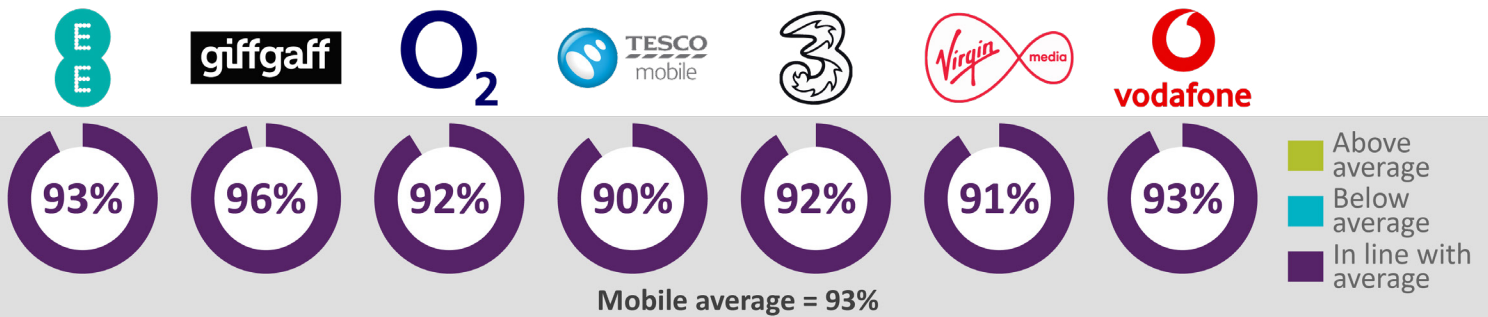


Which mobile provider is right for me?

Overall satisfaction

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



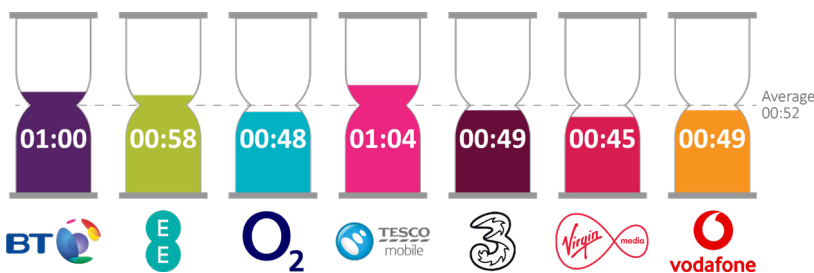
Recommend to a friend

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

More likely to recommend	giffgaff, TESCO mobile
Mobile average	EE, O2, 3, Virgin media, vodafone
Less likely to recommend	

Call waiting time

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



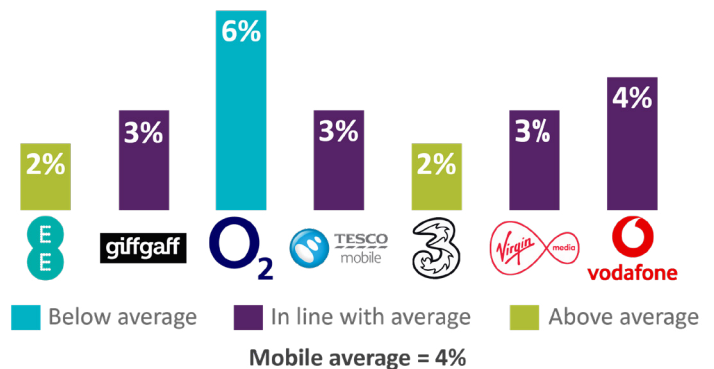
Complaints to Ofcom

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

Most complaints	
Virgin Media	41
Vodafone	32
BT	29
ID mobile	22
- industry average = 21 -	
Three	14
O2	12
EE	10
Tesco Mobile	3
Fewest complaints	

Reasons to complain

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



To find out whether you'll get a signal at home or work, use **Ofcom's mobile coverage checker**.



*All figures rounded to nearest whole number.

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

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