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●	9	2	Q.2 Which of the following do you have in your home?	Base: All adults UK	1082
●	17	3	Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?	Base: All adults UK	1082
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●	58	8	Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.	Base: All who have a mobile phone	989
●	69	9	Q.7Bi You said you have received a call with a recorded message on your mobile phone. What do you usually do when you receive these recorded message calls on your mobile phone?	Base: All that have received recorded messages on their mobile	152
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	Page	Table	Title	Base Description	Base
●	103	15	Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone	Base: All adults UK	1082
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Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1082	533	549	115	167	152	141	136	179	192	282	800	173	272	218	419
Weighted Base	1082	526	556	155*	196	185	169	168	98	111	352	730	209	341	224	308
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	796 74%	403 77%b	393 71%	124 80%hik	179 91%cfghik	167 90%cfghik	135 80%hik	124 74%hi	43 43%i	25 23%	303 86%ghik	493 68%hi	172 82%no	265 78%o	164 73%o	195 63%
A mobile phone (not a Smartphone) with internet access	159 15%	80 15%	79 14%	27 17%	20 10%	21 11%	29 17%	23 14%	25 25%degij	14 13%	47 13%	112 15%	29 14%	48 14%	30 13%	51 17%
A mobile phone without internet access	146 14%	71 14%	75 13%	6 4%	15 8%	13 7%	17 10%	21 12%cj	32 33%cddefg	42 38%cddefgj	21 6%	126 17%cddefj	17 8%	42 12%	33 15%	55 18%l
A tablet (e.g. iPad, Samsung Galaxy)	473 44%	226 43%	247 44%	48 31%	100 51%chi	85 46%ci	82 48%chi	95 57%chijk	35 36%	29 26%	148 42%i	325 45%chi	113 54%no	165 48%o	87 39%	109 35%
A desktop computer	258 24%	150 28%b	108 19%	30 20%	42 21%	47 25%i	53 31%ij	50 30%i	23 23%i	14 13%	72 20%i	186 25%i	84 40%mno	101 30%no	33 15%	40 13%
A laptop or netbook	609 56%	300 57%	309 56%	91 58%hi	120 61%hi	126 68%hik	113 67%hik	95 57%hi	39 40%i	25 23%	210 60%hi	399 55%hi	158 76%mno	224 66%no	112 50%o	115 37%
An e- reader (e.g. Kindle, Kobo)	133 12%	46 9%	87 16%a	18 12%	15 7%	26 14%	21 12%	29 17%dj	12 12%	12 11%	33 9%	100 14%d	48 23%mno	47 14%o	21 9%	18 6%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	212 20%	135 26%b	77 14%	62 40%dfghik	53 27%fghik	55 30%fghik	23 14%hi	16 9%hi	1 1%	1 *	116 33%fghik	96 13%hi	37 18%	94 28%lno	39 17%	42 13%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	66 6%	39 8%	27 5%	23 15%dfghik	12 6%i	15 8%hi	9 5%i	5 3%	2 2%	- -	35 10%ghik	31 4%i	13 6%	38 11%no	5 2%	10 3%
Other mobile device	2 *	2 *	- -	- -	- -	- -	1 1%	- -	1 1%	* *	- -	2 *	- -	- -	- -	2 1%
SUMMARY CODES																
ANY MOBILE PHONE	1011 93%	495 94%	516 93%	144 93%i	191 97%hik	182 99%cgghik	166 98%hik	157 94%i	90 92%i	80 72%	335 95%i	675 92%i	203 97%o	322 95%o	208 93%	277 90%
ANY MOBILE WITH INTERNET ACCESS	906 84%	450 86%	456 82%	142 92%hik	187 95%ghik	178 96%ghik	157 93%ghik	142 85%hi	61 62%i	39 35%	329 94%ghik	577 79%hi	192 92%no	298 88%o	185 82%	231 75%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1082	533	549	115	167	152	141	136	179	192	282	800	173	272	218	419
Weighted Base	1082	526	556	155*	196	185	169	168	98	111	352	730	209	341	224	308
ANY COMPUTER INC. TABLET	798	384	415	111	152	147	143	135	61	49	263	535	186	280	150	183
	74%	73%	75%	72%i	77%hi	79%hi	85%chijk	81%hi	62%i	44%	75%hi	73%hi	89%no	82%no	67%	59%
ANY COMPUTER EXC. TABLET	681	342	339	101	126	132	126	109	50	36	227	454	173	252	122	133
	63%	65%	61%	65%hi	64%hi	71%hik	75%hijk	65%hi	51%i	32%	65%hi	62%hi	83%jno	74%no	55%o	43%
ANY GAMING DEVICE	231	143	87	68	57	60	26	18	3	1	125	106	42	102	40	46
	21%	27%b	16%	44%dfghi	29%fghik	32%fghik	15%hi	11%hi	3%	*	35%fghik	15%hi	20%	30%lno	18%	15%
ANY DEVICE	1044	512	532	151	195	183	168	165	94	88	346	698	207	332	218	287
	96%	97%	96%	97%i	99%hik	99%hik	100%hik	98%i	95%i	79%	99%hik	96%i	99%o	97%o	97%o	93%
None	35	10	24	4	1	-	1	3	5	21	5	29	2	7	6	20
	3%	2%	4%a	3%	1%	-	*	2%	5%defj	19%cddefgh	1%	4%def	1%	2%	3%	6%lm
Don't know	3	3	-	-	-	1	-	-	-	2	-	3	1	1	-	1
	*	1%	-	-	-	1%	-	-	-	2%j	-	*	*	*	-	*

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1082	592	287	203	474	608	249	833	828	254	846	120	53	63
Weighted Base	1082	621	321	140	594	488	292	790	846	236	911	92*	54*	25*
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	796 74%	479 77% ^c	253 79% ^c	64 46%	513 86% ^e	283 58%	266 91% ^g	530 67%	641 76% ⁱ	156 66%	680 75% ^m	69 75% ^m	34 63%	14 55%
A mobile phone (not a Smartphone) with internet access	159 15%	94 15%	45 14%	20 14%	77 13%	82 17%	21 7%	138 17% ^f	124 15%	34 15%	132 14%	13 14%	7 14%	7 27% ^{jk}
A mobile phone without internet access	146 14%	68 11%	38 12%	40 29% ^{ab}	50 8%	96 20% ^d	19 6%	127 16% ^f	100 12%	46 19% ^h	119 13%	16 17%	8 15%	4 15%
A tablet (e.g. iPad, Samsung Galaxy)	473 44%	322 52% ^{bc}	111 35%	39 28%	297 50% ^e	177 36%	155 53% ^g	318 40%	373 44%	100 42%	408 45%	39 42%	17 31%	9 38%
A desktop computer	258 24%	175 28% ^{bc}	56 17%	27 19%	163 28% ^e	95 19%	77 26%	181 23%	198 23%	60 26%	231 25% ^{km}	13 15%	12 22%	2 7%
A laptop or netbook	609 56%	395 64% ^{bc}	166 52% ^c	48 34%	398 67% ^e	211 43%	180 61%	429 54% ^c	491 58% ⁱ	118 50%	531 58% ^{km}	43 46%	26 48%	9 38%
An e- reader (e.g. Kindle, Kobo)	133 12%	91 15% ^b	26 8%	15 11%	81 14%	51 11%	29 10%	103 13%	97 11%	36 15%	114 13%	11 12%	6 11%	2 6%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	212 20%	120 19% ^c	86 27% ^{ac}	6 4%	147 25% ^e	64 13%	75 26% ^g	137 17%	154 18%	57 24%	177 19%	25 28% ^l	5 10%	3 14%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	66 6%	35 6%	28 9% ^c	3 2%	48 8% ^e	18 4%	27 9% ^g	40 5%	51 6%	15 7%	62 7%	4 4%	- -	- -
Other mobile device	2 *	- -	1 *	1 *	1 *	1 *	- -	2 *	1 *	1 *	2 *	- -	- -	- -
SUMMARY CODES														
ANY MOBILE PHONE	1011 93%	590 95% ^c	301 94% ^c	120 86%	580 98% ^e	431 88%	284 97% ^g	726 92%	795 94%	216 91%	853 94%	86 93%	48 89%	24 96%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1082	592	287	203	474	608	249	833	828	254	846	120	53	63
Weighted Base	1082	621	321	140	594	488	292	790	846	236	911	92*	54*	25*
ANY MOBILE WITH INTERNET ACCESS	906 84%	545 88% ^c	279 87% ^c	82 59%	560 94% ^e	346 71%	275 94% ^g	631 80%	722 85% ⁱ	184 78%	768 84%	78 85%	40 74%	20 82%
ANY COMPUTER INC. TABLET	798 74%	500 80% ^{bc}	220 68% ^c	79 57%	479 81% ^e	320 66%	230 79%	568 72%	634 75%	165 70%	691 76% ^{km}	59 64%	35 64%	14 58%
ANY COMPUTER EXC. TABLET	681 63%	435 70% ^{bc}	184 57% ^c	62 44%	425 71% ^e	256 52%	192 66%	489 62%	543 64%	138 58%	595 65% ^{km}	47 51%	30 55%	9 38%
ANY GAMING DEVICE	231 21%	126 20% ^c	96 30% ^{ac}	8 6%	161 27% ^e	70 14%	85 29% ^g	146 18%	173 20%	58 25%	197 22%	25 28% ^l	5 10%	3 14%
ANY DEVICE	1044 96%	606 98% ^c	315 98% ^c	123 88%	589 99% ^e	456 93%	291 99% ^g	753 95%	822 97%	222 94%	880 97%	87 95%	52 97%	24 97%
None	35 3%	12 2%	6 2%	16 12% ^{ab}	4 1%	31 6% ^d	2 1%	33 4% ^f	24 3%	10 4%	28 3%	5 5%	2 3%	1 3%
Don't know	3 *	3 *	-	*	2 *	1 *	-	3 *	-	3 1% ^h	3 *	-	-	-

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	1082	17	98	84	61	83	120	129	137	117	53	120	63	598	484
Weighted Base	1082	18**	97*	108*	65*	95*	127	151	145	104*	54*	92*	25*	627	455
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	796 74%	14 76%	65 67%	66 61%	40 61%	72 76%l	99 78%cdil	130 86%bcdijk	127 88%bcdejkl	67 64%	34 63%	69 75%l	14 55%	456 73%	340 75%
A mobile phone (not a Smartphone) with internet access	159 15%	3 15%	12 12%	21 20%h	25 38%bcefghijk	13 14%	12 9%	19 13%	12 8%	15 14%	7 14%	13 14%	7 27%bfghik	84 13%	74 16%
A mobile phone without internet access	146 14%	2 10%	13 14%	18 17%h	11 17%	13 14%	17 13%	20 13%	10 7%	14 13%	8 15%	16 17%h	4 15%	93 15%	53 12%
A tablet (e.g. iPad, Samsung Galaxy)	473 44%	5 28%	35 36%	39 36%	34 52%	40 42%	54 42%	77 51%bcj	71 49%	53 51%j	17 31%	39 42%	9 38%	303 48%n	171 38%
A desktop computer	258 24%	3 15%	23 24%l	25 23%l	10 15%	23 24%l	38 30%kl	33 22%l	43 29%kl	34 33%dkl	12 22%	13 15%	2 7%	185 29%n	74 16%
A laptop or netbook	609 56%	12 66%	45 47%	47 44%	35 53%	61 64%bckl	71 55%l	101 67%bcjkl	100 69%bcfjkl	60 57%l	26 48%	43 46%	9 38%	369 59%	240 53%
An e- reader (e.g. Kindle, Kobo)	133 12%	- -	9 9%	21 19%dg	3 4%	13 14%	16 13%	11 7%	22 15%	20 19%dgl	6 11%	11 12%	2 6%	107 17%n	25 6%
A games console (e.g. Xbox 360, PS3, Nintendo Wii)	212 20%	5 29%	30 31%ghj	19 18%	18 27%g	17 18%	26 20%	21 14%	21 15%	20 19%	5 10%	25 28%ghj	3 14%	124 20%	88 19%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	66 6%	2 8%	13 13%fhjkl	7 7%	8 11%jl	8 9%	5 4%	8 6%	6 4%	5 5%	- -	4 4%	- -	37 6%	29 6%
Other mobile device	2 *	- -	* *	- -	- -	- -	1 *	- -	1 1%	- -	- -	- -	- -	2 *	- -
SUMMARY CODES															
ANY MOBILE PHONE	1011 93%	18 100%	85 88%	100 92%	59 91%	95 99%bcdijk	124 98%bij	147 98%bdij	137 94%i	88 84%	48 89%	86 93%	24 96%	586 93%	425 94%
ANY MOBILE WITH INTERNET ACCESS	906 84%	16 90%	76 78%	84 78%	50 76%	83 87%	110 86%	137 91%bcdij	131 91%bcdij	80 76%	40 74%	78 85%	20 82%	517 82%	389 86%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	1082	17	98	84	61	83	120	129	137	117	53	120	63	598	484
Weighted Base	1082	18**	97*	108*	65*	95*	127	151	145	104*	54*	92*	25*	627	455
ANY COMPUTER INC. TABLET	798	13	67	64	49	72	95	126	125	81	35	59	14	485	313
	74%	70%	69%	59%	75%	75%l	74%cl	83%bcjkl	86%bcfjkl	78%ckl	64%	64%	58%	77% ⁿ	69%
ANY COMPUTER EXC. TABLET	681	12	55	52	38	64	83	106	113	72	30	47	9	419	262
	63%	66%	57%l	48%	59%l	67%ckl	65%ckl	70%ckl	78%bcd ^l jk	69%ckl	55%	51%	38%	67% ⁿ	58%
ANY GAMING DEVICE	231	5	33	23	22	18	27	27	21	20	5	25	3	127	103
	21%	29%	34% ^{eghijl}	21%	34% ^{ghijl}	19%	22%	18%	15%	19%	10%	28% ^{hj}	14%	20%	23%
ANY DEVICE	1044	18	93	102	64	95	126	149	141	92	52	87	24	605	439
	96%	100%	96%	95%	98% ⁱ	99% ⁱ	99% ⁱ	99% ⁱ	97% ⁱ	88%	97%	95%	97%	96%	97%
None	35	-	4	6	1	1	1	2	4	9	2	5	1	19	15
	3%	-	4%	5%	2%	1%	1%	1%	3%	8% ^{efg}	3%	5%	3%	3%	3%
Don't know	3	-	-	-	-	-	-	-	-	3	-	-	-	3	-
	*	-	-	-	-	-	-	-	-	3% ^{gh}	-	-	-	1%	-

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Q.1/2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1082	989	642	574	415	68	859	227	676	107	165
Weighted Base	1082	1011	625	578	433	47*	921	306	767	135*	104
A Smartphone (e.g. IPhone, Blackberry, HTC, etc)	796 74%	796 79%be	443 71%e	443 77%be	353 82%be	-	744 81%j	281 92%fhj	655 85%fj	121 90%fj	13 12%
A mobile phone (not a Smartphone) with internet access	159 15%	159 16%e	88 14%e	88 15%e	70 16%e	-	140 15%	32 10%	109 14%	29 22%gj	10 10%
A mobile phone without internet access	146 14%	146 14%e	96 15%e	96 17%de	50 12%e	-	86 9%g	15 5%	50 6%	12 9%	53 51%fghi
A tablet (e.g. iPad, Samsung Galaxy)	473 44%	462 46%de	302 48%de	294 51%de	167 39%e	7 15%	450 49%j	167 55%j	381 50%j	69 51%j	6 6%
A desktop computer	258 24%	249 25%d	183 29%d	175 30%ad	74 17%	8 17%	246 27%j	113 37%fhj	215 28%j	36 27%j	4 4%
A laptop or netbook	609 56%	598 59%e	366 59%e	359 62%e	240 55%e	7 16%	580 63%j	235 77%fhj	500 65%j	97 72%j	6 6%
An e- reader (e.g. Kindle, Kobo)	133 12%	128 13%d	103 17%d	98 17%ad	29 7%	5 10%	128 14%j	61 20%fj	111 15%j	25 18%j	3 3%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	212 20%	204 20%	128 20%	124 21%e	80 18%	4 9%	200 22%j	91 30%fj	181 24%j	38 28%j	2 2%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	66 6%	64 6%	36 6%	36 6%	27 6%	-	63 7%j	26 8%j	50 7%j	11 8%j	1 1%
Other mobile device	2 *	1 *	2 *	1 *	-	*	1 *	-	1 *	-	* *

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Q.1.2 PHONES OWN					INTERNET ACCESS					
	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)	
Unweighted Base	1082	989	642	574	415	68	859	227	676	107	165
Weighted Base	1082	1011	625	578	433	47*	921	306	767	135*	104
SUMMARY CODES											
ANY MOBILE PHONE	1011	1011	578	578	433	-	883	304	746	134	74
	93%	100%be	93%e	100%be	100%be	-	96%j	99%fj	97%j	99%j	71%
ANY MOBILE WITH INTERNET ACCESS	906	906	506	506	400	-	835	301	726	128	23
	84%	90%be	81%e	88%be	92%bce	-	91%j	98%fhj	95%j	94%j	22%
ANY COMPUTER INC. TABLET	798	772	490	471	301	19	753	271	628	114	13
	74%	76%de	78%de	81%ade	70%e	41%	82%j	89%fhj	82%j	84%j	13%
ANY COMPUTER EXC. TABLET	681	664	422	410	254	13	648	255	557	104	7
	63%	66%de	68%de	71%de	59%e	27%	70%j	83%fhj	73%j	77%j	7%
ANY GAMING DEVICE	231	223	135	131	91	4	218	96	193	42	4
	21%	22%e	22%e	23%e	21%e	9%	24%j	32%fj	25%j	31%j	3%
ANY DEVICE	1044	1011	602	578	433	23	910	306	759	135	78
	96%	100%be	96%e	100%be	100%be	50%	99%j	100%j	99%j	100%j	75%
None	35	-	21	-	-	21	9	-	6	-	25
	3%	-	3%acd	-	-	46%abcd	1%	-	1%	-	24%fghi
Don't know	3	-	2	-	-	2	3	-	2	-	*
	*	-	*	-	-	4%abcd	*	-	*	-	*

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1082	533	549	115	167	152	141	136	179	192	282	800	173	272	218	419
Weighted Base	1082	526	556	155*	196	185	169	168	98	111	352	730	209	341	224	308
Landline phone	625 58%	310 59%	315 57%	69 45%d	60 31%	89 48%dj	120 71%cdej	122 73%cdej	70 71%cdej	94 85%cddefg hjk	129 37%	496 68%cdej	139 66%o	194 57%	136 61%o	156 51%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	902 83%	442 84%	460 83%	125 81%i	175 89%hi	166 90%hik	152 90%chik	142 85%i	76 78%i	65 59%	300 85%hi	602 82%i	189 90%o	302 89%o	190 85%o	221 72%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	208 19%	113 22%	95 17%	37 24%i	39 20%i	43 23%i	34 20%i	31 19%i	15 15%	9 8%	75 21%i	133 18%i	30 14%	70 21%	44 20%	63 21%
SUMMARY CODES																
ANY MOBILE PHONE	1011 93%	495 94%	516 93%	144 93%i	191 97%hik	182 99%cgghik	166 98%hik	157 94%i	90 92%i	80 72%	335 95%i	675 92%i	203 97%o	322 95%o	208 93%	277 90%
NONE	8 1%	2 *	6 1%	1 1%	1 1%	- -	- -	2 1%	1 1%	3 3%efjk	2 1%	6 1%	- -	- -	4 2%m	4 1%
ANY SERVICE	1016 94%	492 94%	524 94%	145 94%	185 94%	178 96%	160 95%	155 92%	92 93%	102 92%	330 94%	686 94%	199 95%o	332 97%o	211 94%o	274 89%
ANY SERVICE (INC. MOBILE)	1074 99%	524 100%	550 99%	154 99%	195 99%	185 100%i	169 100%i	166 99%	98 99%	108 97%	350 99%i	724 99%i	209 100%	341 100%n	220 98%	304 99%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base



Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1082	533	549	115	167	152	141	136	179	192	282	800	173	272	218	419
Weighted Base	1082	526	556	155*	196	185	169	168	98	111	352	730	209	341	224	308
SERVICES HAVE																
MOBILE NOT LANDLINE	433	204	228	79	133	93	48	42	26	12	212	221	70	139	80	144
	40%	39%	41%	51% ^{fghik}	68% ^{cefg} ik	50% ^{fghik}	28% ⁱ	25% ⁱ	26% ⁱ	11%	60% ^{fghik}	30% ⁱ	33%	41%	36%	47% ^{lm}
LANDLINE NOT MOBILE	47	20	27	4	1	-	2	7	6	26	5	41	6	10	8	23
	4%	4%	5%	3%	1%	-	1%	4% ^e	6% ^{defj}	24% ^{cdefgh} jk	2%	6% ^{defj}	3%	3%	3%	7% ^{lm}
LANDLINE AND MOBILE	578	290	288	65	58	89	118	115	64	68	124	454	133	184	128	133
	53%	55%	52%	42%	30%	48% ^{dj}	70% ^{cdej}	69% ^{cdej}	65% ^{cdej}	61% ^{cdej}	35%	62% ^{cdej}	64% ^o	54% ^o	57% ^o	43%
LANDLINE OR MOBILE	1057	514	543	148	193	182	167	165	96	106	341	717	208	333	216	300
	98%	98%	98%	95%	98%	99%	99% ⁱ	98%	98%	95%	97%	98% ⁱ	100% ⁿ	98%	96%	97%
None	66	33	32	10	12	7	8	13	7	9	22	44	9	9	13	35
	6%	6%	6%	6%	6%	4%	5%	8%	7%	8%	6%	6%	5%	3%	6%	11% ^{lmn}
Av number of services (inc mobile)	2.244	2.301	2.191	2.546	2.097	2.321	2.384	2.191	2.282	2.041	2.282	2.229	2.749	2.220	2.438	2.036
Standard Deviation	0.776	0.820	0.733	0.762	0.688	0.742	0.875	0.952	0.783	0.636	0.747	0.790	0.737	0.732	0.787	0.728
Error Variance	0.002	0.005	0.004	0.029	0.014	0.019	0.033	0.038	0.011	0.006	0.010	0.003	0.034	0.017	0.010	0.004

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1082	592	287	203	474	608	249	833	828	254	846	120	53	63
Weighted Base	1082	621	321	140	594	488	292	790	846	236	911	92*	54*	25*
Landline phone	625 58%	377 61%b	143 45%	105 75%ab	314 53%	311 64%d	159 54%	466 59%	464 55%	161 68%h	516 57%	48 52%	47 88%jkm	13 54%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	902 83%	552 89%bc	256 80%c	93 67%	534 90%e	367 75%	278 95%g	624 79%	709 84%	193 82%	773 85%km	63 69%	48 89%km	17 69%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	208 19%	122 20%c	70 22%c	15 11%	120 20%	88 18%	64 22%	143 18%	187 22%i	21 9%	184 20%lm	22 24%lm	2 3%	- -
SUMMARY CODES														
ANY MOBILE PHONE	1011 93%	590 95%c	301 94%c	120 86%	580 98%e	431 88%	284 97%g	726 92%	795 94%	216 91%	853 94%	86 93%	48 89%	24 96%
NONE	8 1%	4 1%	1 *	3 2%ab	3 1%	5 1%	1 *	7 1%	5 1%	3 1%	6 1%	2 2%	- -	- -
ANY SERVICE	1016 94%	593 95%c	298 93%	125 90%	569 96%e	447 92%	287 98%g	729 92%	802 95%i	214 91%	865 95%km	80 87%	52 97%lm	19 76%
ANY SERVICE (INC. MOBILE)	1074 99%	618 99%c	320 100%c	136 98%	591 99%	483 99%	291 100%	783 99%	842 99%	233 99%	906 99%	90 98%	54 100%	25 100%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1082	592	287	203	474	608	249	833	828	254	846	120	53	63
Weighted Base	1082	621	321	140	594	488	292	790	846	236	911	92*	54*	25*
SERVICES HAVE														
MOBILE NOT LANDLINE	433 40%	236 38% ^c	167 52% ^{ac}	30 22%	272 46% ^e	160 33%	130 45%	302 38%	363 43% ⁱ	69 29%	373 41% ^l	42 45% ^l	6 12%	11 46% ^l
LANDLINE NOT MOBILE	47 4%	23 4%	8 3%	16 11% ^{ab}	7 1%	40 8% ^d	5 2%	42 5% ^f	32 4%	15 6%	36 4%	4 4%	6 10%	1 4%
LANDLINE AND MOBILE	578 53%	354 57% ^b	135 42%	90 64% ^b	307 52%	271 56%	154 53%	424 54%	432 51%	146 62% ^h	480 53%	44 48%	42 77% ^{jk}	12 50%
LANDLINE OR MOBILE	1057 98%	612 99%	310 97%	135 97%	587 99% ^e	471 96%	289 99%	768 97%	827 98%	231 98%	890 98%	90 98%	54 99%	25 100%
None	66 6%	29 5%	23 7%	14 10% ^a	25 4%	41 8% ^d	6 2%	60 8% ^f	44 5%	22 9% ^h	47 5%	12 13% ^j	2 3%	6 24% ^{jl}
Av number of services (inc mobile)	2.244	2.386	2.164	2.083	2.427	2.118	2.424	2.185	2.230	2.298	2.268	2.134	2.590	1.642
Standard Deviation	0.776	0.814	0.738	0.725	0.793	0.742	0.745	0.780	0.770	0.806	0.763	0.874	0.512	0.785
Error Variance	0.002	0.007	0.007	0.007	0.008	0.003	0.013	0.003	0.003	0.012	0.003	0.020	0.020	0.024

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own/Mortgage (m)	Rent/Other (n)
Unweighted Base	1082	17	98	84	61	83	120	129	137	117	53	120	63	598	484
Weighted Base	1082	18**	97*	108*	65*	95*	127	151	145	104*	54*	92*	25*	627	455
Landline phone	625 58%	9 51%	60 62%g	56 52%	29 45%	58 60%g	73 57%	67 44%	84 58%g	80 77%bcdefg hkl	47 88%bcdefg hkl	48 52%	13 54%	432 69%n	193 42%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	902 83%	9 52%	73 75%	86 80%	58 89%kl	85 89%bkl	113 89%bkl	133 88%bkl	131 90%bkl	84 81%	48 89%kl	63 69%	17 69%	540 86%n	362 80%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	208 19%	7 41%	31 32%defgij l	35 32%defgijl	2 3%	13 13%l	9 7%	15 10%l	59 41%defgij kl	11 11%l	2 3%	22 24%dfgijl	- -	127 20%	81 18%
SUMMARY CODES															
ANY MOBILE PHONE	1011 93%	18 100%	85 88%	100 92%	59 91%	95 99%bcdijk	124 98%bij	147 98%bdij	137 94%i	88 84%	48 89%	86 93%	24 96%	586 93%	425 94%
NONE	8 1%	- -	- -	3 2%	- -	- -	1 1%	- -	1 1%	2 2%	- -	2 2%	- -	2 *	6 1%
ANY SERVICE	1016 94%	16 87%	96 99%kl	104 96%l	62 94%l	89 93%l	118 93%l	143 95%l	139 96%kl	99 95%l	52 97%l	80 87%	19 76%	608 97%n	408 90%
ANY SERVICE (INC. MOBILE)	1074 99%	18 100%	97 100%	106 98%	65 100%	95 100%	126 99%	151 100%	144 99%	103 98%	54 100%	90 98%	25 100%	626 100%	448 99%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	1082	17	98	84	61	83	120	129	137	117	53	120	63	598	484
Weighted Base	1082	18**	97*	108*	65*	95*	127	151	145	104*	54*	92*	25*	627	455
SERVICES HAVE															
MOBILE NOT LANDLINE	433 40%	9 49%	33 34%ij	44 41%ij	34 52%ij	38 40%ij	54 42%ij	84 56%befhij	56 39%ij	21 20%	6 12%	42 45%ij	11 46%ij	182 29%	251 55%m
LANDLINE NOT MOBILE	47 4%	-	9 9%cefgh	1 1%	4 6%	1 1%	2 2%	3 2%	3 2%	13 12%cefghk	6 10%cefgh	4 4%	1 4%	29 5%	18 4%
LANDLINE AND MOBILE	578 53%	9 51%	52 53%	55 51%	25 38%	57 60%dg	71 56%dg	63 42%	81 56%dg	67 64%dgk	42 77%bcdtghkl	44 48%	12 50%	404 64%n	175 38%
LANDLINE OR MOBILE	1057 98%	18 100%	94 97%	101 93%	63 97%	95 100%c	126 99%c	151 100%chi	140 97%	101 97%	54 99%	90 98%	25 100%	614 98%	443 97%
None	66 6%	2 13%	1 1%	5 4%	4 6%	7 7%	9 7%	8 5%	6 4%	6 5%	2 3%	12 13%bh	6 24%bcdefghij	19 3%	47 10%m
Av number of services (inc mobile)	2.244	1.576	2.343	2.505	2.325	2.339	2.152	2.005	2.392	2.210	2.590	2.134	1.642	2.344	2.156
Standard Deviation	0.776	0.548	0.574	0.748	0.803	0.613	0.707	0.671	1.275	0.636	0.512	0.874	0.785	0.702	0.829
Error Variance	0.002	0.037	0.011	0.019	0.059	0.019	0.019	0.020	0.102	0.034	0.020	0.020	0.024	0.004	0.005

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Q.1/2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1082	989	642	574	415	68	859	227	676	107	165
Weighted Base	1082	1011	625	578	433	47*	921	306	767	135*	104
Landline phone	625	578	625	578	-	47	545	177	428	73	67
	58%	57% ^d	100% ^{ad}	100% ^{ad}	-	100% ^{ad}	59%	58%	56%	54%	64%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	902	858	551	520	338	31	867	285	696	122	21
	83%	85% ^{de}	88% ^{de}	90% ^{ade}	78%	66%	94% ^{hj}	93% ^j	91% ^j	90% ^j	20%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	208	200	117	115	85	3	185	75	171	30	5
	19%	20% ^e	19% ^{ee}	20% ^{ee}	20% ^{ee}	6%	20% ^j	25% ^j	22% ^j	22% ^j	5%
SUMMARY CODES											
ANY MOBILE PHONE	1011	1011	578	578	433	-	883	304	746	134	74
	93%	100% ^{be}	93% ^{ee}	100% ^{be}	100% ^{be}	-	96% ^j	99% ^{fj}	97% ^j	99% ^j	71%
NONE	8	-	-	-	-	-	-	-	1	-	7
	1%	-	-	-	-	-	-	-	*	-	7% ^{fghi}
ANY SERVICE	1016	953	625	578	374	47	907	297	738	132	75
	94%	94% ^d	100% ^{ad}	100% ^{ad}	87%	100% ^d	98% ^{hj}	97% ^j	96% ^j	98% ^j	72%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)	
Unweighted Base	1082	989	642	574	415	68	859	227	676	107	165
Weighted Base	1082	1011	625	578	433	47*	921	306	767	135*	104
ANY SERVICE (INC. MOBILE)	1074	1011	625	578	433	47	921	306	766	135	97
	99%	100%	100%	100%	100%	100%	100%j	100%j	100%j	100%j	93%
SERVICES HAVE											
MOBILE NOT LANDLINE	433	433	-	-	433	-	362	127	328	61	30
	40%	43%bce	-	-	100%abce	-	39%j	42%j	43%j	45%j	28%
LANDLINE NOT MOBILE	47	-	47	-	-	47	24	-	10	-	22
	4%	-	7%acd	-	-	100%abcd	3%g	-	1%	-	22%fghi
LANDLINE AND MOBILE	578	578	578	578	-	-	521	177	418	73	45
	53%	57%de	93%ade	100%abde	-	-	57%j	58%j	55%j	54%	43%
LANDLINE OR MOBILE	1057	1011	625	578	433	47	906	304	756	134	97
	98%	100%	100%	100%	100%	100%	98%j	99%j	99%j	99%j	93%
None	66	58	-	-	58	-	14	9	29	3	29
	6%	6%bc	-	-	13%abce	-	2%	3%	4%f	2%	28%fghi
Av number of services (inc mobile)	2.244	2.244	2.743	2.743	1.856	-	2.549	2.620	2.407	1.928	1.872
Standard Deviation	0.776	0.776	0.669	0.669	0.617	-	0.721	0.694	0.811	0.681	0.626
Error Variance	0.002	0.002	0.004	0.004	0.003	-	0.004	0.024	0.006	0.039	0.004

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1082	533	549	115	167	152	141	136	179	192	282	800	173	272	218	419
Weighted Base	1082	526	556	155*	196	185	169	168	98	111	352	730	209	341	224	308
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	178 16%	84 16%	93 17%	18 11%	15 8%	17 9%	33 19%dej	40 24%cdej	25 25%cdej	30 27%cdej	33 9%	145 20%dej	48 23%no	63 18%o	31 14%	37 12%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	232 21%	99 19%	133 24%	22 14%	14 7%	24 13%	46 28%cdej	53 32%cdej	31 31%cdej	43 38%cdej	36 10%	197 27%cdej	59 28%o	74 22%	46 21%	54 17%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	197 18%	84 16%	114 20%	14 9%	9 5%	19 10%	46 27%cdej	49 29%cdej	27 27%cdej	33 30%cdej	23 7%	174 24%cdej	62 30%mn	69 20%o	35 16%	31 10%
Some other type of call that you didn't want or ask for - for example a market research call	28 3%	11 2%	17 3%	2 2%	-	3 2%	6 3%dj	7 4%dj	3 3%dj	7 6%dj	2 1%	26 4%dj	8 4%	9 3%	6 3%	5 2%
SUMMARY CODES																
1 TYPE EXPERIENCED	131 12%	63 12%	68 12%	14 9%	17 9%	17 9%	22 13%	18 11%	18 19%cdej	25 22%cd	31 9%	100 14%j	34 16% m	27 8%	36 16% m	34 11%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1082	533	549	115	167	152	141	136	179	192	282	800	173	272	218	419
Weighted Base	1082	526	556	155*	196	185	169	168	98	111	352	730	209	341	224	308
2 TYPES EXPERIENCED	83 8%	35 7%	48 9%	8 5%	2 1%	10 5% ^d	20 12% ^{dj}	18 11% ^{dj}	9 10% ^{dj}	16 15% ^{cdej}	10 3%	73 10% ^{dj}	20 9%	38 11% ^{no}	10 5%	15 5%
3 TYPES EXPERIENCED	103 10%	45 9%	58 10%	9 5%	6 3%	7 4%	21 12% ^{ddej}	29 17% ^{cdej}	15 16% ^{cdej}	16 15% ^{cdej}	15 4%	88 12% ^{ddej}	30 15% ^o	34 10%	19 9%	19 6%
4 TYPES EXPERIENCED	7 1%	2 *	5 1%	-	-	1 1%	1 1%	2 1%	1 1%	2 1% ^j	-	7 1%	3 1%	2 1%	1 *	1 *
ANY UNSOLICITED CALLS (LANDLINE)	325 30%	146 28%	179 32%	30 20%	25 13%	35 19%	65 38% ^{cdej}	67 40% ^{cdej}	44 45% ^{cdej}	59 53% ^{cdefg}	55 16%	269 37% ^{cdej}	87 42% ^{mno}	102 30%	66 30%	69 23%
None	757 70%	380 72%	378 68%	125 80% ^{fghik}	171 87% ^{fghik}	150 81% ^{fghik}	104 62% ⁱ	101 60% ⁱ	55 55%	52 47%	296 84% ^{fghik}	461 63% ⁱ	122 58%	239 70% ^l	158 70% ^l	239 77% ^l
Av number of issues	1.958	1.907	2.000	1.833	1.554	1.797	2.024	2.230^j	1.955	1.912	1.707	2.010	2.023	2.115^{no}	1.780	1.818
Standard Deviation	0.901	0.897	0.904	0.851	0.871	0.904	0.880	0.894	0.915	0.898	0.863	0.901	0.940	0.825	0.921	0.906
Error Variance	0.002	0.005	0.005	0.036	0.036	0.028	0.016	0.015	0.011	0.008	0.018	0.003	0.011	0.007	0.013	0.008

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1082	592	287	203	474	608	249	833	828	254	846	120	53	63
Weighted Base	1082	621	321	140	594	488	292	790	846	236	911	92*	54*	25*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	178 16%	109 17%b	36 11%	33 24%b	81 14%	97 20%d	41 14%	136 17%	135 16%	43 18%	152 17% <i>m</i>	11 12%	13 24% <i>m</i>	1 6%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	232 21%	144 23%b	45 14%	43 31% <i>ab</i>	98 17%	134 27%d	55 19%	177 22%	172 20%	60 25%	186 20%	17 19%	23 42% <i>jk</i>	6 25%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	197 18%	130 21%b	31 10%	37 26%b	93 16%	105 21%d	44 15%	153 19%	135 16%	63 27% <i>h</i>	159 17% <i>m</i>	17 18% <i>m</i>	21 38% <i>jk</i> <i>m</i>	1 5%
Some other type of call that you didn't want or ask for - for example a market research call	28 3%	21 3%	3 1%	4 3%	11 2%	17 3%	7 2%	21 3%	24 3%	4 2%	25 3%	2 2%	2 3%	- -

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1082	592	287	203	474	608	249	833	828	254	846	120	53	63
Weighted Base	1082	621	321	140	594	488	292	790	846	236	911	92*	54*	25*
SUMMARY CODES														
1 TYPE EXPERIENCED	131 12%	77 12%	30 9%	24 17%b	60 10%	71 15%d	37 13%	94 12%	101 12%	30 13%	106 12%	11 12%	10 18%	5 19%
2 TYPES EXPERIENCED	83 8%	52 8%	15 5%	16 12%b	34 6%	50 10%d	18 6%	65 8%	65 8%	18 8%	69 8%	5 6%	7 12%	2 8%
3 TYPES EXPERIENCED	103 10%	65 10%b	19 6%	19 14%b	48 8%	55 11%	23 8%	80 10%	69 8%	34 14%h	83 9%m	8 9%m	12 22%jm	-
4 TYPES EXPERIENCED	7 1%	6 1%	-	1 1%	3 *	4 1%	1 *	6 1%	7 1%	1 *	7 1%	-	-	-
ANY UNSOLICITED CALLS (LANDLINE)	325 30%	201 32%b	63 20%	60 43%ab	145 24%	180 37%d	80 27%	245 31%	242 29%	82 35%	265 29%	24 27%	28 52%jkm	7 27%
None	757 70%	420 68%c	258 80%ac	80 57%	449 76%e	308 63%	212 73%	545 69%	604 71%	154 65%	646 71%l	68 73%l	26 48%	18 73%l
Av number of issues	1.958	2.003	1.823	1.951	1.962	1.956	1.852	1.993	1.924	2.061	1.968	1.901	2.081	1.301
Standard Deviation	0.901	0.916	0.864	0.886	0.913	0.893	0.900	0.900	0.901	0.898	0.907	0.901	0.886	0.497
Error Variance	0.002	0.004	0.013	0.010	0.007	0.004	0.013	0.003	0.003	0.009	0.003	0.024	0.033	0.014

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own/Mortgage (m)	Rent/Other (n)
Unweighted Base	1082	17	98	84	61	83	120	129	137	117	53	120	63	598	484
Weighted Base	1082	18**	97*	108*	65*	95*	127	151	145	104*	54*	92*	25*	627	455
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	178 16%	3 18%	18 19%l	19 17%	10 16%	14 14%	18 14%	19 13%	29 20%l	21 20%l	13 24%l	11 12%	1 6%	137 22%n	41 9%
Receiving a "live sales/marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	232 21%	3 14%	22 23%g	22 20%g	17 27%g	15 16%	29 23%g	13 9%	33 23%g	32 31%egk	23 42%bcefg k	17 19%g	6 25%g	179 29%n	53 12%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	197 18%	6 32%	14 14%	16 15%	15 22%gl	17 17%g	24 19%gl	10 6%	26 18%gl	32 31%bceghk l	21 38%bcefg kl	17 18%gl	1 5%	166 26%n	32 7%
Some other type of call that you didn't want or ask for - for example a market research call	28 3%	2 12%	2 2%	5 5%f	2 3%	2 2%	- -	5 3%	5 3%	2 1%	2 3%	2 2%	- -	21 3%	7 1%
SUMMARY CODES															
1 TYPE EXPERIENCED	131 12%	2 11%	11 11%c	2 2%	9 14%c	13 14%c	16 12%c	19 12%c	17 12%c	17 16%c	10 18%c	11 12%c	5 19%c	92 15%n	39 9%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	1082	17	98	84	61	83	120	129	137	117	53	120	63	598	484
Weighted Base	1082	18**	97*	108*	65*	95*	127	151	145	104*	54*	92*	25*	627	455
2 TYPES EXPERIENCED	83 8%	2 11%	9 9%	12 11%	2 3%	7 7%	7 5%	7 5%	10 7%	14 14%dfg	7 12%	5 6%	2 8%	66 11% ⁿ	17 4%
3 TYPES EXPERIENCED	103 10%	3 14%	7 7%g	9 8%g	10 16%gl	5 5%	14 11%gl	2 1%	19 13%gl	14 14%gl	12 22%bcegl	8 9%gl	-	85 14% ⁿ	18 4%
4 TYPES EXPERIENCED	7 1%	-	1 2%	2 2%	-	1 1%	-	2 1%	-	-	-	-	-	6 1%	1 *
ANY UNSOLICITED CALLS (LANDLINE)	325 30%	7 36%	28 29%	25 23%	22 33%	26 28%	37 29%	30 20%	46 32%g	45 43%cefgk	28 52%bcefgk	24 27%	7 27%	249 40% ⁿ	76 17%
None	757 70%	11 64%	68 71% ^j	83 77% ^{ij}	44 67%	69 72% ^{ij}	90 71% ^{ij}	121 80% ^{hij}	99 68% ^j	59 57%	26 48%	68 73% ^{ij}	18 73% ^j	379 60%	379 83% ^m
Av number of issues	1.958	2.095	1.980	2.453	2.047	1.791	1.950	1.582	2.032	1.939	2.081	1.901	1.301	2.019ⁿ	1.760
Standard Deviation	0.901	0.901	0.933	0.773	0.977	0.944	0.911	0.919	0.898	0.835	0.886	0.901	0.497	0.899	0.884
Error Variance	0.002	0.116	0.025	0.027	0.060	0.039	0.024	0.030	0.018	0.013	0.033	0.024	0.014	0.003	0.009

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Q.12 PHONES OWN					INTERNET ACCESS					
	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)	
Unweighted Base	1082	989	642	574	415	68	859	227	676	107	165
Weighted Base	1082	1011	625	578	433	47*	921	306	767	135*	104
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	178 16%	165 16%d	178 28%ad	165 28%ad	- -	13 28%ad	160 17%	47 15%	119 15%	15 11%	17 17%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	232 21%	216 21%d	232 37%ad	216 37%ad	- -	17 36%ad	207 22%	52 17%	162 21%	29 21%	20 20%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	197 18%	182 18%d	197 32%ad	182 31%ad	- -	16 34%ad	180 20%	62 20%	144 19%	24 18%	17 17%
Some other type of call that you didn't want or ask for - for example a market research call	28 3%	24 2%d	28 4%ad	24 4%d	- -	4 9%ad	21 2%	8 3%	16 2%	1 1%	6 6%fhi

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base



Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Q.1/2 PHONES OWN					INTERNET ACCESS					
	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)	
Unweighted Base	1082	989	642	574	415	68	859	227	676	107	165
Weighted Base	1082	1011	625	578	433	47*	921	306	767	135*	104
SUMMARY CODES											
1 TYPE EXPERIENCED	131	121	131	121	-	10	109	31	86	14	17
	12%	12%d	21%ad	21%ad	-	21%d	12%	10%	11%	10%	17%
2 TYPES EXPERIENCED	83	74	83	74	-	9	75	23	57	13	7
	8%	7%d	13%ad	13%ad	-	19%ad	8%	7%	7%	9%	7%
3 TYPES EXPERIENCED	103	96	103	96	-	7	94	27	71	10	9
	10%	9%d	16%ad	17%ad	-	16%d	10%	9%	9%	7%	9%
4 TYPES EXPERIENCED	7	7	7	7	-	-	7	3	7	-	1
	1%	1%	1%d	1%d	-	-	1%	1%	1%	-	1%
ANY UNSOLICITED CALLS (LANDLINE)	325	298	325	298	-	26	285	83	221	36	34
	30%	30%d	52%ad	52%ad	-	56%ad	31%	27%	29%	27%	33%
None	757	712	300	280	433	20	637	222	545	99	70
	70%	70%bce	48%	48%	100%abce	44%	69%	73%	71%	73%	67%
Av number of issues	1.958	1.963	1.958	1.963	-	1.906	1.995	2.028	1.991	1.890	1.790
Standard Deviation	0.901	0.908	0.901	0.908	-	0.824	0.900	0.919	0.915	0.809	0.900
Error Variance	0.002	0.003	0.002	0.003	-	0.017	0.003	0.014	0.004	0.023	0.014

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

	Q6A6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1082	619	342	417	263	181	124	491	252	335	313	200	152	49	27	25
Weighted Base	1082	634	325	462	272	178	142	494	232	365	328	197	174	55*	28**	30**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	178 16%	178 28% <i>cil</i>	178 55% <i>acfgijlm</i>	88 19%	178 65% <i>abcfgijlm</i>	178 100% <i>abcdfghijklm</i>	48 34% <i>cil</i>	146 30% <i>cil</i>	135 58% <i>acfgijlm</i>	73 20%	125 38% <i>acgil</i>	122 62% <i>acfgijlm</i>	32 18%	13 24%	10 36%	4 14%
Receiving a "live sales/marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	232 21%	232 37% <i>cil</i>	232 72% <i>acdfgijlm</i>	111 24%	139 51% <i>acfilm</i>	135 76% <i>acdfgijlm</i>	42 29%	232 47% <i>acfil</i>	232 100% <i>abcdefgijklm</i>	103 28%	146 44% <i>acfil</i>	141 71% <i>acdfgijlm</i>	39 22%	17 31%	15 52%	3 11%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	197 18%	197 31% <i>ci</i>	197 61% <i>acdfgilm</i>	81 17%	126 46% <i>acfgil</i>	122 69% <i>acdfgilm</i>	32 22%	152 31% <i>ci</i>	141 61% <i>acdfgilm</i>	69 19%	197 60% <i>acdfgilm</i>	197 100% <i>abcdefghijlm</i>	43 25%	17 32% <i>c</i>	13 48%	5 16%
Some other type of call that you didn't want or ask for - for example a market research call	28 3%	28 4%	28 9% <i>acdfgijl</i>	12 3%	10 4%	10 6% <i>l</i>	2 1%	19 4%	15 6% <i>cil</i>	8 2%	13 4%	13 7% <i>cfil</i>	2 1%	28 51% <i>abcd</i>	28 100%	3 10%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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



Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Q6A16B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1082	619	342	417	263	181	124	491	252	335	313	200	152	49	27	25
Weighted Base	1082	634	325	462	272	178	142	494	232	365	328	197	174	55*	28**	30**
SUMMARY CODES																
1 TYPE EXPERIENCED	131 12%	131 21%cdfij l	131 40%acdef ghijklm	67 15%l	27 10%	25 14%	12 9%	82 17%df	59 25%cdefg ijl	50 14%l	41 13%	37 19%df	12 7%	11 19%l	10 34%	3 10%
2 TYPES EXPERIENCED	83 8%	83 13%cil	83 26%acdfgi jl	34 7%	48 18%cfil	45 26%acfgij l	11 7%	65 13%cl	64 27%acdfgi jl	31 8%	53 16%cfil	51 26%acfgij l	10 6%	7 13%	6 21%	1 5%
3 TYPES EXPERIENCED	103 10%	103 16%c	103 32%acfgi lm	48 10%	100 37%acfgi lm	100 56%abcd ghijklm	29 21%ci	103 21%ci	102 44%abcf ijlm	43 12%	101 31%acfgi lm	101 51%abcd ghijlm	26 15%	7 13%	5 19%	2 7%
4 TYPES EXPERIENCED	7 1%	7 1%	7 2%	3 1%	7 3%c	7 4%aci	1 *	7 1%	7 3%c	3 1%	7 2%	7 4%aci	1 1%	7 13%abcde fghijkl	7 26%	1 3%
ANY UNSOLICITED CALLS (LANDLINE)	325 30%	325 51%cfil	325 100%acdfg ijlm	152 33%	183 67%acfg il	178 100%acdfg ijlm	52 37%	257 52%cfil	232 100%acdfg ijlm	127 35%	203 62%acfg il	197 100%acdfg ijlm	49 28%	32 59%cfil	28 100%	7 24%
None	757 70%	310 49%bdehjk	-	310 67%abdeg hijk	89 33%behk	-	89 63%abdeg hijk	238 48%bdehjk	-	238 65%abdeg hijk	125 38%behk	-	125 72%abdeg hijk	23 41%behk	-	23 76%
Av number of issues	1.958	1.958	1.958	1.915	2.478abc	2.503abc	2.346abc	2.139abc	2.249abc	1.987	2.368abc	2.399abc	2.358abc	2.340	2.359	2.080
Standard Deviation	0.901	0.901	0.901	0.910	0.795	0.786	0.850	0.903	0.872	0.912	0.844	0.833	0.881	1.171	1.221	1.151
Error Variance	0.002	0.002	0.002	0.006	0.003	0.003	0.016	0.003	0.003	0.007	0.003	0.003	0.017	0.042	0.055	0.147

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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



Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	642	318	324	46	52	71	94	96	125	158	98	544	119	168	130	225
Weighted Base	625	310	315	69*	60*	89*	120*	122*	70	94	129*	496	139*	194	136	156
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	178 28%	84 27%	93 30%	18 26%	15 25%	17 19%	33 27%	40 33%	25 36%e	30 32%	33 26%	145 29%	48 34%	63 32%	31 22%	37 23%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	232 37%	99 32%	133 42%a	22 31%	14 24%	24 27%	46 39%	53 43%dej	31 44%dej	43 45%dej	36 28%	197 40%dj	59 42%	74 38%	46 34%	54 34%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	197 32%	84 27%	114 36%a	14 20%	9 16%	19 21%	46 39%cdej	49 40%cdej	27 38%cdej	33 35%dej	23 18%	174 35%dej	62 45%no	69 36%o	35 26%	31 20%
Some other type of call that you didn't want or ask for - for example a market research call	28 4%	11 3%	17 5%	2 3%	- -	3 4%	6 5%	7 6%	3 4%	7 7%	2 2%	26 5%	8 6%	9 5%	6 4%	5 3%
SUMMARY CODES																
1 TYPE EXPERIENCED	131 21%	63 20%	68 21%	14 20%	17 29%	17 19%	22 19%	18 15%	18 26%g	25 26%g	31 24%	100 20%	34 25%m	27 14%	36 26%m	34 22%
2 TYPES EXPERIENCED	83 13%	35 11%	48 15%	8 12%	2 3%	10 11%	20 17%d	18 14%	9 14%d	16 17%dj	10 8%	73 15%d	20 14%	38 20%no	10 8%	15 10%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)
Proportions/Means: Columns Tested (5% risk level) - a/b - c/d/e/f/g/h/i/j/k - l/m/n/o
* small base



Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All who have landline phone

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	642	318	324	46	52	71	94	96	125	158	98	544	119	168	130	225
Weighted Base	625	310	315	69*	60*	89*	120*	122*	70	94	129*	496	139*	194	136	156
3 TYPES EXPERIENCED	103	45	58	9	6	7	21	29	15	16	15	88	30	34	19	19
	16%	15%	18%	12%	10%	8%	18%	24%ej	22%ej	17%	11%	18%e	22%o	18%	14%	12%
4 TYPES EXPERIENCED	7	2	5	-	-	1	1	2	1	2	-	7	3	2	1	1
	1%	1%	2%	-	-	2%	1%	2%	1%	2%	-	1%	2%	1%	1%	1%
ANY UNSOLICITED CALLS (LANDLINE)	325	146	179	30	25	35	65	67	44	59	55	269	87	102	66	69
	52%	47%	57%a	44%	42%	39%	54%	55%	62%dej	62%cdej	43%	54%e	63%no	52%	49%	44%
None	300	164	137	39	35	54	55	56	27	36	74	227	52	93	70	87
	48%	53%b	43%	56%i	58%hi	61%hik	46%	45%	38%	38%	57%hi	46%	37%	48%	51%l	56%l
Av number of issues	1.958	1.907	2.000	1.833	1.554	1.797	2.024	2.230j	1.955	1.912	1.707	2.010	2.023	2.115no	1.780	1.818
Standard Deviation	0.901	0.897	0.904	0.851	0.871	0.904	0.880	0.894	0.915	0.898	0.863	0.901	0.940	0.825	0.921	0.906
Error Variance	0.002	0.005	0.005	0.036	0.036	0.028	0.016	0.015	0.011	0.008	0.018	0.003	0.011	0.007	0.013	0.008

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	642	372	123	147	248	394	131	511	462	180	494	67	45	36
Weighted Base	625	377	143*	105	314	311	159	466	464	161	516	48*	47*	13*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	178 28%	109 29%	36 25%	33 32%	81 26%	97 31%	41 26%	136 29%	135 29%	43 27%	152 29% ^m	11 23%	13 28%	1 10%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	232 37%	144 38%	45 32%	43 41%	98 31%	134 43% ^d	55 35%	177 38%	172 37%	60 37%	186 36%	17 36%	23 48%	6 46%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	197 32%	130 34% ^b	31 21%	37 35% ^b	93 30%	105 34%	44 28%	153 33%	135 29%	63 39% ^h	159 31% ^m	17 34% ^m	21 44% ^m	1 9%
Some other type of call that you didn't want or ask for - for example a market research call	28 4%	21 6%	3 2%	4 4%	11 4%	17 5%	7 4%	21 4%	24 5%	4 2%	25 5%	2 4%	2 4%	- -
SUMMARY CODES														
1 TYPE EXPERIENCED	131 21%	77 21%	30 21%	24 23%	60 19%	71 23%	37 23%	94 20%	101 22%	30 18%	106 21%	11 23%	10 20%	5 35%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	642	372	123	147	248	394	131	511	462	180	494	67	45	36
Weighted Base	625	377	143*	105	314	311	159	466	464	161	516	48*	47*	13*
2 TYPES EXPERIENCED	83	52	15	16	34	50	18	65	65	18	69	5	7	2
	13%	14%	10%	15%	11%	16%	12%	14%	14%	11%	13%	11%	14%	15%
3 TYPES EXPERIENCED	103	65	19	19	48	55	23	80	69	34	83	8	12	-
	16%	17%	13%	18%	15%	18%	14%	17%	15%	21%	16% ^m	17% ^m	25% ^m	-
4 TYPES EXPERIENCED	7	6	-	1	3	4	1	6	7	1	7	-	-	-
	1%	2%	-	1%	1%	1%	1%	1%	1%	*	1%	-	-	-
ANY UNSOLICITED CALLS (LANDLINE)	325	201	63	60	145	180	80	245	242	82	265	24	28	7
	52%	53%	44%	57%	46%	58% ^d	50%	53%	52%	51%	51%	51%	59%	51%
None	300	175	80	45	170	131	79	221	221	79	251	24	19	7
	48%	47%	56%	43%	54% ^e	42%	50%	47%	48%	49%	49%	49%	41%	49%
Av number of issues	1.958	2.003	1.823	1.951	1.962	1.956	1.852	1.993	1.924	2.061	1.968	1.901	2.081	1.301
Standard Deviation	0.901	0.916	0.864	0.886	0.913	0.893	0.900	0.900	0.901	0.898	0.907	0.901	0.886	0.497
Error Variance	0.002	0.004	0.013	0.010	0.007	0.004	0.013	0.003	0.003	0.009	0.003	0.024	0.033	0.014

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All who have landline phone

	Total	GOVERNMENT REGIONS											TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own/Mortgage (m)	Rent/Other (n)
Unweighted Base	642	9	66	44	25	49	67	59	81	94	45	67	36	425	217
Weighted Base	625	9**	60*	56*	29**	58*	73*	67*	84*	80*	47*	48*	13*	432	193
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	178 28%	3 35%	18 30%	19 33%l	10 36%	14 24%	18 25%	19 29%	29 35%l	21 27%	13 28%	11 23%	1 10%	137 32%n	41 21%
Receiving a "live sales/marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	232 37%	3 28%	22 37%	22 38%	17 59%	15 26%	29 40%g	13 20%	33 39%g	32 41%g	23 48%g	17 36%	6 46%g	179 41%n	53 28%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	197 32%	6 62%	14 23%	16 28%	15 50%	17 29%	24 33%gl	10 15%	26 31%gl	32 41%bgl	21 44%gl	17 34%gl	1 9%	166 38%n	32 17%
Some other type of call that you didn't want or ask for - for example a market research call	28 4%	2 23%	2 4%	5 9%f	2 6%	2 3%	- -	5 7%	5 6%	2 2%	2 4%	2 4%	- -	21 5%	7 4%
SUMMARY CODES															
1 TYPE EXPERIENCED	131 21%	2 21%	11 18%c	2 3%	9 32%	13 23%c	16 22%c	19 28%c	17 21%c	17 21%c	10 20%c	11 23%c	5 35%c	92 21%	39 20%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All who have landline phone

	Total	GOVERNMENT REGIONS											TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	642	9	66	44	25	49	67	59	81	94	45	67	36	425	217
Weighted Base	625	9**	60*	56*	29**	58*	73*	67*	84*	80*	47*	48*	13*	432	193
2 TYPES EXPERIENCED	83 13%	2 21%	9 15%	12 21%	2 6%	7 12%	7 10%	7 11%	10 11%	14 18%	7 14%	5 11%	2 15%	66 15%	17 9%
3 TYPES EXPERIENCED	103 16%	3 28%	7 12%	9 16%g	10 36%	5 9%	14 19%gl	2 3%	19 22%gl	14 18%gl	12 25%gl	8 17%gl	-	85 20% n	18 9%
4 TYPES EXPERIENCED	7 1%	-	1 2%	2 4%	-	1 2%	-	2 3%	-	-	-	-	-	6 1%	1 1%
ANY UNSOLICITED CALLS (LANDLINE)	325 52%	7 71%	28 47%	25 44%	22 74%	26 46%	37 50%	30 44%	46 55%	45 57%	28 59%	24 51%	7 51%	249 58% n	76 39%
None	300 48%	3 29%	32 53%	31 56%	8 26%	31 54%	36 50%	37 56%	38 45%	35 43%	19 41%	24 49%	7 49%	184 42%	117 61% m
Av number of issues	1.958	2.095	1.980	2.453	2.047	1.791	1.950	1.582	2.032	1.939	2.081	1.901	1.301	2.019 n	1.760
Standard Deviation	0.901	0.901	0.933	0.773	0.977	0.944	0.911	0.919	0.898	0.835	0.886	0.901	0.497	0.899	0.884
Error Variance	0.002	0.116	0.025	0.027	0.060	0.039	0.024	0.030	0.018	0.013	0.033	0.024	0.014	0.003	0.009

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All who have landline phone

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	642	574	642	574	-	68	518	130	376	56	109
Weighted Base	625	578	625	578	-**	47*	545	177	428	73*	67*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	178 28%	165 28%	178 28%	165 28%	-	13 28%	160 29%	47 26%	119 28%	15 21%	17 26%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	232 37%	216 37%	232 37%	216 37%	-	17 36%	207 38%	52 30%	162 38%	29 39%	20 30%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	197 32%	182 31%	197 32%	182 31%	-	16 34%	180 33%	62 35%	144 34%	24 32%	17 26%
Some other type of call that you didn't want or ask for - for example a market research call	28 4%	24 4%	28 4%	24 4%	-	4 9%	21 4%	8 5%	16 4%	1 1%	6 9%fh

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

KANTAR

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All who have landline phone

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)	
Unweighted Base	642	574	642	574	-	68	518	130	376	56	109
Weighted Base	625	578	625	578	-**	47*	545	177	428	73*	67*
SUMMARY CODES											
1 TYPE EXPERIENCED	131	121	131	121	-	10	109	31	86	14	17
	21%	21%	21%	21%	-	21%	20%	17%	20%	19%	26%
2 TYPES EXPERIENCED	83	74	83	74	-	9	75	23	57	13	7
	13%	13%	13%	13%	-	19%	14%	13%	13%	17%	11%
3 TYPES EXPERIENCED	103	96	103	96	-	7	94	27	71	10	9
	16%	17%	16%	17%	-	16%	17%	15%	17%	13%	13%
4 TYPES EXPERIENCED	7	7	7	7	-	-	7	3	7	-	1
	1%	1%	1%	1%	-	-	1%	2%	2%	-	1%
ANY UNSOLICITED CALLS (LANDLINE)	325	298	325	298	-	26	285	83	221	36	34
	52%	52%	52%	52%	-	56%	52%	47%	52%	50%	51%
None	300	280	300	280	-	20	260	93	207	37	33
	48%	48%	48%	48%	-	44%	48%	53%	48%	50%	49%
Av number of issues	1.958	1.963	1.958	1.963	-	1.906	1.995	2.028	1.991	1.890	1.790
Standard Deviation	0.901	0.908	0.901	0.908	-	0.824	0.900	0.919	0.915	0.809	0.900
Error Variance	0.002	0.003	0.002	0.003	-	0.017	0.003	0.014	0.004	0.023	0.014

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	642	408	342	206	199	181	60	320	252	164	236	200	75	40	27	16
Weighted Base	625	401	325	229	199	178	69*	309	232	179	238	197	84*	42*	28**	17**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	178 28%	178 44%	178 55%acilm	88 38%	178 89%abcfg ghijklm	178 100%abcdf ghijklm	48 69%acgij lm	146 47%	135 58%acgil m	73 40%	125 53%cim	122 62%acgil m	32 38%	13 32%	10 36%	4 25%
Receiving a "live sales/marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	232 37%	232 58%c	232 72%acijlm	111 48%	139 70%acilm	135 76%acfijlm	42 60%	232 75%acfijlm	232 100%abcdfgijklm	103 57%	146 61%clm	141 71%acilm	39 46%	17 40%	15 52%	3 19%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	197 32%	197 49%ci	197 61%acgilm	81 35%	126 63%acfgim	122 69%acfgilm	32 46%	152 49%ci	141 61%acgilm	69 39%	197 83%abcd efghilm	197 100%abcdfghijlm	43 52%c	17 41%	13 48%	5 28%
Some other type of call that you didn't want or ask for - for example a market research call	28 4%	28 7%	28 9%	12 5%	10 5%	10 6%	2 3%	19 6%	15 6%	8 5%	13 6%	13 7%	2 2%	28 66%abcd efghijk l	28 100%	3 17%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

	Q6A16B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	642	408	342	206	199	181	60	320	252	164	236	200	75	40	27	16
Weighted Base	625	401	325	229	199	178	69*	309	232	179	238	197	84*	42*	28**	17**
SUMMARY CODES																
1 TYPE EXPERIENCED	131 21%	131 33%defjk l	131 40%cddefg hijkl	67 29%deijkl	27 14%	25 14%	12 18%	82 26%dejl	59 25%de	50 28%dejl	41 17%	37 19%	12 14%	11 25%	10 34%	3 18%
2 TYPES EXPERIENCED	83 13%	83 21%	83 26%cl	34 15%	48 24%cl	45 26%cl	11 15%	65 21%	64 27%cil	31 17%	53 22%	51 26%cl	10 12%	7 17%	6 21%	1 8%
3 TYPES EXPERIENCED	103 16%	103 26%	103 32%c	48 21%	100 50%abcgij lm	100 56%abcgh ijlm	29 42%acim	103 33%ac	102 44%abcgij m	43 24%	101 43%abcim	101 51%abcgij lm	26 32%	7 17%	5 19%	2 11%
4 TYPES EXPERIENCED	7 1%	7 2%	7 2%	3 1%	7 4%	7 4%	1 1%	7 2%	7 3%	3 2%	7 3%	7 4%	1 2%	7 17%abcde fghijkl	7 26%	1 5%
ANY UNSOLICITED CALLS (LANDLINE)	325 52%	325 81%cil	325 100%acdfg ijlm	152 67%	183 92%acfg ilm	178 100%acdfg ijlm	52 76%	257 83%cil	232 100%acdfg ijlm	127 71%	203 85%cil	197 100%acdfg ijlm	49 59%	32 76%	28 100%	7 42%
None	300 48%	77 19%bdehk	-	77 33%abdegh jk	16 8%behk	-	16 24%bdehk	52 17%bdehk	-	52 29%abdeg hjk	35 15%behk	-	35 41%abdeg hjk	10 24%bdehk	-	10 58%
Av number of issues	1.958	1.958	1.958	1.915	2.478abc	2.503abc	2.346abc	2.139abc	2.249abc	1.987	2.368abc	2.399abc	2.358abc	2.340	2.359	2.080
Standard Deviation	0.901	0.901	0.901	0.910	0.795	0.786	0.850	0.903	0.872	0.912	0.844	0.833	0.881	1.171	1.221	1.151
Error Variance	0.002	0.002	0.002	0.006	0.003	0.003	0.016	0.003	0.003	0.007	0.003	0.003	0.017	0.042	0.055	0.147

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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



Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All that have received recorded messages on their landline

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	200	94	106	7	8	15	33	36	44	57	15	185	54	61	33	52
Weighted Base	197	84*	114*	14**	9**	19**	46**	49*	27*	33*	23**	174	62*	69*	35**	31*
Listen to the full message before hanging up	14 7%	9 11%	5 4%	- -	1 16%	1 5%	5 11%	3 5%	3 10%	1 3%	1 6%	13 7%	4 6%	5 8%	4 10%	1 4%
Listen to some of the message before hanging up	48 24%	15 18%	32 29%	4 28%	3 36%	1 7%	10 21%	8 17%	8 28%	13 41%gk	7 32%	40 23%	16 26%	16 23%	3 9%	13 41%
Hang up immediately, as soon as I realise it is a recorded message	136 69%	59 71%	76 67%	10 72%	5 48%	16 87%	32 68%	38 78%i	16 61%	18 56%	14 62%	121 70%	42 68%	48 69%	28 81%	17 55%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	62 31%	24 29%	37 33%	4 28%	5 52%	2 13%	15 32%	11 22%	10 39%	15 44%g	9 38%	53 30%	20 32%	21 31%	7 19%	14 45%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All that have received recorded messages on their landline

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	200	127	27	46	70	130	36	164	139	61	159	22	16	3
Weighted Base	197	130	31**	37*	93*	105*	44*	153	135	63*	159	17**	21**	1**
Listen to the full message before hanging up	14 7%	12 9%	1 2%	2 5%	9 10%	5 5%	4 10%	10 6%	9 6%	5 9%	14 9%	* 2%	- -	- -
Listen to some of the message before hanging up	48 24%	30 23%	8 26%	10 27%	18 20%	30 28%	9 19%	39 26%	31 23%	17 27%	43 27%	* 3%	4 22%	- -
Hang up immediately, as soon as I realise it is a recorded message	136 69%	88 68%	22 72%	25 68%	65 71%	70 67%	31 71%	104 68%	95 71%	40 64%	103 64%	16 95%	16 78%	1 100%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	62 31%	42 32%	8 28%	12 32%	27 29%	35 33%	13 29%	49 32%	39 29%	22 36%	57 36%	1 5%	4 22%	- -

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All that have received recorded messages on their landline

	Total	GOVERNMENT REGIONS											TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	200	6	18	14	12	13	18	11	31	36	16	22	3	162	38
Weighted Base	197	6**	14**	16**	15**	17**	24**	10**	26**	32*	21**	17**	1**	166	32*
Listen to the full message before hanging up	14 7%	* 8%	* 4%	2 12%	3 23%	2 13%	1 6%	1 10%	* 1%	3 8%	- -	* 2%	- -	12 7%	2 8%
Listen to some of the message before hanging up	48 24%	1 21%	3 21%	2 13%	4 26%	2 10%	6 23%	4 38%	7 28%	14 45%	4 22%	* 3%	- -	39 24%	9 28%
Hang up immediately, as soon as I realise it is a recorded message	136 69%	4 71%	10 75%	12 75%	8 51%	13 77%	17 71%	5 52%	18 71%	15 47%	16 78%	16 95%	1 100%	115 69%	21 65%
SUMMARY CODE															
LISTEN TO ANY OF MESSAGE	62 31%	2 29%	3 25%	4 25%	7 49%	4 23%	7 29%	5 48%	8 29%	17 53%	4 22%	1 5%	- -	51 31%	11 35%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All that have received recorded messages on their landline

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	200	177	200	177	-	23	167	44	125	19	32
Weighted Base	197	182	197	182	-**	16**	180	62*	144	24**	17*
Listen to the full message before hanging up	14 7%	14 8%	14 7%	14 8%	- -	- -	13 7%	6 10%	10 7%	1 6%	1 8%
Listen to some of the message before hanging up	48 24%	43 23%	48 24%	43 23%	- -	5 32%	43 24%	10 17%	37 26%	5 23%	5 28%
Hang up immediately, as soon as I realise it is a recorded message	136 69%	125 69%	136 69%	125 69%	- -	11 68%	124 69%	45 73%	97 67%	17 71%	11 64%
SUMMARY CODE											
LISTEN TO ANY OF MESSAGE	62 31%	57 31%	62 31%	57 31%	- -	5 32%	56 31%	17 27%	47 33%	7 29%	6 36%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All that have received recorded messages on their landline

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	200	200	200	74	129	126	30	154	143	62	200	200	39	19	14	6
Weighted Base	197	197	197	81*	126*	122*	32**	152	141	69*	197	197	43*	17**	13**	5**
Listen to the full message before hanging up	14 7%	14 7%	14 7%	9 11%	11 9%	9 7%	5 17%	10 7%	8 6%	7 10%	14 7%	14 7%	4 9%	1 6%	-	1 21%
Listen to some of the message before hanging up	48 24%	48 24%	48 24%	14 18%	24 19%	24 19%	3 10%	36 24%	34 24%	12 17%	48 24%	48 24%	10 23%	4 24%	4 26%	1 13%
Hang up immediately, as soon as I realise it is a recorded message	136 69%	136 69%	136 69%	57 71%	91 72%	90 73%	23 73%	106 70%	99 70%	51 73%	136 69%	136 69%	30 69%	12 71%	10 74%	3 67%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	62 31%	62 31%	62 31%	23 29%	35 28%	33 27%	9 27%	46 30%	42 30%	18 27%	62 31%	62 31%	14 31%	5 29%	4 26%	2 33%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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



Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

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

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	68	33	35	2	4	2	10	8	17	25	6	62	19	19	8	22
Weighted Base	62*	24**	37**	4**	5**	2**	15**	11**	10**	15**	9**	53*	20**	21**	7**	14**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	35 56%	13 53%	22 59%	3 70%	3 58%	2 100%	10 71%	6 52%	5 47%	6 41%	6 63%	29 55%	16 79%	13 60%	3 42%	4 27%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	12 20%	7 27%	6 16%	- -	2 50%	- -	- -	6 51%	3 29%	1 10%	2 28%	10 19%	3 16%	5 25%	1 20%	3 18%
Telling you about a competition	1 2%	- -	1 3%	- -	- -	- -	- -	1 11%	- -	- -	- -	1 2%	- -	1 6%	- -	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	14 23%	4 17%	10 27%	1 30%	1 22%	1 42%	5 31%	3 29%	1 9%	2 15%	2 26%	12 22%	4 22%	3 15%	3 45%	4 26%
Other type	10 16%	3 13%	7 19%	- -	- -	- -	3 18%	3 28%	2 24%	2 14%	- -	10 19%	5 25%	4 21%	- -	1 6%
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	51 82%	20 82%	31 82%	4 100%	5 100%	2 100%	13 92%	10 91%	7 70%	9 60%	9 100%	42 79%	19 95%	17 81%	6 87%	9 64%
ANY EXC. APPOINTMENT REMINDERS	42 68%	16 65%	26 69%	3 70%	4 78%	2 100%	10 71%	9 80%	7 70%	6 45%	7 74%	35 67%	19 95%	14 66%	4 57%	5 37%
Can't Remember	8 13%	3 11%	5 14%	- -	- -	- -	1 8%	1 9%	1 13%	5 32%	- -	8 15%	- -	2 11%	1 13%	5 36%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	68	43	9	16	22	46	10	58	46	22	60	2	6	-
Weighted Base	62*	42*	8**	12**	27**	35*	13**	49*	39*	22**	57*	1**	4**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	35 56%	27 66%	4 49%	3 29%	17 63%	18 52%	8 60%	27 55%	25 62%	10 46%	32 57%	1 100%	2 40%	-
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	12 20%	8 20%	* 6%	4 30%	9 34%	3 9%	2 19%	10 20%	7 19%	5 23%	10 18%	-	2 51%	-
Telling you about a competition	1 2%	1 3%	-	-	1 4%	-	-	1 2%	1 3%	-	1 2%	-	-	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	14 23%	9 22%	1 14%	4 32%	6 21%	9 25%	5 40%	9 18%	7 17%	7 34%	14 25%	-	-	-
Other type	10 16%	7 17%	1 8%	2 18%	6 21%	4 13%	-	10 21%	8 19%	2 11%	8 14%	* 38%	2 49%	-
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	51 82%	35 85%	6 69%	9 80%	25 91%	26 75%	13 100%	38 77%	31 79%	19 87%	46 82%	1 100%	3 78%	-
ANY EXC. APPOINTMENT REMINDERS	42 68%	31 74%	5 55%	7 56%	22 79%	20 59%	9 68%	33 68%	28 71%	14 62%	38 66%	1 100%	3 78%	-
Can't Remember	8 13%	4 9%	2 23%	2 20%	1 4%	7 20%	-	8 17%	6 15%	2 10%	8 14%	-	* 11%	-

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

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

	Total	GOVERNMENT REGIONS											TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	68	2	7	4	5	3	4	6	11	18	6	2	-	55	13
Weighted Base	62*	2**	3**	4**	7**	4**	7**	5**	8**	17**	4**	1**	**	51*	11**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	35 56%	* 29%	2 48%	3 84%	4 53%	2 55%	6 86%	3 59%	5 62%	7 43%	2 40%	1 100%	-	30 59%	5 43%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	12 20%	-	* 14%	-	1 13%	-	2 35%	-	3 33%	4 22%	2 51%	-	-	9 18%	3 30%
Telling you about a competition	1 2%	-	-	-	-	-	-	-	1 16%	-	-	-	-	1 2%	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	14 23%	1 71%	1 26%	1 37%	3 39%	1 23%	2 27%	2 47%	-	3 17%	-	-	-	10 20%	4 37%
Other type	10 16%	-	* 14%	2 53%	-	-	-	2 41%	1 9%	2 14%	2 49%	* 38%	-	10 20%	-
SUMMARY CODES															
ANY INC. APPOINTMENT REMINDERS	51 82%	2 100%	3 88%	3 84%	7 92%	3 77%	7 100%	4 85%	5 68%	13 74%	3 78%	1 100%	-	41 82%	9 84%
ANY EXC. APPOINTMENT REMINDERS	42 68%	* 29%	2 62%	3 84%	5 66%	2 55%	7 100%	3 59%	5 68%	10 57%	3 78%	1 100%	-	35 70%	6 56%
Can't Remember	8 13%	-	* 12%	-	1 8%	1 23%	-	-	2 32%	3 20%	* 11%	-	-	6 13%	2 16%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

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

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	68	59	68	59	-	9	56	13	43	5	12
Weighted Base	62*	57*	62*	57*	-**	5**	56*	17**	47*	7**	6**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	35 56%	33 58%	35 56%	33 58%	-	2 37%	31 55%	14 82%	27 57%	4 58%	4 71%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	12 20%	12 21%	12 20%	12 21%	-	1 11%	10 19%	5 30%	10 22%	3 46%	2 32%
Telling you about a competition	1 2%	1 2%	1 2%	1 2%	-	-	1 2%	1 7%	1 3%	-	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	14 23%	14 24%	14 23%	14 24%	-	* 9%	13 24%	2 15%	12 26%	1 17%	1 14%
Other type	10 16%	10 17%	10 16%	10 17%	-	1 11%	10 17%	2 13%	7 16%	2 24%	* 8%
SUMMARY CODES											
ANY INC. APPOINTMENT REMINDERS	51 82%	48 84%	51 82%	48 84%	-	3 57%	45 81%	16 96%	40 85%	7 100%	6 93%
ANY EXC. APPOINTMENT REMINDERS	42 68%	39 70%	42 68%	39 70%	-	2 47%	37 66%	16 96%	33 71%	6 83%	5 79%
Can't Remember	8 13%	6 11%	8 13%	6 11%	-	2 33%	8 14%	-	5 11%	-	* 7%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

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

	Q6A16B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	68	68	68	22	41	39	8	52	48	17	68	68	13	6	4	2
Weighted Base	62*	62*	62*	23**	35*	33**	9**	46*	42*	18**	62*	62*	14**	5**	4**	2**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	35 56%	35 56%	35 56%	17 72%	22 63%	20 60%	7 85%	26 57%	23 56%	13 70%	35 56%	35 56%	10 74%	3 60%	1 42%	2 100%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	12 20%	12 20%	12 20%	10 41%	7 22%	7 23%	3 35%	10 22%	10 24%	9 47%	12 20%	12 20%	7 54%	1 12%	-	1 38%
Telling you about a competition	1 2%	1 2%	1 2%	1 5%	1 3%	1 4%	1 14%	1 3%	1 3%	1 6%	1 2%	1 2%	1 9%	-	-	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	14 23%	14 23%	14 23%	3 14%	8 24%	7 23%	1 12%	9 20%	7 17%	2 12%	14 23%	14 23%	1 7%	2 48%	1 42%	1 62%
Other type	10 16%	10 16%	10 16%	3 13%	7 19%	7 21%	1 16%	9 20%	9 21%	3 16%	10 16%	10 16%	1 10%	3 52%	3 75%	-
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	51 82%	51 82%	51 82%	23 97%	28 80%	26 79%	8 91%	35 77%	31 75%	18 96%	51 82%	51 82%	13 94%	3 60%	1 42%	2 100%
ANY EXC. APPOINTMENT REMINDERS	42 68%	42 68%	42 68%	21 91%	24 69%	22 67%	8 91%	31 67%	28 67%	16 89%	42 68%	42 68%	13 94%	3 60%	1 42%	2 100%
Can't Remember	8 13%	8 13%	8 13%	1 3%	6 16%	6 17%	1 9%	8 18%	8 19%	1 4%	8 13%	8 13%	1 6%	1 17%	1 25%	-

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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



Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1082	533	549	115	167	152	141	136	179	192	282	800	173	272	218	419
Weighted Base	1082	526	556	155*	196	185	169	168	98	111	352	730	209	341	224	308
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	142 13%	72 14%	70 13%	8 5%	32 16%ci	33 18%chi	29 17%chi	27 16%ci	9 9%	4 4%	40 11%i	102 14%ci	20 10%	56 16%	29 13%	37 12%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	209 19%	98 19%	112 20%	23 15%	48 25%hi	39 21%hi	35 21%i	45 27%chi	12 12%	8 7%	71 20%hi	139 19%hi	30 14%	78 23%l	45 20%	56 18%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	284 26%	131 25%	152 27%	27 17%i	62 32%chi	56 31%ci	55 32%chi	55 33%chi	20 20%i	8 7%	89 25%i	195 27%i	58 28%	101 30%o	60 27%	66 21%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	174 16%	86 16%	87 16%	18 11%	33 17%i	35 19%hi	32 19%hi	39 23%chij	10 10%	7 6%	51 14%i	123 17%hi	36 17%	70 21%o	30 13%	37 12%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1082	533	549	115	167	152	141	136	179	192	282	800	173	272	218	419
Weighted Base	1082	526	556	155*	196	185	169	168	98	111	352	730	209	341	224	308
Some other type of call that you didn't want or ask for - for example a market research call	30 3%	17 3%	14 2%	7 5%	1 1%	12 7%dfhijk	2 1%	5 3%	1 1%	2 1%	8 2%	22 3%	4 2%	8 2%	6 3%	12 4%
SUMMARY CODES																
1 TYPE EXPERIENCED	245 23%	126 24%	119 21%	33 21%i	54 27%i	46 25%i	42 25%i	43 26%i	18 18%i	9 8%	87 25%i	158 22%i	57 27%o	80 23%	52 23%	57 19%
2 TYPES EXPERIENCED	109 10%	50 10%	59 11%	12 8%	30 15%ghik	27 15%i	17 10%i	13 7%	7 8%i	3 3%	42 12%i	67 9%i	23 11%	37 11%	20 9%	28 9%
3 TYPES EXPERIENCED	56 5%	21 4%	35 6%	7 4%	11 6%	12 6%	15 9%hi	7 4%	2 2%	2 2%	18 5%	39 5%	7 3%	25 7%	8 3%	17 6%
4 TYPES EXPERIENCED	50 5%	28 5%	22 4%	1 1%	8 4%	10 6%c	6 4%	20 12%cdfhijk	3 3%	2 2%	9 2%	42 6%cij	6 3%	21 6%	13 6%	10 3%
ANY UNSOLICITED CALLS (MOBILE)	462 43%	226 43%	236 42%	53 34%i	102 52%chik	95 52%chik	82 49%chi	83 50%chi	30 31%i	16 14%	156 44%hi	307 42%hi	93 44%	163 48%o	94 42%	113 37%
None	620 57%	300 57%	320 58%	102 66%defg	94 48%	89 48%	86 51%	85 50%	68 69%defgj	95 86%cdefg	196 56%	424 58%de	116 56%	178 52%	130 58%	195 63%m
Av number of issues	1.815	1.786	1.843	1.543	1.728	1.854	1.863	2.049cj	1.685	1.823	1.665	1.891	1.597	1.924l	1.810	1.840
Standard Deviation	1.037	1.056	1.020	0.792	0.929	1.015	1.057	1.262	0.997	1.090	0.886	1.099	0.891	1.078	1.089	1.028
Error Variance	0.003	0.005	0.005	0.015	0.010	0.014	0.017	0.023	0.019	0.042	0.006	0.004	0.011	0.010	0.014	0.008

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1082	592	287	203	474	608	249	833	828	254	846	120	53	63
Weighted Base	1082	621	321	140	594	488	292	790	846	236	911	92*	54*	25*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	142 13%	100 16%bc	33 10%	9 6%	93 16%e	48 10%	49 17%	93 12%	113 13%	29 12%	117 13%	16 17%	7 13%	2 8%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	209 19%	127 21%	63 20%	19 14%	136 23%e	73 15%	49 17%	161 20%	171 20%	39 16%	175 19%	18 20%	11 20%	5 22%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	284 26%	179 29%c	79 25%	25 18%	195 33%e	88 18%	79 27%	205 26%	225 27%	59 25%	248 27%k	13 14%	16 30%k	6 26%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	174 16%	111 18%	43 13%	20 14%	119 20%e	54 11%	46 16%	128 16%	146 17%	28 12%	148 16%	13 15%	9 17%	3 14%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1082	592	287	203	474	608	249	833	828	254	846	120	53	63
Weighted Base	1082	621	321	140	594	488	292	790	846	236	911	92*	54*	25*
Some other type of call that you didn't want or ask for - for example a market research call	30 3%	16 3%	12 4%	2 1%	16 3%	14 3%	6 2%	24 3%	27 3%	3 1%	28 3%	1 1%	1 1%	- -
SUMMARY CODES														
1 TYPE EXPERIENCED	245 23%	146 23%	74 23%	26 18%	155 26%e	90 19%	71 24%	175 22%	191 23%	54 23%	214 24%	15 16%	11 20%	5 21%
2 TYPES EXPERIENCED	109 10%	68 11%	33 10%	8 6%	71 12%e	38 8%	36 12%	73 9%	93 11%	17 7%	96 10%	6 7%	5 9%	3 10%
3 TYPES EXPERIENCED	56 5%	35 6%	18 6%	4 3%	38 6%	18 4%	17 6%	39 5%	43 5%	14 6%	47 5%	7 7%	2 3%	* 2%
4 TYPES EXPERIENCED	50 5%	36 6%	9 3%	5 4%	36 6%e	14 3%	8 3%	42 5%	43 5%	7 3%	41 5%	3 3%	5 9%	1 6%
ANY UNSOLICITED CALLS (MOBILE)	462 43%	285 46% ^c	134 42% ^c	43 31%	301 51% ^e	161 33%	132 45%	330 42%	370 44%	92 39%	399 44%	32 34%	22 40%	10 39%
None	620 57%	336 54%	187 58%	97 69% ^{ab}	293 49%	327 67% ^d	160 55%	460 58%	476 56%	144 61%	512 56%	60 66%	32 60%	15 61%
Av number of issues	1.815	1.871	1.721	1.735	1.861	1.729	1.724	1.851	1.842	1.707	1.794	1.938	2.023	1.788
Standard Deviation	1.037	1.072	0.944	1.070	1.064	0.982	0.922	1.078	1.049	0.984	1.024	1.060	1.223	1.123
Error Variance	0.003	0.005	0.008	0.020	0.005	0.005	0.008	0.004	0.003	0.011	0.003	0.033	0.079	0.063

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	1082	17	98	84	61	83	120	129	137	117	53	120	63	598	484
Weighted Base	1082	18**	97*	108*	65*	95*	127	151	145	104*	54*	92*	25*	627	455
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	142 13%	1 6%	13 14%	24 23%fgi	9 13%	11 12%	11 9%	11 8%	29 20%fgi	7 6%	7 13%	16 17%gi	2 8%	86 14%	56 12%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	209 19%	6 32%	19 20%	21 20%	20 31%i	16 16%	21 17%	34 23%i	25 17%	12 12%	11 20%	18 20%	5 22%	120 19%	90 20%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	284 26%	6 33%	30 31%k	27 25%	34 52%bcefghijkl	22 23%	34 27%k	35 23%	39 27%k	22 21%	16 30%k	13 14%	6 26%	167 27%	116 26%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	174 16%	4 24%	21 22%	15 14%	15 23%	16 17%	17 13%	20 13%	23 16%	17 16%	9 17%	13 15%	3 14%	102 16%	72 16%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	1082	17	98	84	61	83	120	129	137	117	53	120	63	598	484
Weighted Base	1082	18**	97*	108*	65*	95*	127	151	145	104*	54*	92*	25*	627	455
Some other type of call that you didn't want or ask for - for example a market research call	30 3%	-	1	2	-	-	1	16	6	2	1	1	-	23	7
		-	1%	2%	-	-	1%	11%bcdefik l	4%	2%	1%	1%	-	4%n	1%
SUMMARY CODES															
1 TYPE EXPERIENCED	245 23%	4 21%	15 16%	15 14%	24 37%bcek	13 13%	28 22%	49 33%bcek	43 30%bcek	23 22%	11 20%	15 16%	5 21%	142 23%	104 23%
2 TYPES EXPERIENCED	109 10%	3 18%	12 12%	16 14%	11 18%ei	4 5%	9 7%	22 15%ei	12 8%	6 6%	5 9%	6 7%	3 10%	60 10%	49 11%
3 TYPES EXPERIENCED	56 5%	2 13%	6 6%	9 8%	7 10%e	1 1%	6 4%	6 4%	5 3%	6 6%	2 3%	7 7%	* 2%	24 4%	32 7%m
4 TYPES EXPERIENCED	50 5%	-	7 8%gi	4 4%	3 4%	10 10%gi	5 4%	1 1%	9 6%g	1 1%	5 9%gi	3 3%	1 6%g	40 6%n	11 2%
ANY UNSOLICITED CALLS (MOBILE)	462 43%	9 52%	40 41%	44 41%	45 68%bcefhi jkl	28 30%	48 38%	79 52%efik	70 48%ek	36 35%	22 40%	32 34%	10 39%	267 43%	195 43%
None	620 57%	9 48%	57 59%d	64 59%d	21 32%	67 70%dgh	79 62%dg	72 48%	75 52%d	68 65%dg	32 60%d	60 66%dgh	15 61%d	361 57%	259 57%
Av number of issues	1.815	1.848	2.129	2.053	1.731	2.296	1.739	1.481	1.753	1.620	2.023	1.938g	1.788	1.868	1.742
Standard Deviation	1.037	0.844	1.133	0.979	0.935	1.369	1.038	0.709	1.133	0.910	1.223	1.060	1.123	1.111	0.923
Error Variance	0.003	0.079	0.035	0.027	0.021	0.085	0.025	0.009	0.021	0.024	0.079	0.033	0.063	0.005	0.005

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Q.12 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1082	989	642	574	415	68	859	227	676	107	165
Weighted Base	1082	1011	625	578	433	47*	921	306	767	135*	104
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	142 13%	142 14%e	69 11%e	69 12%e	73 17%bce	-	133 14%j	49 16%j	112 15%j	18 13%j	4 4%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	209 19%	209 21%be	95 15%e	95 16%e	115 27%abce	-	190 21%j	71 23%j	168 22%j	43 32%fhj	10 10%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	284 26%	284 28%e	147 24%e	147 25%e	137 32%be	-	266 29%j	103 34%j	239 31%j	57 42%fhj	7 7%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Q.1/2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1082	989	642	574	415	68	859	227	676	107	165
Weighted Base	1082	1011	625	578	433	47*	921	306	767	135*	104
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	174 16%	174 17%e	84 13%e	84 14%e	90 21%bce	-	168 18%j	67 22%j	147 19%j	32 24%j	3 3%
Some other type of call that you didn't want or ask for - for example a market research call	30 3%	30 3%	17 3%	17 3%	13 3%	-	29 3%	9 3%	24 3%	4 3%	1 1%
SUMMARY CODES											
1 TYPE EXPERIENCED	245 23%	245 24%e	132 21%e	132 23%e	114 26%e	-	226 25%j	70 23%j	189 25%j	40 30%j	11 11%
2 TYPES EXPERIENCED	109 10%	109 11%be	43 7%	43 7%	67 15%abce	-	100 11%j	39 13%j	94 12%j	29 22%fhj	3 3%
3 TYPES EXPERIENCED	56 5%	56 6%	26 4%	26 4%	31 7%	-	51 6%	18 6%	43 6%	7 5%	2 2%
4 TYPES EXPERIENCED	50 5%	50 5%	28 4%	28 5%	22 5%	-	50 5%j	23 7%j	45 6%j	8 6%j	1 1%
ANY UNSOLICITED CALLS (MOBILE)	462 43%	462 46%bce	229 37%e	229 40%e	233 54%abce	-	429 47%j	152 50%j	372 49%j	85 63%fghj	17 16%
None	620 57%	549 54%d	396 63%ad	349 60%ad	200 46%	47 100%abcd	493 53%i	154 50%i	394 51%i	50 37%	87 84%fghi
Av number of issues	1.815	1.815	1.795	1.795	1.835	-	1.831	1.976	1.855	1.824	1.533
Standard Deviation	1.037	1.037	1.085	1.085	0.989	-	1.051	1.118	1.053	1.001	0.862
Error Variance	0.003	0.003	0.006	0.006	0.005	-	0.003	0.011	0.003	0.015	0.030

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1082	619	342	417	263	181	124	491	252	335	313	200	152	49	27	25
Weighted Base	1082	634	325	462	272	178	142	494	232	365	328	197	174	55*	28**	30**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	142 13%	142 22%b	52 16%	142 31%abghk	142 52%abceghijklm	48 27%bkl	142 100%abcdeghijklm	114 23%b	42 18%	110 30%abghk	78 24%b	32 16%	71 41%abceghijklm	9 16%	2 7%	7 22%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	209 19%	209 33%bkm	66 20%	209 45%abehjkm	100 37%behjkm	46 26%	83 59%abcdeghjkm	209 42%abehjkm	59 25%	209 57%abcdeghijklm	90 27%kml	36 18%	80 46%abehjkm	6 12%	2 6%	5 16%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	284 26%	284 45%bekm	105 32%	284 61%abdehjkml	119 44%bkl	60 34%	95 67%abdehjkml	284 57%abdehjkml	87 37%	284 78%abcdehijklm	134 41%	64 32%	104 60%abdehjkml	15 28%	7 26%	9 30%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

	Q6A:6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1082	619	342	417	263	181	124	491	252	335	313	200	152	49	27	25
Weighted Base	1082	634	325	462	272	178	142	494	232	365	328	197	174	55*	28**	30**
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	174 16%	174 27%beh	49 15%	174 38%abegh km	80 30%beh	32 18%	71 50%abcde ghikm	118 24%b	39 17%	116 32%beghk	174 53%abcde ghikm	43 22%	174 100%abcde fghijkm	10 17%	2 7%	9 28%
Some other type of call that you didn't want or ask for - for example a market research call	30 3%	30 5%h	7 2%	30 7%bghi	11 4%	4 2%	7 5%	11 2%	3 1%	10 3%	12 4%	5 2%	9 5%	30 55%abcde fghijkl	3 10%	30 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	245 23%	245 39%bdefh jkl	85 26%	245 53%abdef ghijkl	53 19%	40 22%	24 17%	168 34%bdefh jk	49 21%	160 44%bdefg hijkl	75 23%	38 19%	46 26%	25 45%bdefh jkl	11 39%	16 53%
2 TYPES EXPERIENCED	109 10%	109 17%bek	29 9%	109 24%abdeh jkm	41 15%bk	16 9%	33 24%behjk m	99 20%behk	26 11%k	99 27%abdeg hjk	46 14%k	8 4%	42 24%bdehjk m	5 9%	-	5 16%
3 TYPES EXPERIENCED	56 5%	56 9%	17 5%	56 12%bh	37 14%behk	11 6%	33 24%abcde ghjk	55 11%bh	14 6%	55 15%abehk	43 13%behk	13 7%	38 22%abcdeg hjk	5 9%	1 3%	5 17%
4 TYPES EXPERIENCED	50 5%	50 8%	22 7%	50 11% k	50 18%abcgh	22 12%	50 35%abcde ghijklm	50 10%	22 9%	50 14%ab	47 14%ab	22 11%	47 27%abcegh ijklm	4 7%	1 2%	3 11%
ANY UNSOLICITED CALLS (MOBILE)	462 43%	462 73%behjk	152 47%	462 100%abdeg hjkm	182 67%behk	88 50%	142 100%abdeg hjkm	373 75%bdehj k	111 48%	365 100%abdeg hjkm	211 64%behk	81 41%	174 100%abdeg hjkm	40 72%behk	12 44%	30 100%
None	620 57%	172 27%cfil	172 53%acdfgi ilm	-	90 33%cfgil	90 50%acdfgi ilm	-	122 25%cfil	122 52%acdfgi ilm	-	117 36%acfgi l	117 59%acdfgi ilm	-	16 28%cfil	16 56%	-

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)																			
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)					
Total																				
Unweighted Base	1082	619	342	417	263	181	124	491	252	335	313	200	152	49	27	25				
Weighted Base	1082	634	325	462	272	178	142	494	232	365	328	197	174	55*	28**	30**				
Av number of issues	1.815	1.815	1.837	1.815	2.483abc	2.163ac	2.799abc	1.974	2.066	1.996ac	2.307abc	2.230abc	2.513abc	1.774	1.270	1.962				
Standard Deviation	1.037	1.037	1.102	1.037	ghi	1.191	1.242	1.119	1.078	1.164	1.080	gi	1.183	1.290	ghi	1.166	1.160	0.807	1.212	
Error Variance	0.003	0.003	0.009	0.003	0.009	0.019	0.010	0.003	0.013	0.003	0.007	0.022	0.009	0.040	0.054	0.059				

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All who have a mobile phone

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	989	490	499	110	163	150	138	129	162	137	273	716	165	256	202	366
Weighted Base	1011	495	516	144*	191	182	166	157	90	80	335	675	203	322	208	277
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	142 14%	72 15%	70 14%	8 6%	32 17%ci	33 18%chi	29 18%ci	27 17%ci	9 9%	4 5%	40 12%i	102 15%ci	20 10%	56 17%	29 14%	37 13%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	209 21%	98 20%	112 22%	23 16%	48 25%hi	39 22%i	35 21%i	45 28%chi	12 13%	8 10%	71 21%i	139 21%i	30 15%	78 24%l	45 21%	56 20%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	284 28%	131 27%	152 30%	27 19%	62 32%ci	56 31%ci	55 33%ci	55 35%chi	20 22%i	8 10%	89 27%i	195 29%ci	58 28%	101 31%	60 29%	66 24%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	174 17%	86 17%	87 17%	18 12%	33 17%	35 19%hi	32 20%i	39 25%chij	10 11%	7 9%	51 15%	123 18%hi	36 18%	70 22%o	30 14%	37 13%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All who have a mobile phone

	Total	GENDER		AGE									SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	989	490	499	110	163	150	138	129	162	137	273	716	165	256	202	366
Weighted Base	1011	495	516	144*	191	182	166	157	90	80	335	675	203	322	208	277
Some other type of call that you didn't want or ask for - for example a market research call	30 3%	17 3%	14 3%	7 5%	1 1%	12 7%dfh	2 1%	5 3%	1 1%	2 2%	8 3%	22 3%	4 2%	8 3%	6 3%	12 4%
SUMMARY CODES																
1 TYPE EXPERIENCED	245 24%	126 26%	119 23%	33 23%i	54 28%i	46 25%i	42 26%i	43 28%i	18 20%	9 11%	87 26%i	158 23%i	57 28%	80 25%	52 25%	57 21%
2 TYPES EXPERIENCED	109 11%	50 10%	59 11%	12 9%	30 16%i	27 15%i	17 10%	13 8%	7 8%	3 4%	42 13%i	67 10%i	23 11%	37 12%	20 10%	28 10%
3 TYPES EXPERIENCED	56 6%	21 4%	35 7%	7 5%	11 6%	12 6%	15 9%h	7 5%	2 2%	2 3%	18 5%	39 6%	7 3%	25 8%	8 4%	17 6%
4 TYPES EXPERIENCED	50 5%	28 6%	22 4%	1 1%	8 4%	10 6%c	6 4%	20 13%cdfhij k	3 3%	2 2%	9 3%	42 6%cj	6 3%	21 7%	13 6%	10 3%
ANY UNSOLICITED CALLS (MOBILE)	462 46%	226 46%	236 46%	53 37%i	102 54%chi	95 52%chi	82 50%hi	83 53%chi	30 34%i	16 20%	156 46%hi	307 45%hi	93 46%	163 51%o	94 45%	113 41%
None	549 54%	269 54%	280 54%	91 63%deg	89 46%	87 48%	84 50%	74 47%	60 66%defgj k	64 80%cdefg hjk	180 54%	369 55%	110 54%	159 49%	115 55%	165 59% m
Av number of issues	1.815	1.786	1.843	1.543	1.728	1.854	1.863	2.049cj	1.685	1.823	1.665	1.891	1.597	1.924l	1.810	1.840
Standard Deviation	1.037	1.056	1.020	0.792	0.929	1.015	1.057	1.262	0.997	1.090	0.886	1.099	0.891	1.078	1.089	1.028
Error Variance	0.003	0.005	0.005	0.015	0.010	0.014	0.017	0.023	0.019	0.042	0.006	0.004	0.011	0.010	0.014	0.008

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All who have a mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	989	549	271	169	463	526	241	748	765	224	779	107	46	57
Weighted Base	1011	590	301	120	580	431	284	726	795	216	853	86*	48*	24*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	142 14%	100 17%bc	33 11%	9 7%	93 16%e	48 11%	49 17%	93 13%	113 14%	29 13%	117 14%	16 18%	7 15%	2 8%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	209 21%	127 22%	63 21%	19 16%	136 24%e	73 17%	49 17%	161 22%	171 21%	39 18%	175 20%	18 21%	11 23%	5 23%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	284 28%	179 30%c	79 26%	25 21%	195 34%e	88 20%	79 28%	205 28%	225 28%	59 27%	248 29%k	13 15%	16 34%k	6 27%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	174 17%	111 19%	43 14%	20 16%	119 21%e	54 13%	46 16%	128 18%	146 18%	28 13%	148 17%	13 16%	9 19%	3 14%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All who have a mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	989	549	271	169	463	526	241	748	765	224	779	107	46	57
Weighted Base	1011	590	301	120	580	431	284	726	795	216	853	86*	48*	24*
Some other type of call that you didn't want or ask for - for example a market research call	30 3%	16 3%	12 4%	2 2%	16 3%	14 3%	6 2%	24 3%	27 3%	3 1%	28 3%	1 1%	1 1%	- -
SUMMARY CODES														
1 TYPE EXPERIENCED	245 24%	146 25%	74 25%	26 22%	155 27%	90 21%	71 25%	175 24%	191 24%	54 25%	214 25%	15 18%	11 22%	5 22%
2 TYPES EXPERIENCED	109 11%	68 12%	33 11%	8 7%	71 12%	38 9%	36 13%	73 10%	93 12%	17 8%	96 11%	6 8%	5 10%	3 11%
3 TYPES EXPERIENCED	56 6%	35 6%	18 6%	4 3%	38 7%	18 4%	17 6%	39 5%	43 5%	14 6%	47 6%	7 8%	2 4%	* 2%
4 TYPES EXPERIENCED	50 5%	36 6%	9 3%	5 4%	36 6%	14 3%	8 3%	42 6%	43 5%	7 3%	41 5%	3 4%	5 10%	1 6%
ANY UNSOLICITED CALLS (MOBILE)	462 46%	285 48% ^c	134 44%	43 36%	301 52% ^{ee}	161 37%	132 47%	330 45%	370 47%	92 43%	399 47%	32 37%	22 46%	10 41%
None	549 54%	304 52%	167 56%	77 64% ^{aa}	278 48%	270 63% ^d	152 53%	396 55%	424 53%	124 57%	454 53%	54 63%	26 54%	14 59%
Av number of issues	1.815	1.871	1.721	1.735	1.861	1.729	1.724	1.851	1.842	1.707	1.794	1.938	2.023	1.788
Standard Deviation	1.037	1.072	0.944	1.070	1.064	0.982	0.922	1.078	1.049	0.984	1.024	1.060	1.223	1.123
Error Variance	0.003	0.005	0.008	0.020	0.005	0.005	0.008	0.004	0.003	0.011	0.003	0.033	0.079	0.063

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All who have a mobile phone

	Total	GOVERNMENT REGIONS											TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	989	17	85	78	55	82	117	125	128	92	46	107	57	548	441
Weighted Base	1011	18**	85*	100*	59*	95*	124*	147	137	88*	48*	86*	24*	586	425
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	142 14%	1 6%	13 15%	24 25%fgil	9 15%	11 12%	11 9%	11 8%	29 21%fji	7 7%	7 15%	16 18%gi	2 8%	86 15%	56 13%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	209 21%	6 32%	19 23%	21 21%	20 34%efhi	16 16%	21 17%	34 23%	25 18%	12 14%	11 23%	18 21%	5 23%	120 20%	90 21%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	284 28%	6 33%	30 35%k	27 27%	34 57%bcefghijkl	22 24%	34 28%k	35 24%	39 29%k	22 24%	16 34%k	13 15%	6 27%	167 29%	116 27%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	174 17%	4 24%	21 25%	15 15%	15 25%	16 17%	17 14%	20 14%	23 17%	17 19%	9 19%	13 16%	3 14%	102 17%	72 17%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All who have a mobile phone

	Total	GOVERNMENT REGIONS											TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	989	17	85	78	55	82	117	125	128	92	46	107	57	548	441
Weighted Base	1011	18**	85*	100*	59*	95*	124*	147	137	88*	48*	86*	24*	586	425
Some other type of call that you didn't want or ask for - for example a market research call	30 3%	-	1	2	-	-	1	16	6	2	1	1	-	23	7
		-	1%	2%	-	-	1%	11%bcdefik l	4%	2%	1%	1%	-	4%n	2%
SUMMARY CODES															
1 TYPE EXPERIENCED	245 24%	4 21%	15 18%	15 15%	24 41%bcefk	13 13%	28 23%	49 33%bcek	43 31%cek	23 26%	11 22%	15 18%	5 22%	142 24%	104 24%
2 TYPES EXPERIENCED	109 11%	3 18%	12 14%	16 16%e	11 19%efi	4 5%	9 8%	22 15%e	12 9%	6 7%	5 10%	6 8%	3 11%	60 10%	49 11%
3 TYPES EXPERIENCED	56 6%	2 13%	6 6%	9 9%	7 11%e	1 1%	6 4%	5 4%	5 3%	6 7%	2 4%	7 8%	* 2%	24 4%	32 8%m
4 TYPES EXPERIENCED	50 5%	-	7 9%g	4 4%	3 5%	10 10%gi	5 4%	1 1%	9 7%g	1 2%	5 10%g	3 4%	1 6%g	40 7%n	11 3%
ANY UNSOLICITED CALLS (MOBILE)	462 46%	9 52%	40 46%	44 44%	45 76%bcefgh ijkl	28 30%	48 39%	79 53%efk	70 51%e	36 41%	22 46%	32 37%	10 41%	267 46%	195 46%
None	549 54%	9 48%	46 54%d	56 56%d	14 24%	66 70%dgh	76 61%dg	69 47%d	67 49%d	52 59%d	26 54%d	54 63%dg	14 59%d	319 54%	230 54%
Av number of issues	1.815	1.848	2.129	2.053	1.731	2.296	1.739	1.481	1.753	1.620	2.023	1.938g	1.788	1.868	1.742
Standard Deviation	1.037	0.844	1.133	0.979	0.935	1.369	1.038	0.709	1.133	0.910	1.223	1.060	1.123	1.111	0.923
Error Variance	0.003	0.079	0.035	0.027	0.021	0.085	0.025	0.009	0.021	0.024	0.079	0.033	0.063	0.005	0.005

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

	Q.12 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	989	989	574	574	415	-	819	226	659	106	115
Weighted Base	1011	1011	578	578	433	**	883	304	746	134*	74*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	142 14%	142 14%	69 12%	69 12%	73 17%bc	-	133 15%j	49 16%j	112 15%j	18 13%	4 6%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	209 21%	209 21%	95 16%	95 16%	115 27%abc	-	190 22%	71 23%	168 23%	43 32%fhj	10 14%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	284 28%	284 28%	147 25%	147 25%	137 32%	-	266 30%j	103 34%j	239 32%j	57 42%fj	7 9%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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



Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All who have a mobile phone

	Q.1/2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	989	989	574	574	415	-	819	226	659	106	115
Weighted Base	1011	1011	578	578	433	**	883	304	746	134*	74*
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	174 17%	174 17%	84 14%	84 14%	90 21%bc	-	168 19%j	67 22%j	147 20%j	32 24%j	3 5%
Some other type of call that you didn't want or ask for - for example a market research call	30 3%	30 3%	17 3%	17 3%	13 3%	-	29 3%	9 3%	24 3%	4 3%	1 1%
SUMMARY CODES											
1 TYPE EXPERIENCED	245 24%	245 24%	132 23%	132 23%	114 26%	-	226 26%j	70 23%	189 25%j	40 30%j	11 15%
2 TYPES EXPERIENCED	109 11%	109 11%	43 7%	43 7%	67 15%abc	-	100 11%j	39 13%j	94 13%j	29 22%fhj	3 4%
3 TYPES EXPERIENCED	56 6%	56 6%	26 4%	26 4%	31 7%	-	51 6%	18 6%	43 6%	7 5%	2 3%
4 TYPES EXPERIENCED	50 5%	50 5%	28 5%	28 5%	22 5%	-	50 6%	23 8%j	45 6%j	8 6%	1 1%
ANY UNSOLICITED CALLS (MOBILE)	462 46%	462 46%bc	229 40%	229 40%	233 54%abc	-	429 49%j	152 50%j	372 50%j	85 63%fghj	17 23%
None	549 54%	549 54%d	349 60%ad	349 60%ad	200 46%	-	454 51%i	152 50%i	374 50%i	49 37%	57 77%fghi
Av number of issues	1.815	1.815	1.795	1.795	1.835	-	1.831	1.976	1.855	1.824	1.533
Standard Deviation	1.037	1.037	1.085	1.085	0.989	-	1.051	1.118	1.053	1.001	0.862
Error Variance	0.003	0.003	0.006	0.006	0.005	-	0.003	0.011	0.003	0.015	0.030

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	989	580	303	417	244	162	124	467	228	335	290	177	152	44	22	25
Weighted Base	1011	608	298	462	259	165	142	478	216	365	312	182	174	51*	24**	30**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	142 14%	142 23%	52 18%	142 31%abghk	142 55%abcegh hijklm	48 29%cbk	142 100%abcde ghijklm	114 24%	42 19%	110 30%abhk	78 25%b	32 18%	71 41%abcgh ijklm	9 17%	2 9%	7 22%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	209 21%	209 34%bkm	66 22%	209 45%abehj km	100 39%behjk m	46 28%	83 59%abcde ghjkm	209 44%abehj km	59 27%	209 57%abcde ghijklm	90 29% <i>m</i>	36 20%	80 46%abehj km	6 13%	2 7%	5 16%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	284 28%	284 47%bek	105 35%	284 61%abdeh jkm	119 46%bk	60 37%	95 67%abdeh jkm	284 59%abdeh jkm	87 40%	284 78%abcde fghijklm	134 43%	64 35%	104 60%abdeh jkm	15 30%	7 30%	9 30%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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



Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	989	580	303	417	244	162	124	467	228	335	290	177	152	44	22	25
Weighted Base	1011	608	298	462	259	165	142	478	216	365	312	182	174	51*	24**	30**
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	174 17%	174 29%beh	49 16%	174 38%abegh km	80 31%beh	32 20%	71 50%abcde ghikm	118 25%b	39 18%	116 32%begh	174 56%abcde ghikm	43 24%	174 100%abcde fghijkm	10 19%	2 8%	9 28%
Some other type of call that you didn't want or ask for - for example a market research call	30 3%	30 5%	7 2%	30 7%bghi	11 4%	4 3%	7 5%	11 2%	3 2%	10 3%	12 4%	5 3%	9 5%	30 59%abcde fghijkl	3 12%	30 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	245 24%	245 40%bdefh jkl	85 28%f	245 53%abdef ghijkl	53 20%	40 24%	24 17%	168 35%defhj k	49 23%	160 44%bdefg hijkl	75 24%	38 21%	46 26%	25 49%bdefh jkl	11 46%	16 53%
2 TYPES EXPERIENCED	109 11%	109 18%bek	29 10%	109 24%abdeh jk	41 16%k	16 10%	33 24%behjk	99 21%behk	26 12%k	99 27%abdeh jkm	46 15%k	8 5%	42 24%behjk	5 9%	-	5 16%
3 TYPES EXPERIENCED	56 6%	56 9%	17 6%	56 12%bh	37 14%behk	11 7%	33 24%abcde ghjk	55 12%b	14 6%	55 15%abehek	43 14%beh	13 7%	38 22%abceg hjk	5 10%	1 4%	5 17%
4 TYPES EXPERIENCED	50 5%	50 8%	22 7%	50 11%	50 19%abcgh	22 13%	50 35%abcde ghijklm	50 11%	22 10%	50 14%ab	47 15%ab	22 12%	47 27%abcegh ijklm	4 8%	1 2%	3 11%
ANY UNSOLICITED CALLS (MOBILE)	462 46%	462 76%behjk	152 51%	462 100%abdeg hikm	182 70%behk	88 53%	142 100%abdeg hikm	373 78%bdehj k	111 51%	365 100%abdeg hikm	211 68%behk	81 44%	174 100%abdeg hikm	40 78%behk	12 52%	30 100%
None	549 54%	146 24%cfil	146 49%acdfgi ilm	-	77 30%cfgil	77 47%acdfgi ilm	-	105 22%cfil	105 49%acdfgi ilm	-	101 32%acfgi l	101 56%acdfgi ilm	-	11 22%cfil	11 48%	-

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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



Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)															
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)	
Total	989	580	303	417	244	162	124	467	228	335	290	177	152	44	22	25
Unweighted Base	1011	608	298	462	259	165	142	478	216	365	312	182	174	51*	24**	30**
Weighted Base																
Av number of issues	1.815	1.815	1.837	1.815	2.483abc	2.163ac	2.799abc	1.974	2.066	1.996ac	2.307abc	2.230abc	2.513abc	1.774	1.270	1.962
Standard Deviation	1.037	1.037	1.102	1.037	1.191	1.242	1.119	1.078	1.164	1.080	1.183	1.290	1.166	1.160	0.807	1.212
Error Variance	0.003	0.003	0.009	0.003	0.009	0.019	0.010	0.003	0.013	0.003	0.007	0.022	0.009	0.040	0.054	0.059

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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



Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All that have received recorded messages on their mobile

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	152	78	74	14	28	25	28	29	16	12	42	110	29	50	27	46
Weighted Base	174	86*	87*	18**	33**	35**	32**	39**	10**	7**	51*	123*	36**	70*	30**	37*
Listen to the full message before hanging up	17 10%	13 16%b	3 4%	2 13%	3 9%	3 9%	3 9%	4 10%	1 10%	* 7%	5 10%	12 9%	4 11%	7 10%	5 15%	1 4%
Listen to some of the message before hanging up	35 20%	17 20%	18 20%	2 10%	4 13%	8 23%	13 39%	4 11%	2 24%	2 27%	6 12%	29 24%	9 24%	14 19%	2 7%	11 29%
Hang up immediately, as soon as I realise it is a recorded message	122 70%	56 64%	66 76%	14 77%	26 78%	24 67%	17 52%	30 79%	6 66%	5 67%	39 78%	82 67%	23 64%	50 71%	23 78%	25 67%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	52 30%	31 36%	21 24%	4 23%	7 22%	12 33%	15 48%	8 21%	3 34%	2 33%	11 22%	41 33%	13 36%	20 29%	7 22%	12 33%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All that have received recorded messages on their mobile

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	152	90	38	24	90	62	35	117	127	25	125	14	7	6
Weighted Base	174	111*	43*	20**	119*	54*	46*	128*	146	28**	148	13**	9**	3**
Listen to the full message before hanging up	17 10%	13 12%	2 5%	1 7%	14 12%	3 5%	6 14%	11 8%	13 9%	4 15%	15 10%	- -	2 20%	- -
Listen to some of the message before hanging up	35 20%	24 22%	6 15%	5 25%	19 16%	16 30%	13 28%	23 18%	30 21%	5 18%	33 22%	1 7%	1 13%	- -
Hang up immediately, as soon as I realise it is a recorded message	122 70%	74 67%	34 80%	13 67%	86 72%	35 65%	27 59%	95 74%	103 71%	19 67%	100 67%	13 93%	6 66%	3 100%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	52 30%	37 33%	9 20%	6 33%	33 28%	19 35%	19 41%	33 26%	43 29%	9 33%	48 33%	1 7%	3 34%	- -

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All that have received recorded messages on their mobile

	Total	GOVERNMENT REGIONS											TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	152	4	20	10	14	12	12	16	22	15	7	14	6	85	67
Weighted Base	174	4**	21**	15**	15**	16**	17**	20**	23**	17**	9**	13**	3**	102*	72*
Listen to the full message before hanging up	17 10%	- -	- -	4 26%	2 16%	1 6%	1 9%	1 6%	* 2%	5 27%	2 20%	- -	- -	13 13%	4 5%
Listen to some of the message before hanging up	35 20%	1 26%	5 26%	5 29%	3 18%	2 12%	3 19%	3 17%	6 27%	5 28%	1 13%	1 7%	- -	24 23%	12 16%
Hang up immediately, as soon as I realise it is a recorded message	122 70%	3 74%	16 74%	7 45%	10 66%	13 82%	12 72%	15 77%	16 71%	8 45%	6 66%	13 93%	3 100%	65 64%	56 79%
SUMMARY CODE															
LISTEN TO ANY OF MESSAGE	52 30%	1 26%	5 26%	9 55%	5 34%	3 18%	5 28%	5 23%	7 29%	9 55%	3 34%	1 7%	- -	37 36%	15 21%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	152	152	75	75	77	-	143	49	123	24	6
Weighted Base	174	174	84*	84*	90*	-**	168	67*	147	32**	3**
Listen to the full message before hanging up	17 10%	17 10%	9 11%	9 11%	8 9%	- -	17 10%	7 10%	15 10%	3 11%	- -
Listen to some of the message before hanging up	35 20%	35 20%	19 22%	19 22%	17 18%	- -	33 20%	12 17%	30 20%	5 15%	1 31%
Hang up immediately, as soon as I realise it is a recorded message	122 70%	122 70%	56 67%	56 67%	66 73%	- -	118 70%	49 73%	102 69%	24 75%	2 69%
SUMMARY CODE											
LISTEN TO ANY OF MESSAGE	52 30%	52 30%	28 33%	28 33%	25 27%	- -	50 30%	18 27%	45 31%	8 25%	1 31%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

**Q.7Bi You said you have received a call with a recorded message on your mobile phone. What do you usually do when you receive these recorded message calls on your mobile phone?
Base: All that have received recorded messages on their mobile**

	Q6A16B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	152	152	46	152	72	32	61	104	37	102	152	39	152	10	3	8
Weighted Base	174	174	49*	174	80*	32**	71*	118*	39*	116*	174	43*	174	10**	2**	9**
Listen to the full message before hanging up	17 10%	17 10%	4 8%	17 10%	7 9%	3 9%	6 8%	6 6%	3 7%	6 6%	17 10%	4 9%	17 10%	* 5%	- -	* 6%
Listen to some of the message before hanging up	35 20%	35 20%	14 28%	35 20%	16 19%	8 26%	12 17%	27 23%	10 25%	26 22%	35 20%	12 28%	35 20%	1 16%	1 30%	1 11%
Hang up immediately, as soon as I realise it is a recorded message	122 70%	122 70%	32 65%	122 70%	57 71%	21 66%	52 74%	84 72%	26 67%	84 72%	122 70%	27 63%	122 70%	8 79%	1 70%	7 83%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	52 30%	52 30%	17 35%	52 30%	23 29%	11 34%	18 26%	33 28%	13 33%	32 28%	52 30%	16 37%	52 30%	2 21%	1 30%	1 17%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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



Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

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

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	45	28	17	4	6	8	11	7	5	4	10	35	10	14	6	15
Weighted Base	52*	31**	21**	4**	7**	12**	15**	8**	3**	2**	11**	41*	13**	20**	7**	12**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	23 45%	15 48%	9 41%	2 58%	2 32%	4 30%	12 75%	1 12%	1 39%	1 60%	5 41%	19 46%	8 61%	7 33%	4 66%	4 36%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	15 29%	8 25%	7 34%	1 20%	3 41%	5 42%	3 21%	1 15%	2 54%	- -	4 34%	11 27%	3 25%	9 44%	1 14%	2 15%
Telling you about a competition	6 11%	4 14%	1 6%	- -	3 45%	- -	- -	2 30%	- -	- -	3 28%	2 6%	- -	3 13%	1 19%	2 14%
Reminding you of an appointment- e.g. dentist or doctor's appointment	11 22%	6 18%	6 27%	1 24%	5 76%	1 11%	1 7%	1 17%	1 29%	* 20%	6 57%	5 12%	4 28%	4 21%	2 30%	2 13%
Other type	3 6%	2 6%	1 7%	- -	- -	- -	1 10%	1 17%	- -	* 20%	- -	3 8%	1 10%	1 7%	- -	* 4%
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	39 74%	23 74%	16 75%	3 78%	7 100%	6 54%	13 82%	5 59%	3 83%	2 80%	10 92%	28 69%	13 100%	11 53%	7 100%	8 68%
ANY EXC. APPOINTMENT REMINDERS	32 62%	20 63%	13 61%	3 78%	5 65%	6 54%	12 75%	3 42%	2 54%	1 60%	8 70%	24 60%	9 72%	11 53%	6 85%	7 54%
Can't Remember	12 23%	8 26%	4 18%	1 22%	- -	5 46%	1 9%	3 41%	1 17%	* 20%	1 8%	11 27%	- -	8 40%	- -	4 32%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	45	29	9	7	25	20	13	32	37	8	42	1	2	-
Weighted Base	52*	37**	9**	6**	33**	19**	19**	33**	43*	9**	48*	1**	3**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	23 45%	16 44%	5 61%	2 32%	14 41%	10 51%	7 36%	17 50%	18 42%	6 60%	20 42%	-	3 100%	-
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	15 29%	12 31%	1 15%	2 32%	14 42%	1 5%	10 52%	5 15%	11 26%	4 39%	14 28%	-	1 40%	-
Telling you about a competition	6 11%	5 13%	1 11%	-	5 14%	1 5%	1 8%	4 13%	4 10%	1 16%	6 12%	-	-	-
Reminding you of an appointment- e.g. dentist or doctor's appointment	11 22%	7 18%	2 24%	3 42%	8 24%	4 19%	5 28%	6 18%	9 20%	3 29%	10 21%	-	1 40%	-
Other type	3 6%	3 8%	-	*	3 9%	*	-	3 10%	3 8%	-	3 7%	-	-	-
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	39 74%	27 72%	9 100%	3 54%	25 75%	14 72%	12 65%	26 80%	32 75%	6 69%	36 74%	-	3 100%	-
ANY EXC. APPOINTMENT REMINDERS	32 62%	23 62%	8 87%	2 32%	21 64%	11 59%	11 59%	21 64%	26 61%	6 69%	29 61%	-	3 100%	-
Can't Remember	12 23%	9 24%	-	3 46%	7 20%	5 28%	7 35%	5 16%	9 21%	3 31%	11 23%	1 100%	-	-

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

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

	Total	GOVERNMENT REGIONS											TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	45	1	5	6	4	3	3	4	8	8	2	1	-	29	16
Weighted Base	52*	1**	5**	9**	5**	3**	5**	5**	7**	9**	3**	1**	-**	37**	15**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	23 45%	-	4 72%	1 13%	4 82%	2 81%	3 71%	3 73%	1 18%	1 10%	3 100%	-	-	20 53%	4 25%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	15 29%	-	1 14%	2 18%	-	1 32%	3 71%	1 29%	2 33%	4 39%	1 40%	-	-	12 32%	3 21%
Telling you about a competition	6 11%	-	-	1 11%	1 16%	-	1 31%	1 27%	1 18%	-	-	-	-	1 3%	4 29%
Reminding you of an appointment- e.g. dentist or doctor's appointment	11 22%	1 100%	1 18%	2 18%	1 18%	-	1 31%	-	2 28%	2 26%	1 40%	-	-	9 24%	3 17%
Other type	3 6%	-	-	1 17%	-	-	-	-	* 7%	1 15%	-	-	-	3 9%	-
SUMMARY CODES															
ANY INC. APPOINTMENT REMINDERS	39 74%	1 100%	4 72%	4 41%	5 100%	2 81%	3 71%	5 100%	5 72%	7 75%	3 100%	-	-	30 82%	8 55%
ANY EXC. APPOINTMENT REMINDERS	32 62%	-	4 72%	4 41%	4 82%	2 81%	3 71%	5 100%	3 44%	5 49%	3 100%	-	-	25 68%	7 48%
Can't Remember	12 23%	-	2 28%	4 41%	-	1 19%	1 29%	-	2 28%	2 25%	-	1 100%	-	5 14%	7 45%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

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

	Q.1½ PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	45	45	26	26	19	-	42	14	37	6	2
Weighted Base	52*	52*	28**	28**	25**	-**	50*	18**	45*	8**	1**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	23 45%	23 45%	14 50%	14 50%	10 40%	-	23 47%	10 57%	20 45%	4 53%	-
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	15 29%	15 29%	11 42%	11 42%	3 14%	-	15 30%	7 41%	13 28%	1 18%	-
Telling you about a competition	6 11%	6 11%	3 10%	3 10%	3 12%	-	5 9%	3 19%	4 10%	1 18%	-
Reminding you of an appointment- e.g. dentist or doctor's appointment	11 22%	11 22%	5 19%	5 19%	6 26%	-	11 23%	6 35%	11 24%	1 18%	-
Other type	3 6%	3 6%	2 7%	2 7%	1 6%	-	3 7%	3 16%	3 6%	1 18%	-
SUMMARY CODES											
ANY INC. APPOINTMENT REMINDERS	39 74%	39 74%	21 78%	21 78%	17 70%	-	38 75%	15 84%	34 75%	4 53%	-
ANY EXC. APPOINTMENT REMINDERS	32 62%	32 62%	19 69%	19 69%	13 55%	-	32 63%	12 64%	28 62%	4 53%	-
Can't Remember	12 23%	12 23%	5 17%	5 17%	7 30%	-	11 22%	1 8%	10 22%	2 28%	1 100%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

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

	Q6A16B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	45	45	17	45	22	12	17	29	12	28	45	16	45	3	1	2
Weighted Base	52*	52*	17**	52*	23**	11**	18**	33**	13**	32**	52*	16**	52*	2**	1**	1**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	23 45%	23 45%	10 55%	23 45%	10 46%	6 51%	7 41%	17 52%	7 57%	17 54%	23 45%	8 52%	23 45%	1 48%	-	1 66%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	15 29%	15 29%	7 41%	15 29%	7 28%	6 51%	5 28%	13 38%	6 45%	13 39%	15 29%	7 44%	15 29%	-	-	-
Telling you about a competition	6 11%	6 11%	3 15%	6 11%	5 21%	3 24%	3 18%	5 14%	3 21%	5 15%	6 11%	3 17%	6 11%	-	-	-
Reminding you of an appointment- e.g. dentist or doctor's appointment	11 22%	11 22%	4 21%	11 22%	5 21%	3 24%	3 18%	6 19%	3 21%	6 20%	11 22%	4 23%	11 22%	24%	-	34%
Other type	3 6%	3 6%	-	3 6%	-	-	-	1 4%	-	1 5%	3 6%	-	3 6%	* 24%	-	* 34%
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	39 74%	39 74%	14 78%	39 74%	15 63%	7 66%	11 63%	24 73%	9 70%	24 76%	39 74%	12 77%	39 74%	1 72%	-	1 100%
ANY EXC. APPOINTMENT REMINDERS	32 62%	32 62%	13 73%	32 62%	13 58%	7 66%	10 57%	23 69%	9 70%	23 72%	32 62%	11 71%	32 62%	1 48%	-	1 66%
Can't Remember	12 23%	12 23%	4 22%	12 23%	8 37%	4 34%	7 37%	8 23%	4 30%	6 20%	12 23%	4 23%	12 23%	1 28%	1 100%	-

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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



Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1082	533	549	115	167	152	141	136	179	192	282	800	173	272	218	419
Weighted Base	1082	526	556	155*	196	185	169	168	98	111	352	730	209	341	224	308
Silent Calls	272	133	139	25	41	40	52	54	28	31	66	206	56	102	51	63
	25%	25%	25%	16%	21%	22%	31%cj	32%cdj	29%cj	28%cj	19%	28%cj	27%	30%o	23%	21%
Sales/marketing texts	209	98	112	23	48	39	35	45	12	8	71	139	30	78	45	56
	19%	19%	20%	15%	25%hi	21%hi	21%i	27%chi	12%	7%	20%hi	19%hi	14%	23%l	20%	18%
Sales/marketing calls	429	191	239	38	70	66	82	83	44	47	108	321	90	142	92	106
	40%	36%	43%a	24%	36%	36%	49%cdej	49%cdej	44%cj	42%cj	31%	44%cj	43%	42%	41%	34%
Recorded message	328	149	179	32	38	48	72	70	32	36	70	258	88	119	58	63
	30%	28%	32%	20%	20%	26%	43%cdej	41%cdej	32%cdj	33%cdj	20%	35%cdej	42%no	35%o	26%	20%
Other type	55	26	29	8	1	15	8	11	4	8	9	46	12	17	12	14
	5%	5%	5%	5%d	1%	8%dj	5%d	7%d	4%d	7%dj	3%	6%dj	6%	5%	5%	4%
SUMMARY CODES																
1 TYPE EXPERIENCED	234	114	120	26	54	38	36	29	26	25	80	154	49	68	51	65
	22%	22%	22%	17%	27%	21%	21%	17%	26%	23%	23%	21%	24%	20%	23%	21%
2 TYPES EXPERIENCED	184	85	99	20	35	38	32	22	16	22	55	129	42	61	39	41
	17%	16%	18%	13%	18%	21%	19%	13%	16%	19%	16%	18%	20%	18%	18%	13%
3 TYPES EXPERIENCED	137	54	83	19	16	13	32	31	10	16	35	102	32	53	20	31
	13%	10%	15%a	12%	8%	7%	19%dehj	19%dehj	10%	14%e	10%	14%e	15%	16%	9%	10%
4 TYPES EXPERIENCED	64	36	27	3	8	12	12	20	6	4	10	53	11	25	16	12
	6%	7%	5%	2%	4%	6%	7%	12%cdlj	6%	3%	3%	7%cj	5%	7%	7%	4%
5 TYPES EXPERIENCED	14	5	9	-	-	5	1	5	1	2	-	14	3	5	3	3
	1%	1%	2%	-	-	3%j	1%	3%dj	1%j	-	-	2%j	1%	2%	1%	1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	634	296	339	68	112	105	114	108	60	68	180	454	138	212	130	155
	59%	56%	61%	43%	57%c	57%c	68%cj	64%cj	61%c	61%c	51%	62%cj	66%o	62%o	58%	50%
None	448	230	218	88	84	79	55	60	39	43	172	276	71	128	94	154
	41%	44%	39%	57%defgh ik	43%	43%	32%	36%	39%	39%	49%fgk	38%	34%	38%	42%	50%lm
Mean number of mentions	2.127	2.104	2.147	1.966	1.795	2.119	2.248dj	2.541cde	2.069	2.040	1.859	2.233dj	2.100	2.235	2.081	2.041
Standard Deviation	1.106	1.117	1.098	0.917	0.925	1.154	1.101	1.209	1.218	1.023	0.923	1.155	1.049	1.100	1.125	1.148
Error Variance	0.002	0.004	0.004	0.016	0.009	0.016	0.013	0.017	0.015	0.009	0.006	0.003	0.009	0.007	0.010	0.006

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1082	592	287	203	474	608	249	833	828	254	846	120	53	63
Weighted Base	1082	621	321	140	594	488	292	790	846	236	911	92*	54*	25*
Silent Calls	272 25%	173 28%b	62 19%	37 26%	146 25%	125 26%	69 24%	203 26%	207 25%	65 27%	228 25%	24 26%	16 30%	3 14%
Sales/marketing texts	209 19%	127 21%	63 20%	19 14%	136 23%e	73 15%	49 17%	161 20%	171 20%	39 16%	175 19%	18 20%	11 20%	5 22%
Sales/marketing calls	429 40%	269 43%b	104 32%	56 40%	242 41%	187 38%	112 38%	318 40%	331 39%	98 42%	362 40%k	27 29%	30 55%k	10 42%
Recorded message	328 30%	210 34%b	68 21%	49 35%b	185 31%	143 29%	78 27%	250 32%	248 29%	80 34%	272 30%	26 28%	26 48%jkm	5 19%
Other type	55 5%	37 6%	13 4%	5 3%	27 5%	28 6%	13 4%	42 5%	49 6%	6 3%	51 6%	2 2%	2 4%	- -
SUMMARY CODES														
1 TYPE EXPERIENCED	234 22%	139 22%	62 19%	34 24%	134 22%	100 21%	72 25%	162 20%	183 22%	51 22%	201 22%	19 20%	8 15%	6 24%
2 TYPES EXPERIENCED	184 17%	111 18%	54 17%	19 14%	104 18%	80 16%	45 15%	139 18%	153 18%	31 13%	153 17%	13 14%	14 25%	4 17%
3 TYPES EXPERIENCED	137 13%	83 13%	35 11%	18 13%	69 12%	67 14%	32 11%	105 13%	93 11%	44 19%h	112 12%	13 14%	10 18%	1 6%
4 TYPES EXPERIENCED	64 6%	42 7%	12 4%	9 6%	41 7%	23 5%	16 5%	48 6%	54 6%	10 4%	54 6%	4 4%	5 9%	1 6%
5 TYPES EXPERIENCED	14 1%	12 2%b	- -	2 1%	8 1%	6 1%	2 1%	12 1%	13 2%	1 1%	14 2%	- -	- -	- -
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	634 59%	390 63%b	163 51%	82 59%	358 60%	276 57%	167 57%	467 59%	496 59%	138 59%	536 59%	48 53%	37 69%	13 51%
None	448 41%	232 37%	158 49%a	58 41%	236 40%	212 43%	125 43%	323 41%	350 41%	98 41%	375 41%	44 47%	17 31%	12 49%
Mean number of mentions	2.127	2.194	1.989	2.084	2.135	2.117	1.990	2.176	2.125	2.135	2.124	2.050	2.358	1.868
Standard Deviation	1.106	1.160	0.950	1.119	1.134	1.072	1.065	1.118	1.121	1.058	1.119	1.006	1.073	1.036
Error Variance	0.002	0.004	0.006	0.011	0.005	0.003	0.008	0.003	0.003	0.008	0.003	0.017	0.034	0.036

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	1082	17	98	84	61	83	120	129	137	117	53	120	63	598	484
Weighted Base	1082	18**	97*	108*	65*	95*	127	151	145	104*	54*	92*	25*	627	455
Silent Calls	272	4	26	36	15	22	28	28	44	24	16	24	3	192	80
	25%	24%	27%	33%gl	23%	23%	22%	18%	31%gl	23%	30%	26%	14%	31%n	18%
Sales/marketing texts	209	6	19	21	20	16	21	34	25	12	11	18	5	120	90
	19%	32%	20%	20%	31%l	16%	17%	23%l	17%	12%	20%	20%	22%	19%	20%
Sales/marketing calls	429	9	41	42	38	33	57	42	58	42	30	27	10	278	151
	40%	47%	42%g	39%	58%ceghik	35%	45%gk	28%	40%	40%	55%egk	29%	42%	44%n	33%
Recorded message	328	10	30	29	23	30	38	28	39	44	26	26	5	233	95
	30%	56%	31%	27%	36%g	31%	30%	19%	27%	42%cghkl	48%cfghkl	28%	19%	37%n	21%
Other type	55	2	3	8	2	2	1	18	11	3	2	2	-	43	13
	5%	12%	3%	7%l	3%	2%	1%	12%befikl	8%l	3%	4%	2%	-	7%n	3%
SUMMARY CODES															
1 TYPE EXPERIENCED	234	4	21	14	22	21	35	32	29	23	8	19	6	128	106
	22%	24%	22%	13%	33%c	22%	27%c	21%	20%	22%	15%	20%	24%	20%	23%
2 TYPES EXPERIENCED	184	4	16	16	10	13	14	40	24	17	14	13	4	123	61
	17%	20%	17%	15%	16%	13%	11%	26%efk	17%	16%	25%l	14%	17%	20%n	13%
3 TYPES EXPERIENCED	137	4	7	21	13	5	20	11	15	16	10	13	1	92	45
	13%	24%	8%	19%eg	20%eg	5%	16%eg	7%	11%	15%e	18%e	14%	6%	15%n	10%
4 TYPES EXPERIENCED	64	2	10	3	5	9	6	2	12	4	5	4	1	47	17
	6%	12%	10%g	3%	7%	10%g	5%	1%	8%g	4%	9%g	4%	6%	8%n	4%
5 TYPES EXPERIENCED	14	-	1	5	-	1	-	3	3	1	-	-	-	12	2
	1%	-	2%	4%	-	1%	-	2%	2%	1%	-	-	-	2%n	*
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	634	14	56	58	50	49	75	88	84	62	37	48	13	404	230
	59%	80%	58%	54%	76%bcefgk	51%	59%	59%	58%	59%	69%	53%	51%	64%n	51%
None	448	4	40	50	16	47	53	63	61	42	17	44	12	223	224
	41%	20%	42%d	46%d	24%	49%d	41%d	41%d	42%d	41%	31%	47%d	49%d	36%	49%m
Mean number of mentions	2.127	2.304	2.182	2.475fg	2.019	2.154	1.958	1.922	2.249	2.081	2.358	2.050	1.868	2.249n	1.913
Standard Deviation	1.106	1.088	1.198	1.153	1.053	1.280	1.033	0.960	1.227	1.050	1.073	1.006	1.036	1.134	1.024
Error Variance	0.002	0.079	0.024	0.028	0.024	0.042	0.016	0.013	0.019	0.016	0.034	0.017	0.036	0.003	0.004

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1082	989	642	574	415	68	859	227	676	107	165
Weighted Base	1082	1011	625	578	433	47*	921	306	767	135*	104
Silent Calls	272	259	199	186	73	13	246	79	192	29	21
	25%	26%d	32%ad	32%ad	17%	28%	27%	26%	25%	21%	20%
Sales/marketing texts	209	209	95	95	115	-	190	71	168	43	10
	19%	21%be	15%e	16%e	27%abce	-	21%j	23%j	22%j	32%fhj	10%
Sales/marketing calls	429	413	293	276	137	17	392	128	330	67	24
	40%	41%d	47%ad	48%ad	32%	36%	43%j	42%j	43%j	50%j	23%
Recorded message	328	312	238	222	90	16	306	112	254	44	20
	30%	31%d	38%ad	38%ad	21%	34%d	33%j	37%j	33%j	32%j	19%
Other type	55	51	42	38	13	4	48	18	38	5	7
	5%	5%	7%d	7%d	3%	9%d	5%	6%	5%	4%	7%
SUMMARY CODES											
1 TYPE EXPERIENCED	234	226	125	117	109	8	201	66	172	27	23
	22%	22%	20%	20%	25%	17%	22%	22%	22%	20%	23%
2 TYPES EXPERIENCED	184	175	115	106	69	9	165	54	135	39	11
	17%	17%	18%	18%	16%	19%	18%	18%	18%	29%fghj	11%
3 TYPES EXPERIENCED	137	128	106	97	30	9	125	38	97	12	8
	13%	13%d	17%ad	17%ad	7%	19%d	14%	12%	13%	9%	8%
4 TYPES EXPERIENCED	64	63	42	42	21	1	61	24	53	10	3
	6%	6%	7%	7%	5%	1%	7%	8%	7%	7%	3%
5 TYPES EXPERIENCED	14	14	11	11	3	-	14	7	14	1	-
	1%	1%	2%	2%	1%	-	2%	2%	2%	1%	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	634	608	401	375	233	26	568	189	472	91	47
	59%	60%d	64%d	65%d	54%	56%	62%j	62%j	62%j	67%j	45%
None	448	403	224	203	200	20	353	116	295	44	57
	41%	40%	36%	35%	46%abc	44%	38%	38%	38%	33%	55%fghi

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All adults UK

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)	
Unweighted Base	1082	989	642	574	415	68	859	227	676	107	165
Weighted Base	1082	1011	625	578	433	47*	921	306	767	135*	104
Mean number of mentions	2.127	2.129d	2.265d	2.278d	1.890	2.071	2.163	2.237	2.162	2.140	1.885
Standard Deviation	1.106	1.116	1.121	1.136	1.042	0.864	1.109	1.196	1.138	1.072	1.143
Error Variance	0.002	0.002	0.003	0.003	0.005	0.019	0.002	0.010	0.003	0.016	0.017

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone
 Base: All adults UK

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1082	619	342	417	263	181	124	491	252	335	313	200	152	49	27	25
Weighted Base	1082	634	325	462	272	178	142	494	232	365	328	197	174	55*	28**	30**
Silent Calls	272 25%	272 43%	183 56%acgim	182 39%	272 100%abcg hijklm	178 100%abcg hijklm	142 100%abcgh ijklm	220 44%	139 60%acgil m	145 40%	175 53%acgim	126 64%acgij lm	80 46%	20 36%	10 36%	11 36%
Sales/marketing texts	209 19%	209 33%bkm	66 20%	209 45%abehj km	100 37%behj m	46 26%	83 59%abcde ghjkm	209 42%abehj km	59 25%	209 57%abcde ghjklm	90 27%km	36 18%	80 46%abehj km	6 12%	2 6%	5 16%
Sales/marketing calls	429 40%	429 68%lm	251 77%acjlm	308 67%	201 74%lm	141 79%acjlm	100 71%lm	429 87%abcd efjklm	232 100%abcde fgijklm	300 82%acdfj lm	224 68%lm	152 77%aclm	108 62%	28 51%	18 63%	11 38%
Recorded message	328 30%	328 52%i	203 63%acgim	211 46%	175 65%acgim	125 70%acfgi m	78 55%i	234 47%	146 63%acgim	151 41%	328 100%abcd efghim	197 100%abcd efghim	174 100%abcde fghim	24 44%	13 48%	12 38%
Other type	55 5%	55 9%i	32 10%i	40 9%	20 7%	13 8%	9 6%	29 6%	17 7%	17 5%	24 7%	17 9%	10 5%	55 100%abcd efghijkl	28 100%	30 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	234 22%	234 37%bdefg hijklm	85 26%defkm	174 38%bdefg hijklm	27 10%lm	15 8%	19 14%lm	144 29%defhj km	43 19%dem	112 31%defhj km	63 19%dem	27 14%lm	42 24%defkm	-	-	-
2 TYPES EXPERIENCED	184 17%	184 29%	96 30%	137 30%l	67 25%	42 24%	32 22%	142 29%	57 24%	112 31%l	81 25%	49 25%	36 21%	18 33%	6 22%	14 46%
3 TYPES EXPERIENCED	137 13%	137 22%	95 29%aci	77 17%	102 37%acfgi l	77 43%abcfg ilm	32 23%	130 26%ci	87 38%acfgi l	71 19%	109 33%acfil	77 39%abcfg il	40 23%	14 25%	9 33%	4 14%
4 TYPES EXPERIENCED	64 6%	64 10%	36 11%	63 14%	60 22%abcg	33 19%ab	53 37%abcde ghijklm	62 13%	36 15%a	59 16%a	62 19%abg	32 16%a	52 30%abceg hijk	7 13%	4 16%	3 10%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone
Base: All adults UK

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1082	619	342	417	263	181	124	491	252	335	313	200	152	49	27	25
Weighted Base	1082	634	325	462	272	178	142	494	232	365	328	197	174	55*	28**	30**
5 TYPES EXPERIENCED	14 1%	14 2%	11 3%	10 2%	14 5%acl	10 5%al	4 3%	14 3%	8 3%	8 2%	11 3%	11 5%acl	2 1%	14 25%abcde fghijkl	7 26%	7 25%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	634 59%	634 100%	325 100%	462 100%	272 100%	178 100%	142 100%	494 100%	232 100%	365 100%	328 100%	197 100%	174 100%	55 100%	28 100%	30 100%
None	448 41%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean number of mentions	2.127	2.127	2.365ac	2.141	2.901abc ghij	2.909abc ghij	2.969abc ghijl	2.327ac	2.623abc gi	2.299a	2.639abc gi	2.767abc gi	2.653abc gi	3.430abc defghijk l	3.527	3.284
Standard Deviation	1.106	1.106	1.106	1.152	1.064	1.016	1.168	1.130	1.090	1.164	1.128	1.089	1.221	1.291	1.178	1.415
Error Variance	0.002	0.002	0.004	0.003	0.004	0.006	0.011	0.003	0.005	0.004	0.004	0.006	0.010	0.034	0.051	0.080

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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



Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All who have a landline or mobile phone

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1057	521	536	112	164	150	140	134	175	182	276	781	172	268	210	407
Weighted Base	1057	514	543	148*	193	182	167	165	96	106	341	717	208	333	216	300
Silent Calls	272 26%	133 26%	139 26%	25 17%	41 22%	40 22%	52 31%cj	54 33%cdj	28 29%cj	31 30%cj	66 19%	206 29%cj	56 27%	102 31%o	51 24%	63 21%
Sales/marketing texts	209 20%	98 19%	112 21%	23 15%	48 25%hi	39 22%hi	35 21%i	45 27%chi	12 12%	8 7%	71 21%hi	139 19%i	30 15%	78 24%l	45 21%	56 19%
Sales/marketing calls	429 41%	191 37%	239 44%a	38 25%	70 37%	66 36%	82 49%cdej	83 50%cdej	44 45%cj	47 44%cj	108 32%	321 45%cj	90 43%	142 43%	92 42%	106 35%
Recorded message	328 31%	149 29%	179 33%	32 21%	38 20%	48 26%	72 43%cdej	70 42%cdej	32 33%cdj	36 34%cdj	70 21%	258 36%cdej	88 42%no	119 36%o	58 27%	63 21%
Other type	55 5%	26 5%	29 5%	8 5%d	1 1%	15 8%dj	8 5%d	11 7%d	4 4%d	8 8%dj	9 3%	46 6%dj	12 6%	17 5%	12 6%	14 5%
SUMMARY CODES																
1 TYPE EXPERIENCED	234 22%	114 22%	120 22%	26 18%	54 28%g	38 21%	36 21%	29 18%	26 26%	25 24%	80 24%	154 21%	49 24%	68 21%	51 24%	65 22%
2 TYPES EXPERIENCED	184 17%	85 17%	99 18%	20 13%	35 18%	38 21%	32 19%	22 13%	16 17%	22 20%	55 16%	129 18%	42 20%	61 18%	39 18%	41 14%
3 TYPES EXPERIENCED	137 13%	54 10%	83 15%a	19 13%	16 8%	13 7%	32 19%dehj	31 19%dehj	10 10%	16 15%e	35 10%	102 14%e	32 16%	53 16%	20 9%	31 10%
4 TYPES EXPERIENCED	64 6%	36 7%	27 5%	3 2%	8 4%	12 6%	12 7%	20 12%cdij	6 6%	4 4%	10 3%	53 7%cj	11 5%	25 7%	16 7%	12 4%
5 TYPES EXPERIENCED	14 1%	5 1%	9 2%	-	-	5 3%j	1 1%	5 3%dj	1 1%j	2 1%j	-	14 2%j	3 1%	5 2%	3 1%	3 1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	634 60%	296 57%	339 62%	68 46%	112 58%	105 58%	114 68%cj	108 65%cj	60 62%c	68 64%cj	180 53%	454 63%cj	138 66%o	212 64%o	130 60%	155 51%
None	423 40%	219 43%	205 38%	81 54%fghik	80 42%	77 42%	53 32%	57 35%	37 38%	38 36%	161 47%fgik	262 37%	71 34%	120 36%	86 40%	146 49%lm
Mean number of mentions	2.127	2.104	2.147	1.966	1.795	2.119	2.248dj	2.541cde hijk	2.069	2.040	1.859	2.233dj	2.100	2.235	2.081	2.041
Standard Deviation	1.106	1.117	1.098	0.917	0.925	1.154	1.101	1.209	1.218	1.023	0.923	1.155	1.049	1.100	1.125	1.148
Error Variance	0.002	0.004	0.004	0.016	0.009	0.016	0.013	0.017	0.015	0.009	0.006	0.003	0.009	0.007	0.010	0.006

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All who have a landline or mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow\Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1057	581	281	195	469	588	246	811	808	249	827	115	52	63
Weighted Base	1057	612	310	135	587	471	289	768	827	231	890	90*	54*	25*
Silent Calls	272 26%	173 28%b	62 20%	37 27%	146 25%	125 27%	69 24%	203 26%	207 25%	65 28%	228 26%	24 26%	16 30%	3 14%
Sales/marketing texts	209 20%	127 21%	63 20%	19 14%	136 23%e	73 16%	49 17%	161 21%	171 21%	39 17%	175 20%	18 20%	11 21%	5 22%
Sales/marketing calls	429 41%	269 44%b	104 34%	56 41%	242 41%	187 40%	112 39%	318 41%	331 40%	98 43%	362 41%k	27 30%	30 56%k	10 42%
Recorded message	328 31%	210 34%b	68 22%	49 36%b	185 31%	143 30%	78 27%	250 32%	248 30%	80 35%	272 31%	26 29%	26 48%jkm	5 19%
Other type	55 5%	37 6%	13 4%	5 3%	27 5%	28 6%	13 4%	42 6%	49 6%	6 3%	51 6%	2 3%	2 4%	- -
SUMMARY CODES														
1 TYPE EXPERIENCED	234 22%	139 23%	62 20%	34 25%	134 23%	100 21%	72 25%	162 21%	183 22%	51 22%	201 23%	19 21%	8 15%	6 24%
2 TYPES EXPERIENCED	184 17%	111 18%	54 17%	19 14%	104 18%	80 17%	45 16%	139 18%	153 19%	31 13%	153 17%	13 14%	14 26%	4 17%
3 TYPES EXPERIENCED	137 13%	83 14%	35 11%	18 13%	69 12%	67 14%	32 11%	105 14%	93 11%	44 19%h	112 13%	13 14%	10 18%	1 6%
4 TYPES EXPERIENCED	64 6%	42 7%	12 4%	9 7%	41 7%	23 5%	16 5%	48 6%	54 7%	10 4%	54 6%	4 5%	5 9%	1 6%
5 TYPES EXPERIENCED	14 1%	12 2%b	- -	2 1%	8 1%	6 1%	2 1%	12 2%	13 2%	1 1%	14 2%	- -	- -	- -
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	634 60%	390 64%b	163 53%	82 60%	358 61%	276 59%	167 58%	467 61%	496 60%	138 60%	536 60%	48 54%	37 69%	13 51%
None	423 40%	223 36%	147 47%a	53 40%	229 39%	194 41%	122 42%	301 39%	331 40%	93 40%	354 40%	41 46%	16 31%	12 49%
Mean number of mentions	2.127	2.194	1.989	2.084	2.135	2.117	1.990	2.176	2.125	2.135	2.124	2.050	2.358	1.868
Standard Deviation	1.106	1.160	0.950	1.119	1.134	1.072	1.065	1.118	1.121	1.058	1.119	1.006	1.073	1.036
Error Variance	0.002	0.004	0.006	0.011	0.005	0.003	0.008	0.003	0.003	0.008	0.003	0.017	0.034	0.036

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All who have a landline or mobile phone

	Total	GOVERNMENT REGIONS											TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	1057	17	96	79	59	83	119	129	132	113	52	115	63	585	472
Weighted Base	1057	18**	94*	101*	63*	95*	126	151	140	101*	54*	90*	25*	614	443
Silent Calls	272	4	26	36	15	22	28	28	44	24	16	24	3	192	80
	26%	24%	28%	36%gl	24%	23%	22%	18%	32%gl	24%	30%	26%	14%	31%n	18%
Sales/marketing texts	209	6	19	21	20	16	21	34	25	12	11	18	5	120	90
	20%	32%	20%	21%	32%fi	16%	17%	23%i	18%	12%	21%	20%	22%	20%	20%
Sales/marketing calls	429	9	41	42	38	33	57	42	58	42	30	27	10	278	151
	41%	47%	44%g	42%	60%eghik	35%	45%gk	28%	41%g	42%g	56%egk	30%	42%	45%n	34%
Recorded message	328	10	30	29	23	30	38	28	39	44	26	26	5	233	95
	31%	56%	32%g	29%	37%g	31%	30%	19%	28%	44%fghkl	48%fghkl	29%	19%	38%n	21%
Other type	55	2	3	8	2	2	1	18	11	3	2	2	-	43	13
	5%	12%	4%	8%f	3%	2%	1%	12%befikl	8%f	3%	4%	3%	-	7%n	3%
SUMMARY CODES															
1 TYPE EXPERIENCED	234	4	21	14	22	21	35	32	29	23	8	19	6	128	106
	22%	24%	23%	13%	34%c	22%	28%c	21%	21%	23%	15%	21%	24%	21%	24%
2 TYPES EXPERIENCED	184	4	16	16	10	13	14	40	24	17	14	13	4	123	61
	17%	20%	17%	16%	16%	13%	11%	26%efk	17%	17%	26%f	14%	17%	20%n	14%
3 TYPES EXPERIENCED	137	4	7	21	13	5	20	11	15	16	10	13	1	92	45
	13%	24%	8%	21%begl	20%egl	5%	16%eg	7%	11%	16%eg	18%e	14%e	6%	15%n	10%
4 TYPES EXPERIENCED	64	2	10	3	5	9	6	2	12	4	5	4	1	47	17
	6%	12%	11%g	3%	8%g	10%g	5%	1%	8%g	4%	9%g	5%	6%	8%n	4%
5 TYPES EXPERIENCED	14	-	1	5	-	1	-	3	3	1	-	-	-	12	2
	1%	-	2%	5%f	-	1%	-	2%	2%	1%	-	-	-	2%n	*
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	634	14	56	58	50	49	75	88	84	62	37	48	13	404	230
	60%	80%	60%	58%	78%bcefghikl	51%	59%	59%	60%	61%	69%	54%	51%	66%n	52%
None	423	4	37	43	14	47	52	63	56	39	16	41	12	210	213
	40%	20%	40%d	42%d	22%	49%d	41%d	41%d	40%d	39%d	31%	46%d	49%d	34%	48%m
Mean number of mentions	2.127	2.304	2.182	2.475fg	2.019	2.154	1.958	1.922	2.249	2.081	2.358	2.050	1.868	2.249n	1.913
Standard Deviation	1.106	1.088	1.198	1.153	1.053	1.280	1.033	0.960	1.227	1.050	1.073	1.006	1.036	1.134	1.024
Error Variance	0.002	0.079	0.024	0.028	0.024	0.042	0.016	0.013	0.019	0.016	0.034	0.017	0.036	0.003	0.004

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All who have a landline or mobile phone

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1057	989	642	574	415	68	847	226	669	106	154
Weighted Base	1057	1011	625	578	433	47*	906	304	756	134*	97
Silent Calls	272	259	199	186	73	13	246	79	192	29	21
	26%	26%d	32%ad	32%ad	17%	28%	27%	26%	25%	22%	21%
Sales/marketing texts	209	209	95	95	115	-	190	71	168	43	10
	20%	21%be	15%e	16%e	27%abce	-	21%j	23%j	22%j	32%fhj	11%
Sales/marketing calls	429	413	293	276	137	17	392	128	330	67	24
	41%	41%d	47%ad	48%ad	32%	36%	43%j	42%j	44%j	50%j	25%
Recorded message	328	312	238	222	90	16	306	112	254	44	20
	31%	31%d	38%ad	38%ad	21%	34%d	34%j	37%j	34%j	33%j	20%
Other type	55	51	42	38	13	4	48	18	38	5	7
	5%	5%	7%d	7%d	3%	9%d	5%	6%	5%	4%	7%
SUMMARY CODES											
1 TYPE EXPERIENCED	234	226	125	117	109	8	201	66	172	27	23
	22%	22%	20%	20%	25%	17%	22%	22%	23%	20%	24%
2 TYPES EXPERIENCED	184	175	115	106	69	9	165	54	135	39	11
	17%	17%	18%	18%	16%	19%	18%	18%	18%	30%fghj	12%
3 TYPES EXPERIENCED	137	128	106	97	30	9	125	38	97	12	8
	13%	13%d	17%ad	17%ad	7%	19%d	14%	12%	13%	9%	9%
4 TYPES EXPERIENCED	64	63	42	42	21	1	61	24	53	10	3
	6%	6%	7%	7%	5%	1%	7%	8%	7%	7%	3%
5 TYPES EXPERIENCED	14	14	11	11	3	-	14	7	14	1	-
	1%	1%	2%	2%	1%	-	2%	2%	2%	1%	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	634	608	401	375	233	26	568	189	472	91	47
	60%	60%d	64%d	65%d	54%	56%	63%j	62%j	62%j	68%j	49%
None	423	403	224	203	200	20	338	114	284	43	50
	40%	40%	36%	35%	46%abc	44%	37%	38%	38%	32%	51%fghi

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

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

Base: All who have a landline or mobile phone

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)	
Unweighted Base	1057	989	642	574	415	68	847	226	669	106	154
Weighted Base	1057	1011	625	578	433	47*	906	304	756	134*	97
Mean number of mentions	2.127	2.129d	2.265d	2.278d	1.890	2.071	2.163	2.237	2.162	2.140	1.885
Standard Deviation	1.106	1.116	1.121	1.136	1.042	0.864	1.109	1.196	1.138	1.072	1.143
Error Variance	0.002	0.002	0.003	0.003	0.005	0.019	0.002	0.010	0.003	0.016	0.017

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone
 Base: All who have a landline or mobile phone

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1057	619	342	417	263	181	124	491	252	335	313	200	152	49	27	25
Weighted Base	1057	634	325	462	272	178	142	494	232	365	328	197	174	55*	28**	30**
Silent Calls	272	272	183	182	272	178	142	220	139	145	175	126	80	20	10	11
	26%	43%	56%acgim	39%	100%abcghijklm	100%abcghijklm	100%abcghijklm	44%	60%acgilm	40%	53%acgim	64%acgijlm	46%	36%	36%	36%
Sales/marketing texts	209	209	66	209	100	46	83	209	59	209	90	36	80	6	2	5
	20%	33%bkm	20%	45%abehjkm	37%behjkm	26%	59%abcdeghjkm	42%abehjkm	25%	57%abcdeghjklm	27%kml	18%	46%abehjkm	12%	6%	16%
Sales/marketing calls	429	429	251	308	201	141	100	429	232	300	224	152	108	28	18	11
	41%	68%ml	77%acjlm	67%	74%ilm	79%acjlm	71%ml	87%abcdefghijklm	100%abcdefghijklm	82%acdfjlm	68%ml	77%aclm	62%	51%	63%	38%
Recorded message	328	328	203	211	175	125	78	234	146	151	328	197	174	24	13	12
	31%	52%i	63%acgim	46%	65%acgim	70%acfgim	55%i	47%	63%acgim	41%	100%abcdefghim	100%abcdefghim	100%abcdefghim	44%	48%	38%
Other type	55	55	32	40	20	13	9	29	17	17	24	17	10	55	28	30
	5%	9%i	10%i	9%	7%	8%	6%	6%	7%	5%	7%	9%	5%	100%abcdefghijkl	100%	100%
SUMMARY CODES																
1 TYPE EXPERIENCED	234	234	85	174	27	15	19	144	43	112	63	27	42	-	-	-
	22%	37%bdefghijklm	26%defkml	38%bdefghijklm	10%ml	8%	14%ml	29%defhjkml	19%dem	31%defhjkml	19%dem	14%ml	24%defkml	-	-	-
2 TYPES EXPERIENCED	184	184	96	137	67	42	32	142	57	112	81	49	36	18	6	14
	17%	29%	30%	30%l	25%	24%	22%	29%	24%	31%l	25%	25%	21%	33%	22%	46%
3 TYPES EXPERIENCED	137	137	95	77	102	77	32	130	87	71	109	77	40	14	9	4
	13%	22%	29%aci	17%	37%acfgil	43%abcfgilm	23%	26%ci	38%acfgil	19%	33%acfil	39%abcfgil	23%	25%	33%	14%
4 TYPES EXPERIENCED	64	64	36	63	60	33	53	62	36	59	62	32	52	7	4	3
	6%	10%	11%	14%	22%abcg	19%ab	37%abcdeghijklm	13%	15%a	16%a	19%abg	16%a	30%abceghijklm	13%	16%	10%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o
 * small base; ** very small base (under 30) ineligible for sig testing



Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone
Base: All who have a landline or mobile phone

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1057	619	342	417	263	181	124	491	252	335	313	200	152	49	27	25
Weighted Base	1057	634	325	462	272	178	142	494	232	365	328	197	174	55*	28**	30**
5 TYPES EXPERIENCED	14 1%	14 2%	11 3%	10 2%	14 5%acl	10 5%al	4 3%	14 3%	8 3%	8 2%	11 3%	11 5%acl	2 1%	14 25%abcde fghijkl	7 26%	7 25%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	634 60%	634 100%	325 100%	462 100%	272 100%	178 100%	142 100%	494 100%	232 100%	365 100%	328 100%	197 100%	174 100%	55 100%	28 100%	30 100%
None	423 40%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean number of mentions	2.127	2.127	2.365ac	2.141	2.901abc ghij	2.909abc ghij	2.969abc ghijl	2.327ac	2.623abc gi	2.299a	2.639abc gi	2.767abc gi	2.653abc gi	3.430abc defghijk l	3.527	3.284
Standard Deviation	1.106	1.106	1.106	1.152	1.064	1.016	1.168	1.130	1.090	1.164	1.128	1.089	1.221	1.291	1.178	1.415
Error Variance	0.002	0.002	0.004	0.003	0.004	0.006	0.011	0.003	0.005	0.004	0.004	0.006	0.010	0.034	0.051	0.080

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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



Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q.7A\7Bi Response to recorded message on landline or mobile phone

Base: All adults UK

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1082	533	549	115	167	152	141	136	179	192	282	800	173	272	218	419
Weighted Base	1082	526	556	155*	196	185	169	168	98	111	352	730	209	341	224	308
Listen to the full message before hanging up	27 3%	20 4% ^b	7 1%	2 1%	3 2%	4 2%	8 5%	5 3%	3 3%	2 1%	5 1%	22 3%	7 3%	9 3%	8 4% ^o	3 1%
Listen to some of the message before hanging up	75 7%	31 6%	44 8%	6 4%	8 4%	8 4%	20 12% ^{cdej}	11 7%	9 9% ^j	13 12% ^{cdej}	13 4%	62 8% ^j	24 11% ⁿ	24 7% ⁿ	5 2%	22 7% ⁿ
Hang up immediately, as soon as I realise it is a recorded message	232 21%	102 19%	130 23%	24 15%	28 14%	36 20%	46 27% ^{cdj}	55 33% ^{cdehi}	22 22%	22 20%	51 15%	181 25% ^{cdj}	58 28% ^o	89 26% ^o	44 20%	41 13%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	102 9%	51 10%	52 9%	8 5%	11 5%	13 7%	28 17% ^{cdej}	16 10%	11 12% ^{dj}	15 14% ^{cdej}	19 5%	84 11% ^{dj}	30 15% ^{no}	33 10%	14 6%	25 8%
None	754 70%	376 72%	378 68%	124 80% ^{fghik}	158 80% ^{fghik}	137 74% ^{fgk}	96 57%	98 59%	66 68%	75 67%	281 80% ^{fghik}	473 65%	120 58%	222 65%	166 74% ^l	245 80% ^{lm}

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q.7A\7Bi Response to recorded message on landline or mobile phone

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1082	592	287	203	474	608	249	833	828	254	846	120	53	63
Weighted Base	1082	621	321	140	594	488	292	790	846	236	911	92*	54*	25*
Listen to the full message before hanging up	27 3%	22 4%b	3 1%	2 2%	20 3%	7 1%	9 3%	18 2%	19 2%	8 3%	25 3%	*	2 3%	-
Listen to some of the message before hanging up	75 7%	49 8%	13 4%	14 10%b	34 6%	41 8%	20 7%	55 7%	53 6%	22 9%	68 7%km	1 1%	6 11%k	-
Hang up immediately, as soon as I realise it is a recorded message	232 21%	145 23%b	52 16%	35 25%b	134 23%	98 20%	52 18%	180 23%	178 21%	55 23%	184 20%	24 26%	19 36%j	5 19%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	102 9%	71 11%b	16 5%	16 11%b	54 9%	48 10%	29 10%	73 9%	72 9%	30 13%	93 10%km	2 2%	8 14%km	-
None	754 70%	411 66%	253 79%ac	90 65%	409 69%	345 71%	214 73%	540 68%	599 71%	155 66%	640 70%l	66 72%l	28 52%	20 81%l

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q.7A\7Bi Response to recorded message on landline or mobile phone

Base: All adults UK

	Total	GOVERNMENT REGIONS											TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	1082	17	98	84	61	83	120	129	137	117	53	120	63	598	484
Weighted Base	1082	18**	97*	108*	65*	95*	127	151	145	104*	54*	92*	25*	627	455
Listen to the full message before hanging up	27 3%	* 3%	* *	6 5%	5 7%bfhk	3 3%	1 1%	2 1%	1 1%	6 6%hkh	2 3%	* *	- -	23 4%n	5 1%
Listen to some of the message before hanging up	75 7%	2 13%	8 8%	7 6%	5 7%	4 4%	9 7%	6 4%	10 7%	18 17%cefgkh l	6 11%k	1 1%	- -	56 9%n	19 4%
Hang up immediately, as soon as I realise it is a recorded message	232 21%	7 40%	22 23%	17 15%	14 21%	24 25%g	27 21%	19 13%	31 21%	23 22%	19 36%cg	24 26%g	5 19%	159 25%n	73 16%
SUMMARY CODE															
LISTEN TO ANY OF MESSAGE	102 9%	3 15%	8 8%	13 12%kl	9 14%kl	7 7%	10 8%	9 6%	11 8%	23 22%abefghk l	8 14%kl	2 2%	- -	78 13%n	24 5%
None	754 70%	8 44%	67 69%	79 73%ij	42 64%	66 69%	89 70%j	123 81%dij	106 73%ij	60 58%	28 52%	66 72%ij	20 81%ij	394 63%	360 79%m

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q.7A\7Bi Response to recorded message on landline or mobile phone

Base: All adults UK

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1082	989	642	574	415	68	859	227	676	107	165
Weighted Base	1082	1011	625	578	433	47*	921	306	767	135*	104
Listen to the full message before hanging up	27 3%	27 3%	19 3%	19 3%	8 2%	- -	26 3%	12 4%	21 3%	3 2%	1 1%
Listen to some of the message before hanging up	75 7%	70 7% ^d	59 9% ^d	54 9% ^d	17 4%	5 11% ^d	69 7%	20 6%	61 8%	10 8%	5 5%
Hang up immediately, as soon as I realise it is a recorded message	232 21%	221 22% ^d	167 27% ^d	156 27% ^{ad}	66 15%	11 23%	217 24% ^j	83 27% ^j	177 23% ^j	31 23%	13 13%
SUMMARY CODE											
LISTEN TO ANY OF MESSAGE	102 9%	97 10% ^d	78 12% ^d	73 13% ^d	25 6%	5 11%	95 10%	31 10%	82 11%	13 10%	7 6%
None	754 70%	699 69% ^{bc}	387 62%	356 62%	342 79% ^{abce}	31 66%	616 67%	194 63%	513 67%	91 68%	85 81% ^{fghi}

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q.7A\7Bi Response to recorded message on landline or mobile phone
 Base: All adults UK

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1082	619	342	417	263	181	124	491	252	335	313	200	152	49	27	25
Weighted Base	1082	634	325	462	272	178	142	494	232	365	328	197	174	55*	28**	30**
Listen to the full message before hanging up	27 3%	27 4%	14 4%	22 5%	16 6%	9 5%	10 7%g	14 3%	8 3%	11 3%	27 8%aghi	14 7%gi	17 10%abcghi	1 3%	-	1 5%
Listen to some of the message before hanging up	75 7%	75 12%	54 17%ci	42 9%	36 13%	28 16%ci	13 9%	58 12%	39 17%ci	32 9%	75 23%acdfg i	52 26%abcde fghim	37 22%acdfg i	6 10%	4 15%	2 5%
Hang up immediately, as soon as I realise it is a recorded message	232 21%	232 37%	142 44%cgi	154 33%	130 48%acgi	93 53%acgim	59 41%	169 34%	104 45%acgi	113 31%	232 71%abcde fghim	138 70%abcde fghim	126 73%abcde fghim	19 34%	10 35%	9 31%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	102 9%	102 16%	68 21%cgi	64 14%	51 19%i	37 21%i	23 16%	72 14%	47 20%i	43 12%	102 31%abcde fghim	66 34%abcde fghim	54 31%abcd fghim	7 13%	4 15%	3 10%
None	754 70%	306 48%bdeh kl	121 37%jkl	251 54%bdeh kl	97 35%jkl	53 30%jkl	63 45%ejkl	261 53%bdeh kl	87 37%jkl	214 59%abdefh jkl	-	-	-	31 56%bdeh kl	15 52%	19 62%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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



Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q.7A\7Bi Response to recorded message on landline or mobile phone

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

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	313	151	162	21	33	35	56	52	53	63	54	259	74	95	54	90
Weighted Base	328	149	179	32**	38*	48*	72*	70*	32*	36*	70*	258	88*	119*	58*	63*
Listen to the full message before hanging up	27 8%	20 13% ^b	7 4%	2 7%	3 8%	4 9%	8 11%	5 8%	3 9%	2 4%	5 7%	22 9%	7 8%	9 8%	8 14%	3 4%
Listen to some of the message before hanging up	75 23%	31 21%	44 25%	6 18%	8 20%	8 17%	20 28%	11 16%	9 27%	13 37% ^{egjk}	13 19%	62 24%	24 27% ⁿ	24 20%	5 9%	22 36% ^{mn}
Hang up immediately, as soon as I realise it is a recorded message	232 71%	102 69%	130 73%	24 74%	28 72%	36 76%	46 63%	55 80% ⁱ	22 67%	22 61%	51 73%	181 70%	58 66%	89 75%	44 77%	41 65%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	102 31%	51 34%	52 29%	8 26%	11 28%	13 26%	28 39%	16 24%	11 36%	15 41%	19 27%	84 32%	30 34%	33 28%	14 23%	25 40%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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



Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q.7A\7Bi Response to recorded message on landline or mobile phone

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	313	191	59	63	140	173	62	251	235	78	251	32	21	9
Weighted Base	328	210	68*	49*	185	143	78*	250	248	80*	272	26**	26**	5**
Listen to the full message before hanging up	27 8%	22 10%	3 4%	2 5%	20 11%	7 5%	9 12%	18 7%	19 8%	8 10%	25 9%	* 1%	2 7%	- -
Listen to some of the message before hanging up	75 23%	49 23%	13 19%	14 28%	34 18%	41 29% ^d	20 25%	55 22%	53 22%	22 27%	68 25%	1 5%	6 22%	- -
Hang up immediately, as soon as I realise it is a recorded message	232 71%	145 69%	52 77%	35 72%	134 73%	98 69%	52 66%	180 72%	178 72%	55 68%	184 68%	24 94%	19 75%	5 100%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	102 31%	71 34%	16 23%	16 32%	54 29%	48 34%	29 37%	73 29%	72 29%	30 37%	93 34%	2 6%	8 29%	- -

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q.7A\7Bi Response to recorded message on landline or mobile phone

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

	Total	GOVERNMENT REGIONS											TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	313	10	33	22	21	22	28	25	43	47	21	32	9	218	95
Weighted Base	328	10**	30**	29**	23**	30**	38**	28**	39*	44*	26**	26**	5**	233	95*
Listen to the full message before hanging up	27 8%	* 5%	* 2%	6 20%	5 21%	3 10%	1 4%	2 8%	1 2%	6 13%	2 7%	* 1%	- -	23 10%	5 5%
Listen to some of the message before hanging up	75 23%	2 23%	8 25%	7 23%	5 20%	4 12%	9 24%	6 23%	10 27%	18 40%	6 22%	1 5%	- -	56 24%	19 21%
Hang up immediately, as soon as I realise it is a recorded message	232 71%	7 72%	22 73%	17 57%	14 60%	24 80%	27 72%	19 69%	31 78% ⁱ	23 52%	19 75%	24 94%	5 100%	159 68%	73 77%
SUMMARY CODE															
LISTEN TO ANY OF MESSAGE	102 31%	3 28%	8 27%	13 43%	9 40%	7 22%	10 28%	9 31%	11 29%	23 53% ^h	8 29%	2 6%	- -	78 34%	24 25%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q.7A\7Bi Response to recorded message on landline or mobile phone

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

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	313	290	236	213	77	23	273	80	215	35	36
Weighted Base	328	312	238	222	90*	16**	306	112*	254	44**	20*
Listen to the full message before hanging up	27 8%	27 9%	19 8%	19 9%	8 9%	- -	26 8%	12 10%	21 8%	3 8%	1 7%
Listen to some of the message before hanging up	75 23%	70 22%	59 25%	54 24%	17 18%	5 32%	69 23%	20 18%	61 24%	10 23%	5 27%
Hang up immediately, as soon as I realise it is a recorded message	232 71%	221 71%	167 70%	156 70%	66 73%	11 68%	217 71%	83 74%	177 70%	31 71%	13 69%
SUMMARY CODE											
LISTEN TO ANY OF MESSAGE	102 31%	97 31%	78 33%	73 33%	25 27%	5 32%	95 31%	31 28%	82 32%	13 31%	7 34%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q.7A\7Bi Response to recorded message on landline or mobile phone

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

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	313	313	207	187	172	130	69	225	149	133	313	200	152	25	14	12
Weighted Base	328	328	203	211	175	125*	78*	234	146	151	328	197	174	24**	13**	12**
Listen to the full message before hanging up	27 8%	27 8%	14 7%	22 10%	16 9%	9 7%	10 13%	14 6%	8 5%	11 7%	27 8%	14 7%	17 10%	1 6%	-	1 13%
Listen to some of the message before hanging up	75 23%	75 23%	54 26%	42 20%	36 20%	28 22%	13 16%	58 25%	39 27%	32 21%	75 23%	52 26%	37 22%	6 23%	4 30%	2 13%
Hang up immediately, as soon as I realise it is a recorded message	232 71%	232 71%	142 70%	154 73%	130 74%	93 75%	59 75%	169 72%	104 72%	113 75%	232 71%	138 70%	126 73%	19 77%	10 74%	9 82%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	102 31%	102 31%	68 33%	64 30%	51 29%	37 30%	23 29%	72 31%	47 32%	43 29%	102 31%	66 34%	54 31%	7 29%	4 30%	3 26%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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



Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone
 Base: All adults UK

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1082	533	549	115	167	152	141	136	179	192	282	800	173	272	218	419
Weighted Base	1082	526	556	155*	196	185	169	168	98	111	352	730	209	341	224	308
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	53 5%	25 5%	27 5%	5 3%	4 2%	6 3%	20 12% cdegjk	7 4%	5 5%	6 5%	9 3%	44 6% dj	22 11% mno	15 4%	7 3%	8 3%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	24 2%	12 2%	12 2%	1 1%	4 2%	5 3%	3 2%	6 3%	4 4% cj	1 1%	5 1%	19 3%	6 3%	12 3%	2 1%	4 1%
Telling you about a competition	6 1%	4 1%	1 *	- -	3 2%	- -	- -	2 1%	- -	- -	3 1%	2 *	- -	3 1%	1 1%	2 1%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	25 2%	10 2%	15 3%	2 1%	7 3%	2 1%	6 3%	5 3%	1 1%	3 2%	9 2%	16 2%	7 3%	7 2%	5 2%	5 2%
Other type	13 1%	5 1%	8 2%	- -	- -	- -	4 2% j	4 3% j	2 2% dej	2 2% dej	- -	13 2% j	6 3% no	6 2%	- -	1 *
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	80 7%	40 8%	40 7%	7 5%	11 5%	7 4%	24 14% cdejk	14 8%	8 8%	9 8%	18 5%	62 8%	29 14% mno	21 6%	13 6%	17 5%
ANY EXC. APPOINTMENT REMINDERS	66 6%	33 6%	33 6%	6 4%	7 4%	7 4%	20 12% cdej	11 7%	8 8%	6 6%	13 4%	53 7%	27 13% mno	18 5%	10 4%	11 4%
Can't Remember	20 2%	11 2%	9 2%	1 1%	- -	5 3% dj	3 2%	4 3% j	2 2% dj	5 5% cdj	1 *	19 3% dj	- -	10 3% l	1 *	9 3% ln
None	980 91%	475 90%	505 91%	147 95% fi	186 95% fhik	172 93% fi	140 83%	151 90%	87 88%	96 86%	333 95% fhik	647 89%	179 85%	307 90%	211 94% l	283 92% l

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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



Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1082	592	287	203	474	608	249	833	828	254	846	120	53	63
Weighted Base	1082	621	321	140	594	488	292	790	846	236	911	92*	54*	25*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	53 5%	39 6%b	9 3%	5 3%	29 5%	24 5%	13 5%	40 5%	38 5%	14 6%	47 5%	1 1%	5 9%k	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	24 2%	17 3%b	1 *	6 4%b	20 3%e	4 1%	11 4%	13 2%	17 2%	7 3%	21 2%	- -	4 7%k	- -
Telling you about a competition	6 1%	5 1%	1 *	- -	5 1%	1 *	1 1%	4 1%	4 *	1 1%	6 1%	- -	- -	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	25 2%	16 3%	3 1%	5 4%b	14 2%	11 2%	11 4%	14 2%	15 2%	10 4%h	23 3%	- -	1 2%	- -
Other type	13 1%	10 2%	1 *	3 2%	9 1%	5 1%	- -	13 2%f	11 1%	2 1%	11 1%	* *	2 4%	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	80 7%	55 9%b	13 4%	11 8%	45 8%	35 7%	22 8%	57 7%	55 7%	24 10%	72 8%km	1 1%	7 12%km	- -
ANY EXC. APPOINTMENT REMINDERS	66 6%	47 8%b	11 3%	8 6%	38 6%	28 6%	17 6%	49 6%	47 6%	19 8%	58 6%k	1 1%	7 12%km	- -
Can't Remember	20 2%	13 2%	2 1%	5 4%b	8 1%	12 3%	7 2%	13 2%	15 2%	5 2%	19 2%	1 1%	* 1%	- -
None	980 91%	551 89%	305 95%ac	124 89%	540 91%	440 90%	263 90%	716 91%	774 91%	206 87%	818 90%	90 98%j	46 86%	25 100%j

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone

Base: All adults UK

	Total	GOVERNMENT REGIONS											TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	1082	17	98	84	61	83	120	129	137	117	53	120	63	598	484
Weighted Base	1082	18**	97*	108*	65*	95*	127	151	145	104*	54*	92*	25*	627	455
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	53 5%	* 3%	5 5%	4 4%	6 9%k	4 5%	8 6%	5 4%	5 4%	8 8%k	5 9%k	1 1%	-	46 7% _n	7 2%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	24 2%	-	1 1%	2 1%	1 1%	1 1%	4 3%	1 1%	3 2%	7 7%gk	4 7%k	-	-	19 3% _n	5 1%
Telling you about a competition	6 1%	-	-	1 1%	1 1%	-	1 1%	1 1%	1 1%	-	-	-	-	1 *	4 1%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	25 2%	2 13%	2 2%	3 3%	3 4%	1 1%	3 3%	2 1%	2 1%	5 5%k	1 2%	-	-	18 3%	7 1%
Other type	13 1%	-	* *	4 3%	-	-	-	2 1%	1 1%	4 4% _f	2 4%	* *	-	13 2% _n	-
SUMMARY CODES															
ANY INC. APPOINTMENT REMINDERS	80 7%	3 15%	6 6%	7 6%	9 14%kl	5 6%	9 7%k	8 5%	8 5%	18 17% _{boefghkl}	7 12%kl	1 1%	-	64 10% _n	16 4%
ANY EXC. APPOINTMENT REMINDERS	66 6%	* 3%	5 5%	7 6%	7 11%kl	4 5%	9 7%k	7 4%	6 4%	13 12%ghkl	7 12%kl	1 1%	-	54 9% _n	12 3%
Can't Remember	20 2%	-	2 2%	4 3%	1 1%	1 1%	1 1%	-	4 3%	6 5%g	* 1%	1 1%	-	12 2%	9 2%
None	980 91%	15 85%	89 92% _i	96 88%	56 86%	89 93% _i	117 92% _i	142 94% _i	134 92% _i	81 78%	46 86%	90 98% _{cdij}	25 100% _{cdij}	549 87%	431 95% _m

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone
 Base: All adults UK

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)	
Unweighted Base	1082	989	642	574	415	68	859	227	676	107	165
Weighted Base	1082	1011	625	578	433	47*	921	306	767	135*	104
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	53 5%	51 5%d	43 7%d	41 7%d	10 2%	2 4%	48 5%	22 7%	42 6%	7 5%	4 4%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	24 2%	24 2%	21 3%d	20 3%d	3 1%	1 1%	22 2%	10 3%	20 3%	3 2%	2 2%
Telling you about a competition	6 1%	6 1%	3 *	3 *	3 1%	- -	5 1%	3 1%	4 1%	1 1%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	25 2%	24 2%	18 3%	18 3%	6 1%	* 1%	24 3%	9 3%	22 3%	3 2%	1 1%
Other type	13 1%	13 1%	12 2%d	12 2%d	1 *	1 1%	13 1%	5 2%	10 1%	3 2%	* *
SUMMARY CODES											
ANY INC. APPOINTMENT REMINDERS	80 7%	77 8%d	63 10%d	60 10%d	17 4%	3 6%	73 8%	28 9%	65 8%	10 7%	6 5%
ANY EXC. APPOINTMENT REMINDERS	66 6%	63 6%d	52 8%d	50 9%d	13 3%	2 5%	60 6%	24 8%	54 7%	9 6%	5 5%
Can't Remember	20 2%	18 2%	13 2%	11 2%	7 2%	2 4%	19 2%	1 *	15 2%	2 2%	1 1%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone
Base: All adults UK

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)	
Unweighted Base	1082	989	642	574	415	68	859	227	676	107	165
Weighted Base	1082	1011	625	578	433	47*	921	306	767	135*	104
None	980	913	547	505	408	42	826	274	684	122	97
	91%	90%	88%	87%	94%abc	89%	90%	90%	89%	90%	94%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone
Base: All adults UK

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1082	619	342	417	263	181	124	491	252	335	313	200	152	49	27	25
Weighted Base	1082	634	325	462	272	178	142	494	232	365	328	197	174	55*	28**	30**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	53 5%	53 8%	39 12%	35 8%	29 11%	22 13%	14 10%	39 8%	26 11%	26 7%	53 16%acgi	38 19%acdfgi	28 16%acgi	4 7%	1 5%	3 8%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	24 2%	24 4%	16 5%	21 5%	11 4%	10 6%	6 5%	19 4%	12 5%	18 5%	24 7%a	16 8%ag	19 11%abcdgi	1 1%	-	1 2%
Telling you about a competition	6 1%	6 1%	3 1%	6 1%	5 2%	3 2%	3 2%	5 1%	3 1%	5 1%	6 2%	3 1%	6 3%a	-	-	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	25 2%	25 4%	17 5%	14 3%	13 5%	10 6%	4 3%	16 3%	10 4%	9 2%	25 8%acgi	17 9%acgi	11 7%i	3 5%	1 5%	1 5%
Other type	13 1%	13 2%	10 3%	6 1%	7 2%	7 4%	1 1%	10 2%	9 4%	5 1%	13 4%ci	10 5%ci	5 3%	3 6%	3 10%	* 2%
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	80 7%	80 13%	55 17%cgi	52 11%	38 14%	28 16%	17 12%	54 11%	35 15%	36 10%	80 24%abcdfghim	53 27%abcde fghim	42 24%acdfghim	5 8%	1 5%	3 10%
ANY EXC. APPOINTMENT REMINDERS	66 6%	66 10%	46 14%	45 10%	33 12%	24 14%	16 11%	48 10%	31 13%	34 9%	66 20%acdfgi	44 23%abcd fghim	37 21%acdfgi	4 7%	1 5%	3 8%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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



Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone
Base: All adults UK

Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)	
Unweighted Base	1082	619	342	417	263	181	124	491	252	335	313	200	152	49	27	25
Weighted Base	1082	634	325	462	272	178	142	494	232	365	328	197	174	55*	28**	30**
Can't Remember	20	20	12	13	14	9	7	16	12	7	20	12	13	1	1	-
	2%	3%	4%	3%	5%	5%	5%	3%	5%	2%	6%ci	6%i	7%acgi	3%	5%	-
None	980	532	257	398	221	141	119	423	186	322	226	131	120	48	24	27
	91%	84%jkl	79%jkl	86%bjkl	81%jkl	79%jk	84%jkl	86%bjkl	80%jkl	88%bdehijkl	69%	66%	69%	87%jkl	85%	90%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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



Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone
 Base: All that have listened to recorded message on their landline or mobile

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	102	56	46	6	9	9	20	13	19	26	15	87	26	27	14	35
Weighted Base	102*	51*	52*	8**	11**	13**	28**	16**	11**	15**	19**	84*	30**	33**	14**	25*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	53 51%	25 50%	27 53%	5 64%	4 34%	6 47%	20 71%	7 40%	5 47%	6 40%	9 47%	44 52%	22 73%	15 45%	7 54%	8 32%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	24 24%	12 24%	12 23%	1 10%	4 37%	5 39%	3 12%	6 34%	4 37%	1 9%	5 26%	19 23%	6 21%	12 35%	2 17%	4 15%
Telling you about a competition	6 6%	4 9%	1 2%	- -	3 30%	- -	- -	2 15%	- -	- -	3 17%	2 3%	- -	3 8%	1 9%	2 7%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	25 24%	10 19%	15 29%	2 27%	7 62%	2 18%	6 20%	5 27%	1 8%	3 18%	9 47%	16 19%	7 23%	7 22%	5 38%	5 21%
Other type	13 13%	5 10%	8 16%	- -	- -	- -	4 15%	4 27%	2 22%	2 16%	- -	13 16%	6 21%	6 18%	- -	1 5%
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	80 78%	40 79%	40 77%	7 89%	11 100%	7 58%	24 86%	14 82%	8 68%	9 61%	18 95%	62 74%	29 96%	21 63%	13 94%	17 66%
ANY EXC. APPOINTMENT REMINDERS	66 64%	33 64%	33 64%	6 74%	7 66%	7 58%	20 71%	11 66%	8 68%	6 43%	13 70%	53 63%	27 88%	18 54%	10 70%	11 45%
Can't Remember	20 20%	11 22%	9 18%	1 11%	- -	5 42%	3 9%	4 26%	2 17%	5 34%	1 5%	19 23%	- -	10 31%	1 6%	9 36%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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



Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone

Base: All that have listened to recorded message on their landline or mobile

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	102	66	16	20	42	60	21	81	73	29	91	3	8	-
Weighted Base	102*	71*	16**	16**	54*	48*	29**	73*	72*	30**	93*	2**	8**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	53 51%	39 56%	9 55%	5 29%	29 53%	24 50%	13 45%	40 54%	38 53%	14 48%	47 50%	1 47%	5 65%	-
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	24 24%	17 24%	1 8%	6 35%	20 38% ^{ee}	4 8%	11 37%	13 18%	17 24%	7 24%	21 22%	-	4 47%	-
Telling you about a competition	6 6%	5 7%	1 6%	-	5 9%	1 2%	1 5%	4 6%	4 6%	1 5%	6 6%	-	-	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	25 24%	16 23%	3 21%	5 34%	14 25%	11 23%	11 36%	14 19%	15 20%	10 34%	23 25%	-	1 16%	-
Other type	13 13%	10 14%	1 4%	3 17%	9 16%	5 10%	-	13 18%	11 15%	2 8%	11 12%	*	2 29%	-
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	80 78%	55 78%	13 84%	11 70%	45 83%	35 72%	22 77%	57 78%	55 76%	24 81%	72 78%	1 47%	7 87%	-
ANY EXC. APPOINTMENT REMINDERS	66 64%	47 66%	11 69%	8 49%	38 70%	28 57%	17 59%	49 66%	47 65%	19 63%	58 62%	1 47%	7 87%	-
Can't Remember	20 20%	13 18%	2 12%	5 33%	8 15%	12 25%	7 23%	13 18%	15 21%	5 17%	19 20%	1 53%	* 7%	-

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone

Base: All that have listened to recorded message on their landline or mobile

	Total	GOVERNMENT REGIONS											TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	102	3	11	10	7	6	6	9	15	24	8	3	-	76	26
Weighted Base	102*	3**	8**	13**	9**	7**	10**	9**	11**	23**	8**	2**	-**	78*	24**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	53 51%	* 17%	5 59%	4 36%	6 64%	4 66%	8 77%	5 63%	5 46%	8 35%	5 65%	1 47%	-	46 58%	7 30%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	24 24%	-	1 16%	2 12%	1 10%	1 14%	4 42%	1 16%	3 27%	7 31%	4 47%	-	-	19 25%	5 20%
Telling you about a competition	6 6%	-	-	1 7%	1 9%	-	1 14%	1 14%	1 11%	-	-	-	-	1 2%	4 19%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	25 24%	2 83%	2 23%	3 24%	3 30%	1 13%	3 32%	2 25%	2 16%	5 22%	1 16%	-	-	18 23%	7 28%
Other type	13 13%	-	* 6%	4 29%	-	-	-	2 22%	1 11%	4 16%	2 29%	* 18%	-	13 17%	-
SUMMARY CODES															
ANY INC. APPOINTMENT REMINDERS	80 78%	3 100%	6 76%	7 55%	9 94%	5 79%	9 87%	8 92%	8 67%	18 77%	7 87%	1 47%	-	64 81%	16 66%
ANY EXC. APPOINTMENT REMINDERS	66 64%	* 17%	5 65%	7 55%	7 74%	4 66%	9 87%	7 78%	6 50%	13 55%	7 87%	1 47%	-	54 69%	12 49%
Can't Remember	20 20%	-	2 24%	4 28%	1 6%	1 21%	1 13%	-	4 37%	6 24%	* 7%	1 53%	-	12 15%	9 36%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone

Base: All that have listened to recorded message on their landline or mobile

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	102	93	83	74	19	9	88	24	71	10	13
Weighted Base	102*	97*	78*	73*	25**	5**	95*	31**	82*	13**	7**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	53 51%	51 52%	43 55%	41 56%	10 40%	2 37%	48 51%	22 69%	42 52%	7 51%	4 65%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	24 24%	24 24%	21 27%	20 28%	3 14%	1 11%	22 23%	10 31%	20 24%	3 23%	2 29%
Telling you about a competition	6 6%	6 6%	3 3%	3 4%	3 12%	- -	5 5%	3 11%	4 5%	1 11%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	25 24%	24 25%	18 24%	18 25%	6 26%	* 9%	24 25%	9 28%	22 27%	3 20%	1 13%
Other type	13 13%	13 13%	12 16%	12 16%	1 6%	1 11%	13 14%	5 16%	10 12%	3 24%	* 7%
SUMMARY CODES											
ANY INC. APPOINTMENT REMINDERS	80 78%	77 79%	63 80%	60 82%	17 70%	3 57%	73 77%	28 89%	65 79%	10 72%	6 86%
ANY EXC. APPOINTMENT REMINDERS	66 64%	63 65%	52 67%	50 68%	13 55%	2 47%	60 63%	24 77%	54 65%	9 63%	5 72%
Can't Remember	20 20%	18 19%	13 16%	11 15%	7 30%	2 33%	19 20%	1 4%	15 19%	2 17%	1 21%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone
 Base: All that have listened to recorded message on their landline or mobile

	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Total	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	102	102	74	56	56	44	21	74	53	38	102	73	47	9	5	4
Weighted Base	102*	102*	68*	64*	51*	37*	23**	72*	47*	43*	102*	66*	54*	7**	4**	3**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	53 51%	53 51%	39 57%	35 54%	29 57%	22 60%	14 61%	39 55%	26 57%	26 61%	53 51%	38 57%	28 51%	4 57%	1 36%	3 84%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	24 24%	24 24%	16 24%	21 33%	11 21%	10 27%	6 28%	19 27%	12 27%	18 42%aj	24 24%	16 25%	19 35%	1 8%	-	1 20%
Telling you about a competition	6 6%	6 6%	3 4%	6 9%	5 9%	3 7%	3 14%	5 7%	3 6%	5 11%	6 6%	3 4%	6 10%	-	-	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	25 24%	25 24%	17 25%	14 21%	13 26%	10 27%	4 19%	16 22%	10 21%	9 20%	25 24%	17 25%	11 21%	3 42%	1 36%	1 49%
Other type	13 13%	13 13%	10 15%	6 10%	7 13%	7 18%	1 6%	10 15%	9 19%	5 11%	13 13%	10 15%	5 9%	3 44%	3 65%	* 16%
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	80 78%	80 78%	55 81%	52 81%	38 74%	28 76%	17 73%	54 75%	35 74%	36 84%	80 78%	53 80%	42 77%	5 63%	1 36%	3 100%
ANY EXC. APPOINTMENT REMINDERS	66 64%	66 64%	46 68%	45 70%	33 64%	24 66%	16 69%	48 67%	31 66%	34 79%	66 64%	44 67%	37 67%	4 57%	1 36%	3 84%
Can't Remember	20 20%	20 20%	12 18%	13 20%	14 28%	9 25%	7 32%	16 22%	12 25%	7 17%	20 20%	12 18%	13 24%	1 20%	1 35%	-

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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



Q.TV

Base: All adults UK

	Q.1/2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1082	989	642	574	415	68	859	227	676	107	165
Weighted Base	1082	1011	625	578	433	47*	921	306	767	135*	104
Sky - Digital Satellite TV for a monthly subscription	323 30%	306 30% ^d	221 35% ^{de}	212 37% ^{ade}	94 22%	9 20%	292 32% ^j	102 34% ^j	239 31% ^j	46 34% ^j	22 21%
Satellite TV from someone other than Sky	13 1%	13 1%	6 1%	6 1%	8 2%	- -	13 1%	3 1%	9 1%	2 1%	- -
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	39 4%	39 4%	23 4%	22 4%	17 4%	1 1%	33 4%	5 2%	23 3%	2 1%	5 5%
Virgin Media through cable	185 17%	181 18% ^e	107 17% ^{ee}	106 18% ^e	75 17% ^{ee}	2 3%	178 19% ^j	59 19% ^j	154 20% ^j	25 18% ^j	4 4%
Freeview through a TV aerial and set-top box	186 17%	167 17%	98 16%	86 15%	81 19%	13 27% ^c	138 15% ^g	27 9%	121 16% ^{gi}	11 8%	35 34% ^{fghi}
TV set which has Freeview channels built in (without a separate set-top box)	244 23%	224 22%	159 25% ^d	142 25%	82 19%	17 37% ^{ad}	191 21%	71 23%	160 21%	36 26%	34 33% ^{fh}
YouView set top box	1 *	1 *	1 *	1 *	- -	- -	1 *	- -	1 *	- -	- -
BT TV	39 4%	37 4%	24 4%	23 4%	13 3%	* 1%	37 4%	17 6%	29 4%	7 5%	1 1%
Talk Talk TV	21 2%	17 2%	11 2%	7 1%	10 2%	4 9% ^{abcd}	19 2%	5 1%	19 2%	3 2%	2 2%
Other	43 4%	42 4%	19 3%	19 3%	22 5%	- -	43 5% ^j	18 6% ^j	38 5% ^j	11 8% ^j	1 1%
NO TV	80 7%	76 8% ^{bc}	20 3%	20 3%	57 13% ^{abce}	- -	63 7%	25 8%	53 7%	13 9%	3 3%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Q.TV

Base: All adults UK

Total	Q.1\2 PHONES OWN					INTERNET ACCESS				
	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone/ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base 1082	989	642	574	415	68	859	227	676	107	165
Weighted Base 1082	1011	625	578	433	47*	921	306	767	135*	104
Don't know 10	9	1	-	9	1	9	3	7	1	1
1%	1% ^c	*	-	2% ^{bc}	2% ^{bc}	1%	1%	1%	1%	1%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Q.INTERNET**Base: All adults UK**

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)	
Unweighted Base	1082	989	642	574	415	68	859	227	676	107	165
Weighted Base	1082	1011	625	578	433	47*	921	306	767	135*	104
Internet access at home	921	883	545	521	362	24	921	296	717	124	-
	85%	87%e	87%e	90%de	84%e	50%	100%ghij	97%j	93%j	92%j	-
Internet access at work (through workplace network connection)	306	304	177	177	127	-	296	306	296	64	-
	28%	30%e	28%e	31%e	29%e	-	32%j	100%fhij	39%j	47%fj	-
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	767	746	428	418	328	10	717	296	767	128	-
	71%	74%be	69%e	72%e	76%be	21%	78%j	97%fj	100%fgij	95%fj	-
Internet access on publicly accessible computers (e.g. internet café, library)	129	128	68	68	60	-	119	64	124	129	-
	12%	13%e	11%e	12%e	14%e	-	13%j	21%fj	16%j	96%fghj	-
Other type of internet access	8	8	5	5	3	-	6	2	6	8	-
	1%	1%	1%	1%	1%	-	1%	*	1%	6%fghj	-
None of these \ Don't access the internet	104	74	67	45	30	22	-	-	-	-	104
	10%	7%	11%a	8%	7%	48%abcd	-	-	-	-	100%fghi

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q. Breaks x Breaks
Base: All adults UK

	GENDER		AGE										SOCIAL GRADE			
	Total	Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1082	533	549	115	167	152	141	136	179	192	282	800	173	272	218	419
Weighted Base	1082	526	556	155*	196	185	169	168	98	111	352	730	209	341	224	308
GENDER																
Male	526	526	-	79	97	90	79	87	48	45	177	349	100	168	120	137
	49%	100%b	-	51%	50%	49%	47%	52%	48%	41%	50%	48%	48%	49%	54%	45%
Female	556	-	556	76	99	95	89	80	51	66	175	382	109	173	104	171
	51%	-	100%a	49%	50%	51%	53%	48%	52%	59%	50%	52%	52%	51%	46%	55%
AGE																
16-24	155	79	76	155	-	-	-	-	-	-	155	-	23	57	32	42
	14%	15%	14%	100%defghi jk	-	-	-	-	-	-	44%defghi k	-	11%	17%	14%	14%
25-34	196	97	99	-	196	-	-	-	-	-	196	-	35	68	49	45
	18%	19%	18%	-	100%cefghi jk	-	-	-	-	-	56%cefghi k	-	17%	20%	22%o	15%
35-44	185	90	95	-	-	185	-	-	-	-	-	185	38	68	34	45
	17%	17%	17%	-	-	100%cdfghi jk	-	-	-	-	-	25%cdfgh ij	18%	20%	15%	15%
45-54	169	79	89	-	-	-	169	-	-	-	-	169	38	56	31	43
	16%	15%	16%	-	-	-	100%cdeghi jk	-	-	-	-	23%cdegh ij	18%	16%	14%	14%
55-64	168	87	80	-	-	-	-	168	-	-	-	168	38	43	42	44
	15%	17%	14%	-	-	-	-	100%cdefhi jk	-	-	-	23%cdefh ij	18%	13%	19%	14%
65-74	98	48	51	-	-	-	-	-	98	-	-	98	19	26	13	40
	9%	9%	9%	-	-	-	-	-	100%cdefgi jk	-	-	13%cdefgi j	9%	8%	6%	13%mn
75+	111	45	66	-	-	-	-	-	-	111	-	111	17	22	23	49
	10%	9%	12%	-	-	-	-	-	-	100%cdefgh jk	-	15%cdefgh j	8%	6%	10%	16%lm
16-34	352	177	175	155	196	-	-	-	-	-	352	-	58	125	81	87
	32%	34%	31%	100%efgh ik	100%efghik	-	-	-	-	-	100%efghik	-	28%	37%o	36%	28%
35+	730	349	382	-	-	185	169	168	98	111	-	730	151	216	143	221
	68%	66%	69%	-	-	100%cdj	100%cdj	100%cdj	100%cdj	100%cdj	-	100%cdj	72%	63%	64%	72%m

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1082	533	549	115	167	152	141	136	179	192	282	800	173	272	218	419
Weighted Base	1082	526	556	155*	196	185	169	168	98	111	352	730	209	341	224	308
SOCIAL GRADE																
AB	209	100	109	23	35	38	38	38	19	17	58	151	209	-	-	-
	19%	19%	20%	15%	18%	21%	23%	23%	19%	15%	17%	21%	100% <i>mno</i>	-	-	-
C1	341	168	173	57	68	68	56	43	26	22	125	216	-	341	-	-
	31%	32%	31%	37% <i>i</i>	35% <i>i</i>	37% <i>i</i>	33% <i>i</i>	26%	27%	20%	36% <i>i</i>	30% <i>i</i>	-	100% <i>lno</i>	-	-
C2	224	120	104	32	49	34	31	42	13	23	81	143	-	-	224	-
	21%	23%	19%	21%	25% <i>h</i>	18%	18%	25% <i>h</i>	13%	21%	23% <i>h</i>	20%	-	-	100% <i>lmo</i>	-
DE	308	137	171	42	45	45	43	44	40	49	87	221	-	-	-	308
	28%	26%	31%	27%	23%	24%	25%	26%	41% <i>cdefg</i> <i>jk</i>	44% <i>cdefg</i> <i>jk</i>	25%	30%	-	-	-	100% <i>lmn</i>
MARITAL STATUS																
Married/Living as married	621	308	314	22	123	135	119	120	55	48	145	476	159	208	140	115
	57%	59%	56%	14%	63% <i>cij</i>	73% <i>chij</i>	71% <i>chij</i>	71% <i>chij</i>	56% <i>cij</i>	43% <i>c</i>	41% <i>c</i>	65% <i>chij</i>	76% <i>mno</i>	61% <i>o</i>	62% <i>o</i>	37%
Single	321	167	155	133	72	42	33	21	10	10	205	116	28	106	62	125
	30%	32%	28%	86% <i>defgh</i> <i>ijk</i>	37% <i>efghi</i> <i>k</i>	23% <i>ghi</i>	20% <i>hi</i>	13%	10%	9%	58% <i>defgh</i> <i>ik</i>	16% <i>i</i>	13%	31% <i>l</i>	28% <i>l</i>	41% <i>lmn</i>
Widow/Divorced/Separated	140	51	88	-	1	8	17	27	33	54	1	139	22	27	22	68
	13%	10%	16% <i>a</i>	-	1%	5% <i>cdj</i>	10% <i>cdj</i>	16% <i>cdej</i>	34% <i>cdefg</i> <i>jk</i>	48% <i>cdefgh</i> <i>jk</i>	*	19% <i>cdefj</i>	11%	8%	10%	22% <i>lmn</i>
WORKING STATUS																
Working	594	318	276	58	160	149	110	105	12	1	218	376	131	232	142	89
	55%	61% <i>b</i>	50%	37% <i>hi</i>	81% <i>cfghi</i> <i>jk</i>	81% <i>cfghi</i> <i>jk</i>	65% <i>chik</i>	62% <i>chik</i>	13% <i>i</i>	*	62% <i>chik</i>	52% <i>chi</i>	63% <i>o</i>	68% <i>o</i>	64% <i>o</i>	29%
Not working	488	207	281	97	37	36	58	63	86	111	134	354	78	109	82	219
	45%	39%	50% <i>a</i>	63% <i>defgj</i> <i>k</i>	19%	19%	35% <i>de</i>	38% <i>de</i>	87% <i>cdef</i> <i>gjk</i>	100% <i>cdefg</i> <i>hjk</i>	38% <i>de</i>	48% <i>defgj</i>	37%	32%	36%	71% <i>lmn</i>
CHILDREN IN HOUSEHOLD																
Any	292	112	181	36	85	106	52	12	2	-	120	172	63	93	59	77
	27%	21%	32% <i>a</i>	23% <i>ghi</i>	43% <i>cfghi</i> <i>k</i>	58% <i>cdfgh</i> <i>ijk</i>	31% <i>ghi</i>	7% <i>i</i>	2%	-	34% <i>ghik</i>	24% <i>ghi</i>	30%	27%	26%	25%
None	790	414	376	120	112	78	116	156	97	111	231	558	146	248	165	231
	73%	79% <i>b</i>	68%	77% <i>de</i>	57% <i>e</i>	42%	69% <i>de</i>	93% <i>cdefj</i> <i>k</i>	98% <i>cdef</i> <i>jk</i>	100% <i>cdefg</i> <i>jk</i>	66% <i>e</i>	76% <i>dej</i>	70%	73%	74%	75%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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



Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1082	533	549	115	167	152	141	136	179	192	282	800	173	272	218	419
Weighted Base	1082	526	556	155*	196	185	169	168	98	111	352	730	209	341	224	308
AREA																
Urban	846	412	434	125	148	154	135	128	74	83	273	573	175	258	166	247
	78%	78%	78%	80%	76%	83%i	80%	76%	75%	74%	78%	78%	84%n	76%	74%	80%
Rural	236	113	123	31	48	31	34	40	24	29	79	157	34	83	58	61
	22%	22%	22%	20%	24%	17%	20%	24%	25%	26%e	22%	22%	16%	24%	26%l	20%
COUNTRY																
England	911	442	469	135	167	167	134	138	82	89	302	610	192	291	178	250
	84%	84%	84%	87%	85%	90%fik	79%	83%	83%	80%	86%	83%	92%no	85%	80%	81%
Scotland	92	45	47	10	18	12	17	12	8	14	28	64	10	31	25	26
	9%	9%	8%	7%	9%	6%	10%	7%	9%	12%	8%	9%	5%	9%	11%l	8%
Wales	54	27	27	8	6	2	12	14	6	7	14	40	6	15	17	16
	5%	5%	5%	5%	3%	1%	7%e	8%e	6%e	6%e	4%	5%e	3%	4%	8%	5%
Northern Ireland	25	12	13	2	5	4	6	3	2	1	8	17	1	4	3	16
	2%	2%	2%	1%	3%	2%	4%	2%	3%	1%	2%	2%	1%	1%	1%	5%lmn
GOVERNMENT REGIONS																
North East	18	7	11	4	2	-	4	3	2	2	7	11	-	11	2	6
	2%	1%	2%	3%	1%	-	3%	2%	2%e	2%	2%	2%	-	3%l	1%	2%
North West	97	51	46	17	10	25	13	9	10	12	27	70	15	28	21	33
	9%	10%	8%	11%	5%	14%dg	8%	6%	10%	11%d	8%	10%	7%	8%	9%	11%
Yorkshire and The Humber	108	50	58	20	16	20	22	17	9	5	36	72	25	34	24	25
	10%	10%	10%	13%i	8%	11%i	13%i	10%	9%	4%	10%i	10%i	12%	10%	11%	8%
East Midlands	65	32	33	8	18	5	17	3	9	5	26	40	8	20	11	26
	6%	6%	6%	5%	9%eg	3%	10%eg	2%	9%eg	4%	7%g	5%	4%	6%	5%	9%
West Midlands	95	50	46	14	16	15	11	21	11	7	31	65	26	30	18	22
	9%	9%	8%	9%	8%	8%	7%	12%	12%	6%	9%	9%	12%	9%	8%	7%
East of England	127	57	70	17	29	26	11	21	10	15	45	82	25	34	29	39
	12%	11%	13%	11%	15%f	14%f	6%	12%	10%	13%f	13%	11%	12%	10%	13%	13%
London	151	82	68	30	26	36	22	26	4	7	55	95	30	61	25	35
	14%	16%	12%	19%hi	13%h	19%hi	13%h	16%hi	4%	7%	16%hi	13%hi	14%	18%o	11%	11%
South East	145	66	79	19	37	23	21	17	15	13	56	89	46	42	26	31
	13%	13%	14%	12%	19%k	12%	13%	10%	15%	12%	16%	12%	22%mo	12%	12%	10%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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* small base

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Q. Breaks x Breaks
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	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)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1082	533	549	115	167	152	141	136	179	192	282	800	173	272	218	419
Weighted Base	1082	526	556	155*	196	185	169	168	98	111	352	730	209	341	224	308
South West	104	47	57	6	13	16	13	21	11	24	19	86	16	31	23	34
	10%	9%	10%	4%	7%	9%	8%	12%cj	11%cj	21%cdefghj	5%	12%cj	8%	9%	10%	11%
Wales	54	27	27	8	6	2	12	14	6	7	14	40	6	15	17	16
	5%	5%	5%	5%	3%	1%	7%e	8%e	6%e	7%e	4%	5%e	3%	4%	8%	5%
Scotland	92	45	47	10	18	12	17	12	8	14	28	64	10	31	25	26
	9%	9%	8%	7%	9%	6%	10%	7%	9%	12%	8%	9%	5%	9%	11%l	8%
Northern Ireland	25	12	13	2	5	4	6	3	2	1	8	17	1	4	3	16
	2%	2%	2%	1%	3%	2%	4%	2%	3%	1%	2%	2%	1%	1%	1%	5%lmn
TENURE																
Own\Mortgage	627	303	324	78	75	103	108	115	66	81	153	474	165	224	128	111
	58%	58%	58%	50%	38%	56%dj	64%cdj	69%cdej	68%cdej	73%cdej	44%	65%cdej	79%mno	66%o	57%o	36%
Rent\Other	455	223	232	77	121	82	61	52	32	30	198	256	44	117	96	197
	42%	42%	42%	50%fghik	62%efghik	44%ghik	36%	31%	32%	27%	56%efghik	35%i	21%	34%l	43%l	64%lmn
INTERNET																
Internet access at home	921	458	464	137	185	173	153	142	73	58	322	599	195	315	192	219
	85%	87%	83%	88%hi	94%ghik	94%ghik	91%hik	85%hi	74%i	52%	92%hik	82%hi	93%no	92%no	86%o	71%
Internet access at work	306	168	138	40	75	75	65	45	6	-	115	190	90	140	53	22
	28%	32%b	25%	26%hi	38%ghik	40%cgghik	39%ghik	27%hi	6%i	-	33%hi	26%hi	43%no	41%no	24%o	7%
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	767	378	388	122	169	160	137	107	43	30	291	476	171	270	149	176
	71%	72%	70%	79%ghik	86%ghik	86%ghik	81%ghik	64%hi	43%i	27%	83%ghik	65%hi	82%no	79%no	67%o	57%
Other type of internet access	135	62	73	31	30	23	17	25	7	2	61	74	26	59	18	31
	12%	12%	13%	20%fhik	15%hi	12%i	10%i	15%i	7%i	2%	17%hik	10%i	13%	17%no	8%	10%
None of these \ Don't access the internet	104	41	63	1	2	3	4	20	23	51	3	102	6	18	23	57
	10%	8%	11%	1%	1%	2%	2%	12%cdefj	23%cdefg	46%cdefgh	1%	14%cdefj	3%	5%	10%l	18%lmn
Q.1\2 PHONES OWN																
Mobile (any)	1011	495	516	144	191	182	166	157	90	80	335	675	203	322	208	277
	93%	94%	93%	93%i	97%hik	99%cgghik	98%hik	94%i	92%i	72%	95%i	92%i	97%o	95%o	93%	90%

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Q. Breaks x Breaks
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	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)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1082	533	549	115	167	152	141	136	179	192	282	800	173	272	218	419
Weighted Base	1082	526	556	155*	196	185	169	168	98	111	352	730	209	341	224	308
Landline	625	310	315	69	60	89	120	122	70	94	129	496	139	194	136	156
	58%	59%	57%	45%d	31%	48%dj	71%cdej	73%cdej	71%cdej	85%cdefg	37%	68%cdej	66%o	57%	61%o	51%
Mobile & Landline	578	290	288	65	58	89	118	115	64	68	124	454	133	184	128	133
	53%	55%	52%	42%	30%	48%dj	70%cdej	69%cdej	65%cdej	61%cdej	35%	62%cdej	64%o	54%o	57%o	43%
Mobile only	433	204	228	79	133	93	48	42	26	12	212	221	70	139	80	144
	40%	39%	41%	51%fghik	68%cefg	50%fghik	28%i	25%i	26%i	11%	60%fghik	30%i	33%	41%	36%	47%ln
Landline only	47	20	27	4	1	-	2	7	6	26	5	41	6	10	8	23
	4%	4%	5%	3%	1%	-	1%	4%e	6%defj	24%cdefgh	2%	6%defj	3%	3%	3%	7%lm
Q6A\6B UNSOLICITED CALLS - (4 WEEKS)																
Any unsolicited calls (landline or mobile)	634	296	339	68	112	105	114	108	60	68	180	454	138	212	130	155
	59%	56%	61%	43%	57%c	57%c	68%cj	64%cj	61%c	61%c	51%	62%cj	66%o	62%o	58%	50%
Any unsolicited calls (landline)	325	146	179	30	25	35	65	67	44	59	55	269	87	102	66	69
	30%	28%	32%	20%	13%	19%	38%cdej	40%cdej	45%cdej	53%cdefg	16%	37%cdej	42%mn	30%	30%	23%
Any unsolicited calls (mobile)	462	226	236	53	102	95	82	83	30	16	156	307	93	163	94	113
	43%	43%	42%	34%i	52%chik	52%chik	49%chi	50%chi	31%i	14%	44%hi	42%hi	44%	48%o	42%	37%
Silent calls (landline or mobile)	272	133	139	25	41	40	52	54	28	31	66	206	56	102	51	63
	25%	25%	25%	16%	21%	22%	31%cj	32%cdj	29%cj	28%cj	19%	28%cj	27%	30%o	23%	21%
Landline silent calls	178	84	93	18	15	17	33	40	25	30	33	145	48	63	31	37
	16%	16%	17%	11%	8%	9%	19%dej	24%cdj	25%cdj	27%cdj	9%	20%dej	23%no	18%o	14%	12%
Mobile silent calls	142	72	70	8	32	33	29	27	9	4	40	102	20	56	29	37
	13%	14%	13%	5%	16%ci	18%chi	17%chi	16%ci	9%	4%	11%i	14%ci	10%	16%	13%	12%
Live sales/marketing (landline or mobile)	494	222	272	46	91	79	91	90	48	50	137	357	101	167	105	122
	46%	42%	49%	30%	46%c	43%	54%cj	54%cj	48%c	45%c	39%	49%cj	48%	49%o	47%	40%
Landline Live sales/marketing	232	99	133	22	14	24	46	53	31	43	36	197	59	74	46	54
	21%	19%	24%	14%	7%	13%	28%cdej	32%cdej	31%cdej	38%cdj	10%	27%cdj	28%o	22%	21%	17%
Mobile Live sales/marketing (phone or text)	365	171	194	39	83	70	67	70	26	11	122	243	71	128	76	89
	34%	33%	35%	25%i	42%chik	38%chi	39%chi	41%chi	26%i	10%	35%i	33%i	34%	38%o	34%	29%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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



Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE								SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	16-34 (j)	35+ (k)	AB (l)	C1 (m)	C2 (n)	DE (o)
Unweighted Base	1082	533	549	115	167	152	141	136	179	192	282	800	173	272	218	419
Weighted Base	1082	526	556	155*	196	185	169	168	98	111	352	730	209	341	224	308
Recorded message (landline or mobile)	328 30%	149 28%	179 32%	32 20%	38 20%	48 26%	72 43%cdej	70 41%cdej	32 32%cdj	36 33%cdj	70 20%	258 35%cdej	88 42%no	119 35%o	58 26%	63 20%
Recorded message (landline)	197 18%	84 16%	114 20%	14 9%	9 5%	19 10%	46 27%cdej	49 29%cdej	27 27%cdej	33 30%cdej	23 7%	174 24%cdej	62 30%mmo	69 20%o	35 16%	31 10%
Recorded message (mobile)	174 16%	86 16%	87 16%	18 11%	33 17%i	35 19%hi	32 19%hi	39 23%chij	10 10%	7 6%	51 14%i	123 17%hi	36 17%	70 21%o	30 13%	37 12%
Other type (landline or mobile)	55 5%	26 5%	29 5%	8 5%d	1 1%	15 8%dj	8 5%d	11 7%d	4 4%d	8 7%dj	9 3%	46 6%dj	12 6%	17 5%	12 5%	14 4%
Other type (landline)	28 3%	11 2%	17 3%	2 2%	- -	3 2%	6 3%dj	7 4%dj	3 3%dj	7 6%dj	2 1%	26 4%dj	8 4%	9 3%	6 3%	5 2%
Other type (mobile)	30 3%	17 3%	14 2%	7 5%	1 1%	12 7%dfhijk	2 1%	5 3%	1 1%	2 1%	8 2%	22 3%	4 2%	8 2%	6 3%	12 4%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1082	592	287	203	474	608	249	833	828	254	846	120	53	63
Weighted Base	1082	621	321	140	594	488	292	790	846	236	911	92*	54*	25*
GENDER														
Male	526 49%	308 50% ^c	167 52% ^c	51 37%	318 54% ^e	207 42%	112 38%	414 52% ^f	412 49%	113 48%	442 49%	45 49%	27 50%	12 47%
Female	556 51%	314 50%	155 48%	88 63% ^{ab}	276 46%	281 58% ^d	181 62% ^g	376 48%	434 51%	123 52%	469 51%	47 51%	27 50%	13 53%
AGE														
16-24	155 14%	22 4% ^c	133 41% ^{ac}	- -	58 10%	97 20% ^d	36 12%	120 15%	125 15%	31 13%	135 15%	10 11%	8 15%	2 9%
25-34	196 18%	123 20% ^c	72 23% ^c	1 1%	160 27% ^e	37 8%	85 29% ^g	112 14%	148 18%	48 20%	167 18%	18 20%	6 11%	5 22%
35-44	185 17%	135 22% ^{bc}	42 13% ^c	8 6%	149 25% ^e	36 7%	106 36% ^g	78 10%	154 18%	31 13%	167 18% ^l	12 13%	2 4%	4 17% ^l
45-54	169 16%	119 19% ^{bc}	33 10%	17 12%	110 19% ^e	58 12%	52 18%	116 15%	135 16%	34 14%	134 15%	17 19%	12 22%	6 25% ^j
55-64	168 15%	120 19% ^b	21 7%	27 19% ^b	105 18%	63 13%	12 4%	156 20% ^f	128 15%	40 17%	138 15%	12 13%	14 26%	3 12%
65-74	98 9%	55 9% ^b	10 3%	33 24% ^{ab}	12 2%	86 18% ^d	2 1%	97 12% ^f	74 9%	24 10%	82 9%	8 9%	6 11%	2 10%
75+	111 10%	48 8% ^b	10 3%	54 38% ^{ab}	1 *	111 23% ^d	- -	111 14% ^f	83 10%	29 12%	89 10%	14 15%	7 13%	1 5%
16-34	352 32%	145 23% ^c	205 64% ^{ac}	1 1%	218 37% ^e	134 27%	120 41% ^g	231 29%	273 32%	79 33%	302 33%	28 31%	14 26%	8 31%
35+	730 68%	476 77% ^b	116 36%	139 99% ^{ab}	376 63%	354 73% ^d	172 59%	558 71% ^f	573 68%	157 67%	610 67%	64 69%	40 74%	17 69%
SOCIAL GRADE														
AB	209 19%	159 26% ^{bc}	28 9%	22 16% ^b	131 22% ^e	78 16%	63 22%	146 18%	175 21%	34 14%	192 21% ^{km}	10 11%	6 11%	1 5%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1082	592	287	203	474	608	249	833	828	254	846	120	53	63
Weighted Base	1082	621	321	140	594	488	292	790	846	236	911	92*	54*	25*
C1	341 31%	208 33% ^c	106 33% ^c	27 19%	232 39% ^e	109 22%	93 32%	248 31%	258 30%	83 35%	291 32% ^m	31 34% ^m	15 28%	4 16%
C2	224 21%	140 23%	62 19%	22 16%	142 24% ^e	82 17%	59 20%	165 21%	166 20%	58 25%	178 20%	25 27%	17 32%	3 14%
DE	308 28%	115 18%	125 39% ^a	68 49% ^a	89 15%	219 45% ^d	77 26%	231 29%	247 29%	61 26%	250 27%	26 28%	16 29%	16 66% ^{ijkl}
MARITAL STATUS														
Married\Living as married	621 57%	621 100% ^{bc}	-	-	409 69% ^e	212 43%	219 75% ^g	402 51%	487 58%	134 57%	539 59% ^{km}	41 44%	32 59%	10 40%
Single	321 30%	-	321 100% ^{ac}	-	153 26%	168 35% ^d	64 22%	257 33% ^f	263 31%	58 25%	263 29%	34 37%	15 28%	9 38%
Widow\Divorced\Separated	140 13%	-	-	140 100% ^{ab}	32 5%	107 22% ^d	9 3%	131 17% ^f	96 11%	44 19% ^h	109 12%	18 19% ^j	7 13%	5 21% ^j
WORKING STATUS														
Working	594 55%	409 66% ^{bc}	153 48% ^c	32 23%	594 100% ^e	-	199 68% ^g	395 50%	459 54%	135 57%	512 56%	42 46%	29 53%	12 47%
Not working	488 45%	212 34%	168 52% ^a	107 77% ^{ab}	-	488 100% ^d	93 32%	395 50% ^f	387 46%	101 43%	400 44%	50 54%	25 47%	13 53%
CHILDREN IN HOUSEHOLD														
Any	292 27%	219 35% ^{bc}	64 20% ^c	9 7%	199 34% ^e	93 19%	292 100% ^g	-	235 28%	57 24%	258 28% ^k	16 18%	12 22%	7 26%
None	790 73%	402 65%	257 80% ^a	131 93% ^{ab}	395 66%	395 81% ^d	-	790 100% ^f	611 72%	179 76%	654 72%	76 82% ^j	42 78%	18 74%
AREA														
Urban	846 78%	487 78% ^c	263 82% ^c	96 69%	459 77%	387 79%	235 80%	611 77%	846 100% ⁱ	-	759 83% ^{klm}	54 59% ^l	19 36%	14 56%
Rural	236 22%	134 22%	58 18%	44 31% ^{ab}	135 23%	101 21%	57 20%	179 23%	-	236 100% ^h	152 17%	38 41% ^j	35 64% ^{jk}	11 44% ^j

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1082	592	287	203	474	608	249	833	828	254	846	120	53	63
Weighted Base	1082	621	321	140	594	488	292	790	846	236	911	92*	54*	25*
COUNTRY														
England	911 84%	539 87% ^c	263 82%	109 78%	512 86%	400 82%	258 88%	654 83%	759 90% ⁱ	152 65%	911 100% ^k	-	-	-
Scotland	92 9%	41 7%	34 10%	18 13% ^a	42 7%	50 10%	16 6%	76 10%	54 6%	38 16% ^h	-	92 100% ^j	-	-
Wales	54 5%	32 5%	15 5%	7 5%	29 5%	25 5%	12 4%	42 5%	19 2%	35 15% ^h	-	-	54 100% ^j	-
Northern Ireland	25 2%	10 2%	9 3%	5 4%	12 2%	13 3%	7 2%	18 2%	14 2%	11 5% ^h	-	-	-	25 100% ^j
GOVERNMENT REGIONS														
North East	18 2%	5 1%	8 3%	5 4% ^a	7 1%	11 2%	4 1%	15 2%	18 2% ⁱ	-	18 2%	-	-	-
North West	97 9%	50 8%	29 9%	17 12%	48 8%	49 10%	31 10%	66 8%	97 11% ⁱ	-	97 11% ^k	-	-	-
Yorkshire and The Humber	108 10%	65 10%	32 10%	12 9%	61 10%	47 10%	30 10%	78 10%	92 11%	16 7%	108 12% ^k	-	-	-
East Midlands	65 6%	38 6%	21 6%	6 5%	30 5%	35 7%	20 7%	46 6%	50 6%	15 7%	65 7% ^{km}	-	-	-
West Midlands	95 9%	60 10%	28 9%	7 5%	55 9%	41 8%	26 9%	69 9%	87 10% ⁱ	8 4%	95 10% ^k	-	-	-
East of England	127 12%	71 11%	31 10%	25 18% ^{ab}	79 13%	48 10%	41 14%	86 11%	71 8%	56 24% ^h	127 14% ^k	-	-	-
London	151 14%	86 14% ^c	58 18% ^c	7 5%	86 14%	65 13%	45 15%	106 13%	151 18% ⁱ	-	151 17% ^k	-	-	-
South East	145 13%	93 15%	39 12%	13 9%	92 15%	54 11%	40 14%	105 13%	145 17% ⁱ	-	145 16% ^k	-	-	-
South West	104 10%	71 11% ^b	16 5%	17 12% ^b	55 9%	49 10%	21 7%	83 11%	48 6%	56 24% ^h	104 11% ^k	-	-	-

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \ Living as married (a)	Single (b)	Widow \ Divorced \ Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1082	592	287	203	474	608	249	833	828	254	846	120	53	63
Weighted Base	1082	621	321	140	594	488	292	790	846	236	911	92*	54*	25*
Wales	54 5%	32 5%	15 5%	7 5%	29 5%	25 5%	12 4%	42 5%	19 2%	35 15%h	-	-	54 100%jkm	-
Scotland	92 9%	41 7%	34 10%	18 13%a	42 7%	50 10%	16 6%	76 10%	54 6%	38 16%h	-	92 100%jlm	-	-
Northern Ireland	25 2%	10 2%	9 3%	5 4%	12 2%	13 3%	7 2%	18 2%	14 2%	11 5%h	-	-	-	25 100%jkl
TENURE														
Own \ Mortgage	627 58%	408 66%bc	141 44%	78 56%b	353 59%	274 56%	150 51%	477 60%f	485 57%	143 60%	539 59%km	44 48%m	40 75%km	4 15%
Rent \ Other	455 42%	213 34%	180 56%ac	61 44%a	241 41%	214 44%	142 49%g	313 40%	361 43%	93 40%	372 41%	48 52%j	14 25%	21 85%jkl
INTERNET														
Internet access at home	921 85%	561 90%bc	269 84%c	91 65%	554 93%e	367 75%	277 95%g	644 82%	726 86%	195 83%	792 87%lm	74 80%	39 73%	17 67%
Internet access at work	306 28%	216 35%bc	78 24%c	12 8%	288 49%e	17 4%	94 32%	211 27%	242 29%	64 27%	272 30%lm	26 28%m	7 13%	1 2%
Internet access via a mobile phone \ tablet using a mobile network (e.g. 3G \ 4G access)	767 71%	472 76%c	234 73%c	61 43%	489 82%e	277 57%	241 82%g	525 67%	594 70%	172 73%	652 72%	58 63%	39 72%	18 72%
Other type of internet access	135 12%	76 12%c	55 17%c	4 3%	90 15%e	45 9%	36 12%	99 13%	103 12%	32 13%	111 12%m	9 9%m	15 28%jkm	-
None of these \ Don't access the internet	104 10%	39 6%	21 6%	44 32%ab	13 2%	91 19%d	5 2%	99 13%f	80 10%	24 10%	86 9%	9 10%	5 10%	4 16%
Q.1\2 PHONES OWN														
Mobile (any)	1011 93%	590 95%c	301 94%c	120 86%	580 98%e	431 88%	284 97%g	726 92%	795 94%	216 91%	853 94%	86 93%	48 89%	24 96%
Landline	625 58%	377 61%b	143 45%	105 75%ab	314 53%	311 64%d	159 54%	466 59%	464 55%	161 68%h	516 57%	48 52%	47 88%jkm	13 54%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1082	592	287	203	474	608	249	833	828	254	846	120	53	63
Weighted Base	1082	621	321	140	594	488	292	790	846	236	911	92*	54*	25*
Mobile & Landline	578	354	135	90	307	271	154	424	432	146	480	44	42	12
	53%	57%b	42%	64%b	52%	56%	53%	54%	51%	62%h	53%	48%	77%jkm	50%
Mobile only	433	236	167	30	272	160	130	302	363	69	373	42	6	11
	40%	38%c	52%ac	22%	46%e	33%	45%	38%	43%i	29%	41%l	45%l	12%	46%l
Landline only	47	23	8	16	7	40	5	42	32	15	36	4	6	1
	4%	4%	3%	11%ab	1%	8%d	2%	5%f	4%	6%	4%	4%	10%	4%
Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
Any unsolicited calls (landline or mobile)	634	390	163	82	358	276	167	467	496	138	536	48	37	13
	59%	63%b	51%	59%	60%	57%	57%	59%	59%	59%	59%	53%	69%	51%
Any unsolicited calls (landline)	325	201	63	60	145	180	80	245	242	82	265	24	28	7
	30%	32%b	20%	43%ab	24%	37%d	27%	31%	29%	35%	29%	27%	52%jkm	27%
Any unsolicited calls (mobile)	462	285	134	43	301	161	132	330	370	92	399	32	22	10
	43%	46%c	42%c	31%	51%e	33%	45%	42%	44%	39%	44%	34%	40%	39%
Silent calls (landline or mobile)	272	173	62	37	146	125	69	203	207	65	228	24	16	3
	25%	28%b	19%	26%	25%	26%	24%	26%	25%	27%	25%	26%	30%	14%
Landline silent calls	178	109	36	33	81	97	41	136	135	43	152	11	13	1
	16%	17%b	11%	24%b	14%	20%d	14%	17%	16%	18%	17% ^m	12%	24% ^m	6%
Mobile silent calls	142	100	33	9	93	48	49	93	113	29	117	16	7	2
	13%	16%bc	10%	6%	16%e	10%	17%	12%	13%	12%	13%	17%	13%	8%
Live sales/marketing (landline or mobile)	494	309	122	63	284	211	131	363	382	112	414	37	32	11
	46%	50%b	38%	45%	48%	43%	45%	46%	45%	48%	45%	41%	59%	45%
Landline Live sales/marketing	232	144	45	43	98	134	55	177	172	60	186	17	23	6
	21%	23%b	14%	31%ab	17%	27%d	19%	22%	20%	25%	20%	19%	42%jk	25%
Mobile Live sales/marketing (phone or text)	365	227	103	35	243	122	101	264	288	77	314	24	19	8
	34%	37%c	32%	25%	41%e	25%	35%	33%	34%	33%	34%	26%	36%	32%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1082	592	287	203	474	608	249	833	828	254	846	120	53	63
Weighted Base	1082	621	321	140	594	488	292	790	846	236	911	92*	54*	25*
Recorded message (landline or mobile)	328 30%	210 34% ^b	68 21%	49 35% ^b	185 31%	143 29%	78 27%	250 32%	248 29%	80 34%	272 30%	26 28%	26 48% ^{jk}	5 19%
Recorded message (landline)	197 18%	130 21% ^b	31 10%	37 26% ^b	93 16%	105 21% ^d	44 15%	153 19%	135 16%	63 27% ^h	159 17% ^m	17 18% ^m	21 38% ^{jk}	1 5%
Recorded message (mobile)	174 16%	111 18%	43 13%	20 14%	119 20% ^e	54 11%	46 16%	128 16%	146 17%	28 12%	148 16%	13 15%	9 17%	3 14%
Other type (landline or mobile)	55 5%	37 6%	13 4%	5 3%	27 5%	28 6%	13 4%	42 5%	49 6%	6 3%	51 6%	2 2%	2 4%	-
Other type (landline)	28 3%	21 3%	3 1%	4 3%	11 2%	17 3%	7 2%	21 3%	24 3%	4 2%	25 3%	2 2%	2 3%	-
Other type (mobile)	30 3%	16 3%	12 4%	2 1%	16 3%	14 3%	6 2%	24 3%	27 3%	3 1%	28 3%	1 1%	1 1%	-

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	GOVERNMENT REGIONS											TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	1082	17	98	84	61	83	120	129	137	117	53	120	63	598	484
Weighted Base	1082	18**	97*	108*	65*	95*	127	151	145	104*	54*	92*	25*	627	455
GENDER															
Male	526	7	51	50	32	50	57	82	66	47	27	45	12	303	223
	49%	37%	52%	46%	49%	52%	45%	55%	45%	45%	50%	49%	47%	48%	49%
Female	556	11	46	58	33	46	70	68	79	57	27	47	13	324	232
	51%	63%	48%	54%	51%	48%	55%	45%	55%	55%	50%	51%	53%	52%	51%
AGE															
16-24	155	4	17	20	8	14	17	30	19	6	8	10	2	78	77
	14%	25%	18% ⁱ	18% ⁱ	12%	15% ⁱ	13%	20% ⁱ	13%	5%	15%	11%	9%	12%	17%
25-34	196	2	10	16	18	16	29	26	37	13	6	18	5	75	121
	18%	13%	10%	15%	27% ^{bi}	17%	23% ^b	17%	25% ^{bi}	13%	11%	20%	22%	12%	27% ^m
35-44	185	-	25	20	5	15	26	36	23	16	2	12	4	103	82
	17%	-	26% ^{djk}	19% ^j	8%	15%	20% ^j	24% ^{djk}	16%	16%	4%	13%	17% ^j	16%	18%
45-54	169	4	13	22	17	11	11	22	21	13	12	17	6	108	61
	16%	23%	13%	20% ^f	26% ^f	12%	8%	14%	15%	13%	22% ^f	19% ^f	25% ^{efi}	17%	13%
55-64	168	3	9	17	3	21	21	26	17	21	14	12	3	115	52
	15%	17%	10%	15%	5%	22% ^{bd}	16%	17% ^d	12%	20% ^d	26% ^{bdh}	13%	12%	18% ^{en}	12%
65-74	98	2	10	9	9	11	10	4	15	11	6	8	2	66	32
	9%	11%	11% ^g	8%	14% ^g	12% ^g	8%	3%	10% ^g	11% ^g	11%	9% ^g	10% ^g	11%	7%
75+	111	2	12	5	5	7	15	7	13	24	7	14	1	81	30
	10%	12%	13%	4%	7%	7%	12%	5%	9%	23% ^{acdefgh}	13%	15% ^{cg}	5%	13% ⁿ	7%
16-34	352	7	27	36	26	31	45	55	56	19	14	28	8	153	198
	32%	38%	28%	33% ⁱ	39% ⁱ	32% ⁱ	36% ⁱ	37% ⁱ	39% ⁱ	18%	26%	31% ⁱ	31%	24%	44% ^m
35+	730	11	70	72	40	65	82	95	89	86	40	64	17	474	256
	68%	62%	72%	67%	61%	68%	64%	63%	61%	82% ^{acdefgh}	74%	69%	69%	76% ⁿ	56%
SOCIAL GRADE															
AB	209	-	15	25	8	26	25	30	46	16	6	10	1	165	44
	19%	-	16%	23% ^{kl}	13%	27% ^{kl}	20% ^l	20% ^l	32% ^{bdgijk}	16%	11%	11%	5%	26% ⁿ	10%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q. Breaks x Breaks
Base: All adults UK

	Total	GOVERNMENT REGIONS											TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	1082	17	98	84	61	83	120	129	137	117	53	120	63	598	484
Weighted Base	1082	18**	97*	108*	65*	95*	127	151	145	104*	54*	92*	25*	627	455
C1	341 31%	11 59%	28 28%	34 32%	20 30%	30 31%	34 27%	61 41%fl	42 29%	31 29%	15 28%	31 34%l	4 16%	224 36%n	117 26%
C2	224 21%	2 9%	21 22%	24 22%	11 17%	18 19%	29 23%	25 16%	26 18%	23 22%	17 32%g	25 27%g	3 14%	128 20%	96 21%
DE	308 28%	6 32%	33 34%	25 23%	26 40%egh	22 23%	39 31%	35 23%	31 21%	34 33%	16 29%	26 28%	16 66%bcdef ghijk	111 18%	197 43% m
MARITAL STATUS															
Married/Living as married	621 57%	5 27%	50 52%	65 60%l	38 58%	60 63%kl	71 56%	86 57%l	93 64%kl	71 68%bkl	32 59%	41 44%	10 40%	408 65%n	213 47%
Single	321 30%	8 45%	29 30%i	32 29%i	21 32%i	28 29%i	31 25%	58 39%fi	39 27%i	16 16%	15 28%	34 37%i	9 38%i	141 22%	180 40% m
Widow/Divorced/Separated	140 13%	5 28%	17 18%g	12 11%	6 10%	7 8%	25 19%egh	7 4%	13 9%	17 17%g	7 13%	18 19%egh	5 21%egh	78 12%	61 14%
WORKING STATUS															
Working	594 55%	7 38%	48 49%	61 57%	30 46%	55 57%	79 62%k	86 57%	92 63%dk	55 53%	29 53%	42 46%	12 47%	353 56%	241 53%
Not working	488 45%	11 62%	49 51%	47 43%	35 54%h	41 43%	48 38%	65 43%	54 37%	49 47%	25 47%	50 54%fh	13 53%	274 44%	214 47%
CHILDREN IN HOUSEHOLD															
Any	292 27%	4 20%	31 32%k	30 28%	20 30%	26 28%	41 32%k	45 30%k	40 28%	21 21%	12 22%	16 18%	7 26%	150 24%	142 31% m
None	790 73%	15 80%	66 68%	78 72%	46 70%	69 72%	86 68%	106 70%	105 72%	83 79%	42 78%	76 82%bfg	18 74%	477 76%n	313 69%
AREA															
Urban	846 78%	18 100%	97 100%cddefij kl	92 85%fijkl	50 76%fijkl	87 91%dfijkl	71 56%j	151 100%cddefi jkl	145 100%cddefij kl	48 46%	19 36%	54 59%j	14 56%	485 77%	361 79%
Rural	236 22%	- -	- -	16 15%bgh	15 24%begh	8 9%bgh	56 44%bcddegh	- -	- -	56 54%bcddegh hk	35 64%bcddefg hk	38 41%bcdegh h	11 44%bcdegh h	143 23%	93 21%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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



Q. Breaks x Breaks
Base: All adults UK

	Total	GOVERNMENT REGIONS											TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	1082	17	98	84	61	83	120	129	137	117	53	120	63	598	484
Weighted Base	1082	18**	97*	108*	65*	95*	127	151	145	104*	54*	92*	25*	627	455
COUNTRY															
England	911	18	97	108	65	95	127	151	145	104	-	-	-	539	372
	84%	100%	100% <i>ijkl</i>	100% <i>ijkl</i>	100% <i>ijkl</i>	100% <i>ijkl</i>	100% <i>ijkl</i>	100% <i>ijkl</i>	100% <i>ijkl</i>	100% <i>ijkl</i>	-	-	-	86%	82%
Scotland	92	-	-	-	-	-	-	-	-	-	-	92	-	44	48
	9%	-	-	-	-	-	-	-	-	-	-	100% <i>bcdefghijkl</i>	-	7%	11%
Wales	54	-	-	-	-	-	-	-	-	-	54	-	-	40	14
	5%	-	-	-	-	-	-	-	-	-	100% <i>bcdefghijkl</i>	-	-	6% <i>n</i>	3%
Northern Ireland	25	-	-	-	-	-	-	-	-	-	-	-	25	4	21
	2%	-	-	-	-	-	-	-	-	-	-	-	100% <i>bcdefghijkl</i>	1%	5% <i>m</i>
GOVERNMENT REGIONS															
North East	18	18	-	-	-	-	-	-	-	-	-	-	-	11	8
	2%	100%	-	-	-	-	-	-	-	-	-	-	-	2%	2%
North West	97	-	97	-	-	-	-	-	-	-	-	-	-	68	29
	9%	-	100% <i>cdefghijkl</i>	-	-	-	-	-	-	-	-	-	-	11% <i>n</i>	6%
Yorkshire and The Humber	108	-	-	108	-	-	-	-	-	-	-	-	-	65	43
	10%	-	-	100% <i>bdefghijkl</i>	-	-	-	-	-	-	-	-	-	10%	9%
East Midlands	65	-	-	-	65	-	-	-	-	-	-	-	-	31	34
	6%	-	-	-	100% <i>bcefghijkl</i>	-	-	-	-	-	-	-	-	5%	7%
West Midlands	95	-	-	-	-	95	-	-	-	-	-	-	-	74	21
	9%	-	-	-	-	100% <i>bcdefghijkl</i>	-	-	-	-	-	-	-	12% <i>n</i>	5%
East of England	127	-	-	-	-	-	127	-	-	-	-	-	-	64	63
	12%	-	-	-	-	-	100% <i>bcdefghijkl</i>	-	-	-	-	-	-	10%	14%
London	151	-	-	-	-	-	-	151	-	-	-	-	-	75	76
	14%	-	-	-	-	-	-	100% <i>bcdefghijkl</i>	-	-	-	-	-	12%	17% <i>m</i>

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q. Breaks x Breaks
Base: All adults UK

	Total	GOVERNMENT REGIONS											TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own\Mortgage (m)	Rent\Other (n)
Unweighted Base	1082	17	98	84	61	83	120	129	137	117	53	120	63	598	484
Weighted Base	1082	18**	97*	108*	65*	95*	127	151	145	104*	54*	92*	25*	627	455
South East	145	-	-	-	-	-	-	-	145	-	-	-	-	80	65
	13%	-	-	-	-	-	-	-	100%bcdefgi	-	-	-	-	13%	14%
South West	104	-	-	-	-	-	-	-	104	-	-	-	-	70	34
	10%	-	-	-	-	-	-	-	100%bcdefgh	-	-	-	-	11%	8%
Wales	54	-	-	-	-	-	-	-	-	54	-	-	-	40	14
	5%	-	-	-	-	-	-	-	-	100%bcdefgh	-	-	-	6%n	3%
Scotland	92	-	-	-	-	-	-	-	-	-	92	-	-	44	48
	9%	-	-	-	-	-	-	-	-	-	100%bcdefg	-	-	7%	11%
Northern Ireland	25	-	-	-	-	-	-	-	-	-	-	25	4	21	
	2%	-	-	-	-	-	-	-	-	-	-	100%bcdefg	1%	5%m	
												hijk			
TENURE															
Own\Mortgage	627	11	68	65	31	74	64	75	80	70	40	44	4	627	-
	58%	58%	70%dfghkl	60%l	48%l	77%cdfghk	51%l	50%l	55%l	67%dfgkl	75%dfghkl	48%l	15%	100%n	-
Rent\Other	455	8	29	43	34	21	63	76	65	34	14	48	21	-	455
	42%	42%	30%	40%e	52%beij	23%	49%beij	50%beij	45%bej	33%	25%	52%beij	85%bcdefg	-	100%m
													hijk		
INTERNET															
Internet access at home	921	11	77	92	56	85	111	141	134	85	39	74	17	556	366
	85%	58%	80%	85%l	86%l	89%jl	87%jl	93%bijkl	92%bijkl	82%l	73%	80%	67%	89%n	80%
Internet access at work	306	5	24	33	8	40	26	50	63	22	7	26	1	203	102
	28%	30%	25%l	31%djl	12%	42%bdfijl	21%l	33%dfijl	44%bdfijk	21%l	13%	28%dl	2%	32%n	23%
Internet access via a mobile phone\tablet using a mobile network (e.g. 3G \ 4G access)	767	13	58	77	52	84	98	86	119	64	39	58	18	456	310
	71%	74%	59%	71%	79%bgik	88%bcgijk	77%bgik	57%	82%bgik	61%	72%	63%	72%	73%	68%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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

Q. Breaks x Breaks
Base: All adults UK

	Total	GOVERNMENT REGIONS											TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	1082	17	98	84	61	83	120	129	137	117	53	120	63	598	484
Weighted Base	1082	18**	97*	108*	65*	95*	127	151	145	104*	54*	92*	25*	627	455
Other type of internet access	135 12%	6 31%	6 6%	8 7%	26 40%bcefg ikl	12 12%l	14 11%l	11 7%	20 14%l	10 9%l	15 28%bcefg ikl	9 9%l	-	81 13%	54 12%
None of these \ Don't access the internet	104 10%	4 24%	20 20%efgh	12 11%h	7 10%	5 6%	12 9%	9 6%	4 3%	13 12%h	5 10%	9 10%h	4 16%egh	54 9%	50 11%
Q.12 PHONES OWN Mobile (any)	1011 93%	18 100%	85 88%	100 92%	59 91%	95 99%bcdijk	124 98%bij	147 98%bdij	137 94%i	88 84%	48 89%	86 93%	24 96%	586 93%	425 94%
Landline	625 58%	9 51%	60 62%g	56 52%	29 45%	58 60%g	73 57%	67 44%	84 58%g	80 77%bcdefg hkl	47 88%bcdefg hkl	48 52%	13 54%	432 69%n	193 42%
Mobile & Landline	578 53%	9 51%	52 53%	55 51%	25 38%	57 60%dg	71 56%dg	63 42%	81 56%dg	67 64%dkg	42 77%bcdffg kl	44 48%	12 50%	404 64%n	175 38%
Mobile only	433 40%	9 49%	33 34%ij	44 41%ij	34 52%ij	38 40%ij	54 42%ij	84 56%befhij	56 39%ij	21 20%	6 12%	42 45%ij	11 46%ij	182 29%	251 55%m
Landline only	47 4%	- -	9 9%cefg	1 1%	4 6%	1 1%	2 2%	3 2%	3 2%	13 12%cefg hkl	6 10%cefg	4 4%	1 4%	29 5%	18 4%
Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
Any unsolicited calls (landline or mobile)	634 59%	14 80%	56 58%	58 54%	50 76%bcefg kl	49 51%	75 59%	88 59%	84 58%	62 59%	37 69%	48 53%	13 51%	404 64%n	230 51%
Any unsolicited calls (landline)	325 30%	7 36%	28 29%	25 23%	22 33%	26 28%	37 29%	30 20%	46 32%g	45 43%cefg kl	28 52%bcefg kl	24 27%	7 27%	249 40%n	76 17%
Any unsolicited calls (mobile)	462 43%	9 52%	40 41%	44 41%	45 68%bcefg ijkl	28 30%	48 38%	79 52%efik	70 48%ek	36 35%	22 40%	32 34%	10 39%	267 43%	195 43%
Silent calls (landline or mobile)	272 25%	4 24%	26 27%	36 33%gl	15 23%	22 23%	28 22%	28 18%	44 31%gl	24 23%	16 30%	24 26%	3 14%	192 31%n	80 18%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q. Breaks x Breaks
Base: All adults UK

	Total	GOVERNMENT REGIONS											TENURE		
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	Own Mortgage (m)	Rent/Other (n)
Unweighted Base	1082	17	98	84	61	83	120	129	137	117	53	120	63	598	484
Weighted Base	1082	18**	97*	108*	65*	95*	127	151	145	104*	54*	92*	25*	627	455
Landline silent calls	178	3	18	19	10	14	18	19	29	21	13	11	1	137	41
	16%	18%	19%l	17%	16%	14%	14%	13%	20%l	20%l	24%l	12%	6%	22%n	9%
Mobile silent calls	142	1	13	24	9	11	11	11	29	7	7	16	2	86	56
	13%	6%	14%	23%fgi	13%	12%	9%	8%	20%fgi	6%	13%	17%gi	8%	14%	12%
Live sales/marketing (landline or mobile)	494	10	44	47	43	35	64	60	65	45	32	37	11	315	180
	46%	58%	45%	44%	67%bceghi kl	36%	51%	40%	45%	43%	59%eg	41%	45%	50%n	39%
Landline Live sales/marketing	232	3	22	22	17	15	29	13	33	32	23	17	6	179	53
	21%	14%	23%g	20%g	27%g	16%	23%g	9%	23%g	31%egk	42%bcefgk	19%g	25%g	29%n	12%
Mobile Live sales/marketing (phone or text)	365	9	33	33	40	24	43	55	50	27	19	24	8	212	153
	34%	52%	34%	31%	62%bcefgk ijkl	25%	34%	37%	34%	26%	36%	26%	32%	34%	34%
Recorded message (landline or mobile)	328	10	30	29	23	30	38	28	39	44	26	26	5	233	95
	30%	56%	31%	27%	36%g	31%	30%	19%	27%	42%cgkhl	48%cfghkl	28%	19%	37%n	21%
Recorded message (landline)	197	6	14	16	15	17	24	10	26	32	21	17	1	166	32
	18%	32%	14%	15%	22%gl	17%g	19%gl	6%	18%gl	31%bceghk l	38%bcefgk kl	18%gl	5%	26%n	7%
Recorded message (mobile)	174	4	21	15	15	16	17	20	23	17	9	13	3	102	72
	16%	24%	22%	14%	23%	17%	13%	13%	16%	16%	17%	15%	14%	16%	16%
Other type (landline or mobile)	55	2	3	8	2	2	1	18	11	3	2	2	-	43	13
	5%	12%	3%	7%f	3%	2%	1%	12%befikl	8%f	3%	4%	2%	-	7%n	3%
Other type (landline)	28	2	2	5	2	2	-	5	5	2	2	2	-	21	7
	3%	12%	2%	5%f	3%	2%	-	3%	3%	1%	3%	2%	-	3%	1%
Other type (mobile)	30	-	1	2	-	-	1	16	6	2	1	1	-	23	7
	3%	-	1%	2%	-	-	1%	11%bcdefik l	4%	2%	1%	1%	-	4%n	1%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

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Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q. Breaks x Breaks
Base: All adults UK

	Q.1/2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1082	989	642	574	415	68	859	227	676	107	165
Weighted Base	1082	1011	625	578	433	47*	921	306	767	135*	104
GENDER											
Male	526	495	310	290	204	20	458	168	378	62	41
	49%	49%	50%	50%	47%	42%	50%j	55%j	49%	46%	40%
Female	556	516	315	288	228	27	464	138	388	73	63
	51%	51%	50%	50%	53%	58%	50%	45%	51%	54%	60%fg
AGE											
16-24	155	144	69	65	79	4	137	40	122	31	1
	14%	14%	11%	11%	18%bc	9%	15%j	13%j	16%j	23%fgj	1%
25-34	196	191	60	58	133	1	185	75	169	30	2
	18%	19%bce	10%	10%	31%abce	3%	20%j	25%j	22%j	22%j	2%
35-44	185	182	89	89	93	-	173	75	160	23	3
	17%	18%e	14%e	15%e	22%bce	-	19%j	24%j	21%j	17%j	3%
45-54	169	166	120	118	48	2	153	65	137	17	4
	16%	16%de	19%de	20%de	11%	4%	17%j	21%j	18%j	13%j	4%
55-64	168	157	122	115	42	7	142	45	107	25	20
	15%	16%d	20%d	20%d	10%	15%	15%	15%	14%	18%	19%
65-74	98	90	70	64	26	6	73	6	43	7	23
	9%	9%	11%d	11%d	6%	13%	8%g	2%	6%g	5%	22%fghi
75+	111	80	94	68	12	26	58	-	30	2	51
	10%	8%d	15%ad	12%ad	3%	56%abcd	6%g	-	4%g	2%	49%fghi
16-34	352	335	129	124	212	5	322	115	291	61	3
	32%	33%bce	21%	21%	49%abce	12%	35%j	38%j	38%j	45%j	2%
35+	730	675	496	454	221	41	599	190	476	74	102
	68%	67%d	79%ad	79%ad	51%	88%ad	65%	62%	62%	55%	98%fghi

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base



Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q. Breaks x Breaks
Base: All adults UK

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1082	989	642	574	415	68	859	227	676	107	165
Weighted Base	1082	1011	625	578	433	47*	921	306	767	135*	104
SOCIAL GRADE											
AB	209	203	139	133	70	6	195	90	171	26	6
	19%	20%	22% ^d	23% ^d	16%	12%	21% ^j	29% ^{fhj}	22% ^j	19% ^j	6%
C1	341	322	194	184	139	10	315	140	270	59	18
	31%	32%	31%	32%	32%	22%	34% ^j	46% ^{fhj}	35% ^j	44% ^j	17%
C2	224	208	136	128	80	8	192	53	149	18	23
	21%	21%	22%	22%	19%	17%	21%	17%	19%	13%	22%
DE	308	277	156	133	144	23	219	22	176	31	57
	28%	27%	25%	23%	33% ^{abc}	49% ^{abcd}	24% ^g	7%	23% ^g	23% ^g	55% ^{fghi}
MARITAL STATUS											
Married/Living as married	621	590	377	354	236	23	561	216	472	76	39
	57%	58%	60%	61%	54%	49%	61% ^j	71% ^{fhij}	62% ^j	56% ^j	37%
Single	321	301	143	135	167	8	269	78	234	55	21
	30%	30% ^{bc}	23%	23%	39% ^{abce}	18%	29% ^j	25%	31% ^j	41% ^{fghj}	20%
Widow/Divorced/Separated	140	120	105	90	30	16	91	12	61	4	44
	13%	12% ^d	17% ^{ad}	15% ^d	7%	33% ^{abcd}	10% ^{gi}	4%	8%	3%	43% ^{fghi}
WORKING STATUS											
Working	594	580	314	307	272	7	554	288	489	90	13
	55%	57% ^{be}	50% ^e	53% ^e	63% ^{bce}	15%	60% ^j	94% ^{fhij}	64% ^j	67% ^j	12%
Not working	488	431	311	271	160	40	367	17	277	45	91
	45%	43%	50% ^{ad}	47% ^d	37%	85% ^{abcd}	40% ^g	6%	36% ^g	33% ^g	88% ^{fghi}
CHILDREN IN HOUSEHOLD											
Any	292	284	159	154	130	5	277	94	241	36	5
	27%	28% ^e	25% ^e	27% ^e	30% ^e	11%	30% ^j	31% ^j	31% ^j	27% ^j	5%
None	790	726	466	424	302	42	644	211	525	99	99
	73%	72%	75%	73%	70%	89% ^{abcd}	70%	69%	69%	73%	95% ^{fghi}

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q. Breaks x Breaks
Base: All adults UK

	Q.12 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1082	989	642	574	415	68	859	227	676	107	165
Weighted Base	1082	1011	625	578	433	47*	921	306	767	135*	104
AREA											
Urban	846	795	464	432	363	32	726	242	594	103	80
	78%	79%	74%	75%	84%abce	68%	79%	79%	78%	76%	77%
Rural	236	216	161	146	69	15	195	64	172	32	24
	22%	21%d	26%d	25%d	16%	32%d	21%	21%	22%	24%	23%
COUNTRY											
England	911	853	516	480	373	36	792	272	652	111	86
	84%	84%	83%	83%	86%	77%	86%	89%	85%	82%	82%
Scotland	92	86	48	44	42	4	74	26	58	9	9
	9%	8%	8%	8%	10%	9%	8%	8%	8%	6%	9%
Wales	54	48	47	42	6	6	39	7	39	15	5
	5%	5%d	8%ad	7%d	1%	12%ad	4%	2%	5%	11%fgh	5%
Northern Ireland	25	24	13	12	11	1	17	1	18	-	4
	2%	2%	2%	2%	3%	2%	2%	*	2%g	-	4%gi
GOVERNMENT REGIONS											
North East	18	18	9	9	9	-	11	5	13	6	4
	2%	2%	1%	2%	2%	-	1%	2%	2%	4%f	4%f
North West	97	85	60	52	33	9	77	24	58	6	20
	9%	8%	10%	9%	8%	18%acd	8%	8%	8%	4%	19%fghi
Yorkshire and The Humber	108	100	56	55	44	1	92	33	77	8	12
	10%	10%	9%	10%	10%	2%	10%	11%	10%	6%	11%
East Midlands	65	59	29	25	34	4	56	8	52	26	7
	6%	6%	5%	4%	8%c	9%	6%g	3%	7%g	19%fghj	6%
West Midlands	95	95	58	57	38	1	85	40	84	12	5
	9%	9%	9%	10%	9%	1%	9%	13%j	11%	9%	5%
East of England	127	124	73	71	54	2	111	26	98	14	12
	12%	12%	12%	12%	12%	5%	12%	9%	13%	10%	11%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q. Breaks x Breaks
Base: All adults UK

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Total	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)
Unweighted Base	1082	989	642	574	415	68	859	227	676	107	165
Weighted Base	1082	1011	625	578	433	47*	921	306	767	135*	104
London	151 14%	147 15%b	67 11%	63 11%	84 19%abce	3 7%	141 15%h	50 16%	86 11%	11 8%	9 9%
South East	145 13%	137 14%	84 13%	81 14%	56 13%	3 7%	134 15%j	63 21%fj	119 16%j	20 15%j	4 4%
South West	104 10%	88 9%d	80 13%ad	67 12%d	21 5%	13 28%abcd	85 9%	22 7%	64 8%	10 7%	13 12%
Wales	54 5%	48 5%d	47 8%ad	42 7%d	6 1%	6 12%ad	39 4%	7 2%	39 5%	15 11%fgh	5 5%
Scotland	92 9%	86 8%	48 8%	44 8%	42 10%	4 9%	74 8%	26 8%	58 8%	9 6%	9 9%
Northern Ireland	25 2%	24 2%	13 2%	12 2%	11 3%	1 2%	17 2%	1 *	18 2%g	-	4 4%gi
TENURE											
Own\Mortgage	627 58%	586 58%d	432 69%ad	404 70%ad	182 42%	29 62%d	556 60%	203 66%j	456 60%	81 60%	54 52%
Rent\Other	455 42%	425 42%bc	193 31%	175 30%	251 58%abce	18 38%	366 40%	102 34%	310 40%	54 40%	50 48%g
INTERNET											
Internet access at home	921 85%	883 87%e	545 87%e	521 90%de	362 84%e	24 50%	921 100%ghij	296 97%j	717 93%j	124 92%j	-
Internet access at work	306 28%	304 30%e	177 28%e	177 31%e	127 29%e	-	296 32%j	306 100%fhij	296 39%fj	64 47%fj	-
Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access)	767 71%	746 74%be	428 69%e	418 72%e	328 76%be	10 21%	717 78%j	296 97%fj	767 100%fgij	128 95%fj	-

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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

* small base

Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q. Breaks x Breaks
Base: All adults UK

	Q.1\2 PHONES OWN					INTERNET ACCESS					
	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)	
Unweighted Base	1082	989	642	574	415	68	859	227	676	107	165
Weighted Base	1082	1011	625	578	433	47*	921	306	767	135*	104
Other type of internet access	135 12%	134 13%e	73 12%e	73 13%e	61 14%e	-	124 13%j	64 21%fj	128 17%j	135 100%fghj	-
None of these \ Don't access the internet	104 10%	74 7%	67 11%a	45 8%	30 7%	22 48%abcd	-	-	-	-	104 100%fghi
Q.1\2 PHONES OWN											
Mobile (any)	1011 93%	1011 100%be	578 93%e	578 100%be	433 100%be	-	883 96%j	304 99%fj	746 97%j	134 99%j	74 71%
Landline	625 58%	578 57%d	625 100%ad	578 100%ad	-	47 100%ad	545 59%	177 58%	428 56%	73 54%	67 64%
Mobile & Landline	578 53%	578 57%de	578 93%ade	578 100%abde	-	-	521 57%j	177 58%j	418 55%j	73 54%	45 43%
Mobile only	433 40%	433 43%bce	-	-	433 100%abce	-	362 39%j	127 42%j	328 43%j	61 45%j	30 28%
Landline only	47 4%	-	47 7%acd	-	-	47 100%abcd	24 3%g	-	10 1%	-	22 22%fghi
Q6A\6B UNSOLICITED CALLS - (4 WEEKS)											
Any unsolicited calls (landline or mobile)	634 59%	608 60%d	401 64%d	375 65%d	233 54%	26 56%	568 62%j	189 62%j	472 62%j	91 67%j	47 45%
Any unsolicited calls (landline)	325 30%	298 30%d	325 52%ad	298 52%ad	-	26 56%ad	285 31%	83 27%	221 29%	36 27%	34 33%
Any unsolicited calls (mobile)	462 43%	462 46%bce	229 37%e	229 40%e	233 54%abce	-	429 47%j	152 50%j	372 49%j	85 63%fghj	17 16%
Silent calls (landline or mobile)	272 25%	259 26%d	199 32%ad	186 32%ad	73 17%	13 28%	246 27%	79 26%	192 25%	29 21%	21 20%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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* small base



Consumer Complaints Study - Wave 31 (QS0999 - 598436)

Q. Breaks x Breaks
Base: All adults UK

	Q.1/2 PHONES OWN					INTERNET ACCESS					
	Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Internet access at home (f)	Internet access at work (g)	Internet access via a mobile phone\ tablet using a mobile network (e.g. 3G \ 4G access) (h)	Other type of internet access (i)	None of these \ Don't access the internet (j)	
Unweighted Base	1082	989	642	574	415	68	859	227	676	107	165
Weighted Base	1082	1011	625	578	433	47*	921	306	767	135*	104
Landline silent calls	178 16%	165 16%d	178 28%ad	165 28%ad	- -	13 28%ad	160 17%	47 15%	119 15%	15 11%	17 17%
Mobile silent calls	142 13%	142 14%e	69 11%e	69 12%e	73 17%bce	- -	133 14%j	49 16%j	112 15%j	18 13%j	4 4%
Live sales/marketing (landline or mobile)	494 46%	478 47%	309 49%	292 51%d	186 43%	17 36%	449 49%j	148 48%j	375 49%j	78 58%j	30 29%
Landline Live sales/marketing	232 21%	216 21%d	232 37%ad	216 37%ad	- -	17 36%ad	207 22%	52 17%	162 21%	29 21%	20 20%
Mobile Live sales/marketing (phone or text)	365 34%	365 36%be	179 29%e	179 31%e	186 43%abce	- -	338 37%j	125 41%j	298 39%j	74 55%fghj	14 13%
Recorded message (landline or mobile)	328 30%	312 31%d	238 38%ad	222 38%ad	90 21%	16 34%d	306 33%j	112 37%j	254 33%j	44 32%j	20 19%
Recorded message (landline)	197 18%	182 18%d	197 32%ad	182 31%ad	- -	16 34%ad	180 20%	62 20%	144 19%	24 18%	17 17%
Recorded message (mobile)	174 16%	174 17%e	84 13%e	84 14%e	90 21%bce	- -	168 18%j	67 22%j	147 19%j	32 24%j	3 3%
Other type (landline or mobile)	55 5%	51 5%	42 7%d	38 7%d	13 3%	4 9%d	48 5%	18 6%	38 5%	5 4%	7 7%
Other type (landline)	28 3%	24 2%d	28 4%ad	24 4%d	- -	4 9%ad	21 2%	8 3%	16 2%	1 1%	6 6%fhi
Other type (mobile)	30 3%	30 3%	17 3%	17 3%	13 3%	- -	29 3%	9 3%	24 3%	4 3%	1 1%

Fieldwork : 04/09/2018 - 08/09/2018 (Week 36)

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* small base