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10	10	QS5A/B Type of loss Thinking back to when you switched your [Fixed landline, Fixed Broadband, Pay TV], did you experience any period of time without any of your services? In the last 2 years have you experienced any period of time without any of your [Fixed landline, Fixed Broadband, Pay TV] services?	Base : All respondents	318

Page	Table	Title	Base Description	Base
11	11	QA1/2a/2b Services lost Which service or services did you lose for a period of time? / When you lost access to your broadband service did you also lose your fixed landline service? / When you lost access to your fixed landline service did you also lose your broadband service?	Base : All respondents	318
12	12	QA2A Recall of FLL loss during FBB loss When you lost access to your broadband service did you also lose your fixed landline service?	Base : All experiencing a FBB not FLL loss	113
13	13	QA1A Date of most recent loss : Fixed landline/ line rental For each service you lost in the last 2 years, which of the following best describes when you most recently experienced a loss?	Base : All experiencing a loss other than when switching	166
14	14	QA1A Date of most recent loss : Fixed broadband For each service you lost in the last 2 years, which of the following best describes when you most recently experienced a loss?	Base : All experiencing a loss other than when switching	166
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16	16	QA3A/B Length of Loss. - Fixed Landline Thinking about the most recent time you lost your [Fixed landline, Fixed Broadband, Pay TV] service. How long were you without a service? / Thinking about when you switched and lost your [Fixed landline, Fixed Broadband, Pay TV] service. How long were you without a service?		
17	17	QA3A/B Length of Loss. - Fixed Broadband Thinking about the most recent time you lost your [Fixed landline, Fixed Broadband, Pay TV] service. How long were you without a service? / Thinking about when you switched and lost your [Fixed landline, Fixed Broadband, Pay TV] service. How long were you without a service?		
18	18	QA3A/B Length of Loss. - Pay TV Thinking about the most recent time you lost your [Fixed landline, Fixed Broadband, Pay TV] service. How long were you without a service? / Thinking about when you switched and lost your [Fixed landline, Fixed Broadband, Pay TV] service. How long were you without a service?		

Page	Table	Title	Base Description	Base
19	19	QA4 Wanted/unwanted loss. Did you want the break in service [SWITCHERS] when you switched?	Base : All respondents	318
20	20	QA5 Open ended impact of loss : Fixed Landline Thinking back to when you experienced a loss of Fixed Landline service, how did this affect you and the people in your household?	Base : All experiencing a loss of Fixed landline/ line rental	163
21	20	QA5 Open ended impact of loss : Fixed Landline Thinking back to when you experienced a loss of Fixed Landline service, how did this affect you and the people in your household?	Base : All experiencing a loss of Fixed landline/ line rental	163
22	21	QA5 Open ended impact of loss : Fixed Broadband Thinking back to when you experienced a loss of Fixed Landline service, how did this affect you and the people in your household?	Base : All experiencing a loss of Fixed broadband	257
23	21	QA5 Open ended impact of loss : Fixed Broadband Thinking back to when you experienced a loss of Fixed Landline service, how did this affect you and the people in your household?	Base : All experiencing a loss of Fixed broadband	257
24	22	QA5 Open ended impact of loss : Pay TV Thinking back to when you experienced a loss of Fixed Landline service, how did this affect you and the people in your household?	Base : All experiencing a loss of Pay TV service	88
25	22	QA5 Open ended impact of loss : Pay TV Thinking back to when you experienced a loss of Fixed Landline service, how did this affect you and the people in your household?	Base : All experiencing a loss of Pay TV service	88
26	23	QA6 Pre-coded impact of loss. Which of the following would you say applied to your loss of [Fixed landline, Fixed Broadband, Pay TV] service(s)?	Base : All respondents	318
27	23	QA6 Pre-coded impact of loss. Which of the following would you say applied to your loss of [Fixed landline, Fixed Broadband, Pay TV] service(s)?	Base : All respondents	318
28	24	QA7 Cost of any impact : Negative impact on work related activities. What were the direct financial costs to you and the people in your household for all of the following because of your loss of [Fixed landline, Fixed Broadband, Pay TV] service(s)? Negative impact on work related activities	Base : All respondents mentioning Negative impact on work related activities	61

Page	Table	Title	Base Description	Base
29	25	QA7 Cost of any impact : Increased mobile phone bill. What were the direct financial costs to you and the people in your household for all of the following because of your loss of [Fixed landline, Fixed Broadband, Pay TV] service(s)? Increased mobile phone bill	Base : All respondents mentioning Increased mobile phone bill	67
30	26	QA7/A7A/A7B: Overall cost of loss. What were the direct financial costs to you and the people in your household for all of the following because of your loss of [Fixed landline, Fixed Broadband, Pay TV] service(s)? /If there were any other direct financial costs not included in the factors mentioned previously, could you please indicate the amount of these costs below? /Overall what were the direct financial costs to you and the people in your household because of your loss of service?	Base : All respondents	318
31	27	QA8b Loss of working hours. As a result of your loss of [Fixed landline, Fixed Broadband, Pay TV] service were you prevented from working for any length of time?	Base : All respondents	318
32	28	QA9 Actions to fix/restore loss. Which of the following actions did you or other people in your household take to fix/restore your service(s)?	Base : All respondents	318
33	29	QA9A Method of contacting current provider. How did you contact your current provider?	Base : All respondents who contacted their current provider	128
34	30	QA9A Method of contacting new provider How did you contact your current provider?	Base : All respondents who contacted their new provider	84
35	31	QA9B Number of contacts overall : Current provider. How many times did you contact your current provider via each?	Base : All switch loss respondents who contacted their current provider	128
36	32	QA9B Number of contacts overall : New provider. How many times did you contact your new provider via each?	Base : All switch loss respondents who contacted their new provider	84
37	33	QA9B Number of contacts overall : Current provider. How many times did you contact your current provider via each?	Base : All respondents with a non switch related loss	166
38	34	QA9B Number of contacts overall : New provider. How many times did you contact your new provider via each?	Base : All respondents with a switch related loss	152
39	35	QA9B Number of contacts overall : Any Contact. How many times did you contact your [current, new, previous] provider via each?	Base : All respondents	318

Page	Table	Title	Base Description	Base
40	36	QA9B Number of contacts overall : Any Contact. How many times did you contact your [current, new, previous] provider via each?	Base : All respondents who had any contact with any provider	219
41	37	QA10 Time spent getting loss fixed (hours) How much time did you and other people in your household spend trying to get your [Fixed landline, Fixed Broadband, Pay TV] service(s) fixed?	Base : All respondents giving a numeric answer	204
42	38	QA11A Convenience of loss : Fixed landline Which of the following best describes the impact of the loss of your Fixed landline service on your household where 4 is very inconvenient and 1 is not inconvenient at all?	Base : All respondents with unwanted loss for FLL	136
43	39	QA11A Convenience of loss : Fixed broadband Which of the following best describes the impact of the loss of your Fixed landline service on your household where 4 is very inconvenient and 1 is not inconvenient at all?	Base : All respondents with unwanted loss for FBB	230
44	40	QA11A Convenience of loss : Pay TV Which of the following best describes the impact of the loss of your Fixed landline service on your household where 4 is very inconvenient and 1 is not inconvenient at all?	Base : All respondents with unwanted loss for PTV	61
45	41	QA11b Willingness to pay. How much would you have been willing to pay to avoid the loss of service and the impact this had on your household?	Base : All respondents	318
46	41	QA11b Willingness to pay. How much would you have been willing to pay to avoid the loss of service and the impact this had on your household?	Base : All respondents	318
47	42	QA12 Reasons why not willing to pay : Fixed BB. Why do you say you would not have paid anything to avoid this loss?	Base : All respondents not willing to pay to avoid Fixed BB cost.	67
48	43	QB3: Compensation. Thinking back to the loss of [Fixed landline, Fixed Broadband, Pay TV] service you experienced and the impact this had on your household, what amount do you feel would have compensated you for that loss of service(s) and any problems you experienced as a result of it?		
49	44	QB4 Compensation by service lost. You said you feel £x would have compensated you for the loss of service you experienced. How much of this relates to each of the following services you lost?	Base : All respondents with loss of Fixed LL	163
50	45	QB4 Compensation by service lost. You said you feel £x would have compensated you for the loss of service you experienced. How much of this relates to each of the following services you lost?	Base : All respondents with loss of Fixed BB	257

Page	Table	Title	Base Description	Base
51	46	QB4 Compensation by service lost. You said you feel £x would have compensated you for the loss of service you experienced. How much of this relates to each of the following services you lost?	Base : All respondents with loss of PTV	88
52	47	QB1 Reason for switch related loss : Fixed Landline. Why did you have a period without service?	Base : All respondents with a switch related loss of Fixed Landline	96
53	47	QB1 Reason for switch related loss : Fixed Landline. Why did you have a period without service?	Base : All respondents with a switch related loss of Fixed Landline	96
54	48	QB1 Reason for switch related loss : Fixed Broadband. Why did you have a period without service?	Base : All respondents with a switch related loss of Fixed Broadband	125
55	48	QB1 Reason for switch related loss : Fixed Broadband. Why did you have a period without service?	Base : All respondents with a switch related loss of Fixed Broadband	125
56	49	QB1 Reason for switch related loss : Fixed LL/Fixed BB/PTV. Why did you have a period without service?	Base : All respondents with a switch related loss of Fixed LL/Fixed BB/PTV	152
57	49	QB1 Reason for switch related loss : Fixed LL/Fixed BB/PTV. Why did you have a period without service?	Base : All respondents with a switch related loss of Fixed LL/Fixed BB/PTV	152
58	50	QB2 Reason for non switch related loss : Fixed Landline. Why did you have a period without service?	Base : All respondents with non switch related loss of Fixed Landline	163
59	51	QB2 Reason for non switch related loss : Fixed Broadband. Why did you have a period without service?	Base : All respondents with non switch related loss of Fixed Broadband	257
60	52	QB2 Reason for non switch related loss : Pay TV. Why did you have a period without service?	Base : All respondents with non switch related loss of Pay TV	88
61	53	QB2 Reason for non switch related loss : Fixed LL/Fixed BB/PTV. Why did you have a period without service?	Base : All respondents with non switch related loss of Fixed LL/Fixed BB/PTV	318
62	54	QB5 Responsibility for loss. Who would you say was responsible for the loss in service?	Base : All respondents	318
63	55	QC1 Current provider : Fixed Landline Which provider do you currently use for.?	Base : All respondents	304
64	56	QC1 Current provider : Fixed Broadband Which provider do you currently use for.?	Base : All respondents	285
65	57	QC1 Current provider : Pay TV Which provider do you currently use for.?	Base : All respondents	198

Page	Table	Title	Base Description	Base
66	58	QC1 Current provider : SUMMARY : All combined Which provider do you currently use for.?	Base : All respondents	318
67	59	QC2 Previous Provider : Fixed Landline. Which provider did you use previously for this service?	Base : All respondents	122
68	60	QC2 Previous Provider : Fixed Broadband. Which provider did you use previously for this service?	Base : All respondents	110
69	61	QC2 Previous Provider : Pay TV. Which provider did you use previously for this service?	Base : All respondents	103
70	62	QC2 Previous Provider : SUMMARY : All combined. Which provider did you use previously for this service?	Base : All respondents	318
71	63	QC3 Porting.	Base : All respondents switching landline in the past 2 years	180
72	64	QD1: Gender. Are you...?	Base : All respondents	318
73	65	QD2 Employment status. Which of the following best describes your employment status?	Base : All respondents	318
74	66	QD3 Social grade. Which of the following best describes the main income earner in your household?	Base : All respondents	318
75	67	QD3A Income. Please could you indicate your annual household income before taxes:	Base : All respondents	318
76	68	QD4 Region. Whereabouts in the UK do you live?	Base : All respondents	318
77	69	QD5 Attitudes : I try to keep up with technology. For each statement please indicate how much you agree or disagree.	Base : All respondents	318
78	70	QD5 Attitudes : My friends tend to come to me if they have questions about technology. For each statement please indicate how much you agree or disagree.	Base : All respondents	318
79	71	QD5 Attitudes : I'm as knowledgeable about these technologies as the next person. For each statement please indicate how much you agree or disagree.	Base : All respondents	318
80	72	QD5 Attitudes : SUMMARY : Agree Strongly For each statement please indicate how much you agree or disagree.	Base : All respondents	318

	Page	Table	Title	Base Description	Base
	81	73	QD5 Attitudes : SUMMARY : Agree. For each statement please indicate how much you agree or disagree.	Base : All respondents	318

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 1

QS1 Decision maker.

For which, if any, of the following services are you solely or jointly responsible for deciding which provider to use?

Base : All respondents

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	318	272	126	137	146	117	136	230	61	99	57	79	65	165
Fixed home telephone line	296	257	119	129	138	114	134	219	56	91	57	77	62	157
	93%	94%	94%	94%	95%	97%	99%	95%	92%	92%	100%	97%	95%	95%
Fixed home broadband	312	269	125	135	144	117	136	229	59	98	57	79	65	164
	98%	99%	99%	99%	99%	100%	100%	100%	97%	99%	100%	100%	100%	99%
Pay TV service (via a cable, satellite or a broadband connection)	223	184	87	88	97	83	95	154	56	58	40	55	44	110
	70%	68%	69%	64%	66%	71%	70%	67%	92%	59%	70%	70%	68%	67%
None of the above	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-

* = Less than .5

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

Table 2

S1A: Respondent age.
What is your age.

Base : All respondents

	Services Lost - Unwanted loss										Inconvenience - Unwanted loss			
	Type of Loss				Services Lost - Unwanted loss					FLL Loss		FBB Loss		
	Any un- wanted loss	Switch related (last 2 years) with un- wanted loss	Non-switch related (last 2 years excl. home move) with un- wanted loss	Non-switch related with un- wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total	318	272	126	137	146	117	136	230	61	99	57	79	65	165
16 - 17	-	-	-	-	-	-	-	-	-	-	-	-	-	-
18 - 24	16	10	6	4	4	4	5	7	2	3	3	2	3	4
	5%	4%	5%	3%	3%	3%	4%	3%	3%	3%	5%	3%	5%	2%
25 - 34	55	43	22	19	21	18	18	35	15	15	8	10	9	26
	17%	16%	17%	14%	14%	15%	13%	15%	25%	15%	14%	13%	14%	16%
35 - 44	46	38	20	16	18	20	19	33	10	10	7	12	7	26
	14%	14%	16%	12%	12%	17%	14%	14%	16%	10%	12%	15%	11%	16%
45 - 54	65	53	22	28	31	23	29	44	11	19	9	20	11	33
	20%	19%	17%	20%	21%	20%	21%	19%	18%	19%	16%	25%	17%	20%
55 - 64	78	74	27	46	47	28	36	65	14	32	15	21	19	46
	25%	27%	21%	34%	32%	24%	26%	28%	23%	32%	26%	27%	29%	28%
65+	58	54	29	24	25	24	29	46	9	20	15	14	16	30
	18%	20%	23%	18%	17%	21%	21%	20%	15%	20%	26%	18%	25%	18%
NET: 16-24	16	10	6	4	4	4	5	7	2	3	3	2	3	4
	5%	4%	5%	3%	3%	3%	4%	3%	3%	3%	5%	3%	5%	2%
NET: 16-34	71	53	28	23	25	22	23	42	17	18	11	12	12	30
	22%	19%	22%	17%	17%	19%	17%	18%	28%	18%	19%	15%	18%	18%
NET: 35-54	111	91	42	44	49	43	48	77	21	29	16	32	18	59
	35%	33%	33%	32%	34%	37%	35%	33%	34%	29%	28%	41%	28%	36%
NET: 55+	136	128	56	70	72	52	65	111	23	52	30	35	35	76
	43%	47%	44%	51%	49%	44%	48%	48%	38%	53%	53%	44%	54%	46%
Mean score	50.26	51.68	51.08	52.55	52.20	51.36	52.49	52.08	48.07	52.98	53.31	51.91	53.54	51.51

* = Less than .5

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Fieldwork: 21st May - 6th June 2016

Table 3

QS2/S2A Communications services purchased.
Which of the following services do you/your household have?

Base : All respondents

	Inconvenience - Unwanted loss													
	Type of Loss				Services Lost - Unwanted loss					FLL Loss		FBB Loss		
	Any un- wanted loss	Switch related (last 2 years) with un- wanted loss	Non-switch related (last 2 years excl. home move) with un- wanted loss	Non-switch related with un- wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total	318	272	126	137	146	117	136	230	61	99	57	79	65	165
A landline or fixed line phone service	304 96%	261 96%	122 97%	130 95%	139 95%	117 100%	136 100%	224 97%	56 92%	93 94%	57 100%	79 100%	62 95%	162 98%
A fixed broadband service	285 90%	250 92%	119 94%	122 89%	131 90%	114 97%	127 93%	224 97%	47 77%	96 97%	54 95%	73 92%	63 97%	161 98%
A Pay TV service	198 62%	162 60%	73 58%	81 59%	89 61%	71 61%	84 62%	127 55%	61 100%	42 42%	33 58%	51 65%	37 57%	90 55%
Other paid TV or video services	94 30%	79 29%	33 26%	41 30%	46 32%	34 29%	38 28%	69 30%	24 39%	29 29%	19 33%	19 24%	18 28%	51 31%
A mobile phone service/ SIM as part of a package with your fixed line, broadband or Pay TV service	69 22%	56 21%	29 23%	26 19%	27 18%	24 21%	26 19%	46 20%	19 31%	18 18%	9 16%	17 22%	10 15%	36 22%
NET: Quad	45 14%	36 13%	21 17%	14 10%	15 10%	19 16%	18 13%	32 14%	15 25%	9 9%	7 12%	11 14%	8 12%	24 15%
NET: Triple	128 40%	109 40%	47 37%	55 40%	62 42%	50 43%	59 43%	93 40%	32 52%	33 33%	23 40%	36 46%	27 42%	66 40%
NET: Dual	105 33%	99 36%	47 37%	51 37%	52 36%	45 38%	50 37%	93 40%	- 48%	48 48%	24 42%	26 33%	25 38%	68 41%
NET: Pay TV Standalone	7 2%	5 2%	- -	5 4%	5 3%	- -	- -	- -	5 8%	- -	- -	- -	- -	- -
NET: Other	33 10%	23 8%	11 9%	12 9%	12 8%	3 3%	9 7%	12 5%	9 15%	9 9%	3 5%	6 8%	5 8%	7 4%
None of these	-	-	-	-	-	-	-	-	-	-	-	-	-	-

* = Less than .5

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Fieldwork: 21st May - 6th June 2016

Table 4

QS3: Services Switched.

Which of the following best describes when, if at all, you most recently switched or changed the company that provides each service?

Fixed landline/ line rental.

Base : All using Fixed landline/ line rental

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total	304	261	122	130	139	117	136	224	56	93	57	79	62	162
In the last 3 months	33	24	19	5	5	18	15	23	5	4	7	8	8	15
	11%	9%	16%	4%	4%	15%	11%	10%	9%	4%	12%	10%	13%	9%
In the last 4-6 months	40	38	30	3	8	23	26	34	13	8	15	11	9	25
	13%	15%	25%	2%	6%	20%	19%	15%	23%	9%	26%	14%	15%	15%
In the last 7-12 months	53	48	32	14	16	21	27	41	5	20	8	19	10	31
	17%	18%	26%	11%	12%	18%	20%	18%	9%	22%	14%	24%	16%	19%
In the last 13-18 months	26	19	15	3	4	14	15	17	5	3	6	9	6	11
	9%	7%	12%	2%	3%	12%	11%	8%	9%	3%	11%	11%	10%	7%
In the last 19-24 months	28	23	17	6	6	11	12	20	2	9	7	5	7	13
	9%	9%	14%	5%	4%	9%	9%	9%	4%	10%	12%	6%	11%	8%
In the last 2-3 years	19	16	5	11	11	6	7	14	4	7	2	5	3	11
	6%	6%	4%	8%	8%	5%	5%	6%	7%	8%	4%	6%	5%	7%
More than 3 years ago	61	55	2	53	53	14	19	46	13	24	6	13	11	35
	20%	21%	2%	41%	38%	12%	14%	21%	23%	26%	11%	16%	18%	22%
No - never changed provider	42	37	2	34	35	9	14	28	8	18	6	8	8	20
	14%	14%	2%	26%	25%	8%	10%	13%	14%	19%	11%	10%	13%	12%
NET: Last 12 months	126	110	81	22	29	62	68	98	23	32	30	38	27	71
	41%	42%	66%	17%	21%	53%	50%	44%	41%	34%	53%	48%	44%	44%
NET: Last 2 years	180	152	113	31	39	87	95	135	30	44	43	52	40	95
	59%	58%	93%	24%	28%	74%	70%	60%	54%	47%	75%	66%	65%	59%
NET: More than 2 years ago	80	71	7	64	64	20	26	60	17	31	8	18	14	46
	26%	27%	6%	49%	46%	17%	19%	27%	30%	33%	14%	23%	23%	28%
Don't know	2	1	-	1	1	1	1	1	1	-	-	1	-	1
	1%	*	-	1%	1%	1%	1%	*	2%	-	-	1%	-	1%

* = Less than .5

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Fieldwork: 21st May - 6th June 2016

Table 5

QS3: Services Switched.

Which of the following best describes when, if at all, you most recently switched or changed the company that provides each service?

Fixed broadband.

Base : All using Fixed broadband

	Type of Loss										Inconvenience - Unwanted loss			
	Type of Loss				Services Lost - Unwanted loss						FLL Loss		FBB Loss	
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total	297	256	121	126	135	117	129	230	49	99	55	74	65	165
In the last 3 months	25	20	18	2	2	13	13	19	4	5	6	7	6	13
	8%	8%	15%	2%	1%	11%	10%	8%	8%	5%	11%	9%	9%	8%
In the last 4-6 months	47	42	31	6	11	28	26	40	12	9	14	12	12	28
	16%	16%	26%	5%	8%	24%	20%	17%	24%	9%	25%	16%	18%	17%
In the last 7-12 months	51	47	32	13	15	23	25	43	5	20	8	17	11	32
	17%	18%	26%	10%	11%	20%	19%	19%	10%	20%	15%	23%	17%	19%
In the last 13-18 months	30	22	16	5	6	15	15	20	6	5	6	9	6	14
	10%	9%	13%	4%	4%	13%	12%	9%	12%	5%	11%	12%	9%	8%
In the last 19-24 months	29	24	17	7	7	9	13	20	1	11	7	6	9	11
	10%	9%	14%	6%	5%	8%	10%	9%	2%	11%	13%	8%	14%	7%
In the last 2-3 years	17	15	4	11	11	4	5	13	4	8	2	3	2	11
	6%	6%	3%	9%	8%	3%	4%	6%	8%	8%	4%	4%	3%	7%
More than 3 years ago	53	47	3	44	44	16	19	42	9	20	7	12	8	34
	18%	18%	2%	35%	33%	14%	15%	18%	18%	20%	13%	16%	12%	21%
No - never changed provider	42	38	-	37	38	8	12	32	7	21	5	7	11	21
	14%	15%	-	29%	28%	7%	9%	14%	14%	21%	9%	9%	17%	13%
NET: Last 12 months	123	109	81	21	28	64	64	102	21	34	28	36	29	73
	41%	43%	67%	17%	21%	55%	50%	44%	43%	34%	51%	49%	45%	44%
NET: Last 2 years	182	155	114	33	41	88	92	142	28	50	41	51	44	98
	61%	61%	94%	26%	30%	75%	71%	62%	57%	51%	75%	69%	68%	59%
NET: More than 2 years ago	70	62	7	55	55	20	24	55	13	28	9	15	10	45
	24%	24%	6%	44%	41%	17%	19%	24%	27%	28%	16%	20%	15%	27%
Don't know	3	1	-	1	1	1	1	1	1	-	-	1	-	1
	1%	*	-	1%	1%	1%	1%	*	2%	-	-	1%	-	1%

* = Less than .5

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

Table 6

QS3: Services Switched.

Which of the following best describes when, if at all, you most recently switched or changed the company that provides each service?
Pay TV service.

Base : All using Pay TV service

	Type of Loss										Inconvenience - Unwanted loss			
	Type of Loss				Services Lost - Unwanted loss						FLL Loss		FBB Loss	
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total	198	162	73	81	89	71	84	127	61	42	33	51	37	90
In the last 3 months	12	7	4	3	3	2	3	5	3	3	1	2	1	4
	6%	4%	5%	4%	3%	3%	4%	4%	5%	7%	3%	4%	3%	4%
In the last 4-6 months	34	29	21	4	8	15	18	23	16	5	7	11	5	18
	17%	18%	29%	5%	9%	21%	21%	18%	26%	12%	21%	22%	14%	20%
In the last 7-12 months	32	21	12	8	9	11	11	15	8	4	4	7	2	13
	16%	13%	16%	10%	10%	15%	13%	12%	13%	10%	12%	14%	5%	14%
In the last 13-18 months	17	13	8	4	5	8	9	10	7	1	3	6	3	7
	9%	8%	11%	5%	6%	11%	11%	8%	11%	2%	9%	12%	8%	8%
In the last 19-24 months	8	5	4	1	1	2	2	4	3	1	2	-	2	2
	4%	3%	5%	1%	1%	3%	2%	3%	5%	2%	6%	-	5%	2%
In the last 2-3 years	12	11	6	5	5	6	6	10	4	3	3	3	3	7
	6%	7%	8%	6%	6%	8%	7%	8%	7%	7%	9%	6%	8%	8%
More than 3 years ago	38	35	5	29	30	11	16	28	9	12	7	9	10	18
	19%	22%	7%	36%	34%	15%	19%	22%	15%	29%	21%	18%	27%	20%
No - never changed provider	41	39	12	26	27	15	17	31	10	13	6	11	11	20
	21%	24%	16%	32%	30%	21%	20%	24%	16%	31%	18%	22%	30%	22%
NET: Last 12 months	78	57	37	15	20	28	32	43	27	12	12	20	8	35
	39%	35%	51%	19%	22%	39%	38%	34%	44%	29%	36%	39%	22%	39%
NET: Last 2 years	103	75	49	20	26	38	43	57	37	14	17	26	13	44
	52%	46%	67%	25%	29%	54%	51%	45%	61%	33%	52%	51%	35%	49%
NET: More than 2 years ago	50	46	11	34	35	17	22	38	13	15	10	12	13	25
	25%	28%	15%	42%	39%	24%	26%	30%	21%	36%	30%	24%	35%	28%
Don't know	4	2	1	1	1	1	2	1	1	-	-	2	-	1
	2%	1%	1%	1%	1%	1%	2%	1%	2%	-	-	4%	-	1%

* = Less than .5

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 7

QS3: Services switched.

Which of the following best describes when, if at all, you most recently switched or changed the company that provides each service?

SUMMARY

Base : All using each service

	Fixed landline/ line rental	Fixed broadband	Pay TV service
Total	304	297	198
In the last 3 months	33 11%	25 8%	12 6%
In the last 4-6 months	40 13%	47 16%	34 17%
In the last 7-12 months	53 17%	51 17%	32 16%
In the last 13-18 months	26 9%	30 10%	17 9%
In the last 19-24 months	28 9%	29 10%	8 4%
In the last 2-3 years	19 6%	17 6%	12 6%
More than 3 years ago	61 20%	53 18%	38 19%
No - never changed provider	42 14%	42 14%	41 21%
Don't know	2 1%	3 1%	4 2%
NET: Last 12 months	126 41%	123 41%	78 39%
NET: Last 2 years	180 59%	182 61%	103 52%
NET: More than 2 years ago	80 26%	70 24%	50 25%

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 8

QS4A Homemovers/Virgin National/MAC.

Are any of the following relevant to the most recent time you switched your communications provider?

Pay TV service.

Base : All respondents switching Pay TV service alone in the last 2 years

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss			
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss	
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient
Total	50	32	17	14	15	15	24	14	7	4	11	5	19
Switched at same time as I moved home	11	7	1	5	3	2	4	5	1	-	2	2	2
	22%	22%	6%	36%	20%	13%	17%	36%	14%	-	18%	40%	11%
I didn't choose to switch, but I was a customer of Virgin Media National	3	1	-	1	1	-	1	-	-	-	-	1	-
	6%	3%	-	7%	7%	-	4%	-	-	-	-	20%	-
I had to get a code from my previous broadband provider and give it to my new broadband provider i.e. MAC	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
None of these	31	22	14	8	11	13	18	8	5	4	9	2	16
	62%	69%	82%	57%	73%	87%	75%	57%	71%	100%	82%	40%	84%
Don't know/don't recall	5	2	2	-	-	-	1	1	1	-	-	-	1
	10%	6%	12%	-	-	-	4%	7%	14%	-	-	-	5%

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

QS4A Homemovers/Virgin National/MAC.

Are any of the following relevant to the most recent time you switched your communications provider?

Multiple services together.

Base : All respondents switching Multiple services together alone in the last 2 years

	Type of Loss					Services Lost - Unwanted loss					Inconvenience - Unwanted loss			
	Any un- wanted loss	Switch related (last 2 years) with un- wanted loss	Non-switch related (last 2 years excl. home move) with un- wanted loss	Non-switch related with un- wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total	158	138	107	23	31	82	90	125	28	39	44	46	39	86
Switched at same time as I moved home	23	18	2	8	16	13	12	17	8	3	4	8	4	13
	15%	13%	2%	35%	52%	16%	13%	14%	29%	8%	9%	17%	10%	15%
I didn't choose to switch, but I was a customer of Virgin Media National	8	7	2	5	5	3	3	5	1	2	-	3	1	4
	5%	5%	2%	22%	16%	4%	3%	4%	4%	5%	-	7%	3%	5%
I had to get a code from my previous broadband provider and give it to my new broadband provider i.e. MAC	6	5	1	4	4	2	1	4	1	2	-	1	2	2
	4%	4%	1%	17%	13%	2%	1%	3%	4%	5%	-	2%	5%	2%
None of these	113	104	97	7	7	62	70	94	16	30	37	33	31	63
	72%	75%	91%	30%	23%	76%	78%	75%	57%	77%	84%	72%	79%	73%
Don't know/don't recall	14	8	7	1	1	5	5	8	3	2	3	2	3	5
	9%	6%	7%	4%	3%	6%	6%	6%	11%	5%	7%	4%	8%	6%

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 10

QS5A/B Type of loss

Thinking back to when you switched your [Fixed landline, Fixed Broadband, Pay TV],

did you experience any period of time without any of your services?

In the last 2 years have you experienced any period of time without any of your [Fixed landline, Fixed Broadband, Pay TV] services?

Base : All respondents

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Total	Any unwanted loss	Switch related (last 2 years) with unwanted loss	Non-switch related (last 2 years excl. home move) with unwanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total	318	272	126	137	146	117	136	230	61	99	57	79	65	165
NET: Loss when switching	152	126	126	-	-	72	81	110	25	34	40	41	39	71
	48%	46%	100%	-	-	62%	60%	48%	41%	34%	70%	52%	60%	43%
NET: Other loss	166	146	-	137	146	45	55	120	36	65	17	38	26	94
	52%	54%	-	100%	100%	38%	40%	52%	59%	66%	30%	48%	40%	57%
NET: Loss while home moving	13	9	-	-	9	9	9	9	6	-	4	5	1	8
	4%	3%	-	-	6%	8%	7%	4%	10%	-	7%	6%	2%	5%

* = Less than .5

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 11

QA1/2a/2b Services lost

Which service or services did you lose for a period of time?

/ When you lost access to your broadband service did you also lose your fixed landline service?

/ When you lost access to your fixed landline service did you also lose your broadband service?

Base : All respondents

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Total	Any unwanted loss	Switch related (last 2 years) with unwanted loss	Non-switch related (last 2 years excl. home move) with unwanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total	318	272	126	137	146	117	136	230	61	99	57	79	65	165
Fixed landline	163	140	83	48	57	117	136	117	28	-	57	79	30	87
	51%	51%	66%	35%	39%	100%	100%	51%	46%	-	100%	100%	46%	53%
Fixed broadband	257	231	110	112	121	117	113	230	39	99	51	62	65	165
	81%	85%	87%	82%	83%	100%	83%	100%	64%	100%	89%	78%	100%	100%
Pay TV	88	63	27	30	36	26	28	40	61	-	15	13	10	30
	28%	23%	21%	22%	25%	22%	21%	17%	100%	-	26%	16%	15%	18%
Any	318	272	126	137	146	117	136	230	61	99	57	79	65	165
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 12

QA2A Recall of FLL loss during FBB loss

When you lost access to your broadband service did you also lose your fixed landline service?

Base : All experiencing a FBB not FLL loss

	Type of Loss					Services Lost - Unwanted loss					Inconvenience - Unwanted loss			
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Total	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss	
											Not inconvenient	Inconvenient	Not inconvenient	Inconvenient
Total	113	107	38	68	69	9	7	106	14	85	2	5	32	74
Yes	9	9	4	4	5	9	7	9	1	-	2	5	2	7
	8%	8%	11%	6%	7%	100%	100%	8%	7%	-	100%	100%	6%	9%
No - I don't think so	50	47	18	29	29	-	-	46	7	40	-	-	16	30
	44%	44%	47%	43%	42%	-	-	43%	50%	47%	-	-	50%	41%
No - I definitely did not	41	38	8	30	30	-	-	38	2	36	-	-	10	28
	36%	36%	21%	44%	43%	-	-	36%	14%	42%	-	-	31%	38%
NET: No	91	85	26	59	59	-	-	84	9	76	-	-	26	58
	81%	79%	68%	87%	86%	-	-	79%	64%	89%	-	-	81%	78%
Don't know	13	13	8	5	5	-	-	13	4	9	-	-	4	9
	12%	12%	21%	7%	7%	-	-	12%	29%	11%	-	-	13%	12%

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 13

QA1A Date of most recent loss : Fixed landline/ line rental

For each service you lost in the last 2 years, which of the following best describes when you most recently experienced a loss?

Base : All experiencing a loss other than when switching

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	166	146	-	137	146	45	55	120	36	65	17	38	26	94
In the last 3 months	22	17	-	17	17	7	13	10	2	2	5	8	2	8
	13%	12%	-	12%	12%	16%	24%	8%	6%	3%	29%	21%	8%	9%
In the last 4-6 months	15	14	-	10	14	11	13	12	3	1	3	10	1	11
	9%	10%	-	7%	10%	24%	24%	10%	8%	2%	18%	26%	4%	12%
In the last 7-12 months	15	13	-	11	13	11	12	12	1	1	3	9	2	10
	9%	9%	-	8%	9%	24%	22%	10%	3%	2%	18%	24%	8%	11%
In the last 13-18 months	7	5	-	3	5	4	4	4	3	-	1	3	-	4
	4%	3%	-	2%	3%	9%	7%	3%	8%	-	6%	8%	-	4%
In the last 19-24 months	11	11	-	11	11	7	9	9	5	1	4	5	1	8
	7%	8%	-	8%	8%	16%	16%	8%	14%	2%	24%	13%	4%	9%
Did not lose this service in the last 24 months	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Last 12 months	52	44	-	38	44	29	38	34	6	4	11	27	5	29
	31%	30%	-	28%	30%	64%	69%	28%	17%	6%	65%	71%	19%	31%
NET: Last 2 years	70	60	-	52	60	40	51	47	14	5	16	35	6	41
	42%	41%	-	38%	41%	89%	93%	39%	39%	8%	94%	92%	23%	44%
Don't know/NA	96	86	-	85	86	5	4	73	22	60	1	3	20	53
	58%	59%	-	62%	59%	11%	7%	61%	61%	92%	6%	8%	77%	56%

* = Less than .5

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 14

QA1A Date of most recent loss : Fixed broadband

For each service you lost in the last 2 years, which of the following best describes when you most recently experienced a loss?

Base : All experiencing a loss other than when switching

	Inconvenience - Unwanted loss													
	Type of Loss				Services Lost - Unwanted loss					FLL Loss		FBB Loss		
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total	166	146	-	137	146	45	55	120	36	65	17	38	26	94
In the last 3 months	29	26	-	26	26	5	4	26	4	17	2	2	7	19
	17%	18%	-	19%	18%	11%	7%	22%	11%	26%	12%	5%	27%	20%
In the last 4-6 months	36	34	-	29	34	13	14	33	5	18	3	11	6	27
	22%	23%	-	21%	23%	29%	25%	28%	14%	28%	18%	29%	23%	29%
In the last 7-12 months	32	29	-	27	29	11	11	27	4	15	2	9	5	22
	19%	20%	-	20%	20%	24%	20%	23%	11%	23%	12%	24%	19%	23%
In the last 13-18 months	11	9	-	7	9	4	4	9	4	3	1	3	2	7
	7%	6%	-	5%	6%	9%	7%	8%	11%	5%	6%	8%	8%	7%
In the last 19-24 months	19	19	-	19	19	8	8	19	6	10	5	3	4	15
	11%	13%	-	14%	13%	18%	15%	16%	17%	15%	29%	8%	15%	16%
Did not lose this service in the last 24 months	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Last 12 months	97	89	-	82	89	29	29	86	13	50	7	22	18	68
	58%	61%	-	60%	61%	64%	53%	72%	36%	77%	41%	58%	69%	72%
NET: Last 2 years	127	117	-	108	117	41	41	114	23	63	13	28	24	90
	77%	80%	-	79%	80%	91%	75%	95%	64%	97%	76%	74%	92%	96%
Don't know/NA	39	29	-	29	29	4	14	6	13	2	4	10	2	4
	23%	20%	-	21%	20%	9%	25%	5%	36%	3%	24%	26%	8%	4%

* = Less than .5

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 15

QA1A Date of most recent loss : Pay TV service

For each service you lost in the last 2 years, which of the following best describes when you most recently experienced a loss?

Base : All experiencing a loss other than when switching

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any unwanted loss	Switch related (last 2 years) with unwanted loss	Non-switch related (last 2 years excl. home move) with unwanted loss	Non-switch related with unwanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	166	146	-	137	146	45	55	120	36	65	17	38	26	94
In the last 3 months	13	10	-	10	10	-	1	4	10	-	1	-	1	3
	8%	7%	-	7%	7%	-	2%	3%	28%	-	6%	-	4%	3%
In the last 4-6 months	10	9	-	6	9	4	4	6	8	-	1	3	-	6
	6%	6%	-	4%	6%	9%	7%	5%	22%	-	6%	8%	-	6%
In the last 7-12 months	12	10	-	9	10	1	1	4	8	2	1	-	2	2
	7%	7%	-	7%	7%	2%	2%	3%	22%	3%	6%	-	8%	2%
In the last 13-18 months	6	4	-	2	4	2	2	4	4	-	1	1	1	3
	4%	3%	-	1%	3%	4%	4%	3%	11%	-	6%	3%	4%	3%
In the last 19-24 months	7	7	-	7	7	5	5	7	6	1	2	3	2	5
	4%	5%	-	5%	5%	11%	9%	6%	17%	2%	12%	8%	8%	5%
Did not lose this service in the last 24 months	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Last 12 months	35	29	-	25	29	5	6	14	26	2	3	3	3	11
	21%	20%	-	18%	20%	11%	11%	12%	72%	3%	18%	8%	12%	12%
NET: Last 2 years	48	40	-	34	40	12	13	25	36	3	6	7	6	19
	29%	27%	-	25%	27%	27%	24%	21%	100%	5%	35%	18%	23%	20%
Don't know/NA	118	106	-	103	106	33	42	95	-	62	11	31	20	75
	71%	73%	-	75%	73%	73%	76%	79%	-	95%	65%	82%	77%	80%

* = Less than .5

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 16

QA3A/B Length of Loss. - Fixed Landline

Thinking about the most recent time you lost your [Fixed landline, Fixed Broadband, Pay TV] service.

How long were you without a service? / Thinking about when you switched and lost your [Fixed landline, Fixed Broadband, Pay TV] service.

How long were you without a service?

	Type of Loss					Services Lost - Unwanted loss					Inconvenience - Unwanted loss			
	Total	Any unwanted loss	Switch related (last 2 years) with unwanted loss	Non-switch related (last 2 years excl. home move) with unwanted loss	Non-switch related with unwanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss	
											Not inconvenient	Inconvenient	Not inconvenient	Inconvenient
Total	136	136	81	46	55	113	136	113	27	-	57	79	27	86
Up to 1 day	32	32	18	14	14	29	32	29	7	-	16	16	7	22
	24%	24%	22%	30%	25%	26%	24%	26%	26%	-	28%	20%	26%	26%
>1-7 days	55	55	33	17	22	46	55	46	12	-	23	32	12	34
	40%	40%	41%	37%	40%	41%	40%	41%	44%	-	40%	41%	44%	40%
>7 days	41	41	27	11	14	32	41	32	6	-	15	26	6	26
	30%	30%	33%	24%	25%	28%	30%	28%	22%	-	26%	33%	22%	30%
Don't know	8	8	3	4	5	6	8	6	2	-	3	5	2	4
	6%	6%	4%	9%	9%	5%	6%	5%	7%	-	5%	6%	7%	5%
Mean	9.50	9.50	10.71	7.58	7.61	8.99	9.50	8.99	6.54	-	7.20	11.18	6.71	9.68
Median	4	4	5	4	4	4	4	4	5	-	3	5	2	5

* = Less than .5

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 17

QA3A/B Length of Loss. - Fixed Broadband

Thinking about the most recent time you lost your [Fixed landline, Fixed Broadband, Pay TV] service.

How long were you without a service? / Thinking about when you switched and lost your [Fixed landline, Fixed Broadband, Pay TV] service.

How long were you without a service?

	Type of Loss					Services Lost - Unwanted loss					Inconvenience - Unwanted loss			
	Total	Any unwanted loss	Switch related (last 2 years) with unwanted loss	Non-switch related (last 2 years excl. home move) with unwanted loss	Non-switch related with unwanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss	
											Not inconvenient	Inconvenient	Not inconvenient	Inconvenient
Total	230	230	110	111	120	117	113	230	38	99	51	62	65	165
Up to 1 day	75	75	25	50	50	27	27	75	13	40	13	14	29	46
	33%	33%	23%	45%	42%	23%	24%	33%	34%	40%	25%	23%	45%	28%
>1-7 days	90	90	44	41	46	45	43	90	16	40	22	21	21	69
	39%	39%	40%	37%	38%	38%	38%	39%	42%	40%	43%	34%	32%	42%
>7 days	55	55	37	15	18	38	36	55	7	16	14	22	12	43
	24%	24%	34%	14%	15%	32%	32%	24%	18%	16%	27%	35%	18%	26%
Don't know	10	10	4	5	6	7	7	10	2	3	2	5	3	7
	4%	4%	4%	5%	5%	6%	6%	4%	5%	3%	4%	8%	5%	4%
Mean	7.40	7.40	9.92	4.72	5.06	9.59	9.62	7.40	5.14	5.62	7.56	11.39	4.56	8.51
Median	3	3	4	1	2	5	4	3	3	2	3	6	1	4

* = Less than .5

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 18

QA3A/B Length of Loss. - Pay TV

Thinking about the most recent time you lost your [Fixed landline, Fixed Broadband, Pay TV] service.

How long were you without a service? / Thinking about when you switched and lost your [Fixed landline, Fixed Broadband, Pay TV] service.

How long were you without a service?

	Type of Loss					Services Lost - Unwanted loss					Inconvenience - Unwanted loss			
	Any unwanted loss	Switch related (last 2 years) with unwanted loss	Non-switch related (last 2 years excl. home move) with unwanted loss	Non-switch related with unwanted loss		Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss	
											Not inconvenient	Inconvenient	Not inconvenient	Inconvenient
Total	61	25	30	36		24	27	38	61	-	15	12	9	29
Up to 1 day	21	6	15	15		5	6	13	21	-	3	3	5	8
	34%	24%	50%	42%		21%	22%	34%	34%	-	20%	25%	56%	28%
>1-7 days	26	13	9	13		12	13	17	26	-	7	6	1	16
	43%	52%	30%	36%		50%	48%	45%	43%	-	47%	50%	11%	55%
>7 days	12	6	5	6		5	6	6	12	-	4	2	2	4
	20%	24%	17%	17%		21%	22%	16%	20%	-	27%	17%	22%	14%
Don't know	2	-	1	2		2	2	2	2	-	1	1	1	1
	3%	-	3%	6%		8%	7%	5%	3%	-	7%	8%	11%	3%
Mean	6.55	7.63	5.61	5.76		7.21	6.93	5.75	6.55	-	7.06	6.78	5.82	5.72
Median	3	4	1	2		5	5	2	3	-	5	4	1	3

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

QA4 Wanted/unwanted loss.

Did you want the break in service [SWITCHERS] when you switched?

Base : All respondents

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any un- wanted loss	Switch related (last 2 years) with un- wanted loss	Non-switch related (last 2 years excl. home move) with un- wanted loss	Non-switch related with un- wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	318	272	126	137	146	117	136	230	61	99	57	79	65	165
Any wanted	37	5	2	3	3	4	-	4	2	-	-	-	3	1
	12%	2%	2%	2%	2%	3%	-	2%	3%	-	-	-	5%	1%
Any unwanted	272	272	126	137	146	117	136	230	61	99	57	79	65	165
	86%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Unwanted FLL	136	136	81	46	55	113	136	113	27	-	57	79	27	86
	43%	50%	64%	34%	38%	97%	100%	49%	44%	-	100%	100%	42%	52%
Wanted FLL	19	4	2	2	2	4	-	4	1	-	-	-	3	1
	6%	1%	2%	1%	1%	3%	-	2%	2%	-	-	-	5%	1%
Unwanted FBB	230	230	110	111	120	117	113	230	38	99	51	62	65	165
	72%	85%	87%	81%	82%	100%	83%	100%	62%	100%	89%	78%	100%	100%
Wanted FBB	15	1	-	1	1	-	-	-	1	-	-	-	-	-
	5%	*	-	1%	1%	-	-	-	2%	-	-	-	-	-
Unwanted PTV	61	61	25	30	36	24	27	38	61	-	15	12	9	29
	19%	22%	20%	22%	25%	21%	20%	17%	100%	-	26%	15%	14%	18%
Wanted PTV	20	1	1	-	-	1	-	1	-	-	-	-	1	-
	6%	*	1%	-	-	1%	-	*	-	-	-	-	2%	-

* = Less than .5

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

Table 20

QA5 Open ended impact of loss : Fixed Landline

Thinking back to when you experienced a loss of Fixed Landline service, how did this affect you and the people in your household?

Base : All experiencing a loss of Fixed landline/ line rental

	Inconvenience - Unwanted loss													
	Type of Loss				Services Lost - Unwanted loss					FLL Loss		FBB Loss		
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	163	140	83	48	57	117	136	117	28	-	57	79	30	87
General inconvenience: Annoyance/ anger/frustration/ No internet access	38	36	15	18	21	31	36	31	3	-	6	30	2	29
	23%	26%	18%	38%	37%	26%	26%	26%	11%	-	11%	38%	7%	33%
Increased mobile bill (including mobile data, text or calls)	10	10	8	2	2	7	9	7	1	-	1	8	3	4
	6%	7%	10%	4%	4%	6%	7%	6%	4%	-	2%	10%	10%	5%
Affected contact with family/friends	9	9	6	3	3	6	9	6	-	-	1	8	1	5
	6%	6%	7%	6%	5%	5%	7%	5%	-	-	2%	10%	3%	6%
Safety/Safe-guarding issues E.G. I'm disabled/unable to contact anyone in an emergency etc.	6	6	3	3	3	5	6	5	-	-	-	6	-	5
	4%	4%	4%	6%	5%	4%	4%	4%	-	-	-	8%	-	6%
Negative impact on work related activities	4	4	2	2	2	2	3	2	1	-	-	3	-	2
	2%	3%	2%	4%	4%	2%	2%	2%	4%	-	-	4%	-	2%
Took time to resolve loss of service . i.e. webchat /phone calls	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-
Had to use a different location i.e. café, friends. houses	1	1	1	-	-	1	1	1	-	-	-	1	-	1
	1%	1%	1%	-	-	1%	1%	1%	-	-	-	1%	-	1%
Caused unhappiness or arguments within my household	1	1	-	1	1	-	1	-	-	-	-	1	-	-
	1%	1%	-	2%	2%	-	1%	-	-	-	-	1%	-	-
Increased landline bill	-	-	-	-	-	-	-	-	-	-	-	-	-	-
People were unable to contact us / we were unable to contact them	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Missed specific sporting events	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Missed TV shows/ catch up	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Missed/Rearranged gatherings/appointments (e.g. medical appointments)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Had to buy mobile dongle	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Increased anxiety and stress	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid for engineer to fix	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Had to stay in to wait for an engineer	-	-	-	-	-	-	-	-	-	-	-	-	-	-

* = Less than .5

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

Table 20

QA5 Open ended impact of loss : Fixed Landline

Thinking back to when you experienced a loss of Fixed Landline service, how did this affect you and the people in your household?

Base : All experiencing a loss of Fixed landline/ line rental

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any unwanted loss	Switch related (last 2 years) with unwanted loss	Non-switch related (last 2 years excl. home move) with unwanted loss	Non-switch related with unwanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	163	140	83	48	57	117	136	117	28	-	57	79	30	87
Negative impact on study/homework related activities	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Could not access emails /send/receive emails	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incurred bank charges/late payment charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unable to complete household tasks (e.g. internet shopping, online banking, booking tickets)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	3	3	1	2	2	3	3	3	1	-	-	3	-	3
	2%	2%	1%	4%	4%	3%	2%	3%	4%	-	-	4%	-	3%
Losing service did not affect my household [SINGLE CODE]	10	10	6	2	4	9	10	9	3	-	7	3	4	5
	6%	7%	7%	4%	7%	8%	7%	8%	11%	-	12%	4%	13%	6%
No answer	3	3	2	1	1	3	3	3	-	-	1	2	-	3
	2%	2%	2%	2%	2%	3%	2%	3%	-	-	2%	3%	-	3%
No impact	70	56	39	14	17	48	56	48	16	-	40	16	18	30
	43%	40%	47%	29%	30%	41%	41%	41%	57%	-	70%	20%	60%	34%
Don't know	14	8	5	2	3	6	6	6	3	-	1	5	2	4
	9%	6%	6%	4%	5%	5%	4%	5%	11%	-	2%	6%	7%	5%

* = Less than .5

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

Table 21

QA5 Open ended impact of loss : Fixed Broadband

Thinking back to when you experienced a loss of Fixed Landline service, how did this affect you and the people in your household?

Base : All experiencing a loss of Fixed broadband

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	257	231	110	112	121	117	113	230	39	99	51	62	65	165
General inconvenience: Annoyance/ anger/frustration/ No internet access	93	87	35	48	52	40	40	87	14	42	14	26	13	74
	36%	38%	32%	43%	43%	34%	35%	38%	36%	42%	27%	42%	20%	45%
Negative impact on work related activities	30	28	10	17	18	10	9	28	7	13	2	7	6	22
	12%	12%	9%	15%	15%	9%	8%	12%	18%	13%	4%	11%	9%	13%
Unable to complete household tasks (e.g. internet shopping, online banking, booking tickets)	19	17	8	9	9	8	8	17	1	9	1	7	2	15
	7%	7%	7%	8%	7%	7%	7%	7%	3%	9%	2%	11%	3%	9%
Could not access emails /send/receive emails	15	14	4	9	10	8	8	14	1	6	2	6	2	12
	6%	6%	4%	8%	8%	7%	7%	6%	3%	6%	4%	10%	3%	7%
Negative impact on study/homework related activities	7	7	2	5	5	4	4	7	-	3	2	2	1	6
	3%	3%	2%	4%	4%	3%	4%	3%	-	3%	4%	3%	2%	4%
Affected contact with family/friends	6	6	2	4	4	-	-	6	-	6	-	-	2	4
	2%	3%	2%	4%	3%	-	-	3%	-	6%	-	-	3%	2%
Had to use a different location i.e. café, friends, houses	5	5	3	2	2	2	2	5	-	3	-	2	1	4
	2%	2%	3%	2%	2%	2%	2%	2%	-	3%	-	3%	2%	2%
Increased mobile bill (including mobile data, text or calls)	5	5	4	-	1	3	3	5	1	2	1	2	3	2
	2%	2%	4%	-	1%	3%	3%	2%	3%	2%	2%	3%	5%	1%
Caused unhappiness or arguments within my household	5	5	3	2	2	2	2	5	1	3	1	1	1	4
	2%	2%	3%	2%	2%	2%	2%	2%	3%	3%	2%	2%	2%	2%
Had to buy mobile dongle	3	3	3	-	-	2	2	3	1	1	1	1	-	3
	1%	1%	3%	-	-	2%	2%	1%	3%	1%	2%	2%	-	2%
Took time to resolve loss of service . i.e. webchat /phone calls	3	2	-	2	2	1	1	2	-	1	-	1	-	2
	1%	1%	-	2%	2%	1%	1%	1%	-	1%	-	2%	-	1%
Safety/Safe-guarding issues E.G. I'm disabled/unable to contact anyone in an emergency etc.	3	3	1	2	2	1	1	3	-	2	-	1	-	3
	1%	1%	1%	2%	2%	1%	1%	1%	-	2%	-	2%	-	2%
Missed TV shows/ catch up	2	2	2	-	-	1	1	2	-	1	1	-	-	2
	1%	1%	2%	-	-	1%	1%	1%	-	1%	2%	-	-	1%
Increased landline bill	1	1	-	1	1	-	-	1	-	1	-	-	-	1
	*	*	-	1%	1%	-	-	*	-	1%	-	-	-	1%
Incurred bank charges/ late payment charges	1	1	1	-	-	1	1	1	-	-	-	1	-	1
	*	*	1%	-	-	1%	1%	*	-	-	-	2%	-	1%
Paid for engineer to fix	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Had to stay in to wait for an engineer	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

* = Less than .5

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

Table 21

QA5 Open ended impact of loss : Fixed Broadband

Thinking back to when you experienced a loss of Fixed Landline service, how did this affect you and the people in your household?

Base : All experiencing a loss of Fixed broadband

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	257	231	110	112	121	117	113	230	39	99	51	62	65	165
People were unable to contact us / we were unable to contact them	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Missed/Rearranged gatherings/appointments (e.g. medical appointments)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Missed specific sporting events	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Increased anxiety and stress	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	11	11	4	7	7	3	3	11	1	7	3	-	2	9
	4%	5%	4%	6%	6%	3%	3%	5%	3%	7%	6%	-	3%	5%
Losing service did not affect my household [SINGLE CODE]	5	5	5	-	-	4	4	5	-	1	4	-	3	2
	2%	2%	5%	-	-	3%	4%	2%	-	1%	8%	-	5%	1%
No answer	4	3	3	-	-	1	1	3	-	2	-	1	-	3
	2%	1%	3%	-	-	1%	1%	1%	-	2%	-	2%	-	2%
No impact	63	53	31	21	22	33	31	53	11	16	22	9	33	20
	25%	23%	28%	19%	18%	28%	27%	23%	28%	16%	43%	15%	51%	12%
Don't know	13	8	4	3	4	5	4	7	4	2	2	2	1	6
	5%	3%	4%	3%	3%	4%	4%	3%	10%	2%	4%	3%	2%	4%

* = Less than .5

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 22

QA5 Open ended impact of loss : Pay TV

Thinking back to when you experienced a loss of Fixed Landline service, how did this affect you and the people in your household?

Base : All experiencing a loss of Pay TV service

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	88	63	27	30	36	26	28	40	61	-	15	13	10	30
Missed TV shows/ catch up	17	17	6	10	11	5	7	9	17	-	4	3	2	7
	19%	27%	22%	33%	31%	19%	25%	23%	28%	-	27%	23%	20%	23%
General inconvenience: Annoyance/ anger/frustration/ No internet access	15	11	4	5	7	5	5	7	11	-	3	2	-	7
	17%	17%	15%	17%	19%	19%	18%	18%	18%	-	20%	15%	-	23%
Caused unhappiness or arguments within my household	3	2	1	-	1	2	2	2	2	-	1	1	-	2
	3%	3%	4%	-	3%	8%	7%	5%	3%	-	7%	8%	-	7%
Took time to resolve loss of service . i.e. webchat /phone calls	1	1	1	-	-	-	1	-	1	-	1	-	-	-
	1%	2%	4%	-	-	-	4%	-	2%	-	7%	-	-	-
Increased landline bill	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Had to use a different location i.e. café, friends. houses	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Incurred bank charges/ late payment charges	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unable to complete household tasks (e.g. internet shopping, online banking, booking tickets)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Negative impact on study/homework related activities	-	-	-	-	-	-	-	-	-	-	-	-	-	-
People were unable to contact us / we were unable to contact them	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Missed specific sporting events	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Increased mobile bill (including mobile data, text or calls)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Missed/Rearranged gatherings/appointments (e.g. medical appointments)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Had to buy mobile dongle	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Increased anxiety and stress	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paid for engineer to fix	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Had to stay in to wait for an engineer	-	-	-	-	-	-	-	-	-	-	-	-	-	-

* = Less than .5

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

Table 22

QA5 Open ended impact of loss : Pay TV

Thinking back to when you experienced a loss of Fixed Landline service, how did this affect you and the people in your household?

Base : All experiencing a loss of Pay TV service

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any unwanted loss	Switch related (last 2 years) with unwanted loss	Non-switch related (last 2 years excl. home move) with unwanted loss	Non-switch related with unwanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	88	63	27	30	36	26	28	40	61	-	15	13	10	30
Negative impact on work related activities	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Could not access emails /send/receive emails	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Affected contact with family/friends	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Safety/Safe-guarding issues E.G. I'm disabled/unable to contact anyone in an emergency etc.	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	4	4	1	2	3	2	2	3	4	-	1	1	-	3
	5%	6%	4%	7%	8%	8%	7%	8%	7%	-	7%	8%	-	10%
Losing service did not affect my household [SINGLE CODE]	3	3	1	2	2	-	-	1	3	-	-	-	-	1
	3%	5%	4%	7%	6%	-	-	3%	5%	-	-	-	-	3%
No answer	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No impact	37	25	14	10	11	11	12	17	24	-	7	5	7	10
	42%	40%	52%	33%	31%	42%	43%	43%	39%	-	47%	38%	70%	33%
Don't know	12	4	1	2	3	3	2	3	3	-	-	2	1	2
	14%	6%	4%	7%	8%	12%	7%	8%	5%	-	-	15%	10%	7%

* = Less than .5

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

Table 23

QA6 Pre-coded impact of loss.

Which of the following would you say applied to your loss of [Fixed landline, Fixed Broadband, Pay TV] service(s)?

Base : All respondents

	Total	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss			
		Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss	
											Not inconvenient	Inconvenient	Not inconvenient	Inconvenient
Total	318	272	126	137	146	117	136	230	61	99	57	79	65	165
Unable to complete household tasks (e.g. internet shopping, online banking, booking tickets)	119 37%	111 41%	50 40%	58 42%	61 42%	49 42%	53 39%	103 45%	24 39%	47 47%	19 33%	34 43%	20 31%	83 50%
Increased anxiety and stress	113 36%	101 37%	40 32%	56 41%	61 42%	50 43%	54 40%	93 40%	20 33%	37 37%	15 26%	39 49%	9 14%	84 51%
Had to stay in to wait for an engineer	112 35%	99 36%	49 39%	44 32%	50 34%	49 42%	57 42%	83 36%	24 39%	31 31%	17 30%	40 51%	14 22%	69 42%
People were unable to contact us / we were unable to contact them	111 35%	101 37%	46 37%	50 36%	55 38%	57 49%	66 49%	87 38%	17 28%	25 25%	17 30%	49 62%	13 20%	74 45%
Took time to resolve loss of service - i.e. webchat /phone calls	104 33%	93 34%	36 29%	52 38%	57 39%	43 37%	52 38%	81 35%	16 26%	32 32%	11 19%	41 52%	13 20%	68 41%
Missed TV shows/ catch up	82 26%	66 24%	34 27%	29 21%	32 22%	34 29%	35 26%	53 23%	33 54%	11 11%	14 25%	21 27%	10 15%	43 26%
Increased mobile bill (including mobile data, text or calls)	67 21%	59 22%	38 30%	18 13%	21 14%	37 32%	42 31%	52 23%	15 25%	12 12%	12 21%	30 38%	10 15%	42 25%
Caused unhappiness or arguments within my household	67 21%	57 21%	31 25%	23 17%	26 18%	27 23%	30 22%	48 21%	19 31%	15 15%	7 12%	23 29%	3 5%	45 27%
Negative impact on work related activities	61 19%	53 19%	23 18%	28 20%	30 21%	20 17%	23 17%	46 20%	15 25%	21 21%	6 11%	17 22%	6 9%	40 24%
Had to use a different location i.e. cafe, friends' houses	51 16%	43 16%	21 17%	19 14%	22 15%	25 21%	24 18%	41 18%	14 23%	12 12%	9 16%	15 19%	4 6%	37 22%
Negative impact on study/homework related activities	49 15%	43 16%	17 13%	24 18%	26 18%	19 16%	18 13%	39 17%	13 21%	15 15%	5 9%	13 16%	6 9%	33 20%
Losing service did not affect my household	43 14%	33 12%	21 17%	11 8%	12 8%	15 13%	17 13%	28 12%	9 15%	11 11%	14 25%	3 4%	22 34%	6 4%
Missed/Rearranged gatherings/appointments (e.g. medical appointments)	27 8%	20 7%	8 6%	11 8%	12 8%	15 13%	15 11%	18 8%	6 10%	2 2%	4 7%	11 14%	4 6%	14 8%
Paid for engineer to fix	23 7%	16 6%	5 4%	10 7%	11 8%	7 6%	7 5%	12 5%	7 11%	4 4%	3 5%	4 5%	2 3%	10 6%
Missed specific sporting events	21 7%	15 6%	8 6%	7 5%	7 5%	7 6%	8 6%	12 5%	8 13%	2 2%	4 7%	4 5%	5 8%	7 4%
Increased landline bill	17 5%	13 5%	6 5%	7 5%	7 5%	5 4%	4 3%	12 5%	5 8%	6 6%	1 2%	3 4%	2 3%	10 6%
Incurred bank charges/late payment charges	14 4%	8 3%	4 3%	4 3%	4 3%	4 3%	4 3%	6 3%	2 3%	2 2%	- -	4 5%	- -	6 4%

* = Less than .5

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 23

QA6 Pre-coded impact of loss.

Which of the following would you say applied to your loss of [Fixed landline, Fixed Broadband, Pay TV] service(s)?

Base : All respondents

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	318	272	126	137	146	117	136	230	61	99	57	79	65	165
Had to buy mobile dongle	14	9	5	4	4	6	4	9	3	3	-	4	3	6
	4%	3%	4%	3%	3%	5%	3%	4%	5%	3%	-	5%	5%	4%
Other (please type in)	7	6	1	4	5	2	2	6	1	4	-	2	2	4
	2%	2%	1%	3%	3%	2%	1%	3%	2%	4%	-	3%	3%	2%
Mean number of mentions	3.5	3.5	3.5	3.4	3.4	4.0	3.8	3.6	4.1	2.9	2.8	4.5	2.3	4.1
NET: Any mention	314	269	124	136	145	116	135	228	60	98	56	79	65	163
	99%	99%	98%	99%	99%	99%	99%	99%	98%	99%	98%	100%	100%	99%
NET: Any QA7 (Direct financial)	220	192	86	98	106	87	100	166	40	70	34	66	28	138
	69%	71%	68%	72%	73%	74%	74%	72%	66%	71%	60%	84%	43%	84%
Don't know	4	3	2	1	1	1	1	2	1	1	1	-	-	2
	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	2%	-	-	1%

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 24

QA7 Cost of any impact : Negative impact on work related activities.

What were the direct financial costs to you and the people in your household for all of the following because of your loss of [Fixed landline, Fixed Broadband, Pay TV] service(s)?

Negative impact on work related activities

Base : All respondents mentioning Negative impact on work related activities

	Type of Loss					Services Lost - Unwanted loss					Inconvenience - Unwanted loss			
	Total	Any unwanted loss	Switch related (last 2 years) with unwanted loss	Non-switch related (last 2 years excl. home move) with unwanted loss	Non-switch related with unwanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss	
											Not inconvenient	Inconvenient	Not inconvenient	Inconvenient
Total	61	53	23	28	30	20	23	46	15	21	6	17	6	40
£1-10	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£11-20	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£21-100	4	4	1	2	3	2	2	4	1	1	-	2	2	2
	7%	8%	4%	7%	10%	10%	9%	9%	7%	5%	-	12%	33%	5%
£101+	3	3	2	1	1	-	-	3	-	3	-	-	-	3
	5%	6%	9%	4%	3%	-	-	7%	-	14%	-	-	-	8%
NET: Under £25	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Under £51	1	1	1	-	-	-	-	1	1	-	-	-	-	1
	2%	2%	4%	-	-	-	-	2%	7%	-	-	-	-	3%
NET: £51+	6	6	2	3	4	2	2	6	-	4	-	2	2	4
	10%	11%	9%	11%	13%	10%	9%	13%	-	19%	-	12%	33%	10%
NET: £101+	3	3	2	1	1	-	-	3	-	3	-	-	-	3
	5%	6%	9%	4%	3%	-	-	7%	-	14%	-	-	-	8%
Mean score	205.71	205.71	283.33	163.33	147.50	95.00	95.00	205.71	50.00	300.00	-	95.00	100.00	248.00
Median	98	98	175	95	95	95	95	98	50	200	-	95	100	143
Don't know	23	20	7	13	13	9	10	15	8	4	2	8	1	14
	38%	38%	30%	46%	43%	45%	43%	33%	53%	19%	33%	47%	17%	35%
No direct financial cost	31	26	13	12	13	9	11	24	6	13	4	7	3	21
	51%	49%	57%	43%	43%	45%	48%	52%	40%	62%	67%	41%	50%	53%

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 25

QA7 Cost of any impact : Increased mobile phone bill.

What were the direct financial costs to you and the people in your household for all of the following because of your loss of [Fixed landline,

Fixed Broadband, Pay TV] service(s)?

Increased mobile phone bill

Base : All respondents mentioning Increased mobile phone bill

	Type of Loss					Services Lost - Unwanted loss					Inconvenience - Unwanted loss			
	Total	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss	
											Not inconvenient	Inconvenient	Not inconvenient	Inconvenient
Total	67	59	38	18	21	37	42	52	15	12	12	30	10	42
£1-10	19 28%	17 29%	8 21%	7 39%	9 43%	13 35%	14 33%	16 31%	5 33%	1 8%	6 50%	8 27%	5 50%	11 26%
£11-20	11 16%	11 19%	7 18%	3 17%	4 19%	7 19%	8 19%	9 17%	4 27%	2 17%	3 25%	5 17%	1 10%	8 19%
£21-100	14 21%	12 20%	9 24%	3 17%	3 14%	7 19%	8 19%	11 21%	3 20%	3 25%	1 8%	7 23%	1 10%	10 24%
£101+	1 1%	1 2%	1 3%	-	-	1 3%	1 2%	1 2%	1 7%	-	-	1 3%	-	1 2%
NET: Under £25	30 45%	28 47%	15 39%	10 56%	13 62%	20 54%	22 52%	25 48%	9 60%	3 25%	9 75%	13 43%	6 60%	19 45%
NET: Under £51	41 61%	37 63%	21 55%	13 72%	16 76%	25 68%	28 67%	33 63%	11 73%	6 50%	10 83%	18 60%	7 70%	26 62%
NET: £51+	4 6%	4 7%	4 11%	-	-	3 8%	3 7%	4 8%	2 13%	-	-	3 10%	-	4 10%
NET: £101+	1 1%	1 2%	1 3%	-	-	1 3%	1 2%	1 2%	1 7%	-	-	1 3%	-	1 2%
Mean score	25.13	25.63	31.92	17.54	15.81	26.36	26.13	26.05	26.31	26.00	11.70	33.00	14.71	28.70
Median	14	14	16	9	8	11	13	13	14	25	8	16	9	16
Don't know	13 19%	10 17%	8 21%	2 11%	2 10%	5 14%	7 17%	8 15%	1 7%	3 25%	1 8%	6 20%	1 10%	7 17%
No direct financial cost	9 13%	8 14%	5 13%	3 17%	3 14%	4 11%	4 10%	7 13%	1 7%	3 25%	1 8%	3 10%	2 20%	5 12%

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 26

QA7/A7A/A7B: Overall cost of loss.

What were the direct financial costs to you and the people in your household for all of the following because of your loss of

[Fixed landline, Fixed Broadband, Pay TV] service(s)?

/If there were any other direct financial costs not included in the factors mentioned previously,

could you please indicate the amount of these costs below?

/Overall what were the direct financial costs to you and the people in your household because of your loss of service?

Base : All respondents

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total	318	272	126	137	146	117	136	230	61	99	57	79	65	165
£0	229	192	86	101	106	79	91	164	36	77	44	47	53	111
	72%	71%	68%	74%	73%	68%	67%	71%	59%	78%	77%	59%	82%	67%
£1-10	19	17	7	8	10	10	7	15	5	2	6	6	4	11
	6%	6%	6%	6%	7%	9%	9%	7%	8%	2%	11%	8%	6%	7%
£11-20	12	12	5	6	7	6	8	8	5	2	3	5	-	8
	4%	4%	4%	4%	5%	5%	6%	3%	8%	2%	5%	6%	-	5%
£21-100	23	20	10	10	10	9	9	16	8	5	2	7	4	12
	7%	7%	8%	7%	7%	8%	7%	7%	13%	5%	4%	9%	6%	7%
£101+	17	16	10	5	6	10	10	16	5	5	1	9	2	14
	5%	6%	8%	4%	4%	9%	7%	7%	8%	5%	2%	11%	3%	8%
NET: Under £25	260	221	98	115	123	95	111	187	46	81	53	58	57	130
	82%	81%	78%	84%	84%	81%	82%	81%	75%	82%	93%	73%	88%	79%
NET: Under £51	274	234	106	120	128	103	117	198	53	82	54	63	60	138
	86%	86%	84%	88%	88%	88%	86%	86%	87%	83%	95%	80%	92%	84%
NET: £51+	26	23	12	10	11	11	13	21	6	9	2	11	3	18
	8%	8%	10%	7%	8%	9%	10%	9%	10%	9%	4%	14%	5%	11%
NET: £101+	17	16	10	5	6	10	10	16	5	5	1	9	2	14
	5%	6%	8%	4%	4%	9%	7%	7%	8%	5%	2%	11%	3%	8%
Don't know	18	15	8	7	7	3	6	11	2	8	1	5	2	9
	6%	6%	6%	5%	5%	3%	4%	5%	3%	8%	2%	6%	3%	5%
Mean score	21.46	23.63	31.21	17.34	17.19	26.82	24.70	26.11	34.63	25.37	5.82	38.99	8.62	33.18
Median	34	33	38	25	19	24	20	36	24	90	11	36	33	36
Mean score (Excl. Outliers >500)	16.53	17.88	18.72	17.34	17.19	19.74	18.48	19.39	20.97	18.04	5.82	28.19	8.62	23.79
Median	31	28	43	25	19	23	19	33	23	75	11	36	33	33

* = Less than .5

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 27

QA8b Loss of working hours.

As a result of your loss of [Fixed landline, Fixed Broadband, Pay TV] service were you prevented from working for any length of time?

Base : All respondents

	Total	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss			
		Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss	
											Not inconvenient	Inconvenient	Not inconvenient	Inconvenient
Total	318	272	126	137	146	117	136	230	61	99	57	79	65	165
0	215	185	90	88	95	86	88	154	39	62	48	55	46	108
	68%	68%	71%	64%	65%	74%	76%	67%	64%	63%	84%	70%	71%	65%
1 to 5	23	20	5	14	15	6	6	18	7	9	4	2	9	9
	7%	7%	4%	10%	10%	5%	4%	8%	11%	9%	7%	3%	14%	5%
6 to 10	9	7	2	4	5	3	3	7	-	4	1	2	1	6
	3%	3%	2%	3%	3%	3%	2%	3%	-	4%	2%	3%	2%	4%
11 to 25	16	14	9	5	5	3	5	11	5	5	-	5	-	11
	5%	5%	7%	4%	3%	3%	4%	5%	8%	5%	-	6%	-	7%
26 to 100	13	12	8	4	4	7	6	11	4	4	-	6	3	8
	4%	4%	6%	3%	3%	6%	4%	5%	7%	4%	-	8%	5%	5%
100+	3	3	1	2	2	1	1	3	-	2	-	1	-	3
	1%	1%	1%	1%	1%	1%	1%	1%	-	2%	-	1%	-	2%
Don't know	39	31	11	20	20	11	12	26	6	13	4	8	6	20
	12%	11%	9%	15%	14%	9%	9%	11%	10%	13%	7%	10%	9%	12%
Mean score	5.87	6.31	6.79	6.22	5.87	6.79	5.87	6.90	6.53	7.09	0.43	9.93	2.29	8.77
Median	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean score (Excl. outliers > 120)	4.08	4.23	5.01	3.69	3.51	4.00	3.48	4.44	6.53	4.71	0.43	5.79	2.29	5.33
Median	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Under 25	47	40	15	23	25	12	14	35	11	18	5	9	10	25
	15%	15%	12%	17%	17%	10%	10%	15%	18%	18%	9%	11%	15%	15%
NET: Under 50	58	51	22	27	29	17	18	45	14	22	5	13	13	32
	18%	19%	17%	20%	20%	15%	13%	20%	23%	22%	9%	16%	20%	19%
NET: 50+	6	5	3	2	2	3	3	5	2	2	-	3	-	5
	2%	2%	2%	1%	1%	3%	2%	2%	3%	2%	-	4%	-	3%
NET: 100+	3	3	1	2	2	1	1	3	-	2	-	1	-	3
	1%	1%	1%	1%	1%	1%	1%	1%	-	2%	-	1%	-	2%

* = Less than .5

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Fieldwork: 21st May - 6th June 2016

QA9 Actions to fix/restore loss.

Which of the following actions did you or other people in your household take to fix/restore your service(s)?

Base : All respondents

	Inconvenience - Unwanted loss													
	Type of Loss				Services Lost - Unwanted loss					FLL Loss		FBB Loss		
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total	318	272	126	137	146	117	136	230	61	99	57	79	65	165
Contacted my provider	128	114	-	107	114	37	47	94	28	49	14	33	18	76
	40%	42%	-	78%	78%	32%	35%	41%	46%	49%	25%	42%	28%	46%
Checked my provider's website for details	92	83	31	51	52	34	39	66	27	24	8	31	7	59
	29%	31%	25%	37%	36%	29%	29%	29%	44%	24%	14%	39%	11%	36%
Rebooted i.e. switched service off and on again	85	75	23	50	52	24	25	66	19	36	8	17	11	55
	27%	28%	18%	36%	36%	21%	18%	29%	31%	36%	14%	22%	17%	33%
Contacted my new provider	84	75	75	-	-	39	46	64	16	22	15	31	10	54
	26%	28%	60%	-	-	33%	34%	28%	26%	22%	26%	39%	15%	33%
Research to try and fix the issue myself (i.e. internet, friend/relative)	57	47	14	32	33	15	16	39	14	20	5	11	5	34
	18%	17%	11%	23%	23%	13%	12%	17%	23%	20%	9%	14%	8%	21%
Asked a relative/friend/ etc.	31	26	8	16	18	12	13	19	8	6	1	12	3	16
	10%	10%	6%	12%	12%	10%	10%	8%	13%	6%	2%	15%	5%	10%
Contacted my previous provider	22	19	19	-	-	9	10	16	3	6	4	6	4	12
	7%	7%	15%	-	-	8%	7%	7%	5%	6%	7%	8%	6%	7%
Contacted Ofcom	12	6	1	5	5	2	3	3	3	1	-	3	-	3
	4%	2%	1%	4%	3%	2%	2%	1%	5%	1%	-	4%	-	2%
Other (please type in)	13	11	8	3	3	6	6	10	2	4	2	4	5	5
	4%	4%	6%	2%	2%	5%	4%	4%	3%	4%	4%	5%	8%	3%
NET: Contacted provider	219	194	80	107	114	79	96	162	44	72	31	65	31	131
	69%	71%	63%	78%	78%	68%	71%	70%	72%	73%	54%	82%	48%	79%
NET: Contacted both new and old provider	15	14	14	-	-	6	7	12	3	5	2	5	1	11
	5%	5%	11%	-	-	5%	5%	5%	5%	5%	4%	6%	2%	7%
NET: Non-provider	117	98	29	66	69	33	36	82	25	42	10	26	14	68
	37%	36%	23%	48%	47%	28%	26%	36%	41%	42%	18%	33%	22%	41%
Did not do anything	52	40	34	5	6	26	27	37	9	10	22	5	25	12
	16%	15%	27%	4%	4%	22%	20%	16%	15%	10%	39%	6%	38%	7%

* = Less than .5

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

Table 29

QA9A Method of contacting current provider.
How did you contact your current provider?

Base : All respondents who contacted their current provider

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any un- wanted loss	Switch related (last 2 years) with un- wanted loss	Non-switch related (last 2 years excl. home move) with un- wanted loss	Non-switch related with un- wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	128	114	-	107	114	37	47	94	28	49	14	33	18	76
Phone	116	103	-	96	103	31	37	88	26	49	11	26	18	70
	91%	90%	-	90%	90%	84%	79%	94%	93%	100%	79%	79%	100%	92%
Webchat	16	14	-	14	14	6	9	7	6	1	2	7	-	7
	13%	12%	-	13%	12%	16%	19%	7%	21%	2%	14%	21%	-	9%
Email	15	11	-	9	11	6	8	8	4	2	2	6	1	7
	12%	10%	-	8%	10%	16%	17%	9%	14%	4%	14%	18%	6%	9%
Other (please type in)	3	3	-	3	3	3	3	3	-	-	1	2	-	3
	2%	3%	-	3%	3%	8%	6%	3%	-	-	7%	6%	-	4%

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 30

QA9A Method of contacting new provider
How did you contact your current provider?

Base : All respondents who contacted their new provider

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	84	75	75	-	-	39	46	64	16	22	15	31	10	54
Phone	78	69	69	-	-	36	42	60	15	21	14	28	9	51
	93%	92%	92%	-	-	92%	91%	94%	94%	95%	93%	90%	90%	94%
Webchat	6	6	6	-	-	4	5	5	1	1	2	3	-	5
	7%	8%	8%	-	-	10%	11%	8%	6%	5%	13%	10%	-	9%
Email	18	15	15	-	-	9	10	12	3	3	2	8	2	10
	21%	20%	20%	-	-	23%	22%	19%	19%	14%	13%	26%	20%	19%
Other (please type in)	5	5	5	-	-	4	5	4	-	-	-	5	-	4
	6%	7%	7%	-	-	10%	11%	6%	-	-	-	16%	-	7%

* = Less than .5

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 31

QA9B Number of contacts overall : Current provider.
How many times did you contact your current provider via each?

Base : All switch loss respondents who contacted their current provider

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	128	114	-	107	114	37	47	94	28	49	14	33	18	76
NET: 1-2	58	52	-	50	52	12	18	42	13	25	8	10	13	29
	45%	46%	-	47%	46%	32%	38%	45%	46%	51%	57%	30%	72%	38%
NET: 3-5	25	23	-	21	23	7	7	21	6	11	2	5	2	19
	20%	20%	-	20%	20%	19%	15%	22%	21%	22%	14%	15%	11%	25%
NET: 6-10	14	13	-	12	13	7	7	12	2	5	-	7	2	10
	11%	11%	-	11%	11%	19%	15%	13%	7%	10%	-	21%	11%	13%
NET: 11+	3	3	-	3	3	-	1	2	-	2	-	1	-	2
	2%	3%	-	3%	3%	-	2%	2%	-	4%	-	3%	-	3%
Mean score	3.24	3.30	-	3.28	3.30	4.04	3.88	3.29	2.62	3.09	1.90	4.74	2.18	3.60
Median	2	2	-	2	2	2	2	2	1	1	1	3	1	2
Don't know/not sure	28	23	-	21	23	11	14	17	7	6	4	10	1	16
	22%	20%	-	20%	20%	30%	30%	18%	25%	12%	29%	30%	6%	21%

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 32

QA9B Number of contacts overall : New provider.
How many times did you contact your new provider via each?

Base : All switch loss respondents who contacted their new provider

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss			
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss	
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient
Total													
Total	84	75	75	-	39	46	64	16	22	15	31	10	54
NET: 1-2	19	17	17	-	9	10	15	3	6	5	5	5	10
	23%	23%	23%	-	23%	22%	23%	19%	27%	33%	16%	50%	19%
NET: 3-5	16	15	15	-	8	13	10	4	1	3	10	-	10
	19%	20%	20%	-	21%	28%	16%	25%	5%	20%	32%	-	19%
NET: 6-10	13	10	10	-	5	5	9	3	3	1	4	1	8
	15%	13%	13%	-	13%	11%	14%	19%	14%	7%	13%	10%	15%
NET: 11+	5	4	4	-	4	4	4	2	-	1	3	-	4
	6%	5%	5%	-	10%	9%	6%	13%	-	7%	10%	-	7%
Mean score	5.04	4.89	4.89	-	5.92	5.38	5.26	6.42	3.60	3.90	6.05	2.83	5.72
Median	3	3	3	-	3	3	3	4	2	3	4	2	4
Don't know/not sure	31	29	29	-	13	14	26	4	12	5	9	4	22
	37%	39%	39%	-	33%	30%	41%	25%	55%	33%	29%	40%	41%

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

QA9B Number of contacts overall : Current provider.
How many times did you contact your current provider via each?

Base : All respondents with a non switch related loss

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	166	146	-	137	146	45	55	120	36	65	17	38	26	94
0	38	32	-	30	32	8	8	26	8	16	3	5	8	18
	23%	22%	-	22%	22%	18%	15%	22%	22%	25%	18%	13%	31%	19%
NET: 1-2	58	52	-	50	52	12	18	42	13	25	8	10	13	29
	35%	36%	-	36%	36%	27%	33%	35%	36%	38%	47%	26%	50%	31%
NET: 3-5	25	23	-	21	23	7	7	21	6	11	2	5	2	19
	15%	16%	-	15%	16%	16%	13%	18%	17%	17%	12%	13%	8%	20%
NET: 6-10	14	13	-	12	13	7	7	12	2	5	-	7	2	10
	8%	9%	-	9%	9%	16%	13%	10%	6%	8%	-	18%	8%	11%
NET: 11+	3	3	-	3	3	-	1	2	-	2	-	1	-	2
	2%	2%	-	2%	2%	-	2%	2%	-	3%	-	3%	-	2%
Mean score	2.35	2.44	-	2.43	2.44	3.09	3.12	2.46	1.90	2.25	1.46	3.89	1.48	2.77
Median	1	1	-	1	1	2	1	1	1	1	1	2	*	1
Don't know/not sure	28	23	-	21	23	11	14	17	7	6	4	10	1	16
	17%	16%	-	15%	16%	24%	25%	14%	19%	9%	24%	26%	4%	17%

* = Less than .5

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

QA9B Number of contacts overall : New provider.
How many times did you contact your new provider via each?

Base : All respondents with a switch related loss

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss			
	Any un- wanted loss	Switch related (last 2 years) with un- wanted loss	Non-switch related (last 2 years excl. home move) with un- wanted loss	Non-switch related with un- wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss	
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient
Total													
Total	152	126	126	-	72	81	110	25	34	40	41	39	71
0	68	51	51	-	33	35	46	9	12	25	10	29	17
	45%	40%	40%	-	46%	43%	42%	36%	35%	63%	24%	74%	24%
NET: 1-2	19	17	17	-	9	10	15	3	6	5	5	5	10
	13%	13%	13%	-	13%	12%	14%	12%	18%	13%	12%	13%	14%
NET: 3-5	16	15	15	-	8	13	10	4	1	3	10	-	10
	11%	12%	12%	-	11%	16%	9%	16%	3%	8%	24%	-	14%
NET: 6-10	13	10	10	-	5	5	9	3	3	1	4	1	8
	9%	8%	8%	-	7%	6%	8%	12%	9%	3%	10%	3%	11%
NET: 11+	5	4	4	-	4	4	4	2	-	1	3	-	4
	3%	3%	3%	-	6%	5%	4%	8%	-	3%	7%	-	6%
Mean score	2.21	2.32	2.32	-	2.61	2.57	2.38	3.67	1.64	1.11	4.16	0.49	3.73
Median	-	-	-	-	-	-	-	1	-	-	2	-	1
Don't know/not sure	31	29	29	-	13	14	26	4	12	5	9	4	22
	20%	23%	23%	-	18%	17%	24%	16%	35%	13%	22%	10%	31%

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

QA9B Number of contacts overall : Any Contact.

How many times did you contact your [current, new, previous] provider via each?

Base : All respondents

	Inconvenience - Unwanted loss													
	Type of Loss				Services Lost - Unwanted loss					FLL Loss		FBB Loss		
	Any un- wanted loss	Switch related (last 2 years) with un- wanted loss	Non-switch related (last 2 years excl. home move) with un- wanted loss	Non-switch related with un- wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total	318	272	126	137	146	117	136	230	61	99	57	79	65	165
0	99	78	46	30	32	38	40	68	17	27	26	14	34	34
	31%	29%	37%	22%	22%	32%	29%	30%	28%	27%	46%	18%	52%	21%
NET: 1-2	81	72	20	50	52	22	30	59	16	32	14	16	19	40
	25%	26%	16%	36%	36%	19%	22%	26%	26%	32%	25%	20%	29%	24%
NET: 3-5	40	37	14	21	23	14	18	31	9	13	4	14	2	29
	13%	14%	11%	15%	16%	12%	13%	13%	15%	13%	7%	18%	3%	18%
NET: 6-10	28	24	11	12	13	12	13	21	6	8	2	11	3	18
	9%	9%	9%	9%	9%	10%	10%	9%	10%	8%	4%	14%	5%	11%
NET: 11+	11	10	7	3	3	6	7	9	2	3	1	6	-	9
	3%	4%	6%	2%	2%	5%	5%	4%	3%	3%	2%	8%	-	5%
Mean score	2.58	2.71	3.05	2.43	2.44	3.29	3.22	2.78	2.70	2.35	1.34	4.67	0.97	3.59
Median	1	1	*	1	1	1	1	1	1	1	-	2	-	1
Don't know/not sure	59	51	28	21	23	25	28	42	11	16	10	18	7	35
	19%	19%	22%	15%	16%	21%	21%	18%	18%	16%	18%	23%	11%	21%

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 36

QA9B Number of contacts overall : Any Contact.

How many times did you contact your [current, new, previous] provider via each?

Base : All respondents who had any contact with any provider

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total	219													
Total	194	80	107	114	79	96	162	44	72	31	65	31	131	
NET: 1-2	81	72	20	50	22	30	59	16	32	14	16	19	40	
	37%	37%	25%	47%	28%	31%	36%	36%	44%	45%	25%	61%	31%	
NET: 3-5	40	37	14	21	14	18	31	9	13	4	14	2	29	
	18%	19%	18%	20%	18%	19%	19%	20%	18%	13%	22%	6%	22%	
NET: 6-10	28	24	11	12	12	13	21	6	8	2	11	3	18	
	13%	12%	14%	11%	15%	14%	13%	14%	11%	6%	17%	10%	14%	
NET: 11+	11	10	7	3	6	7	9	2	3	1	6	-	9	
	5%	5%	9%	3%	8%	7%	6%	5%	4%	3%	9%	-	7%	
Mean score	4.17	4.19	5.75	3.28	3.30	5.61	5.12	4.36	4.09	3.48	3.00	6.06	2.33	4.86
Median	2	2	4	2	2	3	2	2	2	2	1	3	1	3
Don't know/not sure	59	51	28	21	23	25	28	42	11	16	10	18	7	35
	27%	26%	35%	20%	20%	32%	29%	26%	25%	22%	32%	28%	23%	27%

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

Table 37

QA10 Time spent getting loss fixed (hours)
How much time did you and other people in your household spend trying to get your [Fixed landline, Fixed Broadband, Pay TV] service(s) fixed?

Base : All respondents giving a numeric answer

	Total	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss			
		Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss	
											Not inconvenient	Inconvenient	Not inconvenient	Inconvenient
Total	204	182	79	99	103	71	83	155	44	71	43	38	50	104
0	71	58	39	18	19	27	32	48	18	15	22	10	25	22
	35%	32%	49%	18%	18%	38%	39%	31%	41%	21%	51%	26%	50%	21%
Up to 1 hour	42	41	7	34	34	7	8	35	10	24	5	3	15	20
	21%	23%	9%	34%	33%	10%	10%	23%	23%	34%	12%	8%	30%	19%
1 to 2	25	22	8	13	14	9	11	20	-	11	5	6	3	17
	12%	12%	10%	13%	14%	13%	13%	13%	-	15%	12%	16%	6%	16%
2 to 4	21	19	4	13	15	6	6	17	5	9	2	4	3	14
	10%	10%	5%	13%	15%	8%	7%	11%	11%	13%	5%	11%	6%	13%
4 to 7	21	20	7	13	13	11	12	18	5	7	6	6	1	17
	10%	11%	9%	13%	13%	15%	14%	12%	11%	10%	14%	16%	2%	16%
8 or more	24	22	14	8	8	11	14	17	6	5	3	9	3	14
	12%	12%	18%	8%	8%	15%	17%	11%	14%	7%	7%	24%	6%	13%
Mean	5.01	5.12	7.42	3.43	3.36	7.81	8.08	5.08	5.30	2.83	5.28	9.46	2.56	6.33
Median	0.464	0.480	0.030	0.540	0.600	0.876	0.876	0.487	0.324	0.495	-	2.244	0.036	1.861
Mean (Excl. Outliers)	3.63	3.58	3.87	3.43	3.36	3.85	4.72	3.26	2.63	2.83	1.41	6.47	2.56	3.63
Median	0.459	0.474	-	0.540	0.600	0.788	0.788	0.476	0.228	0.495	-	1.856	0.036	1.843

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 38

QA11A Convenience of loss : Fixed landline

Which of the following best describes the impact of the loss of your Fixed landline service on your household where 4 is very inconvenient and 1 is not inconvenient at all?

Base : All respondents with unwanted loss for FLL

	Type of Loss					Services Lost - Unwanted loss					Inconvenience - Unwanted loss			
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss		Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss	
											Not inconvenient	Inconvenient	Not inconvenient	Inconvenient
Total														
Total	136	81	46	55	113	136	113	27	-	57	79	27	86	
1 Not inconvenient at all	19	14	2	5	18	19	18	8	-	19	-	7	11	
	14%	17%	4%	9%	16%	14%	16%	30%	-	33%	-	26%	13%	
2	38	26	11	12	33	38	33	7	-	38	-	17	16	
	28%	32%	24%	22%	29%	28%	29%	26%	-	67%	-	63%	19%	
3	25	15	8	10	16	25	16	2	-	-	25	3	13	
	18%	19%	17%	18%	14%	18%	14%	7%	-	-	32%	11%	15%	
4 Very inconvenient	54	26	25	28	46	54	46	10	-	-	54	-	46	
	40%	32%	54%	51%	41%	40%	41%	37%	-	-	68%	-	53%	
Mean score	2.84	2.65	3.22	3.11	2.80	2.84	2.80	2.52	-	1.67	3.68	1.85	3.09	

* = Less than .5

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 39

QA11A Convenience of loss : Fixed broadband

Which of the following best describes the impact of the loss of your Fixed landline service on your household where 4 is very inconvenient and 1 is not inconvenient at all?

Base : All respondents with unwanted loss for FBB

	Type of Loss					Services Lost - Unwanted loss					Inconvenience - Unwanted loss			
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss		Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss	
											Not inconvenient	Inconvenient	Not inconvenient	Inconvenient
Total														
Total	230	110	111	120	117	113	230	38	99	51	62	65	165	
1 Not inconvenient at all	16	11	5	5	8	8	16	2	7	8	-	16	-	
	7%	10%	5%	4%	7%	7%	7%	5%	7%	16%	-	25%	-	
2	49	28	20	21	22	19	49	7	24	16	3	49	-	
	21%	25%	18%	18%	19%	17%	21%	18%	24%	31%	5%	75%	-	
3	65	24	41	41	30	29	65	9	31	7	22	-	65	
	28%	22%	37%	34%	26%	26%	28%	24%	31%	14%	35%	-	39%	
4 Very inconvenient	100	47	45	53	57	57	100	20	37	20	37	-	100	
	43%	43%	41%	44%	49%	50%	43%	53%	37%	39%	60%	-	61%	
Mean score	3.08	2.97	3.14	3.18	3.16	3.19	3.08	3.24	2.99	2.76	3.55	1.75	3.61	

* = Less than .5

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 40

QA11A Convenience of loss : Pay TV

Which of the following best describes the impact of the loss of your Fixed landline service on your household where 4 is very inconvenient and 1 is not inconvenient at all?

Base : All respondents with unwanted loss for PTV

	Type of Loss					Services Lost - Unwanted loss					Inconvenience - Unwanted loss			
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss		Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss	
											Not inconvenient	Inconvenient	Not inconvenient	Inconvenient
Total														
Total	61	25	30	36	24	27	38	61	-	15	12	9	29	
1 Not inconvenient at all	10	5	4	5	2	3	6	10	-	2	1	3	3	
	16%	20%	13%	14%	8%	11%	16%	16%	-	13%	8%	33%	10%	
2	16	8	8	8	9	10	11	16	-	9	1	4	7	
	26%	32%	27%	22%	38%	37%	29%	26%	-	60%	8%	44%	24%	
3	23	7	13	16	8	8	13	23	-	3	5	2	11	
	38%	28%	43%	44%	33%	30%	34%	38%	-	20%	42%	22%	38%	
4 Very inconvenient	12	5	5	7	5	6	8	12	-	1	5	-	8	
	20%	20%	17%	19%	21%	22%	21%	20%	-	7%	42%	-	28%	
Mean score	2.61	2.48	2.63	2.69	2.67	2.63	2.61	2.61	-	2.20	3.17	1.89	2.83	

* = Less than .5

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

Table 41

QA11b Willingness to pay.

How much would you have been willing to pay to avoid the loss of service and the impact this had on your household?

Base : All respondents

	Total	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss			
		Any unwanted loss	Switch related (last 2 years) with unwanted loss	Non-switch related (last 2 years excl. home move) with unwanted loss	Non-switch related with unwanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss	
											Not inconvenient	Inconvenient	Not inconvenient	Inconvenient
Total	318	272	126	137	146	117	136	230	61	99	57	79	65	165
0	21 7%	18 7%	8 6%	9 7%	10 7%	8 7%	8 6%	17 7%	3 5%	8 8%	7 12%	1 1%	10 15%	7 4%
5	3 1%	3 1%	3 2%	-	-	-	1 1%	2 1%	-	2 2%	1 2%	-	1 2%	1 1%
8	1 *	1 *	-	1 1%	1 1%	-	-	1 *	1 2%	-	-	-	-	1 1%
10	5 2%	4 1%	-	2 1%	4 3%	2 2%	2 1%	4 2%	-	2 2%	1 2%	1 1%	2 3%	2 1%
12	1 *	1 *	-	1 1%	1 1%	-	-	1 *	-	1 1%	-	-	1 2%	-
15	2 1%	1 *	1 1%	-	-	-	-	-	1 2%	-	-	-	-	-
20	4 1%	4 1%	2 2%	2 1%	2 1%	1 1%	1 1%	3 1%	1 2%	2 2%	-	1 1%	2 3%	1 1%
25	2 1%	2 1%	2 2%	-	-	1 1%	1 1%	2 1%	-	1 1%	-	1 1%	-	2 1%
30	4 1%	4 1%	3 2%	-	1 1%	3 3%	3 2%	3 1%	3 5%	-	2 4%	1 1%	1 2%	2 1%
35	1 *	-	-	-	-	-	-	-	-	-	-	-	-	-
40	3 1%	3 1%	2 2%	-	1 1%	2 2%	2 1%	3 1%	2 3%	1 1%	1 2%	1 1%	-	3 2%
50	1 *	1 *	-	1 1%	1 1%	-	-	-	1 2%	-	-	-	-	-
80	1 *	1 *	-	1 1%	1 1%	1 1%	1 1%	1 *	-	-	-	1 1%	-	1 1%
100	1 *	1 *	1 1%	-	-	1 1%	1 1%	1 *	-	-	-	1 1%	-	1 1%
105	1 *	1 *	1 1%	-	-	1 1%	1 1%	1 *	1 2%	-	-	1 1%	-	1 1%
110	1 *	1 *	-	1 1%	1 1%	1 1%	-	1 *	-	-	-	-	1 2%	-
150	1 *	1 *	1 1%	-	-	1 1%	1 1%	1 *	-	-	-	1 1%	-	1 1%
180	1 *	1 *	1 1%	-	-	-	1 1%	-	1 2%	-	-	-	-	-
Not willing to pay, but QA12 response indicates question not considered fully	55 17%	53 19%	16 13%	37 27%	37 25%	19 16%	24 18%	47 20%	10 16%	24 24%	5 9%	19 24%	11 17%	36 22%
Don't know/Not sure	209 66%	171 63%	85 67%	82 60%	86 59%	76 65%	89 65%	142 62%	37 61%	58 59%	39 68%	50 63%	36 55%	106 64%

* = Less than .5

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

Table 41

QA11b Willingness to pay.

How much would you have been willing to pay to avoid the loss of service and the impact this had on your household?

Base : All respondents

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	318	272	126	137	146	117	136	230	61	99	57	79	65	165
NET: 1 to 24	16	14	6	6	8	3	4	11	3	7	2	2	6	5
	5%	5%	5%	4%	5%	3%	3%	5%	5%	7%	4%	3%	9%	3%
NET: 25 to 49	10	9	7	-	2	6	6	8	5	2	3	3	1	7
	3%	3%	6%	-	1%	5%	4%	3%	8%	2%	5%	4%	2%	4%
NET: 50+	7	7	4	3	3	5	5	5	3	-	1	4	1	4
	2%	3%	3%	2%	2%	4%	4%	2%	5%	-	2%	5%	2%	2%
Mean score	23.98	25.73	33.00	17.78	17.83	35.45	37.17	22.80	39.14	8.65	22.69	56.00	12.06	31.22
Median	9	9	16	4	8	23	15	8	23	1	-	35	-	15

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 42

QA12 Reasons why not willing to pay : Fixed BB.

Why do you say you would not have paid anything to avoid this loss?

Base : All respondents not willing to pay to avoid Fixed BB cost.

	Type of Loss					Services Lost - Unwanted loss					Inconvenience - Unwanted loss			
	Total	Any unwanted loss	Switch related (last 2 years) with unwanted loss	Non-switch related (last 2 years excl. home move) with unwanted loss	Non-switch related with unwanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss	
											Not inconvenient	Inconvenient	Not inconvenient	Inconvenient
Total	67	64	24	39	40	27	27	64	11	32	12	15	21	43
Because it didn't cause any problems/inconvenience	7 10%	6 9%	3 13%	3 8%	3 8%	3 11%	3 11%	6 9%	1 9%	2 6%	1 8%	2 13%	4 19%	2 5%
Because it wasn't my fault/don't think it's fair	46 69%	45 70%	14 58%	31 79%	31 78%	18 67%	18 67%	45 70%	8 73%	23 72%	4 33%	14 93%	10 48%	35 81%
Because the service was not essential	4 6%	4 6%	2 8%	2 5%	2 5%	2 7%	2 7%	4 6%	1 9%	1 3%	2 17%	-	3 14%	1 2%
Because it was not worth paying extra for	19 28%	18 28%	6 25%	11 28%	12 30%	6 22%	6 22%	18 28%	4 36%	10 31%	3 25%	3 20%	6 29%	12 28%
Other	9 13%	8 13%	4 17%	4 10%	4 10%	3 11%	3 11%	8 13%	2 18%	5 16%	1 8%	2 13%	2 10%	6 14%
I was able to use a replacement/something else instead, e.g. mobile, work/neighbours internet	5 7%	3 5%	3 13%	-	-	2 7%	2 7%	3 5%	-	1 3%	1 8%	1 7%	1 5%	2 5%
DK/NA	5 7%	5 8%	3 13%	2 5%	2 5%	3 11%	3 11%	5 8%	-	2 6%	2 17%	1 7%	2 10%	3 7%

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

Table 43

QB3: Compensation.
Thinking back to the loss of [Fixed landline, Fixed Broadband, Pay TV] service you experienced and the impact this had on your household, what amount do you feel would have compensated you for that loss of service(s) and any problems you experienced as a result of it?

	Inconvenience - Unwanted loss													
	Type of Loss				Services Lost - Unwanted loss					FLL Loss		FBB Loss		
	Any unwanted loss	Switch related (last 2 years) with unwanted loss	Non-switch related (last 2 years excl. home move) with unwanted loss	Non-switch related with unwanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	318	272	126	137	146	117	136	230	61	99	57	79	65	165
1-5	13 4%	13 5%	2 2%	11 8%	11 8%	2 2%	4 3%	9 4%	4 7%	5 5%	- -	4 5%	2 3%	7 4%
6-10	10 3%	9 3%	2 2%	7 5%	7 5%	1 1%	1 1%	8 3%	3 5%	5 5%	- -	1 1%	1 2%	7 4%
11-20	18 6%	17 6%	4 3%	12 9%	13 9%	5 4%	8 6%	12 5%	4 7%	5 5%	4 7%	4 5%	4 6%	8 5%
21-30	11 3%	10 4%	1 1%	8 6%	9 6%	2 2%	3 2%	8 3%	2 3%	6 6%	- -	3 4%	- -	8 5%
31-40	3 1%	3 1%	1 1%	2 1%	2 1%	1 1%	1 1%	2 1%	1 2%	1 1%	- -	1 1%	- -	2 1%
41-50	17 5%	17 6%	7 6%	9 7%	10 7%	9 8%	10 7%	14 6%	5 8%	4 4%	2 4%	8 10%	1 2%	13 8%
51-100	11 3%	11 4%	7 6%	4 3%	4 3%	5 4%	6 4%	10 4%	3 5%	4 4%	1 2%	5 6%	1 2%	9 5%
101-500	14 4%	10 4%	5 4%	4 3%	5 3%	7 6%	8 6%	9 4%	5 8%	2 2%	2 4%	6 8%	- -	9 5%
501+	4 1%	4 1%	3 2%	1 1%	1 1%	2 2%	2 1%	4 2%	1 2%	2 2%	- -	2 3%	- -	4 2%
NET: Under 25	41 13%	39 14%	8 6%	30 22%	31 21%	8 7%	13 10%	29 13%	11 18%	15 15%	4 7%	9 11%	7 11%	22 13%
NET: Under 50	57 18%	54 20%	10 8%	42 31%	44 30%	12 10%	18 13%	41 18%	15 25%	23 23%	4 7%	14 18%	7 11%	34 21%
NET: 51+	29 9%	25 9%	15 12%	9 7%	10 7%	14 12%	16 12%	23 10%	9 15%	8 8%	3 5%	13 16%	1 2%	22 13%
NET: 100+	27 8%	23 8%	13 10%	9 7%	10 7%	13 11%	15 11%	21 9%	7 11%	8 8%	2 4%	13 16%	1 2%	20 12%
No amount would have compensated me	4 1%	4 1%	3 2%	1 1%	1 1%	1 1%	1 1%	4 2%	- -	3 3%	- -	1 1%	2 3%	2 1%
Didn't need compensation	101 32%	82 30%	43 34%	38 28%	39 27%	36 31%	38 28%	75 33%	11 18%	35 35%	25 44%	13 16%	37 57%	38 23%
It wasn't provider's fault	52 16%	41 15%	23 18%	15 11%	18 12%	27 23%	30 22%	33 14%	14 23%	6 6%	18 32%	12 15%	11 17%	22 13%
Don't know	60 19%	51 19%	25 20%	25 18%	26 18%	19 16%	24 18%	42 18%	8 13%	21 21%	5 9%	19 24%	6 9%	36 22%
Mean score	107.80	104.61	192.25	58.38	59.37	138.88	120.28	120.50	103.57	124.88	66.11	134.62	27.33	133.01
Median	28	27	49	19	23	48	47	38	43	22	28	47	14	44
Mean score (Excl. outliers)	64.00	57.26	85.24	41.86	43.95	85.06	77.37	62.19	70.37	48.94	66.11	80.53	27.33	67.17
Median	26	24	46	19	20	48	46	28	33	21	28	46	14	38

* = Less than .5

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

QB4 Compensation by service lost.

You said you feel £x would have compensated you for the loss of service you experienced. How much of this relates to each of the following services you lost?

Base : All respondents with loss of Fixed LL

	Total	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss			
		Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss	
											Not inconvenient	Inconvenient	Not inconvenient	Inconvenient
Total	163	140	83	48	57	117	136	117	28	-	57	79	30	87
1-5	7 4%	7 5%	3 4%	3 6%	4 7%	5 4%	7 5%	5 4%	2 7%	-	2 4%	5 6%	-	5 6%
6-10	2 1%	2 1%	1 1%	1 2%	1 2%	2 2%	2 1%	2 2%	-	-	1 2%	1 1%	1 3%	1 1%
11-20	4 2%	4 3%	2 2%	2 4%	2 4%	1 1%	4 3%	1 1%	-	-	1 2%	3 4%	-	1 1%
21-30	4 2%	4 3%	2 2%	2 4%	2 4%	3 3%	4 3%	3 3%	-	-	-	4 5%	-	3 3%
31-40	1 1%	1 1%	-	1 2%	1 2%	1 1%	1 1%	1 1%	-	-	-	1 1%	-	1 1%
41-50	4 2%	3 2%	1 1%	2 4%	2 4%	2 2%	3 2%	2 2%	-	-	-	3 4%	-	2 2%
51-100	5 3%	5 4%	3 4%	2 4%	2 4%	4 3%	5 4%	4 3%	-	-	-	5 6%	-	4 5%
101-500	3 2%	2 1%	2 2%	-	-	2 2%	2 1%	2 2%	2 7%	-	-	2 3%	-	2 2%
501+	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Under 25	13 8%	13 9%	6 7%	6 13%	7 12%	8 7%	13 10%	8 7%	2 7%	-	4 7%	9 11%	1 3%	7 8%
NET: Under 50	18 11%	18 13%	8 10%	9 19%	10 18%	12 10%	18 13%	12 10%	2 7%	-	4 7%	14 18%	1 3%	11 13%
NET: 51+	8 5%	7 5%	5 6%	2 4%	2 4%	6 5%	7 5%	6 5%	2 7%	-	-	7 9%	-	6 7%
NET: 100+	7 4%	6 4%	5 6%	1 2%	1 2%	5 4%	6 4%	5 4%	2 7%	-	-	6 8%	-	5 6%
No amount would have compensated me	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't need compensation	25 15%	18 13%	7 8%	9 19%	11 19%	6 5%	18 13%	6 5%	4 14%	-	7 12%	11 14%	1 3%	5 6%
It wasn't provider's fault	4 2%	2 1%	-	2 4%	2 4%	-	2 1%	-	-	-	-	2 3%	-	-
Don't know	8 5%	5 4%	2 2%	3 6%	3 5%	-	5 4%	-	-	-	1 2%	4 5%	-	-
Mean score	66.83	60.89	90.71	33.08	31.07	72.75	60.89	72.75	202.50	-	10.00	69.38	10.00	76.05
Median	28	23	28	23	23	28	23	28	153	-	8	28	10	28

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

Table 45

QB4 Compensation by service lost.

You said you feel £x would have compensated you for the loss of service you experienced. How much of this relates to each of the following services you lost?

Base : All respondents with loss of Fixed BB

	Total	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss			
		Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss	
											Not inconvenient	Inconvenient	Not inconvenient	Inconvenient
Total	257	231	110	112	121	117	113	230	39	99	51	62	65	165
1-5	9 4%	9 4%	1 1%	8 7%	8 7%	1 1%	1 1%	9 4%	3 8%	5 5%	- -	1 2%	2 3%	7 4%
6-10	10 4%	9 4%	3 3%	5 4%	6 5%	3 3%	3 3%	9 4%	3 8%	5 5%	2 4%	1 2%	3 5%	6 4%
11-20	12 5%	11 5%	1 1%	9 8%	10 8%	5 4%	5 4%	11 5%	1 3%	5 5%	2 4%	3 5%	2 3%	9 5%
21-30	9 4%	8 3%	1 1%	7 6%	7 6%	2 2%	2 2%	8 3%	- -	6 6%	- -	2 3%	- -	8 5%
31-40	3 1%	3 1%	2 2%	1 1%	1 1%	1 1%	1 1%	3 1%	2 5%	1 1%	1 2%	- -	- -	3 2%
41-50	10 4%	10 4%	3 3%	6 5%	7 6%	6 5%	6 5%	10 4%	1 3%	4 4%	1 2%	5 8%	1 2%	9 5%
51-100	9 4%	9 4%	5 5%	4 4%	4 3%	4 3%	4 4%	9 5%	2 5%	4 4%	1 2%	3 5%	1 2%	8 5%
101-500	8 3%	5 2%	3 3%	2 2%	2 2%	3 3%	3 3%	5 2%	2 5%	2 2%	- -	3 5%	- -	5 3%
501+	1 *	1 *	- -	1 1%	1 1%	1 1%	1 1%	1 *	- -	- -	- -	1 2%	- -	1 1%
NET: Under 25	31 12%	29 13%	5 5%	22 20%	24 20%	9 8%	9 8%	29 13%	7 18%	15 15%	4 8%	5 8%	7 11%	22 13%
NET: Under 50	46 18%	43 19%	9 8%	32 29%	34 28%	14 12%	14 12%	43 19%	10 26%	23 23%	5 10%	9 15%	7 11%	36 22%
NET: 51+	18 7%	15 6%	8 7%	7 6%	7 6%	8 7%	8 7%	15 7%	4 10%	6 6%	1 2%	7 11%	1 2%	14 8%
NET: 100+	15 6%	12 5%	6 5%	6 5%	6 5%	6 5%	6 5%	12 5%	3 8%	6 6%	1 2%	5 8%	1 2%	11 7%
No amount would have compensated me	3 1%	3 1%	2 2%	1 1%	1 1%	- -	- -	3 1%	- -	3 3%	- -	- -	2 3%	1 1%
Didn't need compensation	71 28%	65 28%	28 25%	37 33%	37 31%	- -	- -	65 28%	- -	65 66%	- -	- -	25 38%	40 24%
It wasn't provider's fault	7 3%	6 3%	4 4%	2 2%	2 2%	- -	- -	6 3%	- -	6 6%	- -	- -	3 5%	3 2%
Don't know	24 9%	21 9%	10 9%	11 10%	11 9%	- -	- -	21 9%	- -	21 21%	- -	- -	4 6%	17 10%
Mean score	69.62	66.74	85.47	61.26	59.00	100.77	100.77	66.74	75.50	48.94	35.00	125.00	25.11	73.43
Median	23	23	46	20	19	43	43	23	26	21	18	46	9	24

* = Less than .5

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

Table 46

QB4 Compensation by service lost.

You said you feel £x would have compensated you for the loss of service you experienced. How much of this relates to each of the following services you lost?

Base : All respondents with loss of PTV

	Total	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss			
		Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss	
											Not inconvenient	Inconvenient	Not inconvenient	Inconvenient
Total	88	63	27	30	36	26	28	40	61	-	15	13	10	30
1-5	6 7%	6 10%	1 4%	5 17%	5 14%	-	-	4 10%	6 10%	-	-	-	-	4 13%
6-10	5 6%	5 8%	2 7%	2 8%	3 8%	2 8%	2 7%	4 10%	5 8%	-	1 7%	1 8%	1 10%	3 10%
11-20	2 2%	2 3%	-	2 7%	2 6%	-	-	-	2 3%	-	-	-	-	-
21-30	1 1%	1 2%	-	1 3%	1 3%	-	-	-	1 2%	-	-	-	-	-
31-40	1 1%	1 2%	1 4%	-	-	-	-	-	1 2%	-	-	-	-	-
41-50	4 5%	4 6%	3 11%	1 3%	1 3%	2 8%	2 7%	2 5%	4 7%	-	2 13%	-	-	2 7%
51-100	-	-	-	-	-	-	-	-	-	-	-	-	-	-
101-500	2 2%	1 2%	1 4%	-	-	-	1 4%	-	1 2%	-	1 7%	-	-	-
501+	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Under 25	13 15%	13 21%	3 11%	9 30%	10 28%	2 8%	2 7%	8 20%	13 21%	-	1 7%	1 8%	1 10%	7 23%
NET: Under 50	15 17%	15 24%	4 15%	10 33%	11 31%	2 8%	2 7%	8 20%	15 25%	-	1 7%	1 8%	1 10%	7 23%
NET: 51+	2 2%	1 2%	1 4%	-	-	-	1 4%	-	1 2%	-	1 7%	-	-	-
NET: 100+	2 2%	1 2%	1 4%	-	-	-	1 4%	-	1 2%	-	1 7%	-	-	-
No amount would have compensated me	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Didn't need compensation	27 31%	13 21%	6 22%	7 23%	7 19%	3 12%	3 11%	4 10%	13 21%	-	-	3 23%	-	4 13%
It wasn't provider's fault	5 6%	3 5%	1 4%	2 7%	2 6%	-	-	-	3 5%	-	-	-	-	-
Don't know	3 3%	3 5%	-	3 10%	3 8%	-	-	-	3 5%	-	-	-	-	-
Mean score	34.43	28.65	51.38	13.82	13.50	30.00	64.00	14.80	28.65	-	77.50	10.00	10.00	15.33
Median	10	9	45	6	7	30	20	6	9	-	30	10	10	6

* = Less than .5

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

Table 47

QB1 Reason for switch related loss : Fixed Landline.
Why did you have a period without service?

Base : All respondents with a switch related loss of Fixed Landline

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	96	83	83	-	-	72	81	72	16	-	40	41	25	47
I cancelled my previous service before arranging my new one	9	8	8	-	-	8	6	8	3	-	6	-	6	2
	9%	10%	10%	-	-	11%	7%	11%	19%	-	15%	-	24%	4%
The new provider gave me a starting date that was after the end of my previous contract	17	17	17	-	-	15	15	15	4	-	9	6	8	7
	18%	20%	20%	-	-	21%	19%	21%	25%	-	23%	15%	32%	15%
To switch on a particular date, that I wanted	5	5	5	-	-	4	5	4	-	-	1	4	1	3
	5%	6%	6%	-	-	6%	6%	6%	-	-	3%	10%	4%	6%
Delay in landline installation	21	18	18	-	-	14	17	14	3	-	5	12	3	11
	22%	22%	22%	-	-	19%	21%	19%	19%	-	13%	29%	12%	23%
Delay in satellite dish installation	4	4	4	-	-	4	2	4	1	-	1	1	3	1
	4%	5%	5%	-	-	6%	2%	6%	6%	-	3%	2%	12%	2%
Delay in cable installation	6	5	5	-	-	4	5	4	2	-	-	5	1	3
	6%	6%	6%	-	-	6%	6%	6%	13%	-	-	12%	4%	6%
Delay in broadband installation	10	7	7	-	-	6	7	6	1	-	2	5	-	6
	10%	8%	8%	-	-	8%	9%	8%	6%	-	5%	12%	-	13%
Delay in service activation	30	27	27	-	-	24	26	24	5	-	10	16	6	18
	31%	33%	33%	-	-	33%	32%	33%	31%	-	25%	39%	24%	38%
Delay in delivery of the equipment	8	5	5	-	-	4	5	4	1	-	1	4	1	3
	8%	6%	6%	-	-	6%	6%	6%	6%	-	3%	10%	4%	6%
The wrong equipment was provided /needed something extra	6	5	5	-	-	4	4	4	2	-	-	4	1	3
	6%	6%	6%	-	-	6%	5%	6%	13%	-	-	10%	4%	6%
Problems/a fault with the equipment (e.g. satellite dish, cable box, broadband router)	4	3	3	-	-	1	2	1	-	-	-	2	1	-
	4%	4%	4%	-	-	1%	2%	1%	-	-	-	5%	4%	-
There was a fault with the line	16	15	15	-	-	11	13	11	1	-	2	11	3	8
	17%	18%	18%	-	-	15%	16%	15%	6%	-	5%	27%	12%	17%
Previous service not cancelled correctly	4	2	2	-	-	2	2	2	-	-	1	1	1	1
	4%	2%	2%	-	-	3%	2%	3%	-	-	3%	2%	4%	2%
Problems getting engineer appointments	1	1	1	-	-	1	1	1	-	-	-	1	-	1
	1%	1%	1%	-	-	1%	1%	1%	-	-	-	2%	-	2%
Engineers not turning up	1	1	1	-	-	1	1	1	-	-	-	1	-	1
	1%	1%	1%	-	-	1%	1%	1%	-	-	-	2%	-	2%
Engineers not being able to fix the problem	2	2	2	-	-	2	2	2	-	-	-	2	-	2
	2%	2%	2%	-	-	3%	2%	3%	-	-	-	5%	-	4%
Problems with setting up the equipment myself	1	1	1	-	-	1	1	1	1	-	1	-	-	1
	1%	1%	1%	-	-	1%	1%	1%	6%	-	3%	-	-	2%
NET: Coordination issues	33	30	30	-	-	27	28	27	6	-	16	12	13	14
	34%	36%	36%	-	-	38%	35%	38%	38%	-	40%	29%	52%	30%
NET: Delays in service	52	46	46	-	-	41	44	41	8	-	17	27	11	30
	54%	55%	55%	-	-	57%	54%	57%	50%	-	43%	66%	44%	64%

* = Less than .5

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 47

**QB1 Reason for switch related loss : Fixed Landline.
Why did you have a period without service?**

Base : All respondents with a switch related loss of Fixed Landline

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	96	83	83	-	-	72	81	72	16	-	40	41	25	47
NET: Equipment	14	11	11	-	-	8	9	8	4	-	2	7	3	5
	15%	13%	13%	-	-	11%	11%	11%	25%	-	5%	17%	12%	11%
Other (please type in)	15	14	14	-	-	13	14	13	2	-	4	10	4	9
	16%	17%	17%	-	-	18%	17%	18%	13%	-	10%	24%	16%	19%
Don't know/can't recall	7	4	4	-	-	4	4	4	1	-	2	2	2	2
	7%	5%	5%	-	-	6%	5%	6%	6%	-	5%	5%	8%	4%

* = Less than .5

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

Table 48

QB1 Reason for switch related loss : Fixed Broadband.
Why did you have a period without service?

Base : All respondents with a switch related loss of Fixed Broadband

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss			
	Any unwanted loss	Switch related (last 2 years) with unwanted loss	Non-switch related (last 2 years excl. home move) with unwanted loss	Non-switch related with unwanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss	
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient
Total													
Total	125	110	110	-	72	70	110	17	34	37	33	39	71
I cancelled my previous service before arranging my new one	9 7%	8 7%	8 7%	-	6 8%	6 9%	8 7%	3 18%	1 3%	6 16%	-	5 13%	3 4%
The new provider gave me a starting date that was after the end of my previous contract	21 17%	20 18%	20 18%	-	13 18%	13 19%	20 18%	2 12%	6 18%	7 19%	6 18%	10 26%	10 14%
To switch on a particular date, that I wanted	7 6%	7 6%	7 6%	-	5 7%	4 6%	7 6%	3 18%	-	2 5%	2 6%	2 5%	5 7%
Delay in landline installation	16 13%	15 14%	15 14%	-	10 14%	9 13%	15 14%	1 6%	5 15%	2 5%	7 21%	1 3%	14 20%
Delay in satellite dish installation	1 1%	1 1%	1 1%	-	1 1%	1 1%	1 1%	-	-	1 3%	-	1 3%	-
Delay in cable installation	12 10%	10 9%	10 9%	-	5 7%	3 4%	10 9%	4 24%	3 9%	-	3 9%	4 10%	6 8%
Delay in broadband installation	26 21%	21 19%	21 19%	-	13 18%	11 16%	21 19%	7 41%	6 18%	5 14%	6 18%	6 15%	15 21%
Delay in service activation	43 34%	39 35%	39 35%	-	27 38%	26 37%	39 35%	4 24%	11 32%	11 30%	15 45%	11 28%	28 39%
Delay in delivery of the equipment	11 9%	9 8%	9 8%	-	8 11%	6 9%	9 8%	3 18%	1 3%	1 3%	5 15%	4 10%	5 7%
The wrong equipment was provided /needed something extra	9 7%	6 5%	6 5%	-	2 3%	2 3%	6 5%	1 6%	4 12%	-	2 6%	2 5%	4 6%
Problems/a fault with the equipment (e.g. satellite dish, cable box, broadband router)	9 7%	7 6%	7 6%	-	2 3%	1 1%	7 6%	4 24%	2 6%	-	1 3%	1 3%	6 8%
There was a fault with the line	17 14%	14 13%	14 13%	-	8 11%	8 11%	14 13%	1 6%	5 15%	1 3%	7 21%	1 3%	13 18%
Previous service not cancelled correctly	10 8%	9 8%	9 8%	-	4 6%	2 3%	9 8%	1 6%	5 15%	1 3%	1 3%	5 13%	4 6%
Problems getting engineer appointments	3 2%	3 3%	3 3%	-	2 3%	2 3%	3 3%	-	1 3%	1 3%	1 3%	1 3%	2 3%
Engineers not turning up	2 2%	2 2%	2 2%	-	1 1%	1 1%	2 2%	-	1 3%	-	1 3%	-	2 3%
Engineers not being able to fix the problem	5 4%	5 5%	5 5%	-	3 4%	3 4%	5 5%	-	2 6%	1 3%	2 6%	-	5 7%
Problems with setting up the equipment myself	5 4%	5 5%	5 5%	-	3 4%	2 3%	5 5%	3 18%	1 3%	1 3%	1 3%	1 3%	4 6%
NET: Coordination issues	46 37%	43 39%	43 39%	-	28 39%	26 37%	43 39%	7 41%	12 35%	16 43%	10 30%	21 54%	22 31%
NET: Delays in service	70 56%	63 57%	63 57%	-	41 57%	39 56%	63 57%	9 53%	20 59%	18 49%	21 64%	17 44%	46 65%

* = Less than .5

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

Table 48

QB1 Reason for switch related loss : Fixed Broadband.
Why did you have a period without service?

Base : All respondents with a switch related loss of Fixed Broadband

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	125	110	110	-	-	72	70	110	17	34	37	33	39	71
NET: Equipment	26	22	22	-	-	12	10	22	8	7	2	8	5	17
	21%	20%	20%	-	-	17%	14%	20%	47%	21%	5%	24%	13%	24%
Other (please type in)	18	18	18	-	-	12	12	18	2	6	4	8	6	12
	14%	16%	16%	-	-	17%	17%	16%	12%	18%	11%	24%	15%	17%
Don't know/can't recall	11	8	8	-	-	6	6	8	2	2	3	3	2	6
	9%	7%	7%	-	-	8%	9%	7%	12%	6%	8%	9%	5%	8%

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 49

**QB1 Reason for switch related loss : Fixed LL/Fixed BB/PTV.
Why did you have a period without service?**

Base : All respondents with a switch related loss of Fixed LL/Fixed BB/PTV

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss			
	Any unwanted loss	Switch related (last 2 years) with unwanted loss	Non-switch related (last 2 years excl. home move) with unwanted loss	Non-switch related with unwanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss	
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient
Total													
Total	152	126	126	-	72	81	110	25	34	40	41	39	71
I cancelled my previous service before arranging my new one	13	10	10	-	8	6	10	4	1	6	-	7	3
	9%	8%	8%	-	11%	7%	9%	16%	3%	15%	-	18%	4%
The new provider gave me a starting date that was after the end of my previous contract	30	26	26	-	16	16	23	7	6	9	7	12	11
	20%	21%	21%	-	22%	20%	21%	28%	18%	23%	17%	31%	15%
To switch on a particular date, that I wanted	12	10	10	-	7	6	9	3	-	2	4	3	6
	8%	8%	8%	-	10%	7%	8%	12%	-	5%	10%	8%	8%
Delay in landline installation	28	25	25	-	16	18	21	3	5	6	12	4	17
	18%	20%	20%	-	22%	22%	19%	12%	15%	15%	29%	10%	24%
Delay in satellite dish installation	7	5	5	-	5	3	5	2	-	2	1	3	2
	5%	4%	4%	-	7%	4%	5%	8%	-	5%	2%	8%	3%
Delay in cable installation	16	13	13	-	6	5	11	6	3	-	5	4	7
	11%	10%	10%	-	8%	6%	10%	24%	9%	-	12%	10%	10%
Delay in broadband installation	30	25	25	-	16	15	24	7	6	7	8	6	18
	20%	20%	20%	-	22%	19%	22%	28%	18%	18%	20%	15%	25%
Delay in service activation	51	46	46	-	30	31	42	8	11	13	18	12	30
	34%	37%	37%	-	42%	38%	38%	32%	32%	33%	44%	31%	42%
Delay in delivery of the equipment	15	10	10	-	8	7	9	3	1	1	6	4	5
	10%	8%	8%	-	11%	9%	8%	12%	3%	3%	15%	10%	7%
The wrong equipment was provided /needed something extra	16	11	11	-	5	4	9	3	4	-	4	4	5
	11%	9%	9%	-	7%	5%	8%	12%	12%	-	10%	10%	7%
Problems/a fault with the equipment (e.g. satellite dish, cable box, broadband router)	19	14	14	-	4	5	9	8	2	2	3	2	7
	13%	11%	11%	-	6%	6%	8%	32%	6%	5%	7%	5%	10%
There was a fault with the line	26	23	23	-	11	13	17	4	5	2	11	3	14
	17%	18%	18%	-	15%	16%	15%	16%	15%	5%	27%	8%	20%
Previous service not cancelled correctly	14	10	10	-	4	3	9	2	5	2	1	5	4
	9%	8%	8%	-	6%	4%	8%	8%	15%	5%	2%	13%	6%
Problems getting engineer appointments	3	3	3	-	2	2	3	-	1	1	1	1	2
	2%	2%	2%	-	3%	2%	3%	-	3%	3%	2%	3%	3%
Engineers not turning up	2	2	2	-	1	1	2	-	1	-	1	-	2
	1%	2%	2%	-	1%	1%	2%	-	3%	-	2%	-	3%
Engineers not being able to fix the problem	5	5	5	-	3	3	5	-	2	1	2	-	5
	3%	4%	4%	-	4%	4%	5%	-	6%	3%	5%	-	7%
Problems with setting up the equipment myself	8	7	7	-	4	2	7	4	1	1	1	2	5
	5%	6%	6%	-	6%	2%	6%	16%	3%	3%	2%	5%	7%
NET: Coordination issues	59	49	49	-	30	31	45	11	12	18	13	21	24
	39%	39%	39%	-	42%	38%	41%	44%	35%	45%	32%	54%	34%
NET: Delays in service	82	71	71	-	43	46	65	12	20	19	27	17	48
	54%	56%	56%	-	60%	57%	59%	48%	59%	48%	66%	44%	68%

* = Less than .5

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 49

**QB1 Reason for switch related loss : Fixed LL/Fixed BB/PTV.
Why did you have a period without service?**

Base : All respondents with a switch related loss of Fixed LL/Fixed BB/PTV

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any un- wanted loss	Switch related (last 2 years) with un- wanted loss	Non-switch related (last 2 years excl. home move) with un- wanted loss	Non-switch related with un- wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	152	126	126	-	-	72	81	110	25	34	40	41	39	71
NET: Equipment	42	31	31	-	-	13	15	24	14	7	4	11	5	19
	28%	25%	25%	-	-	18%	19%	22%	56%	21%	10%	27%	13%	27%
Other	21	20	20	-	-	13	14	19	2	6	4	10	6	13
	14%	16%	16%	-	-	18%	17%	17%	8%	18%	10%	24%	15%	18%
Don't know/can't recall	9	6	6	-	-	4	4	6	1	2	2	2	2	4
	6%	5%	5%	-	-	6%	5%	5%	4%	6%	5%	5%	5%	6%

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

Table 50

QB2 Reason for non switch related loss : Fixed Landline.
Why did you have a period without service?

Base : All respondents with non switch related loss of Fixed Landline

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Total	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss						FLL Loss		FBB Loss	
						Dual	Any FLL	Any FBB	Any PTV	FBB only	Not inconvenient	Inconvenient	Not inconvenient	Inconvenient
Total	163	140	83	48	57	117	136	117	28	-	57	79	30	87
There was a fault with the line	17 10%	16 11%	-	16 33%	16 28%	11 9%	15 11%	11 9%	1 4%	-	4 7%	11 14%	2 7%	9 10%
Problems with the exchange	12 7%	11 8%	-	9 19%	11 19%	9 8%	10 7%	9 8%	2 7%	-	1 2%	9 11%	2 7%	7 8%
Works being done in the road affected service by telecoms company	10 6%	7 5%	-	7 15%	7 12%	6 5%	6 4%	6 5%	1 4%	-	1 2%	5 6%	-	6 7%
Problems with cabling	10 6%	10 7%	-	10 21%	10 18%	7 6%	9 7%	7 6%	1 4%	-	1 2%	8 10%	-	7 8%
No explanation was provided	10 6%	7 5%	-	6 13%	7 12%	5 4%	6 4%	5 4%	2 7%	-	4 7%	2 3%	1 3%	4 5%
Works being done in the road affected service by other company	8 5%	6 4%	-	6 13%	6 11%	6 5%	4 3%	6 5%	-	-	-	4 5%	1 3%	5 6%
Problems/a fault with the equipment (e.g. satellite dish, cable box, broadband router)	7 4%	4 3%	-	2 4%	4 7%	3 3%	4 3%	3 3%	2 7%	-	1 2%	3 4%	1 3%	2 2%
Satellite /aerial dislodged	5 3%	3 2%	-	3 6%	3 5%	3 3%	1 1%	3 3%	-	-	-	1 1%	1 3%	2 2%
I didn't pay a bill	4 2%	4 3%	-	3 6%	4 7%	3 3%	3 2%	3 3%	-	-	1 2%	2 3%	-	3 3%
Equipment needed a reboot	4 2%	2 1%	-	2 4%	2 4%	1 1%	1 1%	1 1%	-	-	-	1 1%	-	1 1%
Building works affected it	4 2%	1 1%	-	1 2%	1 2%	1 1%	-	1 1%	-	-	-	-	1 3%	-
My contract got cancelled	2 1%	2 1%	-	2 4%	2 4%	2 2%	-	2 2%	-	-	-	-	1 3%	1 1%
Service turned off by mistake	1 1%	-	-	-	-	-	-	-	-	-	-	-	-	-
Other please specify	10 6%	9 6%	-	4 8%	9 16%	9 8%	9 7%	9 8%	4 14%	-	3 5%	6 8%	1 3%	8 9%
Don't know/can't recall	4 2%	3 2%	-	3 6%	3 5%	3 3%	3 2%	3 3%	-	-	2 4%	1 1%	1 3%	2 2%

* = Less than .5

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 51

**QB2 Reason for non switch related loss : Fixed Broadband.
Why did you have a period without service?**

Base : All respondents with non switch related loss of Fixed Broadband

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any un- wanted loss	Switch related (last 2 years) with un- wanted loss	Non-switch related (last 2 years excl. home move) with un- wanted loss	Non-switch related with un- wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	257	231	110	112	121	117	113	230	39	99	51	62	65	165
There was a fault with the line	31 12%	28 12%	-	28 25%	28 23%	11 9%	10 9%	28 12%	3 8%	15 15%	3 6%	7 11%	4 6%	24 15%
Problems with the exchange	25 10%	25 11%	-	23 21%	25 21%	9 8%	8 7%	25 11%	3 8%	15 15%	-	8 13%	6 9%	19 12%
No explanation was provided	24 9%	23 10%	-	22 20%	23 19%	5 4%	4 4%	23 10%	6 15%	14 14%	4 8%	-	6 9%	17 10%
Problems/a fault with the equipment (e.g. satellite dish, cable box, broadband router)	17 7%	16 7%	-	14 13%	16 13%	5 4%	3 3%	16 7%	3 8%	10 10%	1 2%	2 3%	3 5%	13 8%
Problems with cabling	12 5%	10 4%	-	10 9%	10 8%	6 5%	6 5%	10 4%	1 3%	4 4%	-	6 10%	3 5%	7 4%
Works being done in the road affected service by telecoms company	12 5%	11 5%	-	11 10%	11 9%	5 4%	5 4%	11 5%	2 5%	4 4%	-	5 8%	2 3%	9 5%
Works being done in the road affected service by other company	7 3%	7 3%	-	7 6%	7 6%	4 3%	4 4%	7 3%	-	3 3%	-	4 6%	3 5%	4 2%
Equipment needed a reboot	6 2%	4 2%	-	4 4%	4 3%	1 1%	-	4 2%	-	3 3%	-	-	2 3%	2 1%
I didn't pay a bill	6 2%	5 2%	-	4 4%	5 4%	3 3%	2 2%	5 2%	-	2 2%	1 2%	1 2%	2 3%	3 2%
Building works affected it	4 2%	3 1%	-	3 3%	3 2%	1 1%	-	2 1%	1 3%	1 1%	-	-	1 2%	1 1%
Service turned off by mistake	2 1%	2 1%	-	2 2%	2 2%	1 1%	-	2 1%	-	1 1%	-	-	-	2 1%
Satellite /aerial dislodged	2 1%	2 1%	-	2 2%	2 2%	1 1%	1 1%	2 1%	-	1 1%	-	1 2%	1 2%	1 1%
My contract got cancelled	1 *	1 *	-	1 1%	1 1%	-	-	1 *	-	1 1%	-	-	-	1 1%
Other please specify	19 7%	16 7%	-	11 10%	16 13%	9 8%	9 8%	16 7%	4 10%	7 7%	3 6%	6 10%	2 3%	14 8%
Don't know/can't recall	10 4%	9 4%	-	9 8%	9 7%	3 3%	3 3%	9 4%	-	6 6%	2 4%	1 2%	2 3%	7 4%

* = Less than .5

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 52

**QB2 Reason for non switch related loss : Pay TV.
Why did you have a period without service?**

Base : All respondents with non switch related loss of Pay TV

	Inconvenience - Unwanted loss													
	Type of Loss				Services Lost - Unwanted loss					FLL Loss		FBB Loss		
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	88	63	27	30	36	26	28	40	61	-	15	13	10	30
Problems/a fault with the equipment (e.g. satellite dish, cable box, broadband router)	11	9	-	8	9	2	3	3	9	-	2	1	1	2
	13%	14%	-	27%	25%	8%	11%	8%	15%	-	13%	8%	10%	7%
No explanation was provided	9	9	-	9	9	2	2	6	9	-	2	-	1	5
	10%	14%	-	30%	25%	8%	7%	15%	15%	-	13%	-	10%	17%
Problems with the exchange	6	4	-	3	4	2	2	3	4	-	-	2	1	2
	7%	6%	-	10%	11%	8%	7%	8%	7%	-	-	15%	10%	7%
Works being done in the road affected service by telecoms company	5	3	-	3	3	-	-	2	3	-	-	-	1	1
	6%	5%	-	10%	8%	-	-	5%	5%	-	-	-	10%	3%
Equipment needed a reboot	5	3	-	3	3	-	-	1	3	-	-	-	-	1
	6%	5%	-	10%	8%	-	-	3%	5%	-	-	-	-	3%
Problems with cabling	4	3	-	3	3	1	1	1	3	-	-	1	-	1
	5%	5%	-	10%	8%	4%	4%	3%	5%	-	-	8%	-	3%
There was a fault with the line	4	4	-	4	4	1	1	2	4	-	-	1	1	1
	5%	6%	-	13%	11%	4%	4%	5%	7%	-	-	8%	10%	3%
Building works affected it	3	2	-	2	2	-	-	-	2	-	-	-	-	-
	3%	3%	-	7%	6%	-	-	-	3%	-	-	-	-	-
Satellite /aerial dislodged	3	2	-	2	2	-	1	-	2	-	1	-	-	-
	3%	3%	-	7%	6%	-	4%	-	3%	-	7%	-	-	-
I didn't pay a bill	2	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-	-	-	-	-	-	-	-	-	-	-	-	-
My contract got cancelled	1	1	-	1	1	-	-	-	1	-	-	-	-	-
	1%	2%	-	3%	3%	-	-	-	2%	-	-	-	-	-
Works being done in the road affected service by other company	1	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	-	-	-	-	-	-	-	-	-	-	-	-	-
Service turned off by mistake	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other please specify	6	5	-	1	5	4	4	4	5	-	2	2	-	4
	7%	8%	-	3%	14%	15%	14%	10%	8%	-	13%	15%	-	13%
Don't know/can't recall	2	-	-	-	-	-	-	-	-	-	-	-	-	-
	2%	-	-	-	-	-	-	-	-	-	-	-	-	-

* = Less than .5

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

**QB2 Reason for non switch related loss : Fixed LL/Fixed BB/PTV.
Why did you have a period without service?**

Base : All respondents with non switch related loss of Fixed LL/Fixed BB/PTV

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	318	272	126	137	146	117	136	230	61	99	57	79	65	165
Works being done in the road affected service by telecoms company	19 6%	14 5%	-	14 10%	14 10%	6 5%	6 4%	12 5%	4 7%	4 4%	1 2%	5 6%	2 3%	10 6%
Works being done in the road affected service by other company	12 4%	9 3%	-	9 7%	9 6%	6 5%	4 3%	9 4%	-	3 3%	-	4 5%	4 6%	5 3%
Building works affected it	9 3%	6 2%	-	6 4%	6 4%	2 2%	-	3 1%	3 5%	1 1%	-	-	2 3%	1 1%
Problems/a fault with the equipment (e.g. satellite dish, cable box, broadband router)	28 9%	23 8%	-	21 15%	23 16%	5 4%	5 4%	16 7%	9 15%	10 10%	2 4%	3 4%	3 5%	13 8%
There was a fault with the line	39 12%	36 13%	-	36 26%	36 25%	12 10%	15 11%	29 13%	5 8%	15 15%	4 7%	11 14%	5 8%	24 15%
Service turned off by mistake	3 1%	2 1%	-	2 1%	2 1%	1 1%	-	2 1%	-	1 1%	-	-	-	2 1%
I didn't pay a bill	9 3%	7 3%	-	6 4%	7 5%	4 3%	3 2%	6 3%	-	2 2%	1 2%	2 3%	2 3%	4 2%
My contract got cancelled	4 1%	4 1%	-	4 3%	4 3%	2 2%	-	3 1%	1 2%	1 1%	-	-	1 2%	2 1%
Equipment needed a reboot	12 4%	9 3%	-	9 7%	9 6%	2 2%	1 1%	6 3%	3 5%	3 3%	-	1 1%	2 3%	4 2%
Problems with the exchange	31 10%	29 11%	-	27 20%	29 20%	10 9%	10 7%	26 11%	4 7%	15 15%	1 2%	9 11%	7 11%	19 12%
Satellite /aerial dislodged	9 3%	6 2%	-	6 4%	6 4%	3 3%	2 1%	4 2%	2 3%	1 1%	1 2%	1 1%	2 3%	2 1%
Problems with cabling	19 6%	16 6%	-	16 12%	16 11%	7 6%	9 7%	11 5%	3 5%	4 4%	1 2%	8 10%	3 5%	8 5%
No explanation was provided	32 10%	29 11%	-	28 20%	29 20%	6 5%	6 4%	24 10%	9 15%	14 14%	4 7%	2 3%	6 9%	18 11%
Other	21 7%	17 6%	-	12 9%	17 12%	9 8%	9 7%	16 7%	5 8%	7 7%	3 5%	6 8%	2 3%	14 8%
Don't know/can't recall	11 3%	9 3%	-	9 7%	9 6%	3 3%	3 2%	9 4%	-	6 6%	2 4%	1 1%	2 3%	7 4%

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

Table 54

QB5 Responsibility for loss.
Who would you say was responsible for the loss in service?

Base : All respondents

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	318	272	126	137	146	117	136	230	61	99	57	79	65	165
Myself/Someone in the household	35 11%	22 8%	11 9%	9 7%	11 8%	14 12%	11 8%	17 7%	7 11%	3 3%	8 14%	3 4%	9 14%	8 5%
New provider	74 23%	64 24%	64 51%	- -	- -	38 32%	41 30%	57 25%	12 20%	16 16%	18 32%	23 29%	14 22%	43 26%
Previous provider	36 11%	32 12%	32 25%	- -	- -	20 17%	21 15%	30 13%	4 7%	9 9%	10 18%	11 14%	12 18%	18 11%
My provider	105 33%	94 35%	- -	89 65%	94 64%	26 22%	35 26%	78 34%	23 38%	43 43%	9 16%	26 33%	19 29%	59 36%
No-one was responsible (i.e. equipment fault)	43 14%	39 14%	11 9%	27 20%	28 19%	12 10%	16 12%	32 14%	9 15%	18 18%	7 12%	9 11%	9 14%	23 14%
Other	32 10%	28 10%	14 11%	11 8%	14 10%	16 14%	19 14%	23 10%	7 11%	7 7%	5 9%	14 18%	5 8%	18 11%
NET: Provider	201 63%	177 65%	83 66%	89 65%	94 64%	73 62%	87 64%	152 66%	37 61%	67 68%	33 58%	54 68%	41 63%	111 67%
DK/NA	22 7%	17 6%	12 10%	5 4%	5 3%	8 7%	9 7%	15 7%	4 7%	7 7%	5 9%	4 5%	5 8%	10 6%

* = Less than .5

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

QC1 Current provider : Fixed Landline
Which provider do you currently use for.?

Base : All respondents

	Services Lost - Unwanted loss										Inconvenience - Unwanted loss			
	Type of Loss									FLL Loss		FBB Loss		
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total	304	261	122	130	139	117	136	224	56	93	57	79	62	162
BT	89	77	28	44	49	32	37	65	17	29	13	24	17	48
	29%	30%	23%	34%	35%	27%	27%	29%	30%	31%	23%	30%	27%	30%
EE (Everything Everywhere previously Orange)	8	8	3	5	5	3	1	7	2	4	-	1	2	5
	3%	3%	2%	4%	4%	3%	1%	3%	4%	4%	-	1%	3%	3%
Sky	59	49	28	20	21	24	30	41	10	15	14	16	13	28
	19%	19%	23%	15%	15%	21%	22%	18%	18%	16%	25%	20%	21%	17%
TalkTalk	51	36	17	19	19	15	18	31	5	16	5	13	4	27
	17%	14%	14%	15%	14%	13%	13%	14%	9%	17%	9%	16%	6%	17%
Virgin Media	61	57	19	36	38	20	27	46	22	18	12	15	14	32
	20%	22%	16%	28%	27%	17%	20%	21%	39%	19%	21%	19%	23%	20%
Plus Net	20	20	15	4	5	14	14	20	-	6	7	7	6	14
	7%	8%	12%	3%	4%	12%	10%	9%	-	6%	12%	9%	10%	9%
Other (please type in)	16	14	12	2	2	9	9	14	-	5	6	3	6	8
	5%	5%	10%	2%	1%	8%	7%	6%	-	5%	11%	4%	10%	5%
Don't know/don't recall	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

QC1 Current provider : Fixed Broadband
Which provider do you currently use for.?

Base : All respondents

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	285	250	119	122	131	114	127	224	47	96	54	73	63	161
BT	76	69	26	38	43	32	35	63	14	27	12	23	16	47
	27%	28%	22%	31%	33%	28%	28%	28%	30%	28%	22%	32%	25%	29%
EE (Everything Everywhere previously Orange)	6	6	2	4	4	2	2	6	-	4	1	1	1	5
	2%	2%	2%	3%	3%	2%	2%	3%	-	4%	2%	1%	2%	3%
Sky	52	46	28	17	18	21	26	37	9	14	12	14	12	25
	18%	18%	24%	14%	14%	18%	20%	17%	19%	15%	22%	19%	19%	16%
TalkTalk	50	36	17	19	19	16	17	32	5	16	5	12	5	27
	18%	14%	14%	16%	15%	14%	13%	14%	11%	17%	9%	16%	8%	17%
Virgin Media	61	56	17	37	39	19	24	49	19	22	11	13	16	33
	21%	22%	14%	30%	30%	17%	19%	22%	40%	23%	20%	18%	25%	20%
Plus Net	22	22	17	4	5	16	15	22	-	6	8	7	8	14
	8%	9%	14%	3%	4%	14%	12%	10%	-	6%	15%	10%	13%	9%
Other (please type in)	18	15	12	3	3	8	8	15	-	7	5	3	5	10
	6%	6%	10%	2%	2%	7%	6%	7%	-	7%	9%	4%	8%	6%
Don't know/don't recall	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

Table 57

QC1 Current provider : Pay TV
Which provider do you currently use for.?

Base : All respondents

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any un- wanted loss	Switch related (last 2 years) with un- wanted loss	Non-switch related (last 2 years excl. home move) with un- wanted loss	Non-switch related with un- wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	198	162	73	81	89	71	84	127	61	42	33	51	37	90
BT	24	21	11	7	10	9	9	17	11	5	3	6	5	12
	12%	13%	15%	9%	11%	13%	11%	13%	18%	12%	9%	12%	14%	13%
EE (Everything Everywhere previously Orange)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sky	103	85	46	36	39	43	51	66	23	20	21	30	18	48
	52%	52%	63%	44%	44%	61%	61%	52%	38%	48%	64%	59%	49%	53%
TalkTalk	19	11	4	7	7	5	6	9	4	4	1	5	1	8
	10%	7%	5%	9%	8%	7%	7%	7%	7%	10%	3%	10%	3%	9%
Virgin Media	48	43	12	29	31	13	18	33	23	12	8	10	12	21
	24%	27%	16%	36%	35%	18%	21%	26%	38%	29%	24%	20%	32%	23%
Plus Net	2	1	-	1	1	1	-	1	-	-	-	-	1	-
	1%	1%	-	1%	1%	1%	-	1%	-	-	-	-	3%	-
Other (please type in)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know/don't recall	2	1	-	1	1	-	-	1	-	1	-	-	-	1
	1%	1%	-	1%	1%	-	-	1%	-	2%	-	-	-	1%

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

Table 58

QC1 Current provider : SUMMARY : All combined
Which provider do you currently use for.?

Base : All respondents

	Inconvenience - Unwanted loss													
	Type of Loss				Services Lost - Unwanted loss					FLL Loss		FBB Loss		
	Any un- wanted loss	Switch related (last 2 years) with un- wanted loss	Non-switch related (last 2 years excl. home move) with un- wanted loss	Non-switch related with un- wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total	318	272	126	137	146	117	136	230	61	99	57	79	65	165
BT	7 2%	7 3%	4 3%	3 2%	3 2%	3 3%	3 2%	4 2%	5 8%	-	1 2%	2 3%	-	4 2%
EE (Everything Everywhere previously Orange)	11 3%	8 3%	1 1%	6 4%	7 5%	3 3%	3 2%	7 3%	2 3%	3 3%	1 2%	2 3%	3 5%	4 2%
Sky	5 2%	5 2%	5 4%	-	-	2 2%	2 1%	4 2%	1 2%	2 2%	1 2%	1 1%	1 2%	3 2%
TalkTalk	7 2%	6 2%	3 2%	3 2%	3 2%	4 3%	4 3%	6 3%	1 2%	2 2%	2 4%	2 3%	1 2%	5 3%
Virgin Media	16 5%	14 5%	5 4%	9 7%	9 6%	5 4%	5 4%	12 5%	5 8%	6 6%	2 4%	3 4%	3 5%	9 5%
Plus Net	1 *	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (please type in)	14 4%	12 4%	7 6%	5 4%	5 3%	5 4%	7 5%	9 4%	4 7%	4 4%	2 4%	5 6%	1 2%	8 5%
Don't know/don't recall	8 3%	4 1%	4 3%	-	-	2 2%	2 1%	4 2%	1 2%	1 1%	-	2 3%	1 2%	3 2%

* = Less than .5

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

QC2 Previous Provider : Fixed Landline.
Which provider did you use previously for this service?

Base : All respondents

	Services Lost - Unwanted loss										Inconvenience - Unwanted loss			
	Type of Loss									FLL Loss		FBB Loss		
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total	122	102	81	13	21	90	98	90	22	-	45	53	28	62
BT	28	23	18	3	5	19	23	19	6	-	13	10	6	13
	23%	23%	22%	23%	24%	21%	23%	21%	27%	-	29%	19%	21%	21%
EE (Everything Everywhere previously Orange)	3	2	2	-	-	2	2	2	-	-	-	2	-	2
	2%	2%	2%	-	-	2%	2%	2%	-	-	-	4%	-	3%
Sky	22	20	18	-	2	17	20	17	6	-	9	11	4	13
	18%	20%	22%	-	10%	19%	20%	19%	27%	-	20%	21%	14%	21%
TalkTalk	29	28	23	3	5	27	28	27	4	-	15	13	10	17
	24%	27%	28%	23%	24%	30%	29%	30%	18%	-	33%	25%	36%	27%
Virgin Media	24	18	14	2	4	15	16	15	5	-	5	11	5	10
	20%	18%	17%	15%	19%	17%	16%	17%	23%	-	11%	21%	18%	16%
Plus Net	4	4	2	2	2	4	2	4	-	-	1	1	2	2
	3%	4%	2%	15%	10%	4%	2%	4%	-	-	2%	2%	7%	3%
Other (please type in)	3	3	1	2	2	2	3	2	-	-	1	2	1	1
	2%	3%	1%	15%	10%	2%	3%	2%	-	-	2%	4%	4%	2%
Don't know/don't recall	9	4	3	1	1	4	4	4	1	-	1	3	-	4
	7%	4%	4%	8%	5%	4%	4%	4%	5%	-	2%	6%	-	6%

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

Table 60

QC2 Previous Provider : Fixed Broadband.
Which provider did you use previously for this service?

Base : All respondents

	Services Lost - Unwanted loss										Inconvenience - Unwanted loss			
	Type of Loss									FLL Loss		FBB Loss		
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total	110	96	75	13	21	88	93	88	18	-	42	51	25	63
BT	17	16	13	1	3	15	16	15	5	-	11	5	4	11
	15%	17%	17%	8%	14%	17%	17%	17%	28%	-	26%	10%	16%	17%
EE (Everything Everywhere previously Orange)	6	5	3	2	2	4	4	4	-	-	1	3	1	3
	5%	5%	4%	15%	10%	5%	4%	5%	-	-	2%	6%	4%	5%
Sky	21	19	16	1	3	18	18	18	5	-	8	10	5	13
	19%	20%	21%	8%	14%	20%	19%	20%	28%	-	19%	20%	20%	21%
TalkTalk	29	28	23	3	5	27	28	27	2	-	15	13	10	17
	26%	29%	31%	23%	24%	31%	30%	31%	11%	-	36%	25%	40%	27%
Virgin Media	21	16	12	2	4	13	16	13	4	-	5	11	3	10
	19%	17%	16%	15%	19%	15%	17%	15%	22%	-	12%	22%	12%	16%
Plus Net	2	2	1	1	1	2	1	2	-	-	-	1	1	1
	2%	2%	1%	8%	5%	2%	1%	2%	-	-	-	2%	4%	2%
Other (please type in)	5	5	3	2	2	4	5	4	1	-	1	4	1	3
	5%	5%	4%	15%	10%	5%	5%	5%	6%	-	2%	8%	4%	5%
Don't know/don't recall	9	5	4	1	1	5	5	5	1	-	1	4	-	5
	8%	5%	5%	8%	5%	6%	5%	6%	6%	-	2%	8%	-	8%

* = Less than .5

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

Table 61

QC2 Previous Provider : Pay TV.
Which provider did you use previously for this service?

Base : All respondents

	Services Lost - Unwanted loss										Inconvenience - Unwanted loss			
	Type of Loss									FLL Loss		FBB Loss		
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total	103	87	50	29	37	71	84	71	28	-	33	51	17	54
BT	8	6	3	2	3	5	5	5	4	-	2	3	2	3
	8%	7%	6%	7%	8%	7%	6%	7%	14%	-	6%	6%	12%	6%
EE (Everything Everywhere previously Orange)	3	3	2	1	1	3	2	3	1	-	-	2	1	2
	3%	3%	4%	3%	3%	4%	2%	4%	4%	-	-	4%	6%	4%
Sky	15	13	10	2	3	10	13	10	7	-	5	8	1	9
	15%	15%	20%	7%	8%	14%	15%	14%	25%	-	15%	16%	6%	17%
TalkTalk	5	5	3	1	2	5	5	5	4	-	2	3	1	4
	5%	6%	6%	3%	5%	7%	6%	7%	14%	-	6%	6%	6%	7%
Virgin Media	14	9	7	-	2	6	9	6	3	-	3	6	-	6
	14%	10%	14%	-	5%	8%	11%	8%	11%	-	9%	12%	-	11%
Plus Net	1	1	1	-	-	1	-	1	-	-	-	-	1	-
	1%	1%	2%	-	-	1%	-	1%	-	-	-	-	6%	-
Other (please type in)	6	6	5	1	1	5	6	5	2	-	2	4	1	4
	6%	7%	10%	3%	3%	7%	7%	7%	7%	-	6%	8%	6%	7%
Don't know/don't recall	9	6	4	1	2	6	6	6	2	-	4	2	3	3
	9%	7%	8%	3%	5%	8%	7%	8%	7%	-	12%	4%	18%	6%

* = Less than .5

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 62

QC2 Previous Provider : SUMMARY : All combined.
Which provider did you use previously for this service?

Base : All respondents

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	318	272	126	137	146	117	136	230	61	99	57	79	65	165
BT	53	44	29	13	15	20	23	39	8	18	13	10	10	29
	17%	16%	23%	9%	10%	17%	17%	17%	13%	18%	23%	13%	15%	18%
EE (Everything Everywhere previously Orange)	13	9	6	3	3	7	6	8	1	1	1	5	3	5
	4%	3%	5%	2%	2%	6%	4%	3%	2%	1%	2%	6%	5%	3%
Sky	50	40	30	8	10	21	24	34	10	12	10	14	11	23
	16%	15%	24%	6%	7%	18%	18%	15%	16%	12%	18%	18%	17%	14%
TalkTalk	45	43	33	8	10	31	32	38	10	6	16	16	13	25
	14%	16%	26%	6%	7%	26%	24%	17%	16%	6%	28%	20%	20%	15%
Virgin Media	45	32	21	9	11	17	19	25	10	7	7	12	9	16
	14%	12%	17%	7%	8%	15%	14%	11%	16%	7%	12%	15%	14%	10%
Plus Net	10	10	6	4	4	5	2	8	2	3	1	1	4	4
	3%	4%	5%	3%	3%	4%	1%	3%	3%	3%	2%	1%	6%	2%
Other (please type in)	21	18	12	6	6	8	10	16	3	7	3	7	3	13
	7%	7%	10%	4%	4%	7%	7%	7%	5%	7%	5%	9%	5%	8%
Don't know/don't recall	34	23	15	7	8	10	10	22	7	9	5	5	6	16
	11%	8%	12%	5%	5%	9%	7%	10%	11%	9%	9%	6%	9%	10%

* = Less than .5

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

Table 63

QC3 Porting.

Base : All respondents switching landline in the past 2 years

	Type of Loss					Services Lost - Unwanted loss					Inconvenience - Unwanted loss			
	Any unwanted loss	Switch related (last 2 years) with unwanted loss	Non-switch related (last 2 years excl. home move) with unwanted loss	Non-switch related with unwanted loss		Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss	
											Not inconvenient	Inconvenient	Not inconvenient	Inconvenient
Total	180	152	113	31	39	87	95	135	30	44	43	52	40	95
Yes	108	93	71	21	22	48	53	82	12	33	24	29	24	58
	60%	61%	63%	68%	56%	55%	56%	61%	40%	75%	56%	56%	60%	61%
No	55	44	31	7	13	31	34	38	18	4	14	20	12	26
	31%	29%	27%	23%	33%	36%	36%	28%	60%	9%	33%	38%	30%	27%
Don't know/NA	17	15	11	3	4	8	8	15	-	7	5	3	4	11
	9%	10%	10%	10%	10%	9%	8%	11%	-	16%	12%	6%	10%	12%

* = Less than .5

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

Table 64

**QD1: Gender.
 Are you...?**

Base : All respondents

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any un- wanted loss	Switch related (last 2 years) with un- wanted loss	Non-switch related (last 2 years excl. home move) with un- wanted loss	Non-switch related with un- wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total	318	272	126	137	146	117	136	230	61	99	57	79	65	165
Total														
Male	150	134	58	71	76	61	63	120	29	52	31	32	45	75
Male		49%	46%	52%	52%	52%	46%	52%	48%	53%	54%	41%	69%	45%
Female	168	138	68	66	70	56	73	110	32	47	26	47	20	90
Female		51%	54%	48%	48%	48%	54%	48%	52%	47%	46%	59%	31%	55%

* = Less than .5

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

Table 65

QD2 Employment status.
Which of the following best describes your employment status?

Base : All respondents

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any un- wanted loss	Switch related (last 2 years) with un- wanted loss	Non-switch related (last 2 years excl. home move) with un- wanted loss	Non-switch related with un- wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	318	272	126	137	146	117	136	230	61	99	57	79	65	165
Working full time (30+ hours per week)	142 45%	120 44%	54 43%	61 45%	66 45%	54 46%	58 43%	101 44%	33 54%	41 41%	26 46%	32 41%	30 46%	71 43%
Working part time (8-29 hours per week)	49 15%	38 14%	21 17%	17 12%	17 12%	14 12%	17 13%	33 14%	5 8%	17 17%	6 11%	11 14%	7 11%	26 16%
Working part time (under 8 hours per week)	5 2%	3 1%	2 2%	1 1%	1 1%	2 2%	2 1%	3 1%	- -	1 1%	1 2%	1 1%	- -	3 2%
Unemployed	20 6%	17 6%	8 6%	8 6%	9 6%	11 9%	12 9%	16 7%	5 8%	3 3%	5 9%	7 9%	3 5%	13 8%
Student	7 2%	5 2%	2 2%	3 2%	3 2%	1 1%	3 2%	3 1%	- -	2 2%	- -	3 4%	- -	3 2%
Housewife / house husband	19 6%	18 7%	8 6%	9 7%	10 7%	6 5%	9 7%	12 5%	6 10%	4 4%	3 5%	6 8%	1 2%	11 7%
Retired	76 24%	71 26%	31 25%	38 28%	40 27%	29 25%	35 26%	62 27%	12 20%	31 31%	16 28%	19 24%	24 37%	38 23%
Prefer not to say	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Working	196 62%	161 59%	77 61%	79 58%	84 58%	70 60%	77 57%	137 60%	38 62%	59 60%	33 58%	44 56%	37 57%	100 61%

* = Less than .5

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

Table 66

QD3 Social grade.

Which of the following best describes the main income earner in your household?

Base : All respondents

	Inconvenience - Unwanted loss													
	Type of Loss				Services Lost - Unwanted loss					FLL Loss		FBB Loss		
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	318	272	126	137	146	117	136	230	61	99	57	79	65	165
Very senior management	14 4%	8 3%	4 3%	4 3%	4 3%	2 2%	2 1%	8 3%	-	6 6%	-	2 3%	-	8 5%
Senior or middle management in large organisation	83 26%	75 28%	32 25%	40 29%	43 29%	36 31%	39 29%	68 30%	18 30%	27 27%	17 30%	22 28%	22 34%	46 28%
Junior management or professional, or administrative (e.g. most office workers)	102 32%	86 32%	41 33%	41 30%	45 31%	39 33%	47 35%	70 30%	16 26%	28 28%	21 37%	26 33%	24 37%	46 28%
Skilled manual worker (e.g. plumber, electrician)	56 18%	47 17%	22 17%	25 18%	25 17%	16 14%	19 14%	39 17%	11 18%	20 20%	8 14%	11 14%	10 15%	29 18%
Manual worker (e.g. lorry driver, labourer, hotel porter)	25 8%	21 8%	12 10%	8 6%	9 6%	9 8%	10 7%	18 8%	5 8%	9 9%	6 11%	4 5%	6 9%	12 7%
Casual worker without regular income, or unemployed for 6 months or longer	18 6%	16 6%	6 5%	9 7%	10 7%	9 8%	11 8%	14 6%	4 7%	4 4%	3 5%	8 10%	1 2%	13 8%
Retired and only receiving a state pension	11 3%	11 4%	6 5%	5 4%	5 3%	3 3%	4 3%	9 4%	4 7%	4 4%	2 4%	2 3%	2 3%	7 4%
Housewife/ house husband/ looking after family	5 2%	5 2%	2 2%	3 2%	3 2%	2 2%	2 1%	3 1%	2 3%	1 1%	-	2 3%	-	3 2%
Student	4 1%	3 1%	1 1%	2 1%	2 1%	1 1%	2 1%	1 *	1 2%	-	-	2 3%	-	1 1%
NET: AB	97 31%	83 31%	36 29%	44 32%	47 32%	38 32%	41 30%	76 33%	18 30%	33 33%	17 30%	24 30%	22 34%	54 33%
NET: ABC1	101 32%	86 32%	37 29%	46 34%	49 34%	39 33%	43 32%	77 33%	19 31%	33 33%	17 30%	26 33%	22 34%	55 33%
NET: C2DE	115 36%	100 37%	48 38%	50 36%	52 36%	39 33%	46 34%	83 36%	26 43%	38 38%	19 33%	27 34%	19 29%	64 39%

* = Less than .5

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

Table 67

QD3A Income.
Please could you indicate your annual household income before taxes:

Base : All respondents

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any unwanted loss	Switch related (last 2 years) with unwanted loss	Non-switch related (last 2 years excl. home move) with unwanted loss	Non-switch related with unwanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	318	272	126	137	146	117	136	230	61	99	57	79	65	165
Less than £25,000	105	93	45	45	48	43	47	82	19	36	28	19	25	57
	33%	34%	36%	33%	33%	37%	35%	36%	31%	36%	49%	24%	38%	35%
£25,000 - £29,999	44	37	23	13	14	12	20	27	9	14	8	12	11	16
	14%	14%	18%	9%	10%	10%	15%	12%	15%	14%	14%	15%	17%	10%
£30,000 - £39,999	51	42	16	25	26	19	22	36	7	16	6	16	10	26
	16%	15%	13%	18%	18%	16%	16%	16%	11%	16%	11%	20%	15%	16%
£40,000 - £49,999	47	40	16	23	24	17	16	34	9	15	5	11	11	23
	15%	15%	13%	17%	16%	15%	12%	15%	15%	15%	9%	14%	17%	14%
£50,000 - £59,999	15	13	4	8	9	5	5	12	3	4	1	4	2	10
	5%	5%	3%	6%	6%	4%	4%	5%	5%	4%	2%	5%	3%	6%
£60,000 - £74,999	7	6	4	2	2	4	4	5	2	-	2	2	2	3
	2%	2%	3%	1%	1%	3%	3%	2%	3%	-	4%	3%	3%	2%
£75,000 or more	16	12	3	7	9	8	9	10	8	1	4	5	2	8
	5%	4%	2%	5%	6%	7%	7%	4%	13%	1%	7%	6%	3%	5%
Prefer not to say	33	29	15	14	14	9	13	24	4	13	3	10	2	22
	10%	11%	12%	10%	10%	8%	10%	10%	7%	13%	5%	13%	3%	13%
Mean income	35465	34846	32455	36118	36856	36713	35976	34806	41711	30930	33426	37971	33214	35507

* = Less than .5

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

Table 68

QD4 Region.
Whereabouts in the UK do you live?

Base : All respondents

	Inconvenience - Unwanted loss													
	Type of Loss				Services Lost - Unwanted loss					FLL Loss		FBB Loss		
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	318	272	126	137	146	117	136	230	61	99	57	79	65	165
North East England	16	10	7	1	3	6	7	8	5	2	4	3	4	4
	5%	4%	6%	1%	2%	5%	5%	3%	8%	2%	7%	4%	6%	2%
North West England	20	17	9	8	8	5	5	15	7	6	3	2	6	9
	6%	6%	7%	6%	5%	4%	4%	7%	11%	6%	5%	3%	9%	5%
Yorkshire and the Humber	31	28	12	16	16	14	16	25	2	11	7	9	10	15
	10%	10%	10%	12%	11%	12%	12%	11%	3%	11%	12%	11%	15%	9%
East Midlands	28	27	10	16	17	15	16	24	4	9	7	9	5	19
	9%	10%	8%	12%	12%	13%	12%	10%	7%	9%	12%	11%	8%	12%
West Midlands	31	26	14	12	12	13	13	23	7	9	7	6	5	18
	10%	10%	11%	9%	8%	11%	10%	10%	11%	9%	12%	8%	8%	11%
East England	26	20	12	8	8	7	8	17	4	9	2	6	3	14
	8%	7%	10%	6%	5%	6%	6%	7%	7%	9%	4%	8%	5%	8%
London	41	31	9	20	22	13	16	22	12	7	5	11	5	17
	13%	11%	7%	15%	15%	11%	12%	10%	20%	7%	9%	14%	8%	10%
South East England	58	53	24	27	29	18	25	43	10	22	9	16	11	32
	18%	19%	19%	20%	20%	15%	18%	19%	16%	22%	16%	20%	17%	19%
South West England	24	24	12	11	12	11	13	22	2	10	7	6	10	12
	8%	9%	10%	8%	8%	9%	10%	10%	3%	10%	12%	8%	15%	7%
Wales	17	15	8	7	7	8	7	14	2	6	3	4	3	11
	5%	6%	6%	5%	5%	7%	5%	6%	3%	6%	5%	5%	5%	7%
Scotland	24	20	9	10	11	6	9	16	6	8	3	6	3	13
	8%	7%	7%	7%	8%	5%	7%	7%	10%	8%	5%	8%	5%	8%
Northern Ireland	2	1	-	1	1	1	1	1	-	-	-	1	-	1
	1%	*	-	1%	1%	1%	1%	*	-	-	-	1%	-	1%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-

* = Less than .5

22632 Detailed loss in service research
Fieldwork: 21st May - 6th June 2016

QD5 Attitudes : I try to keep up with technology.
For each statement please indicate how much you agree or disagree.

Base : All respondents

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any un- wanted loss	Switch related (last 2 years) with un- wanted loss	Non-switch related (last 2 years excl. home move) with un- wanted loss	Non-switch related with un- wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	318	272	126	137	146	117	136	230	61	99	57	79	65	165
Agree strongly	94	75	34	38	41	32	35	64	17	29	18	17	20	44
	30%	28%	27%	28%	28%	27%	26%	28%	28%	29%	32%	22%	31%	27%
Agree slightly	139	120	46	71	74	46	56	98	32	43	21	35	23	75
	44%	44%	37%	52%	51%	39%	41%	43%	52%	43%	37%	44%	35%	45%
Neither agree nor disagree	46	42	28	12	14	26	28	38	8	11	12	16	13	25
	14%	15%	22%	9%	10%	22%	21%	17%	13%	11%	21%	20%	20%	15%
Disagree slightly	29	26	14	11	12	11	14	23	2	11	5	9	8	15
	9%	10%	11%	8%	8%	9%	10%	10%	3%	11%	9%	11%	12%	9%
Disagree strongly	10	9	4	5	5	2	3	7	2	5	1	2	1	6
	3%	3%	3%	4%	3%	2%	2%	3%	3%	5%	2%	3%	2%	4%
NET: Agree	233	195	80	109	115	78	91	162	49	72	39	52	43	119
	73%	72%	63%	80%	79%	67%	67%	70%	80%	73%	68%	66%	66%	72%
NET: Disagree	39	35	18	16	17	13	17	30	4	16	6	11	9	21
	12%	13%	14%	12%	12%	11%	13%	13%	7%	16%	11%	14%	14%	13%

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 70

QD5 Attitudes : My friends tend to come to me if they have questions about technology.
For each statement please indicate how much you agree or disagree.

Base : All respondents

	Services Lost - Unwanted loss										Inconvenience - Unwanted loss			
	Type of Loss									FLL Loss		FBB Loss		
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total	318	272	126	137	146	117	136	230	61	99	57	79	65	165
Agree strongly	42	33	14	18	19	14	16	29	10	12	6	10	10	19
	13%	12%	11%	13%	13%	12%	12%	13%	16%	12%	11%	13%	15%	12%
Agree slightly	82	67	24	42	43	26	28	60	13	30	10	18	16	44
	26%	25%	19%	31%	29%	22%	21%	26%	21%	30%	18%	23%	25%	27%
Neither agree nor disagree	76	62	32	28	30	30	32	52	16	19	15	17	10	42
	24%	23%	25%	20%	21%	26%	24%	23%	26%	19%	26%	22%	15%	25%
Disagree slightly	56	51	26	23	25	25	32	39	11	13	13	19	11	28
	18%	19%	21%	17%	17%	21%	24%	17%	18%	13%	23%	24%	17%	17%
Disagree strongly	62	59	30	26	29	22	28	50	11	25	13	15	18	32
	19%	22%	24%	19%	20%	19%	21%	22%	18%	25%	23%	19%	28%	19%
NET: Agree	124	100	38	60	62	40	44	89	23	42	16	28	26	63
	39%	37%	30%	44%	42%	34%	32%	39%	38%	42%	28%	35%	40%	38%
NET: Disagree	118	110	56	49	54	47	60	89	22	38	26	34	29	60
	37%	40%	44%	36%	37%	40%	44%	39%	36%	38%	46%	43%	45%	36%

* = Less than .5

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 71

**QD5 Attitudes : I'm as knowledgeable about these technologies as the next person.
For each statement please indicate how much you agree or disagree.**

Base : All respondents

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any un- wanted loss	Switch related (last 2 years) with un- wanted loss	Non-switch related (last 2 years excl. home move) with un- wanted loss	Non-switch related with un- wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	318	272	126	137	146	117	136	230	61	99	57	79	65	165
Agree strongly	55	44	20	23	24	18	20	39	13	18	9	11	12	27
	17%	16%	16%	17%	16%	15%	15%	17%	21%	18%	16%	14%	18%	16%
Agree slightly	119	96	40	51	56	46	53	80	22	29	19	34	20	60
	37%	35%	32%	37%	38%	39%	39%	35%	36%	29%	33%	43%	31%	36%
Neither agree nor disagree	80	72	34	37	38	26	28	61	17	31	13	15	16	45
	25%	26%	27%	27%	26%	22%	21%	27%	28%	31%	23%	19%	25%	27%
Disagree slightly	40	36	21	15	15	19	24	29	5	9	11	13	10	19
	13%	13%	17%	11%	10%	16%	18%	13%	8%	9%	19%	16%	15%	12%
Disagree strongly	24	24	11	11	13	8	11	21	4	12	5	6	7	14
	8%	9%	9%	8%	9%	7%	8%	9%	7%	12%	9%	8%	11%	8%
NET: Agree	174	140	60	74	80	64	73	119	35	47	28	45	32	87
	55%	51%	48%	54%	55%	55%	54%	52%	57%	47%	49%	57%	49%	53%
NET: Disagree	64	60	32	26	28	27	35	50	9	21	16	19	17	33
	20%	22%	25%	19%	19%	23%	26%	22%	15%	21%	28%	24%	26%	20%

* = Less than .5

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

Table 72

QD5 Attitudes : SUMMARY : Agree Strongly

For each statement please indicate how much you agree or disagree.

Base : All respondents

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	318	272	126	137	146	117	136	230	61	99	57	79	65	165
I try to keep up with technology	94 30%	75 28%	34 27%	38 28%	41 28%	32 27%	35 26%	64 28%	17 28%	29 29%	18 32%	17 22%	20 31%	44 27%
My friends tend to come to me if they have questions about technology	42 13%	33 12%	14 11%	18 13%	19 13%	14 12%	16 12%	29 13%	10 16%	12 12%	6 11%	10 13%	10 15%	19 12%
I'm as knowledgeable about these technologies as the next person	55 17%	44 16%	20 16%	23 17%	24 16%	18 15%	20 15%	39 17%	13 21%	18 18%	9 16%	11 14%	12 18%	27 16%

* = Less than .5

22632 Detailed loss in service research

Fieldwork: 21st May - 6th June 2016

QD5 Attitudes : SUMMARY : Agree.

For each statement please indicate how much you agree or disagree.

Base : All respondents

	Type of Loss				Services Lost - Unwanted loss					Inconvenience - Unwanted loss				
	Any un-wanted loss	Switch related (last 2 years) with un-wanted loss	Non-switch related (last 2 years excl. home move) with un-wanted loss	Non-switch related with un-wanted loss	Dual	Any FLL	Any FBB	Any PTV	FBB only	FLL Loss		FBB Loss		
										Not inconvenient	Inconvenient	Not inconvenient	Inconvenient	
Total														
Total	318	272	126	137	146	117	136	230	61	99	57	79	65	165
I try to keep up with technology	233 73%	195 72%	80 63%	109 80%	115 79%	78 67%	91 67%	162 70%	49 80%	72 73%	39 68%	52 66%	43 66%	119 72%
My friends tend to come to me if they have questions about technology	124 39%	100 37%	38 30%	60 44%	62 42%	40 34%	44 32%	89 39%	23 38%	42 42%	16 28%	28 35%	26 40%	63 38%
I'm as knowledgeable about these technologies as the next person	174 55%	140 51%	60 48%	74 54%	80 55%	64 55%	73 54%	119 52%	35 57%	47 47%	28 49%	45 57%	32 49%	87 53%