

**Bill Shock (QS7615 - 611247)****Q.X Services in household  
Base: All adults GB**

	Total	GENDER		AGE										
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-54	55+	65+
Unweighted Base	1959	869	1090	298	352	295	271	296	258	189	650	566	743	447
Est.universe (000's)	47125	22815	24310	6818	7597	8853	7609	6656	5648	3944	14415	16462	16248	9592
Weighted Base	47125	22815	24310	6818	7597	8853	7609	6656	5648	3944	14415	16462	16248	9592
A mobile phone	41045	20169	20876	5990	7222	8384	7047	5665	4563	2175	13211	15431	12403	6738
	87%	88%	86%	88%	95%	95%	93%	85%	81%	55%	92%	94%	76%	70%
A landline phone	39018	18764	20254	4139	5574	7499	6552	6107	5353	3794	9713	14051	15255	9148
	83%	82%	83%	61%	73%	85%	86%	92%	95%	96%	67%	85%	94%	95%
Fixed-line broadband	32123	16032	16092	4440	5664	7137	5886	4837	3399	760	10104	13024	8996	4159
	68%	70%	66%	65%	75%	81%	77%	73%	60%	19%	70%	79%	55%	43%
Mobile broadband	3944	2028	1916	549	933	1183	626	463	190	-	1482	1809	653	190
	8%	9%	8%	8%	12%	13%	8%	7%	3%	-	10%	11%	4%	2%
None of these	1006	329	677	517	165	88	125	63	37	11	682	213	111	48
	2%	1%	3%	8%	2%	1%	2%	1%	1%	*	5%	1%	1%	1%
<b>SUMMARY CODE</b>														
Net: Mobile ONLY	6532	3335	3197	2032	1858	1104	875	380	207	77	3890	1979	663	283
	14%	15%	13%	30%	24%	12%	11%	6%	4%	2%	27%	12%	4%	3%
Net: Mobile/Landline phone	45551	22100	23451	6170	7432	8604	7427	6487	5560	3871	13602	16030	15918	9431
	97%	97%	96%	91%	98%	97%	98%	97%	98%	98%	94%	97%	98%	98%
Net: Fixed/mobile broadband	33600	16704	16895	4683	6049	7445	6279	4972	3410	760	10733	13725	9142	4170
	71%	73%	70%	69%	80%	84%	83%	75%	60%	19%	74%	83%	56%	43%
Net: Any phone or broadband	46119	22486	23633	6301	7432	8765	7484	6593	5611	3933	13733	16249	16137	9544
	98%	99%	97%	92%	98%	99%	98%	99%	99%	100%	95%	99%	99%	99%

**Bill Shock (QS7615 - 611247)****Q.X Services in household  
Base: All adults GB**

	SOCIAL CLASS					SOCIAL CLASS		MARITAL STATUS		
	Total	AB	C1	C2	DE	ABC1	C2DE	Married/ Living as married	Single	Widow divorced seperated
Unweighted Base	1959	337	500	411	711	837	1122	1112	527	320
Est.universe (000's)	47125	10504	15342	9693	11586	25846	21279	27935	12122	7068
Weighted Base	47125	10504	15342	9693	11586	25846	21279	27935	12122	7068
A mobile phone	41045	9617	14117	8252	9059	23734	17311	25443	10571	5031
	87%	92%	92%	85%	78%	92%	81%	91%	87%	71%
A landline phone	39018	9815	13073	7694	8435	22889	16130	24679	8135	6205
	83%	93%	85%	79%	73%	89%	76%	88%	67%	88%
Fixed-line broadband	32123	8954	11806	6303	5061	20760	11364	21581	7493	3050
	68%	85%	77%	65%	44%	80%	53%	77%	62%	43%
Mobile broadband	3944	932	1468	698	845	2400	1544	2353	1230	361
	8%	9%	10%	7%	7%	9%	7%	8%	10%	5%
None of these	1006	103	226	245	431	330	676	307	631	68
	2%	1%	1%	3%	4%	1%	3%	1%	5%	1%
<b>SUMMARY CODE</b>										
Net: Mobile ONLY	6532	417	1944	1557	2614	2361	4171	2531	3255	746
	14%	4%	13%	16%	23%	9%	20%	9%	27%	11%
Net: Mobile/Landline phone	45551	10233	15017	9252	11049	25250	20301	27210	11390	6951
	97%	97%	98%	95%	95%	98%	95%	97%	94%	98%
Net: Fixed/mobile broadband	33600	9084	12273	6633	5610	21357	12242	22355	7966	3279
	71%	86%	80%	68%	48%	83%	58%	80%	66%	46%
Net: Any phone or broadband	46119	10401	15116	9448	11155	25516	20603	27629	11491	7000
	98%	99%	99%	97%	96%	99%	97%	99%	95%	99%

**Bill Shock (QS7615 - 611247)****Q.X Services in household  
Base: All adults GB**

	WORKING STATUS			WORKING STATUS			CHILDREN		COUNTRY		
	Total	Working	Not working	Full time	Part time	Other	Child	No child	England	Scotland	Wales
Unweighted Base	1959	877	1082	616	261	1082	578	1381	1710	138	111
Est.universe (000's)	47125	23598	23527	17299	6299	23527	14237	32888	40600	4104	2421
Weighted Base	47125	23598	23527	17299	6299	23527	14237	32888	40600	4104	2421
A mobile phone	41045	22234	18811	16407	5827	18811	13127	27918	35587	3374	2084
	87%	94%	80%	95%	93%	80%	92%	85%	88%	82%	86%
A landline phone	39018	19860	19158	14563	5297	19158	11297	27722	33907	3044	2067
	83%	84%	81%	84%	84%	81%	79%	84%	84%	74%	85%
Fixed-line broadband	32123	18857	13267	13958	4898	13267	10835	21289	28400	2391	1332
	68%	80%	56%	81%	78%	56%	76%	65%	70%	58%	55%
Mobile broadband	3944	2529	1415	1907	622	1415	1500	2444	3488	219	238
	8%	11%	6%	11%	10%	6%	11%	7%	9%	5%	10%
None of these	1006	200	806	61	139	806	373	633	844	100	62
	2%	1%	3%	*	2%	3%	3%	2%	2%	2%	3%
<b>SUMMARY CODE</b>											
Net: Mobile ONLY	6532	3242	3290	2396	846	3290	2306	4226	5471	794	268
	14%	14%	14%	14%	13%	14%	16%	13%	13%	19%	11%
Net: Mobile/Landline phone	45551	23103	22448	16960	6143	22448	13603	31948	39378	3838	2335
	97%	98%	95%	98%	98%	95%	96%	97%	97%	94%	96%
Net: Fixed/mobile broadband	33600	19819	13780	14529	5290	13780	11482	22118	29603	2518	1478
	71%	84%	59%	84%	84%	59%	81%	67%	73%	61%	61%
Net: Any phone or broadband	46119	23399	22721	17239	6160	22721	13864	32255	39756	4004	2359
	98%	99%	97%	100%	98%	97%	97%	98%	98%	98%	97%

**Bill Shock (QS7615 - 611247)****Q.X Services in household**  
**Base: All adults GB**

	GOVERNMENT REGIONS											
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland
Unweighted Base	1959	88	244	179	158	155	190	243	274	179	111	138
Est.universe (000's)	47125	1824	5498	4275	3742	4284	4747	5533	6748	3949	2421	4104
Weighted Base	47125	1824	5498	4275	3742	4284	4747	5533	6748	3949	2421	4104
A mobile phone	41045	1644	4649	3959	3274	3800	4384	4651	6065	3162	2084	3374
	87%	90%	85%	93%	88%	89%	92%	84%	90%	80%	86%	82%
A landline phone	39018	1473	4405	3811	3022	3384	4422	3976	5986	3428	2067	3044
	83%	81%	80%	89%	81%	79%	93%	72%	89%	87%	85%	74%
Fixed-line broadband	32123	1301	3793	3174	2654	2942	3607	3576	4930	2425	1332	2391
	68%	71%	69%	74%	71%	69%	76%	65%	73%	61%	55%	58%
Mobile broadband	3944	43	310	337	440	376	682	605	463	231	238	219
	8%	2%	6%	8%	12%	9%	14%	11%	7%	6%	10%	5%
None of these	1006	13	114	-	49	63	101	242	115	146	62	100
	2%	1%	2%	-	1%	1%	2%	4%	2%	4%	3%	2%
<b>SUMMARY CODE</b>												
Net: Mobile ONLY	6532	313	943	464	671	815	223	1077	590	375	268	794
	14%	17%	17%	11%	18%	19%	5%	19%	9%	9%	11%	19%
Net: Mobile/Landline phone	45551	1786	5348	4275	3693	4199	4646	5053	6576	3803	2335	3838
	97%	98%	97%	100%	99%	98%	98%	91%	97%	96%	96%	94%
Net: Fixed/mobile broadband	33600	1301	3933	3298	2902	3053	3853	3765	4967	2532	1478	2518
	71%	71%	72%	77%	78%	71%	81%	68%	74%	64%	61%	61%
Net: Any phone or broadband	46119	1811	5384	4275	3693	4221	4646	5291	6633	3803	2359	4004
	98%	99%	98%	100%	99%	99%	98%	96%	98%	96%	97%	98%

**Bill Shock (QS7615 - 611247)****Q.X Services in household**  
**Base: All adults GB**

	Total	Mobile only household	Mobile only bill payer
Unweighted Base	1959	301	430
Est.universe (000's)	47125	6532	10073
Weighted Base	47125	6532	10073
A mobile phone	41045 87%	6532 100%	10073 100%
A landline phone	39018 83%	-	4384 44%
Fixed-line broadband	32123 68%	1691 26%	5325 53%
Mobile broadband	3944 8%	916 14%	1504 15%
None of these	1006 2%	-	-
<b>SUMMARY CODE</b>			
Net: Mobile ONLY	6532 14%	6532 100%	5689 56%
Net: Mobile/Landline phone	45551 97%	6532 100%	10073 100%
Net: Fixed/mobile broadband	33600 71%	2573 39%	6245 62%
Net: Any phone or broadband	46119 98%	6532 100%	10073 100%

**Bill Shock (QS7615 - 611247)****Q.1 Services personally own and pay the bill for****Base: All adults who have a land line phone, a mobile phone, a fixed line broadband or mobile broadband in their household GB**

	Total	GENDER		AGE										
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-54	55+	65+
Unweighted Base	1912	855	1057	275	344	291	266	292	256	188	619	557	736	444
Est.universe (000's)	46119	22486	23633	6301	7432	8765	7484	6593	5611	3933	13733	16249	16137	9544
Weighted Base	46119	22486	23633	6301	7432	8765	7484	6593	5611	3933	13733	16249	16137	9544
Mobile phone	33388	17036	16352	4504	6300	6950	5854	4498	3516	1767	10803	12804	9781	5283
	72%	76%	69%	71%	85%	79%	78%	68%	63%	45%	79%	79%	61%	55%
Landline phone	29726	15118	14608	1184	3983	6465	5178	5103	4431	3382	5167	11643	12916	7813
	64%	67%	62%	19%	54%	74%	69%	77%	79%	86%	38%	72%	80%	82%
Fixed-line broadband	22407	12268	10139	1607	3827	5835	4246	3795	2475	623	5434	10081	6892	3098
	49%	55%	43%	26%	51%	67%	57%	58%	44%	16%	40%	62%	43%	32%
Mobile broadband	2468	1339	1129	245	610	846	484	204	79	-	855	1330	284	79
	5%	6%	5%	4%	8%	10%	6%	3%	1%	-	6%	8%	2%	1%
Mobile ONLY	10073	4975	5098	3406	2569	1400	1467	747	370	114	5975	2867	1231	484
	22%	22%	22%	54%	35%	16%	20%	11%	7%	3%	44%	18%	8%	5%
Mobile/Landline phone	39798	20093	19705	4589	6552	7865	6645	5850	4801	3496	11141	14510	14147	8297
	86%	89%	83%	73%	88%	90%	89%	89%	86%	89%	81%	89%	88%	87%
Fixed/mobile broadband	23746	12905	10841	1807	4163	6150	4622	3907	2475	623	5970	10772	7004	3098
	51%	57%	46%	29%	56%	70%	62%	59%	44%	16%	43%	66%	43%	32%
Do not personally own any services	5562	1877	3685	1605	851	666	708	651	748	334	2456	1374	1732	1082
	12%	8%	16%	25%	11%	8%	9%	10%	13%	8%	18%	8%	11%	11%

**Bill Shock (QS7615 - 611247)****Q.1 Services personally own and pay the bill for****Base: All adults who have a land line phone, a mobile phone, a fixed line broadband or mobile broadband in their household GB**

	SOCIAL CLASS					SOCIAL CLASS		MARITAL STATUS		
	Total	AB	C1	C2	DE	ABC1	C2DE	Married/ Living as married	Single	Widow divorced seperated
Unweighted Base	1912	334	493	400	685	827	1085	1098	498	316
Est.universe (000's)	46119	10401	15116	9448	11155	25516	20603	27629	11491	7000
Weighted Base	46119	10401	15116	9448	11155	25516	20603	27629	11491	7000
Mobile phone	33388	7969	11702	6421	7296	19671	13717	20308	8806	4275
	72%	77%	77%	68%	65%	77%	67%	74%	77%	61%
Landline phone	29726	8088	9236	5904	6498	17324	12402	19179	4889	5658
	64%	78%	61%	62%	58%	68%	60%	69%	43%	81%
Fixed-line broadband	22407	6897	7753	4255	3501	14650	7757	15659	4268	2480
	49%	66%	51%	45%	31%	57%	38%	57%	37%	35%
Mobile broadband	2468	572	843	515	539	1415	1054	1493	676	299
	5%	5%	6%	5%	5%	6%	5%	5%	6%	4%
Mobile ONLY	10073	1207	3879	1941	3046	5086	4987	4430	4864	779
	22%	12%	26%	21%	27%	20%	24%	16%	42%	11%
Mobile/Landline phone	39798	9295	13115	7845	9543	22410	17389	23609	9753	6437
	86%	89%	87%	83%	86%	88%	84%	85%	85%	92%
Fixed/mobile broadband	23746	7023	8239	4551	3933	15261	8484	16322	4715	2709
	51%	68%	55%	48%	35%	60%	41%	59%	41%	39%
Do not personally own any services	5562	881	1734	1384	1563	2615	2947	3378	1686	498
	12%	8%	11%	15%	14%	10%	14%	12%	15%	7%

**Bill Shock (QS7615 - 611247)****Q.1 Services personally own and pay the bill for****Base: All adults who have a land line phone, a mobile phone, a fixed line broadband or mobile broadband in their household GB**

	WORKING STATUS			WORKING STATUS			CHILDREN		COUNTRY		
	Total	Working	Not working	Full time	Part time	Other	Child	No child	England	Scotland	Wales
Unweighted Base	1912	868	1044	613	255	1044	562	1350	1671	134	107
Est.universe (000's)	46119	23399	22721	17239	6160	22721	13864	32255	39756	4004	2359
Weighted Base	46119	23399	22721	17239	6160	22721	13864	32255	39756	4004	2359
Mobile phone	33388 72%	18966 81%	14422 63%	14394 84%	4571 74%	14422 63%	10567 76%	22821 71%	28966 73%	2736 68%	1687 71%
Landline phone	29726 64%	15576 67%	14150 62%	12118 70%	3458 56%	14150 62%	8479 61%	21247 66%	25504 64%	2545 64%	1676 71%
Fixed-line broadband	22407 49%	13929 60%	8478 37%	11168 65%	2761 45%	8478 37%	7717 56%	14690 46%	19680 50%	1747 44%	980 42%
Mobile broadband	2468 5%	1817 8%	652 3%	1383 8%	433 7%	652 3%	1161 8%	1308 4%	2161 5%	127 3%	181 8%
Mobile ONLY	10073 22%	5387 23%	4686 21%	3679 21%	1708 28%	4686 21%	3110 22%	6962 22%	8610 22%	994 25%	469 20%
Mobile/Landline phone	39798 86%	20963 90%	18835 83%	15797 92%	5167 84%	18835 83%	11589 84%	28209 87%	34114 86%	3539 88%	2146 91%
Fixed/mobile broadband	23746 51%	14859 64%	8887 39%	11740 68%	3119 51%	8887 39%	8310 60%	15436 48%	20745 52%	1874 47%	1127 48%
Do not personally own any services	5562 12%	2023 9%	3539 16%	1106 6%	917 15%	3539 16%	1982 14%	3580 11%	4997 13%	376 9%	189 8%



**Bill Shock (QS7615 - 611247)****Q.1 Services personally own and pay the bill for****Base: All adults who have a land line phone, a mobile phone, a fixed line broadband or mobile broadband in their household GB**

	GOVERNMENT REGIONS											
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland
Unweighted Base	1912	87	239	179	155	152	185	232	269	173	107	134
Est.universe (000's)	46119	1811	5384	4275	3693	4221	4646	5291	6633	3803	2359	4004
Weighted Base	46119	1811	5384	4275	3693	4221	4646	5291	6633	3803	2359	4004
Mobile phone	33388 72%	1202 66%	4153 77%	3313 78%	2700 73%	3017 71%	3671 79%	3791 72%	4736 71%	2382 63%	1687 71%	2736 68%
Landline phone	29726 64%	1071 59%	3334 62%	3115 73%	2225 60%	2506 59%	3327 72%	2970 56%	4477 67%	2478 65%	1676 71%	2545 64%
Fixed-line broadband	22407 49%	867 48%	2796 52%	2453 57%	1833 50%	2185 52%	2524 54%	2227 42%	3194 48%	1602 42%	980 42%	1747 44%
Mobile broadband	2468 5%	- -	202 4%	300 7%	357 10%	135 3%	437 9%	360 7%	239 4%	131 3%	181 8%	127 3%
Mobile ONLY	10073 22%	381 21%	1600 30%	722 17%	997 27%	941 22%	658 14%	1438 27%	1187 18%	685 18%	469 20%	994 25%
Mobile/Landline phone	39798 86%	1452 80%	4934 92%	3837 90%	3222 87%	3447 82%	3984 86%	4408 83%	5665 85%	3164 83%	2146 91%	3539 88%
Fixed/mobile broadband	23746 51%	867 48%	2903 54%	2564 60%	2039 55%	2274 54%	2784 60%	2389 45%	3260 49%	1665 44%	1127 48%	1874 47%
Do not personally own any services	5562 12%	334 18%	365 7%	438 10%	419 11%	738 17%	621 13%	685 13%	857 13%	541 14%	189 8%	376 9%

**Bill Shock (QS7615 - 611247)****Q.1 Services personally own and pay the bill for****Base: All adults who have a land line phone, a mobile phone, a fixed line broadband or mobile broadband in their household GB**

	Total	Mobile only household	Mobile only bill payer
Unweighted Base	1912	301	430
Est.universe (000's)	46119	6532	10073
Weighted Base	46119	6532	10073
Mobile phone	33388 72%	5689 87%	10073 100%
Landline phone	29726 64%	-	-
Fixed-line broadband	22407 49%	1061 16%	1531 15%
Mobile broadband	2468 5%	766 12%	837 8%
Mobile ONLY	10073 22%	5689 87%	10073 100%
Mobile/Landline phone	39798 86%	5689 87%	10073 100%
Fixed/mobile broadband	23746 51%	1827 28%	2343 23%
Do not personally own any services	5562 12%	758	-

**Bill Shock (QS7615 - 611247)****Q.2 Services received an unexpectedly high bill in the last 12 months****Base: All adults who personally own and pay for a land line phone, a mobile phone, a fixed line broadband or mobile broadband in their household GB**

	GENDER			AGE										
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-54	55+	65+
Unweighted Base	1660	771	889	198	300	267	240	262	221	172	498	507	655	393
Est.universe (000's)	40557	20609	19948	4696	6581	8099	6776	5942	4864	3599	11278	14875	14405	8462
Weighted Base	40557	20609	19948	4696	6581	8099	6776	5942	4864	3599	11278	14875	14405	8462
Mobile phone	2492 6%	1160 6%	1332 7%	631 13%	724 11%	445 5%	414 6%	185 3%	37 1%	55 2%	1355 12%	859 6%	277 2%	93 1%
Landline phone	2013 5%	909 4%	1104 6%	54 1%	303 5%	442 5%	361 5%	402 7%	255 5%	197 5%	357 3%	803 5%	853 6%	451 5%
Fixed-line broadband	1146 3%	793 4%	353 2%	143 3%	207 3%	359 4%	226 3%	106 2%	49 1%	57 2%	350 3%	584 4%	212 1%	106 1%
Mobile broadband	96 *	42 *	54 *	14 *	24 *	- -	58 1%	- -	- -	- -	38 *	58 *	- -	- -
Mobile ONLY	2221 5%	956 5%	1266 6%	631 13%	642 10%	364 4%	363 5%	129 2%	37 1%	55 2%	1274 11%	727 5%	221 2%	93 1%
Mobile/Landline phone	4234 10%	1864 9%	2370 12%	685 15%	946 14%	806 10%	723 11%	530 9%	292 6%	252 7%	1631 14%	1529 10%	1074 7%	544 6%
Fixed/mobile broadband	1242 3%	835 4%	407 2%	156 3%	231 4%	359 4%	284 4%	106 2%	49 1%	57 2%	388 3%	642 4%	212 1%	106 1%
Any Phone or Broadband	5141 13%	2540 12%	2601 13%	779 17%	1164 18%	1029 13%	948 14%	589 10%	324 7%	308 9%	1942 17%	1977 13%	1222 8%	632 7%
Have not received any unexpectedly high bill	35416 87%	18069 88%	17347 87%	3917 83%	5418 82%	7070 87%	5828 86%	5353 90%	4540 93%	3290 91%	9335 83%	12898 87%	13183 92%	7830 93%

**Bill Shock (QS7615 - 611247)****Q.2 Services received an unexpectedly high bill in the last 12 months****Base: All adults who personally own and pay for a land line phone, a mobile phone, a fixed line broadband or mobile broadband in their household GB**

	SOCIAL CLASS					SOCIAL CLASS		MARITAL STATUS		
	Total	AB	C1	C2	DE	ABC1	C2DE	Married/ Living as married	Single	Widow divorced seperated
Unweighted Base	1660	303	434	335	588	737	923	946	421	293
Est.universe (000's)	40557	9520	13381	8064	9592	22901	17656	24251	9805	6502
Weighted Base	40557	9520	13381	8064	9592	22901	17656	24251	9805	6502
Mobile phone	2492 6%	574 6%	1189 9%	350 4%	379 4%	1762 8%	729 4%	1392 6%	882 9%	219 3%
Landline phone	2013 5%	449 5%	828 6%	363 4%	374 4%	1277 6%	736 4%	1084 4%	372 4%	557 9%
Fixed-line broadband	1146 3%	222 2%	376 3%	279 3%	269 3%	598 3%	548 3%	869 4%	226 2%	51 1%
Mobile broadband	96 *	- -	31 *	15 *	50 1%	31 *	65 *	54 *	15 *	27 *
Mobile ONLY	2221 5%	504 5%	1063 8%	299 4%	356 4%	1567 7%	655 4%	1214 5%	872 9%	136 2%
Mobile/Landline phone	4234 10%	953 10%	1891 14%	662 8%	729 8%	2844 12%	1391 8%	2298 9%	1244 13%	693 11%
Fixed/mobile broadband	1242 3%	222 2%	407 3%	293 4%	320 3%	629 3%	613 3%	924 4%	241 2%	78 1%
Any Phone or Broadband	5141 13%	1134 12%	2177 16%	858 11%	972 10%	3311 14%	1830 10%	2963 12%	1424 15%	755 12%
Have not received any unexpectedly high bill	35416 87%	8386 88%	11204 84%	7206 89%	8620 90%	19590 86%	15826 90%	21288 88%	8381 85%	5747 88%

**Bill Shock (QS7615 - 611247)****Q.2 Services received an unexpectedly high bill in the last 12 months****Base: All adults who personally own and pay for a land line phone, a mobile phone, a fixed line broadband or mobile broadband in their household GB**

	WORKING STATUS			WORKING STATUS			CHILDREN		COUNTRY		
	Total	Working	Not working	Full time	Part time	Other	Child	No child	England	Scotland	Wales
Unweighted Base	1660	785	875	568	217	875	471	1189	1443	119	98
Est.universe (000's)	40557	21375	19182	16132	5243	19182	11882	28675	34759	3628	2170
Weighted Base	40557	21375	19182	16132	5243	19182	11882	28675	34759	3628	2170
Mobile phone	2492 6%	1700 8%	791 4%	1345 8%	356 7%	791 4%	840 7%	1652 6%	2052 6%	237 7%	203 9%
Landline phone	2013 5%	1128 5%	885 5%	812 5%	317 6%	885 5%	600 5%	1413 5%	1654 5%	234 6%	125 6%
Fixed-line broadband	1146 3%	574 3%	572 3%	374 2%	199 4%	572 3%	589 5%	557 2%	970 3%	86 2%	89 4%
Mobile broadband	96 *	55 *	41 *	55 *	- -	41 *	14 *	82 *	38 *	27 1%	31 1%
Mobile ONLY	2221 5%	1465 7%	757 4%	1109 7%	356 7%	757 4%	747 6%	1475 5%	1782 5%	237 7%	203 9%
Mobile/Landline phone	4234 10%	2593 12%	1641 9%	1920 12%	673 13%	1641 9%	1347 11%	2887 10%	3436 10%	471 13%	328 15%
Fixed/mobile broadband	1242 3%	629 3%	613 3%	430 3%	199 4%	613 3%	602 5%	640 2%	1008 3%	113 3%	120 6%
Any Phone or Broadband	5141 13%	2971 14%	2170 11%	2156 13%	815 16%	2170 11%	1854 16%	3287 11%	4188 12%	584 16%	368 17%
Have not received any unexpectedly high bill	35416 87%	18404 86%	17012 89%	13977 87%	4428 84%	17012 89%	10028 84%	25388 89%	30571 88%	3044 84%	1802 83%

**Bill Shock (QS7615 - 611247)****Q.2 Services received an unexpectedly high bill in the last 12 months****Base: All adults who personally own and pay for a land line phone, a mobile phone, a fixed line broadband or mobile broadband in their household GB**

	GOVERNMENT REGIONS											
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland
Unweighted Base	1660	72	222	160	133	125	159	197	231	144	98	119
Est.universe (000's)	40557	1477	5019	3837	3274	3483	4025	4607	5776	3261	2170	3628
Weighted Base	40557	1477	5019	3837	3274	3483	4025	4607	5776	3261	2170	3628
Mobile phone	2492 6%	39 3%	367 7%	206 5%	257 8%	182 5%	213 5%	290 6%	339 6%	161 5%	203 9%	237 7%
Landline phone	2013 5%	15 1%	220 4%	201 5%	174 5%	167 5%	170 4%	225 5%	331 6%	150 5%	125 6%	234 6%
Fixed-line broadband	1146 3%	33 2%	38 1%	218 6%	134 4%	15 *	83 2%	226 5%	69 1%	154 5%	89 4%	86 2%
Mobile broadband	96 *	- -	- -	- -	- -	- -	23 1%	- -	15 *	- -	31 1%	27 1%
Mobile ONLY	2221 5%	39 3%	342 7%	206 5%	216 7%	182 5%	148 4%	220 5%	279 5%	152 5%	203 9%	237 7%
Mobile/Landline phone	4234 10%	54 4%	562 11%	407 11%	390 12%	349 10%	317 8%	445 10%	610 11%	302 9%	328 15%	471 13%
Fixed/mobile broadband	1242 3%	33 2%	38 1%	218 6%	134 4%	15 *	106 3%	226 5%	83 1%	154 5%	120 6%	113 3%
Any Phone or Broadband	5141 13%	88 6%	589 12%	625 16%	450 14%	363 10%	410 10%	584 13%	673 12%	406 12%	368 17%	584 16%
Have not received any unexpectedly high bill	35416 87%	1389 94%	4430 88%	3212 84%	2824 86%	3120 90%	3615 90%	4023 87%	5103 88%	2855 88%	1802 83%	3044 84%

**Bill Shock (QS7615 - 611247)****Q.2 Services received an unexpectedly high bill in the last 12 months****Base: All adults who personally own and pay for a land line phone, a mobile phone, a fixed line broadband or mobile broadband in their household GB**

	Total	Mobile only household	Mobile only bill payer
Unweighted Base	1660	259	430
Est.universe (000's)	40557	5775	10073
Weighted Base	40557	5775	10073
Mobile phone	2492 6%	548 9%	1087 11%
Landline phone	2013 5%	-	-
Fixed-line broadband	1146 3%	50 1%	96 1%
Mobile broadband	96 *	55 1%	65 1%
Mobile ONLY	2221 5%	548 9%	1087 11%
Mobile/Landline phone	4234 10%	548 9%	1087 11%
Fixed/mobile broadband	1242 3%	105 2%	161 2%
Any Phone or Broadband	5141 13%	639 11%	1221 12%
Have not received any unexpectedly high bill	35416 87%	5135 89%	8852 88%

**Bill Shock (QS7615 - 611247)****Q.3a How many times in the last 12 months has this happened for your land line phone?****Base: All adults who have received an unexpectedly high bill for their land line phone**

	Total	GENDER		AGE										
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-54	55+	65+
Unweighted Base	80	33	47	3	11	14	12	18	13	9	14	26	40	22
Est.universe (000's)	2013	909	1104	54	303	442	361	402	255	197	357	803	853	451
Weighted Base	2013	909	1104	54	303	442	361	402	255	197	357	803	853	451
Once	1021	316	705	54	89	173	222	198	155	130	143	395	483	285
	51%	35%	64%	100%	29%	39%	61%	49%	61%	66%	40%	49%	57%	63%
Twice	332	178	154	-	48	88	17	76	72	31	48	105	180	103
	16%	20%	14%	-	16%	20%	5%	19%	28%	16%	13%	13%	21%	23%
Three times or more	625	395	229	-	167	181	122	128	27	-	167	303	155	27
	31%	43%	21%	-	55%	41%	34%	32%	11%	-	47%	38%	18%	6%
Don't Know	36	20	16	-	-	-	-	-	-	36	-	-	36	36
	2%	2%	1%	-	-	-	-	-	-	18%	-	-	4%	8%



**Bill Shock (QS7615 - 611247)****Q.3a How many times in the last 12 months has this happened for your land line phone?****Base: All adults who have received an unexpectedly high bill for their land line phone**

	SOCIAL CLASS					SOCIAL CLASS		MARITAL STATUS		
	Total	AB	C1	C2	DE	ABC1	C2DE	Married/ Living as married	Single	Widow divorced seperated
Unweighted Base	80	14	26	16	24	40	40	41	17	22
Est.universe (000's)	2013	449	828	363	374	1277	736	1084	372	557
Weighted Base	2013	449	828	363	374	1277	736	1084	372	557
Once	1021 51%	176 39%	497 60%	139 38%	208 56%	673 53%	348 47%	513 47%	257 69%	251 45%
Twice	332 16%	117 26%	59 7%	62 17%	95 25%	176 14%	156 21%	169 16%	85 23%	78 14%
Three times or more	625 31%	156 35%	272 33%	126 35%	71 19%	428 33%	197 27%	383 35%	29 8%	212 38%
Don't Know	36 2%	-	-	36 10%	-	-	36 5%	20 2%	-	16 3%

**Bill Shock (QS7615 - 611247)****Q.3a How many times in the last 12 months has this happened for your land line phone?****Base: All adults who have received an unexpectedly high bill for their land line phone**

	WORKING STATUS			WORKING STATUS			CHILDREN		COUNTRY		
	Total	Working	Not working	Full time	Part time	Other	Child	No child	England	Scotland	Wales
Unweighted Base	80	39	41	26	13	41	21	59	67	8	5
Est.universe (000's)	2013	1128	885	812	317	885	600	1413	1654	234	125
Weighted Base	2013	1128	885	812	317	885	600	1413	1654	234	125
Once	1021 51%	562 50%	459 52%	392 48%	170 54%	459 52%	183 31%	838 59%	813 49%	83 36%	125 100%
Twice	332 16%	150 13%	182 21%	109 13%	40 13%	182 21%	46 8%	286 20%	281 17%	51 22%	- -
Three times or more	625 31%	417 37%	208 23%	310 38%	107 34%	208 23%	371 62%	253 18%	525 32%	100 43%	- -
Don't Know	36 2%	-	36 4%	-	-	36 4%	-	36 3%	36 2%	-	-

**Bill Shock (QS7615 - 611247)****Q.3a How many times in the last 12 months has this happened for your land line phone?****Base: All adults who have received an unexpectedly high bill for their land line phone**

	GOVERNMENT REGIONS											
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland
Unweighted Base	80	1	11	8	7	4	6	8	14	8	5	8
Est.universe (000's)	2013	15	220	201	174	167	170	225	331	150	125	234
Weighted Base	2013	15	220	201	174	167	170	225	331	150	125	234
Once	1021 51%	- -	113 52%	39 19%	92 53%	59 36%	68 40%	157 70%	207 63%	78 52%	125 100%	83 36%
Twice	332 16%	15 100%	65 30%	87 43%	17 10%	-	31 18%	34 15%	-	31 21%	-	51 22%
Three times or more	625 31%	- -	42 19%	76 38%	65 37%	108 64%	52 30%	34 15%	124 37%	26 17%	-	100 43%
Don't Know	36 2%	- -	- -	- -	- -	- -	20 12%	- -	- -	16 11%	-	-

**Bill Shock (QS7615 - 611247)****Q.3a How many times in the last 12 months has this happened for your land line phone?****Base: All adults who have received an unexpectedly high bill for their land line phone**

	Total	Mobile only household	Mobile only bill payer
Unweighted Base	80	-	-
Est.universe (000's)	2013	-	-
Weighted Base	2013	-	-
Once	1021 51%	-	-
Twice	332 16%	-	-
Three times or more	625 31%	-	-
Don't Know	36 2%	-	-

**Bill Shock (QS7615 - 611247)****Q.3b How many times in the last 12 months has this happened for your mobile phone?****Base: All adults who have received an unexpectedly high bill for their mobile phone**

	Total	GENDER		AGE										
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-54	55+	65+
Unweighted Base	94	40	54	25	29	13	15	8	2	2	54	28	12	4
Est.universe (000's)	2492	1160	1332	631	724	445	414	185	37	55	1355	859	277	93
Weighted Base	2492	1160	1332	631	724	445	414	185	37	55	1355	859	277	93
Once	1289	669	620	315	403	207	131	160	37	36	718	338	233	73
	52%	58%	47%	50%	56%	47%	32%	87%	100%	64%	53%	39%	84%	79%
Twice	548	239	309	148	121	54	180	25	-	20	269	235	45	20
	22%	21%	23%	23%	17%	12%	43%	13%	-	36%	20%	27%	16%	21%
Three times or more	655	252	403	169	200	184	103	-	-	-	368	287	-	-
	26%	22%	30%	27%	28%	41%	25%	-	-	-	27%	33%	-	-
Don't Know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**Bill Shock (QS7615 - 611247)****Q.3b How many times in the last 12 months has this happened for your mobile phone?****Base: All adults who have received an unexpectedly high bill for their mobile phone**

	SOCIAL CLASS					SOCIAL CLASS		MARITAL STATUS		
	Total	AB	C1	C2	DE	ABC1	C2DE	Married/ Living as married	Single	Widow divorced seperated
Unweighted Base	94	16	40	14	24	56	38	51	35	8
Est.universe (000's)	2492	574	1189	350	379	1762	729	1392	882	219
Weighted Base	2492	574	1189	350	379	1762	729	1392	882	219
Once	1289 52%	305 53%	620 52%	137 39%	226 60%	926 53%	363 50%	757 54%	434 49%	98 45%
Twice	548 22%	126 22%	222 19%	70 20%	130 34%	347 20%	200 27%	255 18%	224 25%	69 32%
Three times or more	655 26%	143 25%	347 29%	143 41%	23 6%	489 28%	166 23%	379 27%	224 25%	52 24%
Don't Know	-	-	-	-	-	-	-	-	-	-

**Bill Shock (QS7615 - 611247)****Q.3b How many times in the last 12 months has this happened for your mobile phone?****Base: All adults who have received an unexpectedly high bill for their mobile phone**

	WORKING STATUS			WORKING STATUS			CHILDREN		COUNTRY		
	Total	Working	Not working	Full time	Part time	Other	Child	No child	England	Scotland	Wales
Unweighted Base	94	62	32	46	16	32	36	58	81	5	8
Est.universe (000's)	2492	1700	791	1345	356	791	840	1652	2052	237	203
Weighted Base	2492	1700	791	1345	356	791	840	1652	2052	237	203
Once	1289 52%	888 52%	401 51%	680 51%	208 58%	401 51%	408 49%	880 53%	991 48%	180 76%	118 58%
Twice	548 22%	363 21%	185 23%	260 19%	102 29%	185 23%	211 25%	337 20%	519 25%	- -	29 14%
Three times or more	655 26%	449 26%	206 26%	404 30%	46 13%	206 26%	221 26%	434 26%	543 26%	56 24%	56 28%
Don't Know	-	-	-	-	-	-	-	-	-	-	-

**Bill Shock (QS7615 - 611247)****Q.3b How many times in the last 12 months has this happened for your mobile phone?****Base: All adults who have received an unexpectedly high bill for their mobile phone**

	GOVERNMENT REGIONS											
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland
Unweighted Base	94	2	13	8	8	7	9	13	12	9	8	5
Est.universe (000's)	2492	39	367	206	257	182	213	290	339	161	203	237
Weighted Base	2492	39	367	206	257	182	213	290	339	161	203	237
Once	1289 52%	39 100%	221 60%	152 74%	135 52%	44 24%	76 36%	62 22%	211 62%	50 31%	118 58%	180 76%
Twice	548 22%	-	108 29%	-	66 26%	79 44%	55 26%	49 17%	102 30%	61 38%	29 14%	-
Three times or more	655 26%	-	38 10%	54 26%	56 22%	59 32%	82 39%	179 62%	25 7%	50 31%	56 28%	56 24%
Don't Know	-	-	-	-	-	-	-	-	-	-	-	-



**Bill Shock (QS7615 - 611247)****Q.3b How many times in the last 12 months has this happened for your mobile phone?****Base: All adults who have received an unexpectedly high bill for their mobile phone**

	Total	Mobile only household	Mobile only bill payer
Unweighted Base	94	25	43
Est.universe (000's)	2492	548	1087
Weighted Base	2492	548	1087
Once	1289 52%	311 57%	518 48%
Twice	548 22%	91 17%	272 25%
Three times or more	655 26%	146 27%	296 27%
Don't Know	-	-	-

**Bill Shock (QS7615 - 611247)****Q.3c How many times in the last 12 months has this happened for your fixed-line broadband phone?****Base: All adults who have received an unexpectedly high bill for their fixed-line broadband**

	Total	GENDER		AGE										
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-54	55+	65+
Unweighted Base	46	29	17	7	8	12	8	6	2	3	15	20	11	5
Est.universe (000's)	1146	793	353	143	207	359	226	106	49	57	350	584	212	106
Weighted Base	1146	793	353	143	207	359	226	106	49	57	350	584	212	106
Once	739 64%	535 68%	203 58%	61 42%	145 70%	226 63%	123 54%	79 74%	49 100%	57 100%	205 59%	349 60%	185 87%	106 100%
Twice	181 16%	81 10%	100 28%	21 14%	13 6%	51 14%	69 30%	27 26%	- -	- -	34 10%	120 21%	27 13%	- -
Three times or more	226 20%	176 22%	50 14%	61 43%	49 24%	81 23%	34 15%	- -	- -	- -	111 32%	116 20%	- -	- -
Don't Know	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**Bill Shock (QS7615 - 611247)****Q.3c How many times in the last 12 months has this happened for your fixed-line broadband phone?****Base: All adults who have received an unexpectedly high bill for their fixed-line broadband**

	SOCIAL CLASS					SOCIAL CLASS		MARITAL STATUS		
	Total	AB	C1	C2	DE	ABC1	C2DE	Married/ Living as married	Single	Widow divorced seperated
Unweighted Base	46	6	11	12	17	17	29	33	11	2
Est.universe (000's)	1146	222	376	279	269	598	548	869	226	51
Weighted Base	1146	222	376	279	269	598	548	869	226	51
Once	739 64%	181 82%	216 57%	189 68%	152 56%	397 66%	341 62%	599 69%	89 39%	51 100%
Twice	181 16%	-	75 20%	76 27%	31 11%	75 12%	107 19%	134 15%	47 21%	-
Three times or more	226 20%	41 18%	85 23%	13 5%	87 32%	126 21%	100 18%	137 16%	89 40%	-
Don't Know	-	-	-	-	-	-	-	-	-	-

**Bill Shock (QS7615 - 611247)****Q.3c How many times in the last 12 months has this happened for your fixed-line broadband phone?****Base: All adults who have received an unexpectedly high bill for their fixed-line broadband**

	WORKING STATUS			WORKING STATUS			CHILDREN		COUNTRY		
	Total	Working	Not working	Full time	Part time	Other	Child	No child	England	Scotland	Wales
Unweighted Base	46	23	23	14	9	23	20	26	40	3	3
Est.universe (000's)	1146	574	572	374	199	572	589	557	970	86	89
Weighted Base	1146	574	572	374	199	572	589	557	970	86	89
Once	739 64%	325 57%	413 72%	202 54%	124 62%	413 72%	409 69%	329 59%	652 67%	86 100%	-
Twice	181 16%	93 16%	89 15%	47 13%	45 23%	89 15%	79 13%	103 18%	133 14%	-	49 55%
Three times or more	226 20%	156 27%	70 12%	125 33%	30 15%	70 12%	101 17%	125 22%	186 19%	-	41 45%
Don't Know	-	-	-	-	-	-	-	-	-	-	-

**Bill Shock (QS7615 - 611247)****Q.3c How many times in the last 12 months has this happened for your fixed-line broadband phone?****Base: All adults who have received an unexpectedly high bill for their fixed-line broadband**

	GOVERNMENT REGIONS											
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland
Unweighted Base	46	2	3	6	5	1	3	9	3	8	3	3
Est.universe (000's)	1146	33	38	218	134	15	83	226	69	154	89	86
Weighted Base	1146	33	38	218	134	15	83	226	69	154	89	86
Once	739 64%	13 39%	38 100%	190 87%	17 13%	15 100%	54 65%	149 66%	51 75%	124 80%	- -	86 100%
Twice	181 16%	- -	- -	27 13%	41 30%	- -	- -	65 29%	- -	- -	49 55%	- -
Three times or more	226 20%	20 61%	- -	- -	76 57%	- -	29 35%	13 6%	17 25%	30 20%	41 45%	- -
Don't Know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

**Bill Shock (QS7615 - 611247)****Q.3c How many times in the last 12 months has this happened for your fixed-line broadband phone?****Base: All adults who have received an unexpectedly high bill for their fixed-line broadband**

	Total	Mobile only household	Mobile only bill payer
Unweighted Base	46	2	5
Est.universe (000's)	1146	50	96
Weighted Base	1146	50	96
Once	739 64%	50 100%	50 52%
Twice	181 16%	-	-
Three times or more	226 20%	-	46 48%
Don't Know	-	-	-

**Bill Shock (QS7615 - 611247)**

**Q.3d How many times in the last 12 months has this happened for your mobile broadband phone?**

**Base: All adults who have received an unexpectedly high bill for their mobile broadband**

	Total	GENDER		AGE										
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-54	55+	65+
Unweighted Base	5	2	3	1	2	-	2	-	-	-	3	2	-	-
Est.universe (000's)	96	42	54	14	24	-	58	-	-	-	38	58	-	-
Weighted Base	96	42	54	14	24	-	58	-	-	-	38	58	-	-
Once	50 52%	27 65%	23 43%	14 100%	10 40%	-	27 47%	-	-	-	23 61%	27 47%	-	-
Twice	31 32%	-	31 57%	-	-	-	31 53%	-	-	-	-	31 53%	-	-
Three times or more	15 15%	15 35%	-	-	15 60%	-	-	-	-	-	15 39%	-	-	-
Don't Know	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**Bill Shock (QS7615 - 611247)****Q.3d How many times in the last 12 months has this happened for your mobile broadband phone?****Base: All adults who have received an unexpectedly high bill for their mobile broadband**

	SOCIAL CLASS					SOCIAL CLASS		MARITAL STATUS		
	Total	AB	C1	C2	DE	ABC1	C2DE	Married/ Living as married	Single	Widow divorced seperated
Unweighted Base	5	-	1	1	3	1	4	3	1	1
Est.universe (000's)	96	-	31	15	50	31	65	54	15	27
Weighted Base	96	-	31	15	50	31	65	54	15	27
Once	50 52%	-	-	-	50 100%	-	50 77%	23 43%	-	27 100%
Twice	31 32%	-	31 100%	-	-	31 100%	-	31 57%	-	-
Three times or more	15 15%	-	-	15 100%	-	-	15 23%	-	15 100%	-
Don't Know	-	-	-	-	-	-	-	-	-	-



**Bill Shock (QS7615 - 611247)****Q.3d How many times in the last 12 months has this happened for your mobile broadband phone?****Base: All adults who have received an unexpectedly high bill for their mobile broadband**

	WORKING STATUS			WORKING STATUS			CHILDREN		COUNTRY		
	Total	Working	Not working	Full time	Part time	Other	Child	No child	England	Scotland	Wales
Unweighted Base	5	3	2	3	-	2	1	4	3	1	1
Est.universe (000's)	96	55	41	55	-	41	14	82	38	27	31
Weighted Base	96	55	41	55	-	41	14	82	38	27	31
Once	50 52%	10 18%	41 100%	10 18%	-	41 100%	14 100%	37 45%	23 61%	27 100%	-
Twice	31 32%	31 56%	-	31 56%	-	-	-	31 38%	-	-	31 100%
Three times or more	15 15%	15 27%	-	15 27%	-	-	-	15 18%	15 39%	-	-
Don't Know	-	-	-	-	-	-	-	-	-	-	-

**Bill Shock (QS7615 - 611247)****Q.3d How many times in the last 12 months has this happened for your mobile broadband phone?****Base: All adults who have received an unexpectedly high bill for their mobile broadband**

	GOVERNMENT REGIONS											
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland
Unweighted Base	5	-	-	-	-	-	2	-	1	-	1	1
Est.universe (000's)	96	-	-	-	-	-	23	-	15	-	31	27
Weighted Base	96	-	-	-	-	-	23	-	15	-	31	27
Once	50	-	-	-	-	-	23	-	-	-	-	27
	52%	-	-	-	-	-	100%	-	-	-	-	100%
Twice	31	-	-	-	-	-	-	-	-	-	31	-
	32%	-	-	-	-	-	-	-	-	-	100%	-
Three times or more	15	-	-	-	-	-	-	-	15	-	-	-
	15%	-	-	-	-	-	-	-	100%	-	-	-
Don't Know	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-

**Bill Shock (QS7615 - 611247)****Q.3d How many times in the last 12 months has this happened for your mobile broadband phone?****Base: All adults who have received an unexpectedly high bill for their mobile broadband**

	Total	Mobile only household	Mobile only bill payer
Unweighted Base	5	3	4
Est.universe (000's)	96	55	65
Weighted Base	96	55	65
Once	50 52%	41 73%	50 77%
Twice	31 32%	-	-
Three times or more	15 15%	15 27%	15 23%
Don't Know	-	-	-

**Bill Shock (QS7615 - 611247)****Q.4a How much more than expected was your land line phone bill?****Base: All adults who have received an unexpectedly high bill for their land line phone**

		GENDER		AGE											
		Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-54	55+	65+
Unweighted Base	80	33	47	3	11	14	12	18	13	9	14	26	40	22	
Est.universe (000's)	2013	909	1104	54	303	442	361	402	255	197	357	803	853	451	
Weighted Base	2013	909	1104	54	303	442	361	402	255	197	357	803	853	451	
£1 - £10	(5)	214	63	151	20	-	17	39	39	17	81	20	56	138	98
		11%	7%	14%	37%	-	4%	11%	10%	7%	41%	6%	7%	16%	22%
£11 - £20	(15)	510	268	243	21	103	38	106	88	75	80	124	144	243	155
		25%	29%	22%	38%	34%	9%	29%	22%	30%	41%	35%	18%	28%	34%
£21 - £30	(25)	424	195	229	-	23	124	47	108	122	-	23	171	230	122
		21%	21%	21%	-	8%	28%	13%	27%	48%	-	6%	21%	27%	27%
£31 - £50	(40)	297	139	158	-	110	-	102	57	29	-	110	102	85	29
		15%	15%	14%	-	36%	-	28%	14%	11%	-	31%	13%	10%	6%
£51 - £99	(75)	215	64	150	13	-	131	51	20	-	-	13	182	20	-
		11%	7%	14%	24%	-	30%	14%	5%	-	-	4%	23%	2%	-
£100 or more	(100)	175	67	107	-	67	51	15	41	-	-	67	67	41	-
		9%	7%	10%	-	22%	12%	4%	10%	-	-	19%	8%	5%	-
Can't Remember	178	112	66	-	-	81	-	50	12	36	-	81	97	47	
		9%	12%	6%	-	-	18%	-	12%	5%	18%	-	10%	11%	10%
<b>Mean Score</b>	<b>35.311</b>	<b>33.065</b>	<b>37.035</b>	<b>25.841</b>	<b>43.703</b>	<b>51.734</b>	<b>34.474</b>	<b>34.181</b>	<b>22.253</b>	<b>9.955</b>	<b>40.996</b>	<b>43.110</b>	<b>25.182</b>	<b>17.351</b>	
<b>Standard Deviation</b>	<b>28.867</b>	<b>26.795</b>	<b>30.260</b>	<b>28.465</b>	<b>31.910</b>	<b>31.928</b>	<b>25.399</b>	<b>28.560</b>	<b>8.852</b>	<b>5.015</b>	<b>32.024</b>	<b>30.097</b>	<b>22.347</b>	<b>9.663</b>	
<b>Error Variance</b>	<b>11.415</b>	<b>24.759</b>	<b>20.811</b>	<b>270.094</b>	<b>92.570</b>	<b>84.952</b>	<b>53.761</b>	<b>50.980</b>	<b>6.529</b>	<b>3.593</b>	<b>73.252</b>	<b>37.743</b>	<b>14.268</b>	<b>4.915</b>	

**Bill Shock (QS7615 - 611247)****Q.4a How much more than expected was your land line phone bill?****Base: All adults who have received an unexpectedly high bill for their land line phone**

		SOCIAL CLASS					SOCIAL CLASS		MARITAL STATUS		
		Total	AB	C1	C2	DE	ABC1	C2DE	Married/ Living as married	Single	Widow divorced seperated
Unweighted Base	80	14	26	16	24	40	40	41	17	22	
Est.universe (000's)	2013	449	828	363	374	1277	736	1084	372	557	
Weighted Base	2013	449	828	363	374	1277	736	1084	372	557	
£1 - £10	(5)	214 11%	39 9%	77 9%	33 9%	65 17%	116 9%	98 13%	43 4%	68 18%	103 19%
£11 - £20	(15)	510 25%	147 33%	122 15%	127 35%	114 30%	270 21%	241 33%	305 28%	45 12%	161 29%
£21 - £30	(25)	424 21%	104 23%	226 27%	20 5%	74 20%	330 26%	94 13%	241 22%	63 17%	120 22%
£31 - £50	(40)	297 15%	84 19%	100 12%	68 19%	46 12%	184 14%	113 15%	112 10%	121 33%	64 11%
£51 - £99	(75)	215 11%	34 8%	99 12%	64 18%	17 5%	133 10%	82 11%	85 8%	61 16%	68 12%
£100 or more	(100)	175 9%	- -	113 14%	16 4%	46 12%	113 9%	62 8%	137 13%	13 4%	25 4%
Can't Remember	178 9%	40 9%	90 11%	36 10%	12 3%	131 10%	47 6%	162 15%	- -	16 3%	
<b>Mean Score</b>	<b>35.311</b>	<b>26.727</b>	<b>41.484</b>	<b>35.703</b>	<b>32.067</b>	<b>36.225</b>	<b>33.793</b>	<b>38.328</b>	<b>35.963</b>	<b>29.721</b>	
<b>Standard Deviation</b>	<b>28.867</b>	<b>18.075</b>	<b>31.858</b>	<b>27.895</b>	<b>30.317</b>	<b>28.621</b>	<b>29.228</b>	<b>31.084</b>	<b>25.584</b>	<b>26.176</b>	
<b>Error Variance</b>	<b>11.415</b>	<b>25.131</b>	<b>44.128</b>	<b>55.582</b>	<b>39.962</b>	<b>22.755</b>	<b>23.088</b>	<b>27.606</b>	<b>38.503</b>	<b>32.628</b>	

**Bill Shock (QS7615 - 611247)****Q.4a How much more than expected was your land line phone bill?****Base: All adults who have received an unexpectedly high bill for their land line phone**

		WORKING STATUS			WORKING STATUS			CHILDREN		COUNTRY		
		Total	Working	Not working	Full time	Part time	Other	Child	No child	England	Scotland	Wales
Unweighted Base		80	39	41	26	13	41	21	59	67	8	5
Est.universe (000's)		2013	1128	885	812	317	885	600	1413	1654	234	125
Weighted Base		2013	1128	885	812	317	885	600	1413	1654	234	125
£1 - £10	(5)	214 11%	56 5%	158 18%	39 5%	17 5%	158 18%	- -	214 15%	197 12%	17 7%	- -
£11 - £20	(15)	510 25%	227 20%	283 32%	227 28%	- -	283 32%	94 16%	416 29%	350 21%	97 41%	63 51%
£21 - £30	(25)	424 21%	217 19%	207 23%	144 18%	72 23%	207 23%	137 23%	287 20%	367 22%	57 24%	- -
£31 - £50	(40)	297 15%	269 24%	29 3%	222 27%	47 15%	29 3%	60 10%	237 17%	203 12%	63 27%	31 25%
£51 - £99	(75)	215 11%	166 15%	49 6%	85 10%	81 26%	49 6%	148 25%	67 5%	184 11%	- -	31 25%
£100 or more	(100)	175 9%	88 8%	87 10%	13 2%	75 24%	87 10%	121 20%	54 4%	175 11%	- -	- -
Can't Remember		178 9%	106 9%	72 8%	81 10%	25 8%	72 8%	41 7%	137 10%	178 11%	- -	- -
<b>Mean Score</b>		<b>35.311</b>	<b>40.207</b>	<b>29.154</b>	<b>32.546</b>	<b>59.388</b>	<b>29.154</b>	<b>54.291</b>	<b>26.981</b>	<b>37.137</b>	<b>23.431</b>	<b>36.034</b>
<b>Standard Deviation</b>		<b>28.867</b>	<b>27.628</b>	<b>29.227</b>	<b>21.377</b>	<b>31.903</b>	<b>29.227</b>	<b>32.517</b>	<b>22.539</b>	<b>30.641</b>	<b>11.381</b>	<b>24.657</b>
<b>Error Variance</b>		<b>11.415</b>	<b>21.203</b>	<b>23.087</b>	<b>19.040</b>	<b>84.817</b>	<b>23.087</b>	<b>52.868</b>	<b>9.585</b>	<b>15.648</b>	<b>16.191</b>	<b>121.591</b>

**Bill Shock (QS7615 - 611247)****Q.4a How much more than expected was your land line phone bill?****Base: All adults who have received an unexpectedly high bill for their land line phone**

		GOVERNMENT REGIONS											
		Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland
Unweighted Base	80	1	11	8	7	4	6	8	14	8	5	8	
Est.universe (000's)	2013	15	220	201	174	167	170	225	331	150	125	234	
Weighted Base	2013	15	220	201	174	167	170	225	331	150	125	234	
£1 - £10	(5)	214 11%	- -	- -	14 7%	25 15%	59 36%	- -	34 15%	16 5%	48 32%	- -	17 7%
£11 - £20	(15)	510 25%	- -	78 35%	65 32%	24 14%	54 32%	52 30%	29 13%	17 5%	31 21%	63 51%	97 41%
£21 - £30	(25)	424 21%	15 100%	66 30%	72 36%	42 24%	- -	13 8%	34 15%	114 35%	10 6%	- -	57 24%
£31 - £50	(40)	297 15%	- -	24 11%	- -	42 24%	- -	- -	40 18%	81 24%	16 11%	31 25%	63 27%
£51 - £99	(75)	215 11%	- -	- -	- -	- -	- -	51 30%	47 21%	85 26%	- -	31 25%	- -
£100 or more	(100)	175 9%	- -	15 7%	25 12%	- -	54 32%	34 20%	- -	17 5%	29 19%	- -	- -
Can't Remember	178 9%	- -	36 17%	25 12%	41 23%	- -	20 12%	40 18%	- -	16 11%	- -	- -	
<b>Mean Score</b>	<b>35.311</b>	<b>25.000</b>	<b>29.048</b>	<b>30.327</b>	<b>24.145</b>	<b>38.859</b>	<b>55.583</b>	<b>35.790</b>	<b>43.989</b>	<b>33.601</b>	<b>36.034</b>	<b>23.431</b>	
<b>Standard Deviation</b>	<b>28.867</b>	<b>0.000</b>	<b>23.084</b>	<b>28.982</b>	<b>12.894</b>	<b>42.507</b>	<b>35.109</b>	<b>25.769</b>	<b>25.652</b>	<b>36.816</b>	<b>24.657</b>	<b>11.381</b>	
<b>Error Variance</b>	<b>11.415</b>	<b>0.000</b>	<b>59.208</b>	<b>119.996</b>	<b>27.709</b>	<b>451.720</b>	<b>246.526</b>	<b>94.865</b>	<b>47.000</b>	<b>193.628</b>	<b>121.591</b>	<b>16.191</b>	

**Bill Shock (QS7615 - 611247)****Q.4a How much more than expected was your land line phone bill?****Base: All adults who have received an unexpectedly high bill for their land line phone**

		Total	Mobile only household	Mobile only bill payer
Unweighted Base		80	-	-
Est.universe (000's)		2013	-	-
Weighted Base		2013	-	-
£1 - £10	(5)	214 11%	-	-
£11 - £20	(15)	510 25%	-	-
£21 - £30	(25)	424 21%	-	-
£31 - £50	(40)	297 15%	-	-
£51 - £99	(75)	215 11%	-	-
£100 or more	(100)	175 9%	-	-
Can't Remember		178 9%	-	-
<b>Mean Score</b>		<b>35.311</b>	-	-
<b>Standard Deviation</b>		<b>28.867</b>	-	-
<b>Error Variance</b>		<b>11.415</b>	-	-



**Bill Shock (QS7615 - 611247)****Q.4b How much more than expected was your mobile phone bill?****Base: All adults who have received an unexpectedly high bill for their mobile phone**

		GENDER		AGE											
		Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-54	55+	65+
Unweighted Base		94	40	54	25	29	13	15	8	2	2	54	28	12	4
Est.universe (000's)		2492	1160	1332	631	724	445	414	185	37	55	1355	859	277	93
Weighted Base		2492	1160	1332	631	724	445	414	185	37	55	1355	859	277	93
£1 - £10	(5)	177 7%	129 11%	48 4%	20 3%	20 3%	38 9%	80 19%	- -	- -	20 36%	39 3%	118 14%	20 7%	20 21%
£11 - £20	(15)	523 21%	319 28%	204 15%	152 24%	156 22%	146 33%	39 9%	17 9%	13 36%	- -	308 23%	185 22%	31 11%	13 14%
£21 - £30	(25)	420 17%	253 22%	167 13%	39 6%	169 23%	61 14%	34 8%	82 44%	- -	36 64%	208 15%	95 11%	117 42%	36 38%
£31 - £50	(40)	467 19%	208 18%	259 19%	113 18%	75 10%	104 23%	131 32%	43 24%	- -	- -	188 14%	235 27%	43 16%	- -
£51 - £99	(75)	441 18%	159 14%	282 21%	144 23%	195 27%	68 15%	34 8%	- -	- -	- -	339 25%	102 12%	- -	- -
£100 or more	(100)	438 18%	91 8%	347 26%	164 26%	108 15%	28 6%	96 23%	17 9%	24 64%	- -	272 20%	124 14%	42 15%	24 26%
Can't Remember		25 1%	-	25 2%	-	-	-	-	25 13%	-	-	-	-	25 9%	-
<b>Mean Score</b>		<b>46.545</b>	<b>35.445</b>	<b>56.399</b>	<b>55.529</b>	<b>48.568</b>	<b>35.889</b>	<b>46.496</b>	<b>36.175</b>	<b>69.780</b>	<b>17.884</b>	<b>51.811</b>	<b>41.004</b>	<b>37.144</b>	<b>38.818</b>
<b>Standard Deviation</b>		<b>32.783</b>	<b>28.060</b>	<b>33.525</b>	<b>34.307</b>	<b>31.899</b>	<b>27.204</b>	<b>34.795</b>	<b>23.769</b>	<b>41.243</b>	<b>9.663</b>	<b>33.212</b>	<b>31.528</b>	<b>29.379</b>	<b>37.224</b>
<b>Error Variance</b>		<b>11.556</b>	<b>19.685</b>	<b>21.206</b>	<b>47.080</b>	<b>35.087</b>	<b>56.929</b>	<b>80.714</b>	<b>80.708</b>	<b>850.508</b>	<b>46.686</b>	<b>20.427</b>	<b>35.499</b>	<b>78.464</b>	<b>346.399</b>

**Bill Shock (QS7615 - 611247)****Q.4b How much more than expected was your mobile phone bill?****Base: All adults who have received an unexpectedly high bill for their mobile phone**

		SOCIAL CLASS					SOCIAL CLASS		MARITAL STATUS		
		Total	AB	C1	C2	DE	ABC1	C2DE	Married\ Living as married	Single	Widow divorced seperated
Unweighted Base		94	16	40	14	24	56	38	51	35	8
Est.universe (000's)		2492	574	1189	350	379	1762	729	1392	882	219
Weighted Base		2492	574	1189	350	379	1762	729	1392	882	219
£1 - £10	(5)	177 7%	38 7%	20 2%	99 28%	20 5%	58 3%	119 16%	66 5%	39 4%	71 33%
£11 - £20	(15)	523 21%	64 11%	365 31%	13 4%	81 21%	429 24%	94 13%	191 14%	297 34%	35 16%
£21 - £30	(25)	420 17%	79 14%	259 22%	18 5%	64 17%	339 19%	82 11%	273 20%	83 9%	65 30%
£31 - £50	(40)	467 19%	133 23%	179 15%	95 27%	59 16%	313 18%	154 21%	422 30%	44 5%	-
£51 - £99	(75)	441 18%	163 28%	170 14%	56 16%	52 14%	333 19%	108 15%	214 15%	227 26%	-
£100 or more	(100)	438 18%	96 17%	171 14%	69 20%	102 27%	266 15%	171 24%	200 14%	191 22%	47 22%
Can't Remember		25 1%	-	25 2%	-	-	25 1%	-	25 2%	-	-
<b>Mean Score</b>		<b>46.545</b>	<b>52.799</b>	<b>42.130</b>	<b>45.863</b>	<b>51.270</b>	<b>45.653</b>	<b>48.672</b>	<b>46.086</b>	<b>50.599</b>	<b>33.067</b>
<b>Standard Deviation</b>		<b>32.783</b>	<b>31.143</b>	<b>31.141</b>	<b>35.498</b>	<b>35.375</b>	<b>31.535</b>	<b>35.513</b>	<b>29.570</b>	<b>35.637</b>	<b>36.075</b>
<b>Error Variance</b>		<b>11.556</b>	<b>60.619</b>	<b>24.866</b>	<b>90.008</b>	<b>52.141</b>	<b>18.081</b>	<b>33.188</b>	<b>17.488</b>	<b>36.285</b>	<b>162.678</b>

**Bill Shock (QS7615 - 611247)****Q.4b How much more than expected was your mobile phone bill?****Base: All adults who have received an unexpectedly high bill for their mobile phone**

		WORKING STATUS			WORKING STATUS			CHILDREN		COUNTRY		
		Total	Working	Not working	Full time	Part time	Other	Child	No child	England	Scotland	Wales
Unweighted Base	94	62	32	46	16	32	36	58	81	5	8	
Est.universe (000's)	2492	1700	791	1345	356	791	840	1652	2052	237	203	
Weighted Base	2492	1700	791	1345	356	791	840	1652	2052	237	203	
£1 - £10	(5)	177	118	59	90	28	59	38	129	-	48	
		7%	7%	7%	7%	8%	7%	5%	6%	-	24%	
£11 - £20	(15)	523	334	189	236	98	189	142	441	65	17	
		21%	20%	24%	18%	28%	24%	17%	21%	27%	9%	
£21 - £30	(25)	420	285	135	266	19	135	211	385	36	-	
		17%	17%	17%	20%	5%	17%	25%	19%	15%	-	
£31 - £50	(40)	467	330	136	248	82	136	171	302	113	52	
		19%	19%	17%	18%	23%	17%	20%	15%	48%	25%	
£51 - £99	(75)	441	314	128	244	70	128	168	384	-	58	
		18%	18%	16%	18%	20%	16%	20%	19%	-	28%	
£100 or more	(100)	438	319	119	261	58	119	110	387	23	28	
		18%	19%	15%	19%	16%	15%	13%	19%	10%	14%	
Can't Remember	25	-	25	-	-	25	-	25	25	-	-	
	1%	-	3%	-	-	3%	-	2%	1%	-	-	
<b>Mean Score</b>	<b>46.545</b>	<b>47.872</b>	<b>43.601</b>	<b>48.319</b>	<b>46.186</b>	<b>43.601</b>	<b>45.289</b>	<b>47.194</b>	<b>47.554</b>	<b>36.774</b>	<b>47.865</b>	
<b>Standard Deviation</b>	<b>32.783</b>	<b>32.956</b>	<b>32.222</b>	<b>32.998</b>	<b>32.787</b>	<b>32.222</b>	<b>30.121</b>	<b>34.066</b>	<b>33.448</b>	<b>23.412</b>	<b>33.678</b>	
<b>Error Variance</b>	<b>11.556</b>	<b>17.518</b>	<b>33.491</b>	<b>23.672</b>	<b>67.187</b>	<b>33.491</b>	<b>25.202</b>	<b>20.360</b>	<b>13.984</b>	<b>109.621</b>	<b>141.777</b>	

**Bill Shock (QS7615 - 611247)****Q.4b How much more than expected was your mobile phone bill?****Base: All adults who have received an unexpectedly high bill for their mobile phone**

	GOVERNMENT REGIONS											
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland
Unweighted Base	94	2	13	8	8	7	9	13	12	9	8	5
Est.universe (000's)	2492	39	367	206	257	182	213	290	339	161	203	237
Weighted Base	2492	39	367	206	257	182	213	290	339	161	203	237
£1 - £10	(5) 7%	-	38 10%	-	-	20 11%	52 24%	20 7%	-	-	48 24%	-
£11 - £20	(15) 21%	19 50%	53 15%	23 11%	149 58%	41 22%	-	88 30%	55 16%	13 8%	17 9%	65 27%
£21 - £30	(25) 17%	-	65 18%	18 9%	25 10%	-	30 14%	72 25%	104 31%	71 44%	-	36 15%
£31 - £50	(40) 19%	19 50%	62 17%	71 34%	16 6%	-	29 14%	13 5%	74 22%	17 11%	52 25%	113 48%
£51 - £99	(75) 18%	-	85 23%	43 21%	43 17%	38 21%	21 10%	-	93 28%	60 37%	58 28%	-
£100 or more	(100) 18%	-	38 10%	51 25%	24 9%	83 46%	81 38%	97 34%	13 4%	-	28 14%	23 10%
Can't Remember	25 1%	-	25 7%	-	-	-	-	-	-	-	-	-
<b>Mean Score</b>	<b>46.545</b>	<b>27.500</b>	<b>44.740</b>	<b>58.061</b>	<b>35.438</b>	<b>65.440</b>	<b>55.670</b>	<b>46.463</b>	<b>43.233</b>	<b>44.405</b>	<b>47.865</b>	<b>36.774</b>
<b>Standard Deviation</b>	<b>32.783</b>	<b>12.664</b>	<b>31.002</b>	<b>30.268</b>	<b>30.148</b>	<b>39.226</b>	<b>39.807</b>	<b>38.713</b>	<b>25.145</b>	<b>24.296</b>	<b>33.678</b>	<b>23.412</b>
<b>Error Variance</b>	<b>11.556</b>	<b>80.190</b>	<b>80.093</b>	<b>114.517</b>	<b>113.613</b>	<b>219.809</b>	<b>176.070</b>	<b>115.284</b>	<b>52.690</b>	<b>65.590</b>	<b>141.777</b>	<b>109.621</b>

**Bill Shock (QS7615 - 611247)****Q.4b How much more than expected was your mobile phone bill?****Base: All adults who have received an unexpectedly high bill for their mobile phone**

		Total	Mobile only household	Mobile only bill payer
Unweighted Base		94	25	43
Est.universe (000's)		2492	548	1087
Weighted Base		2492	548	1087
£1 - £10	(5)	177 7%	39 7%	59 5%
£11 - £20	(15)	523 21%	115 21%	284 26%
£21 - £30	(25)	420 17%	29 5%	118 11%
£31 - £50	(40)	467 19%	35 6%	154 14%
£51 - £99	(75)	441 18%	193 35%	261 24%
£100 or more	(100)	438 18%	136 25%	211 19%
Can't Remember		25 1%	-	-
<b>Mean Score</b>		<b>46.545</b>	<b>58.689</b>	<b>49.974</b>
<b>Standard Deviation</b>		<b>32.783</b>	<b>34.811</b>	<b>33.884</b>
<b>Error Variance</b>		<b>11.556</b>	<b>48.472</b>	<b>26.700</b>

**Bill Shock (QS7615 - 611247)****Q.4c How much more than expected was your fixed line broadband phone bill?****Base: All adults who have received an unexpectedly high bill for their fixed-line broadband**

		GENDER			AGE										
		Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-54	55+	65+
Unweighted Base	46	29	17	7	8	12	8	6	2	3	15	20	11	5	
Est.universe (000's)	1146	793	353	143	207	359	226	106	49	57	350	584	212	106	
Weighted Base	1146	793	353	143	207	359	226	106	49	57	350	584	212	106	
£1 - £10	(5)	167 15%	70 9%	97 27%	-	-	110 31%	45 20%	12 11%	-	-	-	155 27%	12 5%	-
£11 - £20	(15)	443 39%	323 41%	121 34%	61 43%	83 40%	170 47%	67 30%	-	17 35%	45 80%	144 41%	237 41%	63 30%	63 59%
£21 - £30	(25)	257 22%	214 27%	44 12%	28 20%	57 28%	-	81 36%	59 56%	32 65%	-	85 24%	81 14%	91 43%	32 30%
£31 - £50	(40)	78 7%	34 4%	44 13%	33 23%	13 6%	-	15 7%	16 15%	-	-	47 13%	15 3%	16 7%	-
£51 - £99	(75)	118 10%	101 13%	17 5%	-	43 21%	38 11%	17 8%	20 19%	-	-	43 12%	55 9%	20 9%	-
£100 or more	(100)	42 4%	12 1%	30 9%	21 14%	10 5%	-	-	-	-	12 20%	30 9%	-	12 5%	12 11%
Can't Remember	40	40 4%	40 5%	-	-	-	40 11%	-	-	-	-	40 7%	-	-	-
<b>Mean Score</b>		<b>27.217</b>	<b>27.372</b>	<b>26.886</b>	<b>35.110</b>	<b>35.925</b>	<b>18.717</b>	<b>22.871</b>	<b>34.339</b>	<b>21.455</b>	<b>32.283</b>	<b>35.592</b>	<b>20.440</b>	<b>30.794</b>	<b>27.242</b>
<b>Standard Deviation</b>		<b>24.337</b>	<b>22.511</b>	<b>27.863</b>	<b>28.514</b>	<b>26.936</b>	<b>21.270</b>	<b>17.685</b>	<b>21.386</b>	<b>4.833</b>	<b>34.517</b>	<b>27.554</b>	<b>19.950</b>	<b>23.967</b>	<b>25.917</b>
<b>Error Variance</b>		<b>13.162</b>	<b>18.098</b>	<b>45.666</b>	<b>116.151</b>	<b>90.692</b>	<b>41.130</b>	<b>39.095</b>	<b>76.229</b>	<b>11.678</b>	<b>397.130</b>	<b>50.614</b>	<b>20.947</b>	<b>52.220</b>	<b>134.342</b>

**Bill Shock (QS7615 - 611247)****Q.4c How much more than expected was your fixed line broadband phone bill?****Base: All adults who have received an unexpectedly high bill for their fixed-line broadband**

	SOCIAL CLASS					SOCIAL CLASS		MARITAL STATUS			
	Total	AB	C1	C2	DE	ABC1	C2DE	Married/ Living as married	Single	Widow divorced seperated	
Unweighted Base	46	6	11	12	17	17	29	33	11	2	
Est.universe (000's)	1146	222	376	279	269	598	548	869	226	51	
Weighted Base	1146	222	376	279	269	598	548	869	226	51	
£1 - £10	(5)	167 15%	- -	72 19%	28 10%	67 25%	72 12%	95 17%	116 13%	51 23%	- -
£11 - £20	(15)	443 39%	66 30%	152 41%	167 60%	58 22%	218 37%	225 41%	395 45%	13 6%	35 69%
£21 - £30	(25)	257 22%	72 33%	113 30%	27 10%	44 16%	186 31%	72 13%	187 22%	70 31%	- -
£31 - £50	(40)	78 7%	- -	- -	16 6%	62 23%	- -	78 14%	36 4%	27 12%	16 31%
£51 - £99	(75)	118 10%	43 20%	38 10%	20 7%	17 6%	81 14%	37 7%	63 7%	55 24%	- -
£100 or more	(100)	42 4%	- -	- -	21 7%	21 8%	- -	42 8%	32 4%	10 4%	- -
Can't Remember	40 4%	40 18%	- -	- -	- -	40 7%	- -	40 5%	- -	- -	- -
<b>Mean Score</b>	<b>27.217</b>	<b>33.288</b>	<b>22.173</b>	<b>26.935</b>	<b>30.459</b>	<b>25.791</b>	<b>28.667</b>	<b>24.798</b>	<b>37.099</b>	<b>22.789</b>	
<b>Standard Deviation</b>	<b>24.337</b>	<b>23.814</b>	<b>19.056</b>	<b>26.564</b>	<b>27.340</b>	<b>21.350</b>	<b>26.981</b>	<b>22.846</b>	<b>28.875</b>	<b>11.694</b>	
<b>Error Variance</b>	<b>13.162</b>	<b>113.421</b>	<b>33.013</b>	<b>58.806</b>	<b>43.968</b>	<b>28.489</b>	<b>25.103</b>	<b>16.310</b>	<b>75.795</b>	<b>68.370</b>	

**Bill Shock (QS7615 - 611247)****Q.4c How much more than expected was your fixed line broadband phone bill?****Base: All adults who have received an unexpectedly high bill for their fixed-line broadband**

		WORKING STATUS			WORKING STATUS			CHILDREN		COUNTRY		
		Total	Working	Not working	Full time	Part time	Other	Child	No child	England	Scotland	Wales
Unweighted Base		46	23	23	14	9	23	20	26	40	3	3
Est.universe (000's)		1146	574	572	374	199	572	589	557	970	86	89
Weighted Base		1146	574	572	374	199	572	589	557	970	86	89
£1 - £10	(5)	167 15%	117 20%	49 9%	72 19%	45 23%	49 9%	76 13%	91 16%	139 14%	-	28 31%
£11 - £20	(15)	443 39%	191 33%	252 44%	111 30%	80 40%	252 44%	317 54%	127 23%	334 34%	69 80%	41 45%
£21 - £30	(25)	257 22%	87 15%	170 30%	59 16%	28 14%	170 30%	109 19%	148 27%	240 25%	17 20%	-
£31 - £50	(40)	78 7%	63 11%	15 3%	34 9%	29 15%	15 3%	13 2%	65 12%	78 8%	-	-
£51 - £99	(75)	118 10%	75 13%	43 8%	58 15%	17 9%	43 8%	43 7%	75 13%	118 12%	-	-
£100 or more	(100)	42 4%	- 7%	42 7%	- 11%	-	42 7%	30 5%	12 2%	21 2%	-	21 23%
Can't Remember		40 4%	40 7%	-	40 11%	-	-	-	40 7%	40 4%	-	-
<b>Mean Score</b>		<b>27.217</b>	<b>25.793</b>	<b>28.545</b>	<b>27.493</b>	<b>22.947</b>	<b>28.545</b>	<b>24.921</b>	<b>29.832</b>	<b>27.754</b>	<b>16.987</b>	<b>31.523</b>
<b>Standard Deviation</b>		<b>24.337</b>	<b>22.395</b>	<b>25.967</b>	<b>23.865</b>	<b>19.415</b>	<b>25.967</b>	<b>24.200</b>	<b>24.252</b>	<b>23.525</b>	<b>4.014</b>	<b>38.029</b>
<b>Error Variance</b>		<b>13.162</b>	<b>22.797</b>	<b>29.316</b>	<b>43.809</b>	<b>41.884</b>	<b>29.316</b>	<b>29.281</b>	<b>23.525</b>	<b>14.191</b>	<b>5.370</b>	<b>482.063</b>



**Bill Shock (QS7615 - 611247)****Q.4c How much more than expected was your fixed line broadband phone bill?****Base: All adults who have received an unexpectedly high bill for their fixed-line broadband**

		GOVERNMENT REGIONS											
		Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland
Unweighted Base	46	2	3	6	5	1	3	9	3	8	3	3	
Est.universe (000's)	1146	33	38	218	134	15	83	226	69	154	89	86	
Weighted Base	1146	33	38	218	134	15	83	226	69	154	89	86	
£1 - £10	(5)	167 15%	-	12 30%	38 17%	-	-	51 23%	-	38 25%	28 31%	-	
£11 - £20	(15)	443 39%	-	-	71 33%	78 58%	-	54 18%	40	91 59%	41 45%	69 80%	
£21 - £30	(25)	257 22%	-	-	27 13%	56 42%	15 100%	29 35%	81 36%	32 46%	-	17 20%	
£31 - £50	(40)	78 7%	33 100%	15 40%	-	-	-	13 6%	-	16 10%	-	-	
£51 - £99	(75)	118 10%	-	-	81 37%	-	-	-	37 54%	-	-	-	
£100 or more	(100)	42 4%	-	12 30%	-	-	-	-	-	10 6%	21 23%	-	
Can't Remember	40 4%	-	-	-	-	-	-	40 18%	-	-	-	-	
<b>Mean Score</b>	<b>27.217</b>	<b>40.000</b>	<b>47.472</b>	<b>36.926</b>	<b>19.189</b>	<b>25.000</b>	<b>18.532</b>	<b>18.404</b>	<b>51.841</b>	<b>20.450</b>	<b>31.523</b>	<b>16.987</b>	
<b>Standard Deviation</b>	<b>24.337</b>	<b>0.000</b>	<b>37.727</b>	<b>29.975</b>	<b>4.952</b>	<b>0.000</b>	<b>4.809</b>	<b>10.251</b>	<b>25.116</b>	<b>22.718</b>	<b>38.029</b>	<b>4.014</b>	
<b>Error Variance</b>	<b>13.162</b>	<b>0.000</b>	<b>474.446</b>	<b>149.754</b>	<b>4.905</b>	<b>0.000</b>	<b>7.708</b>	<b>13.135</b>	<b>210.266</b>	<b>64.515</b>	<b>482.063</b>	<b>5.370</b>	

**Bill Shock (QS7615 - 611247)****Q.4c How much more than expected was your fixed line broadband phone bill?****Base: All adults who have received an unexpectedly high bill for their fixed-line broadband**

		Total	Mobile only household	Mobile only bill payer
Unweighted Base		46	2	5
Est.universe (000's)		1146	50	96
Weighted Base		1146	50	96
£1 - £10	(5)	167 15%	-	-
£11 - £20	(15)	443 39%	34 69%	47 50%
£21 - £30	(25)	257 22%	-	13 13%
£31 - £50	(40)	78 7%	15 31%	36 37%
£51 - £99	(75)	118 10%	-	-
£100 or more	(100)	42 4%	-	-
Can't Remember		40 4%	-	-
<b>Mean Score</b>		<b>27.217</b>	<b>22.791</b>	<b>25.646</b>
<b>Standard Deviation</b>		<b>24.337</b>	<b>11.697</b>	<b>11.597</b>
<b>Error Variance</b>		<b>13.162</b>	<b>68.414</b>	<b>26.898</b>

**Bill Shock (QS7615 - 611247)****Q.4d How much more than expected was your mobile phone broadband bill?****Base: All adults who have received an unexpectedly high bill for their mobile broadband**

	Total	GENDER		AGE										
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-54	55+	65+
Unweighted Base	5	2	3	1	2	-	2	-	-	-	3	2	-	-
Est.universe (000's)	96	42	54	14	24	-	58	-	-	-	38	58	-	-
Weighted Base	96	42	54	14	24	-	58	-	-	-	38	58	-	-
£1 - £10	(5)	27 28%	27 65%	-	-	-	27 47%	-	-	-	-	27 47%	-	-
£11 - £20	(15)	31 32%	- 57%	-	-	-	31 53%	-	-	-	-	31 53%	-	-
£21 - £30	(25)	10 10%	- 18%	-	10 40%	-	-	-	-	-	10 25%	-	-	-
£31 - £50	(40)	-	-	-	-	-	-	-	-	-	-	-	-	-
£51 - £99	(75)	-	-	-	-	-	-	-	-	-	-	-	-	-
£100 or more	(100)	15 15%	15 35%	-	15 60%	-	-	-	-	-	15 39%	-	-	-
Can't Remember	14 14%	-	14 25%	14 100%	-	-	-	-	-	-	14 36%	-	-	-
<b>Mean Score</b>	<b>28.168</b>	<b>38.643</b>	<b>17.389</b>	-	<b>70.297</b>	-	<b>10.338</b>	-	-	-	<b>70.297</b>	<b>10.338</b>	-	-
<b>Standard Deviation</b>	<b>34.396</b>	<b>45.988</b>	<b>4.318</b>	-	<b>37.454</b>	-	<b>5.032</b>	-	-	-	<b>37.454</b>	<b>5.032</b>	-	-
<b>Error Variance</b>	<b>295.768</b>	<b>1057.446</b>	<b>9.322</b>	-	<b>701.386</b>	-	<b>12.662</b>	-	-	-	<b>701.386</b>	<b>12.662</b>	-	-

**Bill Shock (QS7615 - 611247)****Q.4d How much more than expected was your mobile phone broadband bill?****Base: All adults who have received an unexpectedly high bill for their mobile broadband**

	Total	SOCIAL CLASS				SOCIAL CLASS		MARITAL STATUS		
		AB	C1	C2	DE	ABC1	C2DE	Married/ Living as married	Single	Widow divorced seperated
Unweighted Base	5	-	1	1	3	1	4	3	1	1
Est.universe (000's)	96	-	31	15	50	31	65	54	15	27
Weighted Base	96	-	31	15	50	31	65	54	15	27
£1 - £10	(5)	27	-	-	27	-	27	-	-	27
		28%	-	-	54%	-	41%	-	-	100%
£11 - £20	(15)	31	31	-	-	31	-	31	-	-
		32%	100%	-	-	100%	-	57%	-	-
£21 - £30	(25)	10	-	-	10	-	10	10	-	-
		10%	-	-	19%	-	15%	18%	-	-
£31 - £50	(40)	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
£51 - £99	(75)	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-
£100 or more	(100)	15	-	15	-	-	15	-	15	-
		15%	-	100%	-	-	23%	-	100%	-
Can't Remember	14	-	-	-	14	-	14	14	-	-
		14%	-	-	27%	-	21%	25%	-	-
<b>Mean Score</b>	<b>28.168</b>	-	<b>15.000</b>	<b>100.000</b>	<b>10.289</b>	<b>15.000</b>	<b>36.072</b>	<b>17.389</b>	<b>100.000</b>	<b>5.000</b>
<b>Standard Deviation</b>	<b>34.396</b>	-	<b>0.000</b>	<b>0.000</b>	<b>8.944</b>	<b>0.000</b>	<b>41.683</b>	<b>4.318</b>	<b>0.000</b>	<b>0.000</b>
<b>Error Variance</b>	<b>295.768</b>	-	<b>0.000</b>	<b>0.000</b>	<b>39.996</b>	<b>0.000</b>	<b>579.149</b>	<b>9.322</b>	<b>0.000</b>	<b>0.000</b>

**Bill Shock (QS7615 - 611247)****Q.4d How much more than expected was your mobile phone broadband bill?****Base: All adults who have received an unexpectedly high bill for their mobile broadband**

		WORKING STATUS			WORKING STATUS			CHILDREN		COUNTRY		
		Total	Working	Not working	Full time	Part time	Other	Child	No child	England	Scotland	Wales
Unweighted Base		5	3	2	3	-	2	1	4	3	1	1
Est.universe (000's)		96	55	41	55	-	41	14	82	38	27	31
Weighted Base		96	55	41	55	-	41	14	82	38	27	31
£1 - £10	(5)	27	-	27	-	-	27	-	27	-	27	-
		28%	-	66%	-	-	66%	-	33%	-	100%	-
£11 - £20	(15)	31	31	-	31	-	-	-	31	-	-	31
		32%	56%	-	56%	-	-	-	38%	-	-	100%
£21 - £30	(25)	10	10	-	10	-	-	-	10	10	-	-
		10%	18%	-	18%	-	-	-	12%	25%	-	-
£31 - £50	(40)	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-
£51 - £99	(75)	-	-	-	-	-	-	-	-	-	-	-
		-	-	-	-	-	-	-	-	-	-	-
£100 or more	(100)	15	15	-	15	-	-	-	15	15	-	-
		15%	27%	-	27%	-	-	-	18%	39%	-	-
Can't Remember		14	-	14	-	-	14	14	-	14	-	-
		14%	-	34%	-	-	34%	100%	-	36%	-	-
<b>Mean Score</b>		<b>28.168</b>	<b>39.452</b>	<b>5.000</b>	<b>39.452</b>	<b>-</b>	<b>5.000</b>	<b>-</b>	<b>28.168</b>	<b>70.297</b>	<b>5.000</b>	<b>15.000</b>
<b>Standard Deviation</b>		<b>34.396</b>	<b>37.067</b>	<b>0.000</b>	<b>37.067</b>	<b>-</b>	<b>0.000</b>	<b>-</b>	<b>34.396</b>	<b>37.454</b>	<b>0.000</b>	<b>0.000</b>
<b>Error Variance</b>		<b>295.768</b>	<b>457.999</b>	<b>0.000</b>	<b>457.999</b>	<b>-</b>	<b>0.000</b>	<b>-</b>	<b>295.768</b>	<b>701.386</b>	<b>0.000</b>	<b>0.000</b>

**Bill Shock (QS7615 - 611247)****Q.4d How much more than expected was your mobile phone broadband bill?****Base: All adults who have received an unexpectedly high bill for their mobile broadband**

		GOVERNMENT REGIONS											
		Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland
Unweighted Base		5	-	-	-	-	-	2	-	1	-	1	1
Est.universe (000's)		96	-	-	-	-	-	23	-	15	-	31	27
Weighted Base		96	-	-	-	-	-	23	-	15	-	31	27
£1 - £10	(5)	27 28%	-	-	-	-	-	-	-	-	-	-	27 100%
£11 - £20	(15)	31 32%	-	-	-	-	-	-	-	-	-	31 100%	-
£21 - £30	(25)	10 10%	-	-	-	-	-	10 42%	-	-	-	-	-
£31 - £50	(40)	-	-	-	-	-	-	-	-	-	-	-	-
£51 - £99	(75)	-	-	-	-	-	-	-	-	-	-	-	-
£100 or more	(100)	15 15%	-	-	-	-	-	-	-	15 100%	-	-	-
Can't Remember		14 14%	-	-	-	-	-	14 58%	-	-	-	-	-
<b>Mean Score</b>		<b>28.168</b>	-	-	-	-	-	<b>25.000</b>	-	<b>100.000</b>	-	<b>15.000</b>	<b>5.000</b>
<b>Standard Deviation</b>		<b>34.396</b>	-	-	-	-	-	<b>0.000</b>	-	<b>0.000</b>	-	<b>0.000</b>	<b>0.000</b>
<b>Error Variance</b>		<b>295.768</b>	-	-	-	-	-	<b>0.000</b>	-	<b>0.000</b>	-	<b>0.000</b>	<b>0.000</b>

**Bill Shock (QS7615 - 611247)****Q.4d How much more than expected was your mobile phone broadband bill?****Base: All adults who have received an unexpectedly high bill for their mobile broadband**

		Total	Mobile only household	Mobile only bill payer
Unweighted Base		5	3	4
Est.universe (000's)		96	55	65
Weighted Base		96	55	65
£1 - £10	(5)	27 28%	27 49%	27 41%
£11 - £20	(15)	31 32%	-	-
£21 - £30	(25)	10 10%	-	10 15%
£31 - £50	(40)	-	-	-
£51 - £99	(75)	-	-	-
£100 or more	(100)	15 15%	15 27%	15 23%
Can't Remember		14 14%	14 25%	14 21%
<b>Mean Score</b>		<b>28.168</b>	<b>38.643</b>	<b>36.072</b>
<b>Standard Deviation</b>		<b>34.396</b>	<b>45.988</b>	<b>41.683</b>
<b>Error Variance</b>		<b>295.768</b>	<b>1057.446</b>	<b>579.149</b>

**Bill Shock (QS7615 - 611247)****Q.5a And what were the reasons for this increase in your landline phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their land line phone**

	Total	GENDER		AGE										
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-54	55+	65+
Unweighted Base	80	33	47	3	11	14	12	18	13	9	14	26	40	22
Est.universe (000's)	2013	909	1104	54	303	442	361	402	255	197	357	803	853	451
Weighted Base	2013	909	1104	54	303	442	361	402	255	197	357	803	853	451
Calls to 09 numbers\ voting\chat line numbers etc	113 6%	57 6%	56 5%	- -	- -	57 13%	- -	25 6%	- -	31 16%	- -	57 7%	56 7%	31 7%
Calls to 0845\0870 numbers	279 14%	105 12%	175 16%	- -	54 18%	32 7%	34 9%	144 36%	- -	16 8%	54 15%	66 8%	160 19%	16 4%
Calls to 118 numbers\directory enquiry calls	75 4%	54 6%	21 2%	21 38%	54 18%	- -	- -	- -	- -	- -	75 21%	- -	- -	- -
Changed supplier\ contract	72 4%	72 8%	- -	- -	29 10%	- -	- -	20 5%	23 9%	- -	29 8%	- -	43 5%	23 5%
Charges to repairs to the service	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Exceeding my inclusive bundle	51 3%	17 2%	34 3%	- -	- -	34 8%	- -	- -	- -	17 9%	- -	34 4%	17 2%	17 4%
Fraudulent\unauthorise d use	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
I lost my mobile\ my mobile phone was stolen	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Incorrect charges by my service provider	227 11%	112 12%	115 10%	- -	29 10%	93 21%	31 9%	40 10%	17 7%	17 9%	29 8%	124 15%	74 9%	34 8%
Making calls\texts that were not included in my inclusive bundle	82 4%	67 7%	15 1%	13 24%	13 4%	15 4%	40 11%	- -	- -	- -	27 7%	56 7%	- -	- -
Making international phone calls	175 9%	86 9%	89 8%	- -	100 33%	- -	- -	25 6%	49 19%	- -	100 28%	- -	74 9%	49 11%
Service was used by friend\family member	137 7%	- -	137 12%	- -	10 3%	65 15%	63 17%	- -	- -	- -	10 3%	127 16%	- -	- -



**Bill Shock (QS7615 - 611247)****Q.5a And what were the reasons for this increase in your landline phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their land line phone**

	Total	GENDER		AGE										
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-54	55+	65+
Unweighted Base	80	33	47	3	11	14	12	18	13	9	14	26	40	22
Weighted Base	2013	909	1104	54	303	442	361	402	255	197	357	803	853	451
Thought I was capped/protected by a maximum credit limit which could not be exceeded	18 1%	18 2%	-	-	-	18 4%	-	-	-	-	-	18 2%	-	-
Using functions on my mobile that were not included in my inclusive bundle	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used my mobile phone when travelling abroad - EU	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used my mobile phone when travelling abroad - Outside EU	17 1%	-	17 2%	-	-	-	17 5%	-	-	-	-	17 2%	-	-
Calls to mobile numbers	223 11%	88 10%	135 12%	-	88 29%	17 4%	86 24%	-	31 12%	-	88 25%	103 13%	31 4%	31 7%
Made more calls than expected	213 11%	90 10%	124 11%	-	-	72 16%	52 14%	41 10%	49 19%	-	-	124 15%	90 11%	49 11%
Increase in rental / call charges	48 2%	31 3%	17 2%	-	-	-	-	20 5%	17 7%	11 6%	-	-	48 6%	29 6%
Product was not explained properly / thought it was (amount) but it wasn't	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	45 2%	-	45 4%	-	-	-	31 9%	14 3%	-	-	-	31 4%	14 2%	-
<b>SUMMARY CODE</b>														
Net: Calls to specific numbers	467 23%	215 24%	251 23%	21 38%	108 36%	88 20%	34 9%	169 42%	-	47 24%	129 36%	122 15%	216 25%	47 10%
Net: Mobile Roaming (EU/Non EU)	17 1%	-	17 2%	-	-	-	17 5%	-	-	-	-	17 2%	-	-

**Bill Shock (QS7615 - 611247)****Q.5a And what were the reasons for this increase in your landline phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their land line phone**

	Total	GENDER		AGE										
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-54	55+	65+
Unweighted Base	80	33	47	3	11	14	12	18	13	9	14	26	40	22
Weighted Base	2013	909	1104	54	303	442	361	402	255	197	357	803	853	451
Don't Know	449	219	230	20	13	57	69	99	85	104	34	127	289	189
	22%	24%	21%	37%	4%	13%	19%	25%	34%	53%	9%	16%	34%	42%

**Bill Shock (QS7615 - 611247)****Q.5a And what were the reasons for this increase in your landline phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their land line phone**

	SOCIAL CLASS					SOCIAL CLASS		MARITAL STATUS		
	Total	AB	C1	C2	DE	ABC1	C2DE	Married/ Living as married	Single	Widow divorced seperated
Unweighted Base	80	14	26	16	24	40	40	41	17	22
Est.universe (000's)	2013	449	828	363	374	1277	736	1084	372	557
Weighted Base	2013	449	828	363	374	1277	736	1084	372	557
Calls to 09 numbers\ voting\chat line numbers etc	113 6%	- -	113 14%	- -	- -	113 9%	- -	57 5%	- -	56 10%
Calls to 0845\0870 numbers	279 14%	83 18%	56 7%	109 30%	31 8%	139 11%	140 19%	95 9%	54 14%	130 23%
Calls to 118 numbers\directory enquiry calls	75 4%	- -	54 7%	21 6%	- -	54 4%	21 3%	75 7%	- -	- -
Changed supplier\ contract	72 4%	- -	29 4%	20 5%	23 6%	29 2%	43 6%	72 7%	- -	- -
Charges to repairs to the service	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Exceeding my inclusive bundle	51 3%	- -	34 4%	- -	17 5%	34 3%	17 2%	51 5%	- -	- -
Fraudulent\unauthorise d use	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
I lost my mobile\ my mobile phone was stolen	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Incorrect charges by my service provider	227 11%	53 12%	106 13%	16 4%	52 14%	159 12%	68 9%	177 16%	17 5%	33 6%
Making calls\texts that were not included in my inclusive bundle	82 4%	- -	40 5%	13 4%	29 8%	40 3%	42 6%	13 1%	54 14%	15 3%
Making international phone calls	175 9%	32 7%	108 13%	18 5%	17 5%	140 11%	35 5%	128 12%	47 13%	- -
Service was used by friend\family member	137 7%	63 14%	65 8%	- -	10 3%	127 10%	10 1%	- -	75 20%	63 11%

**Bill Shock (QS7615 - 611247)****Q.5a And what were the reasons for this increase in your landline phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their land line phone**

	SOCIAL CLASS					SOCIAL CLASS		MARITAL STATUS		
	Total	AB	C1	C2	DE	ABC1	C2DE	Married/ Living as married	Single	Widow divorced seperated
Unweighted Base	80	14	26	16	24	40	40	41	17	22
Weighted Base	2013	449	828	363	374	1277	736	1084	372	557
Thought I was capped/protected by a maximum credit limit which could not be exceeded	18 1%	- -	- -	- -	18 5%	- -	18 2%	18 2%	- -	- -
Using functions on my mobile that were not included in my inclusive bundle	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Used my mobile phone when travelling abroad - EU	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Used my mobile phone when travelling abroad - Outside EU	17 1%	- -	- -	- -	17 5%	- -	17 2%	- -	17 5%	- -
Calls to mobile numbers	223 11%	117 26%	23 3%	34 9%	49 13%	140 11%	83 11%	112 10%	34 9%	76 14%
Made more calls than expected	213 11%	38 8%	108 13%	68 19%	- -	146 11%	68 9%	78 7%	25 7%	111 20%
Increase in rental / call charges	48 2%	- -	- -	20 5%	29 8%	- -	48 7%	11 1%	20 5%	17 3%
Product was not explained properly / thought it was (amount) but it wasn't	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	45 2%	31 7%	- -	- -	14 4%	31 2%	14 2%	31 3%	14 4%	- -
<b>SUMMARY CODE</b>										
Net: Calls to specific numbers	467 23%	83 18%	223 27%	130 36%	31 8%	306 24%	161 22%	227 21%	54 14%	186 33%

**Bill Shock (QS7615 - 611247)****Q.5a And what were the reasons for this increase in your landline phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their land line phone**

	SOCIAL CLASS					SOCIAL CLASS		MARITAL STATUS		
	Total	AB	C1	C2	DE	ABC1	C2DE	Married/ Living as married	Single	Widow divorced seperated
Unweighted Base	80	14	26	16	24	40	40	41	17	22
Weighted Base	2013	449	828	363	374	1277	736	1084	372	557
Net: Mobile Roaming (EU/Non EU)	17 1%	- -	- -	- -	17 5%	- -	17 2%	- -	17 5%	- -
Don't Know	449 22%	95 21%	171 21%	80 22%	103 28%	266 21%	183 25%	280 26%	51 14%	118 21%

**Bill Shock (QS7615 - 611247)****Q.5a And what were the reasons for this increase in your landline phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their land line phone**

	WORKING STATUS			WORKING STATUS			CHILDREN		COUNTRY		
	Total	Working	Not working	Full time	Part time	Other	Child	No child	England	Scotland	Wales
Unweighted Base	80	39	41	26	13	41	21	59	67	8	5
Est.universe (000's)	2013	1128	885	812	317	885	600	1413	1654	234	125
Weighted Base	2013	1128	885	812	317	885	600	1413	1654	234	125
Calls to 09 numbers\ voting\chat line numbers etc	113 6%	82 7%	31 4%	57 7%	25 8%	31 4%	57 9%	56 4%	56 3%	57 24%	-
Calls to 0845\0870 numbers	279 14%	149 13%	130 15%	99 12%	50 16%	130 15%	51 9%	228 16%	225 14%	54 23%	-
Calls to 118 numbers\directory enquiry calls	75 4%	-	75 8%	-	-	75 8%	75 12%	-	54 3%	-	21 17%
Changed supplier\ contract	72 4%	49 4%	23 3%	49 6%	-	23 3%	-	72 5%	72 4%	-	-
Charges to repairs to the service	-	-	-	-	-	-	-	-	-	-	-
Exceeding my inclusive bundle	51 3%	34 3%	17 2%	-	34 11%	17 2%	34 6%	17 1%	34 2%	17 7%	-
Fraudulent\unauthorise d use	-	-	-	-	-	-	-	-	-	-	-
I lost my mobile\ my mobile phone was stolen	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges by my service provider	227 11%	174 15%	52 6%	125 15%	50 16%	52 6%	122 20%	105 7%	196 12%	-	31 25%
Making calls\texts that were not included in my inclusive bundle	82 4%	82 7%	-	54 7%	29 9%	-	29 5%	54 4%	82 5%	-	-
Making international phone calls	175 9%	71 6%	103 12%	47 6%	25 8%	103 12%	54 9%	121 9%	146 9%	29 12%	-
Service was used by friend\family member	137 7%	70 6%	67 8%	70 9%	-	67 8%	64 11%	73 5%	106 6%	-	31 25%

**Bill Shock (QS7615 - 611247)****Q.5a And what were the reasons for this increase in your landline phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their land line phone**

	WORKING STATUS			WORKING STATUS			CHILDREN		COUNTRY		
	Total	Working	Not working	Full time	Part time	Other	Child	No child	England	Scotland	Wales
Unweighted Base	80	39	41	26	13	41	21	59	67	8	5
Weighted Base	2013	1128	885	812	317	885	600	1413	1654	234	125
Thought I was capped/protected by a maximum credit limit which could not be exceeded	18 1%	- -	18 2%	- -	- -	18 2%	18 3%	- -	18 1%	- -	- -
Using functions on my mobile that were not included in my inclusive bundle	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Used my mobile phone when travelling abroad - EU	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Used my mobile phone when travelling abroad - Outside EU	17 1%	- -	17 2%	- -	- -	17 2%	17 3%	- -	17 1%	- -	- -
Calls to mobile numbers	223 11%	151 13%	72 8%	151 19%	- -	72 8%	95 16%	128 9%	189 11%	34 15%	- -
Made more calls than expected	213 11%	140 12%	74 8%	90 11%	50 16%	74 8%	34 6%	179 13%	213 13%	- -	- -
Increase in rental / call charges	48 2%	20 2%	29 3%	20 2%	- -	29 3%	- -	48 3%	37 2%	- -	11 9%
Product was not explained properly / thought it was (amount) but it wasn't	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	45 2%	31 3%	14 2%	- -	31 10%	14 2%	31 5%	14 1%	14 1%	- -	31 25%
<b>SUMMARY CODE</b>											
Net: Calls to specific numbers	467 23%	231 20%	236 27%	156 19%	75 24%	236 27%	183 30%	284 20%	336 20%	111 47%	21 17%
Net: Mobile Roaming (EU/Non EU)	17 1%	- -	17 2%	- -	- -	17 2%	17 3%	- -	17 1%	- -	- -

**Bill Shock (QS7615 - 611247)****Q.5a And what were the reasons for this increase in your landline phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their land line phone**

	WORKING STATUS			WORKING STATUS			CHILDREN		COUNTRY		
	Total	Working	Not working	Full time	Part time	Other	Child	No child	England	Scotland	Wales
Unweighted Base	80	39	41	26	13	41	21	59	67	8	5
Weighted Base	2013	1128	885	812	317	885	600	1413	1654	234	125
Don't Know	449	174	275	125	49	275	15	433	371	78	-
	22%	15%	31%	15%	15%	31%	3%	31%	22%	33%	-



**Bill Shock (QS7615 - 611247)****Q.5a And what were the reasons for this increase in your landline phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their land line phone**

	GOVERNMENT REGIONS											
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland
Unweighted Base	80	1	11	8	7	4	6	8	14	8	5	8
Est.universe (000's)	2013	15	220	201	174	167	170	225	331	150	125	234
Weighted Base	2013	15	220	201	174	167	170	225	331	150	125	234
Calls to 09 numbers\ voting\ chat line numbers etc	113 6%	-	-	25 12%	-	-	-	-	-	31 21%	-	57 24%
Calls to 0845\0870 numbers	279 14%	-	39 18%	50 25%	24 14%	-	-	-	113 34%	-	-	54 23%
Calls to 118 numbers\ directory enquiry calls	75 4%	-	-	-	-	54 32%	-	-	-	-	21 17%	-
Changed supplier\ contract	72 4%	-	12 5%	-	11 7%	-	-	29 13%	20 6%	-	-	-
Charges to repairs to the service	-	-	-	-	-	-	-	-	-	-	-	-
Exceeding my inclusive bundle	51 3%	-	-	-	-	-	34 20%	-	-	-	-	17 7%
Fraudulent\ unauthorised use	-	-	-	-	-	-	-	-	-	-	-	-
I lost my mobile\ my mobile phone was stolen	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges by my service provider	227 11%	-	42 19%	-	41 23%	-	34 20%	17 8%	29 9%	33 22%	31 25%	-
Making calls\ texts that were not included in my inclusive bundle	82 4%	15 100%	-	-	-	-	13 8%	54 24%	-	-	-	-
Making international phone calls	175 9%	-	-	25 12%	17 10%	54 32%	-	-	49 15%	-	-	29 12%
Service was used by friend\ family member	137 7%	-	23 11%	-	-	39 23%	-	34 15%	-	10 6%	31 25%	-

**Bill Shock (QS7615 - 611247)****Q.5a And what were the reasons for this increase in your landline phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their land line phone**

	GOVERNMENT REGIONS											
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland
Unweighted Base	80	1	11	8	7	4	6	8	14	8	5	8
Weighted Base	2013	15	220	201	174	167	170	225	331	150	125	234
Thought I was capped/protected by a maximum credit limit which could not be exceeded	18 1%	-	18 8%	-	-	-	-	-	-	-	-	-
Using functions on my mobile that were not included in my inclusive bundle	-	-	-	-	-	-	-	-	-	-	-	-
Used my mobile phone when travelling abroad - EU	-	-	-	-	-	-	-	-	-	-	-	-
Used my mobile phone when travelling abroad - Outside EU	17 1%	-	-	-	-	-	17 10%	-	-	-	-	-
Calls to mobile numbers	223 11%	-	37 17%	23 12%	17 10%	93 56%	-	-	17 5%	-	-	34 15%
Made more calls than expected	213 11%	-	50 23%	38 19%	24 14%	-	52 30%	34 15%	-	16 11%	-	-
Increase in rental / call charges	48 2%	-	-	-	-	-	-	-	37 11%	-	11 9%	-
Product was not explained properly / thought it was (amount) but it wasn't	-	-	-	-	-	-	-	-	-	-	-	-
Other	45 2%	-	-	14 7%	-	-	-	-	-	-	31 25%	-
<b>SUMMARY CODE</b>												
Net: Calls to specific numbers	467 23%	-	39 18%	75 37%	24 14%	54 32%	-	-	113 34%	31 21%	21 17%	111 47%
Net: Mobile Roaming (EU/Non EU)	17 1%	-	-	-	-	-	17 10%	-	-	-	-	-

**Bill Shock (QS7615 - 611247)****Q.5a And what were the reasons for this increase in your landline phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their land line phone**

	GOVERNMENT REGIONS											
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland
Unweighted Base	80	1	11	8	7	4	6	8	14	8	5	8
Weighted Base	2013	15	220	201	174	167	170	225	331	150	125	234
Don't Know	449	-	40	51	56	20	20	57	66	60	-	78
	22%	-	18%	25%	32%	12%	12%	25%	20%	40%	-	33%

**Bill Shock (QS7615 - 611247)****Q.5a And what were the reasons for this increase in your landline phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their land line phone**

	Total	Mobile only household	Mobile only bill payer
Unweighted Base	80	-	-
Est.universe (000's)	2013	-	-
Weighted Base	2013	-	-
Calls to 09 numbers\ voting\chat line numbers etc	113 6%	-	-
Calls to 0845\0870 numbers	279 14%	-	-
Calls to 118 numbers\directory enquiry calls	75 4%	-	-
Changed supplier\ contract	72 4%	-	-
Charges to repairs to the service	-	-	-
Exceeding my inclusive bundle	51 3%	-	-
Fraudulent\unauthorise d use	-	-	-
I lost my mobile\ my mobile phone was stolen	-	-	-
Incorrect charges by my service provider	227 11%	-	-
Making calls\texts that were not included in my inclusive bundle	82 4%	-	-
Making international phone calls	175 9%	-	-
Service was used by friend\family member	137 7%	-	-

**Bill Shock (QS7615 - 611247)****Q.5a And what were the reasons for this increase in your landline phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their land line phone**

	Total	Mobile only household	Mobile only bill payer
Unweighted Base	80	-	-
Weighted Base	2013	-	-
Thought I was capped/protected by a maximum credit limit which could not be exceeded	18 1%	- -	- -
Using functions on my mobile that were not included in my inclusive bundle	- -	- -	- -
Used my mobile phone when travelling abroad - EU	- -	- -	- -
Used my mobile phone when travelling abroad - Outside EU	17 1%	- -	- -
Calls to mobile numbers	223 11%	- -	- -
Made more calls than expected	213 11%	- -	- -
Increase in rental / call charges	48 2%	- -	- -
Product was not explained properly / thought it was (amount) but it wasn't	- -	- -	- -
Other	45 2%	- -	- -
<b>SUMMARY CODE</b>			
Net: Calls to specific numbers	467 23%	- -	- -
Net: Mobile Roaming (EU/Non EU)	17 1%	- -	- -
Don't Know	449 22%	- -	- -

**Bill Shock (QS7615 - 611247)****Q.5b And what were the reasons for this increase in your mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their mobile phone**

	Total	GENDER		AGE										
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-54	55+	65+
Unweighted Base	94	40	54	25	29	13	15	8	2	2	54	28	12	4
Est.universe (000's)	2492	1160	1332	631	724	445	414	185	37	55	1355	859	277	93
Weighted Base	2492	1160	1332	631	724	445	414	185	37	55	1355	859	277	93
Calls to 09 numbers\ voting\chat line numbers etc	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls to 0845\0870 numbers	391 16%	88 8%	304 23%	133 21%	178 25%	65 15%	15 4%	-	-	-	311 23%	80 9%	-	-
Calls to 118 numbers\directory enquiry calls	93 4%	43 4%	51 4%	51 8%	43 6%	-	-	-	-	-	93 7%	-	-	-
Changed supplier\ contract	131 5%	65 6%	66 5%	-	49 7%	23 5%	23 6%	-	-	36 64%	49 4%	47 5%	36 13%	36 38%
Charges to repairs to the service	37 1%	13 1%	24 2%	13 2%	24 3%	-	-	-	-	-	37 3%	-	-	-
Exceeding my inclusive bundle	363 15%	157 13%	206 15%	160 25%	110 15%	-	68 17%	-	24 64%	-	270 20%	68 8%	24 9%	24 26%
Fraudulent\unauthorise d use	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I lost my mobile\ my mobile phone was stolen	22 1%	13 1%	10 1%	13 2%	10 1%	-	-	-	-	-	22 2%	-	-	-
Incorrect charges by my service provider	128 5%	87 8%	41 3%	20 3%	13 2%	40 9%	23 6%	17 9%	13 36%	-	34 2%	64 7%	31 11%	13 14%
Making calls\texts that were not included in my inclusive bundle	463 19%	223 19%	240 18%	33 5%	126 17%	153 34%	108 26%	43 23%	-	-	159 12%	261 30%	43 15%	-
Making international phone calls	365 15%	179 15%	186 14%	77 12%	153 21%	57 13%	34 8%	43 24%	-	-	230 17%	92 11%	43 16%	-
Service was used by friend\family member	55 2%	13 1%	42 3%	13 2%	-	-	17 4%	25 13%	-	-	13 1%	17 2%	25 9%	-

**Bill Shock (QS7615 - 611247)****Q.5b And what were the reasons for this increase in your mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their mobile phone**

	Total	GENDER		AGE										
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-54	55+	65+
Unweighted Base	94	40	54	25	29	13	15	8	2	2	54	28	12	4
Weighted Base	2492	1160	1332	631	724	445	414	185	37	55	1355	859	277	93
Thought I was capped/protected by a maximum credit limit which could not be exceeded	98 4%	- -	98 7%	14 2%	30 4%	- -	23 6%	31 17%	- -	- -	44 3%	23 3%	31 11%	- -
Using functions on my mobile that were not included in my inclusive bundle	111 4%	39 3%	72 5%	39 6%	10 1%	34 8%	28 7%	- -	- -	- -	49 4%	62 7%	- -	- -
Used my mobile phone when travelling abroad - EU	148 6%	- -	148 11%	148 23%	- -	- -	- -	- -	- -	- -	148 11%	- -	- -	- -
Used my mobile phone when travelling abroad - Outside EU	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Calls to mobile numbers	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Made more calls than expected	85 3%	85 7%	- -	20 3%	65 9%	- -	- -	- -	- -	- -	85 6%	- -	- -	- -
Increased rental / call charges	54 2%	20 2%	34 3%	- -	20 3%	- -	34 8%	- -	- -	- -	20 1%	34 4%	- -	- -
Product was not explained properly / thought it was (amount) but it wasn't	23 1%	- -	23 2%	- -	- -	23 5%	- -	- -	- -	- -	- -	23 3%	- -	- -
Other	137 5%	86 7%	51 4%	48 8%	28 4%	38 9%	23 6%	- -	- -	- -	75 6%	62 7%	- -	- -
<b>SUMMARY CODE</b>														
Net: Calls to specific numbers	459 18%	130 11%	329 25%	159 25%	220 30%	65 15%	15 4%	- -	- -	- -	379 28%	80 9%	- -	- -
Net: Mobile Roaming (EU/Non EU)	148 6%	- -	148 11%	148 23%	- -	- -	- -	- -	- -	- -	148 11%	- -	- -	- -

**Bill Shock (QS7615 - 611247)****Q.5b And what were the reasons for this increase in your mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their mobile phone**

	GENDER			AGE										
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-54	55+	65+
Unweighted Base	94	40	54	25	29	13	15	8	2	2	54	28	12	4
Weighted Base	2492	1160	1332	631	724	445	414	185	37	55	1355	859	277	93
Don't Know	291	172	118	92	37	102	15	25	-	20	129	117	45	20
	12%	15%	9%	15%	5%	23%	4%	13%	-	36%	10%	14%	16%	21%



**Bill Shock (QS7615 - 611247)****Q.5b And what were the reasons for this increase in your mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their mobile phone**

	SOCIAL CLASS					SOCIAL CLASS		MARITAL STATUS		
	Total	AB	C1	C2	DE	ABC1	C2DE	Married\ Living as married	Single	Widow divorced seperated
Unweighted Base	94	16	40	14	24	56	38	51	35	8
Est.universe (000's)	2492	574	1189	350	379	1762	729	1392	882	219
Weighted Base	2492	574	1189	350	379	1762	729	1392	882	219
Calls to 09 numbers\ voting\chat line numbers etc	-	-	-	-	-	-	-	-	-	-
Calls to 0845\0870 numbers	391 16%	67 12%	271 23%	24 7%	29 8%	339 19%	53 7%	214 15%	177 20%	-
Calls to 118 numbers\directory enquiry calls	93 4%	-	93 8%	-	-	93 5%	-	93 7%	-	-
Changed supplier\ contract	131 5%	-	108 9%	23 7%	-	108 6%	23 3%	102 7%	29 3%	-
Charges to repairs to the service	37 1%	-	-	37 11%	-	-	37 5%	-	37 4%	-
Exceeding my inclusive bundle	363 15%	62 11%	135 11%	107 30%	60 16%	196 11%	166 23%	254 18%	84 10%	24 11%
Fraudulent\unauthorised use	-	-	-	-	-	-	-	-	-	-
I lost my mobile\ my mobile phone was stolen	22 1%	-	-	-	22 6%	-	22 3%	22 2%	-	-
Incorrect charges by my service provider	128 5%	64 11%	20 2%	-	44 12%	84 5%	44 6%	77 6%	51 6%	-
Making calls\texts that were not included in my inclusive bundle	463 19%	57 10%	211 18%	100 29%	95 25%	268 15%	195 27%	307 22%	85 10%	71 33%
Making international phone calls	365 15%	192 33%	153 13%	20 6%	-	345 20%	20 3%	273 20%	93 10%	-
Service was used by friend\family member	55 2%	-	25 2%	-	30 8%	25 1%	30 4%	55 4%	-	-

**Bill Shock (QS7615 - 611247)****Q.5b And what were the reasons for this increase in your mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their mobile phone**

	SOCIAL CLASS					SOCIAL CLASS		MARITAL STATUS		
	Total	AB	C1	C2	DE	ABC1	C2DE	Married/ Living as married	Single	Widow divorced seperated
Unweighted Base	94	16	40	14	24	56	38	51	35	8
Weighted Base	2492	574	1189	350	379	1762	729	1392	882	219
Thought I was capped/protected by a maximum credit limit which could not be exceeded	98 4%	- -	61 5%	- -	37 10%	61 3%	37 5%	14 1%	30 3%	54 25%
Using functions on my mobile that were not included in my inclusive bundle	111 4%	73 13%	- -	28 8%	10 3%	73 4%	38 5%	28 2%	83 9%	- -
Used my mobile phone when travelling abroad - EU	148 6%	- -	148 12%	- -	- -	148 8%	- -	56 4%	91 10%	- -
Used my mobile phone when travelling abroad - Outside EU	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Calls to mobile numbers	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Made more calls than expected	85 3%	- -	85 7%	- -	- -	85 5%	- -	- -	85 10%	- -
Increased rental / call charges	54 2%	- -	34 3%	- -	20 5%	34 2%	20 3%	- -	20 2%	34 16%
Product was not explained properly / thought it was (amount) but it wasn't	23 1%	- -	- -	23 7%	- -	- -	23 3%	23 2%	- -	- -
Other	137 5%	86 15%	23 2%	19 5%	9 2%	109 6%	28 4%	80 6%	56 6%	- -
<b>SUMMARY CODE</b>										
Net: Calls to specific numbers	459 18%	67 12%	339 29%	24 7%	29 8%	407 23%	53 7%	282 20%	177 20%	- -

**Bill Shock (QS7615 - 611247)****Q.5b And what were the reasons for this increase in your mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their mobile phone**

	SOCIAL CLASS					SOCIAL CLASS		MARITAL STATUS		
	Total	AB	C1	C2	DE	ABC1	C2DE	Married/ Living as married	Single	Widow divorced seperated
Unweighted Base	94	16	40	14	24	56	38	51	35	8
Weighted Base	2492	574	1189	350	379	1762	729	1392	882	219
Net: Mobile Roaming (EU/Non EU)	148 6%	- -	148 12%	- -	- -	148 8%	- -	56 4%	91 10%	- -
Don't Know	291 12%	40 7%	142 12%	37 11%	71 19%	182 10%	108 15%	179 13%	76 9%	35 16%

**Bill Shock (QS7615 - 611247)****Q.5b And what were the reasons for this increase in your mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their mobile phone**

	WORKING STATUS			WORKING STATUS			CHILDREN		COUNTRY		
	Total	Working	Not working	Full time	Part time	Other	Child	No child	England	Scotland	Wales
Unweighted Base	94	62	32	46	16	32	36	58	81	5	8
Est.universe (000's)	2492	1700	791	1345	356	791	840	1652	2052	237	203
Weighted Base	2492	1700	791	1345	356	791	840	1652	2052	237	203
Calls to 09 numbers\ voting\chat line numbers etc	-	-	-	-	-	-	-	-	-	-	-
Calls to 0845\0870 numbers	391 16%	245 14%	146 18%	199 15%	46 13%	146 18%	84 10%	308 19%	335 16%	56 24%	-
Calls to 118 numbers\directory enquiry calls	93 4%	93 5%	-	93 7%	-	-	25 3%	68 4%	93 5%	-	-
Changed supplier\ contract	131 5%	72 4%	59 7%	49 4%	23 7%	59 7%	66 8%	65 4%	96 5%	36 15%	-
Charges to repairs to the service	37 1%	37 2%	-	24 2%	13 4%	-	-	37 2%	37 2%	-	-
Exceeding my inclusive bundle	363 15%	212 12%	151 19%	194 14%	18 5%	151 19%	48 6%	315 19%	255 12%	56 24%	52 25%
Fraudulent\unauthorise d use	-	-	-	-	-	-	-	-	-	-	-
I lost my mobile\ my mobile phone was stolen	22 1%	13 1%	10 1%	13 1%	-	10 1%	-	22 1%	22 1%	-	-
Incorrect charges by my service provider	128 5%	77 5%	51 6%	77 6%	-	51 6%	64 8%	64 4%	111 5%	-	17 9%
Making calls\texts that were not included in my inclusive bundle	463 19%	433 25%	30 4%	345 26%	88 25%	30 4%	160 19%	303 18%	378 18%	57 24%	28 14%
Making international phone calls	365 15%	226 13%	139 18%	149 11%	77 22%	139 18%	129 15%	236 14%	309 15%	56 24%	-
Service was used by friend\family member	55 2%	25 1%	30 4%	25 2%	-	30 4%	13 1%	42 3%	55 3%	-	-

**Bill Shock (QS7615 - 611247)****Q.5b And what were the reasons for this increase in your mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their mobile phone**

	WORKING STATUS			WORKING STATUS			CHILDREN		COUNTRY		
	Total	Working	Not working	Full time	Part time	Other	Child	No child	England	Scotland	Wales
Unweighted Base	94	62	32	46	16	32	36	58	81	5	8
Weighted Base	2492	1700	791	1345	356	791	840	1652	2052	237	203
Thought I was capped/protected by a maximum credit limit which could not be exceeded	98 4%	54 3%	44 6%	31 2%	23 6%	44 6%	14 2%	84 5%	45 2%	23 10%	30 15%
Using functions on my mobile that were not included in my inclusive bundle	111 4%	62 4%	49 6%	34 3%	28 8%	49 6%	83 10%	28 2%	83 4%	-	28 14%
Used my mobile phone when travelling abroad - EU	148 6%	38 2%	110 14%	38 3%	-	110 14%	-	148 9%	91 4%	56 24%	-
Used my mobile phone when travelling abroad - Outside EU	-	-	-	-	-	-	-	-	-	-	-
Calls to mobile numbers	-	-	-	-	-	-	-	-	-	-	-
Made more calls than expected	85 3%	-	85 11%	-	-	85 11%	20 2%	65 4%	20 1%	65 27%	-
Increased rental / call charges	54 2%	34 2%	20 3%	34 3%	-	20 3%	34 4%	20 1%	34 2%	-	20 10%
Product was not explained properly / thought it was (amount) but it wasn't	23 1%	23 1%	-	-	23 7%	-	23 3%	-	23 1%	-	-
Other	137 5%	128 8%	9 1%	109 8%	19 5%	9 1%	89 11%	48 3%	109 5%	-	28 14%
<b>SUMMARY CODE</b>											
Net: Calls to specific numbers	459 18%	313 18%	146 18%	267 20%	46 13%	146 18%	84 10%	376 23%	403 20%	56 24%	-
Net: Mobile Roaming (EU/Non EU)	148 6%	38 2%	110 14%	38 3%	-	110 14%	-	148 9%	91 4%	56 24%	-

**Bill Shock (QS7615 - 611247)****Q.5b And what were the reasons for this increase in your mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their mobile phone**

	WORKING STATUS			WORKING STATUS			CHILDREN		COUNTRY		
	Total	Working	Not working	Full time	Part time	Other	Child	No child	England	Scotland	Wales
Unweighted Base	94	62	32	46	16	32	36	58	81	5	8
Weighted Base	2492	1700	791	1345	356	791	840	1652	2052	237	203
Don't Know	291	210	81	156	54	81	114	177	291	-	-
	12%	12%	10%	12%	15%	10%	14%	11%	14%	-	-

**Bill Shock (QS7615 - 611247)****Q.5b And what were the reasons for this increase in your mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their mobile phone**

	GOVERNMENT REGIONS											
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland
Unweighted Base	94	2	13	8	8	7	9	13	12	9	8	5
Est.universe (000's)	2492	39	367	206	257	182	213	290	339	161	203	237
Weighted Base	2492	39	367	206	257	182	213	290	339	161	203	237
Calls to 09 numbers\ voting\ chat line numbers etc	-	-	-	-	-	-	-	-	-	-	-	-
Calls to 0845\0870 numbers	391 16%	-	53 15%	-	31 12%	62 34%	14 6%	121 42%	55 16%	-	-	56 24%
Calls to 118 numbers\ directory enquiry calls	93 4%	-	-	-	43 17%	-	-	-	51 15%	-	-	-
Changed supplier\ contract	131 5%	19 50%	-	47 23%	-	-	-	-	29 9%	-	-	36 15%
Charges to repairs to the service	37 1%	-	-	-	-	24 13%	-	-	-	13 8%	-	-
Exceeding my inclusive bundle	363 15%	-	58 16%	13 6%	24 9%	20 11%	21 10%	76 26%	13 4%	30 19%	52 25%	56 24%
Fraudulent\ unauthorised use	-	-	-	-	-	-	-	-	-	-	-	-
I lost my mobile\ my mobile phone was stolen	22 1%	-	-	-	-	-	-	22 8%	-	-	-	-
Incorrect charges by my service provider	128 5%	-	-	23 11%	-	20 11%	-	27 9%	-	40 25%	17 9%	-
Making calls\ texts that were not included in my inclusive bundle	463 19%	19 50%	20 6%	-	25 10%	39 22%	133 63%	89 31%	34 10%	17 11%	28 14%	57 24%
Making international phone calls	365 15%	-	23 6%	67 33%	43 17%	59 32%	34 16%	-	83 24%	-	-	56 24%
Service was used by friend\ family member	55 2%	-	25 7%	-	-	-	-	-	-	30 18%	-	-

**Bill Shock (QS7615 - 611247)****Q.5b And what were the reasons for this increase in your mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their mobile phone**

	GOVERNMENT REGIONS											
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland
Unweighted Base	94	2	13	8	8	7	9	13	12	9	8	5
Weighted Base	2492	39	367	206	257	182	213	290	339	161	203	237
Thought I was capped/protected by a maximum credit limit which could not be exceeded	98 4%	- -	- -	- -	- -	- -	14 6%	- -	31 9%	- -	30 15%	23 10%
Using functions on my mobile that were not included in my inclusive bundle	111 4%	- -	- -	- -	- -	- -	- -	- -	73 22%	10 6%	28 14%	- -
Used my mobile phone when travelling abroad - EU	148 6%	- -	38 10%	38 18%	- -	- -	16 7%	- -	- -	- -	- -	56 24%
Used my mobile phone when travelling abroad - Outside EU	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Calls to mobile numbers	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Made more calls than expected	85 3%	- -	- -	- -	- -	20 11%	- -	- -	- -	- -	- -	65 27%
Increased rental / call charges	54 2%	- -	- -	- -	- -	- -	- -	- -	34 10%	- -	20 10%	- -
Product was not explained properly / thought it was (amount) but it wasn't	23 1%	- -	- -	23 11%	- -	- -	- -	- -	- -	- -	- -	- -
Other	137 5%	- -	109 30%	- -	- -	- -	- -	- -	- -	- -	28 14%	- -
<b>SUMMARY CODE</b>												
Net: Calls to specific numbers	459 18%	- -	53 15%	- -	73 29%	62 34%	14 6%	121 42%	80 24%	- -	- -	56 24%
Net: Mobile Roaming (EU/Non EU)	148 6%	- -	38 10%	38 18%	- -	- -	16 7%	- -	- -	- -	- -	56 24%



**Bill Shock (QS7615 - 611247)****Q.5b And what were the reasons for this increase in your mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their mobile phone**

	GOVERNMENT REGIONS											
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland
Unweighted Base	94	2	13	8	8	7	9	13	12	9	8	5
Weighted Base	2492	39	367	206	257	182	213	290	339	161	203	237
Don't Know	291	-	60	18	91	-	16	60	25	21	-	-
	12%	-	16%	9%	35%	-	8%	21%	7%	13%	-	-

**Bill Shock (QS7615 - 611247)****Q.5b And what were the reasons for this increase in your mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their mobile phone**

	Total	Mobile only household	Mobile only bill payer
Unweighted Base	94	25	43
Est.universe (000's)	2492	548	1087
Weighted Base	2492	548	1087
Calls to 09 numbers\ voting\chat line numbers etc	-	-	-
Calls to 0845\0870 numbers	391 16%	151 28%	276 25%
Calls to 118 numbers\directory enquiry calls	93 4%	68 12%	68 6%
Changed supplier\ contract	131 5%	19 4%	43 4%
Charges to repairs to the service	37 1%	-	13 1%
Exceeding my inclusive bundle	363 15%	106 19%	162 15%
Fraudulent\unauthorise d use	-	-	-
I lost my mobile\ my mobile phone was stolen	22 1%	22 4%	22 2%
Incorrect charges by my service provider	128 5%	38 7%	38 3%
Making calls\texts that were not included in my inclusive bundle	463 19%	107 19%	137 13%
Making international phone calls	365 15%	20 4%	138 13%
Service was used by friend\family member	55 2%	-	-

**Bill Shock (QS7615 - 611247)****Q.5b And what were the reasons for this increase in your mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their mobile phone**

	Total	Mobile only household	Mobile only bill payer
Unweighted Base	94	25	43
Weighted Base	2492	548	1087
Thought I was capped/protected by a maximum credit limit which could not be exceeded	98 4%	14 2%	44 4%
Using functions on my mobile that were not included in my inclusive bundle	111 4%	-	39 4%
Used my mobile phone when travelling abroad - EU	148 6%	38 7%	148 14%
Used my mobile phone when travelling abroad - Outside EU	-	-	-
Calls to mobile numbers	-	-	-
Made more calls than expected	85 3%	-	85 8%
Increased rental / call charges	54 2%	-	20 2%
Product was not explained properly / thought it was (amount) but it wasn't	23 1%	-	-
Other	137 5%	56 10%	56 5%
<b>SUMMARY CODE</b>			
Net: Calls to specific numbers	459 18%	193 35%	319 29%
Net: Mobile Roaming (EU/Non EU)	148 6%	38 7%	148 14%
Don't Know	291 12%	20 4%	115 11%

**Bill Shock (QS7615 - 611247)****Q.5c And what were the reasons for this increase in your mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their fixed-line broadband**

	GENDER			AGE										
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-54	55+	65+
Unweighted Base	46	29	17	7	8	12	8	6	2	3	15	20	11	5
Est.universe (000's)	1146	793	353	143	207	359	226	106	49	57	350	584	212	106
Weighted Base	1146	793	353	143	207	359	226	106	49	57	350	584	212	106
Changed supplier\contract	20 2%	20 2%	-	-	-	-	-	20 19%	-	-	-	-	20 9%	-
Incorrect charges by my service provider	67 6%	38 5%	29 8%	13 9%	-	38 11%	-	16 15%	-	-	13 4%	38 7%	16 7%	-
Changing broadband supplier\contract	104 9%	71 9%	33 9%	-	57 27%	-	33 14%	15 14%	-	-	57 16%	33 6%	15 7%	-
Charges for repairs to the service	52 5%	52 7%	-	-	-	-	40 18%	-	-	12 20%	-	40 7%	12 5%	12 11%
Fraudulent\unauthorised use	30 3%	-	30 9%	21 14%	10 5%	-	-	-	-	-	30 9%	-	-	-
Going over my download limit	414 36%	248 31%	166 47%	61 43%	54 26%	170 47%	112 50%	-	17 35%	-	115 33%	282 48%	17 8%	17 17%
Service was used by friend/family member	42 4%	42 5%	-	13 9%	29 14%	-	-	-	-	-	42 12%	-	-	-
Increased rental / call charges	31 3%	31 4%	-	-	-	-	-	12 11%	-	20 35%	-	-	31 15%	20 19%
Product not explained properly / thought it was (amount) but it wasn't	86 8%	86 11%	-	20 14%	-	41 11%	-	-	-	25 45%	20 6%	41 7%	25 12%	25 24%
Other	204 18%	114 14%	89 25%	21 14%	28 14%	61 17%	17 8%	45 42%	32 65%	-	49 14%	79 13%	76 36%	32 30%
Don't Know	175 15%	131 17%	44 12%	16 11%	29 14%	89 25%	41 18%	-	-	-	45 13%	130 22%	-	-

**Bill Shock (QS7615 - 611247)****Q.5c And what were the reasons for this increase in your mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their fixed-line broadband**

	SOCIAL CLASS					SOCIAL CLASS		MARITAL STATUS		
	Total	AB	C1	C2	DE	ABC1	C2DE	Married\ Living as married	Single	Widow divorced seperated
Unweighted Base	46	6	11	12	17	17	29	33	11	2
Est.universe (000's)	1146	222	376	279	269	598	548	869	226	51
Weighted Base	1146	222	376	279	269	598	548	869	226	51
Changed supplier\ contract	20 2%	-	-	20 7%	-	-	20 4%	20 2%	-	-
Incorrect charges by my service provider	67 6%	-	38 10%	16 6%	13 5%	38 6%	29 5%	-	51 23%	16 31%
Changing broadband supplier\contract	104 9%	43 20%	-	-	61 22%	43 7%	61 11%	73 8%	31 14%	-
Charges for repairs to the service	52 5%	40 18%	-	-	12 4%	40 7%	12 2%	52 6%	-	-
Fraudulent\unauthorised use	30 3%	-	-	21 7%	10 4%	-	30 6%	21 2%	10 4%	-
Going over my download limit	414 36%	41 18%	157 42%	124 44%	92 34%	198 33%	216 39%	315 36%	64 29%	35 69%
Service was used by friend\family member	42 4%	-	29 8%	-	13 5%	29 5%	13 2%	29 3%	13 6%	-
Increased rental / call charges	31 3%	-	-	20 7%	12 4%	-	31 6%	31 4%	-	-
Product not explained properly / thought it was (amount) but it wasn't	86 8%	66 30%	-	-	20 7%	66 11%	20 4%	86 10%	-	-
Other	204 18%	32 14%	66 18%	71 26%	34 13%	98 16%	106 19%	158 18%	45 20%	-
Don't Know	175 15%	40 18%	85 23%	28 10%	21 8%	126 21%	49 9%	145 17%	29 13%	-

**Bill Shock (QS7615 - 611247)****Q.5c And what were the reasons for this increase in your mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their fixed-line broadband**

	WORKING STATUS			WORKING STATUS			CHILDREN		COUNTRY		
	Total	Working	Not working	Full time	Part time	Other	Child	No child	England	Scotland	Wales
Unweighted Base	46	23	23	14	9	23	20	26	40	3	3
Est.universe (000's)	1146	574	572	374	199	572	589	557	970	86	89
Weighted Base	1146	574	572	374	199	572	589	557	970	86	89
Changed supplier\contract	20 2%	20 3%	-	20 5%	-	-	-	20 4%	20 2%	-	-
Incorrect charges by my service provider	67 6%	67 12%	-	38 10%	29 15%	-	13 2%	54 10%	67 7%	-	-
Changing broadband supplier\contract	104 9%	45 8%	59 10%	28 7%	17 9%	59 10%	43 7%	61 11%	104 11%	-	-
Charges for repairs to the service	52 5%	-	52 9%	-	-	52 9%	40 7%	12 2%	52 5%	-	-
Fraudulent\unauthorised use	30 3%	-	30 5%	-	-	30 5%	30 5%	-	10 1%	-	21 23%
Going over my download limit	414 36%	288 50%	126 22%	145 39%	142 71%	126 22%	253 43%	161 29%	276 28%	69 80%	69 77%
Service was used by friend/family member	42 4%	-	42 7%	-	-	42 7%	29 5%	13 2%	42 4%	-	-
Increased rental / call charges	31 3%	-	31 5%	-	-	31 5%	-	31 6%	31 3%	-	-
Product not explained properly / thought it was (amount) but it wasn't	86 8%	20 4%	66 12%	20 5%	-	66 12%	41 7%	46 8%	46 5%	-	41 45%
Other	204 18%	66 12%	138 24%	38 10%	28 14%	138 24%	110 19%	94 17%	166 17%	17 20%	21 23%
Don't Know	175 15%	85 15%	89 16%	85 23%	-	89 16%	89 15%	85 15%	175 18%	-	-

**Bill Shock (QS7615 - 611247)****Q.5c And what were the reasons for this increase in your mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their fixed-line broadband**

	GOVERNMENT REGIONS											
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland
Unweighted Base	46	2	3	6	5	1	3	9	3	8	3	3
Est.universe (000's)	1146	33	38	218	134	15	83	226	69	154	89	86
Weighted Base	1146	33	38	218	134	15	83	226	69	154	89	86
Changed supplier\contract	20 2%	-	-	-	-	-	-	-	20 29%	-	-	-
Incorrect charges by my service provider	67 6%	13 39%	-	38 17%	-	-	-	-	-	16 10%	-	-
Changing broadband supplier\contract	104 9%	-	15 40%	43 20%	-	15 100%	-	13 6%	17 25%	-	-	-
Charges for repairs to the service	52 5%	-	12 30%	-	-	-	-	40 18%	-	-	-	-
Fraudulent\unauthorised use	30 3%	-	-	-	-	-	-	-	-	10 6%	21 23%	-
Going over my download limit	414 36%	-	-	48 22%	78 58%	-	-	51 23%	17 25%	82 53%	69 77%	69 80%
Service was used by friend\family member	42 4%	-	-	-	-	-	-	13 6%	-	29 19%	-	-
Increased rental / call charges	31 3%	-	12 30%	-	-	-	-	20 9%	-	-	-	-
Product not explained properly / thought it was (amount) but it wasn't	86 8%	20 61%	-	-	-	-	25 31%	-	-	-	41 45%	-
Other	204 18%	-	-	89 41%	-	-	-	28 12%	32 46%	17 11%	21 23%	17 20%
Don't Know	175 15%	-	-	-	56 42%	-	57 69%	61 27%	-	-	-	-

**Bill Shock (QS7615 - 611247)****Q.5c And what were the reasons for this increase in your mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their fixed-line broadband**

	Total	Mobile only household	Mobile only bill payer
Unweighted Base	46	2	5
Est.universe (000's)	1146	50	96
Weighted Base	1146	50	96
Changed supplier\ contract	20 2%	-	-
Incorrect charges by my service provider	67 6%	-	-
Changing broadband supplier\contract	104 9%	15 31%	15 16%
Charges for repairs to the service	52 5%	-	-
Fraudulent\unauthorised use	30 3%	-	-
Going over my download limit	414 36%	34 69%	47 50%
Service was used by friend\family member	42 4%	-	13 13%
Increased rental / call charges	31 3%	-	-
Product not explained properly / thought it was (amount) but it wasn't	86 8%	-	20 21%
Other	204 18%	-	-
Don't Know	175 15%	-	-



**Bill Shock (QS7615 - 611247)****Q.5d And what were the reasons for this increase in your mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their mobile broadband phone**

	Total	GENDER		AGE										
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-54	55+	65+
Unweighted Base	5	2	3	1	2	-	2	-	-	-	3	2	-	-
Est.universe (000's)	96	42	54	14	24	-	58	-	-	-	38	58	-	-
Weighted Base	96	42	54	14	24	-	58	-	-	-	38	58	-	-
Going over my download limit	41 42%	- -	41 75%	- -	10 40%	- -	31 53%	- -	- -	- -	10 25%	31 53%	- -	- -
Other	15 15%	15 35%	- -	- -	15 60%	- -	- -	- -	- -	- -	15 39%	- -	- -	- -
Don't Know	41 42%	27 65%	14 25%	14 100%	- -	- -	27 47%	- -	- -	- -	14 36%	27 47%	- -	- -

**Bill Shock (QS7615 - 611247)****Q.5d And what were the reasons for this increase in your mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their mobile broadband phone**

	SOCIAL CLASS					SOCIAL CLASS		MARITAL STATUS		
	Total	AB	C1	C2	DE	ABC1	C2DE	Married/ Living as married	Single	Widow divorced seperated
Unweighted Base	5	-	1	1	3	1	4	3	1	1
Est.universe (000's)	96	-	31	15	50	31	65	54	15	27
Weighted Base	96	-	31	15	50	31	65	54	15	27
Going over my download limit	41 42%	-	31 100%	-	10 19%	31 100%	10 15%	41 75%	-	-
Other	15 15%	-	-	15 100%	-	-	15 23%	-	15 100%	-
Don't Know	41 42%	-	-	-	41 81%	-	41 62%	14 25%	-	27 100%

**Bill Shock (QS7615 - 611247)****Q.5d And what were the reasons for this increase in your mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their mobile broadband phone**

	WORKING STATUS			WORKING STATUS			CHILDREN		COUNTRY		
	Total	Working	Not working	Full time	Part time	Other	Child	No child	England	Scotland	Wales
Unweighted Base	5	3	2	3	-	2	1	4	3	1	1
Est.universe (000's)	96	55	41	55	-	41	14	82	38	27	31
Weighted Base	96	55	41	55	-	41	14	82	38	27	31
Going over my download limit	41 42%	41 73%	-	41 73%	-	-	-	41 49%	10 25%	-	31 100%
Other	15 15%	15 27%	-	15 27%	-	-	-	15 18%	15 39%	-	-
Don't Know	41 42%	-	41 100%	-	-	41 100%	14 100%	27 33%	14 36%	27 100%	-

**Bill Shock (QS7615 - 611247)****Q.5d And what were the reasons for this increase in your mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their mobile broadband phone**

	GOVERNMENT REGIONS											
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland
Unweighted Base	5	-	-	-	-	-	2	-	1	-	1	1
Est.universe (000's)	96	-	-	-	-	-	23	-	15	-	31	27
Weighted Base	96	-	-	-	-	-	23	-	15	-	31	27
Going over my download limit	41 42%	-	-	-	-	-	10 42%	-	-	-	31 100%	-
Other	15 15%	-	-	-	-	-	-	-	15 100%	-	-	-
Don't Know	41 42%	-	-	-	-	-	14 58%	-	-	-	-	27 100%

**Bill Shock (QS7615 - 611247)****Q.5d And what were the reasons for this increase in your mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their mobile broadband phone**

	Total	Mobile only household	Mobile only bill payer
Unweighted Base	5	3	4
Est.universe (000's)	96	55	65
Weighted Base	96	55	65
Going over my download limit	41 42%	- -	10 15%
Other	15 15%	15 27%	15 23%
Don't Know	41 42%	41 73%	41 62%

**Bill Shock (QS7615 - 611247)****Q.5a/b And what were the reasons for this increase in your landline phone and/or mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their land line and/or mobile phone**

	GENDER			AGE										
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-54	55+	65+
Unweighted Base	165	67	98	28	36	25	26	24	15	11	64	51	50	26
Est.universe (000's)	4234	1864	2370	685	946	806	723	530	292	252	1631	1529	1074	544
Weighted Base	4234	1864	2370	685	946	806	723	530	292	252	1631	1529	1074	544
Calls to 09 numbers\ voting\chat line numbers etc	113 3%	57 3%	56 2%	- -	- -	57 7%	- -	25 5%	- -	31 12%	- -	57 4%	56 5%	31 6%
Calls to 0845\0870 numbers	671 16%	192 10%	478 20%	133 19%	232 24%	97 12%	49 7%	144 27%	- -	16 6%	365 22%	146 10%	160 15%	16 3%
Calls to 118 numbers\directory enquiry calls	168 4%	97 5%	71 3%	71 10%	97 10%	- -	- -	- -	- -	- -	168 10%	- -	- -	- -
Changed supplier\ contract	203 5%	137 7%	66 3%	- -	78 8%	23 3%	23 3%	20 4%	23 8%	36 14%	78 5%	47 3%	78 7%	59 11%
Charges to repairs to the service	37 1%	13 1%	24 1%	13 2%	24 3%	- -	- -	- -	- -	- -	37 2%	- -	- -	- -
Exceeding my inclusive bundle	414 10%	174 9%	240 10%	160 23%	110 12%	34 4%	68 9%	- -	24 8%	17 7%	270 17%	103 7%	41 4%	41 8%
Fraudulent\unauthorise d use	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
I lost my mobile\ my mobile phone was stolen	22 1%	13 1%	10 *	13 2%	10 1%	- -	- -	- -	- -	- -	22 1%	- -	- -	- -
Incorrect charges by my service provider	355 8%	199 11%	156 7%	20 3%	43 5%	133 17%	54 8%	57 11%	30 10%	17 7%	63 4%	187 12%	105 10%	47 9%
Making calls\texts that were not included in my inclusive bundle	532 13%	277 15%	256 11%	46 7%	126 13%	168 21%	148 21%	43 8%	- -	- -	173 11%	317 21%	43 4%	- -
Making international phone calls	540 13%	265 14%	275 12%	77 11%	254 27%	57 7%	34 5%	68 13%	49 17%	- -	331 20%	92 6%	118 11%	49 9%
Service was used by friend\family member	192 5%	13 1%	179 8%	13 2%	10 1%	65 8%	80 11%	25 5%	- -	- -	22 1%	145 9%	25 2%	- -

**Bill Shock (QS7615 - 611247)****Q.5a/b And what were the reasons for this increase in your landline phone and/or mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their land line and/or mobile phone**

	GENDER			AGE										
	Total	Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-54	55+	65+
Unweighted Base	165	67	98	28	36	25	26	24	15	11	64	51	50	26
Weighted Base	4234	1864	2370	685	946	806	723	530	292	252	1631	1529	1074	544
Thought I was capped/protected by a maximum credit limit which could not be exceeded	116 3%	18 1%	98 4%	14 2%	30 3%	18 2%	23 3%	31 6%	- -	- -	44 3%	41 3%	31 3%	- -
Using functions on my mobile that were not included in my inclusive bundle	111 3%	39 2%	72 3%	39 6%	10 1%	34 4%	28 4%	- -	- -	- -	49 3%	62 4%	- -	- -
Used my mobile phone when travelling abroad - EU	148 3%	- -	148 6%	148 22%	- -	- -	- -	- -	- -	- -	148 9%	- -	- -	- -
Used my mobile phone when travelling abroad - Outside EU	17 *	- -	17 1%	- -	- -	- -	17 2%	- -	- -	- -	- -	17 1%	- -	- -
Calls to mobile numbers	223 5%	88 5%	135 6%	- -	88 9%	17 2%	86 12%	- -	31 11%	- -	88 5%	103 7%	31 3%	31 6%
Made more calls than expected	298 7%	175 9%	124 5%	20 3%	65 7%	72 9%	52 7%	41 8%	49 17%	- -	85 5%	124 8%	90 8%	49 9%
Increase in rental / call charges	102 2%	51 3%	51 2%	- -	20 2%	- -	34 5%	20 4%	17 6%	11 5%	20 1%	34 2%	48 4%	29 5%
Product was not explained properly / thought it was (amount) but it wasn't	23 1%	- -	23 1%	- -	- -	23 3%	- -	- -	- -	- -	- -	23 2%	- -	- -
Other	181 4%	86 5%	96 4%	48 7%	28 3%	38 5%	54 8%	14 3%	- -	- -	75 5%	92 6%	14 1%	- -
<b>SUMMARY CODE</b>														
Net: Calls to specific numbers	926 22%	346 19%	580 24%	179 26%	328 35%	153 19%	49 7%	169 32%	- -	47 19%	507 31%	203 13%	216 20%	47 9%
Net: Mobile Roaming (EU/Non EU)	165 4%	- -	165 7%	148 22%	- -	- -	17 2%	- -	- -	- -	148 9%	17 1%	- -	- -
Don't Know	634 15%	311 17%	323 14%	112 16%	50 5%	78 10%	85 12%	99 19%	85 29%	124 49%	162 10%	163 11%	308 29%	209 38%

**Bill Shock (QS7615 - 611247)**

**Q.5a/b And what were the reasons for this increase in your landline phone and/or mobile phone bill? (Spontaneous)**  
**Base: All adults who have received an unexpectedly high bill for their land line and/or mobile phone**

	SOCIAL CLASS					SOCIAL CLASS		MARITAL STATUS		
	Total	AB	C1	C2	DE	ABC1	C2DE	Married/ Living as married	Single	Widow divorced seperated
Unweighted Base	165	28	62	29	46	90	75	86	51	28
Est.universe (000's)	4234	953	1891	662	729	2844	1391	2298	1244	693
Weighted Base	4234	953	1891	662	729	2844	1391	2298	1244	693
Calls to 09 numbers\ voting\chat line numbers etc	113 3%	- -	113 6%	- -	- -	113 4%	- -	57 2%	- -	56 8%
Calls to 0845\0870 numbers	671 16%	150 16%	327 17%	133 20%	60 8%	478 17%	193 14%	309 13%	231 19%	130 19%
Calls to 118 numbers\directory enquiry calls	168 4%	- -	147 8%	21 3%	- -	147 5%	21 1%	168 7%	- -	- -
Changed supplier\ contract	203 5%	- -	137 7%	43 7%	23 3%	137 5%	66 5%	174 8%	29 2%	- -
Charges to repairs to the service	37 1%	- -	- -	37 6%	- -	- -	37 3%	- -	37 3%	- -
Exceeding my inclusive bundle	414 10%	62 6%	169 9%	107 16%	77 11%	230 8%	183 13%	306 13%	84 7%	24 3%
Fraudulent\unauthorise d use	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
I lost my mobile\ my mobile phone was stolen	22 1%	- -	- -	- -	22 3%	- -	22 2%	22 1%	- -	- -
Incorrect charges by my service provider	355 8%	117 12%	126 7%	16 2%	96 13%	243 9%	112 8%	254 11%	68 5%	33 5%
Making calls\texts that were not included in my inclusive bundle	532 13%	57 6%	252 13%	114 17%	110 15%	309 11%	224 16%	307 13%	139 11%	87 12%
Making international phone calls	540 13%	224 23%	261 14%	37 6%	17 2%	485 17%	55 4%	401 17%	139 11%	- -
Service was used by friend\family member	192 5%	63 7%	90 5%	- -	39 5%	152 5%	39 3%	55 2%	75 6%	63 9%



**Bill Shock (QS7615 - 611247)****Q.5a/b And what were the reasons for this increase in your landline phone and/or mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their land line and/or mobile phone**

	SOCIAL CLASS					SOCIAL CLASS		MARITAL STATUS		
	Total	AB	C1	C2	DE	ABC1	C2DE	Married/ Living as married	Single	Widow divorced seperated
Unweighted Base	165	28	62	29	46	90	75	86	51	28
Weighted Base	4234	953	1891	662	729	2844	1391	2298	1244	693
Thought I was capped/protected by a maximum credit limit which could not be exceeded	116 3%	- -	61 3%	- -	55 8%	61 2%	55 4%	32 1%	30 2%	54 8%
Using functions on my mobile that were not included in my inclusive bundle	111 3%	73 8%	- -	28 4%	10 1%	73 3%	38 3%	28 1%	83 7%	- -
Used my mobile phone when travelling abroad - EU	148 3%	- -	148 8%	- -	- -	148 5%	- -	56 2%	91 7%	- -
Used my mobile phone when travelling abroad - Outside EU	17 *	- -	- -	- -	17 2%	- -	17 1%	- -	17 1%	- -
Calls to mobile numbers	223 5%	117 12%	23 1%	34 5%	49 7%	140 5%	83 6%	112 5%	34 3%	76 11%
Made more calls than expected	298 7%	38 4%	193 10%	68 10%	- -	231 8%	68 5%	78 3%	110 9%	111 16%
Increase in rental / call charges	102 2%	- -	34 2%	20 3%	48 7%	34 1%	68 5%	11 *	39 3%	51 7%
Product was not explained properly / thought it was (amount) but it wasn't	23 1%	- -	- -	23 4%	- -	- -	23 2%	23 1%	- -	- -
Other	181 4%	116 12%	23 1%	19 3%	23 3%	140 5%	41 3%	111 5%	70 6%	- -
<b>SUMMARY CODE</b>										
Net: Calls to specific numbers	926 22%	150 16%	562 30%	153 23%	60 8%	713 25%	214 15%	509 22%	231 19%	186 27%

**Bill Shock (QS7615 - 611247)****Q.5a/b And what were the reasons for this increase in your landline phone and/or mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their land line and/or mobile phone**

	SOCIAL CLASS					SOCIAL CLASS		MARITAL STATUS		
	Total	AB	C1	C2	DE	ABC1	C2DE	Married/ Living as married	Single	Widow divorced seperated
Unweighted Base	165	28	62	29	46	90	75	86	51	28
Weighted Base	4234	953	1891	662	729	2844	1391	2298	1244	693
Net: Mobile Roaming (EU/Non EU)	165 4%	- -	148 8%	- -	17 2%	148 5%	17 1%	56 2%	108 9%	- -
Don't Know	634 15%	95 10%	247 13%	117 18%	174 24%	342 12%	291 21%	353 15%	127 10%	153 22%

**Bill Shock (QS7615 - 611247)****Q.5a/b And what were the reasons for this increase in your landline phone and/or mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their land line and/or mobile phone**

	WORKING STATUS			WORKING STATUS			CHILDREN		COUNTRY		
	Total	Working	Not working	Full time	Part time	Other	Child	No child	England	Scotland	Wales
Unweighted Base	165	94	71	65	29	71	53	112	139	13	13
Est.universe (000's)	4234	2593	1641	1920	673	1641	1347	2887	3436	471	328
Weighted Base	4234	2593	1641	1920	673	1641	1347	2887	3436	471	328
Calls to 09 numbers\ voting\chat line numbers etc	113 3%	82 3%	31 2%	57 3%	25 4%	31 2%	57 4%	56 2%	56 2%	57 12%	-
Calls to 0845\0870 numbers	671 16%	394 15%	276 17%	298 16%	96 14%	276 17%	135 10%	536 19%	560 16%	110 23%	-
Calls to 118 numbers\directory enquiry calls	168 4%	93 4%	75 5%	93 5%	-	75 5%	100 7%	68 2%	147 4%	-	21 6%
Changed supplier\ contract	203 5%	121 5%	82 5%	98 5%	23 3%	82 5%	66 5%	137 5%	167 5%	36 8%	-
Charges to repairs to the service	37 1%	37 1%	-	24 1%	13 2%	-	-	37 1%	37 1%	-	-
Exceeding my inclusive bundle	414 10%	246 9%	168 10%	194 10%	52 8%	168 10%	82 6%	332 12%	289 8%	74 16%	52 16%
Fraudulent\unauthorise d use	-	-	-	-	-	-	-	-	-	-	-
I lost my mobile\ my mobile phone was stolen	22 1%	13 *	10 1%	13 1%	-	10 1%	-	22 1%	22 1%	-	-
Incorrect charges by my service provider	355 8%	252 10%	103 6%	202 11%	50 7%	103 6%	186 14%	169 6%	307 9%	-	48 15%
Making calls\texts that were not included in my inclusive bundle	532 13%	502 19%	30 2%	385 20%	117 17%	30 2%	175 13%	357 12%	447 13%	57 12%	28 9%
Making international phone calls	540 13%	298 11%	242 15%	196 10%	102 15%	242 15%	183 14%	357 12%	454 13%	85 18%	-
Service was used by friend\family member	192 5%	95 4%	97 6%	95 5%	-	97 6%	77 6%	115 4%	161 5%	-	31 9%

**Bill Shock (QS7615 - 611247)****Q.5a/b And what were the reasons for this increase in your landline phone and/or mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their land line and/or mobile phone**

	WORKING STATUS			WORKING STATUS			CHILDREN		COUNTRY		
	Total	Working	Not working	Full time	Part time	Other	Child	No child	England	Scotland	Wales
Unweighted Base	165	94	71	65	29	71	53	112	139	13	13
Weighted Base	4234	2593	1641	1920	673	1641	1347	2887	3436	471	328
Thought I was capped/protected by a maximum credit limit which could not be exceeded	116 3%	54 2%	62 4%	31 2%	23 3%	62 4%	32 2%	84 3%	63 2%	23 5%	30 9%
Using functions on my mobile that were not included in my inclusive bundle	111 3%	62 2%	49 3%	34 2%	28 4%	49 3%	83 6%	28 1%	83 2%	- -	28 9%
Used my mobile phone when travelling abroad - EU	148 3%	38 1%	110 7%	38 2%	- -	110 7%	- -	148 5%	91 3%	56 12%	- -
Used my mobile phone when travelling abroad - Outside EU	17 *	- -	17 1%	- -	- -	17 1%	17 1%	- -	17 1%	- -	- -
Calls to mobile numbers	223 5%	151 6%	72 4%	151 8%	- -	72 4%	95 7%	128 4%	189 5%	34 7%	- -
Made more calls than expected	298 7%	140 5%	159 10%	90 5%	50 7%	159 10%	54 4%	244 8%	234 7%	65 14%	- -
Increase in rental / call charges	102 2%	54 2%	48 3%	54 3%	- -	48 3%	34 3%	68 2%	71 2%	- -	31 10%
Product was not explained properly / thought it was (amount) but it wasn't	23 1%	23 1%	- -	- -	23 3%	- -	23 2%	- -	23 1%	- -	- -
Other	181 4%	159 6%	23 1%	109 6%	50 7%	23 1%	120 9%	61 2%	123 4%	- -	58 18%
<b>SUMMARY CODE</b>											
Net: Calls to specific numbers	926 22%	544 21%	382 23%	423 22%	121 18%	382 23%	266 20%	660 23%	738 21%	167 35%	21 6%
Net: Mobile Roaming (EU/Non EU)	165 4%	38 1%	127 8%	38 2%	- -	127 8%	17 1%	148 5%	108 3%	56 12%	- -

**Bill Shock (QS7615 - 611247)****Q.5a/b And what were the reasons for this increase in your landline phone and/or mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their land line and/or mobile phone**

	WORKING STATUS			WORKING STATUS			CHILDREN		COUNTRY		
	Total	Working	Not working	Full time	Part time	Other	Child	No child	England	Scotland	Wales
Unweighted Base	165	94	71	65	29	71	53	112	139	13	13
Weighted Base	4234	2593	1641	1920	673	1641	1347	2887	3436	471	328
Don't Know	634	302	331	199	103	331	89	545	556	78	-
	15%	12%	20%	10%	15%	20%	7%	19%	16%	16%	-

**Bill Shock (QS7615 - 611247)****Q.5a/b And what were the reasons for this increase in your landline phone and/or mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their land line and/or mobile phone**

	GOVERNMENT REGIONS											
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland
Unweighted Base	165	3	23	16	14	11	13	19	24	16	13	13
Est.universe (000's)	4234	54	562	407	390	349	317	445	610	302	328	471
Weighted Base	4234	54	562	407	390	349	317	445	610	302	328	471
Calls to 09 numbers\ voting\ chat line numbers etc	113 3%	-	-	25 6%	-	-	-	-	-	31 10%	-	57 12%
Calls to 0845\0870 numbers	671 16%	-	92 16%	50 12%	55 14%	62 18%	14 4%	121 27%	167 27%	-	-	110 23%
Calls to 118 numbers\ directory enquiry calls	168 4%	-	-	-	43 11%	54 15%	-	-	51 8%	-	21 6%	-
Changed supplier\ contract	203 5%	19 36%	12 2%	47 12%	11 3%	-	-	29 7%	49 8%	-	-	36 8%
Charges to repairs to the service	37 1%	-	-	-	-	24 7%	-	-	-	13 4%	-	-
Exceeding my inclusive bundle	414 10%	-	58 10%	13 3%	24 6%	20 6%	55 17%	76 17%	13 2%	30 10%	52 16%	74 16%
Fraudulent\ unauthorised use	-	-	-	-	-	-	-	-	-	-	-	-
I lost my mobile\ my mobile phone was stolen	22 1%	-	-	-	-	-	-	22 5%	-	-	-	-
Incorrect charges by my service provider	355 8%	-	42 7%	23 6%	41 10%	20 6%	34 11%	44 10%	29 5%	73 24%	48 15%	-
Making calls\ texts that were not included in my inclusive bundle	532 13%	35 64%	20 4%	-	25 7%	39 11%	133 42%	143 32%	34 6%	17 6%	28 9%	57 12%
Making international phone calls	540 13%	-	23 4%	92 23%	60 15%	112 32%	34 11%	-	132 22%	-	-	85 18%
Service was used by friend\ family member	192 5%	-	48 9%	-	-	39 11%	-	34 8%	-	39 13%	31 9%	-

**Bill Shock (QS7615 - 611247)****Q.5a/b And what were the reasons for this increase in your landline phone and/or mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their land line and/or mobile phone**

	GOVERNMENT REGIONS											
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland
Unweighted Base	165	3	23	16	14	11	13	19	24	16	13	13
Weighted Base	4234	54	562	407	390	349	317	445	610	302	328	471
Thought I was capped/protected by a maximum credit limit which could not be exceeded	116 3%	- -	18 3%	- -	- -	- -	14 4%	- -	31 5%	- -	30 9%	23 5%
Using functions on my mobile that were not included in my inclusive bundle	111 3%	- -	- -	- -	- -	- -	- -	- -	73 12%	10 3%	28 9%	- -
Used my mobile phone when travelling abroad - EU	148 3%	- -	38 7%	38 9%	- -	- -	16 5%	- -	- -	- -	- -	56 12%
Used my mobile phone when travelling abroad - Outside EU	17 *	- -	- -	- -	- -	- -	17 5%	- -	- -	- -	- -	- -
Calls to mobile numbers	223 5%	- -	37 7%	23 6%	17 4%	93 27%	- -	- -	17 3%	- -	- -	34 7%
Made more calls than expected	298 7%	- -	50 9%	38 9%	24 6%	20 6%	52 16%	34 8%	- -	16 5%	- -	65 14%
Increase in rental / call charges	102 2%	- -	- -	- -	- -	- -	- -	- -	71 12%	- -	31 10%	- -
Product was not explained properly / thought it was (amount) but it wasn't	23 1%	- -	- -	23 6%	- -	- -	- -	- -	- -	- -	- -	- -
Other	181 4%	- -	109 19%	14 3%	- -	- -	- -	- -	- -	- -	58 18%	- -
<b>SUMMARY CODE</b>												
Net: Calls to specific numbers	926 22%	- -	92 16%	75 18%	98 25%	116 33%	14 4%	121 27%	193 32%	31 10%	21 6%	167 35%
Net: Mobile Roaming (EU/Non EU)	165 4%	- -	38 7%	38 9%	- -	- -	33 10%	- -	- -	- -	- -	56 12%

**Bill Shock (QS7615 - 611247)****Q.5a/b And what were the reasons for this increase in your landline phone and/or mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their land line and/or mobile phone**

	GOVERNMENT REGIONS											
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland
Unweighted Base	165	3	23	16	14	11	13	19	24	16	13	13
Weighted Base	4234	54	562	407	390	349	317	445	610	302	328	471
Don't Know	634	-	75	69	107	20	36	77	91	81	-	78
	15%	-	13%	17%	27%	6%	11%	17%	15%	27%	-	16%



**Bill Shock (QS7615 - 611247)****Q.5a/b And what were the reasons for this increase in your landline phone and/or mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their land line and/or mobile phone**

	Total	Mobile only household	Mobile only bill payer
Unweighted Base	165	25	43
Est.universe (000's)	4234	548	1087
Weighted Base	4234	548	1087
Calls to 09 numbers\ voting\chat line numbers etc	113 3%	- -	- -
Calls to 0845\0870 numbers	671 16%	151 28%	276 25%
Calls to 118 numbers\directory enquiry calls	168 4%	68 12%	68 6%
Changed supplier\ contract	203 5%	19 4%	43 4%
Charges to repairs to the service	37 1%	- -	13 1%
Exceeding my inclusive bundle	414 10%	106 19%	162 15%
Fraudulent\unauthorise d use	- -	- -	- -
I lost my mobile\ my mobile phone was stolen	22 1%	22 4%	22 2%
Incorrect charges by my service provider	355 8%	38 7%	38 3%
Making calls\texts that were not included in my inclusive bundle	532 13%	107 19%	137 13%
Making international phone calls	540 13%	20 4%	138 13%
Service was used by friend\family member	192 5%	- -	- -

**Bill Shock (QS7615 - 611247)****Q.5a/b And what were the reasons for this increase in your landline phone and/or mobile phone bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their land line and/or mobile phone**

	Total	Mobile only household	Mobile only bill payer
Unweighted Base	165	25	43
Weighted Base	4234	548	1087
Thought I was capped/protected by a maximum credit limit which could not be exceeded	116 3%	14 2%	44 4%
Using functions on my mobile that were not included in my inclusive bundle	111 3%	-	39 4%
Used my mobile phone when travelling abroad - EU	148 3%	38 7%	148 14%
Used my mobile phone when travelling abroad - Outside EU	17 *	-	-
Calls to mobile numbers	223 5%	-	-
Made more calls than expected	298 7%	-	85 8%
Increase in rental / call charges	102 2%	-	20 2%
Product was not explained properly / thought it was (amount) but it wasn't	23 1%	-	-
Other	181 4%	56 10%	56 5%
<b>SUMMARY CODE</b>			
Net: Calls to specific numbers	926 22%	193 35%	319 29%
Net: Mobile Roaming (EU/Non EU)	165 4%	38 7%	148 14%
Don't Know	634 15%	20 4%	115 11%

**Bill Shock (QS7615 - 611247)****Q.5c/d And what were the reasons for this increase in your fixed line broadband and/or mobile phone broadband bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their fixed-line broadband and/or mobile broadband**

	Total	GENDER		AGE										
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-54	55+	65+
Unweighted Base	51	31	20	8	10	12	10	6	2	3	18	22	11	5
Est.universe (000's)	1242	835	407	156	231	359	284	106	49	57	388	642	212	106
Weighted Base	1242	835	407	156	231	359	284	106	49	57	388	642	212	106
Calls to 09 numbers\ voting\chat line numbers etc	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls to 0845\0870 numbers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls to 118 numbers\directory enquiry calls	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Changed supplier\ contract	20 2%	20 2%	-	-	-	-	-	20 19%	-	-	-	-	20 9%	-
Charges to repairs to the service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Exceeding my inclusive bundle	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent\unauthorise d use	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I lost my mobile\ my mobile phone was stolen	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges by my service provider	67 5%	38 5%	29 7%	13 8%	-	38 11%	-	16 15%	-	-	13 3%	38 6%	16 7%	-
Making calls\texts that were not included in my inclusive bundle	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Making international phone calls	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Service was used by friend\family member	-	-	-	-	-	-	-	-	-	-	-	-	-	-

**Bill Shock (QS7615 - 611247)****Q.5c/d And what were the reasons for this increase in your fixed line broadband and/or mobile phone broadband bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their fixed-line broadband and/or mobile broadband**

	Total	GENDER		AGE										
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-54	55+	65+
Unweighted Base	51	31	20	8	10	12	10	6	2	3	18	22	11	5
Weighted Base	1242	835	407	156	231	359	284	106	49	57	388	642	212	106
Thought I was capped/protected by a maximum credit limit which could not be exceeded	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Using functions on my mobile that were not included in my inclusive bundle	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used my mobile phone when travelling abroad - EU	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Used my mobile phone when travelling abroad - Outside EU	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Changing broadband supplier\contract	104 8%	71 9%	33 8%	-	57 24%	-	33 12%	15 14%	-	-	57 15%	33 5%	15 7%	-
Charges for repairs to the service	52 4%	52 6%	-	-	-	-	40 14%	-	-	12 20%	-	40 6%	12 5%	12 11%
Fraudulent\unauthorised use	30 2%	-	30 7%	21 13%	10 4%	-	-	-	-	-	30 8%	-	-	-
Going over my download limit	455 37%	248 30%	206 51%	61 39%	64 28%	170 47%	143 50%	-	17 35%	-	124 32%	313 49%	17 8%	17 17%
Service was used by friend/family member	42 3%	42 5%	-	13 8%	29 13%	-	-	-	-	-	42 11%	-	-	-
Calls to mobile numbers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Made more calls than expected	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Increased rental / call charges	31 3%	31 4%	-	-	-	-	-	12 11%	-	20 35%	-	-	31 15%	20 19%

**Bill Shock (QS7615 - 611247)****Q.5c/d And what were the reasons for this increase in your fixed line broadband and/or mobile phone broadband bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their fixed-line broadband and/or mobile broadband**

	Total	GENDER		AGE										
		Male	Female	16-24	25-34	35-44	45-54	55-64	65-74	75+	16-34	35-54	55+	65+
Unweighted Base	51	31	20	8	10	12	10	6	2	3	18	22	11	5
Weighted Base	1242	835	407	156	231	359	284	106	49	57	388	642	212	106
Product not explained properly / thought it was (amount) but it wasn't	86 7%	86 10%	-	20 13%	-	41 11%	-	-	-	25 45%	20 5%	41 6%	25 12%	25 24%
Other	219 18%	129 15%	89 22%	21 13%	43 19%	61 17%	17 6%	45 42%	32 65%	-	64 16%	79 12%	76 36%	32 30%
Don't Know	215 17%	158 19%	57 14%	29 19%	29 13%	89 25%	68 24%	-	-	-	58 15%	157 24%	-	-

**Bill Shock (QS7615 - 611247)****Q.5c/d And what were the reasons for this increase in your fixed line broadband and/or mobile phone broadband bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their fixed-line broadband and/or mobile broadband**

	SOCIAL CLASS					SOCIAL CLASS		MARITAL STATUS		
	Total	AB	C1	C2	DE	ABC1	C2DE	Married/ Living as married	Single	Widow divorced seperated
Unweighted Base	51	6	12	13	20	18	33	36	12	3
Est.universe (000's)	1242	222	407	293	320	629	613	924	241	78
Weighted Base	1242	222	407	293	320	629	613	924	241	78
Calls to 09 numbers\ voting\chat line numbers etc	-	-	-	-	-	-	-	-	-	-
Calls to 0845\0870 numbers	-	-	-	-	-	-	-	-	-	-
Calls to 118 numbers\directory enquiry calls	-	-	-	-	-	-	-	-	-	-
Changed supplier\ contract	20 2%	-	-	20 7%	-	-	20 3%	20 2%	-	-
Charges to repairs to the service	-	-	-	-	-	-	-	-	-	-
Exceeding my inclusive bundle	-	-	-	-	-	-	-	-	-	-
Fraudulent\unauthorise d use	-	-	-	-	-	-	-	-	-	-
I lost my mobile\ my mobile phone was stolen	-	-	-	-	-	-	-	-	-	-
Incorrect charges by my service provider	67 5%	-	38 9%	16 5%	13 4%	38 6%	29 5%	-	51 21%	16 20%
Making calls\texts that were not included in my inclusive bundle	-	-	-	-	-	-	-	-	-	-
Making international phone calls	-	-	-	-	-	-	-	-	-	-
Service was used by friend\family member	-	-	-	-	-	-	-	-	-	-

**Bill Shock (QS7615 - 611247)****Q.5c/d And what were the reasons for this increase in your fixed line broadband and/or mobile phone broadband bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their fixed-line broadband and/or mobile broadband**

	SOCIAL CLASS					SOCIAL CLASS		MARITAL STATUS		
	Total	AB	C1	C2	DE	ABC1	C2DE	Married\ Living as married	Single	Widow divorced seperated
Unweighted Base	51	6	12	13	20	18	33	36	12	3
Weighted Base	1242	222	407	293	320	629	613	924	241	78
Thought I was capped\protected by a maximum credit limit which could not be exceeded	-	-	-	-	-	-	-	-	-	-
Using functions on my mobile that were not included in my inclusive bundle	-	-	-	-	-	-	-	-	-	-
Used my mobile phone when travelling abroad - EU	-	-	-	-	-	-	-	-	-	-
Used my mobile phone when travelling abroad - Outside EU	-	-	-	-	-	-	-	-	-	-
Changing broadband supplier\contract	104 8%	43 20%	-	-	61 19%	43 7%	61 10%	73 8%	31 13%	-
Charges for repairs to the service	52 4%	40 18%	-	-	12 4%	40 6%	12 2%	52 6%	-	-
Fraudulent\unauthorised use	30 2%	-	-	21 7%	10 3%	-	30 5%	21 2%	10 4%	-
Going over my download limit	455 37%	41 18%	188 46%	124 42%	102 32%	229 36%	226 37%	355 38%	64 27%	35 45%
Service was used by friend\family member	42 3%	-	29 7%	-	13 4%	29 5%	13 2%	29 3%	13 5%	-
Calls to mobile numbers	-	-	-	-	-	-	-	-	-	-
Made more calls than expected	-	-	-	-	-	-	-	-	-	-
Increased rental / call charges	31 3%	-	-	20 7%	12 4%	-	31 5%	31 3%	-	-

**Bill Shock (QS7615 - 611247)****Q.5c/d And what were the reasons for this increase in your fixed line broadband and/or mobile phone broadband bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their fixed-line broadband and/or mobile broadband**

	SOCIAL CLASS					SOCIAL CLASS		MARITAL STATUS		
	Total	AB	C1	C2	DE	ABC1	C2DE	Married/ Living as married	Single	Widow divorced seperated
Unweighted Base	51	6	12	13	20	18	33	36	12	3
Weighted Base	1242	222	407	293	320	629	613	924	241	78
Product not explained properly / thought it was (amount) but it wasn't	86 7%	66 30%	- -	- -	20 6%	66 11%	20 3%	86 9%	- -	- -
Other	219 18%	32 14%	66 16%	86 29%	34 11%	98 16%	121 20%	158 17%	60 25%	- -
Don't Know	215 17%	40 18%	85 21%	28 10%	61 19%	126 20%	89 15%	159 17%	29 12%	27 35%



**Bill Shock (QS7615 - 611247)****Q.5c/d And what were the reasons for this increase in your fixed line broadband and/or mobile phone broadband bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their fixed-line broadband and/or mobile broadband**

	WORKING STATUS			WORKING STATUS			CHILDREN		COUNTRY		
	Total	Working	Not working	Full time	Part time	Other	Child	No child	England	Scotland	Wales
Unweighted Base	51	26	25	17	9	25	21	30	43	4	4
Est.universe (000's)	1242	629	613	430	199	613	602	640	1008	113	120
Weighted Base	1242	629	613	430	199	613	602	640	1008	113	120
Calls to 09 numbers\ voting\ chat line numbers etc	-	-	-	-	-	-	-	-	-	-	-
Calls to 0845\0870 numbers	-	-	-	-	-	-	-	-	-	-	-
Calls to 118 numbers\ directory enquiry calls	-	-	-	-	-	-	-	-	-	-	-
Changed supplier\ contract	20 2%	20 3%	-	20 5%	-	-	-	20 3%	20 2%	-	-
Charges to repairs to the service	-	-	-	-	-	-	-	-	-	-	-
Exceeding my inclusive bundle	-	-	-	-	-	-	-	-	-	-	-
Fraudulent\ unauthorised use	-	-	-	-	-	-	-	-	-	-	-
I lost my mobile\ my mobile phone was stolen	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges by my service provider	67 5%	67 11%	-	38 9%	29 15%	-	13 2%	54 8%	67 7%	-	-
Making calls\ texts that were not included in my inclusive bundle	-	-	-	-	-	-	-	-	-	-	-
Making international phone calls	-	-	-	-	-	-	-	-	-	-	-
Service was used by friend\ family member	-	-	-	-	-	-	-	-	-	-	-

**Bill Shock (QS7615 - 611247)****Q.5c/d And what were the reasons for this increase in your fixed line broadband and/or mobile phone broadband bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their fixed-line broadband and/or mobile broadband**

	WORKING STATUS			WORKING STATUS			CHILDREN		COUNTRY		
	Total	Working	Not working	Full time	Part time	Other	Child	No child	England	Scotland	Wales
Unweighted Base	51	26	25	17	9	25	21	30	43	4	4
Weighted Base	1242	629	613	430	199	613	602	640	1008	113	120
Thought I was capped/protected by a maximum credit limit which could not be exceeded	-	-	-	-	-	-	-	-	-	-	-
Using functions on my mobile that were not included in my inclusive bundle	-	-	-	-	-	-	-	-	-	-	-
Used my mobile phone when travelling abroad - EU	-	-	-	-	-	-	-	-	-	-	-
Used my mobile phone when travelling abroad - Outside EU	-	-	-	-	-	-	-	-	-	-	-
Changing broadband supplier\contract	104 8%	45 7%	59 10%	28 6%	17 9%	59 10%	43 7%	61 9%	104 10%	-	-
Charges for repairs to the service	52 4%	-	52 8%	-	-	52 8%	40 7%	12 2%	52 5%	-	-
Fraudulent\unauthorised use	30 2%	-	30 5%	-	-	30 5%	30 5%	-	10 1%	-	21 17%
Going over my download limit	455 37%	328 52%	126 21%	186 43%	142 71%	126 21%	253 42%	202 32%	286 28%	69 61%	100 83%
Service was used by friend/family member	42 3%	-	42 7%	-	-	42 7%	29 5%	13 2%	42 4%	-	-
Calls to mobile numbers	-	-	-	-	-	-	-	-	-	-	-
Made more calls than expected	-	-	-	-	-	-	-	-	-	-	-
Increased rental / call charges	31 3%	-	31 5%	-	-	31 5%	-	31 5%	31 3%	-	-

**Bill Shock (QS7615 - 611247)****Q.5c/d And what were the reasons for this increase in your fixed line broadband and/or mobile phone broadband bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their fixed-line broadband and/or mobile broadband**

	WORKING STATUS			WORKING STATUS			CHILDREN		COUNTRY		
	Total	Working	Not working	Full time	Part time	Other	Child	No child	England	Scotland	Wales
Unweighted Base	51	26	25	17	9	25	21	30	43	4	4
Weighted Base	1242	629	613	430	199	613	602	640	1008	113	120
Product not explained properly / thought it was (amount) but it wasn't	86 7%	20 3%	66 11%	20 5%	- -	66 11%	41 7%	46 7%	46 5%	- -	41 34%
Other	219 18%	81 13%	138 22%	53 12%	28 14%	138 22%	110 18%	108 17%	181 18%	17 15%	21 17%
Don't Know	215 17%	85 14%	130 21%	85 20%	- -	130 21%	103 17%	112 18%	188 19%	27 24%	- -

**Bill Shock (QS7615 - 611247)****Q.5c/d And what were the reasons for this increase in your fixed line broadband and/or mobile phone broadband bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their fixed-line broadband and/or mobile broadband**

	GOVERNMENT REGIONS											
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland
Unweighted Base	51	2	3	6	5	1	5	9	4	8	4	4
Est.universe (000's)	1242	33	38	218	134	15	106	226	83	154	120	113
Weighted Base	1242	33	38	218	134	15	106	226	83	154	120	113
Calls to 09 numbers\ voting\ chat line numbers etc	-	-	-	-	-	-	-	-	-	-	-	-
Calls to 0845\0870 numbers	-	-	-	-	-	-	-	-	-	-	-	-
Calls to 118 numbers\ directory enquiry calls	-	-	-	-	-	-	-	-	-	-	-	-
Changed supplier\ contract	20 2%	-	-	-	-	-	-	-	20 24%	-	-	-
Charges to repairs to the service	-	-	-	-	-	-	-	-	-	-	-	-
Exceeding my inclusive bundle	-	-	-	-	-	-	-	-	-	-	-	-
Fraudulent\ unauthorised use	-	-	-	-	-	-	-	-	-	-	-	-
I lost my mobile\ my mobile phone was stolen	-	-	-	-	-	-	-	-	-	-	-	-
Incorrect charges by my service provider	67 5%	13 39%	-	38 17%	-	-	-	-	-	16 10%	-	-
Making calls\ texts that were not included in my inclusive bundle	-	-	-	-	-	-	-	-	-	-	-	-
Making international phone calls	-	-	-	-	-	-	-	-	-	-	-	-
Service was used by friend\ family member	-	-	-	-	-	-	-	-	-	-	-	-

**Bill Shock (QS7615 - 611247)****Q.5c/d And what were the reasons for this increase in your fixed line broadband and/or mobile phone broadband bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their fixed-line broadband and/or mobile broadband**

	GOVERNMENT REGIONS											
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland
Unweighted Base	51	2	3	6	5	1	5	9	4	8	4	4
Weighted Base	1242	33	38	218	134	15	106	226	83	154	120	113
Thought I was capped/protected by a maximum credit limit which could not be exceeded	-	-	-	-	-	-	-	-	-	-	-	-
Using functions on my mobile that were not included in my inclusive bundle	-	-	-	-	-	-	-	-	-	-	-	-
Used my mobile phone when travelling abroad - EU	-	-	-	-	-	-	-	-	-	-	-	-
Used my mobile phone when travelling abroad - Outside EU	-	-	-	-	-	-	-	-	-	-	-	-
Changing broadband supplier\contract	104 8%	-	15 40%	43 20%	-	15 100%	-	13 6%	17 21%	-	-	-
Charges for repairs to the service	52 4%	-	12 30%	-	-	-	-	40 18%	-	-	-	-
Fraudulent\unauthorised use	30 2%	-	-	-	-	-	-	-	-	10 6%	21 17%	-
Going over my download limit	455 37%	-	-	48 22%	78 58%	-	10 9%	51 23%	17 21%	82 53%	100 83%	69 61%
Service was used by friend/family member	42 3%	-	-	-	-	-	-	13 6%	-	29 19%	-	-
Calls to mobile numbers	-	-	-	-	-	-	-	-	-	-	-	-
Made more calls than expected	-	-	-	-	-	-	-	-	-	-	-	-
Increased rental / call charges	31 3%	-	12 30%	-	-	-	-	20 9%	-	-	-	-

**Bill Shock (QS7615 - 611247)****Q.5c/d And what were the reasons for this increase in your fixed line broadband and/or mobile phone broadband bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their fixed-line broadband and/or mobile broadband**

	GOVERNMENT REGIONS											
	Total	North East	North West	Yorkshire and The Humber	East Midlands	West Midlands	East of England	London	South East	South West	Wales	Scotland
Unweighted Base	51	2	3	6	5	1	5	9	4	8	4	4
Weighted Base	1242	33	38	218	134	15	106	226	83	154	120	113
Product not explained properly / thought it was (amount) but it wasn't	86 7%	20 61%	-	-	-	-	25 24%	-	-	-	41 34%	-
Other	219 18%	-	-	89 41%	-	-	-	28 12%	47 56%	17 11%	21 17%	17 15%
Don't Know	215 17%	-	-	-	56 42%	-	71 67%	61 27%	-	-	-	27 24%

**Bill Shock (QS7615 - 611247)****Q.5c/d And what were the reasons for this increase in your fixed line broadband and/or mobile phone broadband bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their fixed-line broadband and/or mobile broadband**

	Total	Mobile only household	Mobile only bill payer
Unweighted Base	51	5	9
Est.universe (000's)	1242	105	161
Weighted Base	1242	105	161
Calls to 09 numbers\ voting\chat line numbers etc	-	-	-
Calls to 0845\0870 numbers	-	-	-
Calls to 118 numbers\directory enquiry calls	-	-	-
Changed supplier\ contract	20 2%	-	-
Charges to repairs to the service	-	-	-
Exceeding my inclusive bundle	-	-	-
Fraudulent\unauthorise d use	-	-	-
I lost my mobile\ my mobile phone was stolen	-	-	-
Incorrect charges by my service provider	67 5%	-	-
Making calls\texts that were not included in my inclusive bundle	-	-	-
Making international phone calls	-	-	-
Service was used by friend\family member	-	-	-

**Bill Shock (QS7615 - 611247)****Q.5c/d And what were the reasons for this increase in your fixed line broadband and/or mobile phone broadband bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their fixed-line broadband and/or mobile broadband**

	Total	Mobile only household	Mobile only bill payer
Unweighted Base	51	5	9
Weighted Base	1242	105	161
Thought I was capped/protected by a maximum credit limit which could not be exceeded	-	-	-
Using functions on my mobile that were not included in my inclusive bundle	-	-	-
Used my mobile phone when travelling abroad - EU	-	-	-
Used my mobile phone when travelling abroad - Outside EU	-	-	-
Changing broadband supplier\contract	104 8%	15 15%	15 10%
Charges for repairs to the service	52 4%	-	-
Fraudulent\unauthorised use	30 2%	-	-
Going over my download limit	455 37%	34 33%	57 36%
Service was used by friend/family member	42 3%	-	13 8%
Calls to mobile numbers	-	-	-
Made more calls than expected	-	-	-
Increased rental / call charges	31 3%	-	-
Product not explained properly / thought it was (amount) but it wasn't	86 7%	-	20 13%



**Bill Shock (QS7615 - 611247)****Q.5c/d And what were the reasons for this increase in your fixed line broadband and/or mobile phone broadband bill? (Spontaneous)****Base: All adults who have received an unexpectedly high bill for their fixed-line broadband and/or mobile broadband**

	Total	Mobile only household	Mobile only bill payer
Unweighted Base	51	5	9
Weighted Base	1242	105	161
Other	219 18%	15 14%	15 9%
Don't Know	215 17%	41 39%	41 25%

	Page	Table	Title	Base Description	Base
	1	1	Q.X Services in household	Base: All adults GB	1959
	2	1	Q.X Services in household	Base: All adults GB	1959
	3	1	Q.X Services in household	Base: All adults GB	1959
	4	1	Q.X Services in household	Base: All adults GB	1959
	5	1	Q.X Services in household	Base: All adults GB	1959
	6	2	Q.1 Services personally own and pay the bill for	Base: All adults who have a land line phone, a mobile phone, a fixed line broadband or mobile broadband in their household GB	1912
	7	2	Q.1 Services personally own and pay the bill for	Base: All adults who have a land line phone, a mobile phone, a fixed line broadband or mobile broadband in their household GB	1912
	8	2	Q.1 Services personally own and pay the bill for	Base: All adults who have a land line phone, a mobile phone, a fixed line broadband or mobile broadband in their household GB	1912
	9	2	Q.1 Services personally own and pay the bill for	Base: All adults who have a land line phone, a mobile phone, a fixed line broadband or mobile broadband in their household GB	1912
	10	2	Q.1 Services personally own and pay the bill for	Base: All adults who have a land line phone, a mobile phone, a fixed line broadband or mobile broadband in their household GB	1912
	11	3	Q.2 Services received an unexpectedly high bill in the last 12 months	Base: All adults who personally own and pay for a land line phone, a mobile phone, a fixed line broadband or mobile broadband in their household GB	1660
	12	3	Q.2 Services received an unexpectedly high bill in the last 12 months	Base: All adults who personally own and pay for a land line phone, a mobile phone, a fixed line broadband or mobile broadband in their household GB	1660
	13	3	Q.2 Services received an unexpectedly high bill in the last 12 months	Base: All adults who personally own and pay for a land line phone, a mobile phone, a fixed line broadband or mobile broadband in their household GB	1660
	14	3	Q.2 Services received an unexpectedly high bill in the last 12 months	Base: All adults who personally own and pay for a land line phone, a mobile phone, a fixed line broadband or mobile broadband in their household GB	1660
	15	3	Q.2 Services received an unexpectedly high bill in the last 12 months	Base: All adults who personally own and pay for a land line phone, a mobile phone, a fixed line broadband or mobile broadband in their household GB	1660
	16	4	Q.3a How many times in the last 12 months has this happened for your land line phone?	Base: All adults who have received an unexpectedly high bill for their land line phone	80

	Page	Table	Title	Base Description	Base
	17	4	Q.3a How many times in the last 12 months has this happened for your land line phone?	Base: All adults who have received an unexpectedly high bill for their land line phone	80
	18	4	Q.3a How many times in the last 12 months has this happened for your land line phone?	Base: All adults who have received an unexpectedly high bill for their land line phone	80
	19	4	Q.3a How many times in the last 12 months has this happened for your land line phone?	Base: All adults who have received an unexpectedly high bill for their land line phone	80
	20	4	Q.3a How many times in the last 12 months has this happened for your land line phone?	Base: All adults who have received an unexpectedly high bill for their land line phone	80
	21	5	Q.3b How many times in the last 12 months has this happened for your mobile phone?	Base: All adults who have received an unexpectedly high bill for their mobile phone	94
	22	5	Q.3b How many times in the last 12 months has this happened for your mobile phone?	Base: All adults who have received an unexpectedly high bill for their mobile phone	94
	23	5	Q.3b How many times in the last 12 months has this happened for your mobile phone?	Base: All adults who have received an unexpectedly high bill for their mobile phone	94
	24	5	Q.3b How many times in the last 12 months has this happened for your mobile phone?	Base: All adults who have received an unexpectedly high bill for their mobile phone	94
	25	5	Q.3b How many times in the last 12 months has this happened for your mobile phone?	Base: All adults who have received an unexpectedly high bill for their mobile phone	94
	26	6	Q.3c How many times in the last 12 months has this happened for your fixed-line broadband phone?	Base: All adults who have received an unexpectedly high bill for their fixed-line broadband	46
	27	6	Q.3c How many times in the last 12 months has this happened for your fixed-line broadband phone?	Base: All adults who have received an unexpectedly high bill for their fixed-line broadband	46
	28	6	Q.3c How many times in the last 12 months has this happened for your fixed-line broadband phone?	Base: All adults who have received an unexpectedly high bill for their fixed-line broadband	46
	29	6	Q.3c How many times in the last 12 months has this happened for your fixed-line broadband phone?	Base: All adults who have received an unexpectedly high bill for their fixed-line broadband	46
	30	6	Q.3c How many times in the last 12 months has this happened for your fixed-line broadband phone?	Base: All adults who have received an unexpectedly high bill for their fixed-line broadband	46
	31	7	Q.3d How many times in the last 12 months has this happened for your mobile broadband phone?	Base: All adults who have received an unexpectedly high bill for their mobile broadband	5
	32	7	Q.3d How many times in the last 12 months has this happened for your mobile broadband phone?	Base: All adults who have received an unexpectedly high bill for their mobile broadband	5

Page	Table	Title	Base Description	Base
33	7	Q.3d How many times in the last 12 months has this happened for your mobile broadband phone?	Base: All adults who have received an unexpectedly high bill for their mobile broadband	5
34	7	Q.3d How many times in the last 12 months has this happened for your mobile broadband phone?	Base: All adults who have received an unexpectedly high bill for their mobile broadband	5
35	7	Q.3d How many times in the last 12 months has this happened for your mobile broadband phone?	Base: All adults who have received an unexpectedly high bill for their mobile broadband	5
36	8	Q.4a How much more than expected was your land line phone bill?	Base: All adults who have received an unexpectedly high bill for their land line phone	80
37	8	Q.4a How much more than expected was your land line phone bill?	Base: All adults who have received an unexpectedly high bill for their land line phone	80
38	8	Q.4a How much more than expected was your land line phone bill?	Base: All adults who have received an unexpectedly high bill for their land line phone	80
39	8	Q.4a How much more than expected was your land line phone bill?	Base: All adults who have received an unexpectedly high bill for their land line phone	80
40	8	Q.4a How much more than expected was your land line phone bill?	Base: All adults who have received an unexpectedly high bill for their land line phone	80
41	9	Q.4b How much more than expected was your mobile phone bill?	Base: All adults who have received an unexpectedly high bill for their mobile phone	94
42	9	Q.4b How much more than expected was your mobile phone bill?	Base: All adults who have received an unexpectedly high bill for their mobile phone	94
43	9	Q.4b How much more than expected was your mobile phone bill?	Base: All adults who have received an unexpectedly high bill for their mobile phone	94
44	9	Q.4b How much more than expected was your mobile phone bill?	Base: All adults who have received an unexpectedly high bill for their mobile phone	94
45	9	Q.4b How much more than expected was your mobile phone bill?	Base: All adults who have received an unexpectedly high bill for their mobile phone	94
46	10	Q.4c How much more than expected was your fixed line broadband phone bill?	Base: All adults who have received an unexpectedly high bill for their fixed-line broadband	46
47	10	Q.4c How much more than expected was your fixed line broadband phone bill?	Base: All adults who have received an unexpectedly high bill for their fixed-line broadband	46
48	10	Q.4c How much more than expected was your fixed line broadband phone bill?	Base: All adults who have received an unexpectedly high bill for their fixed-line broadband	46

Page	Table	Title	Base Description	Base
49	10	Q.4c How much more than expected was your fixed line broadband phone bill?	Base: All adults who have received an unexpectedly high bill for their fixed-line broadband	46
50	10	Q.4c How much more than expected was your fixed line broadband phone bill?	Base: All adults who have received an unexpectedly high bill for their fixed-line broadband	46
51	11	Q.4d How much more than expected was your mobile phone broadband bill?	Base: All adults who have received an unexpectedly high bill for their mobile broadband	5
52	11	Q.4d How much more than expected was your mobile phone broadband bill?	Base: All adults who have received an unexpectedly high bill for their mobile broadband	5
53	11	Q.4d How much more than expected was your mobile phone broadband bill?	Base: All adults who have received an unexpectedly high bill for their mobile broadband	5
54	11	Q.4d How much more than expected was your mobile phone broadband bill?	Base: All adults who have received an unexpectedly high bill for their mobile broadband	5
55	11	Q.4d How much more than expected was your mobile phone broadband bill?	Base: All adults who have received an unexpectedly high bill for their mobile broadband	5
56	12	Q.5a And what were the reasons for this increase in your landline phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their land line phone	80
57	12	Q.5a And what were the reasons for this increase in your landline phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their land line phone	80
58	12	Q.5a And what were the reasons for this increase in your landline phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their land line phone	80
59	12	Q.5a And what were the reasons for this increase in your landline phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their land line phone	80
60	12	Q.5a And what were the reasons for this increase in your landline phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their land line phone	80
61	12	Q.5a And what were the reasons for this increase in your landline phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their land line phone	80
62	12	Q.5a And what were the reasons for this increase in your landline phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their land line phone	80
63	12	Q.5a And what were the reasons for this increase in your landline phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their land line phone	80
64	12	Q.5a And what were the reasons for this increase in your landline phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their land line phone	80

	Page	Table	Title	Base Description	Base
	65	12	Q.5a And what were the reasons for this increase in your landline phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their land line phone	80
	66	12	Q.5a And what were the reasons for this increase in your landline phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their land line phone	80
	67	12	Q.5a And what were the reasons for this increase in your landline phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their land line phone	80
	68	12	Q.5a And what were the reasons for this increase in your landline phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their land line phone	80
	69	12	Q.5a And what were the reasons for this increase in your landline phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their land line phone	80
	70	13	Q.5b And what were the reasons for this increase in your mobile phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their mobile phone	94
	71	13	Q.5b And what were the reasons for this increase in your mobile phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their mobile phone	94
	72	13	Q.5b And what were the reasons for this increase in your mobile phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their mobile phone	94
	73	13	Q.5b And what were the reasons for this increase in your mobile phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their mobile phone	94
	74	13	Q.5b And what were the reasons for this increase in your mobile phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their mobile phone	94
	75	13	Q.5b And what were the reasons for this increase in your mobile phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their mobile phone	94
	76	13	Q.5b And what were the reasons for this increase in your mobile phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their mobile phone	94
	77	13	Q.5b And what were the reasons for this increase in your mobile phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their mobile phone	94
	78	13	Q.5b And what were the reasons for this increase in your mobile phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their mobile phone	94
	79	13	Q.5b And what were the reasons for this increase in your mobile phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their mobile phone	94
	80	13	Q.5b And what were the reasons for this increase in your mobile phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their mobile phone	94

	Page	Table	Title	Base Description	Base
	81	13	Q.5b And what were the reasons for this increase in your mobile phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their mobile phone	94
	82	13	Q.5b And what were the reasons for this increase in your mobile phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their mobile phone	94
	83	13	Q.5b And what were the reasons for this increase in your mobile phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their mobile phone	94
	84	14	Q.5c And what were the reasons for this increase in your mobile phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their fixed-line broadband	46
	85	14	Q.5c And what were the reasons for this increase in your mobile phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their fixed-line broadband	46
	86	14	Q.5c And what were the reasons for this increase in your mobile phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their fixed-line broadband	46
	87	14	Q.5c And what were the reasons for this increase in your mobile phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their fixed-line broadband	46
	88	14	Q.5c And what were the reasons for this increase in your mobile phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their fixed-line broadband	46
	89	15	Q.5d And what were the reasons for this increase in your mobile phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their mobile broadband phone	5
	90	15	Q.5d And what were the reasons for this increase in your mobile phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their mobile broadband phone	5
	91	15	Q.5d And what were the reasons for this increase in your mobile phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their mobile broadband phone	5
	92	15	Q.5d And what were the reasons for this increase in your mobile phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their mobile broadband phone	5
	93	15	Q.5d And what were the reasons for this increase in your mobile phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their mobile broadband phone	5
	94	16	Q.5a/b And what were the reasons for this increase in your landline phone and/or mobile phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their land line and/or mobile phone	165
	95	16	Q.5a/b And what were the reasons for this increase in your landline phone and/or mobile phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their land line and/or mobile phone	165
	96	16	Q.5a/b And what were the reasons for this increase in your landline phone and/or mobile phone bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their land line and/or mobile phone	165





	Page	Table	Title	Base Description	Base
	113	17	Q.5c/d And what were the reasons for this increase in your fixed line broadband and/or mobile phone broadband bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their fixed-line broadband and/or mobile broadband	51
	114	17	Q.5c/d And what were the reasons for this increase in your fixed line broadband and/or mobile phone broadband bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their fixed-line broadband and/or mobile broadband	51
	115	17	Q.5c/d And what were the reasons for this increase in your fixed line broadband and/or mobile phone broadband bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their fixed-line broadband and/or mobile broadband	51
	116	17	Q.5c/d And what were the reasons for this increase in your fixed line broadband and/or mobile phone broadband bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their fixed-line broadband and/or mobile broadband	51
	117	17	Q.5c/d And what were the reasons for this increase in your fixed line broadband and/or mobile phone broadband bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their fixed-line broadband and/or mobile broadband	51
	118	17	Q.5c/d And what were the reasons for this increase in your fixed line broadband and/or mobile phone broadband bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their fixed-line broadband and/or mobile broadband	51
	119	17	Q.5c/d And what were the reasons for this increase in your fixed line broadband and/or mobile phone broadband bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their fixed-line broadband and/or mobile broadband	51
	120	17	Q.5c/d And what were the reasons for this increase in your fixed line broadband and/or mobile phone broadband bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their fixed-line broadband and/or mobile broadband	51
	121	17	Q.5c/d And what were the reasons for this increase in your fixed line broadband and/or mobile phone broadband bill? (Spontaneous)	Base: All adults who have received an unexpectedly high bill for their fixed-line broadband and/or mobile broadband	51