%	16 2%	14 2%	20 3%	16 3%	8 1%	48 3%	35 3%	24 2%	22 3%	39 3%	20 2%	26 2%	61 3%	46 2%	54 2%	53 3%	33 3%	32 3%	42 2%
I don't have a mobile	259 6%	130 6%	128 6%	8 1%	13 2%	6 1%	26 4%	36 5%	170 20%	21 1%	32 2%	206 14%	27 3%	42 3%	35 4%	154 12%	70 3%	189 9%	39 2%	220 11%	134 10%	22 2%	104 5%
Other contract	9 *	4 *	4 *	- *	1 *	1 *	2 *	2 *	1 *	1 *	4 *	4 *	4 1%	3 *	- *	2 *	7 *	2 *	6 *	3 *	2 *	5 *	1 *
Mobile package personally use/pay for	3835 89%	1848 88%	1988 89%	559 92%	795 95%	642 94%	637 90%	574 88%	628 75%	1354 94%	1279 92%	1203 81%	769 91%	1191 91%	819 91%	1057 83%	1960 91%	1876 86%	2117 93%	1719 84%	1087 84%	981 91%	1767 91%
NET: Contract	2790 65%	1343 64%	1447 65%	441 72%	661 79%	542 80%	502 71%	401 61%	243 29%	1101 76%	1044 75%	644 43%	631 75%	954 73%	611 68%	593 46%	1586 74%	1204 55%	1785 78%	1005 49%	671 52%	866 81%	1253 64%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Can't remember/don't know	115 3%	59 3%	56 3%	11 2%	14 2%	18 3%	19 3%	25 4%	30 4%	25 2%	37 3%	54 4%	21 2%	33 3%	24 3%	37 3%	54 3%	61 3%	62 3%	54 3%	46 4%	33 3%	36 2%

Ofcom - Mobile Switching - LoS and LP contact - F2F Omnibus

Fieldwork: 30th November - 6th December 2016

Table 2

Q.1 Which of these best describes the main mobile phone package you personally use and pay for?

Base : All adults 16+ in UK

	Total	Government regions											Nations				Regions			Ethnic origin		
		Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	South West	South East	London	England	Scotland	Wales	Northern Ireland	North	Midlands	South	White	Minority Ethnic
Unweighted Base	4325	382	228	119	193	469	395	318	378	391	362	575	515	3596	382	228	119	1558	1074	1693	3859	440
Weighted Base	4325	368	216	99	190	472	383	311	370	412	354	595	556	3643	368	216	99	1512	1054	1758	3817	479
Effective base	3967	341	206	108	173	423	351	289	344	359	345	544	490	3316	341	206	108	1393	977	1597	3527	417
Pay as you go (which requires top-ups)	1045 24%	85 23%	71 33%	42 43%	39 21%	113 24%	94 24%	72 23%	107 29%	82 20%	72 20%	153 26%	116 21%	847 23%	85 23%	71 33%	42 43%	373 25%	289 27%	384 22%	931 24%	112 23%
Monthly contract (i.e. 12-24 months, including new handset)	2485 57%	194 53%	117 54%	50 50%	111 59%	309 65%	212 55%	162 52%	205 55%	258 63%	197 56%	343 58%	326 59%	2124 58%	194 53%	117 54%	50 50%	876 58%	571 54%	1038 59%	2175 57%	295 61%
SIM only (i.e. did not get a handset or no longer paying for one)	305 7%	21 6%	9 4%	4 4%	20 10%	17 4%	24 6%	29 9%	24 7%	37 9%	20 6%	49 8%	52 9%	272 7%	21 6%	9 4%	4 4%	85 6%	81 8%	139 8%	268 7%	35 7%
Someone else pays for my mobile	107 2%	12 3%	3 2%	- -	3 1%	7 1%	14 4%	17 5%	7 2%	10 2%	5 2%	14 2%	14 3%	92 3%	12 3%	3 2%	- -	35 2%	34 3%	38 2%	93 2%	11 2%
I don't have a mobile	259 6%	24 7%	14 7%	3 3%	17 9%	20 4%	32 8%	29 9%	14 4%	20 5%	25 7%	30 5%	30 5%	217 6%	24 7%	14 7%	3 3%	97 6%	62 6%	100 6%	244 6%	13 3%
Other contract	9 *	3 1%	- -	- -	- -	3 1%	- -	- -	- -	1 *	1 *	- -	1 *	6 *	3 1%	- -	- -	5 *	1 *	2 *	9 *	- -
Mobile package personally use/pay for	3835 89%	300 81%	197 91%	96 97%	170 89%	439 93%	330 86%	263 85%	336 91%	377 92%	289 82%	545 92%	494 89%	3243 89%	300 81%	197 91%	96 97%	1333 88%	941 89%	1561 89%	3374 88%	442 92%
NET: Contract	2790 65%	215 58%	126 58%	54 54%	131 69%	325 69%	236 62%	191 61%	229 62%	295 72%	217 61%	393 66%	378 68%	2395 66%	215 58%	126 58%	54 54%	961 64%	652 62%	1177 67%	2443 64%	330 69%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Can't remember/don't know	115 3%	30 8%	1 *	- -	- -	4 1%	8 2%	2 1%	12 3%	3 1%	33 9%	6 1%	17 3%	85 2%	30 8%	1 *	- -	42 3%	16 2%	57 3%	97 3%	13 3%

Ofcom - Mobile Switching - LoS and LP contact - F2F Omnibus

Fieldwork: 30th November - 6th December 2016

Table 3

Q.1 Which of these best describes the main mobile phone package you personally use and pay for?

Base : All adults 16+ in UK

	Sample Groups											
	Switched L18M: All	Switched L18M: All (PAC)	Switched L18M: All (C&R)	Switched L18M: Contract	Switched L18M: Contract (PAC)	Switched L18M: Contract (PAC) - Loss of service	Switched L18M: Contract (PAC) - Access to temporary number	Switched L18M: Contract (PAC) - Used temporary number	Switched L18M: Contract (PAC) - Loss and used temporary number	Switched L18M: Contract (C&R)	Switched L18M: Contract (C&R) - Loss of service	
Unweighted Base	4325	491	315	172	395	267	77	97	31	15	124	17
Weighted Base	4325	525	340	180	431	295	86	109	33	15	131	18
Effective base	3967	458	293	161	370	250	72	91	29	14	116	16
Pay as you go (which requires top-ups)	1045 24%	94 18%	46 13%	48 27%	-	-	-	-	-	-	-	-
Monthly contract (i.e. 12-24 months, including new handset)	2485 57%	367 70%	248 73%	115 64%	367 85%	248 84%	72 84%	87 79%	23 71%	10 63%	115 88%	14 74%
SIM only (i.e. did not get a handset or no longer paying for one)	305 7%	64 12%	47 14%	16 9%	64 15%	47 16%	14 16%	23 21%	10 29%	6 37%	16 12%	5 26%
Someone else pays for my mobile	107 2%	-	-	-	-	-	-	-	-	-	-	-
I don't have a mobile	259 6%	-	-	-	-	-	-	-	-	-	-	-
Other contract	9 *	-	-	-	-	-	-	-	-	-	-	-
Mobile package personally use/pay for	3835 89%	525 100%	340 100%	180 100%	431 100%	295 100%	86 100%	109 100%	33 100%	15 100%	131 100%	18 100%
NET: Contract	2790 65%	431 82%	295 87%	131 73%	431 100%	295 100%	86 100%	109 100%	33 100%	15 100%	131 100%	18 100%
Refused	-	-	-	-	-	-	-	-	-	-	-	-
Can't remember/don't know	115 3%	-	-	-	-	-	-	-	-	-	-	-

Ofcom - Mobile Switching - LoS and LP contact - F2F Omnibus
Fieldwork: 30th November - 6th December 2016

Table 4

Q.2 Have you ever CHANGED your mobile phone network supplier? If yes, when did you most recently change mobile phone network?

Base : All who have mobile phone package

	Gender		Age						Age collapsed			SEG						Working status		Tenure			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	16-34	35-54	55+	AB	C1	C2	DE	ABC1	C2DE	Working	Not working	Own	Mortgage	Rent/ other
Unweighted Base	3761	1765	1996	577	671	535	550	503	925	1248	1085	1428	706	1091	799	1165	1797	1964	1815	1946	1218	829	1714
Weighted Base	3835	1848	1988	559	795	642	637	574	628	1354	1279	1203	769	1191	819	1057	1960	1876	2117	1719	1087	981	1767
Effective base	3467	1576	1903	556	642	513	533	487	869	1185	1046	1278	646	1011	749	1085	1657	1828	1737	1775	1083	796	1607
Yes - in the last 6 months	209 5%	104 6%	105 5%	47 8%	46 6%	38 6%	37 6%	20 3%	20 3%	93 7%	76 6%	40 3%	50 7%	62 5%	37 4%	59 6%	113 6%	96 5%	119 6%	90 5%	43 4%	57 6%	108 6%
Yes - 7-12 months ago	198 5%	101 5%	98 5%	39 7%	52 7%	31 5%	30 5%	25 4%	21 3%	91 7%	61 5%	46 4%	46 6%	67 6%	40 5%	45 4%	113 6%	85 5%	110 5%	88 5%	48 4%	54 5%	97 5%
Yes - 13-18 months ago (i.e. 1-1.5 years ago)	117 3%	62 3%	55 3%	17 3%	36 4%	17 3%	21 3%	16 3%	10 2%	53 4%	38 3%	26 2%	27 4%	39 3%	28 3%	24 2%	66 3%	52 3%	77 4%	41 2%	32 3%	33 3%	52 3%
Yes - 19-24 months ago (i.e. 1.5-2 years ago)	127 3%	64 3%	62 3%	21 4%	31 4%	32 5%	18 3%	16 3%	8 1%	52 4%	50 4%	25 2%	41 5%	41 3%	17 2%	28 3%	82 4%	45 2%	83 4%	44 3%	24 2%	42 4%	61 3%
Yes - 2-3 years ago	343 9%	189 10%	154 8%	46 8%	92 12%	74 12%	55 9%	39 7%	36 6%	139 10%	129 10%	75 6%	74 10%	110 9%	61 7%	97 9%	184 9%	159 8%	215 10%	128 7%	76 7%	103 11%	163 9%
Yes - more than 3 years ago	778 20%	386 21%	392 20%	79 14%	173 22%	157 24%	152 24%	119 21%	98 16%	252 19%	309 24%	217 18%	157 20%	241 20%	185 23%	195 18%	398 20%	380 20%	465 22%	313 18%	204 19%	219 22%	355 20%
NET: Yes ever	1772 46%	907 49%	865 44%	250 45%	430 54%	348 54%	314 49%	236 41%	193 31%	680 50%	663 52%	430 36%	396 52%	559 47%	368 45%	449 42%	956 49%	817 44%	1069 51%	703 41%	427 39%	508 52%	837 47%
NET: Yes - last 12 months	407 11%	205 11%	202 10%	86 15%	98 12%	69 11%	67 11%	45 8%	41 7%	184 14%	137 11%	87 7%	97 13%	129 11%	76 9%	105 10%	226 12%	181 10%	229 11%	178 10%	91 8%	111 11%	205 12%
NET: Yes - last 18 months	525 14%	267 14%	258 13%	104 19%	133 17%	86 13%	89 14%	62 11%	51 8%	237 17%	175 14%	113 9%	124 16%	168 14%	104 13%	129 12%	292 15%	233 12%	306 14%	219 13%	123 11%	144 15%	257 15%
No - never changed supplier	2063 54%	941 51%	1122 56%	309 55%	365 46%	293 46%	323 51%	338 59%	435 69%	674 50%	616 48%	773 64%	372 48%	632 53%	451 55%	608 58%	1004 51%	1059 56%	1048 49%	1016 59%	660 61%	473 48%	930 53%

Ofcom - Mobile Switching - LoS and LP contact - F2F Omnibus
Fieldwork: 30th November - 6th December 2016

Table 5

Q.2 Have you ever CHANGED your mobile phone network supplier? If yes, when did you most recently change mobile phone network?

Base : All who have mobile phone package

	Government regions												Nations				Regions			Ethnic origin		
	Total	Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	South West	South East	London	England	Scotland	Wales	Northern Ireland	North	Midlands	South	White	Minority Ethnic
Unweighted Base	3761	303	204	114	167	429	327	264	337	353	293	519	451	3140	303	204	114	1340	940	1481	3345	400
Weighted Base	3835	300	197	96	170	439	330	263	336	377	289	545	494	3243	300	197	96	1333	941	1561	3374	442
Effective base	3467	273	185	103	152	389	294	241	308	325	280	493	431	2909	273	185	103	1207	858	1402	3072	381
Yes - in the last 6 months	209 5%	13 4%	16 8%	3 4%	11 7%	23 5%	16 5%	10 4%	17 5%	19 5%	15 5%	33 6%	32 6%	176 5%	13 4%	16 8%	3 4%	67 5%	49 5%	93 6%	179 5%	27 6%
Yes - 7-12 months ago	198 5%	17 6%	7 3%	4 4%	11 7%	20 5%	23 7%	17 6%	15 4%	11 3%	20 7%	32 6%	23 5%	171 5%	17 6%	7 3%	4 4%	75 6%	43 5%	81 5%	173 5%	25 6%
Yes - 13-18 months ago (i.e. 1-1.5 years ago)	117 3%	14 5%	7 4%	2 2%	10 6%	6 1%	4 1%	7 3%	12 4%	9 2%	12 4%	16 3%	17 4%	94 3%	14 5%	7 4%	2 2%	36 3%	32 3%	50 3%	103 3%	15 3%
Yes - 19-24 months ago (i.e. 1.5-2 years ago)	127 3%	9 3%	1 *	2 2%	2 1%	14 3%	17 5%	1 *	8 2%	9 2%	4 2%	27 5%	33 7%	115 4%	9 3%	1 *	2 2%	44 3%	15 2%	68 4%	101 3%	26 6%
Yes - 2-3 years ago	343 9%	16 5%	10 5%	10 11%	11 6%	41 9%	58 18%	25 9%	22 7%	41 11%	19 6%	24 4%	66 13%	306 9%	16 5%	10 5%	10 11%	136 10%	73 8%	134 9%	294 9%	45 10%
Yes - more than 3 years ago	778 20%	44 15%	39 20%	20 21%	31 18%	77 18%	55 17%	62 24%	66 20%	120 32%	40 14%	118 22%	106 21%	675 21%	44 15%	39 20%	20 21%	228 17%	211 22%	340 22%	681 20%	90 20%
NET: Yes ever	1772 46%	112 38%	80 41%	41 43%	76 45%	182 41%	173 53%	122 46%	140 42%	208 55%	110 38%	250 46%	277 56%	1538 47%	112 38%	80 41%	41 43%	585 44%	422 45%	766 49%	1530 45%	228 52%
NET: Yes - last 12 months	407 11%	30 10%	23 11%	8 8%	23 13%	43 10%	39 12%	27 10%	32 9%	30 8%	35 12%	65 12%	55 11%	347 11%	30 10%	23 11%	8 8%	141 11%	91 10%	174 11%	353 10%	53 12%
NET: Yes - last 18 months	525 14%	43 14%	30 15%	10 10%	32 19%	49 11%	43 13%	34 13%	44 13%	38 10%	47 16%	81 15%	72 15%	442 14%	43 14%	30 15%	10 10%	178 13%	123 13%	224 14%	455 13%	67 15%
No - never changed supplier	2063 54%	187 62%	117 59%	54 57%	94 55%	257 59%	156 47%	141 54%	196 58%	169 45%	179 62%	296 54%	216 44%	1705 53%	187 62%	117 59%	54 57%	749 56%	519 55%	795 51%	1844 55%	214 48%

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Fieldwork: 30th November - 6th December 2016

Table 6

Q.2 Have you ever CHANGED your mobile phone network supplier? If yes, when did you most recently change mobile phone network?

Base : All who have mobile phone package

	Sample Groups											
	Switched L18M: All	Switched L18M: All (PAC)	Switched L18M: All (C&R)	Switched L18M: Contract	Switched L18M: Contract (PAC)	Switched L18M: Contract (PAC) - Loss of service	Switched L18M: Contract (PAC) - Access to temporary number	Switched L18M: Contract (PAC) - Used temporary number	Switched L18M: Contract (PAC) - Loss and used temporary number	Switched L18M: Contract (C&R)	Switched L18M: Contract (C&R) - Loss of service	
Unweighted Base	3761	491	315	172	395	267	77	97	31	15	124	17
Weighted Base	3835	525	340	180	431	295	86	109	33	15	131	18
Effective base	3467	458	293	161	370	250	72	91	29	14	116	16
Yes - in the last 6 months	209 5%	209 40%	126 37%	81 45%	165 38%	107 36%	22 26%	39 36%	11 33%	4 27%	57 43%	12 66%
Yes - 7-12 months ago	198 5%	198 38%	131 38%	66 36%	163 38%	113 38%	40 46%	44 40%	14 43%	9 56%	48 36%	4 21%
Yes - 13-18 months ago (i.e. 1-1.5 years ago)	117 3%	117 22%	83 24%	33 18%	104 24%	75 26%	24 28%	26 24%	8 23%	3 17%	27 21%	2 13%
Yes - 19-24 months ago (i.e. 1.5-2 years ago)	127 3%	-	-	-	-	-	-	-	-	-	-	-
Yes - 2-3 years ago	343 9%	-	-	-	-	-	-	-	-	-	-	-
Yes - more than 3 years ago	778 20%	-	-	-	-	-	-	-	-	-	-	-
NET: Yes ever	1772 46%	525 100%	340 100%	180 100%	431 100%	295 100%	86 100%	109 100%	33 100%	15 100%	131 100%	18 100%
NET: Yes - last 12 months	407 11%	407 78%	257 76%	147 82%	327 76%	219 74%	62 72%	83 76%	25 77%	13 83%	104 79%	16 87%
NET: Yes - last 18 months	525 14%	525 100%	340 100%	180 100%	431 100%	295 100%	86 100%	109 100%	33 100%	15 100%	131 100%	18 100%
No - never changed supplier	2063 54%	-	-	-	-	-	-	-	-	-	-	-

Ofcom - Mobile Switching - LoS and LP contact - F2F Omnibus
Fieldwork: 30th November - 6th December 2016

Table 7

Q.3 Before we ask you more about the mobile services you use, please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services. For each statement please indicate how much you agree or disagree... I try to keep up with technology.

Base : All who have switched provider in the last 18 months

	Gender		Age						Age collapsed			SEG						Working status		Tenure			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	16-34	35-54	55+	AB	C1	C2	DE	ABC1	C2DE	Working	Not working	Own	Mortgage	Rent/ other
Unweighted Base	491	240	251	107	109	69	77	54	75	216	146	129	109	149	97	136	258	233	256	235	126	119	246
Weighted Base	525	267	258	104	133	86	89	62	51	237	175	113	124	168	104	129	292	233	306	219	123	144	257
Effective base	458	218	241	103	104	66	75	52	70	205	141	116	101	140	93	127	241	219	245	218	114	115	231
Agree strongly	172	111	61	47	58	21	26	13	7	105	46	21	40	57	33	42	97	75	113	58	35	48	89
	33%	42%	24%	45%	44%	24%	29%	22%	14%	44%	26%	18%	32%	34%	32%	33%	33%	32%	37%	27%	28%	34%	35%
Agree slightly	214	104	110	42	47	44	37	22	22	88	81	44	54	78	41	40	132	81	127	86	50	64	100
	41%	39%	43%	40%	35%	51%	42%	36%	43%	37%	46%	39%	44%	47%	40%	31%	45%	35%	42%	39%	41%	44%	39%
Neither agree nor disagree	55	24	32	6	13	8	7	13	8	20	14	21	15	13	11	17	28	27	24	31	18	12	25
	11%	9%	12%	6%	10%	9%	8%	22%	15%	8%	8%	19%	12%	8%	10%	13%	10%	12%	8%	14%	15%	8%	10%
Disagree slightly	46	13	34	8	9	9	10	6	5	17	19	10	6	18	8	14	24	22	25	22	10	15	22
	9%	5%	13%	8%	7%	11%	11%	10%	9%	7%	11%	9%	5%	11%	8%	11%	8%	10%	8%	10%	8%	10%	9%
Disagree strongly	37	16	21	1	6	5	9	7	10	7	14	16	9	2	11	16	10	27	17	21	11	5	22
	7%	6%	8%	1%	5%	6%	10%	11%	19%	3%	8%	14%	7%	1%	11%	12%	4%	12%	5%	10%	9%	3%	8%
NET: Agree	385	215	171	88	105	64	63	35	29	193	127	65	94	135	74	82	229	157	240	145	85	112	188
	73%	80%	66%	85%	79%	74%	71%	58%	57%	82%	73%	57%	76%	80%	71%	64%	78%	67%	79%	66%	69%	78%	73%
NET: Disagree	84	29	55	9	15	14	19	13	14	24	33	27	15	20	19	30	35	49	41	43	20	20	44
	16%	11%	21%	9%	11%	17%	21%	21%	27%	10%	19%	24%	12%	12%	18%	23%	12%	21%	13%	20%	17%	14%	17%

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Fieldwork: 30th November - 6th December 2016

Table 8

Q.3 Before we ask you more about the mobile services you use, please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services. For each statement please indicate how much you agree or disagree... I try to keep up with technology.

Base : All who have switched provider in the last 18 months

	Total	Government regions											Nations				Regions			Ethnic origin		
		Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	South West	South East	London	England	Scotland	Wales	Northern Ireland	North	Midlands	South	White	Minority Ethnic
Unweighted Base	491	39	30	10	29	46	38	33	43	37	48	75	63	412	39	30	10	162	120	209	430	59
Weighted Base	525	43	30	10	32	49	43	34	44	38	47	81	72	442	43	30	10	178	123	224	455	67
Effective base	458	36	27	9	26	42	36	31	39	34	47	71	61	385	36	27	9	149	110	199	400	56
Agree strongly	172 33%	14 <i>32%</i>	12 <i>39%</i>	4 <i>46%</i>	12 <i>38%</i>	13 <i>27%</i>	11 <i>25%</i>	17 <i>51%</i>	10 <i>22%</i>	18 <i>48%</i>	14 <i>29%</i>	24 <i>29%</i>	23 <i>31%</i>	142 <i>32%</i>	14 <i>32%</i>	12 <i>39%</i>	4 <i>46%</i>	54 <i>31%</i>	48 <i>39%</i>	69 <i>31%</i>	148 <i>32%</i>	24 <i>35%</i>
Agree slightly	214 41%	22 <i>51%</i>	8 <i>26%</i>	1 <i>9%</i>	8 <i>24%</i>	19 <i>40%</i>	20 <i>45%</i>	8 <i>22%</i>	25 <i>56%</i>	16 <i>41%</i>	24 <i>50%</i>	29 <i>36%</i>	36 <i>49%</i>	183 <i>41%</i>	22 <i>51%</i>	8 <i>26%</i>	1 <i>9%</i>	70 <i>39%</i>	45 <i>36%</i>	99 <i>44%</i>	177 <i>39%</i>	34 <i>51%</i>
Neither agree nor disagree	55 11%	2 <i>6%</i>	3 <i>8%</i>	* <i>4%</i>	5 <i>15%</i>	2 <i>5%</i>	6 <i>14%</i>	3 <i>8%</i>	4 <i>9%</i>	3 <i>7%</i>	3 <i>6%</i>	15 <i>19%</i>	10 <i>14%</i>	50 <i>11%</i>	2 <i>6%</i>	3 <i>8%</i>	* <i>4%</i>	16 <i>9%</i>	9 <i>7%</i>	30 <i>14%</i>	51 <i>11%</i>	4 <i>6%</i>
Disagree slightly	46 9%	4 <i>9%</i>	2 <i>7%</i>	4 <i>41%</i>	4 <i>12%</i>	8 <i>17%</i>	2 <i>6%</i>	5 <i>13%</i>	6 <i>13%</i>	1 <i>2%</i>	5 <i>10%</i>	3 <i>3%</i>	3 <i>4%</i>	36 <i>8%</i>	4 <i>9%</i>	2 <i>7%</i>	4 <i>41%</i>	22 <i>13%</i>	14 <i>11%</i>	11 <i>5%</i>	45 <i>10%</i>	2 <i>3%</i>
Disagree strongly	37 7%	1 <i>2%</i>	6 <i>18%</i>	- <i>-</i>	4 <i>11%</i>	6 <i>12%</i>	4 <i>10%</i>	2 <i>6%</i>	- <i>-</i>	1 <i>3%</i>	3 <i>5%</i>	10 <i>13%</i>	1 <i>1%</i>	31 <i>7%</i>	1 <i>2%</i>	6 <i>18%</i>	- <i>-</i>	15 <i>8%</i>	7 <i>6%</i>	15 <i>7%</i>	34 <i>8%</i>	3 <i>5%</i>
NET: Agree	385 73%	36 <i>83%</i>	20 <i>66%</i>	5 <i>55%</i>	20 <i>62%</i>	32 <i>66%</i>	31 <i>70%</i>	25 <i>73%</i>	34 <i>78%</i>	34 <i>88%</i>	37 <i>79%</i>	53 <i>65%</i>	58 <i>80%</i>	324 <i>73%</i>	36 <i>83%</i>	20 <i>66%</i>	5 <i>55%</i>	124 <i>70%</i>	93 <i>76%</i>	168 <i>75%</i>	325 <i>71%</i>	58 <i>86%</i>
NET: Disagree	84 16%	5 <i>11%</i>	8 <i>26%</i>	4 <i>41%</i>	7 <i>23%</i>	14 <i>29%</i>	7 <i>16%</i>	7 <i>19%</i>	6 <i>13%</i>	2 <i>5%</i>	7 <i>15%</i>	13 <i>16%</i>	4 <i>6%</i>	67 <i>15%</i>	5 <i>11%</i>	8 <i>26%</i>	4 <i>41%</i>	37 <i>21%</i>	21 <i>17%</i>	25 <i>11%</i>	79 <i>17%</i>	5 <i>7%</i>

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Fieldwork: 30th November - 6th December 2016

Table 9

Q.3 Before we ask you more about the mobile services you use, please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services. For each statement please indicate how much you agree or disagree... I try to keep up with technology.

Base : All who have switched provider in the last 18 months

	Sample Groups										
	Switched L18M: All	Switched L18M: All (PAC)	Switched L18M: All (C&R)	Switched L18M: Contract	Switched L18M: Contract (PAC)	Switched L18M: Contract (PAC) - Loss of service	Switched L18M: Contract (PAC) - Access to temporary number	Switched L18M: Contract (PAC) - Used temporary number	Switched L18M: Contract (PAC) - Loss and used temporary number	Switched L18M: Contract (C&R)	Switched L18M: Contract (C&R) - Loss of service
Unweighted Base	491	315	172	395	267	77	97	31	15	124	17
Weighted Base	525	340	180	431	295	86	109	33	15	131	18
Effective base	458	293	161	370	250	72	91	29	14	116	16
Agree strongly	172 33%	111 33%	61 34%	148 34%	100 34%	34 39%	39 35%	8 23%	5 34%	49 37%	10 57%
Agree slightly	214 41%	143 42%	66 37%	177 41%	127 43%	37 43%	50 45%	21 64%	10 63%	46 35%	5 25%
Neither agree nor disagree	55 11%	34 10%	22 12%	44 10%	26 9%	6 6%	10 10%	3 8%	-	18 14%	1 5%
Disagree slightly	46 9%	32 9%	14 8%	40 9%	28 10%	6 7%	8 7%	1 5%	*	12 9%	2 14%
Disagree strongly	37 7%	20 6%	17 9%	21 5%	13 5%	4 4%	2 2%	-	-	7 5%	-
NET: Agree	385 73%	255 75%	127 71%	326 76%	227 77%	71 83%	88 81%	29 87%	15 97%	95 72%	15 81%
NET: Disagree	84 16%	52 15%	31 17%	61 14%	42 14%	9 11%	10 10%	1 5%	*	18 14%	2 14%

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Fieldwork: 30th November - 6th December 2016

Table 10

**Q.3 Before we ask you more about the mobile services you use, please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services. For each statement please indicate how much you agree or disagree...
 My friends tend to come to me if they have questions about technology.**

Base : All who have switched provider in the last 18 months

	Gender		Age						Age collapsed			SEG						Working status		Tenure			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	16-34	35-54	55+	AB	C1	C2	DE	ABC1	C2DE	Working	Not working	Own	Mortgage	Rent/ other
Unweighted Base	491	240	251	107	109	69	77	54	75	216	146	129	109	149	97	136	258	233	256	235	126	119	246
Weighted Base	525	267	258	104	133	86	89	62	51	237	175	113	124	168	104	129	292	233	306	219	123	144	257
Effective base	458	218	241	103	104	66	75	52	70	205	141	116	101	140	93	127	241	219	245	218	114	115	231
Agree strongly	86 16%	63 24%	23 9%	19 18%	36 27%	15 17%	9 10%	5 7%	3 7%	55 23%	24 13%	8 7%	25 20%	20 12%	20 19%	22 17%	44 15%	42 18%	61 20%	26 12%	21 17%	22 15%	44 17%
Agree slightly	144 27%	83 31%	61 24%	40 38%	34 26%	26 30%	26 29%	14 23%	4 9%	74 31%	52 30%	19 17%	37 30%	60 36%	23 23%	24 19%	97 33%	47 20%	92 30%	52 24%	23 18%	42 29%	80 31%
Neither agree nor disagree	68 13%	35 13%	33 13%	17 17%	16 12%	14 17%	10 11%	5 8%	6 11%	33 14%	24 14%	11 9%	13 10%	26 16%	11 10%	18 14%	39 13%	29 12%	37 12%	31 14%	13 11%	15 10%	40 15%
Disagree slightly	108 20%	44 16%	63 25%	15 15%	29 22%	19 22%	22 25%	13 22%	9 17%	44 19%	41 24%	22 19%	25 20%	36 22%	22 22%	24 19%	61 21%	46 20%	65 21%	42 19%	25 20%	39 27%	44 17%
Disagree strongly	118 23%	42 16%	76 30%	13 12%	18 13%	12 14%	22 25%	25 40%	29 56%	31 13%	34 20%	54 48%	24 20%	25 15%	28 27%	41 31%	50 17%	69 29%	51 17%	68 31%	42 34%	27 18%	50 19%
NET: Agree	231 44%	146 55%	84 33%	58 56%	71 53%	41 47%	35 39%	19 30%	8 15%	129 54%	75 56%	27 24%	62 50%	80 47%	43 41%	46 36%	141 48%	89 38%	152 50%	78 36%	43 35%	63 44%	124 48%
NET: Disagree	226 43%	86 32%	140 54%	28 27%	46 35%	31 36%	44 50%	38 62%	38 73%	75 32%	76 43%	76 67%	49 40%	62 37%	50 48%	64 50%	111 38%	115 49%	116 38%	110 50%	67 54%	66 46%	93 36%

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Table 11

**Q.3 Before we ask you more about the mobile services you use, please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services. For each statement please indicate how much you agree or disagree...
My friends tend to come to me if they have questions about technology.**

Base : All who have switched provider in the last 18 months

	Total	Government regions											Nations				Regions			Ethnic origin		
		Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	South West	South East	London	England	Scotland	Wales	Northern Ireland	North	Midlands	South	White	Minority Ethnic
Unweighted Base	491	39	30	10	29	46	38	33	43	37	48	75	63	412	39	30	10	162	120	209	430	59
Weighted Base	525	43	30	10	32	49	43	34	44	38	47	81	72	442	43	30	10	178	123	224	455	67
Effective base	458	36	27	9	26	42	36	31	39	34	47	71	61	385	36	27	9	149	110	199	400	56
Agree strongly	86 16%	11 24%	7 22%	1 14%	6 17%	10 20%	5 13%	9 25%	6 14%	5 13%	4 8%	7 9%	16 22%	68 15%	11 24%	7 22%	1 14%	33 18%	23 19%	31 14%	73 16%	14 20%
Agree slightly	144 27%	14 31%	8 26%	2 18%	6 20%	9 19%	13 30%	4 11%	17 38%	16 41%	13 27%	23 28%	20 28%	121 27%	14 31%	8 26%	2 18%	44 25%	34 28%	66 29%	122 27%	21 32%
Neither agree nor disagree	68 13%	6 13%	1 2%	-	6 19%	2 3%	11 26%	5 15%	5 12%	6 17%	7 15%	7 9%	11 15%	62 14%	6 13%	1 2%	-	25 14%	14 11%	29 13%	54 12%	14 20%
Disagree slightly	108 20%	5 11%	3 11%	3 35%	6 20%	14 28%	7 17%	7 20%	11 25%	4 10%	8 17%	20 25%	19 26%	96 22%	5 11%	3 11%	3 35%	36 20%	21 17%	51 23%	96 21%	11 16%
Disagree strongly	118 23%	9 20%	12 39%	3 33%	8 24%	15 30%	6 14%	10 28%	5 10%	7 19%	15 33%	23 29%	6 9%	95 22%	9 20%	12 39%	3 33%	40 23%	31 25%	48 21%	110 24%	8 12%
NET: Agree	231 44%	24 56%	14 48%	3 32%	12 37%	19 39%	19 43%	13 37%	23 52%	21 54%	17 35%	30 38%	36 50%	189 43%	24 56%	14 48%	3 32%	77 43%	58 47%	96 43%	195 43%	35 52%
NET: Disagree	226 43%	13 31%	15 50%	6 68%	14 44%	28 58%	13 31%	17 48%	16 36%	11 29%	23 49%	43 53%	26 35%	191 43%	13 31%	15 50%	6 68%	76 43%	52 42%	98 44%	206 45%	19 28%

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Table 12

**Q.3 Before we ask you more about the mobile services you use, please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services. For each statement please indicate how much you agree or disagree...
My friends tend to come to me if they have questions about technology.**

Base : All who have switched provider in the last 18 months

	Sample Groups										
	Switched L18M: All	Switched L18M: All (PAC)	Switched L18M: All (C&R)	Switched L18M: Contract	Switched L18M: Contract (PAC)	Switched L18M: Contract (PAC) - Loss of service	Switched L18M: Contract (PAC) - Access to temporary number	Switched L18M: Contract (PAC) - Used temporary number	Switched L18M: Contract (PAC) - Loss and used temporary number	Switched L18M: Contract (C&R)	Switched L18M: Contract (C&R) - Loss of service
Unweighted Base	491	315	172	395	267	77	97	31	15	124	17
Weighted Base	525	340	180	431	295	86	109	33	15	131	18
Effective base	458	293	161	370	250	72	91	29	14	116	16
Agree strongly	86 16%	53 16%	33 18%	72 17%	45 15%	18 21%	23 21%	6 17%	2 15%	26 20%	5 29%
Agree slightly	144 27%	95 27%	46 28%	122 28%	85 29%	25 29%	33 30%	16 48%	9 60%	35 26%	4 24%
Neither agree nor disagree	68 13%	46 13%	20 11%	56 13%	42 14%	11 13%	16 15%	4 11%	2 12%	13 10%	1 5%
Disagree slightly	108 20%	75 22%	33 18%	91 21%	67 23%	14 16%	26 24%	4 13%	1 9%	24 18%	3 17%
Disagree strongly	118 23%	70 21%	48 27%	90 21%	56 19%	18 21%	12 11%	3 10%	1 4%	33 25%	5 26%
NET: Agree	231 44%	149 44%	79 44%	193 45%	130 44%	43 50%	56 51%	22 65%	12 76%	61 46%	10 52%
NET: Disagree	226 43%	145 43%	80 45%	181 42%	123 42%	32 37%	37 34%	8 24%	2 13%	57 44%	8 42%

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Table 13

Q.3 Before we ask you more about the mobile services you use, please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services. For each statement please indicate how much you agree or disagree... I'm as knowledgeable about these technologies as the next person.

Base : All who have switched provider in the last 18 months

	Gender		Age						Age collapsed			SEG						Working status		Tenure			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	16-34	35-54	55+	AB	C1	C2	DE	ABC1	C2DE	Working	Not working	Own	Mortgage	Rent/ other
Unweighted Base	491	240	251	107	109	69	77	54	75	216	146	129	109	149	97	136	258	233	256	235	126	119	246
Weighted Base	525	267	258	104	133	86	89	62	51	237	175	113	124	168	104	129	292	233	306	219	123	144	257
Effective base	458	218	241	103	104	66	75	52	70	205	141	116	101	140	93	127	241	219	245	218	114	115	231
Agree strongly	134 26%	84 31%	50 20%	34 33%	44 33%	23 26%	19 22%	12 19%	2 5%	78 33%	42 24%	14 12%	40 33%	37 22%	22 21%	35 27%	77 26%	57 24%	89 29%	45 20%	24 19%	42 29%	68 27%
Agree slightly	206 39%	102 38%	104 40%	49 47%	55 42%	32 37%	36 41%	19 30%	15 30%	104 44%	68 39%	34 30%	51 41%	78 46%	40 38%	38 29%	129 44%	78 33%	124 41%	82 38%	48 39%	59 41%	100 39%
Neither agree nor disagree	68 13%	41 15%	27 11%	8 8%	15 11%	17 20%	9 10%	13 21%	7 13%	23 10%	26 15%	19 17%	14 11%	22 13%	18 17%	15 11%	36 12%	33 14%	43 14%	25 12%	16 13%	18 13%	34 13%
Disagree slightly	68 13%	24 9%	45 17%	11 10%	14 11%	7 8%	15 17%	7 11%	14 28%	25 11%	22 13%	21 19%	15 12%	24 14%	13 12%	17 13%	39 13%	30 13%	32 11%	36 16%	24 19%	17 12%	28 11%
Disagree strongly	48 9%	17 6%	31 12%	2 2%	4 3%	8 9%	10 11%	11 19%	13 25%	6 3%	17 10%	24 21%	4 3%	7 4%	12 11%	24 19%	11 4%	36 16%	17 6%	30 14%	12 10%	9 6%	27 10%
NET: Agree	340 65%	186 69%	155 60%	83 80%	100 75%	54 63%	55 63%	30 49%	18 35%	182 77%	110 63%	48 42%	91 74%	114 68%	62 59%	73 56%	206 71%	135 58%	213 70%	127 58%	72 58%	100 70%	168 65%
NET: Disagree	116 22%	41 15%	75 29%	13 12%	19 14%	15 17%	24 28%	19 30%	27 53%	32 13%	39 22%	46 40%	19 15%	31 18%	24 24%	41 32%	50 17%	66 28%	50 16%	66 30%	36 29%	25 18%	55 21%

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Table 14

Q.3 Before we ask you more about the mobile services you use, please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services. For each statement please indicate how much you agree or disagree... I'm as knowledgeable about these technologies as the next person.

Base : All who have switched provider in the last 18 months

	Total	Government regions											Nations				Regions			Ethnic origin		
		Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	South West	South East	London	England	Scotland	Wales	Northern Ireland	North	Midlands	South	White	Minority Ethnic
Unweighted Base	491	39	30	10	29	46	38	33	43	37	48	75	63	412	39	30	10	162	120	209	430	59
Weighted Base	525	43	30	10	32	49	43	34	44	38	47	81	72	442	43	30	10	178	123	224	455	67
Effective base	458	36	27	9	26	42	36	31	39	34	47	71	61	385	36	27	9	149	110	199	400	56
Agree strongly	134 26%	17	7	1	10	13	10	8	10	14	11	16	17	109	17	7	1	51	31	52	116	18
		39%	23%	10%	32%	27%	22%	24%	22%	35%	24%	20%	24%	25%	39%	23%	10%	29%	25%	23%	26%	26%
Agree slightly	206 39%	20	7	1	8	17	23	16	19	12	21	32	30	178	20	7	1	69	45	92	181	24
		46%	22%	15%	26%	34%	53%	47%	44%	31%	45%	40%	41%	40%	46%	22%	15%	39%	37%	41%	40%	35%
Neither agree nor disagree	68 13%	3	3	2	5	7	4	3	7	5	3	11	14	59	3	3	2	22	14	33	52	17
		8%	11%	26%	16%	15%	9%	8%	15%	13%	7%	14%	19%	13%	8%	11%	26%	13%	11%	15%	11%	25%
Disagree slightly	68 13%	2	7	3	5	8	3	3	8	5	7	11	7	56	2	7	3	21	20	28	63	5
		5%	24%	31%	14%	16%	8%	8%	18%	12%	15%	13%	10%	13%	5%	24%	31%	12%	16%	12%	14%	8%
Disagree strongly	48 9%	1	6	2	4	4	4	5	1	3	4	10	4	39	1	6	2	14	14	20	43	4
		2%	20%	18%	11%	8%	8%	13%	2%	8%	9%	13%	6%	9%	2%	20%	18%	8%	11%	9%	10%	6%
NET: Agree	340 65%	37	14	2	19	30	33	24	29	25	33	48	47	288	37	14	2	121	76	143	297	41
		85%	45%	25%	58%	61%	75%	71%	65%	66%	69%	60%	65%	65%	85%	45%	25%	68%	62%	64%	65%	61%
NET: Disagree	116 22%	3	13	5	8	12	7	7	9	8	11	21	11	95	3	13	5	35	33	48	107	9
		8%	44%	49%	25%	24%	16%	22%	20%	20%	24%	26%	16%	21%	8%	44%	49%	20%	27%	21%	23%	14%

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Table 15

Q.3 Before we ask you more about the mobile services you use, please look at the different statements people have made about technology services such as mobile phones, landline phones, broadband or TV services. For each statement please indicate how much you agree or disagree... I'm as knowledgeable about these technologies as the next person.

Base : All who have switched provider in the last 18 months

	Sample Groups										
	Switched L18M: All	Switched L18M: All (PAC)	Switched L18M: All (C&R)	Switched L18M: Contract	Switched L18M: Contract (PAC)	Switched L18M: Contract (PAC) - Loss of service	Switched L18M: Contract (PAC) - Access to temporary number	Switched L18M: Contract (PAC) - Used temporary number	Switched L18M: Contract (PAC) - Loss and used temporary number	Switched L18M: Contract (C&R)	Switched L18M: Contract (C&R) - Loss of service
Unweighted Base	491	315	172	395	267	77	97	31	15	124	17
Weighted Base	525	340	180	431	295	86	109	33	15	131	18
Effective base	458	293	161	370	250	72	91	29	14	116	16
Agree strongly	134 26%	83 24%	51 28%	115 27%	73 25%	19 22%	33 30%	6 18%	2 14%	43 33%	9 49%
Agree slightly	206 39%	139 41%	64 36%	172 40%	121 41%	35 41%	45 41%	19 58%	11 73%	48 37%	6 33%
Neither agree nor disagree	68 13%	45 13%	22 12%	57 13%	42 14%	11 13%	17 16%	3 10%	1 8%	13 10%	2 10%
Disagree slightly	68 13%	49 14%	19 11%	56 13%	42 14%	15 17%	14 12%	5 14%	1 5%	13 10%	- -
Disagree strongly	48 9%	23 7%	24 13%	31 7%	16 5%	6 6%	1 1%	- -	- -	14 11%	1 8%
NET: Agree	340 65%	222 65%	115 64%	287 67%	194 66%	54 63%	78 71%	25 76%	13 87%	91 69%	15 82%
NET: Disagree	116 22%	73 21%	43 24%	86 20%	58 20%	21 24%	15 13%	5 14%	1 5%	27 21%	1 8%

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Table 16

Q.4 When you switched, what type of mobile package did you switch from?

Base : All who have switched provider in the last 18 months

	Gender		Age					Age collapsed			SEG						Working status		Tenure				
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	16-34	35-54	55+	AB	C1	C2	DE	ABC1	C2DE	Working	Not working	Own	Mortgage	Rent/ other
Unweighted Base	491	240	251	107	109	69	77	54	75	216	146	129	109	149	97	136	258	233	256	235	126	119	246
Weighted Base	525	267	258	104	133	86	89	62	51	237	175	113	124	168	104	129	292	233	306	219	123	144	257
Effective base	458	218	241	103	104	66	75	52	70	205	141	116	101	140	93	127	241	219	245	218	114	115	231
Pay as you go (which requires top-ups)	145 28%	71 27%	74 29%	33 31%	22 17%	23 26%	18 20%	20 32%	30 58%	55 23%	40 23%	50 44%	31 25%	38 23%	21 20%	55 42%	69 24%	76 33%	51 17%	94 43%	43 35%	23 16%	79 31%
Monthly contract (i.e. 12-24 months, including new handset)	326 62%	161 60%	165 64%	64 61%	99 74%	52 61%	60 68%	32 52%	18 36%	163 69%	113 64%	51 45%	77 62%	119 71%	71 68%	59 46%	196 67%	130 56%	219 72%	107 49%	71 58%	101 70%	154 60%
SIM only (i.e. did not get a handset or no longer paying for one)	47 9%	31 11%	17 6%	5 5%	11 8%	10 11%	9 11%	10 16%	3 6%	16 7%	19 11%	13 11%	13 10%	8 5%	12 11%	14 11%	21 7%	26 11%	31 10%	16 7%	7 6%	19 13%	21 8%
Can't remember/don't know	7 1%	4 2%	2 1%	3 3%	1 1%	2 2%	1 1%	- -	- -	4 2%	3 2%	- -	3 2%	3 2%	- -	1 1%	6 2%	1 *	4 1%	3 1%	2 1%	2 1%	3 1%

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Table 17

Q.4 When you switched, what type of mobile package did you switch from?

Base : All who have switched provider in the last 18 months

	Government regions												Nations				Regions			Ethnic origin		
	Total	Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	South West	South East	London	England	Scotland	Wales	Northern Ireland	North	Midlands	South	White	Minority Ethnic
Unweighted Base	491	39	30	10	29	46	38	33	43	37	48	75	63	412	39	30	10	162	120	209	430	59
Weighted Base	525	43	30	10	32	49	43	34	44	38	47	81	72	442	43	30	10	178	123	224	455	67
Effective base	458	36	27	9	26	42	36	31	39	34	47	71	61	385	36	27	9	149	110	199	400	56
Pay as you go (which requires top-ups)	145	17	9	6	8	12	12	10	13	7	13	21	18	113	17	9	6	54	34	56	127	17
	28%	39%	32%	58%	24%	25%	27%	28%	30%	18%	27%	26%	24%	26%	39%	32%	58%	31%	28%	25%	28%	26%
Monthly contract (i.e. 12-24 months, including new handset)	326	24	21	4	22	32	28	20	28	20	32	52	45	278	24	21	4	109	77	140	282	43
	62%	55%	68%	42%	67%	65%	64%	57%	64%	53%	67%	64%	62%	63%	55%	68%	42%	61%	63%	62%	62%	64%
SIM only (i.e. did not get a handset or no longer paying for one)	47	2	-	-	3	5	4	5	2	9	2	6	8	45	2	-	-	14	12	21	41	6
	9%	6%	-	-	8%	10%	10%	15%	5%	25%	4%	8%	11%	10%	6%	-	-	8%	10%	9%	9%	9%
Can't remember/don't know	7	-	-	-	-	-	-	-	-	2	1	2	2	7	-	-	-	-	-	7	6	1
	1%	-	-	-	-	-	-	-	-	5%	2%	2%	3%	1%	-	-	-	-	-	3%	1%	1%

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Table 18

Q.4 When you switched, what type of mobile package did you switch from?

Base : All who have switched provider in the last 18 months

	Sample Groups											
	Switched L18M: All	Switched L18M: All (PAC)	Switched L18M: All (C&R)	Switched L18M: Contract	Switched L18M: Contract (PAC)	Switched L18M: Contract (PAC) - Loss of service	Switched L18M: Contract (PAC) - Access to temporary number	Switched L18M: Contract (PAC) - Used temporary number	Switched L18M: Contract (PAC) - Loss and used temporary number	Switched L18M: Contract (C&R)	Switched L18M: Contract (C&R) - Loss of service	
Unweighted Base	491	491	315	172	395	267	77	97	31	15	124	17
Weighted Base	525	525	340	180	431	295	86	109	33	15	131	18
Effective base	458	458	293	161	370	250	72	91	29	14	116	16
Pay as you go (which requires top-ups)	145 28%	145 28%	72 21%	72 40%	77 18%	41 14%	15 17%	15 13%	6 17%	3 18%	34 26%	2 11%
Monthly contract (i.e. 12-24 months, including new handset)	326 62%	326 62%	229 67%	96 53%	302 70%	215 73%	60 69%	79 73%	22 67%	10 65%	86 65%	13 71%
SIM only (i.e. did not get a handset or no longer paying for one)	47 9%	47 9%	34 10%	12 7%	46 11%	34 12%	12 14%	14 13%	5 16%	3 16%	11 8%	3 19%
Can't remember/don't know	7 1%	7 1%	5 1%	1 *	6 1%	4 1%	- -	2 1%	- -	- -	1 *	- -

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Table 19

Q.5 And when you switched did you..?

Base : All who have switched provider in the last 18 months

	Gender		Age					Age collapsed			SEG						Working status		Tenure			
	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	16-34	35-54	55+	AB	C1	C2	DE	ABC1	C2DE	Working	Not working	Own	Mortgage	Rent/ other
Unweighted Base	491	240 251	107	109	69	77	54	75	216	146	129	109	149	97	136	258	233	256	235	126	119	246
Weighted Base	525	267 258	104	133	86	89	62	51	237	175	113	124	168	104	129	292	233	306	219	123	144	257
Effective base	458	218 241	103	104	66	75	52	70	205	141	116	101	140	93	127	241	219	245	218	114	115	231
Keep the same phone number	340 65%	175 165 65% 64%	54 86 52% 64%	61 67 71% 76%	38 35 61% 68%	140 128 59% 73%	72 64 79% 73%	97 122 60 61 47% 75%	140 120 217 124 71% 56%	92 93 35% 34% 75% 71%	25 21 29% 24%	23 16 37% 31%	95 47 40% 27%	38 34 21% 26%	26 67 42% 52%	69 111 24% 47%	87 93 28% 43%	29 42 24% 29%	102 146 102 146 71% 57%	146 146 102 146 71% 57%	146 146 102 146 71% 57%	146 146 102 146 71% 57%
Change phone number	180 34%	92 87 35% 34%	50 45 48% 34%	25 21 29% 24%	23 16 37% 31%	95 47 40% 27%	38 34 21% 26%	26 67 42% 52%	69 111 24% 47%	87 93 28% 43%	29 42 24% 29%	102 146 102 146 71% 57%	146 146 102 146 71% 57%	146 146 102 146 71% 57%	146 146 102 146 71% 57%	146 146 102 146 71% 57%	146 146 102 146 71% 57%	146 146 102 146 71% 57%	146 146 102 146 71% 57%	146 146 102 146 71% 57%	146 146 102 146 71% 57%	146 146 102 146 71% 57%
Can't remember/don't know	5 1%	- 5 - 2%	- 3 - 2%	- - - -	1 1 2% 2%	3 - 1% -	2 2 2% 2%	- 3 - 1%	1 1 1% 1%	3 2 1% 1%	2 3 2% 2%	- 2 - 2%	3 2 1% 1%	1 1 1% 1%	3 2 1% 1%	2 2 1% 1%	3 2 1% 1%	2 2 1% 1%	2 2 2% 2%	- - - -	- 3 - 1%	3 3 1% 1%

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Table 20

Q.5 And when you switched did you..?

Base : All who have switched provider in the last 18 months

	Government regions												Nations				Regions			Ethnic origin		
	Total	Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	South West	South East	London	England	Scotland	Wales	Northern Ireland	North	Midlands	South	White	Minority Ethnic
Unweighted Base	491	39	30	10	29	46	38	33	43	37	48	75	63	412	39	30	10	162	120	209	430	59
Weighted Base	525	43	30	10	32	49	43	34	44	38	47	81	72	442	43	30	10	178	123	224	455	67
Effective base	458	36	27	9	26	42	36	31	39	34	47	71	61	385	36	27	9	149	110	199	400	56
Keep the same phone number	340	27	18	6	20	32	27	23	33	23	30	46	54	290	27	18	6	113	83	145	295	43
	65%	62%	60%	60%	63%	66%	63%	66%	76%	60%	64%	58%	74%	66%	62%	60%	60%	63%	67%	65%	65%	63%
Change phone number	180	15	12	4	12	17	15	12	11	14	17	34	17	149	15	12	4	63	40	77	157	23
	34%	35%	40%	40%	37%	34%	35%	34%	24%	37%	36%	42%	24%	34%	35%	40%	40%	35%	33%	34%	34%	35%
Can't remember/don't know	5	1	-	-	-	-	1	-	-	1	-	-	1	3	1	-	-	2	-	3	3	1
	1%	3%	-	-	-	-	2%	-	-	3%	-	-	2%	1%	3%	-	-	1%	-	1%	1%	2%

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Table 21

Q.5 And when you switched did you..?

Base : All who have switched provider in the last 18 months

	Sample Groups											
	Switched L18M: All	Switched L18M: All (PAC)	Switched L18M: All (C&R)	Switched L18M: Contract	Switched L18M: Contract (PAC)	Switched L18M: Contract (PAC) - Loss of service	Switched L18M: Contract (PAC) - Access to temporary number	Switched L18M: Contract (PAC) - Used temporary number	Switched L18M: Contract (PAC) - Loss and used temporary number	Switched L18M: Contract (C&R)	Switched L18M: Contract (C&R) - Loss of service	
Unweighted Base	491	491	315	172	395	267	77	97	31	15	124	17
Weighted Base	525	525	340	180	431	295	86	109	33	15	131	18
Effective base	458	458	293	161	370	250	72	91	29	14	116	16
Keep the same phone number	340	340	340	-	295	295	86	109	33	15	-	-
	65%	65%	100%	-	68%	100%	100%	100%	100%	100%	-	-
Change phone number	180	180	-	180	131	-	-	-	-	-	131	18
	34%	34%	-	100%	31%	-	-	-	-	-	100%	100%
Can't remember/don't know	5	5	-	-	5	-	-	-	-	-	-	-
	1%	1%	-	-	1%	-	-	-	-	-	-	-

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Table 22

Q.6 Before you switched, were you aware that there might be a period of time during which you would be unable to make or receive calls or texts using your mobile number i.e. the number you were transferring over to your new provider?

Base : All who have switched provider in the last 18 months (PAC)

	Gender		Age						Age collapsed			SEG						Working status		Tenure			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	16-34	35-54	55+	AB	C1	C2	DE	ABC1	C2DE	Working	Not working	Own	Mortgage	Rent/ other
Unweighted Base	315	157	158	57	67	49	57	33	52	124	106	85	85	107	56	67	192	123	180	135	94	82	139
Weighted Base	340	175	165	54	86	61	67	38	35	140	128	72	97	122	60	61	220	120	217	124	92	102	146
Effective base	293	142	152	55	65	47	56	32	49	118	102	76	79	101	54	62	179	115	172	125	85	80	130
Yes - my old provider told me	50 15%	26 15%	25 15%	9 16%	13 15%	9 15%	11 16%	1 3%	8 24%	21 15%	20 15%	9 13%	14 14%	21 17%	11 18%	5 8%	35 16%	16 13%	35 16%	15 13%	14 15%	18 18%	18 13%
Yes - my new provider told me	69 20%	39 22%	30 18%	12 21%	16 19%	9 14%	16 25%	9 24%	7 19%	28 20%	25 20%	16 22%	25 26%	26 21%	11 18%	7 11%	51 23%	18 15%	46 21%	23 19%	21 23%	19 19%	28 20%
Yes - I knew already	154 45%	79 45%	75 45%	24 44%	42 49%	31 50%	26 39%	18 47%	13 38%	66 47%	57 44%	31 43%	52 54%	56 46%	25 42%	21 34%	108 49%	46 38%	110 51%	44 36%	43 47%	51 50%	60 41%
Net: Yes	255 75%	135 77%	120 73%	41 76%	67 78%	47 77%	50 75%	25 67%	25 71%	108 77%	97 76%	50 69%	84 86%	97 79%	43 72%	32 52%	181 82%	75 62%	181 84%	74 60%	72 78%	83 81%	101 69%
No	85 25%	40 23%	45 27%	13 24%	19 22%	14 23%	17 25%	12 33%	10 29%	32 23%	31 24%	23 31%	13 14%	26 21%	17 28%	29 48%	39 18%	46 38%	35 16%	50 40%	20 22%	20 19%	44 31%

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Table 23

Q.6 Before you switched, were you aware that there might be a period of time during which you would be unable to make or receive calls or texts using your mobile number i.e. the number you were transferring over to your new provider?

Base : All who have switched provider in the last 18 months (PAC)

	Government regions												Nations				Regions			Ethnic origin		
	Total	Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	South West	South East	London	England	Scotland	Wales	Northern Ireland	North	Midlands	South	White	Minority Ethnic
Unweighted Base	315	25	17	7	18	30	24	22	32	21	30	43	46	266	25	17	7	104	79	132	278	35
Weighted Base	340	27	18	6	20	32	27	23	33	23	30	46	54	290	27	18	6	113	83	145	295	43
Effective base	293	23	15	6	16	28	23	20	29	19	29	41	45	249	23	15	6	95	72	126	258	34
Yes - my old provider told me	50 15%	-	3	-	3	2	6	2	1	3	7	10	13	47	-	3	-	11	8	31	43	7
		-	17%	-	17%	5%	20%	11%	2%	15%	24%	22%	24%	16%	-	17%	-	9%	10%	22%	15%	17%
Yes - my new provider told me	69 20%	5	9	-	5	8	3	7	7	3	5	12	4	54	5	9	-	21	24	24	60	9
		19%	53%	-	23%	23%	13%	30%	22%	11%	17%	27%	8%	19%	19%	53%	-	18%	29%	16%	20%	21%
Yes - I knew already	154 45%	12	2	4	7	17	19	9	22	16	9	12	27	136	12	2	4	58	39	58	133	20
		45%	11%	62%	33%	52%	69%	40%	65%	67%	29%	26%	51%	47%	45%	11%	62%	51%	47%	40%	45%	46%
Net: Yes	255 75%	17	12	4	14	23	27	17	28	20	18	31	43	223	17	12	4	85	65	105	221	32
		63%	67%	62%	71%	72%	97%	76%	84%	88%	60%	68%	81%	77%	63%	67%	62%	75%	79%	73%	75%	76%
No	85 25%	10	6	2	6	9	1	5	5	3	12	15	10	67	10	6	2	28	18	39	75	10
		37%	33%	38%	29%	28%	3%	24%	16%	12%	40%	32%	19%	23%	37%	33%	38%	25%	21%	27%	25%	24%

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Table 24

Q.6 Before you switched, were you aware that there might be a period of time during which you would be unable to make or receive calls or texts using your mobile number i.e. the number you were transferring over to your new provider?

Base : All who have switched provider in the last 18 months (PAC)

	Sample Groups										
	Switched L18M: All	Switched L18M: All (PAC)	Switched L18M: All (C&R)	Switched L18M: Contract	Switched L18M: Contract (PAC)	Switched L18M: Contract (PAC) - Loss of service	Switched L18M: Contract (PAC) - Access to temporary number	Switched L18M: Contract (PAC) - Used temporary number	Switched L18M: Contract (PAC) - Loss and used temporary number	Switched L18M: Contract (C&R)	Switched L18M: Contract (C&R) - Loss of service
Unweighted Base	315	315	-	267	267	77	97	31	15	-	-
Weighted Base	340	340	-	295	295	86	109	33	15	-	-
Effective base	293	293	-	250	250	72	91	29	14	-	-
Yes - my old provider told me	50 15%	50 15%	-	44 15%	44 15%	13 15%	19 17%	5 17%	* 3%	-	-
Yes - my new provider told me	69 20%	69 20%	-	61 21%	61 21%	22 25%	31 28%	9 27%	5 34%	-	-
Yes - I knew already	154 45%	154 45%	-	139 47%	139 47%	51 59%	59 54%	20 62%	11 68%	-	-
Net: Yes	255 75%	255 75%	-	229 78%	229 78%	80 93%	99 90%	32 98%	15 96%	-	-
No	85 25%	85 25%	-	65 22%	65 22%	6 7%	10 10%	1 2%	1 4%	-	-

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Table 25

Q.7 And were you aware that you would be given a SIM with a temporary number that would allow you to use the new provider's service while your number was being transferred?

Base : All who have switched provider in the last 18 months (PAC)

	Gender		Age					Age collapsed			SEG						Working status		Tenure				
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	16-34	35-54	55+	AB	C1	C2	DE	ABC1	C2DE	Working	Not working	Own	Mortgage	Rent/ other
Unweighted Base	315	157	158	57	67	49	57	33	52	124	106	85	85	107	56	67	192	123	180	135	94	82	139
Weighted Base	340	175	165	54	86	61	67	38	35	140	128	72	97	122	60	61	220	120	217	124	92	102	146
Effective base	293	142	152	55	65	47	56	32	49	118	102	76	79	101	54	62	179	115	172	125	85	80	130
Yes - my old provider told me	31 9%	20 12%	11 6%	6 11%	10 12%	4 6%	6 9%	1 3%	4 12%	16 12%	10 8%	5 7%	5 5%	17 14%	4 6%	5 9%	22 10%	9 8%	20 9%	11 9%	7 7%	10 10%	14 10%
Yes - my new provider told me	72 21%	41 23%	31 19%	12 22%	16 19%	11 18%	9 14%	13 34%	10 29%	28 20%	20 16%	23 32%	29 29%	21 17%	13 22%	9 14%	50 23%	22 18%	43 20%	28 23%	24 26%	22 21%	26 18%
Yes - I knew already	126 37%	67 38%	59 36%	20 37%	38 45%	24 40%	22 33%	9 24%	12 34%	58 42%	46 36%	21 29%	39 40%	48 39%	22 37%	16 26%	88 40%	38 32%	84 39%	42 34%	33 36%	40 39%	53 36%
NET: Yes	213 63%	118 67%	95 58%	36 66%	59 69%	38 62%	35 52%	23 61%	22 63%	95 68%	73 57%	45 62%	69 71%	81 66%	37 62%	26 43%	150 68%	63 52%	142 66%	71 57%	59 64%	68 67%	86 59%
No	127 37%	57 33%	70 42%	18 34%	26 31%	23 38%	32 48%	14 39%	13 37%	45 32%	55 43%	27 38%	28 29%	41 34%	22 38%	35 57%	70 32%	57 48%	74 34%	53 43%	33 36%	34 33%	60 41%

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Fieldwork: 30th November - 6th December 2016

Table 26

Q.7 And were you aware that you would be given a SIM with a temporary number that would allow you to use the new provider's service while your number was being transferred?

Base : All who have switched provider in the last 18 months (PAC)

	Total	Government regions											Nations				Regions			Ethnic origin		
		Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	South West	South East	London	England	Scotland	Wales	Northern Ireland	North	Midlands	South	White	Minority Ethnic
Unweighted Base	315	25	17	7	18	30	24	22	32	21	30	43	46	266	25	17	7	104	79	132	278	35
Weighted Base	340	27	18	6	20	32	27	23	33	23	30	46	54	290	27	18	6	113	83	145	295	43
Effective base	293	23	15	6	16	28	23	20	29	19	29	41	45	249	23	15	6	95	72	126	258	34
Yes - my old provider told me	31 9%	-	2	-	3	-	2	2	-	2	5	6	9	29	-	2	-	4	6	21	24	7
Yes - my new provider told me	72 21%	4	8	-	4	4	8	6	7	4	5	18	4	60	4	8	-	19	23	29	64	8
Yes - I knew already	126 37%	10	1	4	7	15	11	9	16	9	9	6	28	111	10	1	4	48	28	51	110	13
NET: Yes	213 63%	14	9	4	13	18	20	16	24	13	17	26	39	186	14	9	4	70	52	91	186	25
No	127 37%	13	9	2	7	14	7	7	10	10	14	20	15	104	13	9	2	43	31	53	110	17
		47%	49%	39%	33%	45%	26%	32%	29%	42%	45%	44%	27%	36%	47%	49%	39%	38%	37%	37%	37%	41%

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Table 27

Q.7 And were you aware that you would be given a SIM with a temporary number that would allow you to use the new provider's service while your number was being transferred?

Base : All who have switched provider in the last 18 months (PAC)

	Sample Groups										
	Switched L18M: All	Switched L18M: All (PAC)	Switched L18M: All (C&R)	Switched L18M: Contract	Switched L18M: Contract (PAC)	Switched L18M: Contract (PAC) - Loss of service	Switched L18M: Contract (PAC) - Access to temporary number	Switched L18M: Contract (PAC) - Used temporary number	Switched L18M: Contract (PAC) - Loss and used temporary number	Switched L18M: Contract (C&R)	Switched L18M: Contract (C&R) - Loss of service
Unweighted Base	315	315	-	267	267	77	97	31	15	-	-
Weighted Base	340	340	-	295	295	86	109	33	15	-	-
Effective base	293	293	-	250	250	72	91	29	14	-	-
Yes - my old provider told me	31	31	-	25	25	6	14	4	*	-	-
	9%	9%	-	8%	8%	7%	12%	13%	3%	-	-
Yes - my new provider told me	72	72	-	62	62	19	37	10	3	-	-
	21%	21%	-	21%	21%	22%	34%	30%	20%	-	-
Yes - I knew already	126	126	-	114	114	43	58	19	12	-	-
	37%	37%	-	39%	39%	50%	53%	59%	80%	-	-
NET: Yes	213	213	-	189	189	61	99	32	15	-	-
	63%	63%	-	64%	64%	71%	90%	97%	100%	-	-
No	127	127	-	106	106	25	11	1	-	-	-
	37%	37%	-	36%	36%	29%	10%	3%	-	-	-

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Fieldwork: 30th November - 6th December 2016

Table 28

Q.8 When you switched, did you experience any period of time that you were unable to make or receive calls or text messages

Base : All who have switched provider in the last 18 months

	Gender		Age						Age collapsed			SEG						Working status		Tenure			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	16-34	35-54	55+	AB	C1	C2	DE	ABC1	C2DE	Working	Not working	Own	Mortgage	Rent/ other
Unweighted Base	491	240	251	107	109	69	77	54	75	216	146	129	109	149	97	136	258	233	256	235	126	119	246
Weighted Base	525	267	258	104	133	86	89	62	51	237	175	113	124	168	104	129	292	233	306	219	123	144	257
Effective base	458	218	241	103	104	66	75	52	70	205	141	116	101	140	93	127	241	219	245	218	114	115	231
Yes I was unable to use my number for a period of time	110 21%	60 22%	50 19%	26 25%	29 22%	17 19%	18 20%	14 22%	6 12%	55 23%	35 20%	20 18%	28 23%	39 23%	26 25%	18 14%	66 23%	43 19%	73 24%	37 17%	21 17%	37 25%	53 21%
No I was able to use my number all the time	328 62%	170 64%	158 61%	59 57%	86 65%	55 63%	55 63%	41 66%	32 62%	145 61%	110 63%	72 64%	80 65%	101 60%	63 60%	84 65%	181 62%	146 63%	193 63%	135 62%	79 64%	91 63%	158 61%
Don't know/can't recall	87 17%	38 14%	49 19%	18 17%	18 14%	15 17%	15 17%	7 12%	14 26%	36 15%	30 17%	21 18%	16 13%	28 17%	16 15%	28 21%	44 15%	43 19%	40 13%	47 21%	24 19%	17 12%	47 18%

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Table 29

Q.8 When you switched, did you experience any period of time that you were unable to make or receive calls or text messages

Base : All who have switched provider in the last 18 months

	Government regions												Nations				Regions			Ethnic origin		
	Total	Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	South West	South East	London	England	Scotland	Wales	Northern Ireland	North	Midlands	South	White	Minority Ethnic
Unweighted Base	491	39	30	10	29	46	38	33	43	37	48	75	63	412	39	30	10	162	120	209	430	59
Weighted Base	525	43	30	10	32	49	43	34	44	38	47	81	72	442	43	30	10	178	123	224	455	67
Effective base	458	36	27	9	26	42	36	31	39	34	47	71	61	385	36	27	9	149	110	199	400	56
Yes I was unable to use my number for a period of time	110 21%	6 15%	5 16%	2 18%	7 22%	12 24%	11 24%	11 31%	13 29%	6 15%	13 28%	12 15%	13 18%	97 22%	6 15%	5 16%	2 18%	38 21%	32 26%	41 18%	93 21%	15 22%
No I was able to use my number all the time	328 62%	27 62%	22 75%	7 75%	25 78%	32 66%	24 56%	21 60%	25 57%	20 53%	30 63%	55 69%	39 54%	271 61%	27 62%	22 75%	7 75%	116 65%	76 62%	136 61%	284 62%	44 65%
Don't know/can't recall	87 17%	10 23%	3 9%	1 7%	-	5 10%	9 20%	3 9%	6 14%	12 32%	4 9%	13 16%	21 29%	73 17%	10 23%	3 9%	1 7%	24 14%	15 12%	48 21%	78 17%	9 14%

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Fieldwork: 30th November - 6th December 2016

Table 30

Q.8 When you switched, did you experience any period of time that you were unable to make or receive calls or text messages

Base : All who have switched provider in the last 18 months

	Sample Groups											
	Switched L18M: All	Switched L18M: All (PAC)	Switched L18M: All (C&R)	Switched L18M: Contract	Switched L18M: Contract (PAC)	Switched L18M: Contract (PAC) - Loss of service	Switched L18M: Contract (PAC) - Access to temporary number	Switched L18M: Contract (PAC) - Used temporary number	Switched L18M: Contract (PAC) - Loss and used temporary number	Switched L18M: Contract (C&R)	Switched L18M: Contract (C&R) - Loss of service	
Unweighted Base	491	491	315	172	395	267	77	97	31	15	124	17
Weighted Base	525	525	340	180	431	295	86	109	33	15	131	18
Effective base	458	458	293	161	370	250	72	91	29	14	116	16
Yes I was unable to use my number for a period of time	110 21%	110 21%	90 26%	20 11%	104 24%	86 29%	86 100%	45 41%	15 47%	15 100%	18 14%	18 100%
No I was able to use my number all the time	328 62%	328 62%	172 50%	152 85%	263 61%	150 51%	- -	64 59%	18 53%	- -	109 83%	- -
Don't know/can't recall	87 17%	87 17%	79 23%	7 4%	63 15%	59 20%	- -	- -	- -	- -	4 3%	- -

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Table 31

Q.9 Which of the following best describes your experience?

Base : All who had a period of loss

	Gender		Age						Age collapsed			SEG						Working status		Tenure			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	16-34	35-54	55+	AB	C1	C2	DE	ABC1	C2DE	Working	Not working	Own	Mortgage	Rent/ other
Unweighted Base	100	53	47	26	23	14	15	12	10	49	29	22	26	33	24	17	59	41	61	39	19	30	51
Weighted Base	110	60	50	26	29	17	18	14	6	55	35	20	28	39	26	18	66	43	73	37	21	37	53
Effective base	94	49	45	25	22	13	15	12	9	47	28	20	24	31	23	16	55	39	58	36	17	29	48
I was unable to make calls from my mobile number	65 59%	40 67%	25 50%	14 54%	16 56%	12 74%	11 62%	8 58%	3 55%	30 55%	24 68%	11 57%	18 63%	20 51%	16 63%	12 66%	37 56%	28 65%	42 58%	23 63%	12 57%	24 66%	29 56%
I was unable to receive calls from my mobile number	73 67%	43 72%	30 60%	17 65%	23 78%	10 59%	11 59%	8 60%	5 75%	40 72%	21 59%	13 65%	18 65%	25 64%	18 71%	12 67%	43 65%	30 69%	48 66%	25 67%	10 50%	26 70%	37 70%
I was unable to send text messages from my mobile number	61 56%	35 59%	26 51%	14 55%	17 58%	11 63%	9 52%	7 52%	3 45%	31 57%	20 57%	10 50%	15 55%	24 61%	12 45%	10 59%	39 59%	22 51%	41 57%	20 53%	8 41%	20 54%	33 62%
I was unable to receive text messages from my mobile number	58 53%	33 56%	25 49%	14 52%	18 62%	8 51%	8 45%	7 51%	3 45%	32 57%	17 48%	10 49%	18 64%	18 46%	13 49%	10 55%	36 54%	22 51%	39 53%	19 52%	9 42%	19 51%	31 58%
NET: Unable to make either	75 68%	44 73%	31 62%	17 64%	19 65%	14 86%	12 69%	9 67%	3 55%	36 64%	27 77%	13 63%	18 66%	27 69%	17 67%	12 71%	45 68%	30 69%	51 70%	24 64%	13 61%	27 73%	36 68%
NET: Unable to receive either	80 73%	44 73%	36 72%	19 72%	26 91%	10 59%	11 59%	9 68%	5 75%	45 82%	21 59%	14 70%	22 78%	27 70%	19 75%	12 67%	49 73%	31 72%	54 74%	26 70%	11 56%	27 73%	42 79%
NET: No calls	84 77%	51 85%	33 66%	19 73%	24 82%	14 82%	14 76%	9 67%	5 75%	43 78%	27 79%	14 69%	20 71%	29 74%	22 85%	14 78%	48 73%	36 82%	57 78%	27 73%	13 65%	30 83%	40 76%
NET: No texts	67 61%	35 59%	32 63%	15 58%	21 71%	11 63%	9 52%	8 59%	3 45%	36 65%	20 57%	11 55%	18 64%	26 67%	13 49%	10 59%	44 66%	23 53%	46 63%	21 56%	9 46%	21 58%	36 69%
Don't know/can't recall	15 14%	7 12%	8 16%	5 18%	1 5%	1 5%	3 18%	3 25%	2 25%	6 11%	4 12%	5 25%	5 17%	5 12%	3 11%	3 17%	9 14%	6 14%	7 9%	9 23%	5 25%	4 10%	6 12%

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Table 32

Q.9 Which of the following best describes your experience?

Base : All who had a period of loss

	Total	Government regions											Nations				Regions			Ethnic origin		
		Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	South West	South East	London	England	Scotland	Wales	Northern Ireland	North	Midlands	South	White	Minority Ethnic
Unweighted Base	100	5	6	2	6	10	9	9	12	5	13	12	11	87	5	6	2	32	30	38	85	13
Weighted Base	110	6	5	2	7	12	11	11	13	6	13	12	13	97	6	5	2	38	32	41	93	15
Effective base	94	5	5	2	5	9	8	9	11	5	13	11	11	82	5	5	2	30	28	37	80	12
I was unable to make calls from my mobile number	65 59%	4 62%	2 50%	- -	7 100%	8 71%	3 30%	7 65%	8 61%	5 86%	8 62%	7 53%	6 47%	59 61%	4 62%	2 50%	- -	22 60%	21 65%	22 55%	54 57%	11 72%
I was unable to receive calls from my mobile number	73 67%	5 85%	4 87%	- -	5 79%	8 71%	7 67%	5 46%	6 43%	4 72%	10 79%	9 76%	8 64%	63 65%	5 85%	4 87%	- -	26 70%	16 51%	30 75%	65 69%	7 49%
I was unable to send text messages from my mobile number	61 56%	4 62%	2 38%	1 53%	5 79%	7 59%	3 30%	5 46%	5 37%	3 43%	9 72%	9 73%	8 64%	54 56%	4 62%	2 38%	1 53%	21 55%	12 39%	28 69%	51 54%	8 58%
I was unable to receive text messages from my mobile number	58 53%	4 62%	2 38%	1 53%	5 79%	9 80%	4 38%	5 46%	5 40%	3 43%	7 54%	7 53%	6 48%	51 53%	4 62%	2 38%	1 53%	24 64%	13 40%	21 53%	51 54%	6 43%
NET: Unable to make either	75 68%	4 62%	2 50%	1 53%	7 100%	8 71%	3 30%	8 75%	9 66%	5 86%	9 72%	9 73%	9 73%	68 70%	4 62%	2 50%	1 53%	23 62%	22 70%	29 72%	61 66%	12 80%
NET: Unable to receive either	80 73%	5 85%	4 87%	1 53%	5 79%	11 91%	8 76%	5 46%	7 51%	4 72%	10 79%	9 76%	9 74%	69 71%	5 85%	4 87%	1 53%	31 82%	17 55%	32 78%	71 77%	7 49%
NET: No calls	84 77%	5 85%	4 87%	- -	7 100%	8 71%	7 67%	8 75%	9 72%	6 100%	11 87%	9 76%	8 64%	74 77%	5 85%	4 87%	- -	28 74%	25 78%	31 77%	72 77%	11 78%
NET: No texts	67 61%	4 62%	2 38%	1 53%	5 79%	9 80%	4 38%	5 46%	6 45%	3 43%	9 72%	9 73%	9 74%	60 62%	4 62%	2 38%	1 53%	24 64%	13 42%	29 73%	56 60%	8 58%
Don't know/can't recall	15 14%	1 15%	1 13%	1 47%	- -	1 9%	3 24%	3 25%	2 15%	- -	2 13%	2 15%	1 9%	13 13%	1 15%	1 13%	1 47%	5 14%	5 17%	5 12%	13 14%	2 14%

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Table 33

Q.9 Which of the following best describes your experience?

Base : All who had a period of loss

	Sample Groups											
	Switched L18M: All	Switched L18M: All (PAC)	Switched L18M: All (C&R)	Switched L18M: Contract	Switched L18M: Contract (PAC)	Switched L18M: Contract (PAC) - Loss of service	Switched L18M: Contract (PAC) - Access to temporary number	Switched L18M: Contract (PAC) - Used temporary number	Switched L18M: Contract (PAC) - Loss and used temporary number	Switched L18M: Contract (C&R)	Switched L18M: Contract (C&R) - Loss of service	
Unweighted Base	100	100	81	19	94	77	77	40	15	15	17	17
Weighted Base	110	110	90	20	104	86	86	45	15	15	18	18
Effective base	94	94	76	18	88	72	72	37	14	14	16	16
I was unable to make calls from my mobile number	65 59%	65 59%	51 57%	14 72%	61 58%	47 55%	47 55%	23 51%	6 37%	6 37%	13 74%	13 74%
I was unable to receive calls from my mobile number	73 67%	73 67%	59 66%	14 69%	70 67%	57 66%	57 66%	32 71%	11 69%	11 69%	13 71%	13 71%
I was unable to send text messages from my mobile number	61 56%	61 56%	49 54%	12 61%	57 55%	46 54%	46 54%	26 57%	7 48%	7 48%	11 61%	11 61%
I was unable to receive text messages from my mobile number	58 53%	58 53%	47 52%	11 56%	55 53%	44 51%	44 51%	24 54%	6 36%	6 36%	11 61%	11 61%
NET: Unable to make either	75 68%	75 68%	60 67%	14 72%	70 67%	57 66%	57 66%	29 64%	9 57%	9 57%	13 74%	13 74%
NET: Unable to receive either	80 73%	80 73%	66 73%	14 69%	76 73%	63 73%	63 73%	36 79%	12 77%	12 77%	13 71%	13 71%
NET: No calls	84 77%	84 77%	67 75%	17 85%	79 75%	63 74%	63 74%	34 75%	11 69%	11 69%	15 84%	15 84%
NET: No texts	67 61%	67 61%	55 61%	12 61%	63 60%	52 60%	52 60%	29 65%	9 56%	9 56%	11 61%	11 61%
Don't know/can't recall	15 14%	15 14%	12 14%	3 15%	15 15%	12 14%	12 14%	4 8%	2 10%	2 10%	3 16%	3 16%

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Fieldwork: 30th November - 6th December 2016

Table 34

**Q.10A During the period when you were unable to use your mobile number fully, were you provided with a temporary number from your new provider?
 Q.10B Were you provided with a temporary number from your new provider?**

Base : All who have switched provider in the last 18 months (PAC)

	Gender		Age					Age collapsed			SEG						Working status		Tenure				
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	16-34	35-54	55+	AB	C1	C2	DE	ABC1	C2DE	Working	Not working	Own	Mortgage	Rent/ other
Unweighted Base	315	157	158	57	67	49	57	33	52	124	106	85	85	107	56	67	192	123	180	135	94	82	139
Weighted Base	340	175	165	54	86	61	67	38	35	140	128	72	97	122	60	61	220	120	217	124	92	102	146
Effective base	293	142	152	55	65	47	56	32	49	118	102	76	79	101	54	62	179	115	172	125	85	80	130
Yes - and I used it the entire time	30 9%	13 7%	17 10%	5 9%	10 12%	6 11%	5 7%	1 4%	2 7%	15 11%	11 9%	4 5%	12 12%	12 9%	5 9%	2 3%	23 11%	7 6%	21 10%	9 7%	4 4%	10 10%	16 11%
Yes - and used it for some of the time	9 3%	6 4%	3 2%	2 4%	4 4%	1 1%	1 2%	1 3%	-	6 4%	2 1%	1 2%	1 1%	5 4%	2 3%	1 1%	6 3%	3 2%	8 4%	2 1%	2 2%	1 1%	6 4%
Yes - but I did not use the temporary number	81 24%	48 28%	32 20%	11 20%	26 31%	12 20%	17 25%	8 21%	7 19%	37 27%	29 23%	14 20%	31 32%	27 22%	10 17%	13 21%	58 26%	23 19%	59 27%	21 17%	20 22%	33 32%	28 19%
No - I didn't have access to a temporary number	136 40%	72 41%	64 39%	20 37%	26 31%	29 48%	31 45%	19 51%	11 32%	46 33%	60 47%	30 42%	35 36%	55 45%	27 45%	20 33%	89 41%	47 39%	88 40%	48 39%	41 44%	42 41%	53 36%
Don't know/can't recall	84 25%	35 20%	49 29%	16 30%	19 22%	12 20%	14 21%	8 22%	15 42%	35 25%	26 20%	23 31%	18 18%	25 20%	16 26%	26 42%	43 19%	41 34%	40 19%	44 35%	26 28%	16 15%	43 29%

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Fieldwork: 30th November - 6th December 2016

Table 35

Q.10A During the period when you were unable to use your mobile number fully, were you provided with a temporary number from your new provider?

Q.10B Were you provided with a temporary number from your new provider?

Base : All who have switched provider in the last 18 months (PAC)

	Government regions												Nations				Regions			Ethnic origin		
	Total	Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	South West	South East	London	England	Scotland	Wales	Northern Ireland	North	Midlands	South	White	Minority Ethnic
Unweighted Base	315	25	17	7	18	30	24	22	32	21	30	43	46	266	25	17	7	104	79	132	278	35
Weighted Base	340	27	18	6	20	32	27	23	33	23	30	46	54	290	27	18	6	113	83	145	295	43
Effective base	293	23	15	6	16	28	23	20	29	19	29	41	45	249	23	15	6	95	72	126	258	34
Yes - and I used it the entire time	30 9%	1 3%	3 14%	-	1 5%	2 7%	1 5%	2 10%	6 19%	1 4%	1 3%	3 7%	8 15%	27 9%	1 3%	3 14%	-	6 5%	11 14%	13 9%	20 7%	11 25%
Yes - and used it for some of the time	9 3%	-	1 3%	-	1 7%	-	1 4%	-	-	1 4%	2 6%	-	3 6%	9 3%	-	1 3%	-	3 2%	1 1%	6 4%	8 3%	1 2%
Yes - but I did not use the temporary number	81 24%	7 25%	5 26%	1 14%	5 23%	10 32%	6 24%	7 30%	7 20%	6 25%	2 7%	16 36%	9 17%	68 24%	7 25%	5 26%	1 14%	29 26%	19 23%	32 22%	73 25%	6 15%
No - I didn't have access to a temporary number	136 40%	9 34%	7 41%	4 75%	13 64%	15 45%	8 30%	11 46%	14 42%	5 23%	19 62%	16 34%	15 28%	115 40%	9 34%	7 41%	4 75%	49 44%	36 43%	51 35%	120 41%	16 38%
Don't know/can't recall	84 25%	10 37%	3 16%	1 11%	-	5 15%	10 37%	3 13%	6 19%	10 44%	7 21%	11 23%	19 35%	71 24%	10 37%	3 16%	1 11%	26 23%	16 19%	42 29%	75 25%	9 20%

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Fieldwork: 30th November - 6th December 2016

Table 36

Q.10A During the period when you were unable to use your mobile number fully, were you provided with a temporary number from your new provider?

Q.10B Were you provided with a temporary number from your new provider?

Base : All who have switched provider in the last 18 months (PAC)

	Sample Groups										
	Switched L18M: All	Switched L18M: All (PAC)	Switched L18M: All (C&R)	Switched L18M: Contract	Switched L18M: Contract (PAC)	Switched L18M: Contract (PAC) - Loss of service	Switched L18M: Contract (PAC) - Access to temporary number	Switched L18M: Contract (PAC) - Used temporary number	Switched L18M: Contract (PAC) - Loss and used temporary number	Switched L18M: Contract (C&R)	Switched L18M: Contract (C&R) - Loss of service
Unweighted Base	315	315	-	267	267	77	97	31	15	-	-
Weighted Base	340	340	-	295	295	86	109	33	15	-	-
Effective base	293	293	-	250	250	72	91	29	14	-	-
Yes - and I used it the entire time	30 9%	30 9%	-	24 8%	24 8%	6 7%	24 22%	24 72%	6 40%	-	-
Yes - and used it for some of the time	9 3%	9 3%	-	9 3%	9 3%	9 11%	9 8%	9 28%	9 60%	-	-
Yes - but I did not use the temporary number	81 24%	81 24%	-	76 26%	76 26%	30 35%	76 70%	-	-	-	-
No - I didn't have access to a temporary number	136 40%	136 40%	-	121 41%	121 41%	39 45%	-	-	-	-	-
Don't know/can't recall	84 25%	84 25%	-	64 22%	64 22%	2 2%	-	-	-	-	-

Ofcom - Mobile Switching - LoS and LP contact - F2F Omnibus
Fieldwork: 30th November - 6th December 2016

Table 37

Sample Groups.

Base : All respondents who have a mobile phone package

	Gender		Age						Age collapsed			SEG						Working status		Tenure			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	16-34	35-54	55+	AB	C1	C2	DE	ABC1	C2DE	Working	Not working	Own	Mortgage	Rent/ other
Unweighted Base	3761	1765	1996	577	671	535	550	503	925	1248	1085	1428	706	1091	799	1165	1797	1964	1815	1946	1218	829	1714
Weighted Base	3835	1848	1988	559	795	642	637	574	628	1354	1279	1203	769	1191	819	1057	1960	1876	2117	1719	1087	981	1767
Effective base	3467	1576	1903	556	642	513	533	487	869	1185	1046	1278	646	1011	749	1085	1657	1828	1737	1775	1083	796	1607
Switched L18M: All	525 <i>14%</i>	267 <i>14%</i>	258 <i>13%</i>	104 <i>19%</i>	133 <i>17%</i>	86 <i>13%</i>	89 <i>14%</i>	62 <i>11%</i>	51 <i>8%</i>	237 <i>17%</i>	175 <i>14%</i>	113 <i>9%</i>	124 <i>16%</i>	168 <i>14%</i>	104 <i>13%</i>	129 <i>12%</i>	292 <i>15%</i>	233 <i>12%</i>	306 <i>14%</i>	219 <i>13%</i>	123 <i>11%</i>	144 <i>15%</i>	257 <i>15%</i>
Switched L18M: All (PAC)	340 <i>9%</i>	175 <i>9%</i>	165 <i>8%</i>	54 <i>10%</i>	86 <i>11%</i>	61 <i>10%</i>	67 <i>11%</i>	38 <i>7%</i>	35 <i>6%</i>	140 <i>10%</i>	128 <i>10%</i>	72 <i>6%</i>	97 <i>13%</i>	122 <i>10%</i>	60 <i>7%</i>	61 <i>6%</i>	220 <i>11%</i>	120 <i>6%</i>	217 <i>10%</i>	124 <i>7%</i>	92 <i>8%</i>	102 <i>10%</i>	146 <i>8%</i>
Switched L18M: All (C&R)	180 <i>5%</i>	92 <i>5%</i>	87 <i>4%</i>	50 <i>9%</i>	45 <i>6%</i>	25 <i>4%</i>	21 <i>3%</i>	23 <i>4%</i>	16 <i>3%</i>	95 <i>7%</i>	47 <i>4%</i>	38 <i>3%</i>	26 <i>3%</i>	43 <i>4%</i>	43 <i>5%</i>	67 <i>6%</i>	69 <i>4%</i>	111 <i>6%</i>	87 <i>4%</i>	93 <i>5%</i>	29 <i>3%</i>	42 <i>4%</i>	109 <i>6%</i>
Switched L18M: Contract	431 <i>11%</i>	222 <i>12%</i>	209 <i>10%</i>	82 <i>15%</i>	115 <i>15%</i>	72 <i>11%</i>	77 <i>12%</i>	51 <i>9%</i>	33 <i>5%</i>	198 <i>15%</i>	149 <i>12%</i>	84 <i>7%</i>	109 <i>14%</i>	140 <i>12%</i>	89 <i>11%</i>	93 <i>9%</i>	248 <i>13%</i>	182 <i>10%</i>	274 <i>13%</i>	156 <i>9%</i>	98 <i>9%</i>	132 <i>13%</i>	200 <i>11%</i>
Switched L18M: Contract (PAC)	295 <i>8%</i>	154 <i>8%</i>	141 <i>7%</i>	45 <i>8%</i>	78 <i>10%</i>	54 <i>8%</i>	61 <i>10%</i>	33 <i>6%</i>	24 <i>4%</i>	123 <i>9%</i>	115 <i>9%</i>	56 <i>5%</i>	86 <i>11%</i>	106 <i>9%</i>	57 <i>7%</i>	46 <i>4%</i>	192 <i>10%</i>	103 <i>5%</i>	200 <i>9%</i>	95 <i>6%</i>	79 <i>7%</i>	94 <i>10%</i>	122 <i>7%</i>
Switched L18M: Contract (PAC) - Loss of service	86 <i>2%</i>	49 <i>3%</i>	37 <i>2%</i>	13 <i>2%</i>	28 <i>4%</i>	15 <i>2%</i>	15 <i>2%</i>	11 <i>2%</i>	5 <i>1%</i>	41 <i>3%</i>	29 <i>2%</i>	16 <i>1%</i>	25 <i>3%</i>	32 <i>3%</i>	22 <i>3%</i>	7 <i>1%</i>	57 <i>3%</i>	29 <i>2%</i>	63 <i>3%</i>	24 <i>1%</i>	19 <i>2%</i>	30 <i>3%</i>	37 <i>2%</i>
Switched L18M: Contract (PAC) - Access to temporary number	109 <i>3%</i>	60 <i>3%</i>	49 <i>2%</i>	16 <i>3%</i>	39 <i>5%</i>	15 <i>2%</i>	21 <i>3%</i>	10 <i>2%</i>	7 <i>1%</i>	55 <i>4%</i>	37 <i>3%</i>	18 <i>1%</i>	41 <i>5%</i>	39 <i>3%</i>	16 <i>2%</i>	14 <i>1%</i>	79 <i>4%</i>	30 <i>2%</i>	81 <i>4%</i>	28 <i>2%</i>	23 <i>2%</i>	39 <i>4%</i>	47 <i>3%</i>
Switched L18M: Contract (PAC) - Used temporary number	33 <i>1%</i>	13 <i>1%</i>	20 <i>1%</i>	7 <i>1%</i>	13 <i>2%</i>	4 <i>1%</i>	4 <i>1%</i>	3 <i>*</i>	2 <i>*</i>	20 <i>1%</i>	9 <i>1%</i>	4 <i>*</i>	11 <i>1%</i>	13 <i>1%</i>	7 <i>1%</i>	2 <i>*</i>	24 <i>1%</i>	10 <i>1%</i>	24 <i>1%</i>	9 <i>1%</i>	5 <i>*</i>	7 <i>1%</i>	21 <i>1%</i>
Switched L18M: Contract (PAC) - Loss and used temporary number	15 <i>*</i>	8 <i>*</i>	7 <i>*</i>	5 <i>1%</i>	6 <i>1%</i>	1 <i>*</i>	2 <i>*</i>	1 <i>*</i>	<i>*</i>	11 <i>1%</i>	3 <i>*</i>	2 <i>*</i>	3 <i>*</i>	8 <i>1%</i>	4 <i>1%</i>	1 <i>*</i>	10 <i>1%</i>	5 <i>*</i>	13 <i>1%</i>	3 <i>*</i>	2 <i>*</i>	3 <i>*</i>	11 <i>1%</i>
Switched L18M: Contract (C&R)	131 <i>3%</i>	68 <i>4%</i>	63 <i>3%</i>	37 <i>7%</i>	35 <i>4%</i>	18 <i>3%</i>	16 <i>3%</i>	17 <i>3%</i>	8 <i>1%</i>	72 <i>5%</i>	34 <i>3%</i>	26 <i>2%</i>	22 <i>3%</i>	32 <i>3%</i>	31 <i>4%</i>	46 <i>4%</i>	54 <i>3%</i>	77 <i>4%</i>	72 <i>3%</i>	60 <i>3%</i>	17 <i>2%</i>	38 <i>4%</i>	76 <i>4%</i>
Switched L18M: Contract (C&R) - Loss of service	18 <i>*</i>	9 <i>*</i>	9 <i>*</i>	10 <i>2%</i>	1 <i>*</i>	2 <i>*</i>	2 <i>*</i>	2 <i>*</i>	1 <i>*</i>	11 <i>1%</i>	4 <i>*</i>	3 <i>*</i>	1 <i>*</i>	5 <i>*</i>	3 <i>*</i>	9 <i>1%</i>	7 <i>*</i>	12 <i>1%</i>	9 <i>*</i>	9 <i>1%</i>	1 <i>*</i>	6 <i>1%</i>	11 <i>1%</i>

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Fieldwork: 30th November - 6th December 2016

Table 38

Sample Groups.

Base : All respondents who have a mobile phone package

	Government regions												Nations				Regions			Ethnic origin		
	Total	Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	South West	South East	London	England	Scotland	Wales	Northern Ireland	North	Midlands	South	White	Minority Ethnic
Unweighted Base	3761	303	204	114	167	429	327	264	337	353	293	519	451	3140	303	204	114	1340	940	1481	3345	400
Weighted Base	3835	300	197	96	170	439	330	263	336	377	289	545	494	3243	300	197	96	1333	941	1561	3374	442
Effective base	3467	273	185	103	152	389	294	241	308	325	280	493	431	2909	273	185	103	1207	858	1402	3072	381
Switched L18M: All	525 14%	43 14%	30 15%	10 10%	32 19%	49 11%	43 13%	34 13%	44 13%	38 10%	47 16%	81 15%	72 15%	442 14%	43 14%	30 15%	10 10%	178 13%	123 13%	224 14%	455 13%	67 15%
Switched L18M: All (PAC)	340 9%	27 9%	18 9%	6 6%	20 12%	32 7%	27 8%	23 9%	33 10%	23 6%	30 11%	46 9%	54 11%	290 9%	27 9%	18 9%	6 6%	113 8%	83 9%	145 9%	295 9%	43 10%
Switched L18M: All (C&R)	180 5%	15 5%	12 6%	4 4%	12 7%	17 4%	15 5%	12 4%	11 3%	14 4%	17 6%	34 6%	17 4%	149 5%	15 5%	12 6%	4 4%	63 5%	40 4%	77 5%	157 5%	23 5%
Switched L18M: Contract	431 11%	31 10%	23 12%	8 8%	28 17%	39 9%	36 11%	30 11%	34 10%	38 10%	41 14%	60 11%	62 13%	369 11%	31 10%	23 12%	8 8%	142 11%	102 11%	187 12%	373 11%	56 13%
Switched L18M: Contract (PAC)	295 8%	21 7%	16 8%	5 6%	19 11%	28 6%	27 8%	18 7%	26 8%	22 6%	28 10%	36 7%	48 10%	252 8%	21 7%	16 8%	5 6%	99 7%	69 7%	126 8%	256 8%	36 8%
Switched L18M: Contract (PAC) - Loss of service	86 2%	5 2%	3 2%	2 2%	7 4%	8 2%	11 3%	8 3%	9 3%	5 1%	9 3%	7 1%	13 3%	77 2%	5 2%	3 2%	2 2%	32 2%	23 2%	32 2%	73 2%	11 2%
Switched L18M: Contract (PAC) - Access to temporary number	109 3%	8 3%	6 3%	1 1%	7 4%	12 3%	8 3%	9 3%	9 3%	7 2%	5 2%	17 3%	20 4%	95 3%	8 3%	6 3%	1 1%	35 3%	25 3%	49 3%	93 3%	15 3%
Switched L18M: Contract (PAC) - Used temporary number	33 1%	1 *	2 1%	-	2 1%	2 1%	3 1%	2 1%	3 1%	2 *	3 1%	2 *	11 2%	30 1%	1 *	2 1%	-	8 1%	7 1%	18 1%	24 1%	8 2%
Switched L18M: Contract (PAC) - Loss and used temporary number	15 *	1 *	1 *	-	2 1%	1 *	1 *	2 1%	1 *	1 *	2 1%	1 *	3 1%	14 *	1 *	1 *	-	5 *	3 *	7 *	12 *	3 1%
Switched L18M: Contract (C&R)	131 3%	9 3%	7 4%	2 3%	10 6%	11 3%	9 3%	12 4%	8 2%	14 4%	13 5%	24 4%	13 3%	113 3%	9 3%	7 4%	2 3%	40 3%	32 3%	59 4%	113 3%	18 4%
Switched L18M: Contract (C&R) - Loss of service	18 *	1 *	2 1%	-	-	4 1%	-	1 *	3 1%	1 *	3 1%	3 1%	-	15 *	1 *	2 1%	-	5 *	7 1%	6 *	16 *	3 1%

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Table 39

Sample Groups.

Base : All respondents who have a mobile phone package

	Sample Groups											
	Total	Switched L18M: All	Switched L18M: All (PAC)	Switched L18M: All (C&R)	Switched L18M: Contract	Switched L18M: Contract (PAC)	Switched L18M: Contract (PAC) - Loss of service	Switched L18M: Contract (PAC) - Access to temporary number	Switched L18M: Contract (PAC) - Used temporary number	Switched L18M: Contract (PAC) - Loss and used temporary number	Switched L18M: Contract (C&R)	Switched L18M: Contract (C&R) - Loss of service
Unweighted Base	3761	491	315	172	395	267	77	97	31	15	124	17
Weighted Base	3835	525	340	180	431	295	86	109	33	15	131	18
Effective base	3467	458	293	161	370	250	72	91	29	14	116	16
Switched L18M: All	525	525	340	180	431	295	86	109	33	15	131	18
	14%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Switched L18M: All (PAC)	340	340	340	-	295	295	86	109	33	15	-	-
	9%	65%	100%	-	68%	100%	100%	100%	100%	100%	-	-
Switched L18M: All (C&R)	180	180	-	180	131	-	-	-	-	-	131	18
	5%	34%	-	100%	31%	-	-	-	-	-	100%	100%
Switched L18M: Contract	431	431	295	131	431	295	86	109	33	15	131	18
	11%	82%	87%	73%	100%	100%	100%	100%	100%	100%	100%	100%
Switched L18M: Contract (PAC)	295	295	295	-	295	295	86	109	33	15	-	-
	8%	56%	87%	-	68%	100%	100%	100%	100%	100%	-	-
Switched L18M: Contract (PAC) - Loss of service	86	86	86	-	86	86	86	45	15	15	-	-
	2%	16%	25%	-	20%	29%	100%	41%	47%	100%	-	-
Switched L18M: Contract (PAC) - Access to temporary number	109	109	109	-	109	109	45	109	33	15	-	-
	3%	21%	32%	-	25%	37%	52%	100%	100%	100%	-	-
Switched L18M: Contract (PAC) - Used temporary number	33	33	33	-	33	33	15	33	33	15	-	-
	1%	6%	10%	-	8%	11%	18%	30%	100%	100%	-	-
Switched L18M: Contract (PAC) - Loss and used temporary number	15	15	15	-	15	15	15	15	15	15	-	-
	*	3%	5%	-	4%	5%	18%	14%	47%	100%	-	-
Switched L18M: Contract (C&R)	131	131	-	131	131	-	-	-	-	-	131	18
	3%	25%	-	73%	31%	-	-	-	-	-	100%	100%
Switched L18M: Contract (C&R) - Loss of service	18	18	-	18	18	-	-	-	-	-	18	18
	*	3%	-	10%	4%	-	-	-	-	-	14%	100%

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Table 40

	Gender		Age						Age collapsed			SEG						Working status		Tenure			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	16-34	35-54	55+	AB	C1	C2	DE	ABC1	C2DE	Working	Not working	Own	Mortgage	Rent/ other
Total	4325	2098	2227	610	838	682	704	653	838	1448	1386	1491	843	1308	897	1276	2151	2174	2277	2048	1302	1073	1950
Gender																							
Male	2098	2098	-	310	411	341	344	323	370	720	685	693	435	612	481	570	1048	1051	1241	857	631	547	921
	49%	100%	-	51%	49%	50%	49%	49%	44%	50%	49%	46%	52%	47%	54%	45%	49%	48%	55%	42%	48%	51%	47%
Female	2227	-	2227	301	427	341	360	330	468	728	701	798	408	696	417	706	1104	1123	1036	1191	672	526	1029
	51%	-	100%	49%	51%	50%	51%	51%	56%	50%	51%	54%	48%	53%	46%	55%	51%	52%	45%	58%	52%	49%	53%
Age																							
16-24	610	310	301	610	-	-	-	-	-	610	-	-	56	249	128	178	305	306	239	371	55	116	439
	14%	15%	13%	100%	-	-	-	-	-	42%	-	-	7%	19%	14%	14%	14%	14%	10%	18%	4%	11%	23%
25-34	838	411	427	-	838	-	-	-	-	838	-	-	140	289	193	216	429	409	627	211	54	242	542
	19%	20%	19%	-	100%	-	-	-	-	58%	-	-	17%	22%	22%	17%	20%	19%	28%	10%	4%	23%	28%
35-44	682	341	341	-	-	682	-	-	-	-	682	-	170	221	131	160	391	290	533	149	75	284	323
	16%	16%	15%	-	-	100%	-	-	-	-	49%	-	20%	17%	15%	13%	18%	13%	23%	7%	6%	26%	17%
45-54	704	344	360	-	-	-	704	-	-	-	704	-	161	215	161	167	376	328	525	179	164	281	259
	16%	16%	16%	-	-	-	100%	-	-	-	51%	-	19%	16%	18%	13%	17%	15%	23%	9%	13%	26%	13%
55-64	653	323	330	-	-	-	-	653	-	-	-	653	159	159	141	195	318	336	310	344	339	116	199
	15%	15%	15%	-	-	-	-	100%	-	-	-	19%	12%	16%	15%	15%	15%	15%	14%	17%	26%	11%	10%
65+	838	370	468	-	-	-	-	-	838	-	-	838	158	175	143	361	333	505	43	794	616	34	187
	19%	18%	21%	-	-	-	-	-	100%	-	-	56%	19%	13%	16%	28%	15%	23%	2%	39%	47%	3%	10%
Age collapsed																							
16-34	1448	720	728	610	838	-	-	-	-	1448	-	-	196	538	321	393	733	715	866	583	109	358	981
	33%	34%	33%	100%	100%	-	-	-	-	100%	-	-	23%	41%	36%	31%	34%	33%	38%	28%	8%	33%	50%
35-54	1386	685	701	-	-	682	704	-	-	-	1386	-	331	436	292	326	767	619	1058	327	238	565	583
	32%	33%	31%	-	-	100%	100%	-	-	-	100%	-	39%	33%	33%	26%	36%	28%	46%	16%	18%	53%	30%
55+	1491	693	798	-	-	-	-	653	838	-	-	1491	317	334	284	556	651	840	353	1138	955	150	386
	34%	33%	36%	-	-	-	-	100%	100%	-	-	100%	38%	26%	32%	44%	30%	39%	16%	56%	73%	14%	20%
SEG																							
AB	843	435	408	56	140	170	161	159	158	196	331	317	843	-	-	-	843	-	517	327	344	333	166
	19%	21%	18%	9%	17%	25%	23%	24%	19%	13%	24%	21%	100%	-	-	-	39%	-	23%	16%	26%	31%	9%
C1	1308	612	696	249	289	221	215	159	175	538	436	334	-	1308	-	-	1308	-	777	531	352	380	576
	30%	29%	31%	41%	35%	32%	31%	24%	21%	37%	31%	22%	-	100%	-	-	61%	-	34%	26%	27%	35%	30%
C2	897	481	417	128	193	131	161	141	143	321	292	284	-	-	897	-	-	897	564	334	276	237	384
	21%	23%	19%	21%	23%	19%	23%	22%	17%	22%	21%	19%	-	-	100%	-	-	41%	25%	16%	21%	22%	20%
DE	1276	570	706	178	216	160	167	195	361	393	326	556	-	-	-	1276	-	1276	419	857	329	123	824
	30%	27%	32%	29%	26%	23%	24%	30%	43%	27%	24%	37%	-	-	-	100%	-	59%	18%	42%	25%	11%	42%
ABC1	2151	1048	1104	305	429	391	376	318	333	733	767	651	843	1308	-	-	2151	-	1294	858	697	713	742
	50%	50%	50%	50%	51%	57%	53%	49%	40%	51%	55%	44%	100%	100%	-	-	100%	-	57%	42%	54%	66%	38%
C2DE	2174	1051	1123	306	409	290	328	336	505	715	619	840	-	-	897	1276	-	2174	983	1190	605	360	1208
	50%	50%	50%	50%	49%	43%	47%	51%	60%	49%	45%	56%	-	-	100%	100%	-	100%	43%	58%	46%	34%	62%
Working status																							
Working	2277	1241	1036	239	627	533	525	310	43	866	1058	353	517	777	564	419	1294	983	2277	-	437	840	999
	53%	59%	47%	39%	75%	78%	75%	47%	5%	60%	76%	24%	61%	59%	63%	33%	60%	45%	100%	-	34%	78%	51%
Not working	2048	857	1191	371	211	149	179	344	794	583	327	1138	327	531	334	857	858	1190	-	2048	865	233	951
	47%	41%	53%	61%	25%	22%	25%	53%	95%	40%	24%	76%	39%	41%	37%	67%	40%	55%	-	100%	66%	22%	49%
Tenure																							
Own	1302	631	672	55	54	75	164	339	616	109	238	955	344	352	276	329	697	605	437	865	1302	-	-
	30%	30%	30%	9%	6%	11%	23%	52%	74%	7%	17%	64%	41%	27%	31%	26%	32%	28%	19%	42%	100%	-	-

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Table 40

	Gender		Age					Age collapsed			SEG						Working status		Tenure				
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	16-34	35-54	55+	AB	C1	C2	DE	ABC1	C2DE	Working	Not working	Own	Mortgage	Rent/other
Total	4325	2098	2227	610	838	682	704	653	838	1448	1386	1491	843	1308	897	1276	2151	2174	2277	2048	1302	1073	1950
Mortgage	1073	547	526	116	242	284	281	116	34	358	565	150	333	380	237	123	713	360	840	233	-	1073	-
	25%	26%	24%	19%	29%	42%	40%	18%	4%	25%	41%	10%	39%	29%	26%	10%	33%	17%	37%	11%	-	100%	-
Rent/other	1950	921	1029	439	542	323	259	199	187	981	583	386	166	576	384	824	742	1208	999	951	-	-	1950
	45%	44%	46%	72%	65%	47%	37%	30%	22%	68%	42%	26%	20%	44%	43%	65%	34%	56%	44%	46%	-	-	100%

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Table 41

	Government regions													Nations				Regions			Ethnic origin		
	Total	Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	South West	South East	London	England	Scotland	Wales	Northern Ireland	North	Midlands	South	White	Minority Ethnic	
Total	4325	368	216	99	190	472	383	311	370	412	354	595	556	3643	368	216	99	1512	1054	1758	3817	479	
Gender																							
Male	2098	174	100	51	88	222	192	149	177	210	176	285	274	1773	174	100	51	728	507	863	1839	243	
	49%	47%	46%	52%	46%	47%	50%	48%	48%	51%	50%	48%	49%	49%	47%	46%	52%	48%	48%	49%	48%	51%	
Female	2227	194	116	47	102	250	191	162	192	202	178	310	281	1870	194	116	47	785	547	895	1979	236	
	51%	53%	54%	48%	54%	53%	50%	52%	52%	49%	50%	52%	51%	51%	53%	54%	48%	52%	52%	51%	52%	49%	
Age																							
16-24	610	57	36	10	20	71	67	33	63	47	89	53	64	507	57	36	10	226	154	230	523	86	
	14%	16%	17%	11%	11%	15%	17%	11%	17%	11%	25%	9%	11%	14%	16%	17%	11%	15%	15%	13%	14%	18%	
25-34	838	83	29	20	38	89	73	58	66	90	48	104	139	705	83	29	20	303	182	353	696	136	
	19%	23%	14%	21%	20%	19%	19%	19%	18%	22%	13%	17%	25%	19%	23%	14%	21%	20%	17%	20%	18%	28%	
35-44	682	36	18	15	25	71	60	48	55	77	35	98	143	613	36	18	15	207	147	328	553	118	
	16%	10%	8%	15%	13%	15%	16%	15%	15%	19%	10%	17%	26%	17%	10%	8%	15%	14%	14%	19%	14%	25%	
45-54	704	55	31	18	32	80	48	54	66	74	40	119	87	600	55	31	18	232	183	289	625	75	
	16%	15%	14%	18%	17%	17%	12%	17%	18%	18%	11%	20%	16%	16%	15%	14%	18%	15%	17%	16%	16%	16%	
55-64	653	56	42	15	38	86	55	47	49	59	55	98	53	541	56	42	15	250	163	240	614	35	
	15%	15%	19%	15%	20%	18%	14%	15%	13%	14%	16%	16%	10%	15%	15%	19%	15%	17%	15%	14%	16%	7%	
65+	838	80	61	20	37	75	81	70	70	65	88	123	69	677	80	61	20	293	226	318	806	30	
	19%	22%	28%	21%	20%	16%	21%	23%	19%	16%	25%	21%	12%	19%	22%	28%	21%	19%	21%	18%	21%	6%	
Age collapsed																							
16-34	1448	141	65	31	58	160	140	92	130	136	136	157	203	1212	141	65	31	529	336	583	1219	222	
	33%	38%	30%	31%	30%	34%	36%	30%	35%	33%	38%	26%	37%	33%	38%	30%	31%	35%	32%	33%	32%	46%	
35-54	1386	91	49	32	57	151	108	102	121	151	75	217	230	1213	91	49	32	440	330	616	1178	193	
	32%	25%	23%	33%	30%	32%	28%	33%	33%	37%	21%	36%	41%	33%	25%	23%	33%	29%	31%	35%	31%	40%	
55+	1491	136	102	35	75	161	136	117	118	124	143	221	122	1217	136	102	35	543	389	559	1420	65	
	34%	37%	47%	36%	39%	34%	35%	38%	32%	30%	40%	37%	22%	33%	37%	47%	36%	36%	37%	32%	37%	14%	
SEG																							
AB	843	57	30	10	30	96	84	60	59	74	73	149	120	746	57	30	10	277	184	381	755	82	
	19%	16%	14%	10%	16%	20%	22%	19%	16%	18%	21%	25%	22%	20%	16%	14%	10%	18%	17%	22%	20%	17%	
C1	1308	98	62	10	62	141	86	74	140	126	121	213	177	1139	98	62	10	396	309	604	1145	158	
	30%	27%	29%	10%	33%	30%	22%	24%	38%	31%	34%	36%	32%	31%	27%	29%	10%	26%	29%	34%	30%	33%	
C2	897	84	58	15	36	97	97	57	83	93	80	96	101	741	84	58	15	329	236	333	802	90	
	21%	23%	27%	15%	19%	21%	25%	18%	22%	23%	23%	16%	18%	20%	23%	27%	15%	22%	22%	19%	21%	19%	
DE	1276	129	66	64	62	139	116	120	88	118	80	137	157	1017	129	66	64	510	326	440	1115	149	
	30%	35%	31%	65%	32%	29%	30%	39%	24%	29%	22%	23%	28%	28%	35%	31%	65%	34%	31%	25%	29%	31%	
ABC1	2151	155	92	19	92	236	170	134	199	201	194	361	297	1885	155	92	19	673	493	985	1900	240	
	50%	42%	43%	20%	48%	50%	44%	43%	54%	49%	55%	61%	53%	52%	42%	43%	20%	45%	47%	56%	50%	50%	
C2DE	2174	213	124	79	98	236	213	177	170	211	160	234	259	1758	213	124	79	839	561	773	1917	240	
	50%	58%	57%	80%	52%	50%	56%	57%	46%	51%	45%	39%	47%	48%	58%	57%	80%	55%	53%	44%	50%	50%	
Working status																							
Working	2277	170	90	36	89	273	197	164	178	255	145	325	354	1981	170	90	36	765	529	983	1982	276	
	53%	46%	42%	37%	47%	58%	51%	53%	48%	62%	41%	55%	64%	54%	46%	42%	37%	51%	50%	56%	52%	58%	
Not working	2048	198	126	62	101	199	186	147	192	156	209	270	201	1662	198	126	62	747	526	776	1835	203	
	47%	54%	58%	63%	53%	42%	49%	47%	52%	38%	59%	45%	36%	46%	54%	58%	63%	49%	50%	44%	48%	42%	

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Table 41

	Government regions												Nations				Regions			Ethnic origin			
	Total	Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	South West	South East	London	England	Scotland	Wales	Northern Ireland	North	Midlands	South	White	Minority Ethnic	
Total	4325	368	216	99	190	472	383	311	370	412	354	595	556	3643	368	216	99	1512	1054	1758	3817	479	
Tenure																							
Own	1302	106	86	26	56	152	141	97	114	117	106	192	111	1085	106	86	26	481	337	484	1237	56	
	30%	29%	40%	26%	30%	32%	37%	31%	31%	28%	30%	32%	20%	30%	29%	40%	26%	32%	32%	28%	32%	12%	
Mortgage	1073	86	37	13	57	161	96	88	97	94	75	157	114	938	86	37	13	412	266	395	963	101	
	25%	23%	17%	13%	30%	34%	25%	28%	26%	23%	21%	26%	20%	26%	23%	17%	13%	27%	25%	22%	25%	21%	
Rent/other	1950	176	94	60	77	160	147	127	159	201	174	246	331	1620	176	94	60	619	452	879	1617	322	
	45%	48%	43%	61%	41%	34%	38%	41%	43%	49%	49%	41%	60%	44%	48%	43%	61%	41%	43%	50%	42%	67%	

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Table 42

	Total	Sample Groups										
		Switched L18M: All	Switched L18M: All (PAC)	Switched L18M: All (C&R)	Switched L18M: Contract	Switched L18M: Contract (PAC)	Switched L18M: Contract (PAC) - Loss of service	Switched L18M: Contract (PAC) - Access to temporary number	Switched L18M: Contract (PAC) - Used temporary number	Switched L18M: Contract (PAC) - Loss and used temporary number	Switched L18M: Contract (C&R)	Switched L18M: Contract (C&R) - Loss of service
Total	4325	525	340	180	431	295	86	109	33	15	131	18
Gender												
Male	2098 49%	267 51%	175 51%	92 51%	222 52%	154 52%	49 57%	60 55%	13 41%	8 53%	68 52%	9 49%
Female	2227 51%	258 49%	165 49%	87 49%	209 48%	141 48%	37 43%	49 45%	20 59%	7 47%	63 48%	9 51%
Age												
16-24	610 14%	104 20%	54 16%	50 28%	82 19%	45 15%	13 15%	16 15%	7 22%	5 30%	37 29%	10 56%
25-34	838 19%	133 25%	86 25%	45 25%	115 27%	78 27%	28 33%	39 36%	13 39%	6 40%	35 26%	1 4%
35-44	682 16%	86 16%	61 18%	25 14%	72 17%	54 18%	15 17%	15 14%	4 13%	1 5%	18 13%	2 12%
45-54	704 16%	89 17%	67 20%	21 12%	77 18%	61 21%	15 17%	21 19%	4 13%	2 14%	16 12%	2 13%
55-64	653 15%	62 12%	38 11%	23 13%	51 12%	33 11%	11 12%	10 9%	3 8%	1 8%	17 13%	2 12%
65+	838 19%	51 10%	35 10%	16 9%	33 8%	24 8%	5 6%	7 7%	2 6%	* 3%	8 6%	1 3%
Age collapsed												
16-34	1448 33%	237 45%	140 41%	95 53%	198 46%	123 42%	41 48%	55 50%	20 60%	11 70%	72 55%	11 60%
35-54	1386 32%	175 33%	128 38%	47 26%	149 35%	115 39%	29 34%	37 34%	9 26%	3 19%	34 26%	4 25%
55+	1491 34%	113 22%	72 21%	38 21%	84 20%	56 19%	16 18%	18 16%	4 13%	2 11%	26 19%	3 15%
SEG												
AB	843 19%	124 24%	97 29%	26 15%	109 25%	86 29%	25 30%	41 37%	11 32%	3 17%	22 17%	1 7%
C1	1308 30%	168 32%	122 36%	43 24%	140 32%	106 36%	32 37%	39 36%	13 39%	8 50%	32 24%	5 29%
C2	897 21%	104 20%	60 17%	43 24%	89 21%	57 19%	22 26%	16 15%	7 22%	4 28%	31 24%	3 15%
DE	1276 30%	129 25%	61 18%	67 37%	93 22%	46 16%	7 8%	14 13%	2 7%	1 5%	46 35%	9 49%
ABC1	2151 50%	292 56%	220 65%	69 39%	248 58%	192 65%	57 66%	79 73%	24 71%	10 67%	54 41%	7 36%
C2DE	2174 50%	233 44%	120 35%	111 61%	182 42%	103 35%	29 34%	30 27%	10 29%	5 33%	77 59%	12 64%
Working status												
Working	2277 53%	306 58%	217 64%	87 48%	274 64%	200 68%	63 73%	81 74%	24 74%	13 81%	72 55%	9 51%
Not working	2048 47%	219 42%	124 36%	93 52%	156 36%	95 32%	24 27%	28 26%	9 26%	3 19%	60 45%	9 49%

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Table 42

	Sample Groups											
	Switched L18M: All	Switched L18M: All (PAC)	Switched L18M: All (C&R)	Switched L18M: Contract	Switched L18M: Contract (PAC)	Switched L18M: Contract (PAC) - Loss of service	Switched L18M: Contract (PAC) - Access to temporary number	Switched L18M: Contract (PAC) - Used temporary number	Switched L18M: Contract (PAC) - Loss and used temporary number	Switched L18M: Contract (C&R)	Switched L18M: Contract (C&R) - Loss of service	
Total	4325	525	340	180	431	295	86	109	33	15	131	18
Tenure												
Own	1302	123	92	29	98	79	19	23	5	2	17	1
	30%	24%	27%	16%	23%	27%	22%	21%	15%	15%	13%	8%
Mortgage	1073	144	102	42	132	94	30	39	7	3	38	6
	25%	27%	30%	23%	31%	32%	35%	36%	22%	17%	29%	30%
Rent/other	1950	257	146	109	200	122	37	47	21	11	76	11
	45%	49%	43%	61%	46%	41%	43%	43%	62%	69%	58%	62%

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Table 43

	Gender		Age						Age collapsed			SEG						Working status		Tenure			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	16-34	35-54	55+	AB	C1	C2	DE	ABC1	C2DE	Working	Not working	Own	Mortgage	Rent/ other
Total	4325	2098	2227	610	838	682	704	653	838	1448	1386	1491	843	1308	897	1276	2151	2174	2277	2048	1302	1073	1950
Government regions																							
Scotland	368	174	194	57	83	36	55	56	80	141	91	136	57	98	84	129	155	213	170	198	106	86	176
	9%	8%	9%	9%	10%	5%	8%	9%	10%	10%	7%	9%	7%	7%	9%	10%	7%	10%	7%	10%	8%	8%	9%
Wales	216	100	116	36	29	18	31	42	61	65	49	102	30	62	58	66	92	124	90	126	86	37	94
	5%	5%	5%	6%	3%	3%	4%	6%	7%	4%	4%	7%	4%	5%	6%	5%	4%	6%	4%	6%	7%	3%	5%
Northern Ireland	99	51	47	10	20	15	18	15	20	31	32	35	10	10	15	64	19	79	36	62	26	13	60
	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%	2%	5%	1%	4%	2%	3%	2%	1%	3%
North East	190	88	102	20	38	25	32	38	37	58	57	75	30	62	36	62	92	98	89	101	56	57	77
	4%	4%	5%	3%	5%	4%	5%	6%	4%	4%	4%	5%	4%	5%	4%	5%	4%	5%	4%	5%	4%	5%	4%
North West	472	222	250	71	89	71	80	86	75	160	151	161	96	141	97	139	236	236	273	199	152	161	160
	11%	11%	11%	12%	11%	10%	11%	13%	9%	11%	11%	11%	11%	11%	11%	11%	11%	11%	12%	10%	12%	15%	8%
Yorkshire and The Humber	383	192	191	67	73	60	48	55	81	140	108	136	84	86	97	116	170	213	197	186	141	96	147
	9%	9%	9%	11%	9%	9%	7%	8%	10%	10%	8%	9%	10%	7%	11%	9%	8%	10%	9%	9%	11%	9%	8%
East Midlands	311	149	162	33	58	48	54	47	70	92	102	117	60	74	57	120	134	177	164	147	97	88	127
	7%	7%	7%	5%	7%	7%	8%	7%	8%	7%	7%	8%	7%	6%	6%	9%	6%	8%	7%	7%	7%	8%	6%
West Midlands	370	177	192	63	66	55	66	49	70	130	121	118	59	140	83	88	199	170	178	192	114	97	159
	9%	8%	9%	10%	8%	8%	9%	7%	8%	9%	9%	8%	7%	11%	9%	7%	9%	8%	8%	9%	9%	9%	8%
East of England	412	210	202	47	90	77	74	59	65	136	151	124	74	126	93	118	201	211	255	156	117	94	201
	10%	10%	9%	8%	11%	11%	11%	9%	8%	9%	11%	8%	9%	10%	10%	9%	9%	10%	11%	8%	9%	9%	10%
South West	354	176	178	89	48	35	40	55	88	136	75	143	73	121	80	80	194	160	145	209	106	75	174
	8%	8%	8%	15%	6%	5%	6%	8%	10%	9%	5%	10%	9%	9%	9%	6%	9%	7%	6%	10%	8%	7%	9%
South East	595	285	310	53	104	98	119	98	123	157	217	221	149	213	96	137	361	234	325	270	192	157	246
	14%	14%	14%	9%	12%	14%	17%	15%	15%	11%	16%	15%	18%	16%	11%	11%	17%	11%	14%	13%	15%	15%	13%
London	556	274	281	64	139	143	87	53	69	203	230	122	120	177	101	157	297	259	354	201	111	114	331
	13%	13%	13%	10%	17%	21%	12%	8%	8%	14%	17%	8%	14%	14%	11%	12%	14%	12%	16%	10%	9%	11%	17%
Nations																							
England	3643	1773	1870	507	705	613	600	541	677	1212	1213	1217	746	1139	741	1017	1885	1758	1981	1662	1085	938	1620
	84%	85%	84%	83%	84%	90%	85%	83%	81%	84%	88%	82%	88%	87%	83%	80%	88%	81%	87%	81%	83%	87%	83%
Scotland	368	174	194	57	83	36	55	56	80	141	91	136	57	98	84	129	155	213	170	198	106	86	176
	9%	8%	9%	9%	10%	5%	8%	9%	10%	10%	7%	9%	7%	7%	9%	10%	7%	10%	7%	10%	8%	8%	9%
Wales	216	100	116	36	29	18	31	42	61	65	49	102	30	62	58	66	92	124	90	126	86	37	94
	5%	5%	5%	6%	3%	3%	4%	6%	7%	4%	4%	7%	4%	5%	6%	5%	4%	6%	4%	6%	7%	3%	5%
Northern Ireland	99	51	47	10	20	15	18	15	20	31	32	35	10	10	15	64	19	79	36	62	26	13	60
	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%	2%	5%	1%	4%	2%	3%	2%	1%	3%
Regions																							
North	1512	728	785	226	303	207	232	250	293	529	440	543	277	396	329	510	673	839	765	747	481	412	619
	35%	35%	35%	37%	36%	30%	33%	38%	35%	37%	32%	36%	33%	30%	37%	40%	31%	39%	34%	36%	37%	38%	32%
Midlands	1054	507	547	154	182	147	183	163	226	336	330	389	184	309	236	326	493	561	529	526	337	266	452
	24%	24%	25%	25%	22%	22%	26%	25%	27%	23%	24%	26%	22%	24%	26%	26%	23%	26%	23%	26%	26%	25%	23%
South	1758	863	895	230	353	328	289	240	318	583	616	559	381	604	333	440	985	773	983	776	484	395	879
	41%	41%	40%	38%	42%	48%	41%	37%	38%	40%	44%	37%	45%	46%	37%	34%	46%	36%	43%	38%	37%	37%	45%
Ethnic origin																							
White	3817	1839	1979	523	696	553	625	614	806	1219	1178	1420	755	1145	802	1115	1900	1917	1982	1835	1237	963	1617
	88%	88%	89%	86%	83%	81%	89%	94%	96%	84%	85%	95%	90%	88%	89%	87%	88%	88%	87%	90%	95%	90%	83%

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Table 43

	Gender		Age						Age collapsed			SEG						Working status		Tenure			
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65+	16-34	35-54	55+	AB	C1	C2	DE	ABC1	C2DE	Working	Not working	Own	Mortgage	Rent/other
Total	4325	2098	2227	610	838	682	704	653	838	1448	1386	1491	843	1308	897	1276	2151	2174	2277	2048	1302	1073	1950
Minority Ethnic	479	243	236	86	136	118	75	35	30	222	193	65	82	158	90	149	240	240	276	203	56	101	322
	11%	12%	11%	14%	16%	17%	11%	5%	4%	15%	14%	4%	10%	12%	10%	12%	11%	11%	12%	10%	4%	9%	17%

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Table 44

	Government regions													Nations				Regions			Ethnic origin	
	Total	Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	South West	South East	London	England	Scotland	Wales	Northern Ireland	North	Midlands	South	White	Minority Ethnic
Total	4325	368	216	99	190	472	383	311	370	412	354	595	556	3643	368	216	99	1512	1054	1758	3817	479
Government regions																						
Scotland	368	368	-	-	-	-	-	-	-	-	-	-	-	-	368	-	-	368	-	-	353	12
	9%	100%	-	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	24%	-	-	9%	2%
Wales	216	-	216	-	-	-	-	-	-	-	-	-	-	-	-	216	-	-	216	-	211	5
	5%	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	20%	-	6%	1%
Northern Ireland	99	-	-	99	-	-	-	-	-	-	-	-	-	-	-	-	99	99	-	-	93	4
	2%	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	100%	7%	-	-	2%	1%
North East	190	-	-	-	190	-	-	-	-	-	-	-	-	190	-	-	-	190	-	-	180	9
	4%	-	-	-	100%	-	-	-	-	-	-	-	-	5%	-	-	-	13%	-	-	5%	2%
North West	472	-	-	-	-	472	-	-	-	-	-	-	-	472	-	-	-	472	-	-	439	28
	11%	-	-	-	-	100%	-	-	-	-	-	-	-	13%	-	-	-	31%	-	-	12%	6%
Yorkshire and The Humber	383	-	-	-	-	-	383	-	-	-	-	-	-	383	-	-	-	383	-	-	357	26
	9%	-	-	-	-	-	100%	-	-	-	-	-	-	11%	-	-	-	25%	-	-	9%	5%
East Midlands	311	-	-	-	-	-	-	311	-	-	-	-	-	311	-	-	-	-	311	-	284	27
	7%	-	-	-	-	-	-	100%	-	-	-	-	-	9%	-	-	-	-	30%	-	7%	6%
West Midlands	370	-	-	-	-	-	-	-	370	-	-	-	-	370	-	-	-	-	370	-	321	46
	9%	-	-	-	-	-	-	-	100%	-	-	-	-	10%	-	-	-	-	35%	-	8%	10%
East of England	412	-	-	-	-	-	-	-	-	412	-	-	-	412	-	-	-	-	158	254	366	45
	10%	-	-	-	-	-	-	-	-	100%	-	-	-	11%	-	-	-	-	15%	14%	10%	9%
South West	354	-	-	-	-	-	-	-	-	-	354	-	-	354	-	-	-	-	-	354	317	36
	8%	-	-	-	-	-	-	-	-	-	100%	-	-	10%	-	-	-	-	-	20%	8%	7%
South East	595	-	-	-	-	-	-	-	-	-	-	595	-	595	-	-	-	-	-	595	538	57
	14%	-	-	-	-	-	-	-	-	-	-	100%	-	16%	-	-	-	-	-	34%	14%	12%
London	556	-	-	-	-	-	-	-	-	-	-	-	556	-	-	-	-	-	-	556	357	185
	13%	-	-	-	-	-	-	-	-	-	-	-	100%	15%	-	-	-	-	-	32%	9%	39%
Nations																						
England	3643	-	-	-	190	472	383	311	370	412	354	595	556	3643	-	-	-	1046	839	1758	3160	459
	84%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	-	-	69%	80%	100%	83%	96%
Scotland	368	368	-	-	-	-	-	-	-	-	-	-	-	-	368	-	-	368	-	-	353	12
	9%	100%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	24%	-	-	9%	2%
Wales	216	-	216	-	-	-	-	-	-	-	-	-	-	-	-	216	-	-	216	-	211	5
	5%	-	100%	-	-	-	-	-	-	-	-	-	-	-	100%	-	-	-	20%	-	6%	1%
Northern Ireland	99	-	-	99	-	-	-	-	-	-	-	-	-	-	-	-	99	99	-	-	93	4
	2%	-	-	100%	-	-	-	-	-	-	-	-	-	-	-	-	100%	7%	-	-	2%	1%
Regions																						
North	1512	368	-	99	190	472	383	-	-	-	-	-	-	1046	368	-	99	1512	-	-	1422	79
	35%	100%	-	100%	100%	100%	100%	-	-	-	-	-	-	29%	100%	-	100%	100%	-	-	37%	16%
Midlands	1054	-	216	-	-	-	-	311	370	158	-	-	-	839	-	216	-	-	1054	-	959	92
	24%	-	100%	-	-	-	-	100%	100%	38%	-	-	-	23%	-	100%	-	-	100%	-	25%	19%
South	1758	-	-	-	-	-	-	-	-	254	354	595	556	1758	-	-	-	-	-	1758	1436	308
	41%	-	-	-	-	-	-	-	-	62%	100%	100%	100%	48%	-	-	-	-	-	100%	38%	64%
Ethnic origin																						
White	3817	353	211	93	180	439	357	284	321	366	317	538	357	3160	353	211	93	1422	959	1436	3817	-
	88%	96%	98%	95%	95%	93%	93%	91%	87%	89%	90%	90%	64%	87%	96%	98%	95%	94%	91%	82%	100%	-

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Table 44

	Government regions												Nations				Regions			Ethnic origin		
	Total	Scotland	Wales	Northern Ireland	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	South West	South East	London	England	Scotland	Wales	Northern Ireland	North	Midlands	South	White	Minority Ethnic
Total	4325	368	216	99	190	472	383	311	370	412	354	595	556	3643	368	216	99	1512	1054	1758	3817	479
Minority Ethnic	479	12	5	4	9	28	26	27	46	45	36	57	185	459	12	5	4	79	92	308	-	479
	11%	3%	2%	4%	5%	6%	7%	9%	12%	11%	10%	10%	33%	13%	3%	2%	4%	5%	9%	18%	-	100%

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Table 45

	Sample Groups											
	Switched L18M: All	Switched L18M: All (PAC)	Switched L18M: All (C&R)	Switched L18M: Contract	Switched L18M: Contract (PAC)	Switched L18M: Contract (PAC) - Loss of service	Switched L18M: Contract (PAC) - Access to temporary number	Switched L18M: Contract (PAC) - Used temporary number	Switched L18M: Contract (PAC) - Loss and used temporary number	Switched L18M: Contract (C&R)	Switched L18M: Contract (C&R) - Loss of service	
Total	4325	525	340	180	431	295	86	109	33	15	131	18
Government regions												
Scotland	368 9%	43 8%	27 8%	15 8%	31 7%	21 7%	5 6%	8 7%	1 3%	1 6%	9 7%	1 8%
Wales	216 5%	30 6%	18 5%	12 7%	23 5%	16 5%	3 4%	6 5%	2 5%	1 4%	7 5%	2 10%
Northern Ireland	99 2%	10 2%	6 2%	4 2%	8 2%	5 2%	2 2%	1 1%	-	-	2 2%	-
North East	190 4%	32 6%	20 6%	12 7%	28 7%	19 6%	7 8%	7 6%	2 6%	2 12%	10 7%	-
North West	472 11%	49 9%	32 9%	17 9%	39 9%	28 9%	8 9%	12 11%	2 7%	1 9%	11 8%	4 21%
Yorkshire and The Humber	383 9%	43 8%	27 8%	15 8%	36 8%	27 9%	11 12%	8 8%	3 8%	1 7%	9 7%	-
East Midlands	311 7%	34 7%	23 7%	12 6%	30 7%	18 6%	8 10%	9 8%	2 7%	2 10%	12 9%	1 7%
West Midlands	370 9%	44 8%	33 10%	11 6%	34 8%	26 9%	9 10%	9 8%	3 10%	1 5%	8 6%	3 17%
East of England	412 10%	38 7%	23 7%	14 8%	38 9%	22 8%	5 6%	7 7%	2 5%	1 5%	14 11%	1 6%
South West	354 8%	47 9%	30 9%	17 9%	41 10%	28 9%	9 11%	5 5%	3 9%	2 13%	13 10%	3 15%
South East	595 14%	81 15%	46 14%	34 19%	60 14%	36 12%	7 8%	17 16%	2 7%	1 7%	24 18%	3 17%
London	556 13%	72 14%	54 16%	17 10%	62 14%	48 16%	13 15%	20 18%	11 34%	3 21%	13 10%	-
Nations												
England	3643 84%	442 84%	290 85%	149 83%	369 86%	252 86%	77 89%	95 87%	30 92%	14 90%	113 86%	15 82%
Scotland	368 9%	43 8%	27 8%	15 8%	31 7%	21 7%	5 6%	8 7%	1 3%	1 6%	9 7%	1 8%
Wales	216 5%	30 6%	18 5%	12 7%	23 5%	16 5%	3 4%	6 5%	2 5%	1 4%	7 5%	2 10%
Northern Ireland	99 2%	10 2%	6 2%	4 2%	8 2%	5 2%	2 2%	1 1%	-	-	2 2%	-
Regions												
North	1512 35%	178 34%	113 33%	63 35%	142 33%	99 34%	32 37%	35 32%	8 23%	5 34%	40 31%	5 29%
Midlands	1054 24%	123 23%	83 24%	40 22%	102 24%	69 24%	23 26%	25 23%	7 22%	3 19%	32 25%	7 40%
South	1758 41%	224 43%	145 43%	77 43%	187 43%	126 43%	32 37%	49 45%	18 54%	7 47%	59 45%	6 31%

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Table 45

	Sample Groups											
	Switched L18M: All	Switched L18M: All (PAC)	Switched L18M: All (C&R)	Switched L18M: Contract	Switched L18M: Contract (PAC)	Switched L18M: Contract (PAC) - Loss of service	Switched L18M: Contract (PAC) - Access to temporary number	Switched L18M: Contract (PAC) - Used temporary number	Switched L18M: Contract (PAC) - Loss and used temporary number	Switched L18M: Contract (C&R)	Switched L18M: Contract (C&R) - Loss of service	
Total	4325	525	340	180	431	295	86	109	33	15	131	18
Ethnic origin												
White	3817 88%	455 87%	295 87%	157 87%	373 87%	256 87%	73 85%	93 85%	24 72%	12 77%	113 86%	16 85%
Minority Ethnic	479 11%	67 13%	43 13%	23 13%	56 13%	36 12%	11 13%	15 13%	8 25%	3 18%	18 14%	3 15%