

	Page	Table	Title	Base Description	Base
●	1	1	Q.1 Which company does your household use for your landline telephone service and/or line rental? If you have more than one household landline connection, please tell me about the one you use most often	Base: All Adults 16+ in UK	6407
●	2	2	Q.1 Which company does your household use for your landline telephone service and/or line rental? If you have more than one household landline connection, please tell me about the one you use most often	Base: All Adults 16+ in UK	6407
●	3	3	Q.1 Which company does your household use for your landline telephone service and/or line rental? If you have more than one household landline connection, please tell me about the one you use most often	Base: All Adults 16+ in UK	6407
●	5	4	Q.1 Which company does your household use for your landline telephone service and/or line rental? If you have more than one household landline connection, please tell me about the one you use most often	Base: All Adults 16+ in UK	6407
●	7	5	Q.1 Which company does your household use for your landline telephone service and/or line rental? If you have more than one household landline connection, please tell me about the one you use most often	Base: All Adults 16+ in UK	6407
●	8	6	Q.2 And thinking of your personal mobile phone, which network are you on? So not one that might be provided to you by your work. If you have more than one mobile phone network provider, please tell me about the one you use most often.	Base: All Adults 16+ in UK	6407
●	9	7	Q.2 And thinking of your personal mobile phone, which network are you on? So not one that might be provided to you by your work. If you have more than one mobile phone network provider, please tell me about the one you use most often.	Base: All Adults 16+ in UK	6407
●	10	8	Q.2 And thinking of your personal mobile phone, which network are you on? So not one that might be provided to you by your work. If you have more than one mobile phone network provider, please tell me about the one you use most often.	Base: All Adults 16+ in UK	6407
●	12	9	Q.2 And thinking of your personal mobile phone, which network are you on? So not one that might be provided to you by your work. If you have more than one mobile phone network provider, please tell me about the one you use most often.	Base: All Adults 16+ in UK	6407
●	14	10	Q.2 And thinking of your personal mobile phone, which network are you on? So not one that might be provided to you by your work. If you have more than one mobile phone network provider, please tell me about the one you use most often.	Base: All Adults 16+ in UK	6407
●	15	11	Q.3 Which company does your household use for its fixed broadband Internet connection? By this I mean, broadband used through your household phone line, and not a mobile broadband connection where you would plug a USB dongle into your computer.	Base: All Adults 16+ in UK	6407
●	16	12	Q.3 Which company does your household use for its fixed broadband Internet connection? By this I mean, broadband used through your household phone line, and not a mobile broadband connection where you would plug a USB dongle into your computer.	Base: All Adults 16+ in UK	6407

	Page	Table	Title	Base Description	Base
●	17	13	Q.3 Which company does your household use for its fixed broadband Internet connection? By this I mean, broadband used through your household phone line, and not a mobile broadband connection where you would plug a USB dongle into your computer.	Base: All Adults 16+ in UK	6407
●	19	14	Q.3 Which company does your household use for its fixed broadband Internet connection? By this I mean, broadband used through your household phone line, and not a mobile broadband connection where you would plug a USB dongle into your computer.	Base: All Adults 16+ in UK	6407
●	21	15	Q.3 Which company does your household use for its fixed broadband Internet connection? By this I mean, broadband used through your household phone line, and not a mobile broadband connection where you would plug a USB dongle into your computer.	Base: All Adults 16+ in UK	6407
●	22	16	Q.4 Which company does your household use for cable, satellite or other Pay TV, if any? If you use more than one company, please just tell me about the one which you use most often.	Base: All Adults 16+ in UK	6407
●	23	17	Q.4 Which company does your household use for cable, satellite or other Pay TV, if any? If you use more than one company, please just tell me about the one which you use most often.	Base: All Adults 16+ in UK	6407
●	24	18	Q.4 Which company does your household use for cable, satellite or other Pay TV, if any? If you use more than one company, please just tell me about the one which you use most often.	Base: All Adults 16+ in UK	6407
●	25	19	Q.4 Which company does your household use for cable, satellite or other Pay TV, if any? If you use more than one company, please just tell me about the one which you use most often.	Base: All Adults 16+ in UK	6407
●	26	20	Q.4 Which company does your household use for cable, satellite or other Pay TV, if any? If you use more than one company, please just tell me about the one which you use most often.	Base: All Adults 16+ in UK	6407
●	27	21	Q.5 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?	Base: All Adults 16+ in UK	6407
●	28	22	Q.5 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?	Base: All Adults 16+ in UK	6407
●	29	23	Q.5 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?	Base: All Adults 16+ in UK	6407
●	30	24	Q.5 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?	Base: All Adults 16+ in UK	6407
●	31	25	Q.5 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?	Base: All Adults 16+ in UK	6407
●	32	26	Q.6A What was the most recent issue you had reason to complain about in connection with your home landline?	Base: All who had reason to complain about landline phone	262
	34	27	Q.6A What was the most recent issue you had reason to complain about in connection with your home landline?	Base: All who had reason to complain about landline phone	262

	Page	Table	Title	Base Description	Base
●	36	28	Q.6B And what other reason(s) did you have reason to complain about with your home landline?	Base: All who had reason to complain about landline phone	262
	38	29	Q.6B And what other reason(s) did you have reason to complain about with your home landline?	Base: All who had reason to complain about landline phone	262
●	40	30	Q.6A\6B What was the most recent/Other reason(s) issue you had reason to complain about in connection with your home landline? - Total	Base: All who had reason to complain about landline phone	262
	42	31	Q.6A\6B What was the most recent/Other reason(s) issue you had reason to complain about in connection with your home landline? - Total	Base: All who had reason to complain about landline phone	262
●	44	32	Q.7 And have you gone ahead and made a complaint about your landline service or supplier?	Base: All who had reason to complain about landline phone	262
	45	33	Q.7 And have you gone ahead and made a complaint about your landline service or supplier?	Base: All who had reason to complain about landline phone	262
	46	34	Q.8 And did you make this or your most recent complaint to your landline provider in the last 6 months?	Base: All who have complained to landline provider	196
	47	35	Q.8 And did you make this or your most recent complaint to your landline provider in the last 6 months?	Base: All who have complained to landline provider	196
	48	36	Q.9 Why didn't you make a complaint about your landline service or supplier?	Base: All who have not made a complaint about landline phone issues	64
●	49	37	Q.10A What was the most recent issue you had reason to complain about in connection with your mobile phone ?	Base: All who had reason to complain about mobile phone	225
	51	38	Q.10A What was the most recent issue you had reason to complain about in connection with your mobile phone ?	Base: All who had reason to complain about mobile phone	225
●	53	39	Q.10B And what other reason(s) did you have reason to complain about with your mobile phone ?	Base: All who had reason to complain about mobile phone	225
●	55	40	Q.10B And what other reason(s) did you have reason to complain about with your mobile phone ?	Base: All who had reason to complain about mobile phone	225
●	57	41	Q.10A\10B What was the most recent/other reason(s) issue you had reason to complain about in connection with your mobile phone ? - Total	Base: All who had reason to complain about mobile phone	225
	59	42	Q.10A\10B What was the most recent/other reason(s) issue you had reason to complain about in connection with your mobile phone ? - Total	Base: All who had reason to complain about mobile phone	225
	61	43	Q.11 And have you gone ahead and made a complaint about your mobile service or supplier?	Base: All who had reason to complain about mobile phone	225
	62	44	Q.11 And have you gone ahead and made a complaint about your mobile service or supplier?	Base: All who had reason to complain about mobile phone	225

	Page	Table	Title	Base Description	Base
	63	45	Q.12 And did you make this or your most recent complaint to your mobile provider in the last 6 months?	Base: All who have complained to mobile provider	142
	64	46	Q.13 Why didn't you make a complaint about your mobile service or supplier?	Base: All who have not made a complaint about mobile phone issues	79
●	65	47	Q.14A What was the most recent issue you had reason to complain about in connection with your fixed broadband ?	Base: All who had reason to complain about fixed broadband provider	684
●	67	48	Q.14A What was the most recent issue you had reason to complain about in connection with your fixed broadband ?	Base: All who had reason to complain about fixed broadband provider	684
●	69	49	Q.14A What was the most recent issue you had reason to complain about in connection with your fixed broadband ?	Base: All who had reason to complain about fixed broadband provider	684
●	71	50	Q.14B And what other reason(s) did you have reason to complain about your fixed broadband?	Base: All who had reason to complain about fixed broadband provider	684
●	73	51	Q.14B And what other reason(s) did you have reason to complain about your fixed broadband?	Base: All who had reason to complain about fixed broadband provider	684
●	75	52	Q.14B And what other reason(s) did you have reason to complain about your fixed broadband?	Base: All who had reason to complain about fixed broadband provider	684
●	77	53	Q.14A\14B What was the most recent/other reason(s) issue you had reason to complain about in connection with your fixed broadband ?	Base: All who had reason to complain about fixed broadband provider	684
●	79	54	Q.14A\14B What was the most recent/other reason(s) issue you had reason to complain about in connection with your fixed broadband ?	Base: All who had reason to complain about fixed broadband provider	684
●	81	55	Q.14A\14B What was the most recent/other reason(s) issue you had reason to complain about in connection with your fixed broadband ?	Base: All who had reason to complain about fixed broadband provider	684
	83	56	Q.15 And have you gone ahead and made a complaint about your fixed broadband service or supplier?	Base: All who had reason to complain about fixed broadband provider	684
●	84	57	Q.15 And have you gone ahead and made a complaint about your fixed broadband service or supplier?	Base: All who had reason to complain about fixed broadband provider	684
	85	58	Q.15 And have you gone ahead and made a complaint about your fixed broadband service or supplier?	Base: All who had reason to complain about fixed broadband provider	684
●	86	59	Q.16 And did you make this or your most recent complaint to your fixed broadband provider in the last 6 months?	Base: All who have complained to fixed broadband provider	523
●	87	60	Q.16 And did you make this or your most recent complaint to your fixed broadband provider in the last 6 months?	Base: All who have complained to fixed broadband provider	523

	Page	Table	Title	Base Description	Base
●	88	61	Q.16 And did you make this or your most recent complaint to your fixed broadband provider in the last 6 months?	Base: All who have complained to fixed broadband provider	523
	89	62	Q.17 Why didn't you make a complaint about your fixed broadband service or supplier?	Base: All who have not made a complaint about fixed broadband issues	157
●	90	63	Q.18A What was the most recent issue you had reason to complain about in connection with your pay TV ?	Base: All who had reason to complain about pay TV provider	165
●	92	64	Q.18B And what other reason(s) did you have reason to complain about your pay TV?	Base: All who had reason to complain about pay TV provider	165
●	94	65	Q.18A\18B What was the most recent/Other issue you had reason to complain about in connection with your pay TV ? - Total	Base: All who had reason to complain about pay TV provider	165
	96	66	Q.19 And have you gone ahead and made a complaint about your pay TV service or supplier?	Base: All who had reason to complain about pay TV provider	165
	97	67	Q.20 And did you make this or your most recent complaint to your pay TV provider in the last 6 months?	Base: All who have complained to pay TV provider	128
●	98	68	Q.8\12\16\20 Complained in the last 6 months	Base: All Adults 16+ in UK	6407
●	99	69	Q.8\12\16\20 Complained in the last 6 months	Base: All Adults 16+ in UK	6407
●	100	70	Q.8\12\16\20 Complained in the last 6 months	Base: All Adults 16+ in UK	6407
●	101	71	Q.8\12\16\20 Complained in the last 6 months	Base: All Adults 16+ in UK	6407
●	102	72	Q.8\12\16\20 Complained in the last 6 months	Base: All Adults 16+ in UK	6407

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.1 Which company does your household use for your landline telephone service and/or line rental?
If you have more than one household landline connection, please tell me about the one you use most often
Base: All Adults 16+ in UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	6407	3089	3318	865	1103	946	889	839	990	775	1080	1763	1342	2222
Weighted Base	6407	3110	3297	904	1199	1044	1036	979	692	554	1185	1996	1335	1892
BT	1897	880	1016	175	207	287	311	337	279	300	460	568	366	504
	30%	28%	31%	19%	17%	28%	30%	34%	40%	54%	39%	28%	27%	27%
		46%	54% ^a	9%	11%	15% ^{cd}	16% ^{cd}	18% ^{cde}	15% ^{cdefg}	16% ^{cdefgh}	24% ^{klm}	30%	19%	27%
Sky	1088	530	558	128	265	210	213	144	87	41	184	355	278	270
	17%	17%	17%	14%	22%	20%	21%	15%	13%	7%	16%	18%	21%	14%
		49%	51%	12% ⁱ	24% ^{cghi}	19% ^{cghi}	20% ^{cghi}	13% ⁱ	8% ⁱ	4%	17%	33% ^m	26% ^{jkm}	25%
TalkTalk	571	282	289	72	99	76	91	99	79	55	117	152	128	175
	9%	9%	9%	8%	8%	7%	9%	10%	11%	10%	10%	8%	10%	9%
		49%	51%	13%	17%	13%	16%	17% ^e	14% ^{cde}	10% ^{ee}	20% ^k	27%	22%	31%
Virgin Media	1008	489	519	140	172	207	188	169	89	44	191	366	200	251
	16%	16%	16%	16%	14%	20%	18%	17%	13%	8%	16%	18%	15%	13%
		48%	52%	14% ⁱ	17% ⁱ	21% ^{cdhi}	19% ^{dhi}	17% ^{hi}	9% ⁱ	4%	19% ^m	36% ^{lm}	20%	25%
EE	191	102	90	23	48	38	27	31	17	7	35	70	46	40
	3%	3%	3%	2%	4%	4%	3%	3%	3%	1%	3%	4%	3%	2%
		53%	47%	12%	25% ⁱ	20% ⁱ	14%	16% ⁱ	9%	4%	18%	37% ^m	24% ^m	21%
Plusnet	145	63	82	9	36	18	28	30	16	8	32	54	25	33
	2%	2%	2%	1%	3%	2%	3%	3%	2%	1%	3%	3%	2%	2%
		44%	56%	6%	25% ^{ci}	13%	20% ^c	20% ^{ci}	11% ^c	5%	22%	37%	17%	23%
Post Office	91	34	56	2	5	10	9	16	22	27	6	19	19	46
	1%	1%	2%	*	*	1%	1%	2%	3%	5%	1%	1%	1%	2%
		38%	62% ^a	2%	5%	11% ^c	10%	17% ^{cd}	24% ^{cdefg}	30% ^{cdefg}	7%	20%	21% ^j	51% ^{kl}
Other	177	84	93	11	34	22	27	26	37	19	44	48	35	51
	3%	3%	3%	1%	3%	2%	3%	3%	5%	4%	4%	2%	3%	3%
		47%	53%	6%	19% ^c	13%	15% ^c	15% ^c	21% ^{cdefg}	11% ^c	25% ^k	27%	19%	29%
Don't have a landline telephone/line rental service	1015	532	484	283	293	145	107	113	53	21	88	308	183	436
	16%	17%	15%	31%	24%	14%	10%	12%	8%	4%	7%	15%	14%	23%
		52% ^b	48%	28% ^{defgh}	29% ^{efghi}	14% ^{fhi}	11% ⁱ	11% ^{hi}	5% ⁱ	2%	9%	30% ^j	18% ^j	43% ^{kl}
Don't know	223	114	110	61	41	31	33	14	13	31	29	56	53	85
	3%	4%	3%	7%	3%	3%	3%	1%	2%	6%	2%	3%	4%	4%
		51%	49%	27% ^{defgh}	19% ^{gh}	14% ^g	15% ^g	6%	6%	14% ^{defgh}	13%	25%	24% ^j	38% ^{jk}

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)
 Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m

Any columns with a base of less than 50 have been suppressed

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.1 Which company does your household use for your landline telephone service and/or line rental?
If you have more than one household landline connection, please tell me about the one you use most often
Base: All Adults 16+ in UK

	Total	AREA		COUNTRY			
		Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)
Unweighted Base	6407	5048	1359	5367	534	305	201
Weighted Base	6407	5079	1328	5396	545	320	146
BT	1897 30%	1392 27% 73%	505 38% 27% ^a	1557 29% 82%	168 31% 9%	120 37% 6% ^c	52 36% 3% ^c
Sky	1088 17%	871 17% 80%	217 16% 20%	895 17% 82%	97 18% 9%	64 20% 6%	32 22% 3%
TalkTalk	571 9%	451 9% 79%	120 9% 21%	469 9% 82%	50 9% 9%	36 11% 6%	17 11% 3%
Virgin Media	1008 16%	920 18% 91% ^b	88 7% 9%	894 17% 89% ^{ef}	94 17% 9% ^{ef}	15 5% 2%	6 4% 1%
EE	191 3%	150 3% 79%	41 3% 21%	163 3% 85%	17 3% 9%	10 3% 5%	2 1% 1%
Plusnet	145 2%	101 2% 70%	44 3% 30% ^a	121 2% 83%	16 3% 11%	8 2% 5%	1 1% 1%
Post Office	91 1%	63 1% 69%	28 2% 31% ^a	71 1% 79%	7 1% 7%	8 3% 9%	5 3% 5% ^c
Other	177 3%	111 2% 62%	67 5% 38% ^a	149 3% 84%	15 3% 8%	11 3% 6%	3 2% 2%
Don't have a landline telephone/line rental service	1015 16%	833 16% 82% ^b	183 14% 18%	881 16% 87% ^d	66 12% 6%	42 13% 4%	27 18% 3% ^d
Don't know	223 3%	187 4% 84%	36 3% 16%	198 4% 89%	16 3% 7%	6 2% 3%	3 2% 1%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Any columns with a base of less than 50 have been suppressed

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.1 Which company does your household use for your landline telephone service and/or line rental?
If you have more than one household landline connection, please tell me about the one you use most often
Base: All Adults 16+ in UK

	Total	GOVERNMENT REGIONS										ETHNIC ORIGIN		INTERNET ACCESS		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	White (l)	Minority Ethnic (m)	Any (n)	None (o)
Unweighted Base	6407	292	711	568	460	574	585	759	874	544	305	534	5638	726	5394	1013
Weighted Base	6407	287	698	565	456	569	613	778	886	547	320	545	5596	766	5598	809
BT	1897	85	192	149	153	160	168	189	277	183	120	168	1722	169	1579	318
	30%	30%	28%	26%	34%	28%	27%	24%	31%	34%	37%	31%	31%	22%	28%	39%
		4%	10%	8%	8%bcfg	8%	9%	10%	15%g	10%bcfg	6%bcefg	9%g	91% ^m	9%	83%	17% ⁿ
Sky	1088	61	113	89	58	86	99	130	179	82	64	97	930	149	1041	47
	17%	21%	16%	16%	13%	15%	16%	17%	20%	15%	20%	18%	17%	19%	19%	6%
		6% ^{dei}	10%	8%	5%	8%	9%	12%	16% ^{bcdei}	8%	6% ^d	9% ^d	85%	14%	96% ^o	4%
TalkTalk	571	33	66	53	34	39	43	62	85	53	36	50	488	80	523	48
	9%	12%	9%	9%	8%	7%	7%	8%	10%	10%	11%	9%	9%	10%	9%	6%
		6% ^{ef}	12%	9%	6%	7%	7%	11%	15%	9%	6% ^{ef}	9%	85%	14%	92% ^o	8%
Virgin Media	1008	39	157	67	62	116	145	122	122	62	15	94	876	129	964	45
	16%	14%	23%	12%	14%	20%	24%	16%	14%	11%	5%	17%	16%	17%	17%	6%
		4% ^j	16% ^{acdghi}	7% ^j	6% ^j	12% ^{acdgh}	14% ^{acdgh}	12% ^{ij}	12% ^j	6% ^j	2%	9% ^{cij}	87%	13%	96% ^o	4%
EE	191	9	12	22	8	24	15	40	19	15	10	17	161	25	180	11
	3%	3%	2%	4%	2%	4%	2%	5%	2%	3%	3%	3%	3%	3%	3%	1%
		5%	6%	11% ^{bd}	4%	13% ^{bdh}	8%	21% ^{bdghi}	10%	8%	3%	9%	84%	13%	94% ^o	6%
Plusnet	145	4	11	18	14	11	11	13	20	20	8	16	134	8	137	8
	2%	1%	2%	3%	3%	2%	2%	2%	2%	4%	2%	3%	2%	1%	2%	1%
		2%	8%	12%	10%	7%	7%	9%	14%	14% ^{bg}	5%	11%	93% ^m	6%	95% ^o	5%
Post Office	91	3	12	11	5	6	7	5	17	6	8	7	84	6	46	44
	1%	1%	2%	2%	1%	1%	1%	2%	2%	1%	3%	1%	1%	1%	1%	6%
		3%	13%	12% ^g	5%	7%	7%	5%	19% ^g	7%	9% ^g	7%	92%	7%	51%	49% ⁿ
Other	177	2	12	34	13	10	15	11	29	24	11	15	165	12	148	30
	3%	1%	2%	6%	3%	2%	2%	1%	3%	4%	3%	3%	3%	2%	3%	4%
		1%	7%	19% ^{abdefg}	8% ^a	5%	8%	6%	16% ^{ag}	14% ^{abeg}	6% ^{ag}	8%	93% ^m	7%	83%	17%
Don't have a landline telephone/line rental service	1015	41	97	108	87	101	91	152	120	83	42	66	857	150	801	215
	16%	14%	14%	19%	19%	18%	15%	20%	14%	15%	13%	12%	15%	20%	14%	27%
		4%	10%	11% ^{bhjk}	9% ^{bhjk}	10% ^{hk}	9%	15% ^{bfnij}	12%	8%	4%	6%	84%	15% ^l	79%	21% ⁿ

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m - n/o

Any columns with a base of less than 50 have been suppressed

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.1 Which company does your household use for your landline telephone service and/or line rental?

If you have more than one household landline connection, please tell me about the one you use most often

Base: All Adults 16+ in UK

	GOVERNMENT REGIONS											ETHNIC ORIGIN		INTERNET ACCESS		
	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	White (l)	Minority Ethnic (m)	Any (n)	None (o)	
Unweighted Base	6407	292	711	568	460	574	585	759	874	544	305	534	5638	726	5394	1013
Weighted Base	6407	287	698	565	456	569	613	778	886	547	320	545	5596	766	5598	809
Don't know	223	10	25	15	20	17	20	54	19	18	6	16	179	37	179	44
	3%	4%	4%	3%	4%	3%	3%	7%	2%	3%	2%	3%	3%	5%	3%	5%
		5%	11%	7%	9%h	7%	9%	24% jk	8%	8%	3%	7%	80%	16%	80%	20% n

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

Reasons to Complain Study (QS0227 - 311549/311649/311550)

**Q.1 Which company does your household use for your landline telephone service and/or line rental?
If you have more than one household landline connection, please tell me about the one you use most often
Base: All Adults 16+ in UK**

	Total	Q.1 LANDLINE SUPPLIER								Q.2 MOBILE SUPPLIER						
		Total Landline (a)	BT (b)	Sky (c)	TalkTalk (d)	Virgin (e)	EE (f)	Plusnet (g)	Post Office (h)	Total Mobile (i)	EE/Orange Mobile (j)	O2 (k)	Tesco Mobile (l)	Three (m)	Virgin (n)	Vodafone (o)
Unweighted Base	6407	5391	1965	1036	590	960	182	139	109	5875	1517	1349	464	624	360	859
Weighted Base	6407	5392	1897	1088	571	1008	191	145	91*	5982	1577	1370	443	663	367	880
BT	1897	1897	1897	-	-	-	-	-	-	1693	473	433	154	132	54	273
	30%	35%	100%	-	-	-	-	-	-	28%	30%	32%	35%	20%	15%	31%
		100% <i>cdef</i>	100% <i>acdefg</i>	-	-	-	-	-	-	89% <i>mn</i>	25% <i>mn</i>	23% <i>imn</i>	8% <i>imn</i>	7%	3%	14% <i>mn</i>
		<i>gh</i>	<i>h</i>													
Sky	1088	1088	-	1088	-	-	-	-	-	1052	268	286	76	141	33	176
	17%	20%	-	100%	-	-	-	-	-	18%	17%	21%	17%	21%	9%	20%
		100% <i>bdefgh</i>	-	100% <i>abdefg</i>	-	-	-	-	-	97% <i>n</i>	25% <i>n</i>	26% <i>ijn</i>	7% <i>n</i>	13% <i>ijn</i>	3%	16% <i>n</i>
				<i>h</i>												
TalkTalk	571	571	-	-	571	-	-	-	-	541	109	120	35	72	16	74
	9%	11%	-	-	100%	-	-	-	-	9%	7%	9%	8%	11%	4%	8%
		100% <i>bcefg</i>	-	-	100% <i>abcefg</i>	-	-	-	-	95% <i>jn</i>	19%	21% <i>n</i>	6%	13% <i>jn</i>	3%	13% <i>n</i>
					<i>h</i>											
Virgin Media	1008	1008	-	-	-	1008	-	-	-	970	235	189	72	87	208	122
	16%	19%	-	-	-	100%	-	-	-	16%	15%	14%	16%	13%	57%	14%
		100% <i>bcdfgh</i>	-	-	-	100% <i>abcdfg</i>	-	-	-	96% <i>km</i>	23%	19%	7%	9%	21% <i>ijklm</i>	12%
						<i>h</i>								<i>o</i>		
EE	191	191	-	-	-	-	191	-	-	189	126	16	9	16	4	13
	3%	4%	-	-	-	-	100%	-	-	3%	8%	1%	2%	2%	1%	2%
		100% <i>bcdeg</i>	-	-	-	-	100% <i>abcdeg</i>	-	-	99% <i>kno</i>	66% <i>iklmno</i>	8%	5%	8% <i>k</i>	2%	7%
							<i>h</i>									
Plusnet	145	145	-	-	-	-	-	145	-	137	35	34	13	20	7	13
	2%	3%	-	-	-	-	-	100%	-	2%	2%	2%	3%	3%	2%	2%
		100% <i>bcdef</i>	-	-	-	-	-	100% <i>abcdef</i>	-	95%	24%	23%	9%	14%	5%	9%
								<i>h</i>								
Post Office	91	91	-	-	-	-	-	-	91	71	22	17	4	7	2	13
	1%	2%	-	-	-	-	-	-	100%	1%	1%	1%	1%	1%	1%	1%
		100% <i>bcde</i>	-	-	-	-	-	-	100% <i>abcde</i>	78%	24%	19%	5%	8%	2%	14%
									<i>fg</i>							
Other	177	177	-	-	-	-	-	-	-	162	41	30	10	11	3	38
	3%	3%	-	-	-	-	-	-	-	3%	3%	2%	2%	2%	1%	4%
		100% <i>bcdefg</i>	-	-	-	-	-	-	-	91% <i>n</i>	23% <i>n</i>	17%	6%	6%	2%	21% <i>ijkmn</i>

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)
Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h - i/j/k/l/m/n/o
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Any columns with a base of less than 50 have been suppressed

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.1 Which company does your household use for your landline telephone service and/or line rental?

If you have more than one household landline connection, please tell me about the one you use most often

Base: All Adults 16+ in UK

	Q.1 LANDLINE SUPPLIER									Q.2 MOBILE SUPPLIER						
	Total Landline (a)	BT (b)	Sky (c)	TalkTalk (d)	Virgin (e)	EE (f)	Plusnet (g)	Post Office (h)	Total Mobile (i)	EE\Orang eT-Mobile (j)	O2 (k)	Tesco Mobile (l)	Three (m)	Virgin (n)	Vodafone (o)	
Unweighted Base	6407	5391	1965	1036	590	960	182	139	109	5875	1517	1349	464	624	360	859
Weighted Base	6407	5392	1897	1088	571	1008	191	145	91*	5982	1577	1370	443	663	367	880
Don't have a landline telephone/line rental service	1015 16%	-	-	-	-	-	-	-	-	967 16%	250 16%	215 16%	64 14%	158 24%	36 10%	135 15%
Don't know	223 3%	223 4%	-	-	-	-	-	-	-	199 3%	20 1%	29 2%	6 1%	19 3%	4 1%	23 3%
		100%bcdefg h	-	-	-	-	-	-	-	89%ijkln	9%	13%	3%	9%j	2%	10%j

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

*** small base**

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.1 Which company does your household use for your landline telephone service and/or line rental?
If you have more than one household landline connection, please tell me about the one you use most often
Base: All Adults 16+ in UK

	Total	Q.3 BROADBAND SUPPLIER						Q.4 PAY TV SUPPLIER					
		Total Broadband (a)	BT (b)	EE\Orange (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Plusnet (g)	Total TV (h)	BT (i)	Sky (j)	TalkTalk (k)	Virgin Media (l)
Unweighted Base	6407	5368	1330	241	1271	624	1261	173	3623	317	1878	165	943
Weighted Base	6407	5546	1349	257	1337	620	1339	180	3751	330	1939	163	997
BT	1897 30%	1609 29% 85%cddefg	1254 93% 66%acdefg	38 15% 2%def	136 10% 7%ef	43 7% 2%f	57 4% 3%	24 13% 1%ef	955 25% 50%kl	294 89% 15%hijkl	535 28% 28%kl	16 10% 1%l	54 5% 3%
Sky	1088 17%	1070 19% 98%bcefg	10 1% 1%	4 1% *	1039 78% 96%abcefg	2 * *	8 1% 1%	- - -	960 26% 88%ikl	3 1% *	937 48% 86%hikl	2 1% *	5 * *
TalkTalk	571 9%	535 10% 94%bcdfg	4 * 1%	1 * *	7 1% 1%	511 82% 89%abcdfg	7 * 1%	1 1% *	287 8% 50%il	1 * *	124 6% 22%il	135 83% 24%hijl	5 1% 1%
Virgin Media	1008 16%	975 18% 97%bcdeg	2 * *	4 2% *bde	2 * *	2 * 95%abcdeg	959 72% *	1 1% *	879 23% 87%ijk	1 * *	48 2% 5%i	2 1% *	815 82% 81%hijk
EE	191 3%	181 3% 95%bdef	2 * 1%	165 64% 86%abdefg	6 * 3%	3 1% 2%	3 * 1%	2 1% 1%bf	79 2% 41%l	6 2% 3%l	41 2% 22%l	1 1% 1%	4 * 2%
Plusnet	145 2%	141 3% 98%bcdef	1 * 1%	- - -	1 * *	1 * 1%	- - -	135 75% 93%abcdef	36 1% 25%l	- - -	23 1% 16%l	- - -	1 * 1%
Post Office	91 1%	47 1% 52%bdf	3 * 4%	- - -	2 * 2%	3 1% 4%	2 * 3%	1 1% 1%	19 1% 21%	2 1% 2%	11 1% 12%	- - -	2 * 3%
Other	177 3%	147 3% 83%bdef	6 * 3%	2 1% 1%	3 * 2%	3 * 1%	3 * 2%	1 * *	66 2% 37%il	- - -	44 2% 25%il	1 1% 1%	2 * 1%
Don't have a landline telephone/line rental service	1015 16%	642 12% 63%bdeg	55 4% 5%	36 14% 4%bdeg	125 9% 12%b	42 7% 4%b	290 22% 29%abcdeg	11 6% 1%	318 8% 31%k	19 6% 2%	148 8% 15%	6 4% 1%	94 9% 9%k
Don't know	223 3%	198 4% 88%bdef	10 1% 5%	7 3% 3%bf	17 1% 7%	12 2% 5%bf	10 1% 5%	3 2% 1%	152 4% 68%ijkl	5 1% 2%	28 1% 12%	- - -	15 2% 7%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g - h/i/j/k/l

Any columns with a base of less than 50 have been suppressed

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.2 And thinking of your personal mobile phone, which network are you on? So not one that might be provided to you by your work. If you have more than one mobile phone network provider, please tell me about the one you use most often.

Base: All Adults 16+ in UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	6407	3089	3318	865	1103	946	889	839	990	775	1080	1763	1342	2222
Weighted Base	6407	3110	3297	904	1199	1044	1036	979	692	554	1185	1996	1335	1892
EE\T-Mobile\Orange	1577 25%	788 25% 50%	790 24% 50%	242 27% 15%ghi	319 27% 20%ghi	288 28% 18%ghi	280 27% 18%ghi	218 22% 14%ai	152 22% 10%ai	78 14% 5%	325 27% 21%am	515 26% 33%am	344 26% 22%am	393 21% 25%
O2	1370 21%	676 22% 49%	694 21% 51%	197 22% 14%i	294 25% 21%hi	247 24% 18%hi	219 21% 16%ai	220 22% 16%ai	130 19% 10%ai	63 11% 5%	261 22% 19%	447 22% 33%am	291 22% 21%	371 20% 27%
Tesco Mobile	443 7%	197 6% 44%	246 7% 56%	52 6% 12%	47 4% 11%	56 5% 13%	66 6% 15%d	95 10% 21%cdef	75 11% 17%cdef	53 9% 12%cdef	75 6% 17%	132 7% 30%	91 7% 21%	145 8% 33%
Three	663 10%	347 11% 52%b	316 10% 48%	123 14% 19%fghi	183 15% 28%fghi	147 14% 22%fghi	104 10% 16%hi	76 8% 11%hi	23 3% 4%i	6 1% 1%	121 10% 18%	219 11% 33%	149 11% 23%	173 9% 26%
Virgin Media	367 6%	173 6% 47%	194 6% 53%	33 4% 9%	47 4% 13%	62 6% 17%cd	78 8% 21%cd	77 8% 21%cdi	42 6% 11%cd	29 5% 8%	75 6% 20%	120 6% 33%	72 5% 20%	100 5% 27%
Vodafone	880 14%	413 13% 47%	467 14% 53%	140 15% 16%hi	180 15% 20%i	133 13% 15%i	150 14% 17%i	141 14% 16%i	84 12% 10%	52 9% 6%	188 16% 21%am	280 14% 32%	178 13% 20%	234 12% 27%
Other	448 7%	218 7% 49%	230 7% 51%	82 9% 18%ei	88 7% 20%i	64 6% 14%i	74 7% 17%i	64 7% 14%i	57 8% 13%ai	19 3% 4%	69 6% 15%	142 7% 32%	90 7% 20%	146 8% 33%i
Don't have a personal mobile	425 7%	195 6% 46%	230 7% 54%	16 2% 4%	18 1% 4%	15 1% 3%	34 3% 8%cde	60 6% 14%cdef	99 14% 23%cdefg	184 33% 43%cdefgh	44 4% 10%	79 4% 19%	73 5% 17%	229 12% 54%ikl
Don't know	235 4%	103 3% 44%	132 4% 56%	19 2% 8%	23 2% 10%	33 3% 14%	32 3% 14%	28 3% 12%	30 4% 13%cd	70 13% 30%cdefgh	27 2% 12%	60 3% 26%	46 3% 20%	101 5% 43%kl

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)
Proportions/Mean: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i - j/k/l/m

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Base: All Adults 16+ in UK

	Total	AREA		COUNTRY			
		Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)
Unweighted Base	6407	5048	1359	5367	534	305	201
Weighted Base	6407	5079	1328	5396	545	320	146
EE\T-Mobile\Orange	1577 25%	1230 24% 78%	348 26% 22%	1347 25% 85%df	113 21% 7%f	105 33% 7%cdf	13 9% 1%
O2	1370 21%	1084 21% 79%	286 22% 21%	1132 21% 83%e	98 18% 7%	48 15% 4%	91 62% 7%cde
Tesco Mobile	443 7%	339 7% 77%	103 8% 23%	352 7% 80%	47 9% 11%	37 11% 8%cf	7 5% 1%
Three	663 10%	549 11% 83%b	114 9% 17%	583 11% 88%f	51 9% 8%f	23 7% 4%	5 4% 1%
Virgin Media	367 6%	329 6% 90%b	38 3% 10%	311 6% 85%f	42 8% 12%ef	12 4% 3%f	1 1% *
Vodafone	880 14%	682 13% 78%	197 15% 22%	731 14% 83%	77 14% 9%	53 17% 6%	19 13% 2%
Other	448 7%	364 7% 81%	84 6% 19%	402 7% 90%ef	31 6% 7%f	13 4% 3%	2 1% *
Don't have a personal mobile	425 7%	315 6% 74%	110 8% 26%a	341 6% 80%	60 11% 14%cef	17 5% 4%	7 5% 2%
Don't know	235 4%	186 4% 79%	49 4% 21%	197 4% 84%f	26 5% 11%f	11 3% 5%	1 1% 1%

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Base: All Adults 16+ in UK

	Total	GOVERNMENT REGIONS										ETHNIC ORIGIN		INTERNET ACCESS		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	White (l)	Minority Ethnic (m)	Any (n)	None (o)
Unweighted Base	6407	292	711	568	460	574	585	759	874	544	305	534	5638	726	5394	1013
Weighted Base	6407	287	698	565	456	569	613	778	886	547	320	545	5596	766	5598	809
EE\T-Mobile\Orange	1577 25%	63 22% 4%	169 24% 11%	140 25% 9%	109 24% 7%	172 30% 11%abcdfh ik	127 21% 8%	240 31% 15%abcdf hik	206 23% 13%	120 22% 8%	105 33% 7%abcdfh ik	113 21% 7%	1365 24% 87%	198 26% 13%	1440 26% 91%o	138 17% 9%
O2	1370 21%	51 18% 4%	187 27% 14%acdefg ijk	120 21% 9%ej	97 21% 7%ej	91 16% 7%	129 21% 9%ej	131 17% 10%	212 24% 15%aegjk	114 21% 8%ej	48 15% 4%	98 18% 7%	1214 22% 89%	147 19% 11%	1260 23% 92%o	109 14% 8%
Tesco Mobile	443 7%	23 8% 5%g	50 7% 11%g	41 7% 9%g	36 8% 8%g	33 6% 8%g	52 8% 12%g	25 3% 6%	54 6% 12%g	38 7% 9%g	37 11% 8%bcegh i	47 9% 11%g	421 8% 95%m	20 3% 5%	369 7% 83%	74 9% 17%n
Three	663 10%	29 10% 4%	57 8% 9%	56 10% 8%	30 7% 4%	55 10% 8%	82 13% 12%bdijk	120 15% 18%abcde ijk	108 12% 16%bdij	46 8% 7%	23 7% 4%	51 9% 8%	517 9% 78%	141 18% 21%	638 11% 96%o	25 3% 4%
Virgin Media	367 6%	18 6% 5%	46 7% 13%chi	21 4% 6%	36 8% 10%chij	44 8% 12%chij	47 8% 13%chij	43 6% 12%	36 4% 10%	19 3% 5%	12 4% 3%	42 8% 12%chij	328 6% 90%	36 5% 10%	337 6% 92%o	30 4% 8%
Vodafone	880 14%	48 17% 6%bg	62 9% 7%	105 19% 12%bdefg	62 14% 7%b	68 12% 8%	75 12% 9%	79 10% 9%	143 16% 16%bdefg	88 16% 10%bg	53 17% 6%bg	77 14% 9%bg	774 14% 88%	104 14% 12%	800 14% 91%o	79 10% 9%
Other	448 7%	27 9% 6%cj	48 7% 11%	28 5% 6%	36 8% 8%	40 7% 9%	51 8% 11%cj	66 8% 15%cj	52 6% 12%	54 10% 12%chjk	13 4% 3%	31 6% 7%	374 7% 84%	71 9% 16%	417 7% 93%o	31 4% 7%
Don't have a personal mobile	425 7%	20 7% 5%	53 8% 12%g	33 6% 8%	33 7% 8%	36 6% 8%	30 5% 7%	35 5% 8%	53 6% 12%	49 9% 12%fgh	17 5% 4%	60 11% 14%bcdef ghj	405 7% 95%m	19 2% 4%	176 3% 41%	250 31% 59%n

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Unweighted Base	292	711	568	460	574	585	759	874	544	305	534	5638	726	5394	1013
Weighted Base	287	698	565	456	569	613	778	886	547	320	545	5596	766	5598	809
Don't know	235	8	25	21	16	29	20	38	22	19	11	198	28	161	74
	4%	3%	4%	4%	5%	3%	5%	2%	3%	3%	5%	4%	4%	3%	9%
	3%	11%	9%	7%	12%h	8%	16%h	9%	8%	5%	11%h	84%	12%	69%	31%h

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

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	Q.1 LANDLINE SUPPLIER									Q.2 MOBILE SUPPLIER						
	Total Landline (a)	BT (b)	Sky (c)	TalkTalk (d)	Virgin (e)	EE (f)	Plusnet (g)	Post Office (h)	Total Mobile (i)	EE\Orange\T-Mobile (j)	O2 (k)	Tesco Mobile (l)	Three (m)	Virgin (n)	Vodafone (o)	
Unweighted Base	6407	5391	1965	1036	590	960	182	139	109	5875	1517	1349	464	624	360	859
Weighted Base	6407	5392	1897	1088	571	1008	191	145	91*	5982	1577	1370	443	663	367	880
EE\T-Mobile\Orange	1577 25%	1328 25% 84%d	473 25% 30%d	268 25% 17%d	109 19% 7%	235 23% 15%	126 66% 8%abcdeg h	35 24% 2%	22 24% 1%	1577 26% 100%klmn o	1577 100% 100%iklmno	- - -	- - -	- - -	- - -	- - -
O2	1370 21%	1154 21% 84%f	433 23% 32%ef	286 26% 21%abdef	120 21% 9%f	189 19% 14%f	16 8% 1%	34 23% 2%f	17 19% 1%f	1370 23% 100%ijlmno	- - -	1370 100% 100%ijlmno	- - -	- - -	- - -	- - -
Tesco Mobile	443 7%	379 7% 86%	154 8% 35%	76 7% 17%	35 6% 8%	72 7% 16%	9 5% 2%	13 9% 3%	4 5% 1%	443 7% 100%ijkmno	- - -	- - -	443 100% 100%ijkmno	- - -	- - -	- - -
Three	663 10%	505 9% 76%b	132 7% 20%	141 13% 21%abe	72 13% 11%abe	87 9% 13%	16 8% 2%	20 14% 3%b	7 8% 1%	663 11% 100%ijklno	- - -	- - -	- - -	663 100% 100%ijkln	- - -	- - -
Virgin Media	367 6%	331 6% 90%bcdf	54 3% 15%	33 3% 9%	16 3% 4%	208 21% 57%abcdfg h	4 2% 1%	7 5% 2%	2 2% 1%	367 6% 100%ijklmo	- - -	- - -	- - -	- - -	367 100% 100%ijklmo	- - -
Vodafone	880 14%	745 14% 85%f	273 14% 31%f	176 16% 20%efg	74 13% 8%f	122 12% 14%f	13 7% 2%	13 9% 2%	13 14% 1%	880 15% 100%ijklmn	- - -	- - -	- - -	- - -	- - -	880 100% 100%ijklmn
Other	448 7%	359 7% 80%cef	105 6% 23%	54 5% 12%	94 16% 21%abcef gh	47 5% 11%	5 3% 1%	13 9% 3%cef	4 4% 1%	448 7% 100%ijklmno	- - -	- - -	- - -	- - -	- - -	- - -
Don't have a personal mobile	425 7%	377 7% 89%cef	204 11% 48%acdefg	36 3% 8%	31 5% 7%f	38 4% 9%	2 1% *	7 5% 2%f	20 22% 5%abcdef g	- - -	- - -	- - -	- - -	- - -	- - -	- - -

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

**Q.2 And thinking of your personal mobile phone, which network are you on? So not one that might be provided to you by your work.
If you have more than one mobile phone network provider, please tell me about the one you use most often.**

Base: All Adults 16+ in UK

	Q.1 LANDLINE SUPPLIER								Q.2 MOBILE SUPPLIER							
	Total Landline (a)	BT (b)	Sky (c)	TalkTalk (d)	Virgin (e)	EE (f)	Plusnet (g)	Post Office (h)	Total Mobile (i)	EE\Orang eT-Mobile (j)	O2 (k)	Tesco Mobile (l)	Three (m)	Virgin (n)	Vodafone (o)	
Unweighted Base	6407	5391	1965	1036	590	960	182	139	109	5875	1517	1349	464	624	360	859
Weighted Base	6407	5392	1897	1088	571	1008	191	145	91*	5982	1577	1370	443	663	367	880
Don't know	235	214	70	18	22	10	-	3	3	235	-	-	-	-	-	-
	4%	4%	4%	2%	4%	1%	-	2%	3%	4%	-	-	-	-	-	-
		91%cef	30%cef	8%	9%cef	4%	-	1%	1%	100%jklmno	-	-	-	-	-	-

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.2 And thinking of your personal mobile phone, which network are you on? So not one that might be provided to you by your work. If you have more than one mobile phone network provider, please tell me about the one you use most often.

Base: All Adults 16+ in UK

	Total	Q.3 BROADBAND SUPPLIER						Q.4 PAY TV SUPPLIER					
		Total Broadband (a)	BT (b)	EE\Orange (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Plusnet (g)	Total TV (h)	BT (i)	Sky (j)	TalkTalk (k)	Virgin Media (l)
Unweighted Base	6407	5368	1330	241	1271	624	1261	173	3623	317	1878	165	943
Weighted Base	6407	5546	1349	257	1337	620	1339	180	3751	330	1939	163	997
EE\T-Mobile\Orange	1577 25%	1412 25% 89%e	358 27% 23%e	160 63% 10%abdefg	321 24% 20%e	119 19% 8%	313 23% 20%e	53 30% 3%e	930 25% 59%k	87 26% 5%k	519 27% 33%kl	26 16% 2%	227 23% 14%
O2	1370 21%	1247 91%c	336 25% 25%cef	25 10% 2%	368 27% 27%acef	127 21% 9%c	283 21% 21%c	44 24% 3%c	849 23% 62%k	80 24% 6%k	490 25% 36%hkl	22 14% 2%	212 21% 15%k
Tesco Mobile	443 7%	369 7% 83%	119 9% 27%acdef	11 4% 2%	81 6% 18%	37 6% 8%	86 6% 20%	16 9% 4%	258 7% 58%	31 9% 7%	128 7% 29%	9 5% 2%	79 8% 18%
Three	663 10%	600 11% 91%b	96 7% 14%	20 8% 3%	190 14% 29%abcf	89 14% 13%abcf	137 10% 21%b	24 13% 4%b	393 10% 59%il	23 7% 3%	225 12% 34%il	34 21% 5%hijl	73 7% 11%
Virgin Media	367 6%	337 6% 92%bcde	29 2% 8%	6 2% 2%	33 2% 9%	16 3% 4%	235 18% 64%abcdeg	7 4% 2%	273 7% 75%ij	5 1% 1%	46 2% 12%	8 5% 2%i	211 21% 57%hijk
Vodafone	880 14%	801 14% 91%c	227 17% 26%acfg	21 8% 2%	212 16% 24%cfg	85 14% 10%c	166 12% 19%	17 10% 2%	531 14% 60%l	50 15% 6%	312 16% 35%l	19 12% 2%	114 11% 13%
Other	448 7%	404 7% 90%cdf	92 7% 21%	9 4% 2%	70 5% 16%	101 16% 22%abcdfg	75 6% 17%	11 6% 3%	231 6% 52%l	33 10% 7%hjl	100 5% 22%	35 22% 8%hijl	38 4% 8%
Don't have a personal mobile	425 7%	196 4% 46%c	62 5% 15%cdf	2 1% *	40 3% 9%c	30 5% 7%cf	35 3% 8%	7 4% 2%c	149 4% 35%	12 4% 3%	81 4% 19%	6 3% 1%	37 4% 9%
Don't know	235 4%	180 3% 76%cdfg	30 2% 13%f	1 * *	23 2% 10%f	16 3% 7%cf	9 1% 4%	1 * *	136 4% 58%jl	10 3% 4%l	38 2% 16%l	4 3% 2%l	8 1% 3%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.3 Which company does your household use for its fixed broadband Internet connection? By this I mean, broadband used through your household phone line, and not a mobile broadband connection where you would plug a USB dongle into your computer.

Base: All Adults 16+ in UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	6407	3089	3318	865	1103	946	889	839	990	775	1080	1763	1342	2222
Weighted Base	6407	3110	3297	904	1199	1044	1036	979	692	554	1185	1996	1335	1892
BT	1349	664	685	147	195	227	240	255	183	102	366	430	279	274
	21%	21%	21%	16%	16%	22%	23%	26%	27%	18%	31%	22%	21%	14%
		49%	51%	11%	14%	17%cd	18%cdi	19%cdei	14%cdei	8%	27%klm	32%lm	21%lm	20%
EE\Orange	257	137	120	37	71	48	39	38	17	7	47	96	58	57
	4%	4%	4%	4%	6%	5%	4%	4%	2%	1%	4%	5%	4%	3%
		53%	47%	14%i	28%hi	19%hi	15%i	15%i	7%	3%	18%	37%lm	22%lm	22%
Sky	1337	648	689	196	337	252	252	166	96	38	219	437	346	335
	21%	21%	21%	22%	28%	24%	24%	17%	14%	7%	18%	22%	26%	18%
		48%	52%	15%ghi	25%ceghi	19%ghi	19%ghi	12%i	7%i	3%	16%	33%jlm	26%jkm	25%
TalkTalk	620	307	313	88	116	95	100	104	74	44	137	178	136	169
	10%	10%	10%	10%	10%	9%	10%	11%	11%	8%	12%	9%	10%	9%
		49%	51%	14%	19%	15%	16%	17%	12%	7%	22%km	29%	22%	27%
Virgin Media	1339	652	687	281	277	263	211	185	93	29	245	527	251	317
	21%	21%	21%	31%	23%	25%	20%	19%	13%	5%	21%	26%	19%	17%
		49%	51%	21%defghi	21%ghi	20%fghi	16%hi	14%hi	7%i	2%	18%lm	39%jlm	19%	24%
Plusnet	180	78	102	10	45	29	31	37	18	11	33	72	32	43
	3%	3%	3%	1%	4%	3%	3%	4%	3%	2%	3%	4%	2%	2%
		43%	57%	6%	25%ci	16%ci	17%ci	21%ci	10%ci	6%	19%	40%lm	18%	24%
Other	226	100	125	25	46	31	42	32	36	14	53	68	46	59
	4%	3%	4%	3%	4%	3%	4%	3%	5%	2%	4%	3%	3%	3%
		44%	56%	11%	20%	14%	19%	14%	16%cegi	6%	23%	30%	20%	26%
Don't have fixed broadband service	861	413	448	64	70	64	83	141	157	283	52	132	136	542
	13%	13%	14%	7%	6%	6%	8%	14%	23%	51%	4%	7%	10%	29%
		48%	52%	7%	8%	7%	10%	16%cdef	18%cdefg	33%cdefgh	6%	15%j	16%jk	63%kl
Don't know	239	111	128	56	43	37	39	20	18	25	33	56	52	97
	4%	4%	4%	6%	4%	4%	4%	2%	3%	5%	3%	3%	4%	5%
		46%	54%	24%defghi	18%g	16%	16%g	8%	8%	11%gh	14%	23%	22%	41%kl

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.3 Which company does your household use for its fixed broadband Internet connection? By this I mean, broadband used through your household phone line, and not a mobile broadband connection where you would plug a USB dongle into your computer.

Base: All Adults 16+ in UK

	Total	AREA		COUNTRY			
		Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)
Unweighted Base	6407	5048	1359	5367	534	305	201
Weighted Base	6407	5079	1328	5396	545	320	146
BT	1349 21%	981 19% 73%	368 28% 27% ^a	1115 21% 83%	118 22% 9%	79 25% 6%	36 25% 3%
EE/Orange	257 4%	195 4% 76%	62 5% 24%	221 4% 86%	21 4% 8%	12 4% 5%	3 2% 1%
Sky	1337 21%	1079 21% 81%	258 19% 19%	1116 21% 83%	105 19% 8%	77 24% 6%	40 27% 3% ^{cd}
TalkTalk	620 10%	485 10% 78%	135 10% 22%	507 9% 82%	59 11% 9%	36 11% 6%	18 12% 3%
Virgin Media	1339 21%	1201 24% 90% ^b	138 10% 10%	1203 22% 90% ^{ef}	108 20% 8% ^{ef}	19 6% 1%	9 6% 1%
Plusnet	180 3%	133 3% 74%	47 4% 26%	155 3% 86%	14 3% 8%	9 3% 5%	1 1% *
Other	226 4%	153 3% 68%	72 5% 32% ^a	190 4% 84%	14 3% 6%	15 5% 7%	5 4% 2%
Don't have fixed broadband service	861 13%	650 13% 75%	211 16% 25% ^a	683 13% 79%	79 14% 9%	65 20% 8% ^{cd}	34 23% 4% ^{cd}
Don't know	239 4%	201 4% 84%	38 3% 16%	205 4% 86% ^f	26 5% 11% ^f	7 2% 3%	1 1% 1%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Any columns with a base of less than 50 have been suppressed

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.3 Which company does your household use for its fixed broadband Internet connection? By this I mean, broadband used through your household phone line, and not a mobile broadband connection where you would plug a USB dongle into your computer.

Base: All Adults 16+ in UK

	Total	GOVERNMENT REGIONS										ETHNIC ORIGIN		INTERNET ACCESS		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	White (l)	Minority Ethnic (m)	Any (n)	None (o)
Unweighted Base	6407	292	711	568	460	574	585	759	874	544	305	534	5638	726	5394	1013
Weighted Base	6407	287	698	565	456	569	613	778	886	547	320	545	5596	766	5598	809
BT	1349 21%	59 21% 4%	120 17% 9%	112 20% 8%	107 23% 8% 8% bg	108 19% 8%	122 20% 9%	138 18% 10%	195 22% 14% bg	155 28% 11% abcdfg hk	79 25% 6% bg	118 22% 9%	1215 22% 90% m	129 17% 10%	1316 24% 98% o	33 4% 2%
EE\Orange	257 4%	10 3% 4%	13 2% 5%	36 6% 14% bdfh	13 3% 5% 10% bh	27 5% 10% bh	19 3% 7%	61 8% 24% abcdfh ijk	21 2% 8% b	21 4% 5% 8% b	12 4% 5% 8% b	21 4% 18% l	207 4% 80%	47 6% 18% l	253 5% 99% o	3 * 1%
Sky	1337 21%	74 26% 6% cdefi k	149 21% 11%	107 19% 8%	78 17% 6%	99 17% 7%	121 20% 9%	156 20% 12%	232 26% 17% bcdefg ik	100 18% 7%	77 24% 6% de	105 19% 8%	1152 21% 86%	177 23% 13%	1300 23% 97% o	37 5% 3%
TalkTalk	620 10%	34 12% 5% e	73 10% 12%	56 10% 9%	38 8% 6%	42 7% 7%	52 8% 8%	73 9% 12%	82 9% 13%	58 11% 9%	36 11% 6%	59 11% 9%	524 9% 84%	95 12% 15% l	598 11% 96% o	22 3% 4%
Virgin Media	1339 21%	47 16% 4% j	184 26% 14% acghij k	83 15% 6% j	118 26% 9% achij k	157 28% 12% acghi jk	194 32% 14% abcgh ijk	167 21% 12% cj	160 18% 12% j	94 17% 7% j	19 6% 1%	108 20% 8% cj	1151 21% 86%	180 24% 13%	1319 24% 99% o	19 2% 1%
Plusnet	180 3%	6 2% 3%	17 2% 9%	21 4% 12%	15 3% 8%	13 2% 7%	14 2% 8%	22 3% 12%	23 3% 13%	25 5% 14% befh	9 3% 5%	14 3% 8%	166 3% 92% m	11 1% 6%	173 3% 96% o	7 1% 4%
Other	226 4%	2 1% 1%	21 3% 9% ag	46 8% 20% abdefg hk	17 4% 7% ag	13 2% 6%	13 2% 6%	11 1% 5%	40 5% 18% aefg	29 5% 13% abefgk	15 5% 7% aefg	14 3% 6% a	208 4% 92% m	16 2% 7%	218 4% 97% o	8 1% 3%
Don't have fixed broadband service	861 13%	49 17% 6% dfi	94 13% 11% fi	83 15% 10% fi	53 12% 6% f	92 16% 11% dfi	47 8% 6%	99 13% 11% f	113 13% 13% f	52 10% 6%	65 20% 8% bcdffgh ik	79 14% 9% fi	781 14% 91% m	74 10% 9%	225 4% 26% n	636 79% 74% n

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

Any columns with a base of less than 50 have been suppressed

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.3 Which company does your household use for its fixed broadband Internet connection? By this I mean, broadband used through your household phone line, and not a mobile broadband connection where you would plug a USB dongle into your computer.

Base: All Adults 16+ in UK

	GOVERNMENT REGIONS											ETHNIC ORIGIN		INTERNET ACCESS		
	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	White (l)	Minority Ethnic (m)	Any (n)	None (o)	
Unweighted Base	6407	292	711	568	460	574	585	759	874	544	305	534	5638	726	5394	1013
Weighted Base	6407	287	698	565	456	569	613	778	886	547	320	545	5596	766	5598	809
Don't know	239	6	28	21	18	19	31	51	20	13	7	26	192	37	196	43
	4%	2%	4%	4%	4%	3%	5%	7%	2%	2%	2%	5%	3%	5%	3%	5%
		3%	12%	9%	7%	8%	13%	21%	8%	5%	3%	11%	81%	16%	82%	18%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.3 Which company does your household use for its fixed broadband Internet connection? By this I mean, broadband used through your household phone line, and not a mobile broadband connection where you would plug a USB dongle into your computer.

Base: All Adults 16+ in UK

	Total	Q.1 LANDLINE SUPPLIER								Q.2 MOBILE SUPPLIER						
		Total Landline (a)	BT (b)	Sky (c)	TalkTalk (d)	Virgin (e)	EE (f)	Plusnet (g)	Post Office (h)	Total Mobile (i)	EE\Orange Mobile (j)	O2 (k)	Tesco Mobile (l)	Three (m)	Virgin (n)	Vodafone (o)
Unweighted Base	6407	5391	1965	1036	590	960	182	139	109	5875	1517	1349	464	624	360	859
Weighted Base	6407	5392	1897	1088	571	1008	191	145	91*	5982	1577	1370	443	663	367	880
BT	1349	1293	1254	10	4	2	2	1	3	1287	358	336	119	96	29	227
	21%	24%	66%	1%	1%	*	1%	1%	4%	22%	23%	25%	27%	14%	8%	26%
		96% <i>cdefg</i>	93% <i>acdefg</i>	1%	*	*	* <i>e</i>	*	* <i>cde</i>	95% <i>mn</i>	27% <i>mn</i>	25% <i>imn</i>	9% <i>imn</i>	7% <i>n</i>	2%	17% <i>imn</i>
		<i>h</i>	<i>h</i>													
EE\Orange	257	221	38	4	1	4	165	-	-	255	160	25	11	20	6	21
	4%	4%	2%	*	*	*	86%	-	-	4%	10%	2%	2%	3%	2%	2%
		86% <i>bcdeg</i>	15% <i>cde</i>	1%	*	2%	64% <i>abcdeg</i>	-	-	99% <i>kno</i>	63% <i>iklmn</i>	10%	4%	8%	2%	8%
		<i>h</i>					<i>h</i>				<i>o</i>					
Sky	1337	1213	136	1039	7	2	6	1	2	1297	321	368	81	190	33	212
	21%	22%	7%	96%	1%	*	3%	*	2%	22%	20%	27%	18%	29%	9%	24%
		91% <i>bdefg</i>	10% <i>defg</i>	78% <i>abdefg</i>	1% <i>e</i>	*	* <i>e</i>	*	* <i>e</i>	97% <i>n</i>	24% <i>n</i>	27% <i>ijln</i>	6% <i>n</i>	14% <i>ijln</i>	2%	16% <i>in</i>
		<i>h</i>	<i>h</i>	<i>h</i>												
TalkTalk	620	579	43	2	511	2	3	1	3	591	119	127	37	89	16	85
	10%	11%	2%	*	89%	*	2%	1%	4%	10%	8%	9%	8%	13%	4%	10%
		93% <i>bcefg</i>	7% <i>ce</i>	*	82% <i>abcefg</i>	*	1% <i>ce</i>	*	1% <i>ce</i>	95% <i>jn</i>	19% <i>n</i>	21% <i>n</i>	6% <i>n</i>	14% <i>ijkln</i>	3%	14% <i>n</i>
		<i>h</i>			<i>h</i>											
Virgin Media	1339	1049	57	8	7	959	3	-	2	1304	313	283	86	137	235	166
	21%	19%	3%	1%	1%	95%	1%	-	3%	22%	20%	21%	20%	21%	64%	19%
		78% <i>bcdfgh</i>	4% <i>cdg</i>	1%	*	72% <i>abcdfg</i>	* <i>h</i>	-	* <i>h</i>	97%	23%	21%	6%	10%	18% <i>ijklm</i>	12%
		<i>h</i>				<i>h</i>									<i>o</i>	
Plusnet	180	169	24	-	1	1	2	135	1	173	53	44	16	24	7	17
	3%	3%	1%	-	*	*	1%	93%	1%	3%	3%	3%	4%	4%	2%	2%
		94% <i>bcde</i>	13% <i>cde</i>	-	1%	1%	1% <i>ce</i>	75% <i>abcdef</i>	1% <i>ce</i>	96%	30%	24%	9%	13%	4%	10%
		<i>h</i>					<i>h</i>									
Other	226	184	19	1	1	-	-	1	33	216	56	35	15	26	3	48
	4%	3%	1%	*	*	-	-	*	37%	4%	4%	3%	3%	4%	1%	5%
		81% <i>bcdef</i>	8% <i>cde</i>	1%	*	-	-	* <i>e</i>	15% <i>abcde</i>	96% <i>n</i>	25% <i>n</i>	16%	7% <i>n</i>	12% <i>n</i>	1%	21% <i>ijkn</i>
		<i>fg</i>							<i>fg</i>							
Don't have fixed broadband service	861	488	287	18	36	33	10	3	43	632	166	123	74	62	30	78
	13%	9%	15%	2%	6%	3%	5%	2%	48%	11%	11%	9%	17%	9%	8%	9%
		57% <i>cdeg</i>	33% <i>acdefg</i>	2%	4% <i>ce</i>	4% <i>c</i>	1% <i>c</i>	*	5% <i>abcde</i>	73%	19%	14%	9% <i>ijklmno</i>	7%	3%	9%
		<i>fg</i>							<i>fg</i>							

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

Any columns with a base of less than 50 have been suppressed

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.3 Which company does your household use for its fixed broadband Internet connection? By this I mean, broadband used through your household phone line, and not a mobile broadband connection where you would plug a USB dongle into your computer.

Base: All Adults 16+ in UK

	Q.1 LANDLINE SUPPLIER									Q.2 MOBILE SUPPLIER						
	Total Landline (a)	BT (b)	Sky (c)	TalkTalk (d)	Virgin (e)	EE (f)	Plusnet (g)	Post Office (h)	Total Mobile (i)	EE\Orang eT-Mobile (j)	O2 (k)	Tesco Mobile (l)	Three (m)	Virgin (n)	Vodafone (o)	
Unweighted Base	6407	5391	1965	1036	590	960	182	139	109	5875	1517	1349	464	624	360	859
Weighted Base	6407	5392	1897	1088	571	1008	191	145	91*	5982	1577	1370	443	663	367	880
Don't know	239	198	38	6	4	5	-	3	2	227	31	28	3	19	6	26
	4%	4%	2%	1%	1%	1%	-	2%	2%	4%	2%	2%	1%	3%	2%	3%
		83%bcdef	16%cde	3%	1%	2%	-	1%cef	1%ef	95%jklm	13%	12%	1%	8%l	3%	11%l

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.3 Which company does your household use for its fixed broadband Internet connection? By this I mean, broadband used through your household phone line, and not a mobile broadband connection where you would plug a USB dongle into your computer.

Base: All Adults 16+ in UK

	Total	Q.3 BROADBAND SUPPLIER						Q.4 PAY TV SUPPLIER					
		Total Broadband (a)	BT (b)	EE\Orange (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Plusnet (g)	Total TV (h)	BT (i)	Sky (j)	TalkTalk (k)	Virgin Media (l)
Unweighted Base	6407	5368	1330	241	1271	624	1261	173	3623	317	1878	165	943
Weighted Base	6407	5546	1349	257	1337	620	1339	180	3751	330	1939	163	997
BT	1349	1349	1349	-	-	-	-	-	729	298	381	3	8
	21%	24%	100%	-	-	-	-	-	19%	90%	20%	2%	1%
		100%cddefg	100%acdefg	-	-	-	-	-	54%kl	22%hijkl	28%kl	*	1%
EE\Orange	257	257	-	257	-	-	-	-	114	8	55	3	9
	4%	5%	-	100%	-	-	-	-	3%	2%	3%	2%	1%
		100%bdefg	-	100%abdefg	-	-	-	-	44%l	3%l	21%l	1%	3%
Sky	1337	1337	-	-	1337	-	-	-	1155	2	1123	2	7
	21%	24%	-	-	100%	-	-	-	31%	1%	58%	1%	1%
		100%bcefg	-	-	100%abcefg	-	-	-	86%ikl	*	84%hikl	*	1%
TalkTalk	620	620	-	-	-	620	-	-	314	3	128	149	7
	10%	11%	-	-	-	100%	-	-	8%	1%	7%	92%	1%
		100%bcdfg	-	-	-	100%abcdfg	-	-	51%ijl	1%	21%il	24%hijl	1%
Virgin Media	1339	1339	-	-	-	-	1339	-	1024	2	73	4	920
	21%	24%	-	-	-	-	100%	-	27%	1%	4%	2%	92%
		100%bcdeg	-	-	-	-	100%abcdeg	-	76%ijk	*	5%i	*	69%hijk
Plusnet	180	180	-	-	-	-	-	180	44	1	28	1	5
	3%	3%	-	-	-	-	-	100%	1%	*	1%	*	1%
		100%bcdef	-	-	-	-	-	100%abcdef	25%	1%	15%l	*	3%
Other	226	226	-	-	-	-	-	-	71	1	46	-	2
	4%	4%	-	-	-	-	-	-	2%	*	2%	-	*
		100%bcdefg	-	-	-	-	-	-	32%il	*	20%il	-	1%
Don't have fixed broadband service	861	-	-	-	-	-	-	-	143	8	82	1	34
	13%	-	-	-	-	-	-	-	4%	2%	4%	1%	3%
		-	-	-	-	-	-	-	17%k	1%	10%k	*	4%
Don't know	239	239	-	-	-	-	-	-	156	6	23	1	5
	4%	4%	-	-	-	-	-	-	4%	2%	1%	*	*
		100%bcdefg	-	-	-	-	-	-	66%jkl	3%l	10%	*	2%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.4 Which company does your household use for cable, satellite or other Pay TV, if any? If you use more than one company, please just tell me about the one which you use most often.

Base: All Adults 16+ in UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	6407	3089	3318	865	1103	946	889	839	990	775	1080	1763	1342	2222
Weighted Base	6407	3110	3297	904	1199	1044	1036	979	692	554	1185	1996	1335	1892
BT	330	185	146	50	48	74	55	53	31	18	74	101	89	67
	5%	6%	4%	6%	4%	7%	5%	5%	4%	3%	6%	5%	7%	4%
		56%b	44%	15%i	15%	22%dhi	17%	16%i	9%	6%	22% <i>m</i>	31% <i>m</i>	27% <i>m</i>	20%
Sky	1939	946	993	253	394	341	368	308	183	92	378	619	486	456
	30%	30%	30%	28%	33%	33%	36%	31%	26%	17%	32%	31%	36%	24%
		49%	51%	13%i	20%chi	18%chi	19%chi	16%hi	9%i	5%	19% <i>m</i>	32% <i>m</i>	25% <i>jk</i> m	24%
TalkTalk	163	90	72	26	31	24	32	23	16	11	33	44	38	48
	3%	3%	2%	3%	3%	2%	3%	2%	2%	2%	3%	2%	3%	3%
		56%	44%	16%	19%	15%	20%	14%	10%	7%	20%	27%	23%	30%
Virgin Media	997	480	517	183	168	192	178	161	76	39	206	369	194	228
	16%	15%	16%	20%	14%	18%	17%	16%	11%	7%	17%	18%	15%	12%
		48%	52%	18% <i>dghi</i>	17%hi	19% <i>dhi</i>	18%hi	16%hi	8%i	4%	21% <i>m</i>	37% <i>lm</i>	19% <i>m</i>	23%
Other	141	71	70	20	39	30	21	17	9	5	19	41	32	48
	2%	2%	2%	2%	3%	3%	2%	2%	1%	1%	2%	2%	2%	3%
		50%	50%	14%i	28% <i>ghi</i>	22%hi	15%	12%	6%	3%	14%	29%	23%	34%
Don't have a pay TV service	2656	1251	1405	327	481	356	352	399	369	373	448	780	448	980
	41%	40%	43%	36%	40%	34%	34%	41%	53%	67%	38%	39%	34%	52%
		47%	53%	12%	18% <i>ef</i>	13%	13%	15% <i>ef</i>	14% <i>cdefg</i>	14% <i>cdefgh</i>	17% <i>l</i>	29% <i>l</i>	17%	37% <i>kl</i>
Don't know	182	88	95	46	37	28	30	18	8	16	27	42	47	65
	3%	3%	3%	5%	3%	3%	3%	2%	1%	3%	2%	2%	4%	3%
		48%	52%	25% <i>defgh</i>	20% <i>h</i>	15% <i>h</i>	17% <i>h</i>	10%	5%	9% <i>h</i>	15%	23%	26% <i>k</i>	36% <i>k</i>

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.4 Which company does your household use for cable, satellite or other Pay TV, if any? If you use more than one company, please just tell me about the one which you use most often.

Base: All Adults 16+ in UK

	Total	AREA		COUNTRY			
		Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)
Unweighted Base	6407	5048	1359	5367	534	305	201
Weighted Base	6407	5079	1328	5396	545	320	146
BT	330 5%	250 5%	80 6%	270 5%	40 7%	14 4%	6 4%
		76%	24%	82%	12% ^c	4%	2%
Sky	1939 30%	1518 30%	420 32%	1587 29%	171 31%	122 38%	58 40%
		78%	22%	82%	9%	6% ^c	3% ^{cd}
TalkTalk	163 3%	142 3%	20 2%	141 3%	10 2%	8 3%	3 2%
		87% ^b	13%	87%	6%	5%	2%
Virgin Media	997 16%	907 18%	90 7%	874 16%	101 19%	15 5%	7 5%
		91% ^b	9%	88% ^{ef}	10% ^{ef}	2%	1%
Other	141 2%	105 2%	36 3%	124 2%	10 2%	3 1%	3 2%
		75%	25%	88%	7%	2%	2%
Don't have a pay TV service	2656 41%	2016 40%	640 48%	2244 42%	189 35%	154 48%	69 47%
		76%	24% ^a	85% ^d	7%	6% ^{cd}	3% ^d
Don't know	182 3%	140 3%	42 3%	156 3%	23 4%	3 1%	- -
		77%	23%	85% ^f	13% ^{ef}	2%	-

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Any columns with a base of less than 50 have been suppressed

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.4 Which company does your household use for cable, satellite or other Pay TV, if any? If you use more than one company, please just tell me about the one which you use most often.

Base: All Adults 16+ in UK

	Total	GOVERNMENT REGIONS										ETHNIC ORIGIN		INTERNET ACCESS		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	White (l)	Minority Ethnic (m)	Any (n)	None (o)
Unweighted Base	6407	292	711	568	460	574	585	759	874	544	305	534	5638	726	5394	1013
Weighted Base	6407	287	698	565	456	569	613	778	886	547	320	545	5596	766	5598	809
BT	330 5%	14 5% 4%	42 6% 13% ^f	30 5% 9%	29 6% 9% ^f	27 5% 8%	21 3% 6%	38 5% 12%	41 5% 13%	27 5% 8%	14 4% 4%	40 7% 12% ^{fh}	303 5% 92% ^m	26 3% 8%	317 6% 96% ^o	14 2% 4%
Sky	1939 30%	108 38% 6% ^{bdefg}	214 31% 11% ^{eg}	174 31% 9% ^{eg}	123 27% 6%	140 25% 7%	176 29% 9%	198 25% 10%	281 32% 14% ^{eg}	172 31% 9% ^{eg}	122 38% 6% ^{bcdefg}	171 31% 9% ^{eg}	1689 30% 87%	241 31% 12%	1821 33% 94% ^o	117 15% 6%
TalkTalk	163 3%	11 4% 7%	16 2% 10%	19 3% 11%	15 3% 9%	11 2% 7%	16 3% 10%	20 3% 12%	23 3% 14%	10 2% 6%	8 3% 5%	10 2% 6%	137 2% 84%	24 3% 15%	157 3% 97% ^o	5 1% 3%
Virgin Media	997 16%	36 12% 4% ^j	162 23% 16% ^{acdghi}	61 11% 6% ^j	80 17% 8% ^{chij}	122 21% 12% ^{acghi}	132 21% 13% ^{acghi}	109 14% 11% ^j	113 13% 11% ^j	59 11% 6% ^j	15 5% 2%	101 19% 10% ^{acghi}	869 16% 87%	123 16% 12%	954 17% 96% ^o	43 5% 4%
Other	141 2%	3 1% 2%	6 1% 5%	11 2% 8%	9 2% 6%	8 1% 6%	16 3% 12% ^b	27 3% 19% ^{abej}	22 2% 16% ^b	21 4% 15% ^{abej}	3 1% 2%	10 2% 7%	126 2% 89%	12 2% 8%	133 2% 95% ^o	8 1% 5%
Don't have a pay TV service	2656 41%	113 39% 4%	246 35% 9%	257 46% 10% ^{bfk}	183 40% 7%	238 42% 9% ^{bk}	238 39% 9%	332 43% 13% ^{bk}	396 45% 15% ^{bfk}	241 44% 9% ^{bk}	154 48% 6% ^{abdfk}	189 35% 7%	2337 42% 88%	302 39% 11%	2061 37% 78%	595 74% 22% ⁿ
Don't know	182 3%	1 * 1%	11 2% 6%	12 2% 7%	17 4% 9% ^{abhj}	21 4% 12% ^{abhj}	14 2% 8% ^a	53 7% 29% ^{abcdef}	10 1% 5%	16 3% 9% ^{ah}	3 1% 2%	23 4% 13% ^{abhj}	135 2% 74%	38 5% 21%	155 3% 85%	27 3% 15%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.4 Which company does your household use for cable, satellite or other Pay TV, if any? If you use more than one company, please just tell me about the one which you use most often.

Base: All Adults 16+ in UK

	Total	Q.1 LANDLINE SUPPLIER								Q.2 MOBILE SUPPLIER						
		Total Landline (a)	BT (b)	Sky (c)	TalkTalk (d)	Virgin (e)	EE (f)	Plusnet (g)	Post Office (h)	Total Mobile (i)	EE/Orang eT-Mobile (j)	O2 (k)	Tesco Mobile (l)	Three (m)	Virgin (n)	Vodafone (o)
Unweighted Base	6407	5391	1965	1036	590	960	182	139	109	5875	1517	1349	464	624	360	859
Weighted Base	6407	5392	1897	1088	571	1008	191	145	91*	5982	1577	1370	443	663	367	880
BT	330 5%	311 6%	294 15%	3 *	1 *	1 *	6 3%	- -	2 2%	318 5%	87 5%	80 6%	31 7%	23 3%	5 1%	50 6%
		94% <i>cdeg</i>	89% <i>acdefg</i>	1% h	* h	* h	2% <i>cde</i>	-	1% <i>cde</i>	96% <i>mn</i>	26% <i>n</i>	24% <i>mn</i>	9% <i>mn</i>	7% 7%	1% 1%	15% <i>n</i>
Sky	1939 30%	1791 33%	535 28%	937 86%	124 22%	48 5%	41 22%	23 16%	11 12%	1857 31%	519 33%	490 36%	128 29%	225 34%	46 12%	312 35%
		92% <i>bddefg</i>	28% <i>degh</i>	48% <i>abdefg</i>	6% <i>eh</i>	2% h	2% <i>e</i>	1% <i>e</i>	1% <i>e</i>	96% <i>n</i>	27% <i>n</i>	25% <i>ln</i>	7% <i>n</i>	12% <i>n</i>	2% h	16% <i>ln</i>
TalkTalk	163 3%	157 3%	16 1%	2 *	135 24%	2 *	1 1%	- -	- -	157 3%	26 2%	22 2%	9 2%	34 5%	8 2%	19 2%
		96% <i>bceg</i>	10% <i>ce</i>	1% h	83% <i>abcefg</i>	1% h	1% h	-	-	97% <i>ijk</i>	16% h	14% h	5% h	21% <i>ijklno</i>	5% h	12% h
Virgin Media	997 16%	903 17%	54 3%	5 *	5 1%	815 81%	4 2%	1 1%	2 3%	960 16%	227 14%	212 15%	79 18%	73 11%	211 57%	114 13%
		91% <i>bcdgh</i>	5% <i>cd</i>	* h	1% h	82% <i>abcdfg</i>	2% h	* h	* h	96% <i>mo</i>	23% <i>m</i>	21% <i>m</i>	8% <i>mo</i>	7% o	21% <i>ijklm</i>	11% o
Other	141 2%	112 2%	29 2%	10 1%	17 3%	5 1%	22 11%	5 4%	4 4%	136 2%	48 3%	23 2%	10 2%	19 3%	2 *	18 2%
		80% <i>ce</i>	21% <i>ee</i>	7% h	12% <i>bce</i>	4% h	16% <i>abcdeg</i>	4% <i>ce</i>	3% <i>bce</i>	97% <i>n</i>	34% <i>kn</i>	16% h	7% <i>n</i>	13% <i>n</i>	1% h	13% h
Don't have a pay TV service	2656 41%	1958 36%	942 50%	128 12%	284 50%	130 13%	112 59%	109 75%	72 79%	2379 40%	647 41%	520 38%	184 42%	269 41%	93 25%	349 40%
		74% <i>ce</i>	35% <i>ace</i>	5% f	11% <i>ace</i>	5% f	4% <i>abcde</i>	4% <i>abcdef</i>	3% <i>abcde</i>	90% <i>n</i>	24% <i>n</i>	20% <i>n</i>	7% <i>n</i>	10% <i>n</i>	4% f	13% <i>n</i>
Don't know	182 3%	159 3%	26 1%	4 *	6 1%	7 1%	6 3%	6 4%	- -	174 3%	23 1%	23 2%	2 *	20 3%	3 1%	19 2%
		87% <i>bcde</i>	14% <i>cc</i>	2% h	3% h	4% h	3% <i>ce</i>	3% <i>bcde</i>	-	96% <i>ijkln</i>	13% h	13% h	1% h	11% <i>ln</i>	2% h	11% h

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.4 Which company does your household use for cable, satellite or other Pay TV, if any? If you use more than one company, please just tell me about the one which you use most often.

Base: All Adults 16+ in UK

	Total	Q.3 BROADBAND SUPPLIER						Q.4 PAY TV SUPPLIER					
		Total Broadband (a)	BT (b)	EE\Orange (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Plusnet (g)	Total TV (h)	BT (i)	Sky (j)	TalkTalk (k)	Virgin Media (l)
Unweighted Base	6407	5368	1330	241	1271	624	1261	173	3623	317	1878	165	943
Weighted Base	6407	5546	1349	257	1337	620	1339	180	3751	330	1939	163	997
BT	330 5%	322 6% 98%defg	298 22% 90%acdefg	8 3% 2%def	2 * 1%	3 1% 1%	2 * 1%	1 1% *	330 9% 100%ijkl	330 100% 100%hijkl	- - -	- - -	- - -
Sky	1939 30%	1857 33% 96%bcefg	381 28% 20%cefg	55 21% 3%f	1123 84% 58%abcefg	128 21% 7%f	73 5% 4%	28 15% 1%f	1939 52% 100%ikl	- - -	1939 100% 100%hijkl	- - -	- - -
TalkTalk	163 3%	162 3% 99%bdf	3 * 2%	3 1% 2%bd	2 * 1%	149 24% 92%abcdfg	4 * 2%	1 * *	163 4% 100%ijl	- - -	- - -	163 100% 100%hijl	- - -
Virgin Media	997 16%	963 17% 97%bcdeg	8 1% 1%	9 3% 1%bde	7 1% 1%	7 1% 1%	920 69% 92%abcdeg	5 3% 1%bd	997 27% 100%ijk	- - -	- - -	- - -	997 100% 100%hijk
Other	141 2%	131 2% 93%df	24 2% 17%	29 11% 20%abdefg	14 1% 10%	18 3% 13%df	16 1% 11%	7 4% 5%df	141 4% 100%ijkl	- - -	- - -	- - -	- - -
Don't have a pay TV service	2656 41%	1938 35% 73%df	619 46% 23%adf	143 56% 5%abdf	183 14% 7%	306 49% 12%adf	315 24% 12%d	136 75% 5%abcdef	- - -	- - -	- - -	- - -	- - -
Don't know	182 3%	174 3% 95%bdef	15 1% 8%	11 4% 6%bdef	6 * 3%	9 1% 5%d	9 1% 5%	3 1% 1%	182 5% 100%ijkl	- - -	- - -	- - -	- - -

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.5 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?

Base: All Adults 16+ in UK

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	6407	3089	3318	865	1103	946	889	839	990	775	1080	1763	1342	2222
Weighted Base	6407	3110	3297	904	1199	1044	1036	979	692	554	1185	1996	1335	1892
Landline phone	267	109	159	19	32	37	58	57	39	25	74	78	53	62
	4%	3%	5%	2%	3%	4%	6%	6%	6%	5%	6%	4%	4%	3%
		41%	59% ^a	7%	12%	14%	22% ^{cde}	22% ^{cde}	15% ^{cde}	9% ^{cd}	28% ^{klm}	29%	20%	23%
Mobile phone	235	111	124	28	56	42	39	41	26	4	47	72	50	65
	4%	4%	4%	3%	5%	4%	4%	4%	4%	1%	4%	4%	4%	3%
		47%	53%	12% ⁱ	24% ⁱ	18% ⁱ	16% ⁱ	17% ⁱ	11% ⁱ	2%	20%	31%	21%	28%
Fixed broadband internet	725	363	362	107	164	129	150	96	61	18	171	263	132	158
	11%	12%	11%	12%	14%	12%	14%	10%	9%	3%	14%	13%	10%	8%
		50%	50%	15% ^{hi}	23% ^{ghi}	18% ^{hi}	21% ^{ghi}	13% ⁱ	8% ⁱ	2%	24% ^{lm}	36% ^{lm}	18%	22%
Pay TV	174	80	94	18	28	27	44	36	16	5	42	51	38	43
	3%	3%	3%	2%	2%	3%	4%	4%	2%	1%	4%	3%	3%	2%
		46%	54%	10%	16% ⁱ	16% ⁱ	25% ^{cdhi}	20% ^{ci}	9% ⁱ	3%	24% ^m	29%	22%	25%
SUMMARY CODE														
REASON TO COMPLAIN	1134	543	590	145	233	190	221	183	116	45	261	391	212	270
	18%	17%	18%	16%	19%	18%	21%	19%	17%	8%	22%	20%	16%	14%
		48%	52%	13% ⁱ	21% ⁱ	17% ⁱ	19% ^{chi}	16% ⁱ	10% ⁱ	4%	23% ^{lm}	35% ^{lm}	19%	24%
None of these	5273	2566	2707	760	965	854	815	796	575	508	924	1604	1123	1622
	82%	83%	82%	84%	81%	82%	79%	81%	83%	92%	78%	80%	84%	86%
		49%	51%	14% ^f	18%	16%	15%	15%	11% ^f	10% ^{cdefgh}	18%	30%	21% ^{jk}	31% ^{jk}

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.5 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?
Base: All Adults 16+ in UK

	Total	AREA		COUNTRY			
		Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)
Unweighted Base	6407	5048	1359	5367	534	305	201
Weighted Base	6407	5079	1328	5396	545	320	146
Landline phone	267 4%	214 4% 80%	53 4% 20%	204 4% 76%	40 7% 15% ^c	18 5% 7%	6 4% 2%
Mobile phone	235 4%	177 3% 75%	58 4% 25%	168 3% 72%	37 7% 16% ^c	23 7% 10% ^c	7 5% 3%
Fixed broadband internet	725 11%	611 12% 84% ^b	114 9% 16%	604 11% 83%	71 13% 10%	28 9% 4%	22 15% 3% ^e
Pay TV	174 3%	147 3% 85%	27 2% 15%	139 3% 80%	16 3% 9%	13 4% 7%	6 4% 4%
SUMMARY CODE							
REASON TO COMPLAIN	1134 18%	939 18% 83% ^b	195 15% 17%	916 17% 81%	125 23% 11% ^c	60 19% 5%	33 22% 3% ^c
None of these	5273 82%	4140 82% 79%	1133 85% 21% ^a	4481 83% 85% ^{df}	420 77% 8%	259 81% 5%	113 78% 2%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Any columns with a base of less than 50 have been suppressed

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.5 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?
Base: All Adults 16+ in UK

	Total	GOVERNMENT REGIONS										ETHNIC ORIGIN		INTERNET ACCESS		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	White (l)	Minority Ethnic (m)	Any (n)	None (o)
Unweighted Base	6407	292	711	568	460	574	585	759	874	544	305	534	5638	726	5394	1013
Weighted Base	6407	287	698	565	456	569	613	778	886	547	320	545	5596	766	5598	809
Landline phone	267 4%	15 5% 6%be	15 2% 6%	26 5% 10%b	17 4% 6%	14 2% 5%	22 4% 8%	32 4% 12%b	39 4% 15%b	24 4% 9%b	18 5% 7%be	40 7% 15% hi	237 4% 89%	28 4% 10%	239 4% 90%	28 3% 10%
Mobile phone	235 4%	10 3% 4%	22 3% 9%	26 5% 11%d	7 2% 3%	15 3% 7%	18 3% 7%	27 3% 11%	25 3% 11%	18 3% 8%	23 7% 10% hi	37 7% 16% hi	206 4% 88%	28 4% 12%	212 4% 90%	23 3% 10%
Fixed broadband internet	725 11%	46 16% 6% j	78 11% 11%	51 9% 7%	40 9% 6%	75 13% 10% cdg	58 10% 8%	65 8% 9%	118 13% 16% cdfgj	73 13% 10% cdg	28 9% 4%	71 13% 10% cdg	635 11% 88%	88 11% 12%	715 13% 99% o	10 1% 1%
Pay TV	174 3%	16 6% 9% cdefg i	22 3% 12%	14 3% 8%	6 1% 3%	12 2% 7%	17 3% 10%	13 2% 8%	29 3% 17% d	10 2% 6%	13 4% 7% dg	16 3% 9%	165 3% 95% m	9 1% 5%	168 3% 96% o	6 1% 4%
SUMMARY CODE																
REASON TO COMPLAIN	1134 18%	70 25% 6% bcdef g	120 17% 11%	92 16% 8%	58 13% 5%	100 18% 9% dg	97 16% 9%	105 14% 9%	170 19% 15% dg	103 19% 9% dg	60 19% 5% dg	125 23% 11% bcdef g	1006 18% 89%	124 16% 11%	1074 19% 95% o	60 7% 5%
None of these	5273 82%	216 75% 4%	578 83% 11% cak	473 84% 9% ak	397 87% 8% aehijk	468 82% 9% ak	516 84% 10% ak	672 86% 13% aehijk k	716 81% 14%	444 81% 8%	259 81% 5%	420 77% 8%	4590 82% 87%	642 84% 12%	4524 81% 86%	749 93% 14% n

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)
 Proportions/Mean: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k - l/m - n/o

Reasons to Complain Study (QS0227 - 311549/311649/311550)

**Q.5 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?
Base: All Adults 16+ in UK**

	Total	Q.1 LANDLINE SUPPLIER								Q.2 MOBILE SUPPLIER						
		Total Landline (a)	BT (b)	Sky (c)	TalkTalk (d)	Virgin (e)	EE (f)	Plusnet (g)	Post Office (h)	Total Mobile (i)	EE\Orang eT-Mobile (j)	O2 (k)	Tesco Mobile (l)	Three (m)	Virgin (n)	Vodafone (o)
Unweighted Base	6407	5391	1965	1036	590	960	182	139	109	5875	1517	1349	464	624	360	859
Weighted Base	6407	5392	1897	1088	571	1008	191	145	91*	5982	1577	1370	443	663	367	880
Landline phone	267	263	109	48	33	40	7	7	3	242	74	63	13	26	12	33
	4%	5%	6%	4%	6%	4%	4%	5%	3%	4%	5%	5%	3%	4%	3%	4%
		99%	41% ^e	18%	12%	15%	3%	2%	1%	91%	28%	24%	5%	10%	5%	12%
Mobile phone	235	188	66	41	14	33	8	8	3	231	61	36	10	29	17	61
	4%	3%	3%	4%	2%	3%	4%	5%	3%	4%	4%	3%	2%	4%	5%	7%
		80%	28%	18%	6%	14%	3%	3%	1%	98% ^k	26%	15%	4%	12% ^k	7%	26% ^{ijklm}
Fixed broadband internet	725	654	204	131	85	161	25	11	7	699	186	173	39	79	60	96
	11%	12%	11%	12%	15%	16%	13%	7%	7%	12%	12%	13%	9%	12%	16%	11%
		90%	28%	18%	12% ^{bgh}	22% ^{abcgh}	3%	1%	1%	96%	26%	24% ^l	5%	11%	8% ^{ijlo}	13%
Pay TV	174	158	39	44	14	53	1	-	2	168	35	48	10	21	20	23
	3%	3%	2%	4%	2%	5%	1%	-	2%	3%	2%	4%	2%	3%	6%	3%
		91% ^g	23% ^e	25% ^{bfg}	8%	30% ^{abdfg}	1%	-	1%	96%	20% ^j	28% ^j	6%	12%	12% ^{ijlo}	13%
SUMMARY CODE																
REASON TO COMPLAIN	1134	1004	336	202	119	226	31	21	14	1087	280	270	60	118	89	176
	18%	19%	18%	19%	21%	22%	16%	15%	15%	18%	18%	20%	13%	18%	24%	20%
		89%	30%	18%	10%	20% ^{abcg}	3%	2%	1%	96% ^l	25% ^l	24% ^l	5%	10%	8% ^{ijlm}	15% ^l
None of these	5273	4388	1561	886	452	783	161	123	77	4895	1298	1099	383	545	278	704
	82%	81%	82%	81%	79%	78%	84%	85%	85%	82%	82%	80%	87%	82%	76%	80%
		83% ^e	30% ^e	17% ^e	9%	15%	3%	2% ^e	1%	93% ⁿ	25% ⁿ	21%	7% ^{ijkno}	10% ⁿ	5%	13%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.5 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?

Base: All Adults 16+ in UK

	Total	Q.3 BROADBAND SUPPLIER							Q.4 PAY TV SUPPLIER				
		Total Broadband (a)	BT (b)	EE/Orange (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Plusnet (g)	Total TV (h)	BT (i)	Sky (j)	TalkTalk (k)	Virgin Media (l)
Unweighted Base	6407	5368	1330	241	1271	624	1261	173	3623	317	1878	165	943
Weighted Base	6407	5546	1349	257	1337	620	1339	180	3751	330	1939	163	997
Landline phone	267 4%	246 4% 92%	85 6% 32%adf	12 4% 4%	52 4% 20%	33 5% 13%	47 4% 18%	5 3% 2%	170 5% 64%	26 8% 10%hjl	89 5% 33%	10 6% 4%	39 4% 15%
Mobile phone	235 4%	205 4% 87%	49 4% 21%	17 7% 7%abef	51 4% 22%	17 3% 7%	44 3% 19%	9 5% 4%	146 4% 62%	22 7% 9%hjl	74 4% 32%	6 4% 3%	32 3% 14%
Fixed broadband internet	725 11%	722 13% 100%	171 13% 24%	31 12% 4%	155 12% 21%	101 16% 14%abdg	214 16% 30%abdg	15 8% 2%	500 13% 69%	42 13% 6%	244 13% 34%	25 15% 3%	164 16% 23%hj
Pay TV	174 3%	169 3% 97%g	30 2% 17%	3 1% 2%	56 4% 32%abceg	14 2% 8%	61 5% 35%abceg	- - -	165 4% 95%	9 3% 5%	94 5% 54%	6 4% 4%	53 5% 30%
SUMMARY CODE													
REASON TO COMPLAIN	1134 18%	1077 19% 95%	263 19% 23%	44 17% 4%	252 19% 22%	136 22% 12%	295 22% 26%ag	27 15% 2%	772 21% 68%	70 21% 6%	404 21% 36%	35 22% 3%	225 23% 20%
None of these	5273 82%	4469 81% 85%f	1086 81% 21%	213 83% 4%	1085 81% 21%	485 78% 9%	1044 78% 20%	153 85% 3%f	2979 79% 56%	261 79% 5%	1535 79% 29%	128 78% 2%	772 77% 15%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.6A What was the most recent issue you had reason to complain about in connection with your home landline?

Base: All who had reason to complain about landline phone

	Total	GENDER		AGE	SOCIAL GRADE				AREA		COUNTRY
		Male (a)	Female (b)	65-74 (c)	AB (d)	C1 (e)	C2 (f)	DE (g)	Urban (h)	Rural (i)	England (j)
Unweighted Base	262	106	156	53	67	70	55	70	210	52	200
Weighted Base	267	109*	159	39*	74*	78*	53*	62*	214	53*	204
A billing, pricing or payment issue for example unexpected\unclear charges, overcharged or incorrect bill	58 22%	30 28% 52%	28 18% 48%	7 18% 12%	9 12% 15%	18 23% 30%	11 21% 19%	21 33% 36% ^d	50 24% 87%	8 15% 13%	38 19% 65%
A problem with a repair to the service for example the time taken to repair, it didn't happen\didn't happen when you were told it would or didn't solve the problem	43 16%	18 16% 41%	26 16% 59%	7 17% 16%	16 22% 38% ^g	16 21% 38% ^g	6 11% 13%	5 8% 11%	40 18% 92%	4 7% 8%	41 20% 94%
A problem relating to the installation or set up of your service for example the time taken to install\set up the service, changed\missed\late installation or installation appointment, it was not installed\set up correctly or time taken for hardware to arrive	16 6%	8 8% 53%	7 5% 47%	1 3% 8%	6 7% 35%	3 4% 20%	1 2% 8%	6 9% 37%	13 6% 85%	2 4% 15%	12 6% 75%
Dissatisfaction with customer service from a previous occasion or contact	14 5%	7 6% 48%	7 5% 52%	4 9% 25%	3 4% 22%	5 6% 33%	3 6% 23%	3 5% 23%	9 4% 68%	5 9% 32%	11 5% 79%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

*** small base**

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.6A What was the most recent issue you had reason to complain about in connection with your home landline?

Base: All who had reason to complain about landline phone

	Total	GENDER		AGE	SOCIAL GRADE				AREA		COUNTRY
		Male (a)	Female (b)	65-74 (c)	AB (d)	C1 (e)	C2 (f)	DE (g)	Urban (h)	Rural (i)	England (j)
Unweighted Base	262	106	156	53	67	70	55	70	210	52	200
Weighted Base	267	109*	159	39*	74*	78*	53*	62*	214	53*	204
The service not performing as it should for example voice mails delivered late, slow broadband speeds, poor callline quality or not performing as advertised, loss of service	106 40%	38 35% 36%	68 43% 64%	16 42% 16%	30 41% 29%	28 36% 27%	28 52% 26%g	19 31% 18%	78 36% 74%	28 53% 26%h	85 42% 80%
Cold calls/nuisance calls	8 3%	1 1% 7%	8 5% 93%	1 4% 17%	3 4% 34%	2 3% 24%	1 2% 13%	2 4% 29%	6 3% 66%	3 5% 34%	6 3% 70%
Something else	10 4%	4 4% 40%	6 4% 60%	1 2% 10%	5 7% 51%	2 3% 23%	1 1% 8%	2 3% 18%	6 3% 63%	4 7% 37%	8 4% 83%
None	12 5%	4 3% 29%	9 6% 71%	2 4% 13%	2 3% 19%	3 4% 28%	2 4% 19%	4 7% 34%	12 6% 100%	- - -	4 2% 30%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.6A What was the most recent issue you had reason to complain about in connection with your home landline?

Base: All who had reason to complain about landline phone

	Total	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER		Q.2 MOBILE SUPPLIER			Q.3 BROADBAND SUPPLIER		Q.4 PAY TV SUPPLIER	
		White (a)	Any (b)	Total Landline (c)	BT (d)	Total Mobile (e)	EE\OrangeT-Mobile (f)	O2 (g)	Total Broadband (h)	BT (i)	Total TV (j)	Sky (k)
Unweighted Base	262	234	229	259	110	236	71	62	236	84	163	85
Weighted Base	267	237	239	263	109	242	74*	63*	246	85*	170	89*
A billing, pricing or payment issue for example unexpected\unclear charges, overcharged or incorrect bill	58 22%	50 21% 87%	52 22% 90%	57 22% 98%	22 21% 39%	55 23% 94%	18 25% 32%	15 24% 25%	54 22% 92%	18 21% 30%	43 26% 75%	24 27% 41%
A problem with a repair to the service for example the time taken to repair, it didn't happen\didn't happen when you were told it would or didn't solve the problem	43 16%	35 15% 82%	42 17% 96%	42 16% 97%	22 21% 52%	42 17% 96%	11 15% 25%	9 15% 22%	42 17% 96%	16 19% 37%	28 17% 65%	16 18% 37%
A problem relating to the installation or set up of your service for example the time taken to install\set up the service, changed\missed\late installation or installation appointment, it was not installed\set up correctly or time taken for hardware to arrive	16 6%	15 6% 94%	14 6% 87%	16 6% 100%	5 5% 32%	13 5% 84%	6 8% 38%	1 1% 4%	14 6% 87%	4 5% 26%	8 5% 51%	1 1% 8%
Dissatisfaction with customer service from a previous occasion or contact	14 5%	13 5% 92%	10 4% 70%	13 5% 92%	7 6% 50%	14 6% 100%	1 2% 10%	5 7% 33%	12 5% 83%	4 5% 31%	9 5% 62%	2 3% 17%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

*** small base**

Any columns with a base of less than 50 have been suppressed

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.6A What was the most recent issue you had reason to complain about in connection with your home landline?

Base: All who had reason to complain about landline phone

	Total	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER		Q.2 MOBILE SUPPLIER			Q.3 BROADBAND SUPPLIER		Q.4 PAY TV SUPPLIER	
		White (a)	Any (b)	Total Landline (c)	BT (d)	Total Mobile (e)	EE\OrangeT-Mobile (f)	O2 (g)	Total Broadband (h)	BT (i)	Total TV (j)	Sky (k)
Unweighted Base	262	234	229	259	110	236	71	62	236	84	163	85
Weighted Base	267	237	239	263	109	242	74*	63*	246	85*	170	89*
The service not performing as it should for example voice mails delivered late, slow broadband speeds, poor call\line quality or not performing as advertised, loss of service	106 40%	96 40% 91%	97 41% 92%	106 40% 100%	40 37% 38%	94 39% 89%	30 40% 28%	24 38% 23%	98 40% 93%	34 40% 32%	63 37% 60%	37 41% 35%
Cold calls/nuisance calls	8 3%	8 4% 100%	4 2% 48%	8 3% 100%	3 3% 40%	6 3% 76%	1 2% 18%	3 5% 34%	5 2% 55%	1 1% 7%	2 1% 21%	2 2% 21%
Something else	10 4%	10 4% 100%	9 4% 91%	10 4% 100%	4 4% 45%	8 3% 83%	3 4% 28%	4 7% 46%	10 4% 100%	4 5% 45%	6 4% 64%	3 4% 33%
None	12 5%	10 4% 82%	12 5% 94%	12 5% 100%	4 4% 36%	10 4% 79%	3 5% 27%	2 3% 17%	12 5% 100%	4 5% 34%	10 6% 84%	4 5% 33%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.6B And what other reason(s) did you have reason to complain about with your home landline?

Base: All who had reason to complain about landline phone

	Total	GENDER		AGE	SOCIAL GRADE				AREA		COUNTRY
		Male (a)	Female (b)	65-74 (c)	AB (d)	C1 (e)	C2 (f)	DE (g)	Urban (h)	Rural (i)	England (j)
Unweighted Base	262	106	156	53	67	70	55	70	210	52	200
Weighted Base	267	109*	159	39*	74*	78*	53*	62*	214	53*	204
A billing, pricing or payment issue for example unexpected/unclear charges, overcharged or incorrect bill	20 8%	10 9%	10 6%	3 8%	4 6%	4 5%	6 10%	6 10%	15 7%	5 10%	15 8%
A problem with a repair to the service for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	19 7%	6 6%	13 8%	2 6%	3 4%	7 8%	4 8%	6 10%	13 6%	6 12%	12 6%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	22 8%	10 9%	12 7%	3 8%	5 7%	8 10%	4 7%	5 8%	13 6%	9 17%	16 8%
Dissatisfaction with customer service from a previous occasion or contact	34 13%	15 14%	19 12%	3 8%	9 12%	11 14%	8 16%	6 10%	31 14%	3 6%	27 13%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Any columns with a base of less than 50 have been suppressed

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.6B And what other reason(s) did you have reason to complain about with your home landline?

Base: All who had reason to complain about landline phone

	Total	GENDER		AGE	SOCIAL GRADE				AREA		COUNTRY
		Male (a)	Female (b)	65-74 (c)	AB (d)	C1 (e)	C2 (f)	DE (g)	Urban (h)	Rural (i)	England (j)
Unweighted Base	262	106	156	53	67	70	55	70	210	52	200
Weighted Base	267	109*	159	39*	74*	78*	53*	62*	214	53*	204
The service not performing as it should for example voice mails delivered late, slow broadband speeds, poor callline quality or not performing as advertised, loss of service	30 11%	13 12% 44%	17 11% 56%	5 12% 16%	8 10% 25%	9 12% 31%	7 14% 25%	6 9% 19%	22 10% 75%	8 14% 25%	26 13% 87%
Cold calls/nuisance calls	2 1%	- - -	2 1% 100%	1 2% 28%	1 1% 36%	1 2% 64%	- - -	- - -	1 1% 64%	1 2% 36%	2 1% 72%
Something else	2 1%	1 1% 41%	1 1% 59%	- - -	1 2% 59%	- - -	- - -	1 1% 41%	1 1% 59%	1 2% 41%	1 * 41%
None	158 59%	61 56% 38%	97 62% 62%	27 68% 17%	44 59% 28%	47 61% 30%	28 53% 18%	39 63% 25%	132 61% 83%	27 51% 17%	121 59% 76%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.6B And what other reason(s) did you have reason to complain about with your home landline?

Base: All who had reason to complain about landline phone

	Total	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER		Q.2 MOBILE SUPPLIER			Q.3 BROADBAND SUPPLIER		Q.4 PAY TV SUPPLIER	
		White (a)	Any (b)	Total Landline (c)	BT (d)	Total Mobile (e)	EE\OrangeT-Mobile (f)	O2 (g)	Total Broadband (h)	BT (i)	Total TV (j)	Sky (k)
Unweighted Base	262	234	229	259	110	236	71	62	236	84	163	85
Weighted Base	267	237	239	263	109	242	74*	63*	246	85*	170	89*
A billing, pricing or payment issue for example unexpected\unclear charges, overcharged or incorrect bill	20 8%	17 7%	20 9%	20 8%	12 11%	20 8%	6 8%	4 6%	20 8%	11 13%	14 8%	6 7%
		84%	100%	100%	59%	96%	30%	19%	100%	53%	69%	30%
A problem with a repair to the service for example the time taken to repair, it didn't happen\didn't happen when you were told it would or didn't solve the problem	19 7%	19 8%	19 8%	19 7%	9 9%	18 7%	4 6%	6 9%	19 8%	9 10%	15 9%	5 6%
		100%	96%	100%	48%	92%	22%	30%	96%	44%	76%	28%
A problem relating to the installation or set up of your service for example the time taken to install\set up the service, changed\missed\late installation or installation appointment, it was not installed\set up correctly or time taken for hardware to arrive	22 8%	21 9%	20 9%	22 8%	11 10%	21 9%	7 10%	6 9%	20 8%	9 10%	14 8%	5 6%
		96%	92%	100%	48%	94%	32%	25%	92%	40%	61%	23%
Dissatisfaction with customer service from a previous occasion or contact	34 13%	31 13%	32 13%	34 13%	14 13%	31 13%	7 9%	5 8%	33 13%	14 17%	23 14%	12 13%
		90%	93%	100%	42%	91%	20%	15%	97%	42%	68%	35%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

*** small base**

Any columns with a base of less than 50 have been suppressed

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.6B And what other reason(s) did you have reason to complain about with your home landline?

Base: All who had reason to complain about landline phone

	Total	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER		Q.2 MOBILE SUPPLIER			Q.3 BROADBAND SUPPLIER		Q.4 PAY TV SUPPLIER	
		White (a)	Any (b)	Total Landline (c)	BT (d)	Total Mobile (e)	EE\OrangeT-Mobile (f)	O2 (g)	Total Broadband (h)	BT (i)	Total TV (j)	Sky (k)
Unweighted Base	262	234	229	259	110	236	71	62	236	84	163	85
Weighted Base	267	237	239	263	109	242	74*	63*	246	85*	170	89*
The service not performing as it should for example voice mails delivered late, slow broadband speeds, poor call/line quality or not performing as advertised, loss of service	30 11%	23 10% 77%	29 12% 98%	30 11% 100%	16 15% 53%	27 11% 92%	10 13% 33%	7 12% 25%	29 12% 98%	14 17% 48%	15 9% 49%	7 8% 24%
Cold calls/nuisance calls	2 1%	2 1% 100%	- - -	2 1% 100%	1 1% 28%	2 1% 100%	1 1% 36%	- - -	1 * 28%	- - -	- - -	- - -
Something else	2 1%	2 1% 100%	1 1% 59%	2 1% 100%	1 1% 59%	1 * 41%	- - -	1 1% 41%	2 1% 100%	1 1% 59%	2 1% 100%	2 2% 100%
None	158 59%	141 59% 89%	139 58% 88%	155 59% 98%	59 54% 37%	142 59% 90%	43 58% 27%	38 61% 24%	143 58% 90%	40 47% 25%	101 59% 64%	58 65% 37%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.6A\6B What was the most recent/Other reason(s) issue you had reason to complain about in connection with your home landline? - Total
Base: All who had reason to complain about landline phone

	Total	GENDER		AGE	SOCIAL GRADE				AREA		COUNTRY
		Male (a)	Female (b)	65-74 (c)	AB (d)	C1 (e)	C2 (f)	DE (g)	Urban (h)	Rural (i)	England (j)
Unweighted Base	262	106	156	53	67	70	55	70	210	52	200
Weighted Base	267	109*	159	39*	74*	78*	53*	62*	214	53*	204
A billing, pricing or payment issue for example unexpected\unclear charges, overcharged or incorrect bill	73 27%	36 33% 49%	37 24% 51%	10 25% 13%	13 17% 17%	22 28% 30%	15 29% 21%	24 38% 32% ^d	62 29% 85%	11 22% 15%	50 24% 68%
A problem with a repair to the service for example the time taken to repair, it didn't happen\ didn't happen when you were told it would or didn't solve the problem	63 23%	24 22% 39%	38 24% 61%	9 23% 14%	19 26% 31%	23 30% 37%	10 18% 15%	11 17% 17%	52 24% 84%	10 19% 16%	53 26% 85%
A problem relating to the installation or set up of your service for example the time taken to install\set up the service, changed\missed\late installation or installation appointment, it was not installed\set up correctly or time taken for hardware to arrive	38 14%	18 17% 49%	19 12% 51%	4 11% 12%	11 15% 29%	11 14% 30%	5 9% 13%	11 17% 29%	26 12% 70%	11 21% 30%	28 14% 73%
Dissatisfaction with customer service from a previous occasion or contact	48 18%	22 20% 45%	26 17% 55%	7 17% 13%	12 16% 25%	15 20% 32%	11 22% 24%	9 15% 20%	40 19% 84%	8 15% 16%	38 19% 79%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

*** small base**

Any columns with a base of less than 50 have been suppressed

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.6A\6B What was the most recent/Other reason(s) issue you had reason to complain about in connection with your home landline? - Total
Base: All who had reason to complain about landline phone

	Total	GENDER		AGE	SOCIAL GRADE				AREA		COUNTRY
		Male (a)	Female (b)	65-74 (c)	AB (d)	C1 (e)	C2 (f)	DE (g)	Urban (h)	Rural (i)	England (j)
Unweighted Base	262	106	156	53	67	70	55	70	210	52	200
Weighted Base	267	109*	159	39*	74*	78*	53*	62*	214	53*	204
The service not performing as it should for example voice mails delivered late, slow broadband speeds, poor callline quality or not performing as advertised, loss of service	129	48	81	20	38	36	31	24	96	34	105
	48%	45%	51%	52%	51%	47%	59%	39%	45%	64%	51%
		37%	63%	16%	29%	28%	24%g	19%	74%	26%h	81%
Cold calls/nuisance calls	8	1	8	1	3	2	1	2	6	3	6
	3%	1%	5%	4%	4%	3%	2%	4%	3%	5%	3%
		7%	93%	17%	34%	24%	13%	29%	66%	34%	70%
Something else	11	4	7	1	6	2	1	2	7	4	8
	4%	4%	4%	2%	8%	3%	1%	3%	3%	7%	4%
		36%	64%	9%	57%	20%	7%	16%	67%	33%	74%
None	12	4	9	2	2	3	2	4	12	-	4
	5%	3%	6%	4%	3%	4%	4%	7%	6%	-	2%
		29%	71%	13%	19%	28%	19%	34%	100%	-	30%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.6A\6B What was the most recent/Other reason(s) issue you had reason to complain about in connection with your home landline? - Total Base: All who had reason to complain about landline phone

	Total	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER		Q.2 MOBILE SUPPLIER			Q.3 BROADBAND SUPPLIER		Q.4 PAY TV SUPPLIER	
		White (a)	Any (b)	Total Landline (c)	BT (d)	Total Mobile (e)	EE\OrangeT-Mobile (f)	O2 (g)	Total Broadband (h)	BT (i)	Total TV (j)	Sky (k)
Unweighted Base	262	234	229	259	110	236	71	62	236	84	163	85
Weighted Base	267	237	239	263	109	242	74*	63*	246	85*	170	89*
A billing, pricing or payment issue for example unexpected\unclear charges, overcharged or incorrect bill	73 27%	62 26% 85%	68 28% 92%	72 27% 98%	31 28% 42%	70 29% 95%	23 31% 31%	17 26% 23%	69 28% 94%	25 29% 34%	53 31% 72%	28 32% 39%
A problem with a repair to the service for example the time taken to repair, it didn't happen\ didn't happen when you were told it would or didn't solve the problem	63 23%	55 23% 87%	60 25% 96%	61 23% 98%	32 29% 51%	59 25% 95%	15 20% 24%	15 24% 24%	60 25% 96%	25 29% 40%	43 25% 69%	21 24% 34%
A problem relating to the installation or set up of your service for example the time taken to install\set up the service, changed\missed\late installation or installation appointment, it was not installed\set up correctly or time taken for hardware to arrive	38 14%	36 15% 95%	34 14% 90%	38 14% 100%	16 14% 41%	34 14% 90%	13 18% 34%	6 10% 17%	34 14% 90%	13 15% 34%	22 13% 57%	6 7% 16%
Dissatisfaction with customer service from a previous occasion or contact	48 18%	44 18% 91%	42 17% 86%	47 18% 98%	21 20% 44%	45 19% 94%	8 11% 17%	10 15% 20%	45 18% 93%	19 22% 39%	32 19% 66%	14 16% 30%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Any columns with a base of less than 50 have been suppressed

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.6A16B What was the most recent/Other reason(s) issue you had reason to complain about in connection with your home landline? - Total Base: All who had reason to complain about landline phone

	Total	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER		Q.2 MOBILE SUPPLIER			Q.3 BROADBAND SUPPLIER		Q.4 PAY TV SUPPLIER	
		White (a)	Any (b)	Total Landline (c)	BT (d)	Total Mobile (e)	EE\OrangeT-Mobile (f)	O2 (g)	Total Broadband (h)	BT (i)	Total TV (j)	Sky (k)
Unweighted Base	262	234	229	259	110	236	71	62	236	84	163	85
Weighted Base	267	237	239	263	109	242	74*	63*	246	85*	170	89*
The service not performing as it should for example voice mails delivered late, slow broadband speeds, poor call\line quality or not performing as advertised, loss of service	129 48%	115 48% 89%	121 51% 94%	129 49% 100%	53 49% 41%	117 48% 90%	36 49% 28%	29 47% 23%	122 50% 94%	46 54% 35%	76 45% 59%	43 48% 33%
Cold calls/nuisance calls	8 3%	8 4% 100%	4 2% 48%	8 3% 100%	3 3% 40%	6 3% 76%	1 2% 18%	3 5% 34%	5 2% 55%	1 1% 7%	2 1% 21%	2 2% 21%
Something else	11 4%	11 5% 100%	10 4% 92%	11 4% 100%	6 5% 51%	8 3% 74%	3 4% 25%	4 7% 41%	11 4% 100%	6 7% 51%	7 4% 68%	4 5% 40%
None	12 5%	10 4% 82%	12 5% 94%	12 5% 100%	4 4% 36%	10 4% 79%	3 5% 27%	2 3% 17%	12 5% 100%	4 5% 34%	10 6% 84%	4 5% 33%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.7 And have you gone ahead and made a complaint about your landline service or supplier?

Base: All who had reason to complain about landline phone

	Total	GENDER		AGE	SOCIAL GRADE				AREA		COUNTRY
		Male (a)	Female (b)	65-74 (c)	AB (d)	C1 (e)	C2 (f)	DE (g)	Urban (h)	Rural (i)	England (j)
Unweighted Base	262	106	156	53	67	70	55	70	210	52	200
Weighted Base	267	109*	159	39*	74*	78*	53*	62*	214	53*	204
Yes - to my landline provider	200 75%	83 77%	116 73%	30 77%	55 74%	60 78%	36 69%	48 77%	159 74%	41 78%	165 81%
		42%	58%	15%	27%	30%	18%	24%	79%	21%	83%
Yes - to Ofcom	8 3%	5 5%	2 1%	- -	2 2%	3 3%	2 3%	2 3%	4 2%	4 7%	3 2%
		71%	29%	-	22%	34%	20%	24%	51%	49%h	45%
Yes - Other	1 *	1 1%	- -	- -	- -	- -	1 2%	- -	1 1%	- -	1 1%
		100%	-	-	-	-	100%	-	100%	-	100%
No - not made a complaint	65 24%	23 21%	42 27%	9 23%	19 26%	16 20%	16 29%	14 23%	53 25%	11 22%	36 18%
		35%	65%	14%	30%	24%	24%	22%	82%	18%	56%
SUMMARY CODE											
ANY YES	202 76%	86 79%	116 73%	30 77%	55 74%	62 80%	38 71%	48 77%	161 75%	41 78%	167 82%
		42%	58%	15%	27%	30%	19%	24%	80%	20%	83%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.7 And have you gone ahead and made a complaint about your landline service or supplier?

Base: All who had reason to complain about landline phone

Total	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER		Q.2 MOBILE SUPPLIER			Q.3 BROADBAND SUPPLIER		Q.4 PAY TV SUPPLIER		
	White (a)	Any (b)	Total Landline (c)	BT (d)	Total Mobile (e)	EE\OrangeT-Mobile (f)	O2 (g)	Total Broadband (h)	BT (i)	Total TV (j)	Sky (k)	
Unweighted Base	262	234	229	259	110	236	71	62	236	84	163	85
Weighted Base	267	237	239	263	109	242	74*	63*	246	85*	170	89*
Yes - to my landline provider	200 75%	177 75%	182 76%	196 75%	83 76%	182 75%	58 79%	47 74%	186 76%	62 74%	125 73%	70 79%
Yes - to Ofcom	8 3%	8 3%	6 3%	8 3%	4 4%	7 3%	- -	1 2%	6 2%	2 3%	4 3%	2 2%
Yes - Other	1 *	1 *	1 *	1 *	- -	1 *	- -	- -	1 *	- -	1 1%	1 1%
No - not made a complaint	65 24%	57 24%	55 23%	65 25%	26 24%	58 24%	16 21%	16 26%	57 23%	22 26%	43 25%	18 20%
SUMMARY CODE												
ANY YES	202 76%	180 76%	185 77%	199 75%	83 76%	184 76%	58 79%	47 74%	189 77%	62 74%	127 75%	71 80%
		89%	91%	98%	41%	91%	29%	23%	93%	31%	63%	35%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.8 And did you make this or your most recent complaint to your landline provider in the last 6 months?

Base: All who have complained to landline provider

	Total	GENDER		SOCIAL GRADE			AREA	COUNTRY	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER	
		Male (a)	Female (b)	AB (c)	C1 (d)	DE (e)	Urban (f)	England (g)	White (h)	Any (i)	Total Landline (j)	BT (k)
Unweighted Base	196	83	113	50	54	55	155	161	175	175	193	83
Weighted Base	200	83*	116	55*	60*	48*	159	165	177	182	196	83*
Yes	149	66	82	42	45	34	116	124	128	138	146	59
	74%	80%	71%	76%	75%	70%	73%	75%	72%	76%	74%	71%
		45%	55%	28%	31%	23%	78%	83%	86%	93%	98%	40%
No	50	17	34	13	15	13	42	40	48	44	49	23
	25%	20%	29%	24%	25%	28%	26%	24%	27%	24%	25%	28%
		33%	67%	26%	30%	27%	84%	79%	96%	88%	98%	46%
Don't know/can't remember	1	1	1	-	-	1	1	1	1	1	1	1
	1%	1%	1%	-	-	3%	*	1%	1%	*	1%	1%
		44%	56%	-	-	100%	56%	100%	100%	44%	100%	56%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.8 And did you make this or your most recent complaint to your landline provider in the last 6 months?

Base: All who have complained to landline provider

	Total	Q.2 MOBILE SUPPLIER		Q.3 BROADBAND SUPPLIER		Q.4 PAY TV SUPPLIER	
		Total Mobile (a)	EE\OrangeT- Mobile (b)	Total Broadband (c)	BT (d)	Total TV (e)	Sky (f)
Unweighted Base	196	178	56	180	62	119	67
Weighted Base	200	182	58*	186	62*	125	70*
Yes	149 74%	139 76% 93%	44 76% 30%	139 75% 94%	44 71% 30%	90 72% 60%	49 70% 33%
No	50 25%	42 23% 84%	13 22% 25%	47 25% 93%	18 29% 36%	34 27% 68%	21 30% 41%
Don't know/can't remember	1 1%	1 1% 100%	1 2% 100%	1 * 44%	- - -	1 * 44%	1 1% 44%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.9 Why didn't you make a complaint about your landline service or supplier?

Base: All who have not made a complaint about landline phone issues

	Total	AREA	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER	Q.2 MOBILE SUPPLIER	Q.3 BROADBAND SUPPLIER
		Urban (a)	White (b)	Any (c)	Total Landline (d)	Total Mobile (e)	Total Broadband (f)
Unweighted Base	64	53	57	52	64	56	54
Weighted Base	65*	53*	57*	55*	65*	58*	57*
Did not know where to go\ who to complain to	8 12%	8 14% 100%	6 10% 72%	6 10% 73%	8 12% 100%	7 12% 89%	7 12% 89%
Didn't have the time	6 9%	6 11% 100%	5 9% 84%	6 11% 100%	6 9% 100%	6 10% 100%	6 10% 100%
Not worth the hassle	12 19%	6 12% 52%	12 22% 100%	8 14% 63%	12 19% 100%	10 17% 78%	8 14% 63%
They wouldn't do anything anyway	7 10%	6 11% 88%	6 10% 88%	5 10% 81%	7 10% 100%	7 12% 100%	5 10% 81%
The problem was sorted out	23 35%	21 40% 92%	19 33% 83%	22 40% 97%	23 35% 100%	21 36% 92%	22 39% 97%
I am going to complain\have not complained yet	1 1%	1 1% 100%	- - -	1 1% 100%	1 1% 100%	1 1% 100%	1 1% 100%
Unable to make a complaint\could not get through	1 1%	- - -	1 1% 100%	- - -	1 1% 100%	1 1% 100%	- - -
Other	6 9%	2 4% 33%	6 10% 100%	4 7% 67%	6 9% 100%	6 10% 100%	4 7% 67%
None/nothing	8 12%	8 15% 100%	8 14% 100%	7 13% 91%	8 12% 100%	6 10% 74%	8 14% 100%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Any columns with a base of less than 50 have been suppressed

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.10A What was the most recent issue you had reason to complain about in connection with your mobile phone ?

Base: All who had reason to complain about mobile phone

	Total	GENDER		AGE	SOCIAL GRADE			AREA		COUNTRY
		Male (a)	Female (b)	25-34 (c)	C1 (d)	C2 (e)	DE (f)	Urban (g)	Rural (h)	England (i)
Unweighted Base	225	102	123	51	62	50	70	170	55	160
Weighted Base	235	111*	124	56*	72*	50*	65*	177	58*	168
A billing, pricing or payment issue for example unexpected/unclear charges, overcharged or incorrect bill	77 33%	38 34% 50%	39 31% 50%	20 35% 26%	27 37% 35%	16 32% 21%	16 25% 21%	57 32% 74%	20 35% 26%	51 30% 66%
A problem with a repair to the service for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	14 6%	6 6% 46%	8 6% 54%	4 6% 26%	2 3% 16%	2 3% 12%	10 15% 72% ^{de}	12 7% 85%	2 3% 15%	10 6% 74%
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	5 2%	3 2% 53%	2 2% 47%	- - -	1 2% 23%	2 5% 47%	- - -	4 2% 76%	1 2% 24%	4 2% 77%
Dissatisfaction with customer service from a previous occasion or contact	24 10%	12 10% 49%	12 10% 51%	7 13% 30%	8 11% 34%	4 7% 15%	4 7% 18%	17 10% 72%	7 11% 28%	20 12% 83%
The service not performing as it should for example loss of service, unable to use mobile (2G, 3G or 4G) in certain areas, text (SMS or IM) or voice mails delivered late, poor call/line quality	99 42%	47 42% 48%	52 42% 52%	23 41% 23%	29 40% 29%	21 42% 21%	28 43% 28%	71 40% 72%	28 48% 28%	74 44% 75%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Any columns with a base of less than 50 have been suppressed

Reasons to Complain Study (QS0227 - 311549/311649/311550)**Q.10A What was the most recent issue you had reason to complain about in connection with your mobile phone ?****Base: All who had reason to complain about mobile phone**

	Total	GENDER		AGE	SOCIAL GRADE			AREA		COUNTRY
		Male (a)	Female (b)	25-34 (c)	C1 (d)	C2 (e)	DE (f)	Urban (g)	Rural (h)	England (i)
Unweighted Base	225	102	123	51	62	50	70	170	55	160
Weighted Base	235	111*	124	56*	72*	50*	65*	177	58*	168
Something else	3	1	2	-	-	1	2	3	-	3
	1%	1%	2%	-	-	2%	3%	2%	-	2%
		29%	71%	-	-	40%	60%	100%	-	100%
None	14	4	9	3	5	4	5	14	-	7
	6%	4%	8%	5%	6%	8%	8%	8%	-	4%
		32%	68%	20%	34%	30%	37%	100%h	-	48%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)**Proportions/Means: Columns Tested (5% risk level) - a/b - c/c - d/e/f - g/h - i/i***** small base**

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.10A What was the most recent issue you had reason to complain about in connection with your mobile phone ?

Base: All who had reason to complain about mobile phone

	Total	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER		Q.2 MOBILE SUPPLIER			Q.3 BROADBAND SUPPLIER	Q.4 PAY TV SUPPLIER	
		White (a)	Any (b)	Total Landline (c)	BT (d)	Total Mobile (e)	EE\OrangeT-Mobile (f)	Vodafone (g)	Total Broadband (h)	Total TV (i)	Sky (j)
Unweighted Base	225	198	202	176	60	220	58	59	194	136	70
Weighted Base	235	206	212	188	66*	231	61*	61*	205	146	74*
A billing, pricing or payment issue for example unexpected\unclear charges, overcharged or incorrect bill	77 33%	69 33%	69 33%	66 35%	24 36%	77 33%	20 33%	25 41%	71 35%	53 36%	29 40%
A problem with a repair to the service for example the time taken to repair, it didn't happen\didn't happen when you were told it would or didn't solve the problem	14 6%	11 5%	14 6%	9 5%	4 6%	13 6%	2 4%	2 3%	12 6%	11 7%	8 10%
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	5 2%	5 3%	5 2%	4 2%	- -	5 2%	2 4%	1 2%	4 2%	2 1%	2 2%
Dissatisfaction with customer service from a previous occasion or contact	24 10%	21 10%	21 10%	20 11%	4 6%	23 10%	9 14%	5 8%	21 10%	14 10%	4 5%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

*** small base**

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.10A What was the most recent issue you had reason to complain about in connection with your mobile phone ?

Base: All who had reason to complain about mobile phone

	Total	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER		Q.2 MOBILE SUPPLIER			Q.3 BROADBAND SUPPLIER	Q.4 PAY TV SUPPLIER	
		White (a)	Any (b)	Total Landline (c)	BT (d)	Total Mobile (e)	EE\OrangeT-Mobile (f)	Vodafone (g)	Total Broadband (h)	Total TV (i)	Sky (j)
Unweighted Base	225	198	202	176	60	220	58	59	194	136	70
Weighted Base	235	206	212	188	66*	231	61*	61*	205	146	74*
The service not performing as it should for example loss of service, unable to use mobile (2G, 3G or 4G) in certain areas, text (SMS or IM) or voice mails delivered late, poor call/line quality	99 42%	87 42% 88%	93 44% 94%	78 42% 79%	32 48% 32%	99 43% 100%	25 40% 25%	25 41% 25%	85 41% 86%	55 38% 56%	28 38% 29%
Something else	3 1%	3 1% 100%	2 1% 71%	2 1% 71%	1 1% 31%	3 1% 100%	- - -	1 2% 31%	2 1% 71%	1 1% 40%	- - -
None	14 6%	10 5% 72%	9 4% 62%	9 5% 65%	2 3% 13%	11 5% 80%	3 5% 22%	2 4% 16%	11 5% 77%	9 6% 68%	3 5% 25%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.10B And what other reason(s) did you have reason to complain about with your mobile phone ?

Base: All who had reason to complain about mobile phone

	Total	GENDER		AGE	SOCIAL GRADE			AREA		COUNTRY
		Male (a)	Female (b)	25-34 (c)	C1 (d)	C2 (e)	DE (f)	Urban (g)	Rural (h)	England (i)
Unweighted Base	225	102	123	51	62	50	70	170	55	160
Weighted Base	235	111*	124	56*	72*	50*	65*	177	58*	168
A billing, pricing or payment issue for example unexpected/unclear charges, overcharged or incorrect bill	20 8%	10 9% 51%	10 8% 49%	1 2% 5%	5 7% 25%	6 13% 32%	7 10% 34%	15 9% 79%	4 7% 21%	17 10% 85%
A problem with a repair to the service for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	15 7%	4 3% 24%	12 9% 76%	3 6% 20%	7 9% 44%	1 2% 8%	5 7% 31%	11 6% 70%	5 8% 30%	9 5% 57%
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	9 4%	3 3% 35%	6 5% 65%	- - -	4 6% 46%	2 5% 28%	2 4% 26%	5 3% 54%	4 7% 46%	7 4% 74%
Dissatisfaction with customer service from a previous occasion or contact	38 16%	24 21% 62%	15 12% 38%	6 10% 15%	17 23% 43%	6 13% 17%	3 4% 7%	28 16% 74%	10 17% 26%	27 16% 69%
The service not performing as it should for example loss of service, unable to use mobile (2G, 3G or 4G) in certain areas, text (SMS or IM) or voice mails delivered late, poor call/line quality	25 11%	10 9% 39%	15 12% 61%	6 11% 24%	11 15% 43%	4 8% 15%	5 8% 21%	18 10% 71%	7 12% 29%	17 10% 69%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Any columns with a base of less than 50 have been suppressed

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.10B And what other reason(s) did you have reason to complain about with your mobile phone ?

Base: All who had reason to complain about mobile phone

	Total	GENDER		AGE	SOCIAL GRADE			AREA		COUNTRY
		Male (a)	Female (b)	25-34 (c)	C1 (d)	C2 (e)	DE (f)	Urban (g)	Rural (h)	England (i)
Unweighted Base	225	102	123	51	62	50	70	170	55	160
Weighted Base	235	111*	124	56*	72*	50*	65*	177	58*	168
Something else	3 1%	2 2%	1 1%	-	1 1%	-	1 2%	3 2%	-	3 2%
		65%	35%	-	23%	-	42%	100%	-	100%
None	135 57%	62 56%	73 59%	41 30%	31 23%	34 26% ^d	44 32% ^d	104 77%	31 23%	98 72%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.10B And what other reason(s) did you have reason to complain about with your mobile phone ?

Base: All who had reason to complain about mobile phone

	Total	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER		Q.2 MOBILE SUPPLIER			Q.3 BROADBAND SUPPLIER	Q.4 PAY TV SUPPLIER	
		White (a)	Any (b)	Total Landline (c)	BT (d)	Total Mobile (e)	EE\OrangeT-Mobile (f)	Vodafone (g)	Total Broadband (h)	Total TV (i)	Sky (j)
Unweighted Base	225	198	202	176	60	220	58	59	194	136	70
Weighted Base	235	206	212	188	66*	231	61*	61*	205	146	74*
A billing, pricing or payment issue for example unexpected\unclear charges, overcharged or incorrect bill	20 8%	16 8%	20 9%	18 9%	9 13%	20 8%	5 8%	5 9%	19 9%	15 11%	6 9%
A problem with a repair to the service for example the time taken to repair, it didn't happen\didn't happen when you were told it would or didn't solve the problem	15 7%	12 6%	15 7%	13 7%	5 7%	15 7%	3 6%	4 7%	15 7%	14 9%	7 10%
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	9 4%	9 4%	7 3%	7 4%	3 4%	8 4%	4 7%	2 3%	8 4%	5 3%	1 1%
Dissatisfaction with customer service from a previous occasion or contact	38 16%	34 16%	34 16%	33 18%	18 28%	38 17%	7 12%	14 22%	34 17%	23 16%	13 18%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

*** small base**

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.10B And what other reason(s) did you have reason to complain about with your mobile phone ?

Base: All who had reason to complain about mobile phone

	Total	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER		Q.2 MOBILE SUPPLIER			Q.3 BROADBAND SUPPLIER	Q.4 PAY TV SUPPLIER	
		White (a)	Any (b)	Total Landline (c)	BT (d)	Total Mobile (e)	EE/Orange/T-Mobile (f)	Vodafone (g)	Total Broadband (h)	Total TV (i)	Sky (j)
Unweighted Base	225	198	202	176	60	220	58	59	194	136	70
Weighted Base	235	206	212	188	66*	231	61*	61*	205	146	74*
The service not performing as it should for example loss of service, unable to use mobile (2G, 3G or 4G) in certain areas, text (SMS or IM) or voice mails delivered late, poor call/line quality	25 11%	22 11% 89%	19 9% 76%	17 9% 70%	10 15% 38%	25 11% 100%	6 10% 24%	5 8% 19%	19 9% 75%	14 10% 57%	7 9% 28%
Something else	3 1%	3 1% 100%	2 1% 77%	2 1% 58%	1 1% 23%	3 1% 100%	1 2% 35%	1 1% 23%	2 1% 77%	1 1% 42%	- - -
None	135 57%	119 58% 88%	121 57% 90%	106 56% 78% ^d	25 38% 19%	131 57% 97%	36 60% 27%	33 54% 24%	116 56% 86%	80 54% 59%	42 56% 31%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.10A\10B What was the most recent/other reason(s) issue you had reason to complain about in connection with your mobile phone ? - Total
Base: All who had reason to complain about mobile phone

	Total	GENDER		AGE	SOCIAL GRADE			AREA		COUNTRY
		Male (a)	Female (b)	25-34 (c)	C1 (d)	C2 (e)	DE (f)	Urban (g)	Rural (h)	England (i)
Unweighted Base	225	102	123	51	62	50	70	170	55	160
Weighted Base	235	111*	124	56*	72*	50*	65*	177	58*	168
A billing, pricing or payment issue for example unexpected/unclear charges, overcharged or incorrect bill	93 40%	48 43% 52%	45 36% 48%	21 37% 22%	31 43% 33%	21 42% 23%	22 33% 23%	71 40% 76%	22 38% 24%	64 38% 69%
A problem with a repair to the service for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	28 12%	10 9% 35%	18 15% 65%	7 12% 24%	9 12% 32%	3 6% 10%	14 21% 48%	21 12% 76%	7 12% 24%	18 11% 64%
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	14 6%	6 5% 42%	8 7% 58%	- - -	5 7% 38%	5 10% 35%	2 4% 16%	9 5% 62%	5 9% 38%	11 6% 75%
Dissatisfaction with customer service from a previous occasion or contact	62 26%	35 32% 57%	27 22% 43%	13 23% 21%	25 34% 40%	10 20% 16%	7 11% 11%	45 26% 73%	17 29% 27%	46 27% 74%
The service not performing as it should for example loss of service, unable to use mobile (2G, 3G or 4G) in certain areas, text (SMS or IM) or voice mails delivered late, poor call/line quality	117 50%	53 48% 46%	64 51% 54%	29 52% 25%	37 51% 32%	23 46% 20%	31 48% 27%	84 47% 72%	33 57% 28%	87 52% 74%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Any columns with a base of less than 50 have been suppressed

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.10A\10B What was the most recent/other reason(s) issue you had reason to complain about in connection with your mobile phone ? - Total
Base: All who had reason to complain about mobile phone

	Total	GENDER		AGE	SOCIAL GRADE			AREA		COUNTRY
		Male (a)	Female (b)	25-34 (c)	C1 (d)	C2 (e)	DE (f)	Urban (g)	Rural (h)	England (i)
Unweighted Base	225	102	123	51	62	50	70	170	55	160
Weighted Base	235	111*	124	56*	72*	50*	65*	177	58*	168
Something else	6	3	3	-	1	1	3	6	-	6
	2%	2%	3%	-	1%	2%	5%	3%	-	3%
None	13	4	9	3	4	4	5	13	-	7
	6%	4%	7%	5%	5%	8%	8%	7%	-	4%
		34%	66%	22%	29%	31%	39%	100%h	-	51%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

*** small base**

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.10A\10B What was the most recent/other reason(s) issue you had reason to complain about in connection with your mobile phone ? - Total Base: All who had reason to complain about mobile phone

	Total	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER		Q.2 MOBILE SUPPLIER			Q.3 BROADBAND SUPPLIER	Q.4 PAY TV SUPPLIER	
		White (a)	Any (b)	Total Landline (c)	BT (d)	Total Mobile (e)	EE\OrangeT-Mobile (f)	Vodafone (g)	Total Broadband (h)	Total TV (i)	Sky (j)
Unweighted Base	225	198	202	176	60	220	58	59	194	136	70
Weighted Base	235	206	212	188	66*	231	61*	61*	205	146	74*
A billing, pricing or payment issue for example unexpected\unclear charges, overcharged or incorrect bill	93 40%	83 40% 89%	85 40% 92%	81 43% 86%	30 45% 32%	93 40% 100%	23 39% 25%	30 48% 32%	86 42% 93%	65 45% 70%	35 47% 37%
A problem with a repair to the service for example the time taken to repair, it didn't happen\didn't happen when you were told it would or didn't solve the problem	28 12%	22 11% 78%	28 13% 100%	22 12% 80%	8 13% 30%	28 12% 98%	6 9% 20%	6 10% 21%	26 13% 94%	23 16% 84%	14 19% 50%
A problem relating to the installation or set up of your service for example time taken for hardware to arrive, switching issues such as problems trying to port your number	14 6%	14 7% 100%	12 6% 87%	11 6% 79%	3 4% 19%	14 6% 96%	7 11% 47%	3 5% 21%	12 6% 83%	7 5% 47%	2 3% 18%
Dissatisfaction with customer service from a previous occasion or contact	62 26%	55 27% 89%	55 26% 89%	54 28% 86%	22 33% 35%	61 26% 98%	16 26% 26%	19 31% 30%	55 27% 89%	37 26% 60%	17 23% 28%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

*** small base**

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.10A\10B What was the most recent/other reason(s) issue you had reason to complain about in connection with your mobile phone ? - Total
Base: All who had reason to complain about mobile phone

	Total	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER		Q.2 MOBILE SUPPLIER			Q.3 BROADBAND SUPPLIER	Q.4 PAY TV SUPPLIER	
		White (a)	Any (b)	Total Landline (c)	BT (d)	Total Mobile (e)	EE\OrangeT-Mobile (f)	Vodafone (g)	Total Broadband (h)	Total TV (i)	Sky (j)
Unweighted Base	225	198	202	176	60	220	58	59	194	136	70
Weighted Base	235	206	212	188	66*	231	61*	61*	205	146	74*
The service not performing as it should for example loss of service, unable to use mobile (2G, 3G or 4G) in certain areas, text (SMS or IM) or voice mails delivered late, poor call\line quality	117 50%	104 50% 89%	107 50% 91%	92 49% 79%	40 60% 34%	117 51% 100%	29 47% 24%	30 48% 25%	100 49% 85%	65 44% 55%	33 45% 28%
Something else	6 2%	6 3% 100%	4 2% 74%	4 2% 65%	2 2% 27%	6 3% 100%	1 2% 17%	2 3% 27%	4 2% 74%	2 2% 41%	- - -
None	13 6%	10 5% 76%	8 4% 60%	9 5% 70%	2 3% 14%	10 4% 78%	3 5% 23%	2 4% 17%	10 5% 75%	9 6% 66%	3 5% 26%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.11 And have you gone ahead and made a complaint about your mobile service or supplier?

Base: All who had reason to complain about mobile phone

	Total	GENDER		AGE	SOCIAL GRADE			AREA		COUNTRY
		Male (a)	Female (b)	25-34 (c)	C1 (d)	C2 (e)	DE (f)	Urban (g)	Rural (h)	England (i)
Unweighted Base	225	102	123	51	62	50	70	170	55	160
Weighted Base	235	111*	124	56*	72*	50*	65*	177	58*	168
Yes - to my mobile phone provider	148 63%	76 68%	72 58%	42 75%	39 54%	30 61%	46 70%	114 64%	34 59%	111 66%
Yes - to Ofcom	4 2%	- -	4 3%	1 2%	- -	- -	3 4%	3 2%	1 1%	3 2%
Yes - Other	2 1%	1 1%	2 1%	- -	- -	1 2%	1 1%	1 *	2 3%	1 1%
No - not made a complaint	84 36%	35 31%	49 40%	14 25%	33 46%	19 38%	19 29%	62 35%	22 38%	55 33%
SUMMARY CODE										
ANY YES	151 64%	77 69%	74 60%	42 75%	39 54%	31 62%	47 71%	115 65%	36 62%	113 67%
		51%	49%	28%	26%	21%	31%	76%	24%	75%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Any columns with a base of less than 50 have been suppressed

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.11 And have you gone ahead and made a complaint about your mobile service or supplier?

Base: All who had reason to complain about mobile phone

	Total	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER		Q.2 MOBILE SUPPLIER			Q.3 BROADBAND SUPPLIER	Q.4 PAY TV SUPPLIER	
		White (a)	Any (b)	Total Landline (c)	BT (d)	Total Mobile (e)	EE\Orange-T-Mobile (f)	Vodafone (g)	Total Broadband (h)	Total TV (i)	Sky (j)
Unweighted Base	225	198	202	176	60	220	58	59	194	136	70
Weighted Base	235	206	212	188	66*	231	61*	61*	205	146	74*
Yes - to my mobile phone provider	148 63%	131 63%	140 66%	117 62%	45 69%	147 64%	41 67%	42 70%	129 63%	90 61%	44 59%
		88%	95%	79%	31%	100%	28%	29%	87%	61%	30%
Yes - to Ofcom	4 2%	4 2%	4 2%	4 2%	1 1%	4 2%	- -	2 3%	4 2%	4 3%	3 4%
		100%	100%	100%	21%	100%	-	47%	100%	100%	74%
Yes - Other	2 1%	1 1%	2 1%	2 1%	1 1%	2 1%	- -	2 3%	2 1%	1 1%	1 1%
		65%	100%	100%	35%	100%	-	73%	100%	65%	38%
No - not made a complaint	84 36%	73 35%	69 33%	68 36%	20 30%	80 35%	20 33%	17 28%	73 36%	54 37%	28 38%
		87%	82%	81%	24%	95%	24%	20%	87%	64%	34%
SUMMARY CODE											
ANY YES	151 64%	133 65%	143 67%	120 64%	46 70%	150 65%	41 67%	44 72%	132 64%	92 63%	46 62%
		88%	95%	79%	31%	100%	27%	29%	87%	61%	30%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.12 And did you make this or your most recent complaint to your mobile provider in the last 6 months?

Base: All who have complained to mobile provider

	Total	GENDER		AREA	COUNTRY	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER	Q.2 MOBILE SUPPLIER	Q.3 BROADBAND SUPPLIER	Q.4 PAY TV SUPPLIER
		Male (a)	Female (b)	Urban (c)	England (d)	White (e)	Any (f)	Total Landline (g)	Total Mobile (h)	Total Broadband (i)	Total TV (j)
Unweighted Base	142	69	73	109	106	126	134	109	141	122	84
Weighted Base	148	76*	72*	114	111	131	140	117	147	129	90*
Yes	119	59	61	94	88	107	112	95	119	104	73
	81%	77%	84%	83%	79%	82%	80%	81%	80%	81%	81%
		49%	51%	79%	74%	90%	94%	80%	100%	87%	61%
No	28	17	10	20	22	23	27	21	28	24	16
	19%	23%	14%	17%	20%	17%	19%	18%	19%	19%	17%
		63%	37%	72%	79%	82%	98%	74%	100%	86%	56%
Don't know/can't remember	1	-	1	-	1	1	1	1	1	1	1
	1%	-	2%	-	1%	1%	1%	1%	1%	1%	1%
		-	100%	-	100%	100%	100%	100%	100%	100%	100%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.13 Why didn't you make a complaint about your mobile service or supplier?

Base: All who have not made a complaint about mobile phone issues

	Total	AREA	COUNTRY	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER	Q.2 MOBILE SUPPLIER	Q.3 BROADBAND SUPPLIER
		Urban (a)	England (b)	White (c)	Any (d)	Total Landline (e)	Total Mobile (f)	Total Broadband (g)
Unweighted Base	79	59	52	69	64	63	75	68
Weighted Base	84*	62*	55*	73*	69*	68*	80*	73*
Did not know where to go\ who to complain to	24 28%	19 30% 81%	6 10% 24%	20 28% 86%	13 19% 56%	18 27% 78%	22 27% 93%	19 26% 81%
Didn't have the time	14 16%	12 19% 85%	11 21% 84%	9 13% 69%	13 18% 94%	11 16% 78%	14 17% 100%	13 18% 94%
Not worth the hassle	21 24%	14 23% 70%	15 26% 71%	17 24% 84%	20 28% 95%	19 27% 91%	21 26% 100%	20 27% 95%
They wouldn't do anything anyway	11 13%	7 11% 68%	9 17% 89%	8 11% 78%	10 14% 92%	9 13% 82%	11 13% 100%	9 12% 82%
The problem was sorted out	22 26%	11 18% 53%	21 37% 95%	19 26% 88%	21 30% 97%	18 27% 85%	21 26% 95%	20 28% 94%
Other	8 9%	5 8% 67%	6 12% 84%	6 9% 83%	6 9% 84%	6 9% 80%	6 8% 84%	6 8% 80%
None/nothing	3 4%	3 5% 100%	3 6% 100%	2 3% 69%	3 5% 100%	3 5% 100%	3 4% 100%	3 4% 100%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Any columns with a base of less than 50 have been suppressed

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.14A What was the most recent issue you had reason to complain about in connection with your fixed broadband ?

Base: All who had reason to complain about fixed broadband provider

	Total	GENDER		AGE						SOCIAL GRADE				AREA	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Urban (m)	Rural (n)
Unweighted Base	684	336	348	102	150	116	124	80	86	150	227	130	177	575	109
Weighted Base	725	363	362	107*	164	129	150	96*	61*	171	263	132	158	611	114
A billing, pricing or payment issue for example unexpected\unclear charges, overcharged or incorrect bill	80 11%	38 11% 48%	41 11% 52%	8 8% 11%	20 12% 25%	11 9% 14%	19 13% 24%	13 14% 17%	6 9% 7%	20 12% 25%	26 10% 33%	12 9% 15%	22 14% 27%	74 12% 93% ⁿ	6 5% 7%
A problem with a repair to the service for example the time taken to repair, it didn't happen\ didn't happen when you were told it would or didn't solve the problem	34 5%	16 5% 48%	18 5% 52%	8 8% 24%	6 4% 18%	4 3% 11%	7 5% 20%	5 6% 16%	3 5% 9%	11 7% 32%	15 6% 43%	3 2% 9%	6 3% 16%	30 5% 86%	5 4% 14%
A problem relating to the installation or set up of your service for example the time taken to install\set up the service, changed\missed\late installation or installation appointment, it was not installed\set up correctly or time taken for hardware to arrive	35 5%	18 5% 51%	17 5% 49%	5 5% 14%	10 6% 30%	6 4% 16%	7 5% 21%	3 3% 10%	2 4% 6%	14 8% 40% ^j	8 3% 22%	5 4% 14%	8 5% 24%	29 5% 82%	6 5% 18%
Dissatisfaction with customer service from a previous occasion or contact	25 3%	14 4% 55%	11 3% 45%	5 5% 20%	4 2% 16%	2 2% 10%	4 3% 16%	4 4% 16%	5 8% 20% ^{de}	6 3% 24%	13 5% 53%	2 2% 9%	3 2% 14%	21 3% 86%	3 3% 14%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

*** small base**

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.14A What was the most recent issue you had reason to complain about in connection with your fixed broadband ?

Base: All who had reason to complain about fixed broadband provider

	Total	GENDER		AGE						SOCIAL GRADE				AREA	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Urban (m)	Rural (n)
Unweighted Base	684	336	348	102	150	116	124	80	86	150	227	130	177	575	109
Weighted Base	725	363	362	107*	164	129	150	96*	61*	171	263	132	158	611	114
The service not performing as it should for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	532 73%	273 75% 51%	260 72% 49%	79 74% 15%	121 74% 23%	104 80% 19%	107 72% 20%	66 69% 12%	43 70% 8%	117 68% 22%	195 74% 37%	107 81% 20% ⁱ	114 72% 21%	439 72% 82%	93 82% 18% ^m
Something else	6 1%	1 * 15%	5 1% 85%	1 1% 21%	1 1% 21%	- - -	3 2% 59%	- - -	- - -	1 1% 21%	4 1% 64%	- - -	1 1% 15%	5 1% 85%	1 1% 15%
None	13 2%	3 1% 20%	10 3% 80% ^a	- - -	1 1% 10%	2 2% 19%	2 1% 17%	3 4% 27%	2 4% 17% ^c	2 1% 19%	3 1% 27%	3 2% 21%	4 3% 34%	13 2% 100%	- - -

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

*** small base**

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.14A What was the most recent issue you had reason to complain about in connection with your fixed broadband ?

Base: All who had reason to complain about fixed broadband provider

	COUNTRY		GOVERNMENT REGIONS							ETHNIC ORIGIN		INTERNE T ACCESS	Q.1 LANDLINE SUPPLIER					
	Total	England (a)	Scotlan d (b)	North West (c)	West Midland s (d)	East of England (e)	London (f)	South East (g)	South West (h)	Scotlan d (i)	White (j)	Minority Ethnic (k)	Any (l)	Total Landlin e (m)	BT (n)	Sky (o)	TalkTal k (p)	Virgin (q)
Unweighted Base	684	567	65	78	70	53	59	114	68	65	602	80	674	619	196	120	88	145
Weighted Base	725	604	71*	78*	75*	58*	65*	118	73*	71*	635	88*	715	654	204	131	85*	161
A billing, pricing or payment issue for example unexpected/unclear charges, overcharged or incorrect bill	80 11%	61 10% 77%	13 18% 16%	7 9% 9%	3 4% 4%	6 10% 8%	6 9% 7%	13 11% 17%	5 7% 6%	13 18% 16%	72 11% 91%	6 7% 8%	79 11% 99%	71 11% 89%	17 8% 21%	20 15% 26%	7 8% 9%	20 12% 25%
A problem with a repair to the service for example the time taken to repair, it didn't happen\ didn't happen when you were told it would or didn't solve the problem	34 5%	31 5% 89%	3 4% 9%	2 3% 6%	4 5% 11%	- - -	5 7% 14%	4 4% 12%	5 7% 15%	3 4% 9%	31 5% 89%	4 4% 11%	34 5% 100%	28 4% 81%	12 6% 34%	4 3% 13%	4 5% 13%	7 4% 19%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	35 5%	29 5% 84%	2 3% 6%	4 6% 13%	5 7% 15%	3 5% 8%	1 2% 4%	8 6% 22%	1 2% 4%	2 3% 6%	34 5% 98%	1 1% 2%	33 5% 93%	31 5% 90%	11 6% 33%	5 4% 16%	3 3% 8%	6 4% 16%
Dissatisfaction with customer service from a previous occasion or contact	25 3%	23 4% 94%	1 1% 3%	3 4% 11%	3 4% 12%	2 4% 9%	2 4% 10%	4 3% 16%	6 8% 24%	1 1% 3%	23 4% 92%	2 2% 8%	24 3% 97%	22 3% 89%	8 4% 31%	2 2% 10%	2 3% 9%	6 4% 25%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Any columns with a base of less than 50 have been suppressed

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.14A What was the most recent issue you had reason to complain about in connection with your fixed broadband ?

Base: All who had reason to complain about fixed broadband provider

	COUNTRY		GOVERNMENT REGIONS							ETHNIC ORIGIN		INTERNE T ACCESS	Q.1 LANDLINE SUPPLIER					
	Total	England (a)	Scotland (b)	North West (c)	West Midland s (d)	East of England (e)	London (f)	South East (g)	South West (h)	Scotland (i)	White (j)	Minority Ethnic (k)	Any (l)	Total Landlin e (m)	BT (n)	Sky (o)	TalkTal k (p)	Virgin (q)
Unweighted Base	684	567	65	78	70	53	59	114	68	65	602	80	674	619	196	120	88	145
Weighted Base	725	604	71*	78*	75*	58*	65*	118	73*	71*	635	88*	715	654	204	131	85*	161
The service not performing as it should for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	532 73%	452 75% 85%b	41 58% 8%	62 79% 12%i	58 77% 11%i	47 81% 9%i	46 71% 9%	89 75% 17%i	56 76% 10%i	41 58% 8%	460 72% 86%	71 81% 13%	527 74% 99%	484 74% 91%	152 75% 29%	93 71% 17%	67 79% 13%	117 73% 22%
Something else	6 1%	3 1% 58%	2 3% 42%a	- - -	1 1% 15%	- - -	1 2% 21%	- - -	- - -	2 3% 42%	4 1% 79%	1 1% 21%	5 1% 85%	6 1% 100%	- - -	1 1% 15%	1 1% 22%	2 1% 42%
None	13 2%	4 1% 32%	9 12% 68%a	- - -	1 1% 8%	- - -	3 5% 24%g	- - -	- - -	9 12% 68%cd	11 2% 83%	2 2% 17%	13 2% 100%	13 2% 100%	4 2% 28%	5 4% 42%	- - -	3 2% 21%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.14A What was the most recent issue you had reason to complain about in connection with your fixed broadband ?

Base: All who had reason to complain about fixed broadband provider

	Total	Q.2 MOBILE SUPPLIER						Q.3 BROADBAND SUPPLIER					Q.4 PAY TV SUPPLIER		
		Total Mobile (a)	EE\Orang eT-Mobile (b)	O2 (c)	Three (d)	Virgin (e)	Vodafone (f)	Total Broadband (g)	BT (h)	Sky (i)	TalkTalk (j)	Virgin Media (k)	Total TV (l)	Sky (m)	Virgin Media (n)
Unweighted Base	684	658	169	170	73	55	92	682	165	143	103	194	463	228	147
Weighted Base	725	699	186	173	79*	60*	96*	722	171	155	101*	214	500	244	164
A billing, pricing or payment issue for example unexpected\unclear charges, overcharged or incorrect bill	80 11%	77 11% 97%	15 8% 19%	14 8% 17%	13 17% 17%	10 17% 13%	9 10% 12%	80 11% 100%	12 7% 15%	20 13% 25%	8 8% 10%	31 14% 38%	60 12% 75%	30 12% 38%	22 13% 27%
A problem with a repair to the service for example the time taken to repair, it didn't happen\ didn't happen when you were told it would or didn't solve the problem	34 5%	34 5% 98%	8 4% 23%	6 4% 18%	8 10% 22%	4 6% 11%	3 3% 8%	34 5% 100%	10 6% 30%	8 5% 24%	4 4% 13%	9 4% 25%	26 5% 75%	15 6% 43%	9 5% 25%
A problem relating to the installation or set up of your service for example the time taken to install\set up the service, changed\missed\late installation or installation appointment, it was not installed\set up correctly or time taken for hardware to arrive	35 5%	35 5% 100%	13 7% 38%	8 4% 22%	4 5% 11%	- - -	6 7% 19%	33 5% 95%	9 5% 25%	5 4% 16%	5 5% 14%	7 3% 21%	22 4% 63%	11 5% 32%	5 3% 16%
Dissatisfaction with customer service from a previous occasion or contact	25 3%	24 3% 96%	5 3% 21%	4 3% 18%	2 2% 8%	5 8% 19%	6 6% 24%	25 3% 100%	8 5% 33%	2 2% 10%	4 4% 18%	9 4% 35%	15 3% 60%	5 2% 19%	8 5% 32%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Any columns with a base of less than 50 have been suppressed

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.14A What was the most recent issue you had reason to complain about in connection with your fixed broadband ?

Base: All who had reason to complain about fixed broadband provider

	Total	Q.2 MOBILE SUPPLIER						Q.3 BROADBAND SUPPLIER					Q.4 PAY TV SUPPLIER		
		Total Mobile (a)	EE\Orang eT-Mobile (b)	O2 (c)	Three (d)	Virgin (e)	Vodafone (f)	Total Broadband (g)	BT (h)	Sky (i)	TalkTalk (j)	Virgin Media (k)	Total TV (l)	Sky (m)	Virgin Media (n)
Unweighted Base	684	658	169	170	73	55	92	682	165	143	103	194	463	228	147
Weighted Base	725	699	186	173	79*	60*	96*	722	171	155	101*	214	500	244	164
The service not performing as it should for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	532 73%	513 73%	139 75%	138 80%	52 66%	38 64%	69 72%	531 74%	129 75%	113 73%	77 77%	154 72%	361 72%	176 72%	117 71%
Something else	6 1%	6 1%	1 1%	2 1%	- -	2 4%	- -	6 1%	- -	1 1%	1 1%	2 1%	6 1%	1 *	2 1%
None	13 2%	10 1%	4 2%	1 1%	- -	1 1%	2 2%	13 2%	3 2%	5 3%	- -	3 1%	11 2%	5 2%	2 1%
		80%	34%	9%	-	4%	17%	100%	20%	42%	-	21%	83%	42%	13%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

*** small base**

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.14B And what other reason(s) did you have reason to complain about your fixed broadband?

Base: All who had reason to complain about fixed broadband provider

	Total	GENDER		AGE						SOCIAL GRADE				AREA	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Urban (m)	Rural (n)
Unweighted Base	684	336	348	102	150	116	124	80	86	150	227	130	177	575	109
Weighted Base	725	363	362	107*	164	129	150	96*	61*	171	263	132	158	611	114
A billing, pricing or payment issue for example unexpected\unclear charges, overcharged or incorrect bill	37 5%	22 6%	15 4%	2 2%	7 4%	12 9%	9 6%	2 2%	4 7%	8 5%	15 6%	6 4%	9 6%	35 6%	2 2%
		60%	40%	7%	18%	31%cg	25%	5%	12%	22%	39%	15%	24%	95%	5%
A problem with a repair to the service for example the time taken to repair, it didn't happen\didn't happen when you were told it would or didn't solve the problem	36 5%	16 5%	20 5%	7 7%	4 3%	11 8%	6 4%	4 4%	5 7%	10 6%	14 5%	5 4%	7 4%	33 5%	3 2%
		45%	55%	19%	12%	30%d	16%	10%	13%	28%	40%	13%	19%	92%	8%
A problem relating to the installation or set up of your service for example the time taken to install\set up the service, changed\missed\late installation or installation appointment, it was not installed\set up correctly or time taken for hardware to arrive	26 4%	12 3%	14 4%	4 4%	4 2%	3 3%	5 3%	5 5%	3 6%	6 3%	15 6%	3 3%	2 1%	21 3%	5 4%
		47%	53%	16%	14%	13%	20%	18%	13%	22%	57%l	13%	8%	81%	19%
Dissatisfaction with customer service from a previous occasion or contact	76 10%	31 9%	44 12%	10 9%	17 11%	11 8%	23 15%	9 9%	5 8%	12 7%	35 13%	16 12%	13 8%	62 10%	14 12%
		41%	59%	13%	23%	14%	30%	12%	6%	16%	46%	21%	17%	81%	19%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.14B And what other reason(s) did you have reason to complain about your fixed broadband?

Base: All who had reason to complain about fixed broadband provider

	Total	GENDER		AGE						SOCIAL GRADE				AREA	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Urban (m)	Rural (n)
Unweighted Base	684	336	348	102	150	116	124	80	86	150	227	130	177	575	109
Weighted Base	725	363	362	107*	164	129	150	96*	61*	171	263	132	158	611	114
The service not performing as it should for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	48 7%	23 6% 47%	25 7% 53%	8 8% 17%	9 5% 18%	7 5% 14%	9 6% 20%	5 5% 11%	8 14% 17%de	16 9% 34%	14 5% 30%	6 5% 13%	11 7% 23%	39 6% 81%	9 8% 19%
Something else	3 *	1 * 32%	2 1% 68%	- - -	2 1% 68%	- - -	- - -	- - -	- - -	1 1% 32%	- - -	2 2% 68%	- - -	3 * 100%	- - -
None	515 71%	265 73% 51%	251 69% 49%	79 74% 15%	124 75% 24%	88 68% 17%	100 67% 19%	73 76% 14%	39 65% 8%	120 70% 23%	181 69% 35%	97 73% 19%	117 74% 23%	432 71% 84%	83 73% 16%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

*** small base**

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.14B And what other reason(s) did you have reason to complain about your fixed broadband?

Base: All who had reason to complain about fixed broadband provider

	COUNTRY		GOVERNMENT REGIONS							ETHNIC ORIGIN		INTERNE T ACCESS	Q.1 LANDLINE SUPPLIER					
	Total	England (a)	Scotlan d (b)	North West (c)	West Midland s (d)	East of England (e)	London (f)	South East (g)	South West (h)	Scotlan d (i)	White (j)	Minority Ethnic (k)	Any (l)	Total Landlin e (m)	BT (n)	Sky (o)	TalkTal k (p)	Virgin (q)
Unweighted Base	684	567	65	78	70	53	59	114	68	65	602	80	674	619	196	120	88	145
Weighted Base	725	604	71*	78*	75*	58*	65*	118	73*	71*	635	88*	715	654	204	131	85*	161
A billing, pricing or payment issue for example unexpected/unclear charges, overcharged or incorrect bill	37 5%	35 6% 94%	1 1% 1%	5 6% 12%	5 7% 15%	5 8% 13%	3 5% 9%	4 4% 11%	6 9% 17% ^{ci}	1 1% 1%	31 5% 83%	6 7% 17%	35 5% 95%	35 5% 93%	12 6% 32%	6 4% 15%	2 3% 6%	12 7% 31%
A problem with a repair to the service for example the time taken to repair, it didn't happen/didn't happen when you were told it would or didn't solve the problem	36 5%	30 5% 83%	5 8% 15%	1 1% 2%	9 12% 25% ^{cg}	7 11% 18% ^{cg}	4 7% 12%	1 1% 4%	3 5% 10%	5 8% 15% ^g	28 4% 77%	8 10% 23% ^{ji}	36 5% 98%	31 5% 84%	11 5% 30%	6 4% 16%	2 2% 6%	12 7% 33%
A problem relating to the installation or set up of your service for example the time taken to install/set up the service, changed/missed/late installation or installation appointment, it was not installed/set up correctly or time taken for hardware to arrive	26 4%	21 4% 83%	4 6% 17%	4 5% 14%	2 3% 9%	1 2% 5%	4 6% 16%	2 2% 7%	6 9% 24% ^{cg}	4 6% 17%	22 3% 85%	4 4% 15%	25 4% 98%	21 3% 83%	8 4% 30%	2 2% 10%	- - -	7 4% 26%
Dissatisfaction with customer service from a previous occasion or contact	76 10%	62 10% 82%	10 14% 13%	3 4% 4%	8 11% 11%	9 15% 11% ^{cg}	7 10% 9%	5 4% 7%	10 14% 13% ^{cg}	10 14% 13% ^{cg}	65 10% 86%	10 12% 14%	76 11% 100%	70 11% 92%	20 10% 27%	13 10% 17%	11 13% 15%	12 8% 16%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.14B And what other reason(s) did you have reason to complain about your fixed broadband?

Base: All who had reason to complain about fixed broadband provider

	COUNTRY		GOVERNMENT REGIONS							ETHNIC ORIGIN		INTERNE T ACCESS	Q.1 LANDLINE SUPPLIER					
	Total	England (a)	Scotlan d (b)	North West (c)	West Midland s (d)	East of England (e)	London (f)	South East (g)	South West (h)	Scotlan d (i)	White (j)	Minority Ethnic (k)	Any (l)	Total Landlin e (m)	BT (n)	Sky (o)	TalkTal k (p)	Virgin (q)
Unweighted Base	684	567	65	78	70	53	59	114	68	65	602	80	674	619	196	120	88	145
Weighted Base	725	604	71*	78*	75*	58*	65*	118	73*	71*	635	88*	715	654	204	131	85*	161
The service not performing as it should for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	48 7%	44 7% 91%	3 5% 7%	1 1% 2%	9 12% 18% ^c	2 4% 5%	6 9% 12%	11 10% 24% ^c	6 8% 12%	3 5% 7%	43 7% 91%	4 5% 9%	47 7% 99%	43 7% 89%	11 5% 23%	10 8% 22%	6 8% 14%	13 8% 26%
Something else	3 *	3 * 100%	- - -	1 1% 32%	- - -	1 2% 36%	- - -	1 1% 32%	- - -	- - -	3 * 100%	- - -	3 * 100%	3 * 100%	- - -	1 1% 36%	- - -	1 1% 32%
None	515 71%	424 70% 82%	48 68% 9%	64 82% 13% ^{defh}	43 58% 8%	36 62% 7%	43 66% 8%	94 80% 18% ^{defh}	46 63% 9%	48 68% 9%	456 72% 89%	57 65% 11%	509 71% 99%	465 71% 90%	147 72% 29%	97 74% 19%	63 75% 12%	107 66% 21%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.14B And what other reason(s) did you have reason to complain about your fixed broadband?

Base: All who had reason to complain about fixed broadband provider

	Total	Q.2 MOBILE SUPPLIER						Q.3 BROADBAND SUPPLIER					Q.4 PAY TV SUPPLIER		
		Total Mobile (a)	EE\Orang eT-Mobile (b)	O2 (c)	Three (d)	Virgin (e)	Vodafone (f)	Total Broadband (g)	BT (h)	Sky (i)	TalkTalk (j)	Virgin Media (k)	Total TV (l)	Sky (m)	Virgin Media (n)
Unweighted Base	684	658	169	170	73	55	92	682	165	143	103	194	463	228	147
Weighted Base	725	699	186	173	79*	60*	96*	722	171	155	101*	214	500	244	164
A billing, pricing or payment issue for example unexpected\unclear charges, overcharged or incorrect bill	37 5%	36 5% 97%	11 6% 29%	6 3% 16%	6 7% 15%	3 4% 7%	4 4% 10%	35 5% 95%	10 6% 27%	7 4% 18%	2 2% 6%	13 6% 36%	26 5% 69%	10 4% 28%	11 7% 29%
A problem with a repair to the service for example the time taken to repair, it didn't happen\didn't happen when you were told it would or didn't solve the problem	36 5%	35 5% 98%	10 5% 27%	7 4% 20%	4 5% 12%	3 5% 8%	4 4% 11%	36 5% 100%	10 6% 28%	6 4% 18%	2 2% 6%	15 7% 41%	24 5% 67%	8 3% 21%	14 9% 39% ^m
A problem relating to the installation or set up of your service for example the time taken to install\set up the service, changed\missed\late installation or installation appointment, it was not installed\set up correctly or time taken for hardware to arrive	26 4%	24 3% 92%	9 5% 36%	5 3% 18%	- - -	6 10% 22% ^{acd}	2 2% 8%	26 4% 100%	8 5% 30%	2 2% 10%	2 2% 9%	8 4% 31%	15 3% 60%	6 2% 23%	7 4% 28%
Dissatisfaction with customer service from a previous occasion or contact	76 10%	72 10% 95%	25 13% 33%	16 9% 21%	10 12% 13%	8 14% 11%	9 9% 12%	76 10% 100%	19 11% 24%	14 9% 18%	13 13% 17%	17 8% 22%	49 10% 64%	26 11% 35%	12 8% 16%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

*** small base**

Any columns with a base of less than 50 have been suppressed

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.14B And what other reason(s) did you have reason to complain about your fixed broadband?

Base: All who had reason to complain about fixed broadband provider

	Total	Q.2 MOBILE SUPPLIER						Q.3 BROADBAND SUPPLIER					Q.4 PAY TV SUPPLIER		
		Total Mobile (a)	EE\Orang eT-Mobile (b)	O2 (c)	Three (d)	Virgin (e)	Vodafone (f)	Total Broadband (g)	BT (h)	Sky (i)	TalkTalk (j)	Virgin Media (k)	Total TV (l)	Sky (m)	Virgin Media (n)
Unweighted Base	684	658	169	170	73	55	92	682	165	143	103	194	463	228	147
Weighted Base	725	699	186	173	79*	60*	96*	722	171	155	101*	214	500	244	164
The service not performing as it should for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	48 7%	45 6% 94%	10 5% 21%	13 7% 27%	4 5% 8%	7 11% 14%	9 9% 19%	48 7% 100%	10 6% 22%	10 6% 21%	8 8% 18%	18 8% 38%	30 6% 62%	14 6% 28%	13 8% 28%
Something else	3 *	3 * 100%	1 1% 32%	1 1% 36%	- - -	- - -	- - -	3 * 100%	- - -	1 1% 36%	- - -	1 * 32%	2 * 68%	1 * 36%	1 1% 32%
None	515 71%	500 72% 97%	126 68% 25%	129 74% 25%	56 70% 11%	37 61% 7%	71 74% 14%	514 71% 100%	120 70% 23%	118 76% 23%	73 73% 14%	145 68% 28%	363 72% 70%	182 75% 35%	108 66% 21%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

*** small base**

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.14A\14B What was the most recent/other reason(s) issue you had reason to complain about in connection with your fixed broadband ?

Base: All who had reason to complain about fixed broadband provider

	Total	GENDER		AGE						SOCIAL GRADE				AREA	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Urban (m)	Rural (n)
Unweighted Base	684	336	348	102	150	116	124	80	86	150	227	130	177	575	109
Weighted Base	725	363	362	107*	164	129	150	96*	61*	171	263	132	158	611	114
A billing, pricing or payment issue for example unexpected\unclear charges, overcharged or incorrect bill	113 16%	59 16% 52%	54 15% 48%	10 9% 9%	27 16% 23%	23 18% 20%	27 18% 24%	14 15% 13%	10 16% 8%	28 16% 25%	39 15% 34%	18 13% 15%	29 18% 25%	106 17% 94%n	7 6% 6%
A problem with a repair to the service for example the time taken to repair, it didn't happen\didn't happen when you were told it would or didn't solve the problem	71 10%	33 9% 46%	38 10% 54%	15 15% 22% d	11 7% 15%	15 11% 21%	13 8% 18%	9 9% 13%	8 12% 11%	21 12% 30%	29 11% 41%	8 6% 11%	13 8% 18%	63 10% 89%	7 7% 11%
A problem relating to the installation or set up of your service for example the time taken to install\set up the service, changed\missed\late installation or installation appointment, it was not installed\set up correctly or time taken for hardware to arrive	61 8%	30 8% 49%	31 8% 51%	9 8% 15%	14 9% 23%	9 7% 15%	13 8% 21%	8 8% 13%	6 9% 9%	20 11% 32%	23 9% 37%	8 6% 14%	10 6% 17%	50 8% 82%	11 10% 18%
Dissatisfaction with customer service from a previous occasion or contact	101 14%	45 12% 45%	56 15% 55%	15 14% 15%	21 13% 21%	13 10% 13%	27 18% 26%	13 13% 13%	10 16% 10%	18 10% 18%	48 18% 48% il	18 14% 18%	16 10% 16%	83 14% 83%	18 15% 17%
The service not performing as it should for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	569 79%	293 81% 51%	277 76% 49%	84 78% 15%	127 77% 22%	109 84% 19%	116 77% 20%	72 75% 13%	49 81% 9%	132 77% 23%	206 78% 36%	110 83% 19%	121 77% 21%	470 77% 82%	100 87% 18% m

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Any columns with a base of less than 50 have been suppressed

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.14A\14B What was the most recent/other reason(s) issue you had reason to complain about in connection with your fixed broadband ?

Base: All who had reason to complain about fixed broadband provider

	Total	GENDER		AGE						SOCIAL GRADE				AREA	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Urban (m)	Rural (n)
Unweighted Base	684	336	348	102	150	116	124	80	86	150	227	130	177	575	109
Weighted Base	725	363	362	107*	164	129	150	96*	61*	171	263	132	158	611	114
Something else	9 1%	2 *	7 2%	1 1%	3 2%	-	3 2%	-	-	2 1%	4 1%	2 2%	1 1%	8 1%	1 1%
		21%	79%	14%	37%	-	38%	-	-	25%	42%	23%	10%	90%	10%
None	12 2%	2 1%	10 3%	-	1 1%	2 2%	2 1%	3 4%	2 3%	2 1%	3 1%	3 2%	4 2%	12 2%	-
		16%	84%a	-	10%	19%	17%	28%	13%	19%	28%	21%	31%	100%	-

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.14A\14B What was the most recent/other reason(s) issue you had reason to complain about in connection with your fixed broadband ?

Base: All who had reason to complain about fixed broadband provider

	COUNTRY		GOVERNMENT REGIONS							ETHNIC ORIGIN		INTERNE T ACCESS	Q.1 LANDLINE SUPPLIER					
	Total	England (a)	Scotlan d (b)	North West (c)	West Midland s (d)	East of England (e)	London (f)	South East (g)	South West (h)	Scotlan d (i)	White (j)	Minority Ethnic (k)	Any (l)	Total Landlin e (m)	BT (n)	Sky (o)	TalkTal k (p)	Virgin (q)
Unweighted Base	684	567	65	78	70	53	59	114	68	65	602	80	674	619	196	120	88	145
Weighted Base	725	604	71*	78*	75*	58*	65*	118	73*	71*	635	88*	715	654	204	131	85*	161
A billing, pricing or payment issue for example unexpected\unclear charges, overcharged or incorrect bill	113 16%	93 15% 82%	13 19% 12%	11 15% 10%	8 11% 7%	10 17% 9%	9 14% 8%	17 14% 15%	10 14% 9%	13 19% 12%	101 16% 89%	12 13% 10%	111 15% 98%	102 16% 90%	28 14% 25%	26 20% 23%	9 10% 8%	29 18% 26%
A problem with a repair to the service for example the time taken to repair, it didn't happen\didn't happen when you were told it would or didn't solve the problem	71 10%	61 10% 86%	8 12% 12%	3 4% 4%	13 17% 18%cg	7 11% 9%	9 14% 13%cg	6 5% 8%	9 12% 12%	8 12% 12%	58 9% 83%	12 14% 17%	70 10% 99%	58 9% 83%	23 11% 32%	10 8% 14%	7 8% 9%	19 12% 26%
A problem relating to the installation or set up of your service for example the time taken to install\set up the service, changed\missed\ late installation or installation appointment, it was not installed\set up correctly or time taken for hardware to arrive	61 8%	51 8% 83%	6 9% 11%	8 10% 13%	7 10% 12%	4 7% 6%	5 8% 9%	9 8% 16%	8 10% 12%	6 9% 11%	56 9% 93%	4 5% 7%	58 8% 95%	53 8% 87%	19 9% 32%	8 6% 13%	3 3% 5%	12 8% 20%
Dissatisfaction with customer service from a previous occasion or contact	101 14%	86 14% 85%	11 15% 11%	6 7% 6%	11 15% 11%	11 18% 11%	9 14% 9%	9 8% 9%	16 22% 16%cg	11 15% 11%	88 14% 88%	12 14% 12%	100 14% 99%	92 14% 92%	28 14% 28%	15 12% 15%	14 16% 14%	19 12% 19%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.14A\14B What was the most recent/other reason(s) issue you had reason to complain about in connection with your fixed broadband ?

Base: All who had reason to complain about fixed broadband provider

	COUNTRY		GOVERNMENT REGIONS							ETHNIC ORIGIN		INTERNE T ACCESS	Q.1 LANDLINE SUPPLIER				
	England (a)	Scotlan d (b)	North West (c)	West Midland s (d)	East of England (e)	London (f)	South East (g)	South West (h)	Scotlan d (i)	White (j)	Minority Ethnic (k)	Any (l)	Total Landlin e (m)	BT (n)	Sky (o)	TalkTal k (p)	Virgin (q)
Unweighted Base	684	65	78	70	53	59	114	68	65	602	80	674	619	196	120	88	145
Weighted Base	725	71*	78*	75*	58*	65*	118	73*	71*	635	88*	715	654	204	131	85*	161
The service not performing as it should for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	569 79%	44 63% 85%b	63 81% 11%i	64 86% 11%i	48 83% 8%i	51 79% 9%	99 84% 17%i	58 80% 10%i	44 63% 8%	494 78% 87%	74 84% 13%	563 79% 99%	517 79% 91%	163 80% 29%	101 77% 18%	69 81% 12%	128 79% 22%
Something else	9 1%	2 3% 28%	1 1% 11%	1 1% 10%	1 2% 12%	1 2% 14%	1 1% 11%	- - -	2 3% 28%	7 1% 86%	1 1% 14%	8 1% 90%	9 1% 100%	- - -	2 1% 22%	1 1% 14%	3 2% 39%
None	12 2%	8 12% 67%a	- - -	1 1% 8%	- - -	3 5% 25%g	- - -	- - -	8 12% 67%cd	10 2% 82%	2 2% 18%	12 2% 100%	12 2% 100%	4 2% 29%	5 4% 44%	- - -	2 1% 18%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.14A\14B What was the most recent/other reason(s) issue you had reason to complain about in connection with your fixed broadband ?

Base: All who had reason to complain about fixed broadband provider

	Total	Q.2 MOBILE SUPPLIER						Q.3 BROADBAND SUPPLIER					Q.4 PAY TV SUPPLIER		
		Total Mobile (a)	EE\Orang eT-Mobile (b)	O2 (c)	Three (d)	Virgin (e)	Vodafone (f)	Total Broadband (g)	BT (h)	Sky (i)	TalkTalk (j)	Virgin Media (k)	Total TV (l)	Sky (m)	Virgin Media (n)
Unweighted Base	684	658	169	170	73	55	92	682	165	143	103	194	463	228	147
Weighted Base	725	699	186	173	79*	60*	96*	722	171	155	101*	214	500	244	164
A billing, pricing or payment issue for example unexpected\unclear charges, overcharged or incorrect bill	113 16%	109 16% 96%	26 14% 23%	18 11% 16%	19 24% 17% ^{cc}	11 19% 10%	13 13% 11%	111 15% 98%	21 13% 19%	27 17% 24%	10 10% 9%	42 19% 37% ^j	83 17% 73%	41 17% 36%	30 18% 27%
A problem with a repair to the service for example the time taken to repair, it didn't happen\didn't happen when you were told it would or didn't solve the problem	71 10%	69 10% 98%	17 9% 25%	13 8% 19%	12 15% 17%	7 11% 9%	7 7% 10%	71 10% 100%	21 12% 29%	15 9% 21%	7 6% 9%	23 11% 33%	50 10% 71%	22 9% 32%	23 14% 32%
A problem relating to the installation or set up of your service for example the time taken to install\set up the service, changed\missed\late installation or appointment, it was not installed\set up correctly or time taken for hardware to arrive	61 8%	59 8% 97%	23 12% 37%	12 7% 20%	4 5% 7%	6 10% 10%	9 9% 14%	59 8% 97%	17 10% 27%	8 5% 13%	7 7% 12%	15 7% 25%	38 8% 62%	17 7% 28%	13 8% 21%
Dissatisfaction with customer service from a previous occasion or contact	101 14%	96 14% 96%	30 16% 30%	20 12% 20%	12 15% 12%	13 22% 13%	15 15% 15%	101 14% 100%	27 16% 27%	16 10% 16%	18 17% 18%	25 12% 25%	64 13% 63%	31 13% 31%	20 12% 20%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.14A\14B What was the most recent/other reason(s) issue you had reason to complain about in connection with your fixed broadband ?

Base: All who had reason to complain about fixed broadband provider

	Total	Q.2 MOBILE SUPPLIER						Q.3 BROADBAND SUPPLIER					Q.4 PAY TV SUPPLIER		
		Total Mobile (a)	EE\Orang eT-Mobile (b)	O2 (c)	Three (d)	Virgin (e)	Vodafone (f)	Total Broadband (g)	BT (h)	Sky (i)	TalkTalk (j)	Virgin Media (k)	Total TV (l)	Sky (m)	Virgin Media (n)
Unweighted Base	684	658	169	170	73	55	92	682	165	143	103	194	463	228	147
Weighted Base	725	699	186	173	79*	60*	96*	722	171	155	101*	214	500	244	164
The service not performing as it should for example complete loss of service, intermittent loss of service, slow broadband speeds, service not as advertised	569 79%	548 78% 96%	147 79% 26%	146 84% 26% ^d	56 71% 10%	44 73% 8%	77 80% 13%	568 79% 100%	139 81% 24%	120 77% 21%	81 81% 14%	170 79% 30%	386 77% 68%	186 76% 33%	129 78% 23%
Something else	9 1%	9 1% 100%	2 1% 25%	3 2% 37%	- - -	2 4% 28%	- - -	9 1% 100%	- - -	2 1% 22%	1 1% 14%	3 2% 39%	8 2% 89%	2 1% 22%	3 2% 39%
None	12 2%	10 1% 79%	4 2% 36%	1 1% 9%	- - -	- - -	2 2% 18%	12 2% 100%	3 2% 21%	5 3% 44%	- - -	2 1% 18%	10 2% 82%	5 2% 44%	1 1% 9%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

*** small base**

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.15 And have you gone ahead and made a complaint about your fixed broadband service or supplier?

Base: All who had reason to complain about fixed broadband provider

	Total	GENDER		AGE						SOCIAL GRADE				AREA	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Urban (m)	Rural (n)
Unweighted Base	684	336	348	102	150	116	124	80	86	150	227	130	177	575	109
Weighted Base	725	363	362	107*	164	129	150	96*	61*	171	263	132	158	611	114
Yes - to my fixed broadband provider	552 76%	285 79%	267 74%	88 83%	122 74%	102 79%	111 74%	71 74%	47 77%	127 74%	196 74%	104 78%	127 80%	461 75%	92 80%
		52%	48%	16%	22%	18%	20%	13%	8%	23%	35%	19%	23%	83%	17%
Yes - to Ofcom	8 1%	4 1%	4 1%	1 1%	1 1%	- -	4 3%	2 2%	1 1%	2 1%	1 *	2 2%	3 2%	5 1%	3 3%
		49%	51%	10%	12%	-	50%	19%	9%	21%	15%	28%	36%	64%	36%
Yes - Other	3 *	2 1%	1 *	- -	- -	1 1%	- -	2 2%	- -	1 1%	- -	1 1%	1 1%	3 1%	- -
		71%	29%	-	-	38%	-	62%	-	38%	-	33%	29%	100%	-
No - not made a complaint	168 23%	74 21%	93 26%	18 17%	42 26%	26 20%	38 25%	24 25%	13 21%	43 25%	68 26%	27 20%	31 19%	145 24%	22 20%
		44%	56%	11%	25%	16%	23%	15%	8%	26%	40%	16%	18%	87%	13%
SUMMARY CODE															
ANY YES	557 77%	288 79%	269 74%	88 83%	122 74%	103 80%	112 75%	72 75%	48 79%	128 75%	196 74%	106 80%	128 81%	465 76%	92 80%
		52%	48%	16%	22%	19%	20%	13%	9%	23%	35%	19%	23%	84%	16%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.15 And have you gone ahead and made a complaint about your fixed broadband service or supplier?

Base: All who had reason to complain about fixed broadband provider

	COUNTRY		GOVERNMENT REGIONS							ETHNIC ORIGIN		INTERNE T ACCESS	Q.1 LANDLINE SUPPLIER					
	Total	England (a)	Scotlan d (b)	North West (c)	West Midland s (d)	East of England (e)	London (f)	South East (g)	South West (h)	Scotlan d (i)	White (j)	Minority Ethnic (k)	Any (l)	Total Landlin e (m)	BT (n)	Sky (o)	TalkTal k (p)	Virgin (q)
Unweighted Base	684	567	65	78	70	53	59	114	68	65	602	80	674	619	196	120	88	145
Weighted Base	725	604	71*	78*	75*	58*	65*	118	73*	71*	635	88*	715	654	204	131	85*	161
Yes - to my fixed broadband provider	552 76%	482 80% 87% ^b	39 55% 7%	59 75% 11% ⁱ	61 81% 11% ⁱ	47 80% 8% ⁱ	50 77% 9% ⁱ	98 83% 18% ⁱ	61 84% 11% ⁱ	39 55% 7%	487 77% 88%	66 75% 12%	544 76% 98%	497 76% 90%	157 77% 28%	98 75% 18%	65 77% 12%	125 78% 23%
Yes - to Ofcom	8 1%	4 1% 51%	1 1% 9%	2 3% 26%	- - -	1 2% 15%	- - -	- - -	- - -	1 1% 9%	8 1% 100%	- - -	6 1% 79%	8 1% 100%	6 3% 73%	1 1% 15%	- - -	1 1% 12%
Yes - Other	3 *	3 1% 100%	- - -	- - -	1 1% 29%	- - -	- - -	1 1% 33%	1 2% 38%	- - -	2 * 62%	1 1% 38%	3 * 100%	3 1% 100%	1 1% 38%	1 1% 33%	- - -	1 1% 29%
No - not made a complaint	168 23%	118 20% 70%	31 44% 19% ^a	18 23% 11%	14 19% 9%	12 20% 7%	15 23% 9%	19 16% 12%	11 15% 6%	31 44% 19% ^{gh}	145 23% 86%	21 23% 12%	167 23% 99%	153 23% 91%	43 21% 26%	32 24% 19%	19 23% 11%	35 22% 21%
SUMMARY CODE																		
ANY YES	557 77%	486 80% 87% ^b	39 56% 7%	60 77% 11% ⁱ	61 81% 11% ⁱ	47 80% 8% ⁱ	50 77% 9% ⁱ	99 84% 18% ⁱ	62 85% 11% ⁱ	39 56% 7%	490 77% 88%	67 77% 12%	548 77% 98%	501 77% 90%	160 79% 29%	99 76% 18%	65 77% 12%	125 78% 23%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.15 And have you gone ahead and made a complaint about your fixed broadband service or supplier?

Base: All who had reason to complain about fixed broadband provider

	Total	Q.2 MOBILE SUPPLIER						Q.3 BROADBAND SUPPLIER					Q.4 PAY TV SUPPLIER		
		Total Mobile (a)	EE\Orang eT-Mobile (b)	O2 (c)	Three (d)	Virgin (e)	Vodafone (f)	Total Broadband (g)	BT (h)	Sky (i)	TalkTalk (j)	Virgin Media (k)	Total TV (l)	Sky (m)	Virgin Media (n)
Unweighted Base	684	658	169	170	73	55	92	682	165	143	103	194	463	228	147
Weighted Base	725	699	186	173	79*	60*	96*	722	171	155	101*	214	500	244	164
Yes - to my fixed broadband provider	552 76%	535 77% 97%	141 76% 25%	141 81% 25%	63 80% 11%	42 70% 8%	75 78% 14%	549 76% 99%	129 75% 23%	120 77% 22%	76 75% 14%	165 77% 30%	378 76% 69%	191 78% 34%	127 77% 23%
Yes - to Ofcom	8 1%	8 1% 100%	2 1% 23%	2 1% 25%	2 2% 21%	- - -	1 1% 12%	6 1% 79%	4 2% 43%	1 1% 15%	1 1% 9%	1 * 12%	4 1% 50%	2 1% 29%	1 1% 12%
Yes - Other	3 *	3 * 100%	1 1% 29%	1 1% 38%	1 3% 33%	- - -	- - -	3 * 100%	1 1% 38%	1 1% 33%	- - -	1 * 29%	1 * 33%	1 * 33%	- - -
No - not made a complaint	168 23%	159 23% 95%	44 23% 26%	31 18% 18%	15 18% 9%	18 30% 11%	21 22% 12%	168 23% 100%	40 23% 24%	34 22% 20%	24 24% 14%	49 23% 29%	119 24% 71%	51 21% 30%	37 23% 22%
SUMMARY CODE															
ANY YES	557 77%	539 77% 97%	143 77% 26%	142 82% 26%	64 82% 12%	42 70% 7%	75 78% 14%	554 77% 99%	131 77% 24%	121 78% 22%	76 76% 14%	165 77% 30%	382 76% 69%	193 79% 35%	127 77% 23%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.16 And did you make this or your most recent complaint to your fixed broadband provider in the last 6 months?

Base: All who have complained to fixed broadband provider

	Total	GENDER		AGE						SOCIAL GRADE				AREA	
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	AB (i)	C1 (j)	C2 (k)	DE (l)	Urban (m)	Rural (n)
Unweighted Base	523	266	257	84	112	92	92	60	66	110	170	101	142	435	88
Weighted Base	552	285	267	88*	122	102*	111*	71*	47*	127	196	104*	127	461	92*
Yes	448	226	222	75	105	80	89	53	38	103	161	78	105	384	64
	81%	79%	83%	85%	86%	78%	80%	75%	80%	82%	82%	75%	83%	83%	70%
		50%	50%	17%	23%	18%	20%	12%	8%	23%	36%	17%	23%	86% ⁿ	14%
No	103	57	45	13	16	22	22	18	9	23	34	24	21	77	26
	19%	20%	17%	15%	13%	22%	20%	25%	20%	18%	17%	23%	17%	17%	28%
		56%	44%	13%	15%	22%	22%	17%	9%	23%	33%	24%	21%	75%	25% ^m
Don't know/can't remember	2	2	-	-	1	-	-	-	-	-	1	1	-	-	2
	*	1%	-	-	1%	-	-	-	-	-	*	1%	-	-	2%
		100%	-	-	62%	-	-	-	-	-	38%	62%	-	-	100% ^m

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.16 And did you make this or your most recent complaint to your fixed broadband provider in the last 6 months?

Base: All who have complained to fixed broadband provider

	Total	COUNTRY	GOVERNMENT REGIONS				ETHNIC ORIGIN		INTERNET ACCESS	Q.1 LANDLINE SUPPLIER				
		England (a)	North West (b)	West Midlands (c)	South East (d)	South West (e)	White (f)	Minority Ethnic (g)	Any (h)	Total Landline (i)	BT (j)	Sky (k)	TalkTalk (l)	Virgin (m)
Unweighted Base	523	454	60	56	95	57	462	61	514	472	153	90	69	112
Weighted Base	552	482	59*	61*	98*	61*	487	66*	544	497	157	98*	65*	125
Yes	448	391	48	46	81	51	396	52	442	401	121	81	53	106
	81%	81%	82%	75%	83%	84%	81%	80%	81%	81%	77%	83%	81%	84%
		87%	11%	10%	18%	11%	88%	12%	99%	90%	27%	18%	12%	24%
No	103	90	11	15	17	9	89	13	100	94	36	17	11	20
	19%	19%	18%	25%	17%	14%	18%	20%	18%	19%	23%	17%	16%	16%
		87%	10%	15%	16%	9%	87%	13%	97%	92%	35%	17%	10%	19%
Don't know/can't remember	2	1	-	-	-	1	2	-	1	2	-	-	2	-
	*	*	-	-	-	2%	*	-	*	*	-	-	3%	-
		62%	-	-	-	62%	100%	-	62%	100%	-	-	100%	ij

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

*** small base**

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.16 And did you make this or your most recent complaint to your fixed broadband provider in the last 6 months?

Base: All who have complained to fixed broadband provider

	Total	Q.2 MOBILE SUPPLIER					Q.3 BROADBAND SUPPLIER					Q.4 PAY TV SUPPLIER		
		Total Mobile (a)	EE/Orange T-Mobile (b)	O2 (c)	Three (d)	Vodafone (e)	Total Broadband (f)	BT (g)	Sky (h)	TalkTalk (i)	Virgin Media (j)	Total TV (k)	Sky (l)	Virgin Media (m)
Unweighted Base	523	506	129	138	59	71	521	126	111	79	148	351	180	112
Weighted Base	552	535	141	141	63*	75*	549	129	120	76*	165	378	191	127
Yes	448	438	123	110	52	63	446	102	97	61	137	310	153	105
	81%	82%	87%	78%	82%	84%	81%	79%	81%	81%	83%	82%	80%	83%
		98%	27%	25%	12%	14%	100%	23%	22%	14%	31%	69%	34%	23%
No	103	96	18	30	11	12	101	26	22	13	28	67	37	22
	19%	18%	13%	21%	18%	16%	18%	21%	19%	17%	17%	18%	19%	17%
		93%	18%	29%	11%	12%	99%	26%	22%	12%	27%	66%	36%	21%
Don't know/can't remember	2	1	-	1	-	-	2	-	-	2	-	1	1	-
	*	*	-	1%	-	-	*	-	-	2%	-	*	1%	-
		62%	-	62%	-	-	100%	-	-	100% ^f	-	62%	62%	-

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.17 Why didn't you make a complaint about your fixed broadband service or supplier?

Base: All who have not made a complaint about fixed broadband issues

	Total	GENDER		SOCIAL GRADE	AREA	COUNTRY	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER	Q.2 MOBILE SUPPLIER	Q.3 BROADBAND SUPPLIER	Q.4 PAY TV SUPPLIER
		Male (a)	Female (b)	C1 (c)	Urban (d)	England (e)	White (f)	Any (g)	Total Landline (h)	Total Mobile (i)	Total Broadband (j)	Total TV (k)
Unweighted Base	157	67	90	57	136	110	137	156	143	148	157	109
Weighted Base	168	74*	93*	68*	145	118	145	167	153	159	168	119
Did not know where to go\ who to complain to	17 10%	6 8%	11 12%	14 20%	15 10%	6 5%	12 9%	17 10%	16 10%	16 10%	17 10%	16 13%
		34%	66%	80%	85%	32%	72%	100%	93%	93%	100%	93%
Didn't have the time	32 19%	16 21%	17 18%	15 22%	31 21%	27 23%	21 15%	32 19%	27 18%	32 20%	20 19%	20 17%
		48%	52%	45%	95%	83%	66%	100%	85%	100%	100%	63%
Not worth the hassle	34 20%	16 21%	18 20%	14 20%	28 20%	22 18%	27 19%	34 20%	31 21%	34 21%	34 20%	25 21%
		46%	54%	41%	83%	64%	80%	100%	92%	100%	100%	75%
They wouldn't do anything anyway	12 7%	5 7%	7 7%	5 7%	9 6%	11 9%	8 6%	12 7%	10 6%	11 7%	12 7%	9 7%
		43%	57%	41%	78%	90%	69%	100%	84%	90%	100%	74%
The problem was sorted out	67 40%	33 45%	33 36%	23 34%	56 39%	51 43%	67 46%	65 39%	58 38%	64 40%	67 40%	44 37%
		50%	50%	34%	85%	77%	100%	98%	88%	96%	100%	66%
I am going to complain\have not complained yet	4 2%	1 1%	3 3%	1 1%	4 2%	4 3%	3 2%	4 2%	4 2%	4 2%	4 2%	1 1%
		18%	82%	18%	100%	100%	82%	100%	100%	100%	100%	18%
Unable to make a complaint\could not get through	1 *	1 1%	- -	1 1%	1 *	1 1%	1 *	1 1%	1 *	- -	1 *	1 1%
		100%	-	100%	100%	100%	100%	100%	100%	-	100%	100%
Other	15 9%	7 9%	8 9%	4 5%	13 9%	12 10%	14 9%	15 9%	14 9%	15 10%	15 9%	9 7%
		45%	55%	23%	84%	76%	89%	100%	93%	100%	100%	56%
None/nothing	6 4%	2 3%	4 5%	2 3%	6 4%	2 2%	5 4%	6 4%	6 4%	4 2%	6 4%	6 5%
		31%	69%	34%	100%	29%	85%	100%	100%	60%	100%	100%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Any columns with a base of less than 50 have been suppressed

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.18A What was the most recent issue you had reason to complain about in connection with your pay TV ?

Base: All who had reason to complain about pay TV provider

	Total	GENDER		AREA	COUNTRY	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER	Q.2 MOBILE SUPPLIER	Q.3 BROADBAND SUPPLIER			Q.4 PAY TV SUPPLIER	
		Male (a)	Female (b)	Urban (c)	England (d)	White (e)	Any (f)	Total Landline (g)	Total Mobile (h)	Total Broadband (i)	Sky (j)	Virgin Media (k)	Total TV (l)	Sky (m)
Unweighted Base	165	76	89	139	133	156	157	151	158	159	54	56	155	90
Weighted Base	174	80*	94*	147	139	165	168	158	168	169	56*	61*	165	94*
A billing, pricing or payment issue for example unexpected\unclear charges, overcharged or incorrect bill	80 46%	40 50% 50%	39 42% 50%	70 47% 88%	59 42% 74%	75 46% 94%	77 46% 97%	71 45% 89%	78 46% 98%	77 46% 97%	33 59% 42%	27 44% 34%	76 46% 95%	50 53% 63%
A problem with a repair to the service for example the time taken to repair, it didn't happen\didn't happen when you were told it would or didn't solve the problem	6 3%	5 6% 83%	1 1% 17%	6 4% 100%	5 4% 83%	6 4% 100%	6 4% 100%	5 3% 79%	6 4% 100%	6 3% 100%	1 2% 21%	2 4% 38%	6 4% 100%	4 4% 62%
A problem relating to the installation or set up your service for example the time taken to install\set up the service, changed\missed\late installation or installation appointment, it was not installed\set up correctly or time taken for hardware to arrive	10 6%	5 6% 47%	5 6% 53%	9 6% 90%	9 6% 90%	10 6% 100%	10 6% 100%	10 6% 100%	10 6% 100%	10 6% 100%	1 2% 12%	5 7% 47%	10 6% 100%	5 5% 46%
Dissatisfaction with customer service from a previous occasion or contact	5 3%	- - -	5 6% 100% ^a	5 4% 100%	4 3% 77%	5 3% 100%	5 3% 100%	4 3% 79%	4 3% 81%	5 3% 100%	1 2% 21%	2 4% 45%	5 3% 100%	2 2% 40%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.18A What was the most recent issue you had reason to complain about in connection with your pay TV ?

Base: All who had reason to complain about pay TV provider

	Total	GENDER		AREA	COUNTRY	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER	Q.2 MOBILE SUPPLIER	Q.3 BROADBAND SUPPLIER			Q.4 PAY TV SUPPLIER	
		Male (a)	Female (b)	Urban (c)	England (d)	White (e)	Any (f)	Total Landline (g)	Total Mobile (h)	Total Broadband (i)	Sky (j)	Virgin Media (k)	Total TV (l)	Sky (m)
Unweighted Base	165	76	89	139	133	156	157	151	158	159	54	56	155	90
Weighted Base	174	80*	94*	147	139	165	168	158	168	169	56*	61*	165	94*
The service not performing as it should for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content	69 40%	27 34% 39%	42 45% 61%	55 37% 80%	58 42% 84%	66 40% 95%	66 39% 95%	64 41% 93%	66 39% 95%	66 39% 96%	17 31% 25%	25 41% 37%	64 39% 92%	31 33% 45%
Something else	3 2%	2 2% 64%	1 1% 36%	1 1% 36%	3 2% 100%	3 2% 100%	2 1% 73%	3 2% 100%	3 2% 100%	3 2% 100%	1 2% 27%	- - -	3 2% 81%	2 2% 64%
None	1 1%	1 2% 100%	- - -	1 1% 100%	1 1% 100%	- - -	1 1% 100%	1 1% 100%	1 1% 100%	1 1% 100%	1 2% 100%	- - -	1 1% 100%	1 1% 100%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.18B And what other reason(s) did you have reason to complain about your pay TV?

Base: All who had reason to complain about pay TV provider

	Total	GENDER		AREA	COUNTRY	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER	Q.2 MOBILE SUPPLIER	Q.3 BROADBAND SUPPLIER			Q.4 PAY TV SUPPLIER	
		Male (a)	Female (b)							Urban (c)	England (d)	White (e)	Any (f)	Total Landline (g)
Unweighted Base	165	76	89	139	133	156	157	151	158	159	54	56	155	90
Weighted Base	174	80*	94*	147	139	165	168	158	168	169	56*	61*	165	94*
A billing, pricing or payment issue for example unexpected\unclear charges, overcharged or incorrect bill	7 4%	4 5%	4 4%	6 4%	6 5%	7 5%	7 4%	6 4%	7 4%	7 4%	4 7%	3 6%	7 5%	4 4%
A problem with a repair to the service for example the time taken to repair, it didn't happen\didn't happen when you were told it would or didn't solve the problem	7 4%	5 6%	2 2%	6 4%	6 4%	7 4%	7 4%	6 4%	7 4%	6 3%	3 6%	1 2%	7 4%	6 6%
A problem relating to the installation or set up your service for example the time taken to install\set up the service, changed\missed\late installation or appointment, it was not installed\set up correctly or time taken for hardware to arrive	9 5%	- -	9 9%	8 5%	8 5%	7 4%	9 5%	8 5%	8 4%	9 5%	- -	6 9%	9 5%	2 2%
Dissatisfaction with customer service from a previous occasion or contact	10 6%	7 8%	3 4%	9 6%	9 6%	10 6%	9 6%	10 6%	8 5%	10 6%	3 5%	5 8%	8 5%	3 4%
		66%	34%	88%	90%	100%	94%	100%	80%	100%	28%	47%	82%	34%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.18B And what other reason(s) did you have reason to complain about your pay TV?

Base: All who had reason to complain about pay TV provider

	Total	GENDER		AREA	COUNTRY	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER	Q.2 MOBILE SUPPLIER	Q.3 BROADBAND SUPPLIER			Q.4 PAY TV SUPPLIER	
		Male (a)	Female (b)							Urban (c)	England (d)	White (e)	Any (f)	Total Landline (g)
Unweighted Base	165	76	89	139	133	156	157	151	158	159	54	56	155	90
Weighted Base	174	80*	94*	147	139	165	168	158	168	169	56*	61*	165	94*
The service not performing as it should for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels\content	3 2%	1 2%	2 2%	2 2%	3 2%	3 2%	3 2%	3 2%	3 2%	3 2%	-	1 2%	2 1%	-
		36%	64%	69%	100%	100%	100%	100%	100%	100%	-	33%	67%	-
Something else	2 1%	1 1%	1 1%	1 1%	2 1%	2 1%	2 1%	2 1%	2 1%	2 1%	-	-	2 1%	1 1%
		32%	68%	68%	100%	100%	100%	100%	100%	100%	-	-	100%	68%
None	138 80%	65 81%	74 79%	118 80%	107 77%	131 79%	133 79%	126 79%	136 81%	134 80%	46 82%	47 76%	132 80%	78 83%
		47%	53%	85%	77%	94%	96%	91%	98%	97%	33%	34%	95%	56%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.18A\18B What was the most recent/Other issue you had reason to complain about in connection with your pay TV ? - Total
Base: All who had reason to complain about pay TV provider

	Total	GENDER		AREA	COUNTRY	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER	Q.2 MOBILE SUPPLIER	Q.3 BROADBAND SUPPLIER			Q.4 PAY TV SUPPLIER	
		Male (a)	Female (b)							Urban (c)	England (d)	White (e)	Any (f)	Total Landline (g)
Unweighted Base	165	76	89	139	133	156	157	151	158	159	54	56	155	90
Weighted Base	174	80*	94*	147	139	165	168	158	168	169	56*	61*	165	94*
A billing, pricing or payment issue for example unexpected\unclear charges, overcharged or incorrect bill	85 49%	42 52% 49%	43 46% 51%	74 50% 87%	63 45% 74%	81 49% 95%	83 49% 97%	75 47% 88%	83 49% 97%	83 49% 97%	36 65% 43%	29 48% 35%	82 50% 96%	53 56% 62%
A problem with a repair to the service for example the time taken to repair, it didn't happen\didn't happen when you were told it would or didn't solve the problem	13 7%	10 12% 76%b	3 3% 24%	12 8% 91%	11 8% 83%	13 8% 100%	13 8% 100%	10 7% 82%	13 8% 100%	12 7% 91%	5 8% 36%	3 6% 27%	13 8% 100%	9 10% 73%
A problem relating to the installation or set up your service for example the time taken to install\set up the service, changed\missed\late installation or installation appointment, it was not installed\set up correctly or time taken for hardware to arrive	18 11%	5 6% 25%	14 15% 75%	16 11% 89%	16 12% 89%	17 10% 93%	18 11% 100%	18 11% 95%	17 10% 95%	18 11% 100%	1 2% 6%	10 17% 55%j	18 11% 100%	7 7% 36%
Dissatisfaction with customer service from a previous occasion or contact	15 9%	7 8% 43%	9 9% 57%	14 10% 92%	13 9% 85%	15 9% 100%	15 9% 96%	14 9% 93%	12 7% 80%	15 9% 100%	4 7% 25%	7 11% 46%	13 8% 89%	6 6% 36%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.18A\18B What was the most recent/Other issue you had reason to complain about in connection with your pay TV ? - Total

Base: All who had reason to complain about pay TV provider

	Total	GENDER		AREA	COUNTRY	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER	Q.2 MOBILE SUPPLIER	Q.3 BROADBAND SUPPLIER			Q.4 PAY TV SUPPLIER	
		Male (a)	Female (b)							Urban (c)	England (d)	White (e)	Any (f)	Total Landline (g)
Unweighted Base	165	76	89	139	133	156	157	151	158	159	54	56	155	90
Weighted Base	174	80*	94*	147	139	165	168	158	168	169	56*	61*	165	94*
The service not performing as it should for example intermittent or complete loss of Pay TV service, poor picture quality or unable to get certain TV channels/content	70 40%	28 35% 41%	42 45% 59%	56 38% 80%	60 43% 85%	67 41% 95%	67 40% 96%	66 41% 93%	67 40% 95%	67 40% 96%	17 31% 25%	25 41% 36%	65 40% 93%	31 33% 44%
Something else	3 2%	2 2% 64%	1 1% 36%	1 1% 36%	3 2% 100%	3 2% 100%	2 1% 73%	3 2% 100%	3 2% 100%	3 2% 100%	1 2% 27%	- - -	3 2% 81%	2 2% 64%
None	1 1%	1 2% 100%	- - -	1 1% 100%	1 1% 100%	- - -	1 1% 100%	1 1% 100%	1 1% 100%	1 1% 100%	1 2% 100%	- - -	1 1% 100%	1 1% 100%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.19 And have you gone ahead and made a complaint about your pay TV service or supplier?

Base: All who had reason to complain about pay TV provider

	Total	GENDER		AREA	COUNTRY	ETHNIC ORIGIN	INTERNET ACCESS	Q.1	Q.2	Q.3 BROADBAND SUPPLIER			Q.4 PAY TV SUPPLIER	
		Landline	Mobile					Total Broadband	Sky	Virgin Media	Total TV	Sky		
		Male (a)	Female (b)	Urban (c)	England (d)	White (e)	Any (f)	Total Landline (g)	Total Mobile (h)	Total Broadband (i)	Sky (j)	Virgin Media (k)	Total TV (l)	Sky (m)
Unweighted Base	165	76	89	139	133	156	157	151	158	159	54	56	155	90
Weighted Base	174	80*	94*	147	139	165	168	158	168	169	56*	61*	165	94*
Yes - to my pay TV provider	134	60	75	116	109	128	128	125	130	130	44	50	126	70
	77%	74%	79%	79%	78%	77%	76%	79%	77%	77%	79%	81%	77%	74%
		44%	56%	87%	81%	95%	95%	93%	97%	97%	33%	37%	94%	52%
Yes - to Ofcom	1	-	1	-	1	1	1	1	1	1	1	-	1	1
	1%	-	1%	-	1%	1%	1%	1%	1%	1%	2%	-	1%	1%
		-	100%	-	100%	100%	100%	100%	100%	100%	100%	-	100%	100%
Yes - Other	1	1	-	1	1	1	1	1	1	1	1	-	1	1
	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	2%	-	1%	1%
		100%	-	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%
No - not made a complaint	39	19	19	30	29	36	39	33	37	38	11	12	37	23
	22%	24%	21%	20%	21%	22%	23%	21%	22%	22%	19%	19%	23%	25%
		50%	50%	77%	76%	93%	100%	84%	95%	97%	28%	31%	97%	60%
SUMMARY CODE														
ANY YES	135	61	75	117	110	129	129	126	131	131	45	50	127	71
	78%	76%	79%	80%	79%	78%	77%	79%	78%	78%	81%	81%	77%	75%
		45%	55%	87%	81%	95%	95%	93%	97%	97%	33%	37%	94%	53%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.20 And did you make this or your most recent complaint to your pay TV provider in the last 6 months?

Base: All who have complained to pay TV provider

	Total	GENDER		AREA	COUNTRY	ETHNIC ORIGIN	INTERNET ACCESS	Q.1 LANDLINE SUPPLIER	Q.2 MOBILE SUPPLIER	Q.3 BROADBAND SUPPLIER	Q.4 PAY TV SUPPLIER	
		Male (a)	Female (b)	Urban (c)	England (d)	White (e)	Any (f)	Total Landline (g)	Total Mobile (h)	Total Broadband (i)	Total TV (j)	Sky (k)
Unweighted Base	128	57	71	109	104	122	120	120	123	123	119	67
Weighted Base	134	60*	75*	116	109*	128	128	125	130	130	126	70*
Yes	104	50	53	90	81	100	100	96	99	101	96	56
	77%	84%	72%	77%	74%	79%	78%	77%	76%	78%	76%	80%
		48%	52%	86%	78%	97%	96%	92%	96%	98%	93%	54%
No	31	10	21	27	28	27	28	29	31	29	30	14
	23%	16%	28%	23%	26%	21%	22%	23%	24%	22%	24%	20%
		31%	69%	87%	91%	89%	92%	94%	100%	95%	98%	46%
Don't know/can't remember	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.8\12\16\20 Complained in the last 6 months

Base: All Adults 16+ in UK

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	6407	3089	3318	865	1103	946	889	839	990	775	1080	1763	1342	2222
Weighted Base	6407	3110	3297	904	1199	1044	1036	979	692	554	1185	1996	1335	1892
Landline provider	149	66	82	9	21	20	37	28	23	10	42	45	28	34
	2%	2%	2%	1%	2%	2%	4%	3%	3%	2%	4%	2%	2%	2%
		45%	55%	6%	14%	14%	25% ^{cdei}	19% ^c	16% ^{cdei}	7%	28% ^{lm}	31%	19%	23%
Mobile Phone provider	119	59	61	12	32	21	24	16	13	1	23	32	26	38
	2%	2%	2%	1%	3%	2%	2%	2%	2%	*	2%	2%	2%	2%
		49%	51%	10% ⁱ	27% ^{ci}	18% ⁱ	20% ⁱ	14% ⁱ	11% ⁱ	1%	20%	27%	22%	32%
Fixed Broadband provider	448	226	222	75	105	80	89	53	38	8	103	161	78	105
	7%	7%	7%	8%	9%	8%	9%	5%	5%	1%	9%	8%	6%	6%
		50%	50%	17% ^{ghi}	23% ^{ghi}	18% ⁱ	20% ^{ghi}	12% ⁱ	8% ⁱ	2%	23% ^{lm}	36% ^{lm}	17%	23%
Pay TV provider	104	50	53	12	18	14	23	20	12	5	24	27	25	27
	2%	2%	2%	1%	2%	1%	2%	2%	2%	1%	2%	1%	2%	1%
		48%	52%	11%	18%	13%	23% ⁱ	19%	11%	5%	23%	26%	24%	26%
Complained in last 6 months	686	339	347	94	150	113	133	102	72	21	162	236	123	164
	11%	11%	11%	10%	13%	11%	13%	10%	10%	4%	14%	12%	9%	9%
		49%	51%	14% ⁱ	22% ⁱ	17% ⁱ	19% ⁱ	15% ⁱ	11% ⁱ	3%	24% ^{lm}	34% ^{lm}	18%	24%
Not complained in the last 6 months	5721	2771	2950	811	1049	931	903	876	620	532	1023	1759	1211	1727
	89%	89%	89%	90%	87%	89%	87%	90%	90%	96%	86%	88%	91%	91%
		48%	52%	14%	18%	16%	16%	15%	11%	9% ^{cdefgh}	18%	31%	21% ^{ijk}	30% ^{ijk}

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.8\12\16\20 Complained in the last 6 months

Base: All Adults 16+ in UK

	Total	AREA		COUNTRY			
		Urban (a)	Rural (b)	England (c)	Scotland (d)	Wales (e)	Northern Ireland (f)
Unweighted Base	6407	5048	1359	5367	534	305	201
Weighted Base	6407	5079	1328	5396	545	320	146
Landline provider	149 2%	116 2% 78%	33 2% 22%	124 2% 83%	12 2% 8%	10 3% 7%	2 1% 1%
Mobile Phone provider	119 2%	94 2% 79%	25 2% 21%	88 2% 74%	13 2% 11%	14 4% 12% ^c	4 3% 3%
Fixed Broadband provider	448 7%	384 8% 86% ^b	64 5% 14%	391 7% 87%	33 6% 7%	13 4% 3%	10 7% 2%
Pay TV provider	104 2%	90 2% 86%	14 1% 14%	81 1% 78%	12 2% 12%	7 2% 7%	4 3% 4%
Complained in last 6 months	686 11%	578 11% 84% ^b	108 8% 16%	581 11% 85%	54 10% 8%	34 11% 5%	17 11% 2%
Not complained in the last 6 months	5721 89%	4501 89% 79%	1220 92% 21% ^a	4816 89% 84%	491 90% 9%	286 89% 5%	129 89% 2%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Any columns with a base of less than 50 have been suppressed

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.8\12\16\20 Complained in the last 6 months

Base: All Adults 16+ in UK

	Total	GOVERNMENT REGIONS										ETHNIC ORIGIN		INTERNET ACCESS		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	White (l)	Minority Ethnic (m)	Any (n)	None (o)
Unweighted Base	6407	292	711	568	460	574	585	759	874	544	305	534	5638	726	5394	1013
Weighted Base	6407	287	698	565	456	569	613	778	886	547	320	545	5596	766	5598	809
Landline provider	149	8	10	12	12	6	13	18	26	19	10	12	128	19	138	11
	2%	3%	1%	2%	3%	1%	2%	2%	3%	3%	3%	2%	2%	2%	2%	1%
		5%	7%	8%	8%	4%	9%	12%	17%e	13%be	7%e	8%	86%	13%	93%o	7%
Mobile Phone provider	119	4	15	11	4	8	10	11	16	8	14	13	107	11	112	7
	2%	2%	2%	2%	1%	1%	2%	1%	2%	1%	4%	2%	2%	1%	2%	1%
		4%	13%	10%	3%	7%	8%	10%	13%	7%	12%defgh	11%	90%	9%	94%o	6%
Fixed Broadband provider	448	32	48	28	27	46	33	46	81	51	13	33	396	52	442	6
	7%	11%	7%	5%	6%	8%	5%	6%	9%	9%	4%	6%	7%	7%	8%	1%
		7%bcdg	11%	6%	6%	10%cj	7%	10%	18%cfgjk	11%cfgj	3%	7%	88%	12%	99%o	1%
		jk														
Pay TV provider	104	9	15	5	2	7	9	8	20	6	7	12	100	3	100	4
	2%	3%	2%	1%	*	1%	1%	1%	2%	1%	2%	2%	2%	*	2%	*
		9%cdegi	14%cd	5%	2%	6%	8%	8%	19%d	6%	7%d	12%cd	97% ^m	3%	96% ^o	4%
Complained in last 6 months	686	46	77	45	37	58	52	73	119	73	34	54	610	74	662	24
	11%	16%	11%	8%	8%	10%	9%	9%	13%	13%	11%	10%	11%	10%	12%	3%
		7%bcdef	11%	7%	5%	8%	8%	11%	17%cdfg	11%cdfg	5%	8%	89%	11%	96% ^o	4%
		gk														
Not complained in the last 6 months	5721	241	620	520	418	510	560	705	767	474	286	491	4985	692	4936	785
	89%	84%	89%	92%	92%	90%	91%	91%	87%	87%	89%	90%	89%	90%	88%	97%
		4%	11% ^a	9% ^{ahi}	7% ^{ahi}	9% ^a	10% ^{ahi}	12% ^{ahi}	13%	8%	5%	9% ^a	87%	12%	86%	14% ⁿ

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.8\12\16\20 Complained in the last 6 months
Base: All Adults 16+ in UK

	Total	Q.1 LANDLINE SUPPLIER								Q.2 MOBILE SUPPLIER						
		Total Landline (a)	BT (b)	Sky (c)	TalkTalk (d)	Virgin (e)	EE (f)	Plusnet (g)	Post Office (h)	Total Mobile (i)	EE\Orang eT-Mobile (j)	O2 (k)	Tesco Mobile (l)	Three (m)	Virgin (n)	Vodafone (o)
Unweighted Base	6407	5391	1965	1036	590	960	182	139	109	5875	1517	1349	464	624	360	859
Weighted Base	6407	5392	1897	1088	571	1008	191	145	91*	5982	1577	1370	443	663	367	880
Landline provider	149	146	59	24	25	23	5	3	-	139	44	34	6	17	6	23
	2%	3%	3%	2%	4%	2%	3%	2%	-	2%	3%	2%	1%	2%	2%	3%
		98%	40%	16%	17%aceh	16%	3%	2%	-	93%	30%	23%	4%	11%	4%	16%
Mobile Phone provider	119	95	34	19	6	19	6	4	1	119	34	18	4	16	9	33
	2%	2%	2%	2%	1%	2%	3%	3%	1%	2%	2%	1%	1%	2%	3%	4%
		80%	28%	16%	5%	16%	5%	3%	*	100%	29%	15%	4%	14%	8%	27%ijkl
Fixed Broadband provider	448	401	121	81	53	106	13	7	5	438	123	110	25	52	30	63
	7%	7%	6%	7%	9%	10%	7%	5%	5%	7%	8%	8%	6%	8%	8%	7%
		90%	27%	18%	12%b	24%abc	3%	2%	1%	98%	27%	25%	6%	12%	7%	14%
Pay TV provider	104	96	17	29	9	35	1	-	2	99	18	30	5	15	16	12
	2%	2%	1%	3%	2%	3%	*	-	2%	2%	1%	2%	1%	2%	4%	1%
		92%b	16%	28%b	9%	33%abdfg	1%	-	2%	96%	17%	29%j	5%	15%j	15%ijkl	11%
Complained in last 6 months	686	607	194	122	80	145	19	12	7	666	183	168	36	77	46	112
	11%	11%	10%	11%	14%	14%	10%	8%	8%	11%	12%	12%	8%	12%	13%	13%
		88%	28%	18%	12%b	21%abc	3%	2%	1%	97%	27%l	24%l	5%	11%	7%l	16%l
Not complained in the last 6 months	5721	4785	1703	967	491	864	172	133	84	5316	1394	1202	407	586	321	768
	89%	89%	90%	89%	86%	86%	90%	92%	92%	89%	88%	88%	92%	88%	87%	87%
		84%e	30%de	17%e	9%	15%	3%	2%	1%	93%	24%	21%	7%jkno	10%	6%	13%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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

* small base

Reasons to Complain Study (QS0227 - 311549/311649/311550)

Q.8\12\16\20 Complained in the last 6 months

Base: All Adults 16+ in UK

	Total	Q.3 BROADBAND SUPPLIER							Q.4 PAY TV SUPPLIER				
		Total Broadband (a)	BT (b)	EE/Orange (c)	Sky (d)	TalkTalk (e)	Virgin Media (f)	Plusnet (g)	Total TV (h)	BT (i)	Sky (j)	TalkTalk (k)	Virgin Media (l)
Unweighted Base	6407	5368	1330	241	1271	624	1261	173	3623	317	1878	165	943
Weighted Base	6407	5546	1349	257	1337	620	1339	180	3751	330	1939	163	997
Landline provider	149	139	44	7	26	25	27	3	90	8	49	6	23
	2%	3%	3%	3%	2%	4%	2%	2%	2%	3%	3%	3%	2%
		94%	30% ^d	5%	18%	17% ^{ad}	18%	2%	60%	6%	33%	4%	16%
Mobile Phone provider	119	104	23	7	28	7	26	5	73	7	41	2	19
	2%	2%	2%	3%	2%	1%	2%	3%	2%	2%	2%	1%	2%
		87%	20%	6%	24%	6%	22%	4%	61%	6%	34%	2%	16%
Fixed Broadband provider	448	446	102	15	97	61	137	9	310	25	153	13	105
	7%	8%	8%	6%	7%	10%	10%	5%	8%	8%	8%	8%	11%
		100%	23%	3%	22%	14% ^g	31% ^{abcdg}	2%	69%	6%	34%	3%	23% ^{hj}
Pay TV provider	104	101	14	1	35	9	39	-	96	4	56	3	32
	2%	2%	1%	1%	3%	1%	3%	-	3%	1%	3%	2%	3%
		98% ^b	13%	1%	34% ^{bg}	9%	37% ^{abcg}	-	93%	4%	54%	3%	31%
Complained in last 6 months	686	660	155	23	154	89	188	14	468	34	250	20	145
	11%	12%	11%	9%	12%	14%	14%	8%	12%	10%	13%	12%	15%
		96%	23%	3%	23%	13% ^{cg}	27% ^{acg}	2%	68%	5%	36%	3%	21%
Not complained in the last 6 months	5721	4886	1194	233	1183	531	1151	165	3283	296	1689	143	852
	89%	88%	89%	91%	88%	86%	86%	92%	88%	90%	87%	88%	85%
		85% ^f	21%	4% ^{ef}	21%	9%	20%	3% ^{ef}	57%	5%	30%	3%	15%

Fieldwork : 07/12/2016 - 18/12/2016 (Weeks 49/50)

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