

	Page	Table	Title	Base Description	Base
●	1	1	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about landline service in past 6 months	2039
●	2	2	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about landline service in past 6 months - Billing and Customer service complaint	769
●	3	3	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about landline service in past 6 months - Service issue complaint	527
●	4	4	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about landline service in past 6 months - Repair and Installation complaint	651
	5	5	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about landline service in past 6 months - Something else complaint	92
●	6	6	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about landline service in past 6 months	2039
●	7	7	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about landline service in past 6 months	2039
●	8	8	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about landline service in past 6 months whose complaint was completely resolved	1024
●	9	9	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about landline service in past 6 months	2039
●	10	10	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about landline service in past 6 months by phone	879
●	11	11	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about landline service in past 6 months	2039

	Page	Table	Title	Base Description	Base
●	12	12	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about landline service in past 6 months	2039
●	13	13	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about landline service in past 6 months	2039
●	14	14	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about landline service in past 6 months	2039
●	15	15	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about landline service in past 6 months	2039
●	16	16	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about landline service in past 6 months	2039
●	17	17	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about landline service in past 6 months	2039
●	18	18	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about landline service in past 6 months	2039
●	19	19	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about landline service in past 6 months	2039
●	20	20	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about landline service in past 6 months	2039
●	21	21	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about landline service in past 6 months whose complaint was completely resolved	1024
●	22	22	Q15: What is your current employment status?	Base: All complained about landline service in past 6 months	2039
●	23	23	Q16: Approximately, what is your total annual income before tax?	Base: All complained about landline service in past 6 months	2039

	Page	Table	Title	Base Description	Base
●	24	24	Q17: Where do you live?	Base: All complained about landline service in past 6 months	2039
	25	25	Q18: Are you...?	Base: All complained about landline service in past 6 months	2039
●	26	26	Q19: What is your age?	Base: All complained about landline service in past 6 months	2039
●	27	27	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about landline service in past 6 months	2039
●	28	28	Q21: Which of these best describes the place you live most of the time?	Base: All complained about landline service in past 6 months	2039
●	29	29	QHH1 How many people are there in your household, including yourself and any children?	Base: All complained about landline service in past 6 months	2039
●	30	30	QHH3 And what is the total number of children in the household (under 18)?	Base: All complained about landline service in past 6 months	2039
●	31	31	QHH4: ADULTS IN HOUSEHOLD.	Base: All complained about landline service in past 6 months	2039
●	32	32	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about landline service in past 6 months	2039
●	1	1	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about fixed broadband internet service in past 6 months	2897
●	2	2	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about fixed broadband internet service in past 6 months - Billing and Customer service complaint	809
●	3	3	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about fixed broadband internet service in past 6 months - Service issue complaint	1371
●	4	4	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about fixed broadband internet service in past 6 months - Repair and Installation complaint	602

	Page	Table	Title	Base Description	Base
	5	5	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about fixed broadband internet service in past 6 months - Something else complaint	115
●	6	6	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about fixed broadband internet service in past 6 months	2897
●	7	7	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about fixed broadband internet service in past 6 months	2897
●	8	8	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved	1431
●	9	9	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about fixed broadband internet service in past 6 months	2897
●	10	10	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about fixed broadband internet service in past 6 months by phone	1640
●	11	11	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about fixed broadband internet service in past 6 months	2897
●	12	12	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about fixed broadband internet service in past 6 months	2897
●	13	13	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about fixed broadband internet service in past 6 months	2897
●	14	14	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about fixed broadband internet service in past 6 months	2897
●	15	15	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about fixed broadband internet service in past 6 months	2897

	Page	Table	Title	Base Description	Base
●	16	16	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about fixed broadband internet service in past 6 months	2897
●	17	17	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about fixed broadband internet service in past 6 months	2897
●	18	18	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about fixed broadband internet service in past 6 months	2897
●	19	19	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about fixed broadband internet service in past 6 months	2897
●	20	20	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about fixed broadband internet service in past 6 months	2897
●	21	21	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved	1431
●	22	22	Q15: What is your current employment status?	Base: All complained about fixed broadband internet service in past 6 months	2897
●	23	23	Q16: Approximately, what is your total annual income before tax?	Base: All complained about fixed broadband internet service in past 6 months	2897
●	24	24	Q17: Where do you live?	Base: All complained about fixed broadband internet service in past 6 months	2897
●	25	25	Q18: Are you...?	Base: All complained about fixed broadband internet service in past 6 months	2897
●	26	26	Q19: What is your age?	Base: All complained about fixed broadband internet service in past 6 months	2897

	Page	Table	Title	Base Description	Base
●	27	27	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about fixed broadband internet service in past 6 months	2897
●	28	28	Q21: Which of these best describes the place you live most of the time?	Base: All complained about fixed broadband internet service in past 6 months	2897
●	29	29	QHH1 How many people are there in your household, including yourself and any children?	Base: All complained about fixed broadband internet service in past 6 months	2897
●	30	30	QHH3 And what is the total number of children in the household (under 18)?	Base: All complained about fixed broadband internet service in past 6 months	2897
●	31	31	QHH4: ADULTS IN HOUSEHOLD.	Base: All complained about fixed broadband internet service in past 6 months	2897
●	32	32	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about fixed broadband internet service in past 6 months	2897
●	1	1	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1774
●	2	2	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Billing and Customer service complaint	670
●	3	3	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Service issue complaint	497
●	4	4	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Repair and Installation complaint	524

	Page	Table	Title	Base Description	Base
	5	5	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Something else complaint	83
●	6	6	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1774
●	7	7	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1774
●	8	8	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved	868
●	9	9	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1774
●	10	10	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about cable, satellite or any other Pay TV service in past 6 months by phone	846
●	11	11	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1774
●	12	12	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1774
●	13	13	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1774
●	14	14	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1774

	Page	Table	Title	Base Description	Base
●	15	15	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1774
●	16	16	Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service? Offering compensation or a goodwill payment.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1774
●	17	17	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1774
●	18	18	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1774
●	19	19	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1774
●	20	20	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1774
●	21	21	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved	868
●	22	22	Q15: What is your current employment status?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1774
●	23	23	Q16: Approximately, what is your total annual income before tax?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1774
●	24	24	Q17: Where do you live?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1774
●	25	25	Q18: Are you...?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1774

	Page	Table	Title	Base Description	Base
●	26	26	Q19: What is your age?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1774
●	27	27	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1774
●	28	28	Q21: Which of these best describes the place you live most of the time?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1774
●	29	29	QHH1 How many people are there in your household, including yourself and any children?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1774
●	30	30	QHH3 And what is the total number of children in the household (under 18)?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1774
●	31	31	QHH4: ADULTS IN HOUSEHOLD.	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1774
●	32	32	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about cable, satellite or any other Pay TV service in past 6 months	1774
●	1	1	Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?	Base: All complained about mobile phone service in past 6 months	2951
●	2	2	Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service	Base: All complained about mobile phone service in past 6 months - Billing and Customer service complaint	1248
●	3	3	Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues	Base: All complained about mobile phone service in past 6 months - Service issue complaint	846
●	4	4	Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Repairs and Installation	Base: All complained about mobile phone service in past 6 months - Repair and Installation complaint	670

	Page	Table	Title	Base Description	Base
	5	5	Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else	Base: All complained about mobile phone service in past 6 months - Something else complaint	187
●	6	6	Q8: In dealing with [Provider] about this complaint did you contact them...?	Base: All complained about mobile phone service in past 6 months	2951
●	7	7	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about mobile phone service in past 6 months	2951
●	8	8	Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?	Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved	1555
●	9	9	Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of finding provider contact details.	Base: All complained about mobile phone service in past 6 months	2951
●	10	10	Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service? Ease of getting through to the right person (PHONE).	Base: All complained about mobile phone service in past 6 months by phone	1093
●	11	11	Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service? The time taken to handle your issue.	Base: All complained about mobile phone service in past 6 months	2951
●	12	12	Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service? Getting the issue resolved to your satisfaction.	Base: All complained about mobile phone service in past 6 months	2951
●	13	13	Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service? Courtesy and politeness of advisors.	Base: All complained about mobile phone service in past 6 months	2951
●	14	14	Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service? Advisor doing what they said they would do.	Base: All complained about mobile phone service in past 6 months	2951
●	15	15	Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service? Logging of query details to avoid having to repeat yourself.	Base: All complained about mobile phone service in past 6 months	2951

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●	17	17	Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service? Willingness to help resolve your issue.	Base: All complained about mobile phone service in past 6 months	2951
●	18	18	Q10: And how satisfied were you with the following aspects of [Provider]'s customer service? SUMMARY : Satisfied	Base: All complained about mobile phone service in past 6 months	2951
●	19	19	Q11: In your opinion, was [Provider] able to successfully resolve your complaint?	Base: All complained about mobile phone service in past 6 months	2951
●	20	20	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about mobile phone service in past 6 months	2951
●	21	21	Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?	Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved	1555
●	22	22	Q14: Is your personal mobile phone on a contract or pay as you go?	Base: All complained about mobile phone service in past 6 months	2951
●	23	23	Q15: What is your current employment status?	Base: All complained about mobile phone service in past 6 months	2951
●	24	24	Q16: Approximately, what is your total annual income before tax?	Base: All complained about mobile phone service in past 6 months	2951
●	25	25	Q17: Where do you live?	Base: All complained about mobile phone service in past 6 months	2951
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●	27	27	Q19: What is your age?	Base: All complained about mobile phone service in past 6 months	2951
●	28	28	Q20: And which of the following best describes the main income earner in your household?	Base: All complained about mobile phone service in past 6 months	2951
●	29	29	Q21: Which of these best describes the place you live most of the time?	Base: All complained about mobile phone service in past 6 months	2951
●	30	30	QHH1 How many people are there in your household, including yourself and any children?	Base: All complained about mobile phone service in past 6 months	2951
●	31	31	QHH3 And what is the total number of children in the household (under 18)?	Base: All complained about mobile phone service in past 6 months	2951
●	32	32	QHH4: ADULTS IN HOUSEHOLD.	Base: All complained about mobile phone service in past 6 months	2951
●	33	33	QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?	Base: All complained about mobile phone service in past 6 months	2951

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 1

Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2039	769	651	527	92	1085	639	315	1024	985
Weighted Base	2039	761	663	526	89*	1098	632	308	1038	973
Effective base	1910	721	612	492	86	1018	598	294	961	922
A billing, pricing or payment issue	558	558	-	-	-	314	167	78	290	265
	27%hij	73%Thij	-	-	-	29%	26%	25%	28%	27%
The service not performing as it should	526	-	-	526	-	275	167	85	266	252
	26%ghj	-	-	100%Tghj	-	25%	26%	28%	26%	26%
A problem relating to the installation or set up of your service	344	-	344	-	-	203	106	34	195	147
	17%gijl	-	52%Tgijl	-	-	19%l	17%l	11%	19%n	15%
A problem with a repair to the service	319	-	319	-	-	177	92	51	165	152
	16%gijl	-	48%Tgijl	-	-	16%	15%	16%	16%	16%
Dissatisfaction with customer service from a previous occasion or contact	203	203	-	-	-	80	73	50	79	119
	10%hijkm	27%Thij	-	-	-	7%	12%k	16%Tk	8%	12%nm
Or something else	89	-	-	-	89	49	28	12	44	39
	4%ghj	-	-	-	100%Tghj	4%	4%	4%	4%	4%
SUMMARY:										
Billing and Customer service	761	761	-	-	-	394	240	127	369	384
	37%hij	100%Thij	-	-	-	36%	38%	41%	36%	39%
Repairs and Installation	663	-	663	-	-	380	198	85	360	298
	33%gijl	-	100%Tgijl	-	-	35%l	31%	27%	35%	31%
Service Issues	526	-	-	526	-	275	167	85	266	252
	26%ghj	-	-	100%Tghj	-	25%	26%	28%	26%	26%
Something else	89	-	-	-	89	49	28	12	44	39
	4%ghj	-	-	-	100%Tghj	4%	4%	4%	4%	4%

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 2

Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?

Billing and Customer service

Base: All complained about landline service in past 6 months - Billing and Customer service complaint

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	769	769	-	-	-	394	241	134	363	397
Weighted Base	761	761	..**	..**	..**	394	240	127	369	384
Effective base	721	721	-	-	-	370	226	125	342	371
Bill was a lot higher than expected	226	226	-	-	-	121	70	35	124	101
	30%	30%	-	-	-	31%	29%	28%	34%n	26%
Bill was inaccurate	144	144	-	-	-	72	49	23	82	61
	19%	19%	-	-	-	18%	20%	18%	22%n	16%
Bill contained items I shouldn't have been charged for	115	115	-	-	-	70	29	16	71	44
	15%	15%	-	-	-	18%	12%	12%	19%n	11%
Payment issues (including setting up/making a payment, non-direct debit charges)	108	108	-	-	-	52	37	19	46	62
	14%	14%	-	-	-	13%	15%	15%	12%	16%
Getting a refund, credit note or cashback	98	98	-	-	-	57	25	16	45	53
	13%	13%	-	-	-	14%	10%	13%	12%	14%
The format of the bill	83	83	-	-	-	55	19	9	45	37
	11%	11%	-	-	-	14%Cl	8%	7%	12%	10%
Took too long to resolve issue	74	74	-	-	-	29	22	23	29	42
	10%	10%	-	-	-	7%	9%	18%TkC	8%	11%
Didn't do what they said they would do	65	65	-	-	-	27	22	16	30	33
	8%	8%	-	-	-	7%	9%	12%	8%	9%
Unable to get through to relevant person	50	50	-	-	-	17	16	17	22	28
	7%	7%	-	-	-	4%	7%	13%TkC	6%	7%
Gave incorrect information	49	49	-	-	-	21	14	14	20	29
	6%	6%	-	-	-	5%	6%	11%k	6%	7%
Rude/dismissive	48	48	-	-	-	15	16	17	19	28
	6%	6%	-	-	-	4%	7%	13%TkC	5%	7%
Unable to get through to anyone	40	40	-	-	-	13	14	13	16	24
	5%	5%	-	-	-	3%	6%	10%Tk	4%	6%
Pre-pay credit lost or not credited to card	6	6	-	-	-	5	1	-	2	4
	1%	1%	-	-	-	1%	1%	-	1%	1%
Costs of international and roaming calls	5	5	-	-	-	3	1	-	3	2
	1%	1%	-	-	-	1%	1%	-	1%	1%
A different issue	24	24	-	-	-	15	2	8	14	9
	3%Cl	3%	-	-	-	4%Cl	1%	6%Cl	4%	2%

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 3

Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?

Service issues

Base: All complained about landline service in past 6 months - Service issue complaint

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	527	-	-	527	-	273	167	87	263	255
Weighted Base	526	..**	..**	526	..**	275	167	85*	266	252
Effective base	492	-	-	492	-	255	156	81	246	238
Complete loss of service	220	-	-	220	-	110	71	39	108	111
	42%	-	-	42%	-	40%	42%	46%	41%	44%
Poor line quality	181	-	-	181	-	87	62	32	97	83
	34%	-	-	34%	-	32%	37%	38%	36%	33%
Service is not consistently available	146	-	-	146	-	74	45	28	62	79
	28%	-	-	28%	-	27%	27%	32%	23%	32% m
Connection speed slower than advertised or led to expect	80	-	-	80	-	50	15	15	43	36
	15% C	-	-	15%	-	18% C	9%	17%	16%	14%
Problems with voice over internet (VOIP) telephone calls	32	-	-	32	-	23	3	6	21	10
	6% C	-	-	6%	-	8% C	2%	7% C	8%	4%
Unable to get certain channels/content	24	-	-	24	-	10	8	6	14	10
	5%	-	-	5%	-	4%	5%	7%	5%	4%
Poor picture quality	14	-	-	14	-	7	2	5	6	7
	3%	-	-	3%	-	2%	1%	6%	2%	3%
Unable to access 4G service	4	-	-	4	-	3	1	1	3	1
	1%	-	-	1%	-	1%	*	1%	1%	1%
Text or voice mails delivered late	3	-	-	3	-	3	-	-	1	1
	1%	-	-	1%	-	1%	-	-	1%	*
Poor indoor reception/coverage	2	-	-	2	-	2	-	-	2	1
	*	-	-	*	-	1%	-	-	1%	*
Problems with calls being disconnected during a call or not connected at all	2	-	-	2	-	2	-	-	1	1
	*	-	-	*	-	1%	-	-	1%	*
Poor outside reception/ coverage	1	-	-	1	-	1	-	-	-	1
	*	-	-	*	-	1%	-	-	-	1%
A different issue (please describe it briefly in your own words)	12	-	-	12	-	9	3	1	5	7
	2%	-	-	2%	-	3%	2%	1%	2%	3%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 4

Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?

Repairs and Installation

Base: All complained about landline service in past 6 months - Repair and Installation complaint

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	651	-	651	-	-	368	202	81	351	295
Weighted Base	663	..**	663	..**	..**	380	198	85*	360	298
Effective base	612	-	612	-	-	347	189	76	330	277
Switching issues (e.g. problems trying to switch or problems porting your number)	115 17%	- 17%	115 17%	- 17%	- 17%	70 18%	30 15%	14 17%	63 18%	51 17%
Time taken to repair a fault	110 17%	- 17%	110 17%	- 17%	- 17%	53 14%	35 17%	22 26%TK	59 16%	50 17%
Arranging an appointment for an engineer visit	103 15%	- 15%	103 15%	- 15%	- 15%	56 15%	36 18%	11 13%	55 15%	47 16%
Time taken to install the service	102 15%	- 15%	102 15%	- 15%	- 15%	61 16%	34 17%	8 9%	57 16%	43 14%
Missed/ moved installation appointment	95 14%	- 14%	95 14%	- 14%	- 14%	60 16%	26 13%	8 10%	60 17%	35 12%
Damage to property during installation	85 13%	- 13%	85 13%	- 13%	- 13%	53 14%I	27 14%	5 5%	48 13%	37 12%
Complaining about an engineer	82 12%	- 12%	82 12%	- 12%	- 12%	48 13%	21 11%	13 15%	41 11%	40 13%
Arranging an installation	81 12%I	- 12%	81 12%	- 12%	- 12%	52 14%I	28 14%I	1 1%	50 14%	31 10%
Missed/moved repair appointment	81 12%	- 12%	81 12%	- 12%	- 12%	56 15%	18 9%	6 8%	43 12%	37 12%
Damage to property during repair	62 9%	- 9%	62 9%	- 9%	- 9%	42 11%	12 6%	8 9%	36 10%	26 9%
A different issue	17 3%	- 3%	17 3%	- 3%	- 3%	8 2%	1 1%	8 9%TKC	8 2%	9 3%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 5

Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?

Something else

Base: All complained about landline service in past 6 months - Something else complaint

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	92	-	-	-	92	50	29	13	47	38
Weighted Base	89*	..**	..**	..**	89*	49*	28**	12**	44*	39*
Effective base	86	-	-	-	86	47	27	12	44	36
Change to your package or service (upgrading or downgrading your service)	26 30%	-	-	-	26	16	8	2	15	8
		-	-	-	30%	32%	31%	19%	34%	20%
Service not performing as advertised or as told in store/over the phone	18 21%	-	-	-	18	9	7	2	9	9
		-	-	-	21%	19%	25%	18%	21%	22%
Complaining about the terms of your contract	17 19%	-	-	-	17	6	7	3	7	7
		-	-	-	19%	13%	27%	24%	16%	17%
Switching issues (e.g. problems trying to switch or problems porting your number)	9 10%	-	-	-	9	8	-	1	4	4
		-	-	-	10%	16%	-	6%	9%	10%
Keeping your mobile phone number when changing suppliers	2 3%	-	-	-	2	2	-	-	1	1
		-	-	-	3%	5%	-	-	3%	3%
A different issue (please describe it briefly in your own words)	25 28%	-	-	-	25	13	5	8	12	13
		-	-	-	28%	26%	17%	64%	27%	34%

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 6

Q8: In dealing with [Provider] about this complaint did you contact them...?

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2039	769	651	527	92	1085	639	315	1024	985
Weighted Base	2039	761	663	526	89*	1098	632	308	1038	973
Effective base	1910	721	612	492	86	1018	598	294	961	922
Only/mainly on the phone	873	357	226	240	50	441	260	173	459	410
	43%h	47%h	34%	46%h	57%Th	40%	41%	56%Tk	44%	42%
Only/mainly via webchat	219	82	64	64	9	123	65	31	100	118
	11%	11%	10%	12%	10%	11%	10%	10%	10%	12%
Only/mainly via email	216	83	80	51	1	127	70	19	121	90
	11%j	11%j	12%j	10%j	2%	12%l	11%l	6%	12%	9%
Only/mainly via web form	151	52	53	38	9	79	49	23	63	83
	7%	7%	8%	7%	10%	7%	8%	8%	6%	9% m
Only/mainly via mobile application	151	56	64	30	1	86	48	18	69	78
	7%j	7%j	10%ij	6%	1%	8%	8%	6%	7%	8%
Only/mainly by social media	149	46	67	33	3	83	52	14	67	80
	7%	6%	10%Tgij	6%	3%	8%	8%l	5%	6%	8%
Only/mainly in store	124	42	51	25	6	83	35	6	75	48
	6%l	6%	8%l	5%	7%	8%l	5%l	2%	7% n	5%
Only/mainly by letter	111	37	47	27	1	57	40	14	60	50
	5%	5%	7%j	5%	1%	5%	6%	5%	6%	5%
Only/mainly via another contact method	11	3	1	6	1	3	3	5	5	6
	1%	*	*	1%h	1%	*	*	2%Tk	*	1%
Don't know	33	4	10	11	9	16	12	5	19	7
	2%g	1%	1%	2%g	10%Tghi	1%	2%	2%	2% n	1%

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 7

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about landline service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2039	769	651	527	92	1085	639	315	1024	985
Weighted Base		2039	761	663	526	89*	1098	632	308	1038	973
Effective base		1910	721	612	492	86	1018	598	294	961	922
10 - Extremely satisfied	(10)	317	104	113	82	19	317	-	-	272	41
		16%Cl	14%	17%	16%	21%	29%TCI	-	-	26%Tn	4%
9 -	(9)	157	54	55	37	10	157	-	-	110	44
		8%Cl	7%	8%	7%	12%	14%TCI	-	-	11%Tn	5%
8 -	(8)	322	115	120	78	10	322	-	-	202	117
		16%Cl	15%	18%	15%	11%	29%TCI	-	-	19%Tn	12%
7 -	(7)	302	121	93	78	10	302	-	-	160	140
		15%Cl	16%	14%	15%	12%	28%TCI	-	-	15%	14%
6 -	(6)	266	96	93	69	7	-	266	-	96	167
		13%klm	13%	14%	13%	8%	-	42%TKI	-	9%	17%Tm
5 -	(5)	236	92	67	60	17	-	236	-	86	148
		12%klm	12%	10%	11%	19%Thi	-	37%TKI	-	8%	15%Tm
4 -	(4)	130	51	38	38	3	-	130	-	40	91
		6%klm	7%	6%	7%	4%	-	21%TKI	-	4%	9%Tm
3 -	(3)	90	37	28	23	2	-	-	90	23	66
		4%kCm	5%	4%	4%	2%	-	-	29%TKC	2%	7%Tm
2 -	(2)	60	21	18	20	1	-	-	60	12	44
		3%kCm	3%	3%	4%	1%	-	-	19%TKC	1%	4%Tm
1 - Extremely dissatisfied	(1)	159	69	39	42	9	-	-	159	39	115
		8%kCm	9%h	6%	8%	10%	-	-	51%TKC	4%	12%Tm
NET: Dissatisfied	(1-3)	308	127	85	85	12	-	-	308	73	224
		15%kCm	17%h	13%	16%	14%	-	-	100%TKC	7%	23%Tm
NET: Neutral	(4-6)	632	240	198	167	28	-	632	-	221	405
		31%klm	31%	30%	32%	31%	-	100%TKI	-	21%	42%Tm
NET: Satisfied	(7-10)	1098	394	380	275	49	1098	-	-	744	343
		54%Cl	52%	57%g	52%	55%	100%TCI	-	-	72%Tn	35%
Mean score		6.43Cl	6.26	6.69Tgi	6.34	6.64	8.45TCI	5.21I	1.78	7.45Tn	5.38
Standard error		0.06	0.10	0.10	0.12	0.29	0.04	0.03	0.05	0.07	0.08

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 8

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about landline service in past 6 months whose complaint was completely resolved

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		1024	363	351	263	47	725	227	72	1024	-
Weighted Base		1038	369	360	266	44*	744	221	73*	1038	-**
Effective base		961	342	330	246	44	682	212	67	961	-
10 - Extremely satisfied	(10)	272	87	98	71	16	272	-	-	272	-
		26%CI	24%	27%	27%	36%	37%TCI	-	-	26%	-
9 -	(9)	110	41	36	28	4	110	-	-	110	-
		11%CI	11%	10%	11%	9%	15%TCI	-	-	11%	-
8 -	(8)	202	76	73	48	6	202	-	-	202	-
		19%CI	21%	20%	18%	13%	27%TCI	-	-	19%	-
7 -	(7)	160	65	44	46	5	160	-	-	160	-
		15%CI	18%	12%	17%	12%	22%TCI	-	-	15%	-
6 -	(6)	96	29	44	20	2	-	96	-	96	-
		9%CI	8%	12%	7%	6%	-	43%TKI	-	9%	-
5 -	(5)	86	31	24	23	8	-	86	-	86	-
		8%CI	8%	7%	9%	17%Th	-	39%TKI	-	8%	-
4 -	(4)	40	14	14	11	1	-	40	-	40	-
		4%CI	4%	4%	4%	2%	-	18%TKI	-	4%	-
3 -	(3)	23	7	9	6	-	-	-	23	23	-
		2%CI	2%	3%	2%	-	-	-	31%TKC	2%	-
2 -	(2)	12	7	3	2	-	-	-	12	12	-
		1%CI	2%	1%	1%	-	-	-	16%TKC	1%	-
1 - Extremely dissatisfied	(1)	39	12	15	10	2	-	-	39	39	-
		4%CI	3%	4%	4%	5%	-	-	53%TKC	4%	-
NET: Dissatisfied	(1-3)	73	26	27	18	2	-	-	73	73	-
		7%CI	7%	7%	7%	5%	-	-	100%TKC	7%	-
NET: Neutral	(4-6)	221	74	82	54	11	-	221	-	221	-
		21%CI	20%	23%	20%	25%	-	100%TKI	-	21%	-
NET: Satisfied	(7-10)	744	269	251	193	31	744	-	-	744	-
		72%CI	73%	70%	73%	70%	100%TCI	-	-	72%	-
Mean score		7.45CI	7.41	7.47	7.46	7.61	8.66TCI	5.26I	1.78	7.45	-
Standard error		0.07	0.12	0.13	0.15	0.36	0.04	0.05	0.11	0.07	-

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 9

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?

Ease of finding provider contact details.

Base: All complained about landline service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2039	769	651	527	92	1085	639	315	1024	985
Weighted Base		2039	761	663	526	89*	1098	632	308	1038	973
Effective base		1910	721	612	492	86	1018	598	294	961	922
10 - Extremely satisfied	(10)	366	130	123	94	20	313	27	27	293	69
		18%Cl	17%	19%	18%	22%	28%TCI	4%	9%C	28%Tm	7%
9 -	(9)	253	107	79	57	9	205	37	11	162	88
		12%Cl	14%	12%	11%	10%	19%TCI	6%	4%	16%Tm	9%
8 -	(8)	318	115	114	76	12	226	69	23	178	139
		16%Cl	15%	17%	14%	13%	21%TCI	11%	7%	17%	14%
7 -	(7)	277	101	88	76	12	159	89	29	125	147
		14%	13%	13%	14%	14%	14%l	14%	9%	12%	15%km
6 -	(6)	228	75	80	66	7	88	125	15	94	131
		11%kl	10%	12%	13%	8%	8%	20%TKl	5%	9%	13%km
5 -	(5)	222	89	69	46	18	44	139	39	76	144
		11%km	12%	10%	9%	20%Tghl	4%	22%TKl	13%k	7%	15%Tm
4 -	(4)	127	62	30	33	2	23	68	36	44	82
		6%km	8%h	5%	6%	3%	2%	11%Tk	12%Tk	4%	8%Tm
3 -	(3)	99	30	37	31	2	11	53	34	29	67
		5%km	4%	6%	6%	2%	1%	8%Tk	11%Tk	3%	7%Tm
2 -	(2)	49	16	18	14	1	6	13	30	8	38
		2%km	2%	3%	3%	1%	1%	2%k	10%TKC	1%	4%Tm
1 - Extremely dissatisfied	(1)	82	31	19	29	3	11	10	61	21	59
		4%kCm	4%	3%	5%h	3%	1%	2%	20%TKC	2%	6%Tm
Not applicable		19	4	6	5	3	13	2	3	8	9
		1%	1%	1%	1%	4%Tghl	1%	*	1%	1%	1%
NET: Dissatisfied		230	77	74	74	5	28	77	125	59	165
		11%km	10%	11%	14%gj	6%	3%	12%k	40%TKC	6%	17%Tm
NET: Neutral		577	226	179	145	27	155	331	91	214	356
		28%km	30%	27%	27%	30%	14%	52%TKl	29%k	21%	37%Tm
NET: Satisfied		1214	453	404	303	53	902	221	90	757	443
		60%Cl	60%	61%	58%	60%	82%TCI	35%	29%	73%Tm	45%
Mean score		6.87Cl	6.85	6.97	6.71	7.15	8.09TCI	5.85l	4.61	7.69Tm	6.00
Standard error		0.06	0.09	0.10	0.11	0.25	0.06	0.08	0.16	0.07	0.08

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n

* small base

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Fieldwork: 4th December 2019 - 6th January 2020

Table 10

Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?

Ease of getting through to the right person (PHONE).

Base: All complained about landline service in past 6 months by phone

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		879	364	222	242	51	437	260	182	455	418
Weighted Base		873	357	226	240	50*	441	260	173	459	410
Effective base		821	341	208	225	48	408	243	170	425	391
10 - Extremely satisfied	(10)	139	50	40	39	11	124	9	7	116	24
		16%Cl	14%	18%	16%	21%	28%TCI	3%	4%	25%Tn	6%
9 -	(9)	93	36	23	30	4	81	10	2	68	24
		11%Cl	10%	10%	12%	7%	18%TCI	4%	1%	15%Tn	6%
8 -	(8)	136	53	38	35	10	103	27	6	84	52
		16%Cl	15%	17%	14%	20%	23%TCI	10%Cl	3%	18%Tn	13%
7 -	(7)	108	47	18	39	4	57	42	8	59	48
		12%Cl	13%	8%	16%h	9%	13%Cl	16%Cl	5%	13%	12%
6 -	(6)	84	31	28	22	4	32	39	13	38	46
		10%	9%	12%	9%	7%	7%	15%TKl	8%	8%	11%
5 -	(5)	87	31	26	24	5	19	54	13	35	50
		10%k	9%	12%	10%	10%	4%	21%TKl	8%	8%	12%Tm
4 -	(4)	62	29	13	15	5	6	42	14	22	41
		7%k	8%	6%	6%	11%	1%	16%TKl	8%k	5%	10%Tm
3 -	(3)	35	15	8	9	2	5	12	17	10	24
		4%k	4%	4%	4%	4%	1%	5%k	10%TKC	2%	6%Tm
2 -	(2)	40	19	10	10	-	3	12	25	7	33
		5%km	5%	5%	4%	-	1%	5%k	14%TKC	1%	8%Tm
1 - Extremely dissatisfied	(1)	84	44	20	16	4	5	11	67	19	65
		10%kCm	12%Cl	9%	7%	9%	1%	4%k	39%TKC	4%	16%Tm
Not applicable		5	1	1	2	1	4	1	-	1	4
		1%	*	*	1%	2%	1%	1%	-	*	1%
NET: Dissatisfied	(1-3)	159	79	38	35	7	14	36	109	35	122
		18%km	22%Cl	17%	15%	13%	3%	14%k	63%TKC	8%	30%Tm
NET: Neutral	(4-6)	233	91	67	61	14	57	135	41	95	136
		27%km	25%	30%	26%	28%	13%	52%TKl	23%k	21%	33%Tm
NET: Satisfied	(7-10)	476	186	120	142	28	366	87	23	327	148
		55%Cl	52%	53%	59%	57%	83%TCI	34%Cl	13%	71%Tn	36%
Mean score		6.37CIn	6.08	6.49	6.63g	6.69	8.10TCI	5.53l	3.25	7.45Tn	5.16
Standard error		0.10	0.15	0.19	0.17	0.40	0.09	0.13	0.19	0.11	0.14

Proportions/Means: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 11

Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?

The time taken to handle your issue.

Base: All complained about landline service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2039	769	651	527	92	1085	639	315	1024	985
Weighted Base		2039	761	663	526	89*	1098	632	308	1038	973
Effective base		1910	721	612	492	86	1018	598	294	961	922
10 - Extremely satisfied	(10)	289	92	111	75	12	262	20	7	237	49
		14%Cl	12%	17%g	14%	13%	24%TCI	3%	2%	23%Tm	5%
9 -	(9)	221	90	79	45	7	191	24	6	149	69
		11%Cl	12%	12%	9%	8%	17%TCI	4%	2%	14%Tm	7%
8 -	(8)	304	110	112	66	16	249	46	9	186	114
		15%Cl	14%	17%	13%	19%	23%TCI	7%l	3%	18%Tm	12%
7 -	(7)	270	101	82	78	9	155	102	13	144	122
		13%Cl	13%	12%	15%	10%	14%Cl	16%l	4%	14%	13%
6 -	(6)	240	91	64	73	12	102	116	22	96	144
		12%klm	12%	10%	14%h	14%	9%	18%TKl	7%	9%	15%Tm
5 -	(5)	219	88	65	56	11	56	140	23	72	145
		11%klm	12%	10%	11%	12%	5%	22%TKl	8%	7%	15%Tm
4 -	(4)	144	53	49	38	4	38	76	30	65	77
		7%kl	7%	7%	7%	5%	3%	12%Tk	10%k	6%	8%
3 -	(3)	124	44	44	32	4	22	54	47	39	83
		6%klm	6%	7%	6%	5%	2%	9%Tk	15%TKC	4%	8%Tm
2 -	(2)	55	24	15	15	2	4	19	32	16	37
		3%kl	3%	2%	3%	2%	*	3%kl	11%TKC	2%	4%km
1 - Extremely dissatisfied	(1)	157	67	39	42	9	10	29	117	31	123
		8%kCm	9%h	6%	8%	10%	1%	5%kl	38%TKC	3%	13%Tm
Not applicable		16	2	5	7	3	10	5	1	3	11
		1%	*	1%	1%g	3%Tgh	1%	1%	*	*	1%km
NET: Dissatisfied	(1-3)	335	134	97	89	15	36	102	197	86	242
		16%klm	18%	15%	17%	16%	3%	16%kl	64%TKC	8%	25%Tm
NET: Neutral	(4-6)	604	232	177	167	27	196	332	76	233	365
		30%klm	31%	27%	32%	31%	18%	53%TKl	25%kl	22%	38%Tm
NET: Satisfied	(7-10)	1084	392	384	264	44	857	193	35	717	354
		53%Cl	52%	58%Tgi	50%	50%	78%TCI	30%l	11%	69%Tm	36%
Mean score		6.40Cl	6.26	6.67Tgi	6.28	6.32	7.85TCI	5.48l	3.18	7.33Tm	5.42
Standard error		0.06	0.10	0.10	0.12	0.29	0.06	0.08	0.14	0.07	0.08

Proportions/Means: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 12

Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?

Getting the issue resolved to your satisfaction.

Base: All complained about landline service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved		
			Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base		2039	769	651	527	92	1085	639	315	1024	985	
Weighted Base		2039	761	663	526	89*	1098	632	308	1038	973	
Effective base		1910	721	612	492	86	1018	598	294	961	922	
10 - Extremely satisfied	(10)	287	94	95	81	18	268	13	7	254	31	
		14% CIn	12%	14%	15%	20%	24% TCI	2%	2%	24% Tn	3%	
9 -	(9)	212	100	64	45	3	189	19	4	157	53	
		10% jCIn	13% Thij	10% j	9%	3%	17% TCI	3%	1%	15% Tn	5%	
8 -	(8)	323	115	122	71	15	245	63	14	206	112	
		16% CIn	15%	18% l	14%	17%	22% TCI	10% l	5%	20% Tn	11%	
7 -	(7)	308	118	99	79	12	192	105	11	147	161	
		15% l	15%	15%	15%	14%	17% l	17% l	3%	14%	17%	
6 -	(6)	237	71	91	66	10	88	123	27	89	148	
		12% km	9%	14% g	13%	11%	8%	19% TKl	9%	9%	15% Tm	
5 -	(5)	211	85	65	52	8	52	138	20	82	125	
		10% kdm	11%	10%	10%	9%	5%	22% TKl	7%	8%	13% Tm	
4 -	(4)	142	54	44	37	6	30	79	33	44	93	
		7% km	7%	7%	7%	7%	3%	12% TK	11% TK	4%	10% Tm	
3 -	(3)	101	34	34	32	2	14	53	33	22	76	
		5% km	4%	5%	6%	2%	1%	8% TK	11% TK	2%	8% Tm	
2 -	(2)	60	24	20	15	1	2	23	35	15	43	
		3% km	3%	3%	3%	1%	*	4% k	11% TKC	1%	4% Tm	
1 - Extremely dissatisfied	(1)	146	67	27	41	11	8	14	124	20	124	
		7% hkCm	9% h	4%	8% h	13% h	1%	2% k	40% TKC	2%	13% Tm	
Not applicable		13	-	3	6	3	10	2	1	3	6	
		1% g	-	*	1% g	4% Tgh	1%	*	*	*	1%	
NET: Dissatisfied		(1-3)	306	124	81	88	13	25	89	192	57	243
	15% km		16% h	12%	17% h	15%	2%	14% k	62% TKC	5%	25% Tm	
NET: Neutral		(4-6)	590	210	200	155	24	170	340	80	215	366
	29% km		28%	30%	29%	27%	15%	54% TKl	26% k	21%	38% Tm	
NET: Satisfied		(7-10)	1131	427	379	277	48	894	200	36	764	358
	55% CIn		56%	57%	53%	54%	81% TCI	32% l	12%	74% Tn	37%	
Mean score			6.48 CIn	6.40	6.67	6.37	6.43	7.94 TCI	5.56 l	3.19	7.59 Tn	5.32
Standard error			0.06	0.10	0.10	0.12	0.31	0.06	0.07	0.14	0.07	0.08

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 13

Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?

Courtesy and politeness of advisors.

Base: All complained about landline service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2039	769	651	527	92	1085	639	315	1024	985
Weighted Base		2039	761	663	526	89*	1098	632	308	1038	973
Effective base		1910	721	612	492	86	1018	598	294	961	922
10 - Extremely satisfied	(10)	409	151	128	111	20	352	26	31	322	80
		20% CIn	20%	19%	21%	22%	32% TCI	4%	10% C	31% Tn	8%
9 -	(9)	289	96	107	77	9	228	51	10	196	91
		14% CIn	13%	16%	15%	10%	21% TCI	8% l	3%	19% Tn	9%
8 -	(8)	327	130	101	76	19	220	83	23	165	160
		16% l	17%	15%	14%	22%	20% TCI	13% l	8%	16%	16%
7 -	(7)	279	100	97	68	13	147	107	25	126	151
		14% l	13%	15%	13%	15%	13% l	17% l	8%	12%	16% m
6 -	(6)	200	77	72	46	4	64	119	17	68	131
		10% kdm	10%	11%	9%	5%	6%	19% TKl	5%	7%	13% Tm
5 -	(5)	207	78	63	53	14	41	121	45	72	132
		10% kdm	10%	10%	10%	15%	4%	19% TK	15% TK	7%	14% Tm
4 -	(4)	111	41	29	38	3	19	60	32	38	69
		5% kdm	5%	4%	7%	3%	2%	10% TK	10% TK	4%	7% cm
3 -	(3)	82	27	32	21	2	4	40	38	17	62
		4% kdm	4%	5%	4%	3%	*	6% TK	12% TKC	2%	6% Tm
2 -	(2)	51	24	15	11	1	7	11	33	11	39
		2% kdm	3%	2%	2%	1%	1%	2% k	11% TKC	1%	4% Tm
1 - Extremely dissatisfied	(1)	64	35	12	16	2	4	8	52	12	50
		3% kCm	5% h	2%	3%	2%	*	1% k	17% TKC	1%	5% Tm
Not applicable		21	3	7	9	2	13	5	3	11	8
		1%	*	1%	2% g	2% g	1%	1%	1%	1%	1%
NET: Dissatisfied	(1-3)	197	85	58	48	5	15	59	123	40	151
		10% kdm	11%	9%	9%	5%	1%	9% k	40% TKC	4%	15% Tm
NET: Neutral	(4-6)	518	196	165	137	21	123	301	94	179	332
		25% kdm	26%	25%	26%	23%	11%	48% TKl	31% k	17%	34% Tm
NET: Satisfied	(7-10)	1303	477	433	332	61	948	267	88	809	482
		64% CIn	63%	65%	63%	69%	86% TCI	42% l	29%	78% Tn	50%
Mean score		7.11 CIn	6.98	7.21	7.12	7.39	8.34 TCI	6.14 l	4.72	7.98 Tn	6.21
Standard error		0.05	0.09	0.09	0.11	0.23	0.05	0.08	0.16	0.07	0.08

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 14

Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?

Advisor doing what they said they would do.

Base: All complained about landline service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2039	769	651	527	92	1085	639	315	1024	985
Weighted Base		2039	761	663	526	89*	1098	632	308	1038	973
Effective base		1910	721	612	492	86	1018	598	294	961	922
10 - Extremely satisfied	(10)	357	122	114	103	18	318	24	14	295	56
		17%Cl	16%	17%	19%	21%	29%TCI	4%	5%	28%Tn	6%
9 -	(9)	270	103	99	60	7	226	36	8	184	84
		13%Cl	14%	15%	11%	8%	21%TCI	6%l	3%	18%Tn	9%
8 -	(8)	325	119	115	75	16	241	70	14	195	128
		16%Cl	16%	17%	14%	18%	22%TCI	11%l	5%	19%n	13%
7 -	(7)	252	103	90	53	6	128	106	18	102	149
		12%l	14%	14%	10%	7%	12%l	17%TKl	6%	10%	15%Tm
6 -	(6)	202	72	60	60	10	73	104	25	82	120
		10%k	9%	9%	11%	11%	7%	16%TKl	8%	8%	12%Tm
5 -	(5)	218	80	69	60	9	45	138	36	78	136
		11%km	11%	10%	11%	10%	4%	22%TKl	12%k	8%	14%Tm
4 -	(4)	131	45	43	40	4	30	72	29	42	87
		6%km	6%	6%	8%	5%	3%	11%Tk	9%k	4%	9%Tm
3 -	(3)	81	27	25	24	4	11	39	30	15	64
		4%km	4%	4%	5%	5%	1%	6%Tk	10%TKC	1%	7%Tm
2 -	(2)	54	19	16	17	2	5	21	29	14	38
		3%km	3%	2%	3%	2%	*	3%k	9%TKC	1%	4%Tm
1 - Extremely dissatisfied	(1)	125	65	25	28	7	8	14	103	22	100
		6%hkCm	9%Thi	4%	5%	8%	1%	2%k	33%TKC	2%	10%Tm
Not applicable		24	5	7	7	4	13	9	2	11	10
		1%	1%	1%	1%	5%Tgh	1%	1%	1%	1%	1%
NET: Dissatisfied	(1-3)	260	112	66	69	13	24	74	162	51	203
		13%km	15%h	10%	13%	15%	2%	12%k	53%TKC	5%	21%Tm
NET: Neutral	(4-6)	552	197	172	160	23	147	314	90	202	343
		27%km	26%	26%	30%	26%	13%	50%TKl	29%k	19%	35%Tm
NET: Satisfied	(7-10)	1204	447	418	290	48	914	236	54	775	417
		59%Cl	59%	63%l	55%	54%	83%TCI	37%l	18%	75%Tn	43%
Mean score		6.78Cl	6.64	7.00g	6.72	6.72	8.18TCI	5.83l	3.76	7.80Tn	5.72
Standard error		0.06	0.10	0.10	0.12	0.30	0.06	0.08	0.15	0.07	0.08

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 15

Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?

Logging of query details to avoid having to repeat yourself.

Base: All complained about landline service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2039	769	651	527	92	1085	639	315	1024	985
Weighted Base		2039	761	663	526	89*	1098	632	308	1038	973
Effective base		1910	721	612	492	86	1018	598	294	961	922
10 - Extremely satisfied	(10)	311	102	106	84	19	279	16	16	253	51
		15%Cl	13%	16%	16%	22%g	25%TCI	3%	5%Cl	24%Tn	5%
9 -	(9)	248	109	79	53	7	214	25	9	169	78
		12%Cl	14%l	12%	10%	7%	19%TCI	4%	3%	16%Tn	8%
8 -	(8)	315	106	106	92	11	222	81	11	198	114
		15%ln	14%	16%	18%	13%	20%TCI	13%l	4%	19%Tn	12%
7 -	(7)	301	105	116	66	14	185	96	20	132	167
		15%l	14%	17%l	13%	16%	17%l	15%l	6%	13%	17%lm
6 -	(6)	223	86	76	58	4	80	125	17	91	131
		11%jkl	11%j	11%j	11%j	4%	7%	20%TKl	6%	9%	13%lm
5 -	(5)	215	78	65	60	12	47	133	34	73	137
		11%klm	10%	10%	11%	13%	4%	21%TKl	11%k	7%	14%Tm
4 -	(4)	127	52	40	28	7	23	75	28	47	78
		6%k	7%	6%	5%	8%	2%	12%Tk	9%k	4%	8%km
3 -	(3)	89	30	29	26	5	20	33	36	30	58
		4%k	4%	4%	5%	5%	2%	5%k	12%TKC	3%	6%km
2 -	(2)	57	21	17	18	2	2	26	29	6	49
		3%klm	3%	3%	3%	2%	*	4%k	9%TKC	1%	5%Tm
1 - Extremely dissatisfied	(1)	116	62	21	28	5	4	11	100	20	92
		6%hklm	8%Th	3%	5%	6%	*	2%k	33%TKC	2%	9%Tm
Not applicable		38	12	10	12	4	23	9	6	20	16
		2%	2%	1%	2%	4%h	2%	1%	2%	2%	2%
NET: Dissatisfied	(1-3)	262	113	67	72	11	26	71	166	57	199
		13%klm	15%h	10%	14%	13%	2%	11%k	54%TKC	6%	21%Tm
NET: Neutral	(4-6)	564	215	180	146	22	150	334	80	210	345
		28%klm	28%	27%	28%	25%	14%	53%TKl	26%k	20%	36%Tm
NET: Satisfied	(7-10)	1175	421	406	296	51	899	219	56	752	412
		58%Cl	55%	61%g	56%	58%	82%TCI	35%l	18%	72%Tn	42%
Mean score		6.69Cl	6.51	6.89g	6.67	6.74	8.05TCI	5.77l	3.73	7.63Tn	5.70
Standard error		0.06	0.10	0.09	0.11	0.29	0.05	0.08	0.16	0.07	0.08

Proportions/Means: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 16

Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?

Offering compensation or a goodwill payment.

Base: All complained about landline service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2039	769	651	527	92	1085	639	315	1024	985
Weighted Base		2039	761	663	526	89*	1098	632	308	1038	973
Effective base		1910	721	612	492	86	1018	598	294	961	922
10 - Extremely satisfied	(10)	272	101	93	61	17	243	14	16	228	40
		13% Cln	13%	14%	12%	19%	22% TCI	2%	5% C	22% Tn	4%
9 -	(9)	270	104	110	49	7	229	31	11	177	91
		13% iCln	14% i	17% Tij	9%	8%	21% TCI	5%	3%	17% Tn	9%
8 -	(8)	282	92	107	71	13	211	61	9	166	113
		14% CI	12%	16% g	13%	15%	19% TCI	10% l	3%	16% n	12%
7 -	(7)	251	83	105	59	5	134	96	21	120	129
		12% ij	11%	16% Tgij	11%	5%	12% l	15% l	7%	12%	13%
6 -	(6)	217	76	88	47	6	89	102	25	84	132
		11% km	10%	13% l	9%	7%	8%	16% TKl	8%	8%	14% Tm
5 -	(5)	206	77	61	57	11	52	124	29	76	126
		10% km	10%	9%	11%	12%	5%	20% TKl	9% k	7%	13% Tm
4 -	(4)	128	52	29	40	7	27	76	25	39	87
		6% km	7% h	4%	8% h	8%	2%	12% TK	8% k	4%	9% Tm
3 -	(3)	87	36	18	31	2	17	51	19	36	48
		4% k	5%	3%	6% h	2%	2%	8% TK	6% k	3%	5%
2 -	(2)	75	27	18	29	1	11	27	37	22	52
		4% km	4%	3%	5% h	1%	1%	4% k	12% TKC	2%	5% Tm
1 - Extremely dissatisfied	(1)	162	77	25	49	10	21	33	107	35	123
		8% hkCm	10% h	4%	9% h	12% h	2%	5% k	35% TKC	3%	13% Tm
Not applicable		90	36	9	35	10	64	17	9	56	32
		4% h	5% h	1%	7% Th	11% Tgh	6% CI	3%	3%	5% n	3%
NET: Dissatisfied	(1-3)	324	140	62	108	13	50	111	163	93	222
		16% hkm	18% h	9%	21% Th	15%	5%	18% k	53% TKC	9%	23% Tm
NET: Neutral	(4-6)	550	205	178	144	24	169	302	79	199	345
		27% km	27%	27%	27%	27%	15%	48% TKl	26% k	19%	35% Tm
NET: Satisfied	(7-10)	1075	380	415	239	42	816	202	57	691	373
		53% iCln	50%	63% Tgij	45%	47%	74% TCI	32% l	19%	67% Tn	38%
Mean score		6.45 ICln	6.27	6.99 Tgi	6.01	6.42	7.84 TCI	5.45 l	3.71	7.39 Tn	5.49
Standard error		0.06	0.11	0.09	0.13	0.33	0.07	0.09	0.16	0.08	0.09

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

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Fieldwork: 4th December 2019 - 6th January 2020

Table 17

Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?

Willingness to help resolve your issue.

Base: All complained about landline service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2039	769	651	527	92	1085	639	315	1024	985
Weighted Base		2039	761	663	526	89*	1098	632	308	1038	973
Effective base		1910	721	612	492	86	1018	598	294	961	922
10 - Extremely satisfied	(10)	351	127	108	96	20	309	27	15	296	51
		17%Cl	17%	16%	18%	22%	28%TCI	4%	5%	29%Tn	5%
9 -	(9)	283	107	104	64	9	235	37	11	190	91
		14%Cl	14%	16%	12%	10%	21%TCI	6%	4%	18%Tn	9%
8 -	(8)	344	121	123	89	11	243	86	15	192	149
		17%Cl	16%	18%	17%	12%	22%TCI	14%Cl	5%	18%	15%
7 -	(7)	261	102	81	66	11	144	101	15	108	152
		13%Cl	13%	12%	13%	12%	13%Cl	16%TCI	5%	10%	16%Tn
6 -	(6)	219	75	80	59	5	81	115	22	88	129
		11%Cl	10%	12%	11%	6%	7%	18%TCI	7%	8%	13%Tn
5 -	(5)	192	64	64	51	13	37	126	29	66	125
		9%Cl	8%	10%	10%	15%	3%	20%TCI	9%Cl	6%	13%Tn
4 -	(4)	119	45	41	29	4	19	60	40	40	77
		6%Cl	6%	6%	6%	5%	2%	10%TCI	13%TCI	4%	8%Tn
3 -	(3)	105	41	23	36	4	9	52	45	30	71
		5%Cl	5%	4%	7%h	5%	1%	8%TCI	15%TCI	3%	7%Tn
2 -	(2)	48	21	15	9	3	8	16	25	8	37
		2%Cl	3%	2%	2%	4%	1%	2%Cl	8%TCI	1%	4%Tn
1 - Extremely dissatisfied	(1)	102	52	20	23	7	2	9	90	16	82
		5%hCl	7%h	3%	4%	7%h	*	2%Cl	29%TCI	2%	8%Tn
Not applicable		15	5	4	3	2	12	2	1	3	9
		1%	1%	1%	1%	2%	1%	*	*	*	1%
NET: Dissatisfied	(1-3)	255	114	58	68	14	18	77	160	54	190
		13%hCl	15%h	9%	13%h	16%h	2%	12%Cl	52%TCI	5%	20%Tn
NET: Neutral	(4-6)	530	184	185	139	22	138	301	91	194	331
		26%Cl	24%	28%	26%	25%	13%	48%TCI	29%Cl	19%	34%Tn
NET: Satisfied	(7-10)	1239	457	415	316	50	930	252	57	787	442
		61%Cl	60%	63%	60%	57%	85%TCI	40%Cl	18%	76%Tn	45%
Mean score		6.87Cl	6.73	7.05g	6.87	6.65	8.23TCI	5.97l	3.87	7.83Tn	5.87
Standard error		0.06	0.10	0.09	0.11	0.30	0.05	0.08	0.15	0.07	0.08

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/l/j - T/k/C/l - T/m/n

* small base

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Fieldwork: 4th December 2019 - 6th January 2020

Table 18

Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?

SUMMARY : Satisfied

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2039	769	651	527	92	1085	639	315	1024	985
Weighted Base	2039	761	663	526	89*	1098	632	308	1038	973
Effective base	1910	721	612	492	86	1018	598	294	961	922
Courtesy and politeness of advisors	1303	477	433	332	61	948	267	88	809	482
	64% Cln	63%	65%	63%	69%	86% TCl	42% l	29%	78% Tn	50%
Willingness to help resolve your issue	1239	457	415	316	50	930	252	57	787	442
	61% Cln	60%	63%	60%	57%	85% TCl	40% l	18%	76% Tn	45%
Ease of finding provider contact details	1214	453	404	303	53	902	221	90	757	443
	60% Cln	60%	61%	58%	60%	82% TCl	35% l	29%	73% Tn	45%
Advisor doing what they said they would do	1204	447	418	290	48	914	236	54	775	417
	59% Cln	59%	63% l	55%	54%	83% TCl	37% l	18%	75% Tn	43%
Logging of query details to avoid having to repeat yourself	1175	421	406	296	51	899	219	56	752	412
	58% Cln	55%	61% g	56%	58%	82% TCl	35% l	18%	72% Tn	42%
Getting the issue resolved to your satisfaction	1131	427	379	277	48	894	200	36	764	358
	55% Cln	56%	57%	53%	54%	81% TCl	32% l	12%	74% Tn	37%
The time taken to handle your issue	1084	392	384	264	44	857	193	35	717	354
	53% Cln	52%	58% Tgi	50%	50%	78% TCl	30% l	11%	69% Tn	36%
Offering compensation or a goodwill payment	1075	380	415	239	42	816	202	57	691	373
	53% Cln	50%	63% Tgij	45%	47%	74% TCl	32% l	19%	67% Tn	38%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 19

Q11: In your opinion, was [Provider] able to successfully resolve your complaint?

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2039	769	651	527	92	1085	639	315	1024	985
Weighted Base	2039	761	663	526	89*	1098	632	308	1038	973
Effective base	1910	721	612	492	86	1018	598	294	961	922
Completely resolved	1038	369	360	266	44	744	221	73	1038	-
	51% Cln	48%	54% g	50%	50%	68% TCl	35% l	24%	100% Tn	-
Partly resolved	775	290	257	201	27	310	349	116	-	775
	38% km	38%	39%	38%	30%	28%	55% Tkl	38% k	-	80% Tm
Not resolved at all	198	93	41	51	12	33	56	109	-	198
	10% hkm	12% h	6%	10% h	13% h	3%	9% k	35% Tkc	-	20% Tm
Don't know	28	8	5	9	6	11	6	11	-	-
	1% mn	1%	1%	2%	7% Tghl	1%	1%	4% Tkc	-	-

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

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Fieldwork: 4th December 2019 - 6th January 2020

Table 20

Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2039	769	651	527	92	1085	639	315	1024	985
Weighted Base	2039	761	663	526	89*	1098	632	308	1038	973
Effective base	1910	721	612	492	86	1018	598	294	961	922
Yes	841	298	310	204	28	651	148	41	841	-
	41% Cln	39%	47% Tgjl	39%	32%	59% TCI	23% I	13%	81% Tn	-
No	190	70	47	60	13	91	69	30	190	-
	9% n	9%	7%	11% h	15% h	8%	11%	10%	18% Tn	-
Don't know	8	1	4	1	2	2	4	1	8	-
	*	*	1%	*	2% Tgi	*	1%	*	1% n	-

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

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Fieldwork: 4th December 2019 - 6th January 2020

Table 21

Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about landline service in past 6 months whose complaint was completely resolved

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1024	363	351	263	47	725	227	72	1024	-
Weighted Base	1038	369	360	266	44*	744	221	73*	1038	-**
Effective base	961	342	330	246	44	682	212	67	961	-
Yes	841	298	310	204	28	651	148	41	841	-
		81% Cj	81% j	86% Tij	77%	87% TCi	67%	57%	81%	-
No	190	70	47	60	13	91	69	30	190	-
		18% hk	19% h	13%	23% h	12%	31% Tk	41% Tk	18%	-
Don't know	8	1	4	1	2	2	4	1	8	-
	1%	*	1%	1%	5% Tghi	*	2% k	2%	1%	-

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 22

Q15: What is your current employment status?

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2039	769	651	527	92	1085	639	315	1024	985
Weighted Base	2039	761	663	526	89*	1098	632	308	1038	973
Effective base	1910	721	612	492	86	1018	598	294	961	922
Employed or self-employed (full-time - 30hrs/wk+)	1108	412	387	278	31	684	286	138	655	446
		54% jCln	54% j	58% j	53% j	62% TCI	45%	45%	63% Tn	46%
Employed or self-employed (part-time - 8-29 hrs/wk+)	401	145	138	98	21	174	163	64	163	231
		20% km	19%	21%	19%	16%	26% Tk	21% k	16%	24% Tm
Homemaker	217	91	58	54	14	101	83	34	83	130
		11% m	12%	9%	10%	9%	13% k	11%	8%	13% Tm
Student / under education	121	35	45	32	8	50	48	23	33	86
		6% m	5%	7%	6%	5%	8% k	7% k	3%	9% Tm
Temporarily not working (unemployed / illness)	105	41	26	31	6	49	34	22	58	43
		5%	5%	4%	6%	4%	5%	7% k	6%	4%
Retired	86	37	9	32	8	41	19	27	46	37
		4% h	5% h	1%	6% h	4%	3%	9% Tkc	4%	4%
NET: Employed	1509	557	525	376	52	858	449	202	818	677
		74% jln	73% j	79% Tgij	71% j	78% TCI	71%	66%	79% Tn	70%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 23

Q16: Approximately, what is your total annual income before tax?

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2039	769	651	527	92	1085	639	315	1024	985
Weighted Base	2039	761	663	526	89*	1098	632	308	1038	973
Effective base	1910	721	612	492	86	1018	598	294	961	922
Up to 10,399 Pounds	247	98	82	59	9	120	88	39	132	108
	12%	13%	12%	11%	10%	11%	14%	13%	13%	11%
10,400-15,599 Pounds	282	111	94	65	12	145	99	39	127	153
	14%	15%	14%	12%	13%	13%	16%	13%	12%	16% ^m
15,600-25,999 Pounds	378	139	135	94	9	190	125	63	173	199
	19%	18%	20% ^j	18%	10%	17%	20%	20%	17%	20% ^m
26,000-36,399 Pounds	372	140	115	103	15	203	116	54	188	180
	18%	18%	17%	20%	16%	18%	18%	17%	18%	18%
36,400-51,999 Pounds	352	125	115	95	16	221	91	40	205	144
	17%	16%	17%	18%	19%	20% ^{cl}	14%	13%	20% ⁿ	15%
52,000+	300	109	105	81	5	180	72	47	165	135
	15% ^{jC}	14% ^j	16% ^j	15% ^j	6%	16% ^C	11%	15%	16%	14%
Don't know	38	12	9	9	8	11	20	8	15	23
	2%	2%	1%	2%	8% ^{Tghi}	1%	3% ^k	3% ^k	1%	2%
Would rather not say	70	27	8	20	15	29	21	19	34	30
	3% ^h	4% ^h	1%	4% ^h	17% ^{Tghi}	3%	3%	6% ^{Tkc}	3%	3%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 24

Q17: Where do you live?

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2039	769	651	527	92	1085	639	315	1024	985
Weighted Base	2039	761	663	526	89*	1098	632	308	1038	973
Effective base	1910	721	612	492	86	1018	598	294	961	922
East Midlands	158	57	49	42	10	89	42	27	99	57
	8%	8%	7%	8%	11%	8%	7%	9%	10%n	6%
East of England	151	60	51	36	4	78	46	27	72	77
	7%	8%	8%	7%	5%	7%	7%	9%	7%	8%
London	440	145	160	125	10	248	135	58	225	206
	22%j	19%	24%gj	24%j	11%	23%	21%	19%	22%	21%
North East	99	37	38	22	2	37	43	19	33	66
	5% ^m	5%	6%	4%	2%	3%	7% ^k	6% ^k	3%	7% Tm
North West	236	95	68	61	13	118	84	34	112	119
	12%	12%	10%	12%	14%	11%	13%	11%	11%	12%
Scotland	115	52	24	35	4	64	32	19	50	64
	6% ^h	7% ^h	4%	7% ^h	4%	6%	5%	6%	5%	7%
South East	226	73	68	61	24	134	66	26	114	111
	11%	10%	10%	12%	27% ^{Tghi}	12%	10%	8%	11%	11%
South West	156	59	48	41	9	89	46	21	84	72
	8%	8%	7%	8%	10%	8%	7%	7%	8%	7%
Ulster / Northern Ireland	30	13	12	5	1	16	6	9	15	15
	1%	2%	2%	1%	1%	1%	1%	3% ^C	1%	2%
Wales	89	32	29	24	4	43	29	17	47	41
	4%	4%	4%	5%	4%	4%	5%	5%	5%	4%
West Midlands	189	73	68	43	6	97	65	27	99	86
	9%	10%	10%	8%	7%	9%	10%	9%	10%	9%
Yorks & Humber	148	65	48	32	3	86	37	26	88	59
	7%	9%	7%	6%	3%	8%	6%	8%	8%	6%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 25

Q18: Are you...?

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2039	769	651	527	92	1085	639	315	1024	985
Weighted Base	2039	761	663	526	89*	1098	632	308	1038	973
Effective base	1910	721	612	492	86	1018	598	294	961	922
Male	868	318	291	227	31	473	261	133	455	399
	43%	42%	44%	43%	35%	43%	41%	43%	44%	41%
Female	1171	443	372	300	57	625	371	176	583	574
	57%	58%	56%	57%	65%	57%	59%	57%	56%	59%

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 26

Q19: What is your age?

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2039	769	651	527	92	1085	639	315	1024	985
Weighted Base	2039	761	663	526	89*	1098	632	308	1038	973
Effective base	1910	721	612	492	86	1018	598	294	961	922
16 - 17	10 1%	5 1%	1 *	3 1%	1 2%h	2 *	4 1%	5 2%Tk	1 *	8 1%h
18 - 24	462 23%k	151 20%	170 25%g	123 23%	18 20%	213 19%	181 29%Tk	68 22%	208 20%	247 25%h
25 - 34	772 38%j	291 38%j	263 40%j	195 37%j	22 25%	438 40%l	251 40%l	84 27%	381 37%	380 39%
35 - 44	435 21%	155 20%	155 23%	101 19%	23 26%	257 23%h	112 18%	66 21%	242 23%h	185 19%
45 - 54	183 9%	79 10%h	46 7%	48 9%	10 12%	99 9%	41 7%	42 14%Tk	107 10%	76 8%
55 - 64	94 5%h	44 6%h	17 3%	27 5%h	6 7%h	50 5%	26 4%	18 6%	54 5%	40 4%
65 +	83 4%h	37 5%h	11 2%	28 5%h	7 8%h	40 4%	18 3%	25 8%Tk	44 4%	37 4%
NET: 16-34	1244 61%jlm	446 59%j	434 66%Tg	322 61%j	41 47%	652 59%l	435 69%Tk	157 51%	591 57%	635 65%Th
NET: 36-54	617 30%h	234 31%	200 30%	149 28%	34 38%	356 32%h	153 24%	108 35%h	350 34%h	261 27%
NET: 55+	177 9%h	81 11%h	28 4%	55 10%h	13 15%Th	90 8%	44 7%	43 14%Tk	98 9%	77 8%

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

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Fieldwork: 4th December 2019 - 6th January 2020

Table 27

Q20: And which of the following best describes the main income earner in your household?

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2039	769	651	527	92	1085	639	315	1024	985
Weighted Base	2039	761	663	526	89*	1098	632	308	1038	973
Effective base	1910	721	612	492	86	1018	598	294	961	922
A	285	93	121	67	5	172	73	40	157	122
	14%	12%	18% ^{Tgij}	13%	6%	16% ^C	12%	13%	15%	13%
B	470	183	162	115	10	263	139	69	249	220
	23% ^j	24% ^j	24% ^j	22% ^j	11%	24%	22%	22%	24%	23%
C1	495	185	145	139	26	255	158	81	225	261
	24%	24%	22%	26%	29%	23%	25%	26%	22%	27% ^m
C2	373	128	127	98	20	213	117	42	212	157
	18%	17%	19%	19%	23%	19% ^l	19%	14%	20% ⁿ	16%
D	154	72	35	38	10	83	49	23	81	69
	8%	9% ^h	5%	7%	11% ^h	8%	8%	7%	8%	7%
E	262	101	73	71	18	112	97	53	114	143
	13% ^k	13%	11%	13%	20% Th	10%	15% ^k	17% ^{Tk}	11%	15% ^m
NET: AB	756	276	283	182	15	435	211	109	406	342
	37% ^j	36% ^j	43% ^{Tgij}	35% ^j	17%	40% ^C	33%	35%	39%	35%
NET: ABC1	1250	461	428	321	41	690	369	190	631	603
	61% ^j	61% ^j	65% ^j	61% ^j	46%	63%	58%	62%	61%	62%
NET: C2DE	789	301	235	206	48	408	263	118	407	369
	39%	39%	35%	39%	54% ^{Tghi}	37%	42%	38%	39%	38%
NET: DE	416	172	108	108	28	195	145	76	195	212
	20% ^h	23% ^h	16%	21%	31% ^{Thi}	18%	23% ^k	25% ^k	19%	22%

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

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Fieldwork: 4th December 2019 - 6th January 2020

Table 28

Q21: Which of these best describes the place you live most of the time?

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2039	769	651	527	92	1085	639	315	1024	985
Weighted Base	2039	761	663	526	89*	1098	632	308	1038	973
Effective base	1910	721	612	492	86	1018	598	294	961	922
A city or large town (including suburbs)	1128	425	375	291	37	649	314	164	624	494
		55% Cn	56% j	57% j	55% j	59% TC	50%	53%	60% Tn	51%
A small town	680	257	218	167	38	347	244	88	305	364
		33% m	34%	33%	43% l	32%	39% Tkl	28%	29%	37% Tm
A village, hamlet or isolated dwelling in the countryside	221	76	67	66	13	99	69	54	105	109
		11%	10%	10%	13%	9%	11%	18% Tkc	10%	11%
Prefer not to say	10	3	3	3	1	3	5	2	5	5
	*	*	1%	1%	1%	*	1%	1%	*	1%
NET: Urban	1807	682	593	458	75	996	559	252	929	858
		89% l	90%	89%	87%	91% l	88% l	82%	89%	88%
NET: Rural	221	76	67	66	13	99	69	54	105	109
		11%	10%	10%	13%	9%	11%	18% Tkc	10%	11%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 29

QHH1 How many people are there in your household, including yourself and any children?

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2039	769	651	527	92	1085	639	315	1024	985
Weighted Base	2039	761	663	526	89*	1098	632	308	1038	973
Effective base	1910	721	612	492	86	1018	598	294	961	922
Small (1-2 people)	700	275	197	195	34	364	212	124	352	334
	34%h	36%h	30%	37%h	38%	33%	34%	40%Tk	34%	34%
Medium (3-4 people)	997	358	349	247	44	572	292	133	517	475
	49%	47%	53%g	47%	50%	52%Cl	46%	43%	50%	49%
Large (5+ people)	342	129	118	85	10	163	128	51	170	164
	17%	17%	18%	16%	12%	15%	20%k	16%	16%	17%
Sigma	2039	761	663	526	89	1098	632	308	1038	973
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 30

QHH3 And what is the total number of children in the household (under 18)?

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2039	769	651	527	92	1085	639	315	1024	985
Weighted Base	2039	761	663	526	89*	1098	632	308	1038	973
Effective base	1910	721	612	492	86	1018	598	294	961	922
1	625 31%	221 29%	230 35%gi	148 28%	25 28%	342 31%	198 31%	84 27%	346 33%ni	271 28%
2	440 22%l	153 20%	155 23%	110 21%	21 24%	265 24%Cl	124 20%	51 16%	226 22%	209 22%
3	136 7%	54 7%	46 7%	32 6%	4 5%	67 6%	50 8%	19 6%	68 7%	64 7%
4	28 1%	13 2%	8 1%	6 1%	2 2%	13 1%	11 2%	4 1%	11 1%	18 2%
5+	23 1%	8 1%	8 1%	7 1%	- -	8 1%	5 1%	10 3%Tkc	5 *	17 2%mi
No children in household	788 39%h	312 41%h	216 33%	224 43%h	36 41%	404 37%	243 38%	141 46%Tkc	383 37%	393 40%

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 31

QHH4: ADULTS IN HOUSEHOLD.

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2039	769	651	527	92	1085	639	315	1024	985
Weighted Base	2039	761	663	526	89*	1098	632	308	1038	973
Effective base	1910	721	612	492	86	1018	598	294	961	922
None	5	4	1	-	-	1	2	2	1	4
	*	1%	*	-	-	*	*	1%k	*	*
1	456	168	146	116	26	238	140	77	228	215
	22%	22%	22%	22%	29%	22%	22%	25%	22%	22%
2	1118	429	357	291	41	627	334	156	578	528
	55%	56%	54%	55%	46%	57%l	53%	51%	56%	54%
3	248	87	88	62	12	138	76	35	123	123
	12%	11%	13%	12%	13%	13%	12%	11%	12%	13%
4	120	39	38	35	9	58	38	24	62	56
	6%	5%	6%	7%	10%	5%	6%	8%	6%	6%
5+	93	34	34	23	2	37	42	14	46	46
	5%	5%	5%	4%	2%	3%	7%Tk	4%	4%	5%

Proportions/Means: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 32

QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?

Base: All complained about landline service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (g)	Repairs and Installation (h)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2039	769	651	527	92	1085	639	315	1024	985
Weighted Base	2039	761	663	526	89*	1098	632	308	1038	973
Effective base	1910	721	612	492	86	1018	598	294	961	922
Hearing	153	66	42	36	9	83	48	22	84	66
	7%	9%	6%	7%	10%	8%	8%	7%	8%	7%
Eyesight	200	75	76	43	7	108	68	24	96	102
	10%	10%	11%	8%	8%	10%	11%	8%	9%	10%
Mobility	200	63	73	48	16	103	59	38	94	103
	10%	8%	11%	9%	18%Tgi	9%	9%	12%	9%	11%
Dexterity	181	73	61	42	5	97	58	26	88	92
	9%	10%	9%	8%	6%	9%	9%	9%	8%	9%
Breathing	177	59	69	40	9	86	61	30	90	87
	9%	8%	10%	8%	10%	8%	10%	10%	9%	9%
Mental abilities	200	65	68	57	10	102	69	30	97	103
	10%	9%	10%	11%	11%	9%	11%	10%	9%	11%
Social/behavioural	182	60	79	38	6	96	62	24	84	97
	9%	8%	12%Tgi	7%	6%	9%	10%	8%	8%	10%
Your mental health	396	156	128	95	16	193	133	70	197	196
	19%	20%	19%	18%	19%	18%	21%	23%k	19%	20%
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	136	46	43	35	12	68	41	27	66	68
	7%	6%	7%	7%	13%Tgi	6%	6%	9%	6%	7%
Prefer not to say	21	6	7	5	3	9	8	4	9	10
	1%	1%	1%	1%	3%Tg	1%	1%	1%	1%	1%
Don't know	30	8	12	4	5	19	8	3	17	10
	1%	1%	2%	1%	6%Tgi	2%	1%	1%	2%	1%
Nothing	687	268	188	208	23	407	182	98	388	295
	34%hC	35%h	28%	39%Thj	26%	37%C	29%	32%	37%n	30%
NET: Any illness, health problem or disability	1118	407	403	268	40	561	379	178	533	571
	55%	53%	61%Tgi	51%	45%	51%	60%Tk	58%	51%	59%lm

Proportions/Mean: Columns Tested (5% risk level) - T/g/h/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 1

Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?

Base: All complained about fixed broadband internet service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	2897	809	602	1371	115	1528	876	493	1431	1435
Weighted Base	2897	807	597	1379	114	1542	875	480	1441	1425
Effective base	2761	771	571	1310	109	1455	837	470	1364	1367
The service not performing as it should	1379	-	-	1379	-	719	413	247	647	716
	48% abc	-	-	100% Tabd	-	47%	47%	51%	45%	50% h
A billing, pricing or payment issue	619	619	-	-	-	344	183	92	334	282
	21% bcd	77% Tbcd	-	-	-	22%	21%	19%	23% i	20%
A problem with a repair to the service	309	-	309	-	-	170	95	44	170	136
	11% acd	-	52% Tacd	-	-	11%	11%	9%	12%	10%
A problem relating to the installation or set up of your service	289	-	289	-	-	171	90	27	158	129
	10% acd	-	48% Tacd	-	-	11% g	10% g	6%	11%	9%
Dissatisfaction with customer service from a previous occasion or contact	188	188	-	-	-	75	61	52	68	118
	6% bcdeh	23% Tbcd	-	-	-	5%	7% e	11% Tef	5%	8% Th
Or something else	114	-	-	-	114	63	33	18	66	43
	4% abc	-	-	-	100% Tabc	4%	4%	4%	5% i	3%
SUMMARY:										
Billing and Customer service	807	807	-	-	-	419	244	144	402	400
	28% bcd	100% Tbcd	-	-	-	27%	28%	30%	28%	28%
Repairs and Installation	597	-	597	-	-	341	185	71	327	266
	21% acd	-	100% Tacd	-	-	22% g	21% g	15%	23% i	19%
Service Issues	1379	-	-	1379	-	719	413	247	647	716
	48% abd	-	-	100% Tabd	-	47%	47%	51%	45%	50% h
Something else	114	-	-	-	114	63	33	18	66	43
	4% abc	-	-	-	100% Tabc	4%	4%	4%	5% i	3%

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 2

Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?

Billing and Customer service

Base: All complained about fixed broadband internet service in past 6 months - Billing and Customer service complaint

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	809	809	-	-	-	419	243	147	403	401
Weighted Base	807	807	..**	..**	..**	419	244	144	402	400
Effective base	771	771	-	-	-	399	232	140	384	382
Bill was a lot higher than expected	298 37%	298 37%	-	-	-	166 40%	86 35%	46 32%	160 40%	135 34%
Bill was inaccurate	164 20%	164 20%	-	-	-	81 19%	53 22%	30 21%	89 22%	73 18%
Bill contained items I shouldn't have been charged for	112 14%	112 14%	-	-	-	59 14%	32 13%	21 14%	63 16%	47 12%
Payment issues (including setting up/making a payment, non-direct debit charges)	111 14%	111 14%	-	-	-	56 13%	32 13%	23 16%	55 14%	57 14%
Getting a refund, credit note or cashback	88 11%	88 11%	-	-	-	42 10%	27 11%	20 14%	41 10%	45 11%
Took too long to resolve issue	76 9%	76 9%	-	-	-	29 7%	22 9%	24 17% Tef	30 7%	46 11%
Didn't do what they said they would do	63 8%	63 8%	-	-	-	29 7%	13 5%	22 15% Tef	23 6%	41 10% h
The format of the bill	63 8%	63 8%	-	-	-	42 10%	14 6%	8 5%	36 9%	27 7%
Gave incorrect information	47 6%	47 6%	-	-	-	17 4%	14 6%	16 11% Tef	20 5%	27 7%
Rude/dismissive	47 6%	47 6%	-	-	-	15 4%	11 5%	21 14% Tef	17 4%	30 7%
Unable to get through to relevant person	46 6%	46 6%	-	-	-	19 5%	13 5%	14 10% Tef	19 5%	26 6%
Unable to get through to anyone	45 6%	45 6%	-	-	-	16 4%	14 6%	15 11% Tef	16 4%	29 7% h
Costs of international and roaming calls	4 *	4 *	-	-	-	2 1%	1 *	-	2 1%	1 *
Pre-pay credit lost or not credited to card	2 *	2 *	-	-	-	1 *	1 *	-	1 *	1 *
A different issue	41 5%	41 5%	-	-	-	24 6%	7 3%	9 6%	24 6%	17 4%

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

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

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Fieldwork: 4th December 2019 - 6th January 2020

Table 3

Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?

Service issues

Base: All complained about fixed broadband internet service in past 6 months - Service issue complaint

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	1371	-	-	1371	-	710	409	252	638	717
Weighted Base	1379	..**	..**	1379	..**	719	413	247	647	716
Effective base	1310	-	-	1310	-	677	392	241	610	685
Connection speed slower than advertised or led to expect	734	-	-	734	-	390	213	131	304	424
	53%h	-	-	53%	-	54%	52%	53%	47%	59%Th
Complete loss of service	492	-	-	492	-	250	136	106	255	232
	36%	-	-	36%	-	35%	33%	43%Tef	39%l	32%
Service is not consistently available	471	-	-	471	-	201	160	110	177	291
	34%eh	-	-	34%	-	28%	39%e	44%Te	27%	41%Th
Problems with voice over internet (VOIP) telephone calls	99	-	-	99	-	64	22	13	56	42
	7%	-	-	7%	-	9%f	5%	5%	9%	6%
Poor line quality	43	-	-	43	-	26	6	12	21	22
	3%	-	-	3%	-	4%f	1%	5%f	3%	3%
Unable to get certain channels/content	36	-	-	36	-	14	11	11	16	20
	3%	-	-	3%	-	2%	3%	5%e	3%	3%
Poor picture quality	20	-	-	20	-	8	6	6	9	11
	1%	-	-	1%	-	1%	1%	3%	1%	1%
Unable to access 4G service	9	-	-	9	-	4	3	2	5	3
	1%	-	-	1%	-	1%	1%	1%	1%	*
Poor indoor reception/coverage	7	-	-	7	-	5	-	2	3	3
	*	-	-	*	-	1%	-	1%	1%	*
Problems with calls being disconnected during a call or not connected at all	6	-	-	6	-	2	2	2	3	2
	*	-	-	*	-	*	*	1%	1%	*
Text or voice mails delivered late	5	-	-	5	-	5	-	-	4	-
	*	-	-	*	-	1%	-	-	1%	-
Poor outside reception/ coverage	4	-	-	4	-	2	1	1	1	3
	*	-	-	*	-	*	*	*	*	*
A different issue (please describe it briefly in your own words)	37	-	-	37	-	22	5	11	18	19
	3%	-	-	3%	-	3%	1%	4%f	3%	3%

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

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

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Fieldwork: 4th December 2019 - 6th January 2020

Table 4

Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?

Repairs and Installation

Base: All complained about fixed broadband internet service in past 6 months - Repair and Installation complaint

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	602	-	602	-	-	335	191	76	324	273
Weighted Base	597	-.**	597	-.**	-.**	341	185	71*	327	266
Effective base	571	-	571	-	-	319	181	72	308	259
Time taken to repair a fault	121	-	121	-	-	59	42	20	67	53
	20%	-	20%	-	-	17%	23%	28% e	21%	20%
Switching issues (e.g. problems trying to switch or problems porting your number)	94	-	94	-	-	57	27	10	52	42
	16%	-	16%	-	-	17%	15%	14%	16%	16%
Arranging an appointment for an engineer visit	92	-	92	-	-	53	27	12	55	35
	15%	-	15%	-	-	16%	15%	17%	17%	13%
Time taken to install the service	90	-	90	-	-	54	27	8	57	31
	15%	-	15%	-	-	16%	15%	12%	17%	12%
Arranging an installation	80	-	80	-	-	48	28	4	46	34
	13%	-	13%	-	-	14%	15%	6%	14%	13%
Missed/ moved installation appointment	62	-	62	-	-	40	18	4	33	29
	10%	-	10%	-	-	12%	10%	6%	10%	11%
Damage to property during installation	62	-	62	-	-	41	17	4	25	37
	10%	-	10%	-	-	12%	9%	5%	8%	14% h
Missed/moved repair appointment	62	-	62	-	-	38	16	8	31	31
	10%	-	10%	-	-	11%	9%	11%	9%	12%
Complaining about an engineer	58	-	58	-	-	29	19	10	34	23
	10%	-	10%	-	-	9%	10%	13%	11%	9%
Damage to property during repair	56	-	56	-	-	37	12	8	34	22
	9%	-	9%	-	-	11%	6%	11%	10%	8%
A different issue	33	-	33	-	-	18	8	8	14	18
	6%	-	6%	-	-	5%	4%	11% f	4%	7%

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

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 5

Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?

Something else

Base: All complained about fixed broadband internet service in past 6 months - Something else complaint

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	115	-	-	-	115	64	33	18	66	44
Weighted Base	114	..**	..**	..**	114	63*	33*	18**	66*	43*
Effective base	109	-	-	-	109	60	32	17	63	42
Service not performing as advertised or as told in store/over the phone	29 25%	-	-	-	29	13	13	3	13	13
		-	-	-	25%	20%	38%	19%	20%	31%
Change to your package or service (upgrading or downgrading your service)	28 25%	-	-	-	28	20	6	3	19	8
		-	-	-	25%	31%	17%	17%	28%	19%
Complaining about the terms of your contract	20 18%	-	-	-	20	12	4	5	12	8
		-	-	-	18%	19%	12%	26%	18%	19%
Switching issues (e.g. problems trying to switch or problems porting your number)	16 14%	-	-	-	16	11	1	3	8	7
		-	-	-	14%	18%	4%	19%	12%	16%
Keeping your mobile phone number when changing suppliers	3 2%	-	-	-	3	2	1	-	2	-
		-	-	-	2%	3%	3%	-	3%	-
A different issue (please describe it briefly in your own words)	31 27%	-	-	-	31	12	10	10	17	13
		-	-	-	27%	18%	29%	56%	26%	29%

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

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 6

Q8: In dealing with [Provider] about this complaint did you contact them...?

Base: All complained about fixed broadband internet service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	2897	809	602	1371	115	1528	876	493	1431	1435
Weighted Base	2897	807	597	1379	114	1542	875	480	1441	1425
Effective base	2761	771	571	1310	109	1455	837	470	1364	1367
Only/mainly on the phone	1663	456	265	875	68	877	474	313	847	804
	57% b	56% b	44%	63% Tab	60% b	57%	54%	65% Tef	59%	56%
Only/mainly via webchat	359	112	55	182	11	201	95	63	160	197
	12% b	14% b	9%	13% b	9%	13%	11%	13%	11%	14% h
Only/mainly via email	222	57	64	92	8	115	76	30	122	98
	8%	7%	11% Tac	7%	7%	7%	9%	6%	8%	7%
Only/mainly via web form	172	45	40	81	5	90	59	23	86	84
	6%	6%	7%	6%	5%	6%	7%	5%	6%	6%
Only/mainly via mobile application	150	46	51	46	6	88	53	9	76	72
	5% cg	6% cc	9% Tac	3%	5%	6% g	6% g	2%	5%	5%
Only/mainly by social media	122	31	48	42	2	65	43	14	55	64
	4%	4%	8% Tacd	3%	2%	4%	5%	3%	4%	4%
Only/mainly in store	91	24	40	23	4	50	28	13	42	49
	3% c	3% c	7% Tac	2%	4%	3%	3%	3%	3%	3%
Only/mainly by letter	88	29	31	27	1	49	31	8	44	41
	3%	4% cc	5% Tc	2%	1%	3%	4% g	2%	3%	3%
Only/mainly via another contact method	8	2	-	5	1	1	6	1	2	6
	*	*	-	*	1% b	*	1% e	*	*	*
Don't know	21	5	4	5	8	6	10	5	9	9
	1%	1%	1%	*	7% Tabc	*	1% e	1%	1%	1%

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 7

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about fixed broadband internet service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base		2897	809	602	1371	115	1528	876	493	1431	1435
Weighted Base		2897	807	597	1379	114	1542	875	480	1441	1425
Effective base		2761	771	571	1310	109	1455	837	470	1364	1367
10 - Extremely satisfied	(10)	378	117	78	152	31	378	-	-	327	49
		13%fgi	14%cc	13%	11%	28%Tabc	24%Tfg	-	-	23%Ti	3%
9 -	(9)	218	51	55	107	5	218	-	-	169	49
		8%fgi	6%	9%a	8%	5%	14%Tfg	-	-	12%Ti	3%
8 -	(8)	491	121	111	241	18	491	-	-	340	147
		17%fgi	15%	19%	17%	16%	32%Tfg	-	-	24%Ti	10%
7 -	(7)	456	130	98	219	9	456	-	-	254	199
		16%dfg	16%dd	16%dd	16%dd	8%	30%Tfg	-	-	18%gi	14%
6 -	(6)	341	100	71	159	11	-	341	-	128	208
		12%egh	12%	12%	12%	10%	-	39%Teg	-	9%	15%Th
5 -	(5)	323	81	75	152	15	-	323	-	110	207
		11%egh	10%	13%	11%	13%	-	37%Teg	-	8%	15%Th
4 -	(4)	211	63	39	102	6	-	211	-	42	168
		7%egh	8%	7%	7%	6%	-	24%Teg	-	3%	12%Th
3 -	(3)	165	40	28	94	2	-	-	165	33	130
		6%efh	5%	5%	7%	2%	-	-	34%Tef	2%	9%Th
2 -	(2)	85	26	15	40	4	-	-	85	14	66
		3%efh	3%	2%	3%	3%	-	-	18%Tef	1%	5%Th
1 - Extremely dissatisfied	(1)	231	78	29	112	11	-	-	231	25	201
		8%befh	10%b	5%	8%b	10%b	-	-	48%Tef	2%	14%Th
NET: Dissatisfied	(1-3)	480	144	71	247	18	-	-	480	72	398
		17%befh	18%b	12%	18%b	15%	-	-	100%Tef	5%	28%Th
NET: Neutral	(4-6)	875	244	185	413	33	-	875	-	279	583
		30%egh	30%	31%	30%	29%	-	100%Teg	-	19%	41%Th
NET: Satisfied	(7-10)	1542	419	341	719	63	1542	-	-	1090	444
		53%fgi	52%	57%cc	52%	56%	100%Tfg	-	-	76%Ti	31%
Mean score		6.30fgi	6.21	6.59Tacc	6.19	6.70	8.34Tfg	5.15g	1.86	7.58Ti	5.04
Standard error		0.05	0.10	0.10	0.07	0.28	0.03	0.03	0.04	0.05	0.07

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 8

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved

		Issue				Satisfaction			Resolved	
Total (T)		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base		1431	403	324	638	66	1074	282	75	1431
Weighted Base		1441	402	327	647	66*	1090	279	72*	1441
Effective base		1364	384	308	610	63	1025	269	71	1364
10 - Extremely satisfied	(10)	327	101	66	134	27	327	-	-	327
		23%fg	25%	20%	21%	41%Tabc	30%Tfg	-	-	23%
9 -	(9)	169	41	37	88	2	169	-	-	169
		12%fg	10%	11%	14%d	4%	15%Tfg	-	-	12%
8 -	(8)	340	80	74	173	13	340	-	-	340
		24%fg	20%	23%	27%a	19%	31%Tfg	-	-	24%
7 -	(7)	254	77	59	112	6	254	-	-	254
		18%fg	19%	18%	17%	10%	23%Tfg	-	-	18%
6 -	(6)	128	39	32	53	4	-	128	-	128
		9%eg	10%	10%	8%	6%	-	46%Teg	-	9%
5 -	(5)	110	30	31	41	7	-	110	-	110
		8%eg	7%	10%	6%	11%	-	39%Teg	-	8%
4 -	(4)	42	13	8	20	1	-	42	-	42
		3%e	3%	2%	3%	2%	-	15%Teg	-	3%
3 -	(3)	33	9	10	14	-	-	33	-	33
		2%ef	2%	3%	2%	-	-	46%Tef	-	2%
2 -	(2)	14	5	5	3	1	-	14	-	14
		1%e	1%	1%	1%	2%	-	19%Tef	-	1%
1 - Extremely dissatisfied	(1)	25	7	5	9	4	-	25	-	25
		2%ef	2%	2%	1%	5%Tc	-	34%Tef	-	2%
NET: Dissatisfied	(1-3)	72	21	21	26	5	-	72	-	72
		5%ef	5%	6%	4%	7%	-	100%Tef	-	5%
NET: Neutral	(4-6)	279	82	71	114	13	-	279	-	279
		19%eg	20%	22%	18%	19%	-	100%Teg	-	19%
NET: Satisfied	(7-10)	1090	299	236	507	48	1090	-	-	1090
		76%fg	74%	72%	78%b	73%	100%Tfg	-	-	76%
Mean score		7.58fg	7.56	7.40	7.67	7.74	8.52Tfg	5.31g	2.12	7.58
Standard error		0.05	0.11	0.12	0.08	0.32	0.04	0.04	0.10	0.05

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

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

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Fieldwork: 4th December 2019 - 6th January 2020

Table 9

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?

Ease of finding provider contact details.

Base: All complained about fixed broadband internet service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base		2897	809	602	1371	115	1528	876	493	1431	1435
Weighted Base		2897	807	597	1379	114	1542	875	480	1441	1425
Effective base		2761	771	571	1310	109	1455	837	470	1364	1367
10 - Extremely satisfied	(10)	522	130	110	249	33	430	58	34	386	136
		18%fgi	16%	18%	18%	29%Tabc	28%Tfg	7%	7%	27%Ti	10%
9 -	(9)	354	93	68	179	14	279	53	22	211	141
		12%fgi	11%	11%	13%	12%	18%Tfg	6%	5%	15%Ti	10%
8 -	(8)	524	141	108	259	15	365	122	37	312	206
		18%fgi	18%	18%	19%	13%	24%Tfg	14%g	8%	22%Ti	14%
7 -	(7)	425	110	78	226	11	229	159	37	200	222
		15%g	14%	13%	16%	10%	15%g	18%Teg	8%	14%	16%
6 -	(6)	303	75	75	140	13	117	147	39	129	169
		10%e	9%	13%	10%	11%	8%	17%Teg	8%	9%	12%h
5 -	(5)	298	102	67	112	17	55	179	65	90	204
		10%ceh	13%c	11%c	8%	15%c	4%	20%Teg	13%Te	6%	14%Th
4 -	(4)	156	53	34	64	5	30	84	42	51	104
		5%eh	7%	6%	5%	5%	2%	10%Te	9%Te	4%	7%Th
3 -	(3)	127	35	29	62	-	17	43	67	29	95
		4%deh	4%d	5%d	4%d	-	1%	5%e	14%Tef	2%	7%Th
2 -	(2)	53	17	10	25	1	1	9	43	9	44
		2%eh	2%	2%	2%	1%	*	1%e	9%Tef	1%	3%Th
1 - Extremely dissatisfied	(1)	120	45	15	57	2	9	18	92	16	101
		4%efh	6%b	2%	4%	2%	1%	2%e	19%Tef	1%	7%Th
Not applicable		15	4	3	6	2	9	3	3	9	4
		1%	*	*	*	2%Tab	1%	*	1%	1%	*
NET: Dissatisfied	(1-3)	300	98	54	144	4	27	70	202	54	240
		10%deff	12%d	9%d	10%d	3%	2%	8%e	42%Tef	4%	17%Th
NET: Neutral	(4-6)	757	231	175	316	35	202	410	145	270	476
		26%ceh	29%c	29%c	23%	31%	13%	47%Teg	30%e	19%	33%Th
NET: Satisfied	(7-10)	1826	474	365	913	73	1304	392	130	1108	705
		63%afgi	59%	61%	66%Tab	64%	85%Tfg	45%g	27%	77%Ti	49%
Mean score		6.98afgi	6.72	7.02a	7.07a	7.54Tab	8.15Tfg	6.22g	4.60	7.82Ti	6.16
Standard error		0.05	0.09	0.10	0.07	0.22	0.04	0.07	0.13	0.05	0.07

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

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Fieldwork: 4th December 2019 - 6th January 2020

Table 10

Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?

Ease of getting through to the right person (PHONE).

Base: All complained about fixed broadband internet service in past 6 months by phone

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base		1640	445	262	865	68	855	465	320	830	798
Weighted Base		1663	456	265	875	68*	877	474	313	847	804
Effective base		1572	429	250	828	65	818	448	306	796	765
10 - Extremely satisfied	(10)	231	65	42	109	16	208	15	8	187	44
		14%fgi	14%	16%	12%	23%Tc	24%Tfg	3%	3%	22%Ti	5%
9 -	(9)	139	29	22	81	7	120	18	1	105	33
		8%fgi	6%	8%	9%	10%	14%Tfg	4%g	*	12%Ti	4%
8 -	(8)	276	65	46	153	12	224	42	10	173	101
		17%fgi	14%	17%	18%	18%	25%Tfg	9%g	3%	20%Ti	13%
7 -	(7)	216	51	36	125	4	131	70	15	125	87
		13%g	11%	13%	14%	6%	15%g	15%g	5%	15%h	11%
6 -	(6)	181	48	26	102	5	92	74	15	81	99
		11%g	11%	10%	12%	7%	10%g	16%Teg	5%	10%	12%
5 -	(5)	194	65	31	88	10	60	101	33	78	114
		12%e	14%c	12%	10%	15%	7%	21%Teg	11%e	9%	14%h
4 -	(4)	133	38	21	70	4	16	73	43	35	97
		8%eh	8%	8%	8%	6%	2%	15%Te	14%Te	4%	12%Th
3 -	(3)	82	15	8	56	2	12	38	32	26	56
		5%eh	3%	3%	6%ab	3%	1%	8%Te	10%Te	3%	7%Th
2 -	(2)	76	27	11	36	2	2	28	46	15	61
		5%eh	6%	4%	4%	3%	*	6%e	15%Tef	2%	8%Th
1 - Extremely dissatisfied	(1)	129	52	21	51	6	7	14	108	17	112
		8%efh	11%Tc	8%	6%	8%	1%	3%e	35%Tef	2%	14%Th
Not applicable		6	1	1	4	-	6	-	-	6	-
		*	*	*	*	-	1%	-	-	1%h	-
NET: Dissatisfied	(1-3)	287	94	40	143	10	21	80	187	58	229
		17%eh	21%	15%	16%	14%	2%	17%e	60%Tef	7%	28%Th
NET: Neutral	(4-6)	508	151	78	259	19	168	249	91	193	310
		31%eh	33%	29%	30%	28%	19%	53%Teg	29%e	23%	39%Th
NET: Satisfied	(7-10)	862	209	145	469	39	682	145	35	590	265
		52%afgi	46%	55%a	54%a	57%	78%Tfg	31%g	11%	70%Ti	33%
Mean score		6.27afgi	5.94	6.43a	6.37a	6.77a	7.84Tfg	5.42g	3.22	7.38Ti	5.11
Standard error		0.07	0.14	0.17	0.09	0.35	0.06	0.10	0.13	0.08	0.09

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

* small base

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Fieldwork: 4th December 2019 - 6th January 2020

Table 11

Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?

The time taken to handle your issue.

Base: All complained about fixed broadband internet service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base		2897	809	602	1371	115	1528	876	493	1431	1435
Weighted Base		2897	807	597	1379	114	1542	875	480	1441	1425
Effective base		2761	771	571	1310	109	1455	837	470	1364	1367
10 - Extremely satisfied	(10)	338	94	81	141	22	314	16	8	287	50
		12%fgl	12%	14%c	10%	19%Tac	20%Tfg	2%	2%	20%Ti	3%
9 -	(9)	281	84	78	110	10	247	29	5	197	82
		10%fgl	10%	13%Tc	8%	9%	16%Tfg	3%g	1%	14%Ti	6%
8 -	(8)	438	119	92	203	23	363	65	11	276	157
		15%fgl	15%	15%	15%	20%	24%Tfg	7%g	2%	19%Ti	11%
7 -	(7)	404	110	77	209	8	272	119	14	237	167
		14%dgl	14%	13%	15%d	7%	18%Tfg	14%g	3%	16%Ti	12%
6 -	(6)	327	84	64	172	8	143	159	25	138	184
		11%eg	10%	11%	12%	7%	9%g	18%Teg	5%	10%	13%h
5 -	(5)	331	88	75	150	17	98	202	31	120	208
		11%egh	11%	13%	11%	15%	6%	23%Teg	7%	8%	15%Th
4 -	(4)	211	60	44	100	7	51	118	42	71	137
		7%eh	7%	7%	7%	6%	3%	13%Teg	9%e	5%	10%Th
3 -	(3)	176	49	27	97	3	30	87	59	46	127
		6%eh	6%	4%	7%b	3%	2%	10%Te	12%Te	3%	9%Th
2 -	(2)	121	31	19	67	4	6	39	76	28	90
		4%eh	4%	3%	5%	3%	*	4%e	16%Tef	2%	6%Th
1 - Extremely dissatisfied	(1)	260	86	38	125	11	12	41	207	38	219
		9%befh	11%b	6%	9%	10%	1%	5%e	43%Tef	3%	15%Th
Not applicable		9	1	2	5	1	6	1	2	3	4
		*	*	*	*	1%	*	*	*	*	*
NET: Dissatisfied	(1-3)	557	166	84	289	18	48	167	342	112	435
		19%beh	21%b	14%	21%b	16%	3%	19%e	71%Tef	8%	31%Th
NET: Neutral	(4-6)	869	232	183	422	32	292	479	98	328	529
		30%egh	29%	31%	31%	28%	19%	55%Teg	20%	23%	37%Th
NET: Satisfied	(7-10)	1462	408	328	663	64	1195	228	38	998	456
		50%fgl	50%	55%c	48%	56%	78%Tfg	26%g	8%	69%Ti	32%
Mean score		6.14fgl	6.08	6.52Tac	5.98	6.55c	7.70Tfg	5.25g	2.76	7.27Ti	5.02
Standard error		0.05	0.10	0.11	0.07	0.27	0.05	0.07	0.10	0.06	0.07

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 12

Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?
Getting the issue resolved to your satisfaction.

Base: All complained about fixed broadband internet service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base		2897	809	602	1371	115	1528	876	493	1431	1435
Weighted Base		2897	807	597	1379	114	1542	875	480	1441	1425
Effective base		2761	771	571	1310	109	1455	837	470	1364	1367
10 - Extremely satisfied	(10)	379	111	78	161	29	360	12	7	336	42
		13%fgl	14%	13%	12%	25%Tabc	23%Tfg	1%	1%	23%Ti	3%
9 -	(9)	302	84	70	139	9	273	24	6	233	67
		10%fgl	10%	12%	10%	8%	18%Tfg	3%	1%	16%Ti	5%
8 -	(8)	438	106	101	212	19	362	73	3	298	137
		15%fgl	13%	17%	15%	17%	23%Tfg	8%g	1%	21%Ti	10%
7 -	(7)	399	95	92	202	9	266	119	13	217	179
		14%g	12%	15%cd	15%	8%	17%Tfg	14%g	3%	15%	13%
6 -	(6)	332	101	65	152	14	125	177	30	126	200
		11%egh	13%	11%	11%	12%	8%	20%Teg	6%	9%	14%Th
5 -	(5)	325	100	77	139	10	84	213	29	109	211
		11%egh	12%	13%	10%	8%	5%	24%Teg	6%	8%	15%Th
4 -	(4)	182	57	36	84	4	38	111	33	48	132
		6%eh	7%	6%	6%	4%	2%	13%Teg	7%e	3%	9%Th
3 -	(3)	150	31	29	85	5	13	77	60	30	118
		5%eh	4%	5%	6%a	5%	1%	9%Te	12%Ter	2%	8%Th
2 -	(2)	123	38	17	66	2	8	42	74	20	101
		4%eh	5%	3%	5%	2%	*	5%e	15%Ter	1%	7%Th
1 - Extremely dissatisfied	(1)	261	83	31	136	11	10	26	225	22	236
		9%befh	10%b	5%	10%b	10%	1%	3%e	47%Ter	2%	17%Th
Not applicable		5	-	2	2	1	4	1	1	3	1
		*	-	*	*	1%Tac	*	*	*	*	*
NET: Dissatisfied	(1-3)	535	152	77	287	18	31	145	359	71	455
		18%beh	19%b	13%	21%b	16%	2%	17%e	75%Ter	5%	32%Th
NET: Neutral	(4-6)	839	258	178	375	28	247	501	91	283	544
		29%egh	32%cd	30%	27%	24%	16%	57%Teg	19%	20%	38%Th
NET: Satisfied	(7-10)	1518	396	341	714	67	1260	228	29	1085	424
		52%fgl	49%	57%Tac	52%	58%	82%Tfg	26%g	6%	75%Ti	30%
Mean score		6.28fgl	6.16	6.60Tac	6.13	6.83Tac	7.93Tfg	5.34g	2.59	7.65Ti	4.88
Standard error		0.05	0.10	0.10	0.07	0.27	0.05	0.06	0.10	0.06	0.07

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 13

Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?

Courtesy and politeness of advisors.

Base: All complained about fixed broadband internet service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base		2897	809	602	1371	115	1528	876	493	1431	1435
Weighted Base		2897	807	597	1379	114	1542	875	480	1441	1425
Effective base		2761	771	571	1310	109	1455	837	470	1364	1367
10 - Extremely satisfied	(10)	598	166	115	290	27	516	52	30	450	146
		21%fgi	21%	19%	21%	24%	33%Tfg	6%	6%	31%Ti	10%
9 -	(9)	386	82	86	203	14	305	63	18	250	134
		13%afgi	10%	14%a	15%a	13%	20%Tfg	7%g	4%	17%Ti	9%
8 -	(8)	495	135	101	240	20	314	145	36	269	224
		17%g	17%	17%	17%	17%	20%Tfg	17%g	7%	19%l	16%
7 -	(7)	405	99	84	206	15	197	159	49	182	218
		14%g	12%	14%	15%	13%	13%	18%Teg	10%	13%	15%h
6 -	(6)	295	78	69	138	10	105	157	32	111	180
		10%egh	10%	12%	10%	9%	7%	18%Teg	7%	8%	13%Th
5 -	(5)	286	95	63	114	14	54	167	65	89	192
		10%eh	12%c	11%	8%	12%	3%	19%Teg	13%Te	6%	14%Th
4 -	(4)	131	46	30	52	4	26	55	50	36	94
		5%eh	6%c	5%	4%	4%	2%	6%Te	10%Tef	3%	7%Th
3 -	(3)	107	33	21	51	2	4	40	63	18	86
		4%eh	4%	3%	4%	1%	*	5%e	13%Tef	1%	6%Th
2 -	(2)	58	20	15	21	2	3	15	40	12	45
		2%eh	3%	2%	2%	2%	*	2%e	8%Tef	1%	3%Th
1 - Extremely dissatisfied	(1)	105	49	10	42	4	4	13	88	15	88
		4%befh	6%Tbc	2%	3%	3%	*	1%e	18%Tef	1%	6%Th
Not applicable		30	4	4	21	1	13	8	9	9	18
		1%	1%	1%	2%a	1%	1%	1%	2%	1%	1%
NET: Dissatisfied	(1-3)	270	102	45	115	8	12	68	191	45	219
		9%eh	13%Tbc	8%	8%	7%	1%	8%e	40%Tef	3%	15%Th
NET: Neutral	(4-6)	712	218	162	303	28	185	380	147	236	466
		25%eh	27%c	27%c	22%	25%	12%	43%Teg	31%Te	16%	33%Th
NET: Satisfied	(7-10)	1885	482	386	940	77	1332	419	134	1151	722
		65%afgi	60%	65%	68%a	67%	86%Tfg	48%g	28%	80%Ti	51%
Mean score		7.16afgi	6.83	7.20a	7.32Ta	7.36	8.39Tfg	6.37g	4.61	8.05Ti	6.28
Standard error		0.05	0.09	0.09	0.06	0.22	0.04	0.07	0.13	0.05	0.07

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 14

Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?

Advisor doing what they said they would do.

Base: All complained about fixed broadband internet service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base		2897	809	602	1371	115	1528	876	493	1431	1435
Weighted Base		2897	807	597	1379	114	1542	875	480	1441	1425
Effective base		2761	771	571	1310	109	1455	837	470	1364	1367
10 - Extremely satisfied	(10)	510	145	104	231	30	468	28	13	429	80
		18%fgi	18%	17%	17%	26%Tabc	30%Tfg	3%	3%	30%Ti	6%
9 -	(9)	327	92	63	161	12	283	37	7	225	100
		11%fgi	11%	10%	12%	11%	18%Tfg	4%g	1%	16%Ti	7%
8 -	(8)	482	118	106	240	18	354	113	15	282	196
		17%fgi	15%	18%	17%	16%	23%Tfg	13%g	3%	20%Ti	14%
7 -	(7)	388	105	88	181	14	212	159	16	195	188
		13%g	13%	15%	13%	12%	14%g	18%Teg	3%	14%	13%
6 -	(6)	273	67	59	137	11	91	158	24	88	181
		9%egh	8%	10%	10%	9%	6%	18%Teg	5%	6%	13%Th
5 -	(5)	290	86	64	132	8	56	179	54	96	192
		10%eh	11%	11%	10%	7%	4%	20%Teg	11%e	7%	13%Th
4 -	(4)	166	50	40	68	7	30	92	45	47	117
		6%eh	6%	7%	5%	6%	2%	10%Te	9%Te	3%	8%Th
3 -	(3)	129	36	28	64	-	18	56	55	35	92
		4%deh	5%d	5%d	5%d	-	1%	6%Te	11%Tef	2%	6%Th
2 -	(2)	84	25	12	46	2	5	17	62	10	71
		3%eh	3%	2%	3%	2%	*	2%e	13%Tef	1%	5%Th
1 - Extremely dissatisfied	(1)	199	79	28	86	6	5	19	174	21	175
		7%befh	10%Tbc	5%	6%	5%	*	2%e	36%Tef	1%	12%Th
Not applicable		50	6	6	32	6	19	16	15	15	33
		2%	1%	1%	2%a	5%Tab	1%	2%	3%Te	1%	2%h
NET: Dissatisfied		412	139	68	196	8	29	93	291	67	338
		14%defh	17%Tbd	11%	14%d	7%	2%	11%e	61%Tef	5%	24%Th
NET: Neutral		729	202	163	338	26	177	429	123	230	490
		25%eh	25%	27%	24%	23%	12%	49%Teg	26%e	16%	34%Th
NET: Satisfied		1706	459	360	813	74	1317	338	51	1130	565
		59%fgi	57%	60%	59%	65%	85%Tfg	39%g	11%	78%Ti	40%
Mean score		6.71fgi	6.51	6.83a	6.74	7.33Tac	8.25Tfg	5.90g	3.19	7.90Ti	5.53
Standard error		0.05	0.10	0.10	0.07	0.25	0.04	0.07	0.11	0.06	0.07

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 15

Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?

Logging of query details to avoid having to repeat yourself.

Base: All complained about fixed broadband internet service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base		2897	809	602	1371	115	1528	876	493	1431	1435
Weighted Base		2897	807	597	1379	114	1542	875	480	1441	1425
Effective base		2761	771	571	1310	109	1455	837	470	1364	1367
10 - Extremely satisfied	(10)	402	116	82	177	26	361	29	12	321	79
		14%fgl	14%	14%	13%	23%Tabc	23%Tfg	3%	2%	22%Til	6%
9 -	(9)	293	89	72	121	11	246	36	11	202	90
		10%fgl	11%	12%cc	9%	10%	16%Tfg	4%	2%	14%Til	6%
8 -	(8)	435	103	99	215	18	343	79	12	303	133
		15%fgl	13%	17%aa	16%	16%	22%Tfg	9%g	3%	21%Til	9%
7 -	(7)	400	97	98	192	13	246	142	12	198	199
		14%g	12%	16%aa	14%	11%	16%g	16%g	2%	14%	14%
6 -	(6)	317	92	63	155	6	139	156	22	130	183
		11%eg	11%	11%	11%	5%	9%g	18%Teg	5%	9%	13%h
5 -	(5)	304	82	63	149	10	74	184	47	97	200
		11%eh	10%	11%	11%	9%	5%	21%Teg	10%e	7%	14%Th
4 -	(4)	209	67	47	86	8	46	111	52	73	134
		7%eh	8%	8%	6%	7%	3%	13%Te	11%Te	5%	9%Th
3 -	(3)	136	37	20	75	4	23	51	62	28	107
		5%eh	5%	3%	5%b	3%	2%	6%e	13%Tef	2%	7%Th
2 -	(2)	86	14	12	58	2	5	30	52	12	71
		3%eh	2%	2%	4%Tab	2%	*	3%e	11%Tef	1%	5%Th
1 - Extremely dissatisfied	(1)	226	86	32	97	11	9	34	184	33	190
		8%befh	11%Tbc	5%	7%	9%	1%	4%e	38%Tef	2%	13%Th
Not applicable		89	22	9	53	5	50	24	15	45	39
		3%b	3%	1%	4%b	4%	3%	3%	3%	3%	3%
NET: Dissatisfied	(1-3)	448	138	64	230	16	37	114	297	73	368
		15%beh	17%b	11%	17%b	14%	2%	13%e	62%Tef	5%	26%Th
NET: Neutral	(4-6)	830	242	174	390	25	258	450	121	300	517
		29%eh	30%	29%	28%	22%	17%	51%Teg	25%e	21%	36%Th
NET: Satisfied	(7-10)	1530	405	351	705	68	1197	286	47	1023	501
		53%fgl	50%	59%Tac	51%	60%	78%Tfg	33%g	10%	71%Til	35%
Mean score		6.41fgl	6.28	6.71Tac	6.32	6.80	7.89Tfg	5.62g	3.11	7.54Til	5.30
Standard error		0.05	0.10	0.10	0.07	0.28	0.05	0.07	0.11	0.06	0.07

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 16

Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?

Offering compensation or a goodwill payment.

Base: All complained about fixed broadband internet service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved		
			Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)	
Unweighted Base		2897	809	602	1371	115	1528	876	493	1431	1435	
Weighted Base		2897	807	597	1379	114	1542	875	480	1441	1425	
Effective base		2761	771	571	1310	109	1455	837	470	1364	1367	
10 - Extremely satisfied	(10)	323	105	76	116	27	299	14	11	273	49	
		11%cfgi	13%c	13%c	8%	23%Tabc	19%Tfg	2%	2%	19%Ti	3%	
9 -	(9)	258	82	77	90	9	219	32	7	174	81	
		9%cfgi	10%c	13%Tc	7%	8%	14%Tfg	4%g	1%	12%Ti	6%	
8 -	(8)	317	86	93	123	15	248	53	16	211	104	
		11%cfgi	11%	16%Tad	9%	13%	16%Tfg	6%g	3%	15%Ti	7%	
7 -	(7)	300	90	82	121	7	185	96	18	172	126	
		10%g	11%	14%Tcd	9%	6%	12%g	11%g	4%	12%i	9%	
6 -	(6)	243	59	63	116	5	101	123	19	121	120	
		8%eg	7%	11%ad	8%	4%	7%g	14%Teg	4%	8%	8%	
5 -	(5)	297	88	74	123	11	97	167	32	107	185	
		10%egh	11%	12%c	9%	10%	6%	19%Teg	7%	7%	13%Th	
4 -	(4)	166	51	37	75	4	57	84	25	45	120	
		6%eh	6%	6%	5%	4%	4%	10%Teg	5%	3%	8%Th	
3 -	(3)	170	37	24	107	2	46	85	39	59	110	
		6%eh	5%	4%	8%Tabd	2%	3%	10%Te	8%e	4%	8%Th	
2 -	(2)	145	37	17	89	2	36	60	49	40	100	
		5%beh	5%	3%	6%b	2%	2%	7%Te	10%Tef	3%	7%Th	
1 - Extremely dissatisfied	(1)	442	114	37	277	14	71	127	245	83	356	
		15%beh	14%b	6%	20%Tab	13%b	5%	14%e	51%Tef	6%	25%Th	
Not applicable		235	59	17	143	16	184	33	18	155	74	
			8%bfgi	7%b	3%	10%Tab	14%Tab	12%Tfg	4%	4%	11%Ti	5%
NET: Dissatisfied		(1-3)	758	188	79	473	19	153	272	333	182	566
			26%bdeh	23%b	13%	34%Tabd	17%	10%	31%Te	69%Tef	13%	40%Th
NET: Neutral		(4-6)	707	198	174	314	20	255	375	77	273	425
			24%egh	25%	29%Tcd	23%	18%	17%	43%Teg	16%	19%	30%Th
NET: Satisfied		(7-10)	1198	363	327	449	58	950	195	52	831	360
			41%cfgi	45%c	55%Tad	33%	51%Tc	62%Tfg	22%g	11%	58%Ti	25%
Mean score			5.65cfgi	5.88c	6.56Tad	5.00	6.65Tc	7.24Tfg	4.68g	2.74	6.98Ti	4.40
Standard error			0.06	0.11	0.11	0.09	0.32	0.07	0.08	0.11	0.08	0.08

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 17

Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?

Willingness to help resolve your issue.

Base: All complained about fixed broadband internet service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base		2897	809	602	1371	115	1528	876	493	1431	1435
Weighted Base		2897	807	597	1379	114	1542	875	480	1441	1425
Effective base		2761	771	571	1310	109	1455	837	470	1364	1367
10 - Extremely satisfied	(10)	502	146	89	235	32	449	41	12	419	80
		17%fgl	18%	15%	17%	28%Tabc	29%Tfg	5%	3%	29%Ti	6%
9 -	(9)	360	100	81	163	15	303	45	12	240	117
		12%fgl	12%	14%	12%	13%	20%Tfg	5%g	2%	17%Ti	8%
8 -	(8)	500	131	112	240	16	360	122	17	309	187
		17%fgl	16%	19%	17%	14%	23%Tfg	14%g	4%	21%Ti	13%
7 -	(7)	404	105	89	200	10	212	162	30	184	216
		14%g	13%	15%	14%	8%	14%g	18%Teg	6%	13%	15%
6 -	(6)	304	66	77	148	13	109	163	31	114	184
		10%kegh	8%	13%a	11%	11%	7%	19%Teg	7%	8%	13%Th
5 -	(5)	262	78	57	118	9	61	154	47	81	179
		9%eh	10%	10%	9%	8%	4%	18%Teg	10%e	6%	13%Th
4 -	(4)	171	45	36	82	7	19	104	48	30	139
		6%eh	6%	6%	6%	6%	1%	12%Te	10%Te	2%	10%Th
3 -	(3)	121	37	18	63	2	9	47	65	24	96
		4%eh	5%	3%	5%	2%	1%	5%e	13%Tef	2%	7%Th
2 -	(2)	77	24	14	37	1	5	14	58	14	61
		3%eh	3%	2%	3%	1%	*	2%e	12%Tef	1%	4%Th
1 - Extremely dissatisfied	(1)	176	71	19	78	9	2	19	155	17	157
		6%befh	9%Tbc	3%	6%b	8%b	*	2%e	32%Tef	1%	11%Th
Not applicable		21	3	4	13	1	12	4	6	10	7
		1%	*	1%	1%	1%	1%	*	1%	1%	1%
NET: Dissatisfied	(1-3)	374	132	51	179	12	16	80	278	54	315
		13%befh	16%Tbc	9%	13%b	11%	1%	9%e	58%Tef	4%	22%Th
NET: Neutral	(4-6)	737	189	171	348	29	189	422	126	224	503
		25%eh	23%	29%a	25%	25%	12%	48%Teg	26%e	16%	35%Th
NET: Satisfied	(7-10)	1765	483	371	839	73	1325	369	71	1153	600
		61%fgl	60%	62%	61%	64%	86%Tfg	42%g	15%	80%Ti	42%
Mean score		6.81fgl	6.65	6.97a	6.80	7.21	8.28Tfg	6.05g	3.48	7.99Ti	5.64
Standard error		0.05	0.10	0.09	0.07	0.26	0.04	0.07	0.11	0.05	0.07

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 18

Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?

SUMMARY : Satisfied

Base: All complained about fixed broadband internet service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	2897	809	602	1371	115	1528	876	493	1431	1435
Weighted Base	2897	807	597	1379	114	1542	875	480	1441	1425
Effective base	2761	771	571	1310	109	1455	837	470	1364	1367
Courtesy and politeness of advisors	1885	482	386	940	77	1332	419	134	1151	722
	65%afgi	60%	65%	68%a	67%	86%Tfg	48%g	28%	80%Ti	51%
Ease of finding provider contact details	1826	474	365	913	73	1304	392	130	1108	705
	63%afgi	59%	61%	66%Tab	64%	85%Tfg	45%g	27%	77%Ti	49%
Willingness to help resolve your issue	1765	483	371	839	73	1325	369	71	1153	600
	61%fgi	60%	62%	61%	64%	86%Tfg	42%g	15%	80%Ti	42%
Advisor doing what they said they would do	1706	459	360	813	74	1317	338	51	1130	565
	59%fgi	57%	60%	59%	65%	85%Tfg	39%g	11%	78%Ti	40%
Logging of query details to avoid having to repeat yourself	1530	405	351	705	68	1197	286	47	1023	501
	53%fgi	50%	59%Tac	51%	60%	78%Tfg	33%g	10%	71%Ti	35%
Getting the issue resolved to your satisfaction	1518	396	341	714	67	1260	228	29	1085	424
	52%fgi	49%	57%Tac	52%	58%	82%Tfg	26%g	6%	75%Ti	30%
The time taken to handle your issue	1462	408	328	663	64	1195	228	38	998	456
	50%fgi	50%	55%c	48%	56%	78%Tfg	26%g	8%	69%Ti	32%
Offering compensation or a goodwill payment	1198	363	327	449	58	950	195	52	831	360
	41%cfgi	45%c	55%Tac	33%	51%Tc	62%Tfg	22%g	11%	58%Ti	25%

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 19

Q11: In your opinion, was [Provider] able to successfully resolve your complaint?

Base: All complained about fixed broadband internet service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	2897	809	602	1371	115	1528	876	493	1431	1435
Weighted Base	2897	807	597	1379	114	1542	875	480	1441	1425
Effective base	2761	771	571	1310	109	1455	837	470	1364	1367
Completely resolved	1441	402	327	647	66	1090	279	72	1441	-
	50%fgj	50%	55%Tc	47%	58%c	71%Tfg	32%g	15%	100%Ti	-
Partly resolved	1040	289	222	499	30	403	471	166	-	1040
	36%deh	36%	37%Td	36%Td	27%	26%	54%Teg	35%e	-	73%Th
Not resolved at all	385	111	44	217	13	41	112	232	-	385
	13%beh	14%b	7%	16%Tb	11%	3%	13%e	48%Tel	-	27%Th
Don't know	31	5	4	16	5	8	13	10	-	-
	1%hi	1%	1%	1%	4%Tabc	1%	1%e	2%e	-	-

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 20

Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about fixed broadband internet service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	2897	809	602	1371	115	1528	876	493	1431	1435
Weighted Base	2897	807	597	1379	114	1542	875	480	1441	1425
Effective base	2761	771	571	1310	109	1455	837	470	1364	1367
Yes	1075	322	265	435	53	871	176	28	1075	-
		37% cf gl	40% c	44% Tc	32%	57% Tf g	20% g	6%	75% Ti	-
No	354	79	57	206	12	211	100	43	354	-
		12% gl	10%	15% Tab	10%	14% g	11%	9%	25% Ti	-
Don't know	13	1	6	5	1	8	4	1	13	-
	* i	*	1% a	*	1%	1%	*	*	1% i	-

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 21

Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	1431	403	324	638	66	1074	282	75	1431	-
Weighted Base	1441	402	327	647	66*	1090	279	72*	1441	-**
Effective base	1364	384	308	610	63	1025	269	71	1364	-
Yes	1075	322	265	435	53	871	176	28	1075	-
	75% cf	80% Tc	81% Tc	67%	80% c	80% Tfg	63% g	39%	75%	-
No	354	79	57	206	12	211	100	43	354	-
	25% kabe	20%	17%	32% Tabd	18%	19%	36% Te	60% Tei	25%	-
Don't know	13	1	6	5	1	8	4	1	13	-
	1%	*	2%	1%	2%	1%	1%	1%	1%	-

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

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 22

Q15: What is your current employment status?

Base: All complained about fixed broadband internet service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	2897	809	602	1371	115	1528	876	493	1431	1435
Weighted Base	2897	807	597	1379	114	1542	875	480	1441	1425
Effective base	2761	771	571	1310	109	1455	837	470	1364	1367
Employed or self-employed (full-time - 30hrs/wk+)	1551	433	346	728	44	882	419	251	811	726
		54% df	54% d	58% cd	53% d	57% Tf	48%	52%	56% l	51%
Employed or self-employed (part-time - 8-29 hrs/wk+)	551	154	118	254	25	266	198	87	250	296
	19%	19%	20%	18%	22%	17%	23% Te	18%	17%	21% h
Homemaker	287	89	61	122	16	157	87	43	136	147
	10%	11%	10%	9%	14%	10%	10%	9%	9%	10%
Student / under education	181	33	38	101	9	75	84	22	84	95
	6% a	4%	6%	7% a	8%	5%	10% Teg	5%	6%	7%
Temporarily not working (unemployed / illness)	178	54	20	91	13	89	53	36	88	86
	6% b	7% b	3%	7% b	11% Tb	6%	6%	8%	6%	6%
Retired	149	43	14	84	8	74	35	41	73	75
	5% b	5% b	2%	6% b	7% b	5%	4%	8% Tei	5%	5%
NET: Employed	2102	587	465	981	69	1147	616	338	1061	1022
	73% d	73% d	78% Tacd	71% d	60%	74% f	70%	70%	74%	72%

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 23

Q16: Approximately, what is your total annual income before tax?

Base: All complained about fixed broadband internet service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	2897	809	602	1371	115	1528	876	493	1431	1435
Weighted Base	2897	807	597	1379	114	1542	875	480	1441	1425
Effective base	2761	771	571	1310	109	1455	837	470	1364	1367
Up to 10,399 Pounds	309	91	81	121	17	153	102	54	157	147
	11%	11%	13% ^c	9%	15% ^c	10%	12%	11%	11%	10%
10,400-15,599 Pounds	354	117	86	138	13	181	121	53	162	188
	12% ^c	14% ^c	14% ^c	10%	12%	12%	14%	11%	11%	13%
15,600-25,999 Pounds	558	158	128	254	18	278	190	89	258	294
	19%	20%	21%	18%	15%	18%	22% ^e	19%	18%	21%
26,000-36,399 Pounds	538	150	90	281	18	290	140	108	263	270
	19% ^b	19%	15%	20% ^b	16%	19%	16%	22% ^f	18%	19%
36,400-51,999 Pounds	546	140	104	284	18	327	149	70	283	259
	19% ^g	17%	17%	21%	16%	21% ^g	17%	15%	20%	18%
52,000+	424	107	87	215	15	238	116	70	232	189
	15%	13%	15%	16%	13%	15%	13%	15%	16% ⁱ	13%
Don't know	52	14	7	26	4	14	24	14	19	30
	2% ^e	2%	1%	2%	4%	1%	3% ^e	3% ^e	1%	2%
Would rather not say	116	30	14	60	11	62	33	21	67	48
	4%	4%	2%	4% ^b	10% ^{Tab}	4%	4%	4%	5%	3%

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 24

Q17: Where do you live?

Base: All complained about fixed broadband internet service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	2897	809	602	1371	115	1528	876	493	1431	1435
Weighted Base	2897	807	597	1379	114	1542	875	480	1441	1425
Effective base	2761	771	571	1310	109	1455	837	470	1364	1367
East Midlands	205	65	38	96	6	109	53	42	93	108
	7%	8%	6%	7%	5%	7%	6%	9%	6%	8%
East of England	187	53	39	91	4	100	55	32	91	96
	6%	7%	7%	7%	3%	6%	6%	7%	6%	7%
London	517	140	152	211	13	279	166	72	283	227
	18% ^c	17%	26% ^{Tacd}	15%	12%	18%	19%	15%	20% ⁱ	16%
North East	132	34	34	59	5	63	45	24	61	67
	5%	4%	6%	4%	5%	4%	5%	5%	4%	5%
North West	354	115	64	168	8	194	107	53	173	178
	12%	14% ^{cd}	11%	12%	7%	13%	12%	11%	12%	12%
Scotland	191	57	28	100	5	95	49	47	92	95
	7%	7%	5%	7% ^b	5%	6%	6%	10% ^{Tef}	6%	7%
South East	370	83	64	195	28	199	121	50	190	177
	13%	10%	11%	14% ^{ab}	25% ^{Tabc}	13%	14%	10%	13%	12%
South West	212	61	34	110	8	116	63	33	109	101
	7%	8%	6%	8%	7%	8%	7%	7%	8%	7%
Ulster / Northern Ireland	50	18	7	22	3	28	11	11	21	29
	2%	2%	1%	2%	3%	2%	1%	2%	1%	2%
Wales	163	36	34	82	10	85	40	38	78	83
	6%	5%	6%	6%	9% ^a	6%	5%	8% ^f	5%	6%
West Midlands	275	74	60	131	10	144	92	40	131	145
	10%	9%	10%	9%	9%	9%	10%	8%	9%	10%
Yorks & Humber	241	72	42	115	12	130	75	36	120	119
	8%	9%	7%	8%	11%	8%	9%	7%	8%	8%

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

Ofcom - Quality of Customer Service - Complaints 2019
Fieldwork: 4th December 2019 - 6th January 2020

Table 25

Q18: Are you...?

Base: All complained about fixed broadband internet service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	2897	809	602	1371	115	1528	876	493	1431	1435
Weighted Base	2897	807	597	1379	114	1542	875	480	1441	1425
Effective base	2761	771	571	1310	109	1455	837	470	1364	1367
Male	1131	332	249	505	45	608	340	184	593	524
	39%	41% ^c	42% ^c	37%	40%	39%	39%	38%	41% ^l	37%
Female	1766	476	348	874	69	934	535	297	848	900
	61%	59%	58%	63% ^{ab}	60%	61%	61%	62%	59%	63% ^h

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 26

Q19: What is your age?

Base: All complained about fixed broadband internet service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	2897	809	602	1371	115	1528	876	493	1431	1435
Weighted Base	2897	807	597	1379	114	1542	875	480	1441	1425
Effective base	2761	771	571	1310	109	1455	837	470	1364	1367
16 - 17	10 *	2 *	2 *	5 *	1 1%	3 *	4 *	4 1%	4 *	5 *
18 - 24	610 21%g	174 22%	146 24%g	269 20%	20 18%	287 19%	249 28%Teg	74 15%	272 19%	329 23%h
25 - 34	1032 36%cd	308 38%cd	239 40%Tcd	462 34%cd	23 20%	579 38%	295 34%	158 33%	521 36%	503 35%
35 - 44	599 21%	150 19%	131 22%	287 21%	31 27%a	342 22%g	155 18%	101 21%	313 22%	280 20%
45 - 54	314 11%	76 9%	51 9%	166 12%b	21 19%Tabc	156 10%	90 10%	68 14%Tel	157 11%	155 11%
55 - 64	189 7%b	55 7%b	15 3%	108 8%b	11 9%b	105 7%	48 5%	36 8%	101 7%	86 6%
65 +	144 5%b	43 5%b	13 2%	81 6%b	8 7%b	69 4%	35 4%	39 8%Tel	75 5%	67 5%
NET: 16-34	1652 57%cdg	484 60%cd	387 65%Tcd	737 53%cd	44 38%	869 56%g	547 63%Teg	235 49%	797 55%	837 59%
NET: 36-54	913 32%	226 28%	182 31%	452 33%a	52 46%Tabc	499 32%g	245 28%	169 35%g	469 33%	435 31%
NET: 55+	333 11%b	97 12%b	28 5%	189 14%Tb	18 16%b	174 11%	83 9%	76 16%Tel	176 12%	153 11%

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 27

Q20: And which of the following best describes the main income earner in your household?

Base: All complained about fixed broadband internet service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	2897	809	602	1371	115	1528	876	493	1431	1435
Weighted Base	2897	807	597	1379	114	1542	875	480	1441	1425
Effective base	2761	771	571	1310	109	1455	837	470	1364	1367
A	264	80	86	92	6	159	62	44	143	118
	9% ^c	10% ^c	14% ^{Tacd}	7%	6%	10% ^f	7%	9%	10%	8%
B	670	167	145	340	18	376	194	100	335	330
	23%	21%	24% ^d	25% ^{ad}	16%	24%	22%	21%	23%	23%
C1	845	233	147	434	32	421	278	146	391	445
	29% ^b	29%	25%	31% ^b	28%	27%	32% ^e	30%	27%	31% ^h
C2	537	148	116	250	24	284	160	94	268	265
	19%	18%	19%	18%	21%	18%	18%	20%	19%	19%
D	260	88	31	130	11	134	84	41	145	112
	9% ^b	11% ^b	5%	9% ^b	10%	9%	10%	9%	10% ⁱ	8%
E	321	92	72	133	23	167	97	56	161	155
	11%	11%	12%	10%	20% ^{Tabc}	11%	11%	12%	11%	11%
NET: AB	934	247	231	432	24	536	256	143	478	448
	32% ^d	31% ^d	39% ^{Tacd}	31% ^d	21%	35% ^f	29%	30%	33%	31%
NET: ABC1	1779	479	378	866	56	956	534	289	868	893
	61% ^d	59% ^d	63% ^d	63% ^d	49%	62%	61%	60%	60%	63%
NET: C2DE	1118	328	219	512	58	586	341	191	573	532
	39%	41%	37%	37%	51% ^{Tabc}	38%	39%	40%	40%	37%
NET: DE	580	180	104	263	34	302	181	97	305	267
	20%	22% ^b	17%	19%	30% ^{Tbc}	20%	21%	20%	21%	19%

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 28

Q21: Which of these best describes the place you live most of the time?

Base: All complained about fixed broadband internet service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	2897	809	602	1371	115	1528	876	493	1431	1435
Weighted Base	2897	807	597	1379	114	1542	875	480	1441	1425
Effective base	2761	771	571	1310	109	1455	837	470	1364	1367
A city or large town (including suburbs)	1592	454	352	735	52	875	461	256	828	748
	55% d	56% d	59% cd	53%	45%	57%	53%	53%	57% l	52%
A small town	953	256	192	463	42	498	305	149	453	489
	33%	32%	32%	34%	37%	32%	35%	31%	31%	34%
A village, hamlet or isolated dwelling in the countryside	332	94	52	170	16	160	101	71	148	181
	11%	12%	9%	12% b	14%	10%	12%	15% Te	10%	13% h
Prefer not to say	20	3	2	11	4	9	8	4	13	7
	1%	*	*	1%	4% Tabc	1%	1%	1%	1%	1%
NET: Urban	2545	709	544	1198	94	1373	766	406	1281	1237
	88% g	88%	91% Tcd	87%	82%	89% g	88%	84%	89%	87%
NET: Rural	332	94	52	170	16	160	101	71	148	181
	11%	12%	9%	12% b	14%	10%	12%	15% Te	10%	13% h

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 29

QHH1 How many people are there in your household, including yourself and any children?

Base: All complained about fixed broadband internet service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	2897	809	602	1371	115	1528	876	493	1431	1435
Weighted Base	2897	807	597	1379	114	1542	875	480	1441	1425
Effective base	2761	771	571	1310	109	1455	837	470	1364	1367
Small (1-2 people)	1017	311	198	473	36	515	304	198	485	519
	35%	39%^b	33%	34%	31%	33%	35%	41%^{Te}	34%	36%
Medium (3-4 people)	1409	373	288	687	62	776	423	210	714	684
	49%	46%	48%	50%	54%	50%^g	48%	44%	50%	48%
Large (5+ people)	470	124	112	219	16	251	148	72	242	222
	16%	15%	19%	16%	14%	16%	17%	15%	17%	16%
Sigma	2897	807	597	1379	114	1542	875	480	1441	1425
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 30

QHH3 And what is the total number of children in the household (under 18)?

Base: All complained about fixed broadband internet service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	2897	809	602	1371	115	1528	876	493	1431	1435
Weighted Base	2897	807	597	1379	114	1542	875	480	1441	1425
Effective base	2761	771	571	1310	109	1455	837	470	1364	1367
1	795	206	192	364	32	459	213	122	426	363
	27%	26%	32% Ta	26%	28%	30% f	24%	25%	30% h	25%
2	571	161	128	254	28	310	175	86	280	286
	20%	20%	21%	18%	24%	20%	20%	18%	19%	20%
3	193	49	46	93	4	107	62	23	99	92
	7%	6%	8%	7%	4%	7%	7%	5%	7%	6%
4	52	18	8	25	1	31	13	8	27	25
	2%	2%	1%	2%	1%	2%	2%	2%	2%	2%
5+	32	10	3	17	1	8	12	11	10	20
	1%	1%	1%	1%	1%	1%	1% e	2% Te	1%	1%
No children in household	1254	362	220	625	47	626	398	230	599	639
	43% b	45% b	37%	45% b	42%	41%	46% e	48% e	42%	45%

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 31

QHH4: ADULTS IN HOUSEHOLD.

Base: All complained about fixed broadband internet service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	2897	809	602	1371	115	1528	876	493	1431	1435
Weighted Base	2897	807	597	1379	114	1542	875	480	1441	1425
Effective base	2761	771	571	1310	109	1455	837	470	1364	1367
None	1	-	-	1	-	-	-	1	-	-
	*	-	-	*	-	-	-	*	-	-
1	560	177	129	231	23	289	176	95	276	276
		19% c	22% c	17%	20%	19%	20%	20%	19%	19%
2	1644	459	333	794	59	909	463	272	828	801
		57% f	56%	58%	51%	59% f	53%	57%	57%	56%
3	373	94	70	187	22	177	127	68	168	201
		13%	12%	14%	20% Tab	12%	15% e	14%	12%	14%
4	222	52	35	129	6	119	74	29	115	104
		8%	6%	9% ab	6%	8%	8%	6%	8%	7%
5+	98	27	32	36	3	48	35	14	53	43
		3%	5% Tc	3%	3%	3%	4%	3%	4%	3%

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 32

QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?

Base: All complained about fixed broadband internet service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (a)	Repairs and Installation (b)	Service issues (c)	Something else (d)	Satisfied (e)	Neutral (f)	Dissatisfied (g)	Yes (h)	No (i)
Unweighted Base	2897	809	602	1371	115	1528	876	493	1431	1435
Weighted Base	2897	807	597	1379	114	1542	875	480	1441	1425
Effective base	2761	771	571	1310	109	1455	837	470	1364	1367
Hearing	163	58	24	74	7	80	54	29	78	82
	6%	7% b	4%	5%	6%	5%	6%	6%	5%	6%
Eyesight	228	67	56	99	6	115	73	41	110	116
	8%	8%	9%	7%	6%	7%	8%	8%	8%	8%
Mobility	233	62	52	108	11	124	67	42	116	112
	8%	8%	9%	8%	10%	8%	8%	9%	8%	8%
Dexterity	161	46	48	60	6	93	44	24	87	71
	6%	6%	8% Tc	4%	6%	6%	5%	5%	6%	5%
Breathing	216	55	54	96	11	99	77	40	98	114
	7%	7%	9%	7%	10%	6%	9% e	8%	7%	8%
Mental abilities	224	73	61	84	6	116	75	33	108	112
	8%	9% cc	10% c	6%	5%	8%	9%	7%	8%	8%
Social/behavioural	179	57	57	63	2	83	70	26	88	91
	6% c	7% ccd	9% Tcd	5%	2%	5%	8% e	5%	6%	6%
Your mental health	696	190	126	354	27	324	226	147	326	366
	24% e	24%	21%	26% b	24%	21%	26% e	31% Te	23%	26%
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	203	63	32	99	9	97	56	50	87	111
	7%	8%	5%	7%	8%	6%	6%	10% Te	6%	8%
Prefer not to say	29	4	5	15	4	14	10	4	13	15
	1%	1%	1%	1%	4% Tabc	1%	1%	1%	1%	1%
Don't know	29	8	8	8	5	17	12	-	14	15
	1% g	1%	1%	1%	4% Tabc	1% g	1% g	-	1%	1%
Nothing	1257	328	227	659	43	729	338	190	690	558
	43% bfi	41%	38%	48% Tabd	38%	47% Tfg	39%	40%	48% Ti	39%
NET: Any illness, health problem or disability	1364	400	305	616	43	669	449	246	622	727
	47% eh	50% cd	51% cd	45%	38%	43%	51% Te	51% e	43%	51% Th

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 1

Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1774	670	524	497	83	941	546	287	868	880
Weighted Base	1774	706	481	497	90*	981	515	278	899	847
Effective base	1485	576	420	417	73	799	446	241	733	730
A billing, pricing or payment issue	572	572	-	-	-	333	139	100	295	267
		32% fj C	81% Tfi	-	-	34% C	27%	36% C	33%	32%
The service not performing as it should	497	-	-	497	-	284	144	69	261	225
		28% ef	-	100% Tef	-	29%	28%	25%	29%	27%
A problem relating to the installation or set up of your service	263	-	263	-	-	141	90	32	133	129
		15% ej	55% Teij	-	-	14%	17% l	12%	15%	15%
A problem with a repair to the service	217	-	217	-	-	112	76	29	104	113
		12% ej	45% Teij	-	-	11%	15%	10%	12%	13%
Dissatisfaction with customer service from a previous occasion or contact	134	134	-	-	-	59	41	34	55	77
		8% fj	19% Tfij	-	-	6%	8%	12% Tk	6%	9% m
Or something else	90	-	-	-	90	52	24	14	51	36
		5% ef	-	-	100% Tef	5%	5%	5%	6%	4%
SUMMARY:										
Billing and Customer service	706	706	-	-	-	392	180	133	350	345
		40% fj	100% Tfi	-	-	40%	35%	48% Tkc	39%	41%
Repairs and Installation	481	-	481	-	-	253	166	62	237	241
		27% ej	100% Teij	-	-	26%	32% Tkl	22%	26%	28%
Service Issues	497	-	-	497	-	284	144	69	261	225
		28% ef	-	100% Tef	-	29%	28%	25%	29%	27%
Something else	90	-	-	-	90	52	24	14	51	36
		5% ef	-	-	100% Tef	5%	5%	5%	6%	4%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 2

Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?

Billing and Customer service

Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Billing and Customer service complaint

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	670	670	-	-	-	356	188	126	324	337
Weighted Base	706	706	..**	..**	..**	392	180	133	350	345
Effective base	576	576	-	-	-	311	156	110	279	289
Bill was a lot higher than expected	278 39%	278 39%	-	-	-	165 42% C	59 33%	54 41%	149 42%	125 36%
Bill was inaccurate	129 18%	129 18%	-	-	-	74 19%	27 15%	28 21%	63 18%	64 19%
Bill contained items I shouldn't have been charged for	118 17%	118 17%	-	-	-	69 18%	27 15%	21 16%	61 17%	54 16%
Payment issues (including setting up/making a payment, non-direct debit charges)	102 14%	102 14%	-	-	-	55 14%	29 16%	18 13%	50 14%	50 15%
Getting a refund, credit note or cashback	78 11%	78 11%	-	-	-	49 13%	12 7%	16 12%	46 13%	31 9%
The format of the bill	59 8%	59 8%	-	-	-	34 9%	18 10%	6 5%	27 8%	30 9%
Took too long to resolve issue	58 8%	58 8%	-	-	-	26 7%	17 10%	15 11%	26 7%	30 9%
Rude/dismissive	35 5%	35 5%	-	-	-	15 4%	10 6%	10 7%	16 4%	19 6%
Gave incorrect information	34 5%	34 5%	-	-	-	18 5%	8 5%	8 6%	19 5%	15 4%
Didn't do what they said they would do	34 5%	34 5%	-	-	-	13 3%	5 3%	15 11% Tkc	11 3%	23 7%
Unable to get through to anyone	32 4%	32 4%	-	-	-	9 2%	13 7% k	10 8% k	8 2%	22 6% m
Unable to get through to relevant person	29 4%	29 4%	-	-	-	9 2%	13 7% k	8 6% k	10 3%	20 6%
Costs of international and roaming calls	1 *	1 *	-	-	-	1 *	-	-	1 *	-
Pre-pay credit lost or not credited to card	1 *	1 *	-	-	-	-	1 *	-	-	1 *
A different issue	33 5%	33 5%	-	-	-	20 5%	7 4%	6 4%	22 6%	12 3%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 3

Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?

Service issues

Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Service issue complaint

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	497	-	-	497	-	273	151	73	256	232
Weighted Base	497	..**	..**	497	..**	284	144	69*	261	225
Effective base	417	-	-	417	-	232	125	60	216	193
Complete loss of service	189	-	-	189	-	108	50	30	105	79
	38%	-	-	38%	-	38%	35%	44%	40%	35%
Unable to get certain channels/content	155	-	-	155	-	85	49	21	80	69
	31%	-	-	31%	-	30%	34%	31%	31%	31%
Service is not consistently available	144	-	-	144	-	73	41	30	62	79
	29%	-	-	29%	-	26%	28%	43% TkC	24%	35% m
Poor picture quality	89	-	-	89	-	62	19	8	43	45
	18%	-	-	18%	-	22% C	13%	12%	17%	20%
Connection speed slower than advertised or led to expect	57	-	-	57	-	29	17	11	25	32
	11%	-	-	11%	-	10%	12%	16%	10%	14%
Poor line quality	15	-	-	15	-	10	2	3	8	7
	3%	-	-	3%	-	3%	2%	5%	3%	3%
Problems with voice over internet (VOIP) telephone calls	11	-	-	11	-	9	*	1	9	1
	2%	-	-	2%	-	3%	*	2%	4% n	1%
Poor indoor reception/coverage	3	-	-	3	-	3	-	-	3	-
	1%	-	-	1%	-	1%	-	-	1%	-
Problems with calls being disconnected during a call or not connected at all	3	-	-	3	-	2	1	-	3	-
	1%	-	-	1%	-	1%	1%	-	1%	-
Text or voice mails delivered late	2	-	-	2	-	2	-	-	2	-
	*	-	-	*	-	1%	-	-	1%	-
Poor outside reception/ coverage	1	-	-	1	-	1	-	-	1	-
	*	-	-	*	-	*	-	-	*	-
Unable to access 4G service	1	-	-	1	-	1	-	-	1	-
	*	-	-	*	-	*	-	-	*	-
A different issue (please describe it briefly in your own words)	20	-	-	20	-	16	3	1	15	4
	4%	-	-	4%	-	6%	2%	1%	6% n	2%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 4

Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?

Repairs and Installation

Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Repair and Installation complaint

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	524	-	524	-	-	266	186	72	244	275
Weighted Base	481	-.**	481	-.**	-.**	253	166	62*	237	241
Effective base	420	-	420	-	-	216	147	57	199	219
Time taken to install the service	88 18%	-	88 18%	-	-	57 22%	24 14%	8 13%	42 18%	46 19%
Time taken to repair a fault	83 17%	-	83 17%	-	-	41 16%	29 18%	13 21%	40 17%	44 18%
Switching issues (e.g. problems trying to switch or problems porting your number)	81 17%	-	81 17%	-	-	40 16%	30 18%	10 17%	39 17%	41 17%
Arranging an installation	77 16%	-	77 16%	-	-	46 18%	22 13%	9 14%	49 21%	28 12%
Arranging an appointment for an engineer visit	67 14%	-	67 14%	-	-	34 13%	26 16%	7 12%	30 13%	36 15%
Damage to property during installation	57 12%	-	57 12%	-	-	36 14%	15 9%	5 9%	25 10%	32 13%
Damage to property during repair	54 11%	-	54 11%	-	-	28 11%	21 12%	5 8%	34 14%	20 8%
Missed/ moved installation appointment	53 11%	-	53 11%	-	-	33 13%	13 8%	7 11%	29 12%	24 10%
Missed/moved repair appointment	53 11%	-	53 11%	-	-	29 11%	16 10%	7 12%	26 11%	26 11%
Complaining about an engineer	41 8%	-	41 8%	-	-	24 10%	13 8%	3 5%	22 9%	18 8%
A different issue	11 2%	-	11 2%	-	-	1 *	8 5%	2 3%	7 3%	4 2%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 5

Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?

Something else

Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Something else complaint

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	83	-	-	-	83	46	21	16	44	36
Weighted Base	90*	..**	..**	..**	90*	52*	24**	14**	51*	36*
Effective base	73	-	-	-	73	41	19	14	40	31
Change to your package or service (upgrading or downgrading your service)	34 37%	-	-	-	34	17	10	7	20	14
		-	-	-	37%	33%	41%	47%	39%	39%
Service not performing as advertised or as told in store/over the phone	15 16%	-	-	-	15	9	3	2	10	4
		-	-	-	16%	18%	14%	13%	20%	11%
Complaining about the terms of your contract	14 16%	-	-	-	14	9	1	4	4	8
		-	-	-	16%	17%	6%	25%	8%	24%
Switching issues (e.g. problems trying to switch or problems porting your number)	11 12%	-	-	-	11	8	2	1	7	4
		-	-	-	12%	15%	8%	7%	14%	10%
Keeping your mobile phone number when changing suppliers	3 3%	-	-	-	3	2	1	-	2	1
		-	-	-	3%	4%	4%	-	5%	2%
A different issue (please describe it briefly in your own words)	27 30%	-	-	-	27	10	9	7	11	14
		-	-	-	30%	20%	39%	49%	22%	39%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

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

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Fieldwork: 4th December 2019 - 6th January 2020

Table 6

Q8: In dealing with [Provider] about this complaint did you contact them...?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1774	670	524	497	83	941	546	287	868	880
Weighted Base	1774	706	481	497	90*	981	515	278	899	847
Effective base	1485	576	420	417	73	799	446	241	733	730
Only/mainly on the phone	919	422	168	282	48	499	244	176	478	430
	52%f	60%Tf	35%	57%f	53%f	51%	47%	63%Tkc	53%	51%
Only/mainly via webchat	181	74	49	49	9	97	57	28	96	85
	10%	10%	10%	10%	10%	10%	11%	10%	11%	10%
Only/mainly via email	155	55	50	43	8	99	42	15	86	67
	9%	8%	10%	9%	8%	10%l	8%	5%	10%	8%
Only/mainly via web form	132	39	55	31	7	77	42	14	74	58
	7%	6%	11%Tei	6%	8%	8%	8%	5%	8%	7%
Only/mainly via mobile application	110	35	47	26	2	58	41	11	48	60
	6%	5%	10%Teij	5%	2%	6%	8%l	4%	5%	7%
Only/mainly by social media	109	30	44	30	5	61	33	16	53	55
	6%	4%	9%Te	6%	5%	6%	6%	6%	6%	7%
Only/mainly in store	72	26	28	15	3	41	23	9	26	44
	4%	4%	6%	3%	3%	4%	4%	3%	3%	5%lm
Only/mainly by letter	66	20	28	15	2	32	25	9	27	38
	4%	3%	6%e	3%	3%	3%	5%	3%	3%	5%
Only/mainly via another contact method	4	1	2	1	-	2	-	2	3	1
	*	*	*	*	-	*	-	1%	*	*
Don't know	25	4	10	5	6	16	9	*	10	8
	1%	1%	2%e	1%	7%Teifi	2%	2%	*	1%	1%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 7

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		1774	670	524	497	83	941	546	287	868	880
Weighted Base		1774	706	481	497	90*	981	515	278	899	847
Effective base		1485	576	420	417	73	799	446	241	733	730
10 - Extremely satisfied	(10)	248	88	57	81	22	248	-	-	211	34
		14% CIn	12%	12%	16%	25% Tef	25% TCI	-	-	23% Tn	4%
9 -	(9)	137	45	46	42	5	137	-	-	101	37
		8% CIn	6%	9%	8%	6%	14% TCI	-	-	11% Tn	4%
8 -	(8)	288	116	84	79	9	288	-	-	195	91
		16% CIn	16%	17%	16%	10%	29% TCI	-	-	22% Tn	11%
7 -	(7)	308	144	67	83	14	308	-	-	174	130
		17% CIn	20% f	14%	17%	16%	31% TCI	-	-	19% n	15%
6 -	(6)	193	59	67	55	11	-	193	-	72	119
		11% klm	8%	14% e	11%	13%	-	38% TKI	-	8%	14% Tm
5 -	(5)	201	72	67	52	10	-	201	-	61	130
		11% klm	10%	14%	11%	11%	-	39% TKI	-	7%	15% Tm
4 -	(4)	121	49	32	36	3	-	121	-	34	85
		7% klm	7%	7%	7%	3%	-	23% TKI	-	4%	10% Tm
3 -	(3)	103	42	26	31	3	-	-	103	22	78
		6% kCm	6%	5%	6%	4%	-	-	37% TKC	2%	9% Tm
2 -	(2)	61	29	18	9	4	-	-	61	13	48
		3% kCm	4% l	4%	2%	4%	-	-	22% TKC	1%	6% Tm
1 - Extremely dissatisfied	(1)	115	62	17	29	7	-	-	115	17	95
		6% fkCm	9% f	4%	6%	8%	-	-	41% TKC	2%	11% Tm
NET: Dissatisfied	(1-3)	278	133	62	69	14	-	-	278	52	220
		16% kCm	19% fl	13%	14%	16%	-	-	100% TKC	6%	26% Tm
NET: Neutral	(4-6)	515	180	166	144	24	-	515	-	167	334
		29% klm	26%	35% Te	29%	27%	-	100% TKI	-	19%	39% Tm
NET: Satisfied	(7-10)	981	392	253	284	52	981	-	-	680	293
		55% CIn	56%	53%	57%	57%	100% TCI	-	-	76% Tn	35%
Mean score		6.41 CIn	6.19	6.48	6.58 e	6.69	8.33 TCI	5.14 l	1.96	7.53 Tn	5.24
Standard error		0.06	0.10	0.10	0.11	0.31	0.04	0.03	0.05	0.07	0.08

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

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Fieldwork: 4th December 2019 - 6th January 2020

Table 8

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		868	324	244	256	44	636	173	59	868	-
Weighted Base		899	350	237	261	51*	680	167	52*	899	-**
Effective base		733	279	199	216	40	546	142	47	733	-
10 - Extremely satisfied	(10)	211	82	43	69	17	211	-	-	211	-
		23%CI	23%	18%	26%f	33%f	31%TCI	-	-	23%	-
9 -	(9)	101	32	34	30	4	101	-	-	101	-
		11%CI	9%	14%	12%	9%	15%CI	-	-	11%	-
8 -	(8)	195	84	50	53	8	195	-	-	195	-
		22%CI	24%	21%	20%	15%	29%TCI	-	-	22%	-
7 -	(7)	174	83	36	44	11	174	-	-	174	-
		19%CI	24%f	15%	17%	21%	26%TCI	-	-	19%	-
6 -	(6)	72	20	23	22	7	-	72	-	72	-
		8%kl	6%	10%	8%	14%	-	43%TKl	-	8%	-
5 -	(5)	61	22	23	14	2	-	61	-	61	-
		7%kl	6%	10%	5%	4%	-	36%TKl	-	7%	-
4 -	(4)	34	11	11	11	1	-	34	-	34	-
		4%kl	3%	5%	4%	2%	-	20%TKl	-	4%	-
3 -	(3)	22	5	8	9	-	-	-	22	22	-
		2%kl	1%	4%	4%	-	-	-	43%TKC	2%	-
2 -	(2)	13	5	4	3	-	-	-	13	13	-
		1%kl	2%	2%	1%	-	-	-	25%TKC	1%	-
1 - Extremely dissatisfied	(1)	17	5	4	6	1	-	-	17	17	-
		2%kl	2%	2%	2%	2%	-	-	32%TKC	2%	-
NET: Dissatisfied	(1-3)	52	16	17	19	1	-	-	52	52	-
		6%kl	4%	7%	7%	2%	-	-	100%TKC	6%	-
NET: Neutral	(4-6)	167	54	57	46	10	-	167	-	167	-
		19%kl	15%	24%e	18%	19%	-	100%TKl	-	19%	-
NET: Satisfied	(7-10)	680	281	163	196	40	680	-	-	680	-
		76%TCI	80%f	69%	75%	79%	100%TCI	-	-	76%	-
Mean score		7.53CI	7.62	7.27	7.57	7.95	8.51TCI	5.23I	2.11	7.53	-
Standard error		0.07	0.11	0.14	0.14	0.30	0.05	0.06	0.11	0.07	-

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 9

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?

Ease of finding provider contact details.

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		1774	670	524	497	83	941	546	287	868	880
Weighted Base		1774	706	481	497	90*	981	515	278	899	847
Effective base		1485	576	420	417	73	799	446	241	733	730
10 - Extremely satisfied	(10)	328	126	76	106	21	266	32	30	240	86
		18% CIn	18%	16%	21% f	23%	27% TCI	6%	11% C	27% Tn	10%
9 -	(9)	233	87	67	65	14	184	36	13	158	73
		13% CIn	12%	14%	13%	15%	19% TCI	7%	5%	18% Tn	9%
8 -	(8)	268	114	72	70	11	198	49	21	161	103
		15% CIn	16%	15%	14%	12%	20% TCI	9%	8%	18% n	12%
7 -	(7)	248	97	58	78	14	150	74	23	102	143
		14% l	14%	12%	16%	15%	15% l	14% l	8%	11%	17% m
6 -	(6)	198	55	72	57	13	87	91	19	90	103
		11% e	8%	15% Te	12% e	15%	9%	18% TKl	7%	10%	12%
5 -	(5)	170	64	50	48	8	36	110	24	54	108
		10% km	9%	10%	10%	8%	4%	21% TKl	9% k	6%	13% Tm
4 -	(4)	98	44	30	23	1	20	58	20	29	70
		6% km	6%	6%	5%	1%	2%	11% TK	7% k	3%	8% Tm
3 -	(3)	72	32	18	21	-	12	30	30	23	47
		4% k	5%	4%	4%	-	1%	6% k	11% TKC	3%	6% m
2 -	(2)	50	27	11	10	2	8	12	30	13	37
		3% km	4%	2%	2%	2%	1%	2% k	11% TKC	1%	4% m
1 - Extremely dissatisfied	(1)	90	49	24	14	3	9	16	66	21	67
		5% km	7% l	5%	3%	4%	1%	3% k	24% TKC	2%	8% Tm
Not applicable		20	10	2	5	3	11	6	2	7	10
		1%	1%	*	1%	4% TF	1%	1%	1%	1%	1%
NET: Dissatisfied	(1-3)	212	108	53	45	6	29	58	125	58	150
		12% km	15% Tlj	11%	9%	6%	3%	11% k	45% TKC	6%	18% Tm
NET: Neutral	(4-6)	466	164	152	128	22	143	260	63	173	281
		26% km	23%	32% Te	26%	25%	15%	50% TKl	23% k	19%	33% Tm
NET: Satisfied	(7-10)	1077	424	274	319	59	798	190	88	662	406
		61% CIn	60%	57%	64% f	66%	81% TCI	37%	32%	74% Tn	48%
Mean score		6.89 CIn	6.70	6.80	7.16 ef	7.43 ef	8.04 TCI	5.92 l	4.65	7.70 Tn	6.06
Standard error		0.06	0.11	0.11	0.11	0.26	0.06	0.09	0.19	0.08	0.09

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 10

Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?

Ease of getting through to the right person (PHONE).

Base: All complained about cable, satellite or any other Pay TV service in past 6 months by phone

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		846	372	165	265	44	446	234	166	428	409
Weighted Base		919	422	168	282	48*	499	244	176	478	430
Effective base		746	336	139	233	39	397	203	147	381	358
10 - Extremely satisfied	(10)	128	57	22	38	12	113	10	5	105	23
		14%Cl	13%	13%	13%	24%	23%TCI	4%	3%	22%Tn	5%
9 -	(9)	88	33	23	31	2	75	12	1	70	19
		10%Cl	8%	14%	11%	5%	15%TCI	5%l	1%	15%Tn	4%
8 -	(8)	144	67	27	42	8	118	20	6	90	54
		16%Cl	16%	16%	15%	17%	24%TCI	8%	4%	19%Tn	12%
7 -	(7)	122	56	17	44	5	74	40	8	69	52
		13%l	13%	10%	16%	10%	15%l	16%l	5%	14%	12%
6 -	(6)	101	45	21	27	9	51	41	9	46	55
		11%l	11%	12%	9%	19%	10%	17%TKl	5%	10%	13%
5 -	(5)	99	48	17	28	7	32	42	24	40	56
		11%k	11%	10%	10%	14%	6%	17%Tk	14%k	8%	13%Tm
4 -	(4)	67	26	16	24	1	15	35	17	19	46
		7%km	6%	9%	9%	3%	3%	14%Tk	10%k	4%	11%Tm
3 -	(3)	46	18	6	21	1	9	19	18	14	30
		5%k	4%	4%	8%	2%	2%	8%k	10%Tk	3%	7%Tm
2 -	(2)	43	28	6	9	-	3	15	25	12	31
		5%k	7%	4%	3%	-	1%	6%k	14%TKC	3%	7%Tm
1 - Extremely dissatisfied	(1)	76	45	11	18	3	4	10	62	12	63
		8%kCm	11%	6%	6%	6%	1%	4%k	35%TKC	2%	15%Tm
Not applicable		3	1	2	-	-	3	-	-	2	1
		*	*	1%	-	-	1%	-	-	*	*
NET: Dissatisfied	(1-3)	166	90	23	48	4	17	44	105	38	125
		18%km	21%j	14%	17%	8%	3%	18%k	60%TKC	8%	29%Tm
NET: Neutral	(4-6)	267	118	53	78	17	98	119	50	105	157
		29%km	28%	32%	28%	35%	20%	49%TKl	28%k	22%	36%Tm
NET: Satisfied	(7-10)	483	212	89	155	27	380	82	21	333	147
		53%Cl	50%	53%	55%	57%	76%TCI	33%l	12%	70%Tn	34%
Mean score		6.29Cl	6.07	6.49	6.38	7.01e	7.74TCI	5.49l	3.30	7.37Tn	5.13
Standard error		0.09	0.15	0.21	0.16	0.37	0.09	0.14	0.19	0.11	0.13

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 11

Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?

The time taken to handle your issue.

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		1774	670	524	497	83	941	546	287	868	880
Weighted Base		1774	706	481	497	90*	981	515	278	899	847
Effective base		1485	576	420	417	73	799	446	241	733	730
10 - Extremely satisfied	(10)	234	93	58	67	15	223	6	5	197	36
		13%Cl	13%	12%	13%	17%	23%TCI	1%	2%	22%Tn	4%
9 -	(9)	179	69	55	47	8	153	24	2	123	55
		10%Cl	10%	11%	9%	9%	16%TCI	5%l	1%	14%Tn	6%
8 -	(8)	249	90	67	72	20	205	38	6	158	90
		14%Cl	13%	14%	14%	22%e	21%TCI	7%l	2%	18%Tn	11%
7 -	(7)	213	73	60	68	11	142	62	8	118	94
		12%l	10%	12%	14%	13%	15%l	12%l	3%	13%	11%
6 -	(6)	205	79	56	65	4	104	85	16	95	105
		12%jl	11%	12%j	13%j	4%	11%l	17%TKl	6%	11%	12%
5 -	(5)	215	89	65	48	14	70	119	26	67	141
		12%km	13%	13%	10%	15%	7%	23%TKl	9%	8%	17%Tm
4 -	(4)	149	54	43	46	6	44	85	20	59	86
		8%k	8%	9%	9%	6%	4%	16%TKl	7%	7%	10%km
3 -	(3)	98	45	25	22	5	20	45	33	32	65
		6%km	6%	5%	4%	5%	2%	9%Tk	12%Tk	4%	8%Tm
2 -	(2)	75	29	20	24	1	7	23	45	22	52
		4%km	4%	4%	5%	2%	1%	4%k	16%TKC	2%	6%km
1 - Extremely dissatisfied	(1)	139	75	24	34	5	4	24	110	25	111
		8%kCm	11%TFi	5%	7%	6%	*	5%k	40%TKC	3%	13%Tm
Not applicable		19	6	6	5	1	8	4	7	4	13
		1%	1%	1%	1%	2%	1%	1%	3%TKC	*	2%km
NET: Dissatisfied	(1-3)	311	150	69	80	12	32	91	188	78	228
		18%km	21%fi	14%	16%	13%	3%	18%k	67%TKC	9%	27%Tm
NET: Neutral	(4-6)	569	223	164	159	23	218	288	62	221	331
		32%klm	32%	34%	32%	25%	22%	56%TKl	22%	25%	39%Tm
NET: Satisfied	(7-10)	874	326	241	253	54	723	131	21	596	275
		49%Cl	46%	50%	51%	60%e	74%TCI	25%l	7%	66%Tn	32%
Mean score		6.22Cl	6.01	6.35	6.30	6.70	7.68TCI	5.22l	2.86	7.23Tn	5.18
Standard error		0.06	0.11	0.11	0.12	0.29	0.06	0.09	0.13	0.08	0.09

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 12

Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?

Getting the issue resolved to your satisfaction.

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		1774	670	524	497	83	941	546	287	868	880
Weighted Base		1774	706	481	497	90*	981	515	278	899	847
Effective base		1485	576	420	417	73	799	446	241	733	730
10 - Extremely satisfied	(10)	243	92	61	74	16	231	5	7	211	30
		14%Clm	13%	13%	15%	17%	23%TCI	1%	2%	23%Tm	4%
9 -	(9)	185	78	45	57	6	163	15	7	141	44
		10%Clm	11%	9%	11%	7%	17%TCI	3%	3%	16%Tm	5%
8 -	(8)	284	104	82	77	22	243	35	6	201	80
		16%Clm	15%	17%	15%	24%e	25%TCI	7%l	2%	22%Tm	9%
7 -	(7)	254	92	69	82	11	175	72	8	125	124
		14%l	13%	14%	16%	12%	18%TI	14%l	3%	14%	15%
6 -	(6)	201	78	60	55	8	76	113	12	71	128
		11%klm	11%	12%	11%	9%	8%	22%TKl	4%	8%	15%Tm
5 -	(5)	205	74	76	49	6	49	129	27	62	133
		12%klm	10%	16%Teij	10%	6%	5%	25%TKl	10%k	7%	16%Tm
4 -	(4)	105	38	34	29	4	18	68	19	28	75
		6%klm	5%	7%	6%	4%	2%	13%TKl	7%k	3%	9%Tm
3 -	(3)	98	44	21	27	6	13	46	38	28	69
		6%klm	6%	4%	5%	6%	1%	9%Tk	14%Tk	3%	8%Tm
2 -	(2)	64	34	9	18	2	3	19	42	17	47
		4%klm	5%f	2%	4%	3%	*	4%k	15%TKC	2%	6%Tm
1 - Extremely dissatisfied	(1)	127	68	21	30	8	5	11	111	14	111
		7%fkCm	10%fi	4%	6%	9%	1%	2%k	40%TKC	2%	13%Tm
Not applicable		9	4	3	-	2	6	2	1	1	5
		1%	1%	1%	-	2%l	1%	*	1%	*	1%
NET: Dissatisfied	(1-3)	289	147	51	75	17	21	77	191	59	227
		16%fkCm	21%TFi	11%	15%	18%	2%	15%k	69%TKC	7%	27%Tm
NET: Neutral	(4-6)	510	189	170	133	18	143	310	58	161	336
		29%klm	27%	35%Teij	27%	20%	15%	60%TKl	21%k	18%	40%Tm
NET: Satisfied	(7-10)	966	366	257	289	54	811	126	28	678	279
		54%Clm	52%	53%	58%e	60%	83%TCI	25%l	10%	75%Tm	33%
Mean score		6.42Clm	6.20	6.55e	6.59e	6.58	7.96TCI	5.36l	2.99	7.62Tn	5.18
Standard error		0.06	0.11	0.10	0.12	0.31	0.06	0.08	0.14	0.07	0.09

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 13

Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?

Courtesy and politeness of advisors.

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		1774	670	524	497	83	941	546	287	868	880
Weighted Base		1774	706	481	497	90*	981	515	278	899	847
Effective base		1485	576	420	417	73	799	446	241	733	730
10 - Extremely satisfied	(10)	329	132	74	103	19	293	22	14	266	61
		19% CIn	19%	15%	21% f	22%	30% TCI	4%	5%	30% Tn	7%
9 -	(9)	243	88	67	75	12	199	30	14	168	71
		14% CIn	13%	14%	15%	13%	20% TCI	6%	5%	19% Tn	8%
8 -	(8)	307	135	83	71	18	224	64	19	174	131
		17% CI	19% l	17%	14%	20%	23% TCI	12% l	7%	19% n	15%
7 -	(7)	275	96	75	86	18	129	108	38	117	155
		15%	14%	16%	17%	19%	13%	21% TKl	14%	13%	18% m
6 -	(6)	172	68	52	47	4	61	87	24	63	106
		10% km	10%	11%	9%	5%	6%	17% TKl	9%	7%	12% Tm
5 -	(5)	179	66	55	50	7	39	100	40	52	120
		10% km	9%	11%	10%	8%	4%	19% TK	14% TK	6%	14% Tm
4 -	(4)	92	37	28	26	1	15	53	24	28	62
		5% km	5%	6%	5%	1%	2%	10% TK	9% TK	3%	7% Tm
3 -	(3)	59	20	22	18	-	9	27	23	13	45
		3% km	3%	5%	4%	-	1%	5% k	8% TK	1%	5% Tm
2 -	(2)	29	16	9	2	2	2	12	15	3	24
		2% km	2% l	2%	*	2%	*	2% k	5% TKC	*	3% m
1 - Extremely dissatisfied	(1)	73	41	12	16	4	4	10	59	13	59
		4% kCm	6% f	2%	3%	5%	*	2% k	21% TKC	1%	7% Tm
Not applicable		18	6	4	4	4	7	2	9	2	13
		1% m	1%	1%	1%	5% Tefl	1%	*	3% TKC	*	2% m
NET: Dissatisfied		161	77	42	36	6	15	49	98	30	128
		9% km	11% l	9%	7%	7%	2%	9% k	35% TKC	3%	15% Tm
NET: Neutral		442	171	136	122	13	115	240	87	143	288
		25% jkm	24% j	28% j	25% j	14%	12%	47% TKl	31% TK	16%	34% Tm
NET: Satisfied		1153	452	299	335	67	845	224	84	725	419
		65% CIn	64%	62%	67%	74%	86% TCI	44% l	30%	81% Tn	49%
Mean score		7.09 CIn	6.98	6.98	7.27	7.49	8.28 TCI	6.06 l	4.74	8.01 Tn	6.13
Standard error		0.06	0.10	0.10	0.10	0.26	0.05	0.08	0.17	0.07	0.08

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 14

Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?

Advisor doing what they said they would do.

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		1774	670	524	497	83	941	546	287	868	880
Weighted Base		1774	706	481	497	90*	981	515	278	899	847
Effective base		1485	576	420	417	73	799	446	241	733	730
10 - Extremely satisfied	(10)	302	117	82	85	17	272	20	10	247	52
		17% Cln	17%	17%	17%	19%	28% TCI	4%	4%	28% Tn	6%
9 -	(9)	210	86	55	57	12	185	18	7	154	52
		12% Cln	12%	11%	11%	14%	19% TCI	4%	2%	17% Tn	6%
8 -	(8)	287	104	78	92	13	222	56	8	175	111
		16% CI	15%	16%	19%	14%	23% TCI	11% l	3%	19% n	13%
7 -	(7)	215	77	55	65	18	124	76	15	93	118
		12% l	11%	11%	13%	20% Tef	13% l	15% l	5%	10%	14% m
6 -	(6)	191	71	68	47	4	84	94	14	77	111
		11% l	10%	14% eil	10%	5%	9%	18% TKl	5%	9%	13% m
5 -	(5)	212	81	66	58	6	41	127	44	72	134
		12% km	12%	14%	12%	7%	4%	25% TKl	16% k	8%	16% Tm
4 -	(4)	97	41	23	31	3	19	53	26	26	70
		5% km	6%	5%	6%	3%	2%	10% TK	9% TK	3%	8% Tm
3 -	(3)	69	36	15	17	1	10	35	24	25	45
		4% k	5%	3%	3%	2%	1%	7% TK	9% TK	3%	5% m
2 -	(2)	59	26	18	12	3	7	17	35	10	47
		3% km	4%	4%	2%	4%	1%	3% k	13% TKC	1%	6% Tm
1 - Extremely dissatisfied	(1)	102	53	18	24	6	8	13	81	15	84
		6% kCm	8% f	4%	5%	7%	1%	2% k	29% TKC	2%	10% Tm
Not applicable		31	12	4	9	6	10	6	15	5	23
		2% m	2%	1%	2%	7% Tefl	1%	1%	5% TKC	1%	3% m
NET: Dissatisfied	(1-3)	229	115	51	53	11	25	65	140	50	176
		13% km	16% Tfi	11%	11%	12%	3%	13% k	50% TKC	6%	21% Tm
NET: Neutral	(4-6)	501	194	158	136	13	144	274	83	175	315
		28% ijkm	27% j	33% j	27% j	14%	15%	53% TKl	30% k	19%	37% Tm
NET: Satisfied	(7-10)	1013	384	269	299	61	803	170	40	669	334
		57% Cln	54%	56%	60%	67% e	82% TCI	33% l	14%	74% Tn	39%
Mean score		6.73 CIn	6.53	6.80	6.86	7.08	8.09 TCI	5.71 l	3.64	7.77 Tn	5.62
Standard error		0.06	0.11	0.11	0.11	0.30	0.06	0.08	0.16	0.07	0.09

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 15

Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?

Logging of query details to avoid having to repeat yourself.

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		1774	670	524	497	83	941	546	287	868	880
Weighted Base		1774	706	481	497	90*	981	515	278	899	847
Effective base		1485	576	420	417	73	799	446	241	733	730
10 - Extremely satisfied	(10)	271	98	70	82	20	251	14	6	225	43
		15%Cl	14%	15%	17%	22%	26%TCI	3%	2%	25%Tn	5%
9 -	(9)	163	63	47	49	4	140	19	4	115	48
		9%Cl	9%	10%	10%	4%	14%TCI	4%	1%	13%Tn	6%
8 -	(8)	271	95	85	71	21	219	42	9	179	90
		15%Cl	13%	18%	14%	23%e	22%TCI	8%l	3%	20%Tn	11%
7 -	(7)	246	98	70	64	14	151	77	18	117	124
		14%l	14%	14%	13%	16%	15%l	15%l	7%	13%	15%
6 -	(6)	199	78	53	63	5	85	93	21	80	119
		11%	11%	11%	13%	6%	9%	18%TKl	7%	9%	14%lm
5 -	(5)	194	73	53	63	5	55	117	22	67	119
		11%km	10%	11%	13%	5%	6%	23%TKl	8%	7%	14%Tm
4 -	(4)	124	44	42	33	5	27	63	34	38	84
		7%km	6%	9%	7%	5%	3%	12%Tk	12%Tk	4%	10%Tm
3 -	(3)	84	41	25	18	1	9	44	31	24	61
		5%km	6%	5%	4%	1%	1%	9%Tk	11%Tk	3%	7%Tm
2 -	(2)	47	19	12	15	-	4	13	29	8	37
		3%km	3%	3%	3%	-	*	3%k	10%TKC	1%	4%Tm
1 - Extremely dissatisfied	(1)	126	74	17	27	9	11	23	92	28	96
		7%flkm	10%Tfl	3%	5%	10%fl	1%	5%k	33%TKC	3%	11%Tm
Not applicable		49	22	7	13	6	28	8	13	19	25
		3%	3%	2%	3%	7%Tfl	3%	1%	5%C	2%	3%
NET: Dissatisfied		258	134	54	60	10	25	81	152	60	194
		15%km	19%Tfl	11%	12%	11%	3%	16%k	55%TKC	7%	23%Tm
NET: Neutral		517	196	148	159	15	168	274	76	185	323
		29%jkm	28%j	31%j	32%j	17%	17%	53%TKl	27%k	21%	38%Tm
NET: Satisfied		950	355	272	265	59	760	152	38	636	305
		54%Cl	50%	56%	53%	65%e	77%TCI	30%l	13%	71%Tn	36%
Mean score		6.49eCl	6.21	6.67e	6.63e	7.00e	7.89TCI	5.47l	3.42	7.51Tn	5.42
Standard error		0.06	0.11	0.11	0.12	0.31	0.06	0.09	0.15	0.08	0.09

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 16

Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?

Offering compensation or a goodwill payment.

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

		Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		1774	670	524	497	83	941	546	287	880
Weighted Base		1774	706	481	497	90*	981	515	278	847
Effective base		1485	576	420	417	73	799	446	241	730
10 - Extremely satisfied	(10)	218	80	66	55	17	199	10	9	183
		12%Cl	11%	14%	11%	19%ei	20%TCI	2%	3%	20%Tn
9 -	(9)	159	64	46	44	5	138	19	1	116
		9%Cl	9%	10%	9%	5%	14%TCI	4%l	1%	13%Tn
8 -	(8)	234	82	87	54	11	176	50	9	152
		13%Cl	12%	18%Tei	11%	12%	18%TCI	10%l	3%	17%Tn
7 -	(7)	189	66	61	54	7	125	56	8	93
		11%l	9%	13%	11%	8%	13%l	11%l	3%	10%
6 -	(6)	192	76	72	38	6	90	77	24	74
		11%	11%	15%Ti	8%	6%	9%	15%TKl	9%	8%
5 -	(5)	170	62	55	50	4	61	93	16	61
		10%km	9%	11%	10%	4%	6%	18%TKl	6%	7%
4 -	(4)	107	46	25	33	2	27	53	27	35
		6%km	7%	5%	7%	3%	3%	10%TK	10%TK	4%
3 -	(3)	103	39	24	33	7	24	45	34	27
		6%km	5%	5%	7%	8%	2%	9%TK	12%TK	3%
2 -	(2)	64	32	13	14	5	17	23	23	24
		4%k	4%	3%	3%	6%	2%	5%k	8%TKC	3%
1 - Extremely dissatisfied	(1)	223	109	23	83	8	39	67	117	63
		13%fk	15%f	5%	17%Tf	9%	4%	13%k	42%TKC	7%
Not applicable		116	50	8	39	19	85	21	11	71
		7%lC	7%f	2%	8%f	21%Tefi	9%Cl	4%	4%	8%n
NET: Dissatisfied	(1-3)	389	179	60	130	20	81	135	174	114
		22%fk	25%f	12%	26%f	23%f	8%	26%k	62%TKC	13%
NET: Neutral	(4-6)	469	185	152	121	12	178	224	67	170
		26%jkm	26%j	32%Tij	24%j	13%	18%	44%TKl	24%k	19%
NET: Satisfied	(7-10)	799	292	261	207	39	638	135	27	545
		45%Cl	41%	54%Tei	42%	44%	65%TCI	26%l	10%	61%Tn
Mean score		5.97lCln	5.69	6.62Tei	5.63	6.29	7.38TCI	4.97l	3.08	7.03Tn
Standard error		0.07	0.12	0.11	0.14	0.39	0.08	0.10	0.15	0.10

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 17

Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?

Willingness to help resolve your issue.

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		1774	670	524	497	83	941	546	287	868	880
Weighted Base		1774	706	481	497	90*	981	515	278	899	847
Effective base		1485	576	420	417	73	799	446	241	733	730
10 - Extremely satisfied	(10)	307	131	68	92	16	285	16	7	263	42
		17%Cl	19%	14%	18%	18%	29%TCI	3%	2%	29%Tn	5%
9 -	(9)	219	73	70	66	10	188	25	5	162	55
		12%Cl	10%	14%e	13%	11%	19%TCI	5%l	2%	18%Tn	7%
8 -	(8)	289	107	88	83	11	217	61	10	167	119
		16%Cl	15%	18%	17%	12%	22%TCI	12%l	4%	19%Tn	14%
7 -	(7)	247	89	66	72	20	141	87	18	114	133
		14%Cl	13%	14%	14%	22%e	14%l	17%l	7%	13%	16%
6 -	(6)	201	82	63	49	7	82	103	16	64	134
		11%klm	12%	13%	10%	7%	8%	20%TKl	6%	7%	16%Tm
5 -	(5)	161	78	36	41	6	39	87	36	56	96
		9%klm	11%	7%	8%	7%	4%	17%Tk	13%k	6%	11%Tm
4 -	(4)	111	31	41	34	4	11	66	33	26	81
		6%klm	4%	9%e	7%	4%	1%	13%Tk	12%TK	3%	10%Tm
3 -	(3)	83	33	19	28	3	9	37	37	24	59
		5%klm	5%	4%	6%	3%	1%	7%Tk	13%TKC	3%	7%Tm
2 -	(2)	53	25	13	12	3	2	16	35	11	40
		3%klm	4%	3%	2%	4%	*	3%k	13%TKC	1%	5%Tm
1 - Extremely dissatisfied	(1)	93	53	14	18	8	1	12	81	10	82
		5%fkCm	8%Tfi	3%	4%	9%fi	*	2%k	29%TKC	1%	10%Tm
Not applicable		11	2	3	3	3	7	3	1	2	6
		1%	*	1%	1%	3%Tei	1%	1%	1%	*	1%
NET: Dissatisfied	(1-3)	229	112	46	57	14	11	65	152	45	181
		13%klm	16%f	10%	12%	16%	1%	13%k	55%TKC	5%	21%Tm
NET: Neutral	(4-6)	473	192	141	124	16	132	257	84	146	311
		27%klm	27%	29%	25%	18%	13%	50%TKl	30%k	16%	37%Tm
NET: Satisfied	(7-10)	1061	400	291	313	57	832	189	40	706	349
		60%Cl	57%	61%	63%e	63%	85%TCI	37%l	14%	79%Tn	41%
Mean score		6.79Cl	6.62	6.89	6.96e	6.69	8.24TCI	5.79l	3.56	7.91Tn	5.64
Standard error		0.06	0.11	0.10	0.11	0.31	0.05	0.09	0.14	0.07	0.08

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 18

Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?

SUMMARY : Satisfied

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1774	670	524	497	83	941	546	287	868	880
Weighted Base	1774	706	481	497	90*	981	515	278	899	847
Effective base	1485	576	420	417	73	799	446	241	733	730
Courtesy and politeness of advisors	1153	452	299	335	67	845	224	84	725	419
	65% Cln	64%	62%	67%	74%	86% TCl	44% l	30%	81% Tn	49%
Ease of finding provider contact details	1077	424	274	319	59	798	190	88	662	406
	61% Cln	60%	57%	64% f	66%	81% TCl	37%	32%	74% Tn	48%
Willingness to help resolve your issue	1061	400	291	313	57	832	189	40	706	349
	60% Cln	57%	61%	63% e	63%	85% TCl	37% l	14%	79% Tn	41%
Advisor doing what they said they would do	1013	384	269	299	61	803	170	40	669	334
	57% Cln	54%	56%	60%	67% e	82% TCl	33% l	14%	74% Tn	39%
Getting the issue resolved to your satisfaction	966	366	257	289	54	811	126	28	678	279
	54% Cln	52%	53%	58% e	60%	83% TCl	25% l	10%	75% Tn	33%
Logging of query details to avoid having to repeat yourself	950	355	272	265	59	760	152	38	636	305
	54% Cln	50%	56%	53%	65% e	77% TCl	30% l	13%	71% Tn	36%
The time taken to handle your issue	874	326	241	253	54	723	131	21	596	275
	49% Cln	46%	50%	51%	60% e	74% TCl	25% l	7%	66% Tn	32%
Offering compensation or a goodwill payment	799	292	261	207	39	638	135	27	545	249
	45% Cln	41%	54% Tcl	42%	44%	65% TCl	26% l	10%	61% Tn	29%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 19

Q11: In your opinion, was [Provider] able to successfully resolve your complaint?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1774	670	524	497	83	941	546	287	868	880
Weighted Base	1774	706	481	497	90*	981	515	278	899	847
Effective base	1485	576	420	417	73	799	446	241	733	730
Completely resolved	899	350	237	261	51	680	167	52	899	-
	51% Cln	50%	49%	52%	57%	69% TCI	32% l	19%	100% Tn	-
Partly resolved	637	247	199	171	20	265	271	101	-	637
	36% jk	35% j	41% Teij	34% j	22%	27%	53% Tkl	36% k	-	75% Tm
Not resolved at all	210	98	42	54	16	28	63	119	-	210
	12% km	14% f	9%	11%	18% f	3%	12% k	43% Tkc	-	25% Tm
Don't know	28	11	2	11	3	8	14	6	-	-
	2% mn	2%	*	2% f	4% f	1%	3% k	2%	-	-

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 20

Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1774	670	524	497	83	941	546	287	868	880
Weighted Base	1774	706	481	497	90*	981	515	278	899	847
Effective base	1485	576	420	417	73	799	446	241	733	730
Yes	700	270	195	195	39	557	122	22	700	-
	39% Cln	38%	41%	39%	43%	57% TCl	24% l	8%	78% Tn	-
No	195	80	39	65	12	121	44	31	195	-
	11% n	11%	8%	13% f	13%	12% C	9%	11%	22% Tn	-
Don't know	4	1	3	1	-	3	1	-	4	-
	*	*	1%	*	-	*	*	-	*	-

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

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Fieldwork: 4th December 2019 - 6th January 2020

Table 21

Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	868	324	244	256	44	636	173	59	868	-
Weighted Base	899	350	237	261	51*	680	167	52*	899	-**
Effective base	733	279	199	216	40	546	142	47	733	-
Yes	700	270	195	195	39	557	122	22	700	-
	78%	77%	82%	75%	77%	82%CI	73%I	41%	78%	-
No	195	80	39	65	12	121	44	31	195	-
	22%	23%	16%	25%f	23%	18%	26%k	59%Tkc	22%	-
Don't know	4	1	3	1	-	3	1	-	4	-
	*	*	1%	*	-	*	1%	-	*	-

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 22

Q15: What is your current employment status?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1774	670	524	497	83	941	546	287	868	880
Weighted Base	1774	706	481	497	90*	981	515	278	899	847
Effective base	1485	576	420	417	73	799	446	241	733	730
Employed or self-employed (full-time - 30hrs/wk+)	1001	398	278	292	34	598	258	146	547	444
		56% jC	56% j	58% j	59% j	61% TCI	50%	52%	61% n	52%
Employed or self-employed (part-time - 8-29 hrs/wk+)	329	125	94	94	16	160	118	52	149	173
	19%	18%	20%	19%	18%	16%	23% TK	19%	17%	20%
Homemaker	178	83	49	35	11	96	53	29	82	93
	10%	12% i	10%	7%	12%	10%	10%	10%	9%	11%
Student / under education	110	31	39	33	7	47	43	21	38	70
	6%	4%	8% e	7%	8%	5%	8% k	7%	4%	8% m
Temporarily not working (unemployed / illness)	87	38	17	25	7	47	22	18	42	42
	5%	5%	3%	5%	8%	5%	4%	6%	5%	5%
Retired	69	32	5	17	15	34	21	14	42	25
	4% f	5% f	1%	4% f	16% Tefi	3%	4%	5%	5%	3%
NET: Employed	1331	523	372	386	50	758	375	197	696	618
	75% j	74% j	77% j	78% j	55%	77% l	73%	71%	77% n	73%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 23

Q16: Approximately, what is your total annual income before tax?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1774	670	524	497	83	941	546	287	868	880
Weighted Base	1774	706	481	497	90*	981	515	278	899	847
Effective base	1485	576	420	417	73	799	446	241	733	730
Up to 10,399 Pounds	162 9%	64 9%	45 9%	41 8%	13 14%	81 8%	48 9%	33 12%	82 9%	76 9%
10,400-15,599 Pounds	213 12%	85 12%	67 14%	55 11%	6 6%	114 12%	68 13%	31 11%	103 11%	107 13%
15,600-25,999 Pounds	331 19%	136 19%	87 18%	82 17%	25 28% j	175 18%	102 20%	53 19%	160 18%	164 19%
26,000-36,399 Pounds	312 18% j	127 18% j	95 20% j	84 17% j	6 7%	165 17%	98 19%	50 18%	147 16%	160 19%
36,400-51,999 Pounds	358 20%	138 20%	96 20%	113 23% j	11 12%	210 21%	96 19%	51 19%	195 22%	159 19%
52,000+	310 17%	127 18%	70 15%	96 19%	15 17%	190 19% c	72 14%	48 17%	163 18%	145 17%
Don't know	30 2%	7 1%	11 2%	8 2%	4 5% e	15 2%	12 2%	3 1%	12 1%	15 2%
Would rather not say	59 3%	21 3%	10 2%	18 4%	10 11% Tefi	31 3%	18 4%	9 3%	36 4%	21 2%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 24

Q17: Where do you live?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1774	670	524	497	83	941	546	287	868	880
Weighted Base	1774	706	481	497	90*	981	515	278	899	847
Effective base	1485	576	420	417	73	799	446	241	733	730
East Midlands	124	63	23	33	6	69	38	17	59	63
	7%	9% f	5%	7%	6%	7%	7%	6%	7%	7%
East of England	127	54	38	33	1	63	39	25	52	74
	7%	8%	8%	7%	2%	6%	8%	9%	6%	9% m
London	355	119	109	115	12	215	94	46	194	155
	20%	17%	23% e	23% e	13%	22%	18%	17%	22%	18%
North East	82	34	25	22	1	41	25	16	37	44
	5%	5%	5%	4%	1%	4%	5%	6%	4%	5%
North West	223	101	63	51	8	129	58	37	115	106
	13%	14%	13%	10%	9%	13%	11%	13%	13%	13%
Scotland	123	54	26	32	11	63	31	28	63	57
	7%	8%	5%	6%	12% f	6%	6%	10% k	7%	7%
South East	231	76	60	76	19	123	75	33	110	118
	13%	11%	13%	15% e	21% Tef	13%	15%	12%	12%	14%
South West	105	34	32	29	10	55	39	11	58	48
	6%	5%	7%	6%	11% e	6%	8%	4%	6%	6%
Ulster / Northern Ireland	30	11	8	10	1	16	8	7	14	16
	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%
Wales	72	28	17	22	4	35	19	18	33	37
	4%	4%	4%	4%	4%	4%	4%	7% k	4%	4%
West Midlands	164	69	51	35	9	91	47	26	87	70
	9%	10%	11%	7%	10%	9%	9%	9%	10%	8%
Yorks & Humber	137	62	28	40	8	83	41	13	78	58
	8%	9%	6%	8%	9%	8%	8%	5%	9%	7%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 25

Q18: Are you...?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1774	670	524	497	83	941	546	287	868	880
Weighted Base	1774	706	481	497	90*	981	515	278	899	847
Effective base	1485	576	420	417	73	799	446	241	733	730
Male	762	279	235	205	42	438	215	109	409	342
	43%	40%	49% ^{Te}	41%	46%	45%	42%	39%	45%	40%
Female	1012	426	246	292	48	544	299	170	490	505
	57% ^f	60% ^f	51%	59% ^f	54%	55%	58%	61%	55%	60%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 26

Q19: What is your age?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1774	670	524	497	83	941	546	287	868	880
Weighted Base	1774	706	481	497	90*	981	515	278	899	847
Effective base	1485	576	420	417	73	799	446	241	733	730
16 - 17	4	1	-	2	-	3	1	-	1	2
	*	*	-	*	-	*	*	-	*	*
18 - 24	357	106	118	117	16	172	134	51	148	201
	20%em	15%	25%Te	24%e	17%	18%	26%Tk	18%	17%	24%m
25 - 34	662	251	209	182	20	374	189	100	330	325
	37%j	36%j	43%Teij	37%j	22%	38%	37%	36%	37%	38%
35 - 44	420	203	100	104	12	252	114	54	227	184
	24%j	29%Tfij	21%	21%	13%	26%l	22%	19%	25%	22%
45 - 54	153	69	32	37	15	87	34	32	91	61
	9%	10%	7%	8%	17%Tfi	9%	7%	11%C	10%	7%
55 - 64	120	52	16	38	13	64	24	32	65	55
	7%f	7%f	3%	8%f	14%Tef	7%	5%	11%Tk	7%	6%
65 +	58	23	6	16	14	29	19	9	37	20
	3%f	3%f	1%	3%	16%Tefi	3%	4%	3%	4%	2%
NET: 16-34	1023	359	327	302	35	548	323	151	479	528
	58%ejm	51%	68%Teij	61%ej	39%	56%	63%kl	54%	53%	62%Tm
NET: 36-54	573	272	132	141	28	339	148	86	318	245
	32%	39%Tfi	27%	28%	31%	35%C	29%	31%	35%n	29%
NET: 55+	178	75	22	54	27	94	43	41	102	75
	10%f	11%f	5%	11%f	30%Tefi	10%	8%	15%Tk	11%	9%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 27

Q20: And which of the following best describes the main income earner in your household?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1774	670	524	497	83	941	546	287	868	880
Weighted Base	1774	706	481	497	90*	981	515	278	899	847
Effective base	1485	576	420	417	73	799	446	241	733	730
A	194	65	75	48	5	121	46	26	106	83
	11%	9%	16% Tej	10%	6%	12%	9%	9%	12%	10%
B	458	177	128	137	15	278	116	63	245	211
	26%	25%	27%	28%	17%	28% C	23%	23%	27%	25%
C1	461	189	112	133	28	239	141	81	211	237
	26%	27%	23%	27%	31%	24%	27%	29%	23%	28%
C2	339	133	89	97	20	187	105	47	178	158
	19%	19%	18%	19%	22%	19%	20%	17%	20%	19%
D	152	62	42	46	3	72	55	25	79	72
	9%	9%	9%	9%	3%	7%	11% k	9%	9%	8%
E	170	80	35	36	19	84	50	37	80	86
	10%	11% fl	7%	7%	21% Tej	9%	10%	13% k	9%	10%
NET: AB	651	242	203	186	21	400	163	89	351	294
	37% C	34%	42% Tej	37% j	23%	41% Cl	32%	32%	39%	35%
NET: ABC1	1113	431	315	318	48	639	304	170	563	531
	63%	61%	66%	64%	54%	65% C	59%	61%	63%	63%
NET: C2DE	661	275	165	179	42	342	211	108	337	316
	37%	39%	34%	36%	46%	35%	41% k	39%	37%	37%
NET: DE	323	142	77	82	22	156	106	61	159	158
	18%	20%	16%	16%	24%	16%	21% k	22% k	18%	19%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 28

Q21: Which of these best describes the place you live most of the time?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1774	670	524	497	83	941	546	287	868	880
Weighted Base	1774	706	481	497	90*	981	515	278	899	847
Effective base	1485	576	420	417	73	799	446	241	733	730
A city or large town (including suburbs)	1018	399	284	289	46	594	268	156	556	448
	57% Cn	57%	59%	58%	51%	61% C	52%	56%	62% Tn	53%
A small town	564	235	145	155	29	295	186	82	263	292
	32%	33%	30%	31%	32%	30%	36% k	30%	29%	35% m
A village, hamlet or isolated dwelling in the countryside	182	72	49	49	13	87	57	38	76	103
	10%	10%	10%	10%	14%	9%	11%	14% k	8%	12% m
Prefer not to say	10	*	4	4	2	5	3	2	4	4
	1%	*	1% e	1%	2% e	*	1%	1%	*	*
NET: Urban	1582	634	428	444	75	889	454	238	820	740
	89%	90%	89%	89%	84%	91% l	88%	86%	91% n	87%
NET: Rural	182	72	49	49	13	87	57	38	76	103
	10%	10%	10%	10%	14%	9%	11%	14% k	8%	12% m

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 29

QHH1 How many people are there in your household, including yourself and any children?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1774	670	524	497	83	941	546	287	868	880
Weighted Base	1774	706	481	497	90*	981	515	278	899	847
Effective base	1485	576	420	417	73	799	446	241	733	730
Small (1-2 people)	609	247	168	163	31	300	193	116	286	309
	34%	35%	35%	33%	35%	31%	37% k	42% l	32%	37%
Medium (3-4 people)	851	342	216	246	47	511	225	114	473	372
	48% l	48%	45%	49%	52%	52% C	44%	41%	53% Tn	44%
Large (5+ people)	314	117	97	88	12	170	96	48	141	166
	18%	17%	20%	18%	14%	17%	19%	17%	16%	20%
Sigma	1774	706	481	497	90	981	515	278	899	847
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 30

QHH3 And what is the total number of children in the household (under 18)?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1774	670	524	497	83	941	546	287	868	880
Weighted Base	1774	706	481	497	90*	981	515	278	899	847
Effective base	1485	576	420	417	73	799	446	241	733	730
1	518	189	157	147	25	296	161	60	277	233
	29%	27%	33% ^e	30%	27%	30% ^l	31% ^l	22%	31%	28%
2	374	161	94	101	18	234	89	51	193	175
	21%	23%	20%	20%	20%	24% ^C	17%	18%	21%	21%
3	143	55	44	41	3	76	48	19	69	72
	8%	8%	9%	8%	3%	8%	9%	7%	8%	9%
4	28	9	9	9	1	13	6	8	13	15
	2%	1%	2%	2%	1%	1%	1%	3%	1%	2%
5+	18	10	3	4	-	4	7	6	2	15
	1%	1%	1%	1%	-	*	1%	2% ^k	*	2% ^m
No children in household	695	282	173	195	45	358	202	134	344	337
	39%	40%	36%	39%	50% ^f	36%	39%	48% ^{lkc}	38%	40%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 31

QHH4: ADULTS IN HOUSEHOLD.**Base: All complained about cable, satellite or any other Pay TV service in past 6 months**

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1774	670	524	497	83	941	546	287	868	880
Weighted Base	1774	706	481	497	90*	981	515	278	899	847
Effective base	1485	576	420	417	73	799	446	241	733	730
None	1	-	-	1	-	1	*	-	-	1
	*	-	-	*	-	*	*	-	-	*
1	344	130	114	84	16	177	112	55	163	171
	19%	18%	24% Tef	17%	17%	18%	22%	20%	18%	20%
2	1039	446	260	290	44	583	288	167	542	487
	59%	63% fj	54%	58%	48%	59%	56%	60%	60%	57%
3	232	84	61	66	21	133	65	35	120	109
	13%	12%	13%	13%	23% Tefi	14%	13%	12%	13%	13%
4	95	28	21	39	6	53	34	8	47	46
	5%	4%	4%	8% Tefi	7%	5%	7% l	3%	5%	5%
5+	63	18	24	17	4	33	16	13	26	33
	4%	3%	5% e	3%	4%	3%	3%	5%	3%	4%

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 32

QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?

Base: All complained about cable, satellite or any other Pay TV service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1774	670	524	497	83	941	546	287	868	880
Weighted Base	1774	706	481	497	90*	981	515	278	899	847
Effective base	1485	576	420	417	73	799	446	241	733	730
Hearing	102	42	29	26	4	56	28	17	49	53
	6%	6%	6%	5%	4%	6%	6%	6%	5%	6%
Eyesight	146	48	47	44	6	74	59	13	70	74
	8% <i>l</i>	7%	10%	9%	7%	8%	12% <i>Tkl</i>	5%	8%	9%
Mobility	173	68	55	41	9	96	55	22	88	81
	10%	10%	11%	8%	10%	10%	11%	8%	10%	10%
Dexterity	119	39	46	30	4	69	27	23	60	59
	7%	6%	10% <i>e</i>	6%	4%	7%	5%	8%	7%	7%
Breathing	118	43	38	26	10	63	30	25	56	60
	7%	6%	8%	5%	12% <i>l</i>	6%	6%	9%	6%	7%
Mental abilities	163	61	58	39	6	84	56	24	73	87
	9%	9%	12% <i>l</i>	8%	6%	9%	11%	9%	8%	10%
Social/behavioural	139	47	56	32	4	79	46	15	72	66
	8%	7%	12% <i>Tei</i>	6%	5%	8%	9%	5%	8%	8%
Your mental health	399	176	100	107	16	192	124	83	188	205
	22%	25%	21%	22%	18%	20%	24%	30% <i>Tkl</i>	21%	24%
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	132	55	27	40	10	71	31	31	56	75
	7%	8%	6%	8%	11%	7%	6%	11% <i>C</i>	6%	9%
Prefer not to say	12	4	-	8	*	8	4	-	8	4
	1%	1%	-	2% <i>f</i>	*	1%	1%	-	1%	1%
Don't know	25	6	7	7	5	17	7	1	14	10
	1%	1%	1%	1%	6% <i>Tefi</i>	2%	1%	*	2%	1%
Nothing	677	282	151	202	42	421	160	96	389	282
	38% <i>fCn</i>	40% <i>f</i>	31%	41% <i>f</i>	46% <i>f</i>	43% <i>TCI</i>	31%	34%	43% <i>Tn</i>	33%
NET: Any illness, health problem or disability	892	344	279	234	34	444	295	152	407	474
	50% <i>jkml</i>	49%	58% <i>Teij</i>	47%	38%	45%	57% <i>Tk</i>	55% <i>k</i>	45%	56% <i>Tm</i>

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

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Fieldwork: 4th December 2019 - 6th January 2020

Table 1

Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into?

Base: All complained about mobile phone service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2951	1248	670	846	187	1702	852	397	1555	1348
Weighted Base	2951	1260	657	856	178	1708	848	395	1568	1336
Effective base	2796	1189	630	802	176	1613	808	376	1478	1274
A billing, pricing or payment issue	965	965	-	-	-	575	262	129	556	402
	33% <i>fj</i>	77% <i>Tfi</i>	-	-	-	34%	31%	33%	35% <i>n</i>	30%
The service not performing as it should	856	-	-	856	-	497	242	117	420	421
	29% <i>efj</i>	-	-	100% <i>Tefj</i>	-	29%	29%	30%	27%	32% <i>m</i>
A problem relating to the installation or set up of your service	389	-	389	-	-	236	118	35	202	184
	13% <i>eijl</i>	-	59% <i>Teij</i>	-	-	14% <i>l</i>	14% <i>l</i>	9%	13%	14%
Dissatisfaction with customer service from a previous occasion or contact	295	295	-	-	-	119	113	63	131	155
	10% <i>fjk</i>	23% <i>Tfij</i>	-	-	-	7%	13% <i>Tk</i>	16% <i>Tk</i>	8%	12% <i>m</i>
A problem with a repair to the service	268	-	268	-	-	165	71	32	148	117
	9% <i>eij</i>	-	41% <i>Teij</i>	-	-	10%	8%	8%	9%	9%
Or something else	178	-	-	-	178	116	42	20	111	56
	6% <i>efln</i>	-	-	-	100% <i>Tefl</i>	7%	5%	5%	7% <i>n</i>	4%
SUMMARY:										
Billing and Customer service	1260	1260	-	-	-	694	375	191	687	558
	43% <i>fj</i>	100% <i>Tfij</i>	-	-	-	41%	44%	48% <i>Tk</i>	44%	42%
Repairs and Installation	657	-	657	-	-	402	189	67	350	301
	22% <i>eijl</i>	-	100% <i>Teij</i>	-	-	24% <i>l</i>	22% <i>l</i>	17%	22%	23%
Service Issues	856	-	-	856	-	497	242	117	420	421
	29% <i>efj</i>	-	-	100% <i>Tefj</i>	-	29%	29%	30%	27%	32% <i>m</i>
Something else	178	-	-	-	178	116	42	20	111	56
	6% <i>efln</i>	-	-	-	100% <i>Tefl</i>	7%	5%	5%	7% <i>n</i>	4%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 2

Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?

Billing and Customer service

Base: All complained about mobile phone service in past 6 months - Billing and Customer service complaint

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1248	1248	-	-	-	684	373	191	678	555
Weighted Base	1260	1260	..**	..**	..**	694	375	191	687	558
Effective base	1189	1189	-	-	-	651	356	182	647	528
Bill was a lot higher than expected	303 24%	303 24%	-	-	-	188 27% C	72 19%	44 23%	180 26%	122 22%
Bill was inaccurate	243 19%	243 19%	-	-	-	139 20%	69 18%	35 18%	143 21%	99 18%
Bill contained items I shouldn't have been charged for	231 18% C	231 18%	-	-	-	140 20% C	45 12%	46 24% C	137 20%	94 17%
Payment issues (including setting up/making a payment, non-direct debit charges)	190 15%	190 15%	-	-	-	108 16%	57 15%	26 14%	112 16%	78 14%
Getting a refund, credit note or cashback	138 11%	138 11%	-	-	-	87 13% C	28 8%	23 12%	81 12%	56 10%
Took too long to resolve issue	102 8%	102 8%	-	-	-	40 6%	43 11% k	19 10% k	47 7%	55 10%
The format of the bill	99 8% C	99 8%	-	-	-	72 10% C	18 5%	9 5%	66 10% n	32 6%
Didn't do what they said they would do	91 7% k	91 7%	-	-	-	33 5%	30 8% k	27 14% TkC	36 5%	50 9% m
Costs of international and roaming calls	87 7%	87 7%	-	-	-	55 8%	21 6%	11 6%	49 7%	36 6%
Gave incorrect information	84 7%	84 7%	-	-	-	37 5%	22 6%	24 14% TkC	38 6%	42 7%
Unable to get through to relevant person	71 6%	71 6%	-	-	-	28 4%	31 8% k	12 6%	34 5%	37 7%
Rude/dismissive	54 4%	54 4%	-	-	-	21 3%	18 5%	15 8% Tk	26 4%	27 5%
Pre-pay credit lost or not credited to card	51 4% l	51 4%	-	-	-	37 5% l	13 3% l	1 1%	30 4%	21 4%
Unable to get through to anyone	51 4%	51 4%	-	-	-	22 3%	16 4%	13 7% k	31 4%	19 3%
A different issue	41 3%	41 3%	-	-	-	18 3%	11 3%	12 6% k	15 2%	24 4% m

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 3

Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?

Service issues

Base: All complained about mobile phone service in past 6 months - Service issue complaint

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	846	-	-	846	-	487	243	116	411	422
Weighted Base	856	..**	..**	856	..**	497	242	117	420	421
Effective base	802	-	-	802	-	463	229	110	391	399
Unable to access 4G service	274	-	-	274	-	169	69	36	155	113
	32%	-	-	32%	-	34%	28%	31%	37%h	27%
Complete loss of service	264	-	-	264	-	155	67	42	136	127
	31%	-	-	31%	-	31%	28%	36%	32%	30%
Service is not consistently available	250	-	-	250	-	140	65	44	104	144
	29%	-	-	29%	-	28%	27%	38%kC	25%	34%am
Poor indoor reception/coverage	246	-	-	246	-	118	86	42	99	146
	29%	-	-	29%	-	24%	36%Tk	36%k	24%	35%Tm
Poor outside reception/ coverage	172	-	-	172	-	91	54	27	66	104
	20%	-	-	20%	-	18%	23%	23%	16%	25%am
Problems with calls being disconnected during a call or not connected at all	133	-	-	133	-	75	37	21	53	80
	16%	-	-	16%	-	15%	15%	18%	13%	19%am
Text or voice mails delivered late	99	-	-	99	-	60	28	11	47	51
	12%	-	-	12%	-	12%	12%	10%	11%	12%
Connection speed slower than advertised or led to expect	5	-	-	5	-	1	3	2	1	4
	1%	-	-	1%	-	*	1%k	2%k	*	1%
Problems with voice over internet (VOIP) telephone calls	2	-	-	2	-	2	-	1	1	1
	*	-	-	*	-	*	-	1%	*	*
Poor line quality	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
Poor picture quality	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
Unable to get certain channels/content	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-
A different issue (please describe it briefly in your own words)	25	-	-	25	-	17	4	4	15	8
	3%	-	-	3%	-	3%	2%	3%	4%	2%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

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

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Fieldwork: 4th December 2019 - 6th January 2020

Table 4

Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?

Repairs and Installation

Base: All complained about mobile phone service in past 6 months - Repair and Installation complaint

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	670	-	670	-	-	406	194	70	349	313
Weighted Base	657	..**	657	..**	..**	402	189	67*	350	301
Effective base	630	-	630	-	-	382	183	65	330	293
Switching issues (e.g. problems trying to switch or problems porting your number)	356	-	356	-	-	222	106	27	182	170
	54%	-	54%	-	-	55%l	56%l	41%	52%	56%
Missed/moved repair appointment	8	-	8	-	-	7	1	-	7	1
	1%	-	1%	-	-	2%	1%	-	2% n	*
Time taken to repair a fault	8	-	8	-	-	4	3	1	4	4
	1%	-	1%	-	-	1%	2%	1%	1%	1%
Missed/ moved installation appointment	7	-	7	-	-	4	4	-	7	-
	1%	-	1%	-	-	1%	2%	-	2% n	-
Damage to property during repair	7	-	7	-	-	7	1	-	6	1
	1%	-	1%	-	-	2%	*	-	2%	*
Time taken to install the service	6	-	6	-	-	3	3	-	5	1
	1%	-	1%	-	-	1%	2%	-	2%	*
Arranging an appointment for an engineer visit	5	-	5	-	-	4	2	-	3	2
	1%	-	1%	-	-	1%	1%	-	1%	1%
Damage to property during installation	5	-	5	-	-	-	5	-	2	2
	1%	-	1%	-	-	-	3% TK	-	1%	1%
Complaining about an engineer	4	-	4	-	-	3	1	-	4	1
	1%	-	1%	-	-	1%	1%	-	1%	*
Arranging an installation	2	-	2	-	-	1	1	-	2	-
	*	-	*	-	-	*	1%	-	1%	-
A different issue	269	-	269	-	-	158	72	39	143	123
	41%	-	41%	-	-	39%	38%	59% TKC	41%	41%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

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

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Fieldwork: 4th December 2019 - 6th January 2020

Table 5

Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?
Something else

Base: All complained about mobile phone service in past 6 months - Something else complaint

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	187	-	-	-	187	125	42	20	117	58
Weighted Base	178	..**	..**	..**	178	116	42*	20**	111	56*
Effective base	176	-	-	-	176	117	40	19	110	55
Change to your package or service (upgrading or downgrading your service)	47 27%	-	-	-	47	38	8	2	34	10
		-	-	-	27%	33%	19%	8%	31%	18%
Keeping your mobile phone number when changing suppliers	32 18%	-	-	-	32	24	6	2	23	7
		-	-	-	18%	20%	15%	12%	20%	12%
Service not performing as advertised or as told in store/over the phone	26 15%	-	-	-	26	18	7	1	16	8
		-	-	-	15%	16%	16%	6%	15%	15%
Complaining about the terms of your contract	16 9%	-	-	-	16	9	5	2	7	7
		-	-	-	9%	8%	13%	12%	7%	13%
Switching issues (e.g. problems trying to switch or problems porting your number)	16 9%	-	-	-	16	10	4	1	8	7
		-	-	-	9%	9%	10%	6%	7%	12%
A different issue (please describe it briefly in your own words)	55 31%	-	-	-	55	29	13	12	33	21
		-	-	-	31%	25%	32%	59%	30%	37%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

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

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Fieldwork: 4th December 2019 - 6th January 2020

Table 6

Q8: In dealing with [Provider] about this complaint did you contact them...?

Base: All complained about mobile phone service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2951	1248	670	846	187	1702	852	397	1555	1348
Weighted Base	2951	1260	657	856	178	1708	848	395	1568	1336
Effective base	2796	1189	630	802	176	1613	808	376	1478	1274
Only/mainly on the phone	1109	541	184	318	66	613	324	172	620	478
	38%f	43%Tf	28%	37%f	37%f	36%	38%	43%Tk	40%n	36%
Only/mainly via webchat	522	238	85	170	28	313	142	67	315	204
	18%f	19%f	13%	20%f	16%	18%	17%	17%	20%n	15%
Only/mainly via email	280	95	91	83	11	184	68	28	132	143
	9%e	8%	14%Teij	10%	6%	11%Cl	8%	7%	8%	11%lm
Only/mainly via mobile application	241	96	70	66	9	132	78	31	119	118
	8%	8%	11%Tej	8%	5%	8%	9%	8%	8%	9%
Only/mainly in store	236	84	53	74	25	135	71	30	122	109
	8%	7%	8%	9%	14%Tefi	8%	8%	8%	8%	8%
Only/mainly by social media	191	69	62	50	10	115	58	18	83	107
	6%	5%	9%Tei	6%	6%	7%	7%	5%	5%	8%lm
Only/mainly via web form	190	76	57	50	6	110	52	28	102	86
	6%	6%	9%Teij	6%	3%	6%	6%	7%	6%	6%
Only/mainly by letter	117	37	50	28	2	64	39	14	49	65
	4%	3%	8%Teij	3%	1%	4%	5%	4%	3%	5%lm
Only/mainly via another contact method	22	11	2	7	1	12	5	4	11	11
	1%	1%	*	1%	1%	1%	1%	1%	1%	1%
Don't know	44	13	3	8	19	30	10	3	16	15
	1%f	1%	*	1%	11%Tefi	2%	1%	1%	1%	1%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 7

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about mobile phone service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2951	1248	670	846	187	1702	852	397	1555	1348
Weighted Base		2951	1260	657	856	178	1708	848	395	1568	1336
Effective base		2796	1189	630	802	176	1613	808	376	1478	1274
10 - Extremely satisfied	(10)	480	199	99	127	55	480	-	-	416	56
		16% CIn	16%	15%	15%	31% Tefi	28% TCI	-	-	27% Tn	4%
9 -	(9)	268	107	63	84	15	268	-	-	213	55
		9% CIn	8%	10%	10%	8%	16% TCI	-	-	14% Tn	4%
8 -	(8)	505	205	131	143	26	505	-	-	307	187
		17% CIn	16%	20%	17%	14%	30% TCI	-	-	20% Tn	14%
7 -	(7)	455	183	108	143	21	455	-	-	238	211
		15% CIn	15%	17%	17%	12%	27% TCI	-	-	15%	16%
6 -	(6)	354	150	87	103	13	-	354	-	153	196
		12% kIm	12%	13% j	12%	7%	-	42% Tkl	-	10%	15% Tm
5 -	(5)	319	141	69	93	17	-	319	-	117	200
		11% kIm	11%	10%	11%	10%	-	38% Tkl	-	7%	15% Tm
4 -	(4)	175	85	33	46	11	-	175	-	53	119
		6% kIm	7%	5%	5%	6%	-	21% Tkl	-	3%	9% Tm
3 -	(3)	151	66	28	53	4	-	-	151	36	112
		5% kCm	5%	4%	6% j	2%	-	-	38% TkC	2%	8% Tm
2 -	(2)	71	33	12	20	6	-	-	71	9	59
		2% kCm	3%	2%	2%	3%	-	-	18% TkC	1%	4% Tm
1 - Extremely dissatisfied	(1)	173	92	26	44	10	-	-	173	26	140
		6% kCm	7% fi	4%	5%	6%	-	-	44% TkC	2%	10% Tm
NET: Dissatisfied	(1-3)	395	191	67	117	20	-	-	395	71	311
		13% fkCm	15% f	10%	14% f	11%	-	-	100% TkC	5%	23% Tm
NET: Neutral	(4-6)	848	375	189	242	42	-	848	-	323	515
		29% kIm	30%	29%	28%	24%	-	100% Tkl	-	21%	39% Tm
NET: Satisfied	(7-10)	1708	694	402	497	116	1708	-	-	1174	510
		58% CIn	55%	61% e	58%	65% e	100% TCI	-	-	75% Tn	38%
Mean score		6.65 CIn	6.48	6.85 e	6.64	7.18 TeI	8.45 TCI	5.21 I	1.94	7.69 Tn	5.45
Standard error		0.05	0.07	0.09	0.09	0.20	0.03	0.03	0.05	0.05	0.07

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 8

Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had?

Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		1555	678	349	411	117	1162	322	71	1555	-
Weighted Base		1568	687	350	420	111	1174	323	71*	1568	-**
Effective base		1478	647	330	391	110	1104	306	68	1478	-
10 - Extremely satisfied	(10)	416	180	86	106	45	416	-	-	416	-
		27% C	26%	24%	25%	40% Tef	35% TCI	-	-	27%	-
9 -	(9)	213	94	37	69	13	213	-	-	213	-
		14% C	14%	11%	16% f	11%	18% TCI	-	-	14%	-
8 -	(8)	307	128	79	80	21	307	-	-	307	-
		20% C	19%	22%	19%	19%	26% TCI	-	-	20%	-
7 -	(7)	238	109	49	67	12	238	-	-	238	-
		15% C	16%	14%	16%	11%	20% TCI	-	-	15%	-
6 -	(6)	153	67	44	33	9	-	153	-	153	-
		10% k	10%	13% i	8%	8%	-	47% TKI	-	10%	-
5 -	(5)	117	49	30	32	6	-	117	-	117	-
		7% k	7%	9%	8%	6%	-	36% TKI	-	7%	-
4 -	(4)	53	23	11	17	2	-	53	-	53	-
		3% k	3%	3%	4%	2%	-	16% TKI	-	3%	-
3 -	(3)	36	15	9	12	-	-	-	36	36	-
		2% C	2%	3%	3%	-	-	-	50% TKC	2%	-
2 -	(2)	9	5	1	2	1	-	-	9	9	-
		1% k	1%	*	*	1%	-	-	13% TKC	1%	-
1 - Extremely dissatisfied	(1)	26	17	4	4	2	-	-	26	26	-
		2% C	2%	1%	1%	2%	-	-	36% TKC	2%	-
NET: Dissatisfied	(1-3)	71	37	14	17	3	-	-	71	71	-
		5% C	5%	4%	4%	3%	-	-	100% TKC	5%	-
NET: Neutral	(4-6)	323	139	85	81	18	-	323	-	323	-
		21% k	20%	24%	19%	16%	-	100% TKI	-	21%	-
NET: Satisfied	(7-10)	1174	511	251	321	90	1174	-	-	1174	-
		75% C	74%	72%	77%	81%	100% TCI	-	-	75%	-
Mean score		7.69 C	7.63	7.60	7.73	8.21 Tef	8.69 TCI	5.31 I	2.14	7.69	-
Standard error		0.05	0.08	0.11	0.10	0.19	0.03	0.04	0.11	0.05	-

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 9

Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?

Ease of finding provider contact details.

Base: All complained about mobile phone service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2951	1248	670	846	187	1702	852	397	1555	1348
Weighted Base		2951	1260	657	856	178	1708	848	395	1568	1336
Effective base		2796	1189	630	802	176	1613	808	376	1478	1274
10 - Extremely satisfied	(10)	595	247	127	163	58	521	48	26	476	112
		20% CIn	20%	19%	19%	33% Tefi	31% TCI	6%	7%	30% Tm	8%
9 -	(9)	356	142	82	109	22	294	49	12	228	124
		12% CIn	11%	13%	13%	13%	17% TCI	6% l	3%	15% Tm	9%
8 -	(8)	510	210	111	161	28	370	101	39	294	208
		17% CIn	17%	17%	19%	16%	22% TCI	12%	10%	19% n	16%
7 -	(7)	463	219	106	124	13	269	148	45	227	229
		16% jl	17% j	16% j	15% j	7%	16% l	18% l	11%	14%	17%
6 -	(6)	318	125	86	88	19	125	162	31	126	189
		11% km	10%	13% e	10%	11%	7%	19% TKl	8%	8%	14% Tm
5 -	(5)	277	105	71	88	13	57	173	48	101	170
		9% km	8%	11%	10%	7%	3%	20% TKl	12% k	6%	13% Tm
4 -	(4)	137	74	13	43	6	24	82	31	41	92
		5% fkm	6% f	2%	5% f	3%	1%	10% TK	8% TK	3%	7% Tm
3 -	(3)	107	49	30	25	3	17	48	42	31	75
		4% km	4%	5%	3%	2%	1%	6% TK	11% TKC	2%	6% Tm
2 -	(2)	61	31	11	16	3	8	20	33	12	48
		2% km	2%	2%	2%	2%	*	2% k	8% TKC	1%	4% Tm
1 - Extremely dissatisfied	(1)	100	48	13	31	9	7	10	83	18	78
		3% kCm	4% f	2%	4%	5% f	*	1% k	21% TKC	1%	6% Tm
Not applicable		27	9	6	8	4	17	6	4	15	11
		1%	1%	1%	1%	2%	1%	1%	1%	1%	1%
NET: Dissatisfied	(1-3)	269	129	54	71	14	31	78	159	61	201
		9% km	10%	8%	8%	8%	2%	9% k	40% TKC	4%	15% Tm
NET: Neutral	(4-6)	732	304	170	219	38	205	417	109	268	451
		25% km	24%	26%	26%	22%	12%	49% TKl	28% k	17%	34% Tm
NET: Satisfied	(7-10)	1924	819	426	558	121	1455	347	123	1225	673
		65% CIn	65%	65%	65%	68%	85% TCI	41% l	31%	78% Tm	50%
Mean score		7.13 CIn	7.03	7.21	7.13	7.60 Tefi	8.22 TCI	6.09 l	4.66	7.92 Tn	6.23
Standard error		0.04	0.07	0.09	0.08	0.19	0.04	0.07	0.14	0.05	0.07

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 10

Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?

Ease of getting through to the right person (PHONE).

Base: All complained about mobile phone service in past 6 months by phone

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		1093	533	184	309	67	598	325	170	606	476
Weighted Base		1109	541	184	318	66*	613	324	172	620	478
Effective base		1040	508	173	295	63	569	309	162	577	452
10 - Extremely satisfied	(10)	199	89	36	49	26	188	8	4	172	27
		18%Cl	16%	20%	15%	39%Te	31%TCI	2%	2%	28%Tn	6%
9 -	(9)	114	44	23	44	3	98	11	6	83	31
		10%Cl	8%	12%	14%ej	5%	16%TCI	3%	3%	13%Tn	6%
8 -	(8)	179	101	31	41	7	136	38	6	117	58
		16%In	19%l	17%	13%	10%	22%TCI	12%l	3%	19%Tn	12%
7 -	(7)	163	75	28	51	8	99	51	12	94	69
		15%l	14%	15%	16%	12%	16%l	16%l	7%	15%	14%
6 -	(6)	107	48	17	34	9	41	55	11	49	57
		10%k	9%	9%	11%	13%	7%	17%TKl	7%	8%	12%Tm
5 -	(5)	116	51	23	38	4	23	80	13	43	72
		10%km	9%	12%	12%	7%	4%	25%TKl	7%k	7%	15%Tm
4 -	(4)	67	41	5	18	3	17	34	16	27	38
		6%k	8%f	3%	6%	4%	3%	10%TK	9%k	4%	8%Tm
3 -	(3)	51	28	5	17	1	4	25	22	14	36
		5%km	5%	3%	5%	2%	1%	8%TK	13%TK	2%	8%Tm
2 -	(2)	35	17	3	12	3	3	11	21	8	27
		3%km	3%	2%	4%	4%	1%	3%k	12%TKC	1%	6%Tm
1 - Extremely dissatisfied	(1)	73	47	10	13	2	3	10	60	12	59
		7%kCm	9%l	6%	4%	4%	*	3%k	35%TKC	2%	12%Tm
Not applicable		4	1	2	1	-	1	2	1	1	3
		*	*	1%e	*	-	*	1%	1%	*	1%
NET: Dissatisfied	(1-3)	159	92	19	42	7	10	46	103	34	123
		14%km	17%f	10%	13%	10%	2%	14%k	60%TKC	5%	26%Tm
NET: Neutral	(4-6)	290	140	44	90	16	81	169	40	119	168
		26%km	26%	24%	28%	24%	13%	52%TKl	23%k	19%	35%Tm
NET: Satisfied	(7-10)	656	308	118	186	44	521	107	28	466	185
		59%Cl	57%	64%	58%	66%	85%TCI	33%l	16%	75%Tn	39%
Mean score		6.68Cl	6.45	7.03e	6.71	7.46Tei	8.15TCI	5.60l	3.44	7.67Tn	5.42
Standard error		0.08	0.12	0.19	0.14	0.33	0.07	0.11	0.20	0.09	0.12

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

* small base

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Fieldwork: 4th December 2019 - 6th January 2020

Table 11

Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?

The time taken to handle your issue.

Base: All complained about mobile phone service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2951	1248	670	846	187	1702	852	397	1555	1348
Weighted Base		2951	1260	657	856	178	1708	848	395	1568	1336
Effective base		2796	1189	630	802	176	1613	808	376	1478	1274
10 - Extremely satisfied	(10)	476	193	108	125	50	447	20	9	394	73
		16% <i>Cln</i>	15%	16%	15%	28% <i>Tefl</i>	26% <i>TCI</i>	2%	2%	25% <i>Tn</i>	5%
9 -	(9)	356	143	87	108	18	303	44	8	251	102
		12% <i>Cln</i>	11%	13%	13%	10%	18% <i>TCI</i>	5% <i>l</i>	2%	16% <i>Tn</i>	8%
8 -	(8)	460	207	108	122	23	369	78	13	285	169
		16% <i>Cln</i>	16%	16%	14%	13%	22% <i>TCI</i>	9% <i>l</i>	3%	18% <i>Tn</i>	13%
7 -	(7)	369	147	93	112	17	239	113	17	187	178
		13% <i>l</i>	12%	14%	13%	10%	14% <i>l</i>	13% <i>l</i>	4%	12%	13%
6 -	(6)	342	138	79	103	22	160	155	27	145	189
		12% <i>klm</i>	11%	12%	12%	12%	9%	18% <i>TKl</i>	7%	9%	14% <i>Tm</i>
5 -	(5)	324	131	72	105	17	90	197	37	134	187
		11% <i>klm</i>	10%	11%	12%	9%	5%	23% <i>TKl</i>	9% <i>k</i>	9%	14% <i>Tm</i>
4 -	(4)	200	83	41	65	11	46	108	46	66	131
		7% <i>klm</i>	7%	6%	8%	6%	3%	13% <i>TKl</i>	12% <i>TKl</i>	4%	10% <i>Tm</i>
3 -	(3)	142	56	31	46	9	24	65	52	39	99
		5% <i>klm</i>	4%	5%	5%	5%	1%	8% <i>TKl</i>	13% <i>TKC</i>	2%	7% <i>Tm</i>
2 -	(2)	91	55	11	21	3	10	31	51	21	66
		3% <i>klm</i>	4% <i>Tfl</i>	2%	2%	2%	1%	4% <i>k</i>	13% <i>TKC</i>	1%	5% <i>Tm</i>
1 - Extremely dissatisfied	(1)	176	102	22	45	7	9	34	132	40	134
		6% <i>fkCm</i>	8% <i>Tflj</i>	3%	5%	4%	1%	4% <i>k</i>	34% <i>TKC</i>	3%	10% <i>Tm</i>
Not applicable		15	4	4	4	2	12	2	1	6	8
		1%	*	1%	1%	1%	1%	*	*	*	1%
NET: Dissatisfied		409	213	65	112	19	43	130	236	99	299
		14% <i>flkm</i>	17% <i>Tflj</i>	10%	13%	11%	3%	15% <i>k</i>	60% <i>TKC</i>	6%	22% <i>Tm</i>
NET: Neutral		866	352	193	273	49	295	460	111	345	507
		29% <i>klm</i>	28%	29%	32%	28%	17%	54% <i>TKl</i>	28% <i>k</i>	22%	38% <i>Tm</i>
NET: Satisfied		1661	691	395	467	108	1358	256	48	1118	522
		56% <i>Cln</i>	55%	60% <i>efl</i>	55%	61%	79% <i>TCI</i>	30% <i>l</i>	12%	71% <i>Tn</i>	39%
Mean score		6.64 <i>eCln</i>	6.45	6.91 <i>Tefl</i>	6.59	7.16 <i>Tefl</i>	7.97 <i>TCI</i>	5.50 <i>l</i>	3.34	7.55 <i>Tn</i>	5.58
Standard error		0.05	0.08	0.09	0.09	0.19	0.05	0.07	0.12	0.06	0.07

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 12

Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?

Getting the issue resolved to your satisfaction.

Base: All complained about mobile phone service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2951	1248	670	846	187	1702	852	397	1555	1348
Weighted Base		2951	1260	657	856	178	1708	848	395	1568	1336
Effective base		2796	1189	630	802	176	1613	808	376	1478	1274
10 - Extremely satisfied	(10)	487	197	103	133	54	466	14	7	423	57
		17% Cln	16%	16%	16%	30% Tefi	27% TCI	2%	2%	27% Tm	4%
9 -	(9)	314	141	71	91	10	282	25	7	227	82
		11% jCln	11% j	11% j	11% j	6%	17% TCI	3%	2%	14% Tm	6%
8 -	(8)	500	198	134	142	27	400	86	13	324	171
		17% Cln	16%	20% Te	17%	15%	23% TCI	10% l	3%	21% Tm	13%
7 -	(7)	405	174	94	120	16	255	136	14	207	194
		14% l	14%	14%	14%	9%	15% l	16% l	3%	13%	15%
6 -	(6)	329	132	82	95	20	139	180	11	143	178
		11% kdm	10%	13%	11%	11%	8% l	21% TKl	3%	9%	13% Tm
5 -	(5)	328	138	75	94	21	77	206	45	115	205
		11% kdm	11%	11%	11%	12%	5%	24% TKl	11% k	7%	15% Tm
4 -	(4)	170	76	37	52	6	39	91	40	50	115
		6% kdm	6%	6%	6%	3%	2%	11% TK	10% TK	3%	9% Tm
3 -	(3)	122	62	17	35	8	23	58	41	29	91
		4% kdm	5% f	3%	4%	4%	1%	7% TK	10% TKC	2%	7% Tm
2 -	(2)	100	36	16	41	6	15	28	58	17	83
		3% kdm	3%	2%	5% ef	4%	1%	3% k	15% TKC	1%	6% Tm
1 - Extremely dissatisfied	(1)	183	101	24	47	10	3	22	157	25	153
		6% fkCm	8% Tfi	4%	6%	5%	*	3% k	40% TKC	2%	11% Tm
Not applicable		13	5	4	5	-	9	3	1	7	5
		*	*	1%	1%	-	1%	*	*	*	*
NET: Dissatisfied	(1-3)	405	200	58	123	24	41	108	256	71	327
		14% fkdm	16% f	9%	14% f	13%	2%	13% k	65% TKC	5%	24% Tm
NET: Neutral	(4-6)	827	346	194	241	47	255	477	96	308	499
		28% kdm	27%	30%	28%	26%	15%	56% TKl	24% k	20%	37% Tm
NET: Satisfied	(7-10)	1706	710	402	487	107	1403	261	41	1182	505
		58% Cln	56%	61%	57%	60%	82% TCI	31% l	10%	75% Tm	38%
Mean score		6.66 Cln	6.52	6.91 Tei	6.60	7.05 ei	8.04 TCI	5.59 l	3.01	7.75 Tm	5.40
Standard error		0.05	0.08	0.09	0.09	0.20	0.04	0.06	0.12	0.05	0.07

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 13

Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?

Courtesy and politeness of advisors.

Base: All complained about mobile phone service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2951	1248	670	846	187	1702	852	397	1555	1348
Weighted Base		2951	1260	657	856	178	1708	848	395	1568	1336
Effective base		2796	1189	630	802	176	1613	808	376	1478	1274
10 - Extremely satisfied	(10)	652	286	114	189	64	581	49	21	534	111
		22% fCln	23% f	17%	22% f	36% Tefi	34% TCI	6%	5%	34% Tm	8%
9 -	(9)	399	166	85	128	20	325	55	18	250	145
		14% Cln	13%	13%	15%	11%	19% TCI	7%	5%	16% Tm	11%
8 -	(8)	499	201	133	145	20	353	115	32	279	215
		17% jCln	16%	20% Tej	17%	11%	21% TCI	14% l	8%	18%	16%
7 -	(7)	408	161	107	113	27	229	146	32	202	199
		14% l	13%	16% e	13%	15%	13% l	17% Tkl	8%	13%	15%
6 -	(6)	289	139	65	75	10	92	162	35	105	182
		10% km	11% j	10%	9%	6%	5%	19% Tkl	9% k	7%	14% Tm
5 -	(5)	302	132	69	84	17	61	180	61	90	205
		10% km	10%	10%	10%	9%	4%	21% Tkl	15% Tk	6%	15% Tm
4 -	(4)	141	52	42	42	4	31	69	41	45	91
		5% km	4%	6% ej	5%	3%	2%	8% Tk	10% Tk	3%	7% Tm
3 -	(3)	98	42	15	37	2	10	44	43	28	70
		3% km	3%	2%	4% f	1%	1%	5% Tk	11% TkC	2%	5% Tm
2 -	(2)	48	19	12	12	4	4	7	36	10	37
		2% km	2%	2%	1%	2%	*	1% k	9% TkC	1%	3% Tm
1 - Extremely dissatisfied	(1)	87	53	9	23	2	7	8	71	14	69
		3% fkCm	4% Tfj	1%	3%	1%	*	1%	18% TkC	1%	5% Tm
Not applicable		30	9	7	7	7	14	11	5	12	11
		1%	1%	1%	1%	4% Tefi	1%	1%	1%	1%	1%
NET: Dissatisfied		232	114	36	73	8	21	60	150	51	176
		8% fkm	9% f	6%	9% f	5%	1%	7% k	38% TkC	3%	13% Tm
NET: Neutral		732	323	176	201	32	185	411	136	240	478
		25% jkm	26% j	27% j	23%	18%	11%	48% Tkl	34% Tk	15%	36% Tm
NET: Satisfied		1958	814	439	575	131	1488	366	104	1265	670
		66% Cln	65%	67%	67%	73% e	87% TCI	43% l	26%	81% Tm	50%
Mean score		7.27 Cln	7.20	7.22	7.29	7.90 Tefi	8.38 TCI	6.26 l	4.63	8.11 Tm	6.31
Standard error		0.04	0.07	0.08	0.08	0.17	0.04	0.07	0.14	0.05	0.07

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 14

Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?

Advisor doing what they said they would do.

Base: All complained about mobile phone service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2951	1248	670	846	187	1702	852	397	1555	1348
Weighted Base		2951	1260	657	856	178	1708	848	395	1568	1336
Effective base		2796	1189	630	802	176	1613	808	376	1478	1274
10 - Extremely satisfied	(10)	575	243	120	158	53	532	29	14	478	89
		19% CIn	19%	18%	18%	30% Tefi	31% TCI	3%	3%	30% Tn	7%
9 -	(9)	367	153	76	116	21	315	43	9	255	111
		12% CIn	12%	12%	14%	12%	18% TCI	5% I	2%	16% Tn	8%
8 -	(8)	455	182	117	139	18	342	101	12	272	176
		15% CIn	14%	18% J	16% J	10%	20% TCI	12% I	3%	17% n	13%
7 -	(7)	415	170	99	120	26	257	136	22	195	214
		14% I	13%	15%	14%	14%	15% I	16% I	6%	12%	16% m
6 -	(6)	306	127	87	79	14	114	168	24	131	172
		10% km	10%	13% Teij	9%	8%	7%	20% TKI	6%	8%	13% Tm
5 -	(5)	304	126	61	97	21	75	187	42	102	196
		10% km	10%	9%	11%	12%	4%	22% TKI	11% k	7%	15% Tm
4 -	(4)	153	61	35	50	8	22	87	44	37	112
		5% km	5%	5%	6%	4%	1%	10% TK	11% TK	2%	8% Tm
3 -	(3)	107	52	19	31	5	12	45	50	32	74
		4% km	4%	3%	4%	3%	1%	5% TK	13% TKC	2%	6% Tm
2 -	(2)	82	42	16	21	3	9	21	53	22	60
		3% km	3%	2%	2%	2%	1%	2% k	13% TKC	1%	5% Tm
1 - Extremely dissatisfied	(1)	148	91	18	34	5	11	19	118	31	113
		5% fkCm	7% Tfij	3%	4%	3%	1%	2% k	30% TKC	2%	8% Tm
Not applicable		38	14	7	11	6	19	12	7	13	19
		1%	1%	1%	1%	3% Te	1%	1%	2%	1%	1%
NET: Dissatisfied	(1-3)	337	185	53	86	13	31	85	221	85	247
		11% fkCm	15% Tfij	8%	10%	7%	2%	10% k	56% TKC	5%	18% Tm
NET: Neutral	(4-6)	764	313	184	225	42	211	443	110	270	480
		26% km	25%	28%	26%	24%	12%	52% TKI	28% k	17%	36% Tm
NET: Satisfied	(7-10)	1812	748	413	533	118	1446	309	57	1201	590
		61% CIn	59%	63%	62%	66%	85% TCI	36% I	14%	77% Tn	44%
Mean score		6.94 eCIn	6.75	7.08 e	6.99	7.45 TeI	8.23 TCI	5.89 I	3.54	7.87 Tn	5.85
Standard error		0.05	0.08	0.09	0.09	0.18	0.04	0.07	0.13	0.06	0.07

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/I - T/m/n

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 15

Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?

Logging of query details to avoid having to repeat yourself.

Base: All complained about mobile phone service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2951	1248	670	846	187	1702	852	397	1555	1348
Weighted Base		2951	1260	657	856	178	1708	848	395	1568	1336
Effective base		2796	1189	630	802	176	1613	808	376	1478	1274
10 - Extremely satisfied	(10)	521	211	108	151	51	484	25	13	427	88
		18% CIn	17%	16%	18%	29% Tefi	28% TCI	3%	3%	27% Tn	7%
9 -	(9)	342	155	84	89	13	298	38	6	244	98
		12% CIn	12%	13%	10%	7%	17% TCI	4% I	2%	16% Tn	7%
8 -	(8)	453	188	115	134	17	345	85	23	272	174
		15% CI	15% j	17% j	16% j	9%	20% TCI	10% I	6%	17% n	13%
7 -	(7)	391	162	96	108	25	241	133	17	206	182
		13% I	13%	15%	13%	14%	14% I	16% I	4%	13%	14%
6 -	(6)	329	120	86	105	18	137	162	30	136	186
		11% kIm	10%	13% e	12%	10%	8%	19% TKI	8%	9%	14% Tm
5 -	(5)	316	134	70	91	21	88	182	46	117	191
		11% kIm	11%	11%	11%	12%	5%	21% TKI	12% k	7%	14% Tm
4 -	(4)	161	68	34	54	5	36	89	36	50	107
		5% kIm	5%	5%	6% j	3%	2%	10% TK	9% TK	3%	8% Tm
3 -	(3)	116	51	19	40	7	22	56	39	29	85
		4% kIm	4%	3%	5%	4%	1%	7% TK	10% TKC	2%	6% Tm
2 -	(2)	79	39	16	22	2	7	29	43	21	57
		3% kIm	3%	3%	3%	1%	*	3% k	11% TKC	1%	4% Tm
1 - Extremely dissatisfied	(1)	174	108	18	41	7	13	32	129	36	133
		6% fIkCm	9% Tfij	3%	5% f	4%	1%	4% k	33% TKC	2%	10% Tm
Not applicable		69	24	11	22	12	37	19	13	30	33
		2%	2%	2%	3%	7% Tefi	2%	2%	3%	2%	2%
NET: Dissatisfied	(1-3)	369	198	53	102	16	42	116	211	87	276
		12% fIkIm	16% Tfij	8%	12% f	9%	2%	14% k	53% TKC	6%	21% Tm
NET: Neutral	(4-6)	807	322	191	250	44	262	433	112	302	484
		27% kIm	26%	29%	29%	25%	15%	51% TKI	28% k	19%	36% Tm
NET: Satisfied	(7-10)	1706	716	404	481	106	1368	280	59	1149	542
		58% CIn	57%	61%	56%	59%	80% TCI	33% I	15%	73% Tn	41%
Mean score		6.78 eCIn	6.59	7.03 TeI	6.76	7.26 TeI	8.06 TCI	5.65 I	3.59	7.70 Tn	5.71
Standard error		0.05	0.08	0.09	0.09	0.19	0.05	0.07	0.13	0.06	0.07

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/I - T/m/n

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 16

Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?

Offering compensation or a goodwill payment.

Base: All complained about mobile phone service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved		
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)	
Unweighted Base		2951	1248	670	846	187	1702	852	397	1555	1348	
Weighted Base		2951	1260	657	856	178	1708	848	395	1568	1336	
Effective base		2796	1189	630	802	176	1613	808	376	1478	1274	
10 - Extremely satisfied	(10)	465	203	100	121	41	424	26	15	382	77	
		16% Cln	16%	15%	14%	23% Tefi	25% TCI	3%	4%	24% Tn	6%	
9 -	(9)	314	132	85	84	13	265	36	13	223	90	
		11% Cln	10%	13% j	10%	7%	16% TCI	4%	3%	14% Tn	7%	
8 -	(8)	466	180	122	141	23	341	101	24	264	197	
		16% CI	14%	19% e	17%	13%	20% TCI	12% l	6%	17%	15%	
7 -	(7)	328	124	97	93	14	206	105	17	175	148	
		11% l	10%	15% Teij	11%	8%	12% l	12% l	4%	11%	11%	
6 -	(6)	318	133	88	86	11	161	133	24	150	164	
		11% jl	11%	13% ij	10%	6%	9% l	16% TKl	6%	10%	12% m	
5 -	(5)	282	115	53	93	20	87	164	30	104	171	
		10% klm	9%	8%	11%	11%	5%	19% TKl	8%	7%	13% Tm	
4 -	(4)	142	67	32	39	5	30	78	34	41	97	
		5% klm	5%	5%	5%	3%	2%	9% TK	9% TK	3%	7% Tm	
3 -	(3)	111	46	22	34	8	26	48	36	36	74	
		4% klm	4%	3%	4%	5%	2%	6% TK	9% TKC	2%	6% Tm	
2 -	(2)	95	53	14	25	3	17	49	29	29	65	
		3% klm	4% f	2%	3%	2%	1%	6% TK	7% TK	2%	5% Tm	
1 - Extremely dissatisfied	(1)	280	137	29	98	15	44	77	159	64	209	
		9% fkml	11% f	4%	11% f	9% f	3%	9% k	40% TKC	4%	16% Tm	
Not applicable		150	69	15	42	24	107	30	13	100	44	
		5% fn	6% f	2%	5% f	14% Tefi	6% CI	4%	3%	6% n	3%	
NET: Dissatisfied		(1-3)	486	236	65	157	27	87	174	224	129	348
			16% fkml	19% f	10%	18% f	15%	5%	21% TK	57% TKC	8%	26% Tm
NET: Neutral		(4-6)	742	315	173	218	36	278	375	89	295	432
			25% klm	25%	26%	25%	20%	16%	44% TKl	22% k	19%	32% Tm
NET: Satisfied		(7-10)	1573	639	404	440	91	1235	268	69	1045	512
			53% Cln	51%	61% Teij	51%	51%	72% TCI	32% l	18%	67% Tn	38%
Mean score			6.49 CIln	6.34	6.95 Tei	6.31	6.77	7.79 TCI	5.36 l	3.51	7.48 Tn	5.40
Standard error			0.05	0.09	0.09	0.10	0.23	0.05	0.08	0.14	0.06	0.08

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 17

Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?

Willingness to help resolve your issue.

Base: All complained about mobile phone service in past 6 months

		Total (T)	Issue				Satisfaction			Resolved	
			Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base		2951	1248	670	846	187	1702	852	397	1555	1348
Weighted Base		2951	1260	657	856	178	1708	848	395	1568	1336
Effective base		2796	1189	630	802	176	1613	808	376	1478	1274
10 - Extremely satisfied	(10)	598	260	113	171	54	541	45	12	508	86
		20%Cln	21%	17%	20%	30%Tefi	32%TCI	5%	3%	32%Tm	6%
9 -	(9)	405	166	96	115	27	354	37	14	279	123
		14%Cln	13%	15%	13%	15%	21%TCI	4%	4%	18%Tm	9%
8 -	(8)	454	187	116	130	21	340	91	23	280	169
		15%Cln	15%	18%	15%	12%	20%TCI	11%l	6%	18%Tm	13%
7 -	(7)	422	162	115	131	15	232	164	26	202	213
		14%jl	13%	17%Tej	15%j	8%	14%l	19%TKl	7%	13%	16%mn
6 -	(6)	311	144	77	77	14	109	164	39	110	194
		11%km	11%	12%	9%	8%	6%	19%TKl	10%k	7%	15%Tm
5 -	(5)	286	119	61	89	16	60	181	44	88	192
		10%km	9%	9%	10%	9%	4%	21%TKl	11%k	6%	14%Tm
4 -	(4)	159	70	31	51	7	28	86	45	44	112
		5%km	6%	5%	6%	4%	2%	10%Tk	11%Tk	3%	8%Tm
3 -	(3)	99	44	18	27	10	16	37	46	18	78
		3%km	4%	3%	3%	5%	1%	4%k	12%TKC	1%	6%Tm
2 -	(2)	65	25	15	24	1	9	19	37	17	48
		2%km	2%	2%	3%	*	1%	2%k	9%TKC	1%	4%Tm
1 - Extremely dissatisfied	(1)	126	75	11	32	8	7	16	102	14	108
		4%fkCm	6%Tfi	2%	4%f	5%f	*	2%k	26%TKC	1%	8%Tm
Not applicable		26	8	5	8	4	12	8	6	7	12
		1%	1%	1%	1%	2%Te	1%	1%	1%	*	1%
NET: Dissatisfied	(1-3)	290	144	43	83	19	32	72	186	50	234
		10%fkCm	11%f	7%	10%f	10%	2%	8%k	47%TKC	3%	18%Tm
NET: Neutral	(4-6)	756	332	169	217	38	196	432	128	243	498
		26%km	26%	26%	25%	21%	11%	51%TKl	32%Tk	15%	37%Tm
NET: Satisfied	(7-10)	1879	775	440	547	117	1467	337	75	1269	591
		64%Cln	62%	67%e	64%	66%	86%TCI	40%l	19%	81%Tm	44%
Mean score		7.08Cln	6.97	7.22e	7.05	7.44e	8.30TCI	6.02l	4.02	8.09Tn	5.91
Standard error		0.05	0.07	0.09	0.09	0.19	0.04	0.07	0.13	0.05	0.07

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 18

Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?

SUMMARY : Satisfied

Base: All complained about mobile phone service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2951	1248	670	846	187	1702	852	397	1555	1348
Weighted Base	2951	1260	657	856	178	1708	848	395	1568	1336
Effective base	2796	1189	630	802	176	1613	808	376	1478	1274
Courtesy and politeness of advisors	1958	814	439	575	131	1488	366	104	1265	670
	66% Cln	65%	67%	67%	73% e	87% TCl	43% l	26%	81% Tn	50%
Ease of finding provider contact details	1924	819	426	558	121	1455	347	123	1225	673
	65% Cln	65%	65%	65%	68%	85% TCl	41% l	31%	78% Tn	50%
Willingness to help resolve your issue	1879	775	440	547	117	1467	337	75	1269	591
	64% Cln	62%	67% e	64%	66%	86% TCl	40% l	19%	81% Tn	44%
Advisor doing what they said they would do	1812	748	413	533	118	1446	309	57	1201	590
	61% Cln	59%	63%	62%	66%	85% TCl	36% l	14%	77% Tn	44%
Logging of query details to avoid having to repeat yourself	1706	716	404	481	106	1368	280	59	1149	542
	58% Cln	57%	61%	56%	59%	80% TCl	33% l	15%	73% Tn	41%
Getting the issue resolved to your satisfaction	1706	710	402	487	107	1403	261	41	1182	505
	58% Cln	56%	61%	57%	60%	82% TCl	31% l	10%	75% Tn	38%
The time taken to handle your issue	1661	691	395	467	108	1358	256	48	1118	522
	56% Cln	55%	60% el	55%	61%	79% TCl	30% l	12%	71% Tn	39%
Offering compensation or a goodwill payment	1573	639	404	440	91	1235	268	69	1045	512
	53% Cln	51%	61% Teilj	51%	51%	72% TCl	32% l	18%	67% Tn	38%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 19

Q11: In your opinion, was [Provider] able to successfully resolve your complaint?

Base: All complained about mobile phone service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2951	1248	670	846	187	1702	852	397	1555	1348
Weighted Base	2951	1260	657	856	178	1708	848	395	1568	1336
Effective base	2796	1189	630	802	176	1613	808	376	1478	1274
Completely resolved	1568	687	350	420	111	1174	323	71	1568	-
		53% <i>iCln</i>	55% <i>l</i>	53%	49%	62% <i>Tefi</i>	69% <i>TCI</i>	38% <i>l</i>	100% <i>Tn</i>	-
Partly resolved	1047	436	255	326	31	470	429	147	-	1047
		35% <i>jk</i> <i>km</i>	35% <i>j</i>	39% <i>j</i>	38% <i>j</i>	28%	51% <i>Tkl</i>	37% <i>k</i>	-	78% <i>Tm</i>
Not resolved at all	288	122	46	96	25	39	86	163	-	288
		10% <i>fk</i> <i>km</i>	10%	7%	11% <i>f</i>	14% <i>f</i>	2%	10% <i>k</i>	41% <i>Tkc</i>	22% <i>Tm</i>
Don't know	47	15	7	14	11	25	10	13	-	-
		2% <i>mn</i>	1%	1%	2%	6% <i>Tefi</i>	1%	3% <i>Tkc</i>	-	-

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 20

Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about mobile phone service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2951	1248	670	846	187	1702	852	397	1555	1348
Weighted Base	2951	1260	657	856	178	1708	848	395	1568	1336
Effective base	2796	1189	630	802	176	1613	808	376	1478	1274
Yes	1324	561	319	349	96	1038	247	39	1324	-
	45% <i>iCln</i>	44%	48% <i>l</i>	41%	54% <i>Tei</i>	61% <i>TCI</i>	29% <i>l</i>	10%	84% <i>Tn</i>	-
No	226	117	28	69	12	127	69	30	226	-
	8% <i>fn</i>	9% <i>f</i>	4%	8% <i>f</i>	7%	7%	8%	8%	14% <i>Tn</i>	-
Don't know	18	9	3	2	3	9	7	2	18	-
	1% <i>n</i>	1%	*	*	2% <i>Ti</i>	1%	1%	1%	1% <i>n</i>	-

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 21

Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]?

Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	1555	678	349	411	117	1162	322	71	1555	-
Weighted Base	1568	687	350	420	111	1174	323	71*	1568	-**
Effective base	1478	647	330	391	110	1104	306	68	1478	-
Yes	1324	561	319	349	96	1038	247	39	1324	-
	84% C	82%	91% Te	83%	86%	88% TC	76% l	55%	84%	-
No	226	117	28	69	12	127	69	30	226	-
	14% fk	17% f	8%	16% f	11%	11%	21% Tk	42% Tkc	14%	-
Don't know	18	9	3	2	3	9	7	2	18	-
	1%	1%	1%	1%	3% l	1%	2% k	3% k	1%	-

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

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

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 22

Q14: Is your personal mobile phone on a contract or pay as you go?

Base: All complained about mobile phone service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2951	1248	670	846	187	1702	852	397	1555	1348
Weighted Base	2951	1260	657	856	178	1708	848	395	1568	1336
Effective base	2796	1189	630	802	176	1613	808	376	1478	1274
Contract (with monthly bills)	2292	1032	479	664	117	1333	652	308	1243	1018
	78% ^{fj}	82% ^{Tffj}	73%	78% ^{fj}	66%	78%	77%	78%	79%	76%
Pay as you go	650	226	176	188	59	372	194	84	324	312
	22% ^{ee}	18%	27% ^{Tei}	22% ^{ee}	33% ^{Tei}	22%	23%	21%	21%	23%
Don't know	8	2	2	3	2	3	3	3	1	5
	*	*	*	*	1%	*	*	1%	*	* ^m

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 23

Q15: What is your current employment status?

Base: All complained about mobile phone service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2951	1248	670	846	187	1702	852	397	1555	1348
Weighted Base	2951	1260	657	856	178	1708	848	395	1568	1336
Effective base	2796	1189	630	802	176	1613	808	376	1478	1274
Employed or self-employed (full-time - 30hrs/wk+)	1694	755	381	492	67	1055	438	201	988	693
		57% Cl n	60% j	58% j	57% j	62% TC	52%	51%	63% T n	52%
Employed or self-employed (part-time - 8-29 hrs/wk+)	572	239	137	160	36	291	200	81	273	286
	19%	19%	21%	19%	20%	17%	24% TC	21%	17%	21% m
Homemaker	269	104	59	84	22	148	81	39	116	147
	9%	8%	9%	10%	12%	9%	10%	10%	7%	11% m
Student / under education	195	68	42	67	18	94	64	36	81	110
	7%	5%	6%	8% e	10% e	6%	8%	9% k	5%	8% m
Temporarily not working (unemployed / illness)	173	73	29	42	29	91	54	28	86	80
	6%	6%	4%	5%	16% Tef	5%	6%	7%	6%	6%
Retired	48	22	10	11	6	28	11	9	23	20
	2%	2%	1%	1%	3% i	2%	1%	2%	1%	1%
NET: Employed	2266	993	518	652	103	1346	638	282	1261	978
		77% Cl n	79% j	79% j	76% j	79% CI	75%	72%	80% T n	73%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 24

Q16: Approximately, what is your total annual income before tax?

Base: All complained about mobile phone service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2951	1248	670	846	187	1702	852	397	1555	1348
Weighted Base	2951	1260	657	856	178	1708	848	395	1568	1336
Effective base	2796	1189	630	802	176	1613	808	376	1478	1274
Up to 10,399 Pounds	359 12%	138 11%	81 12%	105 12%	35 19% Tefi	191 11%	110 13%	58 15%	187 12%	164 12%
10,400-15,599 Pounds	410 14% l	180 14%	103 16%	105 12%	22 12%	225 13%	144 17% Tkl	40 10%	197 13%	207 16% m
15,600-25,999 Pounds	541 18%	230 18%	125 19%	164 19% j	23 13%	314 18%	162 19%	65 16%	286 18%	250 19%
26,000-36,399 Pounds	543 18%	220 17%	121 18%	175 20%	27 15%	315 18%	158 19%	71 18%	293 19%	240 18%
36,400-51,999 Pounds	529 18%	229 18%	116 18%	157 18%	27 15%	324 19%	135 16%	70 18%	290 18%	231 17%
52,000+	417 14% C	192 15%	93 14%	112 13%	20 11%	260 15% C	93 11%	63 16% C	236 15%	174 13%
Don't know	68 2% f	32 3% f	7 1%	17 2%	13 7% Tefi	32 2%	21 2%	15 4% k	37 2%	28 2%
Would rather not say	84 3%	39 3%	11 2%	21 2%	13 7% Tefi	46 3%	26 3%	12 3%	42 3%	39 3%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 25

Q17: Where do you live?

Base: All complained about mobile phone service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2951	1248	670	846	187	1702	852	397	1555	1348
Weighted Base	2951	1260	657	856	178	1708	848	395	1568	1336
Effective base	2796	1189	630	802	176	1613	808	376	1478	1274
East Midlands	208	79	47	64	17	124	65	19	111	94
	7%	6%	7%	7%	10%	7%	8%	5%	7%	7%
East of England	210	91	46	64	8	127	51	31	101	108
	7%	7%	7%	8%	4%	7%	6%	8%	6%	8%
London	590	234	133	196	27	333	176	81	325	254
	20%	19%	20%	23% ^e	15%	19%	21%	20%	21%	19%
North East	148	56	40	45	6	79	47	22	78	69
	5%	4%	6%	5%	4%	5%	6%	5%	5%	5%
North West	353	182	70	83	18	203	104	46	181	167
	12%	14% ^{tf}	11%	10%	10%	12%	12%	12%	12%	13%
Scotland	176	70	47	50	10	108	52	15	104	70
	6%	6%	7%	6%	5%	6%	6%	4%	7%	5%
South East	353	150	73	103	27	214	95	44	192	158
	12%	12%	11%	12%	15%	13%	11%	11%	12%	12%
South West	205	97	40	56	13	115	66	25	110	91
	7%	8%	6%	7%	7%	7%	8%	6%	7%	7%
Ulster / Northern Ireland	39	13	9	14	3	23	11	4	25	13
	1%	1%	1%	2%	2%	1%	1%	1%	2%	1%
Wales	135	58	30	33	14	72	36	26	65	65
	5%	5%	4%	4%	8% ^{ti}	4%	4%	7% ^k	4%	5%
West Midlands	285	114	74	80	16	158	80	47	140	137
	10%	9%	11%	9%	9%	9%	9%	12%	9%	10%
Yorks & Humber	251	114	49	69	20	152	64	35	137	109
	9%	9%	7%	8%	11%	9%	8%	9%	9%	8%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 26

Q18: Are you...?

Base: All complained about mobile phone service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2951	1248	670	846	187	1702	852	397	1555	1348
Weighted Base	2951	1260	657	856	178	1708	848	395	1568	1336
Effective base	2796	1189	630	802	176	1613	808	376	1478	1274
Male	1155	466	302	330	57	665	324	166	619	520
	39%	37%	46% ^{Tel}	39%	32%	39%	38%	42%	39%	39%
Female	1796	794	356	525	121	1043	524	229	949	816
	61% ^f	63% ^f	54%	61% ^f	68% ^f	61%	62%	58%	61%	61%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 27

Q19: What is your age?

Base: All complained about mobile phone service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2951	1248	670	846	187	1702	852	397	1555	1348
Weighted Base	2951	1260	657	856	178	1708	848	395	1568	1336
Effective base	2796	1189	630	802	176	1613	808	376	1478	1274
16 - 17	10 *	3 *	3 1%	3 *	- -	5 *	4 *	1 *	8 *	2 *
18 - 24	728 25%	299 24%	185 28% ej	211 25%	33 19%	379 22%	233 28% k	116 29% k	347 22%	368 28% m
25 - 34	1185 40% l	489 39%	278 42%	354 41%	63 35%	708 41% l	344 41% l	133 34%	626 40%	538 40%
35 - 44	644 22%	296 24%	130 20%	180 21%	38 21%	395 23%	170 20%	78 20%	371 24% n	268 20%
45 - 54	247 8%	107 8%	43 6%	69 8%	29 16% Tefi	145 8%	68 8%	34 9%	142 9%	98 7%
55 - 64	94 3% f	43 3% f	9 1%	30 3% f	12 7% Tefi	49 3%	18 2%	27 7% Tkc	47 3%	45 3%
65 +	44 1%	23 2%	10 1%	8 1%	3 2%	27 2%	11 1%	7 2%	26 2%	16 1%
NET: 16-34	1922 65% j	791 63% j	466 71% Tej	569 66% j	96 54%	1092 64%	581 68% k	250 63%	981 63%	908 68% m
NET: 36-54	891 30% f	403 32% f	172 26%	249 29%	67 38% Tfi	541 32%	238 28%	112 28%	513 33% n	366 27%
NET: 55+	138 5% f	66 5% f	19 3%	38 4%	15 9% Tfi	76 4%	29 3%	33 8% Tkc	74 5%	62 5%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 28

Q20: And which of the following best describes the main income earner in your household?

Base: All complained about mobile phone service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2951	1248	670	846	187	1702	852	397	1555	1348
Weighted Base	2951	1260	657	856	178	1708	848	395	1568	1336
Effective base	2796	1189	630	802	176	1613	808	376	1478	1274
A	316	121	115	70	10	198	84	35	194	115
	11%ij	10%	18%Teij	8%	6%	12%	10%	9%	12%n	9%
B	661	299	146	189	28	404	169	88	349	304
	22%j	24%j	22%	22%	16%	24%C	20%	22%	22%	23%
C1	833	354	175	258	47	465	236	133	426	401
	28%	28%	27%	30%	27%	27%	28%	34%Tkc	27%	30%
C2	543	231	120	164	27	323	163	57	306	228
	18%	18%	18%	19%	15%	19%l	19%l	14%	20%	17%
D	254	116	43	75	21	142	82	30	137	113
	9%	9%f	6%	9%	12%f	8%	10%	8%	9%	8%
E	343	140	59	99	45	176	115	52	157	174
	12%	11%	9%	12%	25%Teji	10%	14%k	13%	10%	13%m
NET: AB	977	420	261	259	38	602	252	123	543	419
	33%j	33%j	40%Teij	30%j	21%	35%C	30%	31%	35%	31%
NET: ABC1	1811	774	436	516	85	1067	488	256	968	820
	61%jC	61%j	66%Teij	60%j	48%	62%C	58%	65%C	62%	61%
NET: C2DE	1140	487	222	339	93	641	360	139	600	516
	39%f	39%f	34%	40%f	52%Teji	38%	42%Tkl	35%	38%	39%
NET: DE	597	255	101	175	66	318	197	82	293	288
	20%f	20%f	15%	20%f	37%Teji	19%	23%k	21%	19%	22%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 29

Q21: Which of these best describes the place you live most of the time?

Base: All complained about mobile phone service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2951	1248	670	846	187	1702	852	397	1555	1348
Weighted Base	2951	1260	657	856	178	1708	848	395	1568	1336
Effective base	2796	1189	630	802	176	1613	808	376	1478	1274
A city or large town (including suburbs)	1660	698	380	499	83	1007	449	205	955	684
		56% ⁿ	55% ^j	58% ^j	47%	59% ^{cl}	53%	52%	61% ^{Tn}	51%
A small town	997	443	213	276	66	556	310	131	479	499
		34% ^m	35%	32%	32%	33%	37% ^k	33%	31%	37% Tm
A village, hamlet or isolated dwelling in the countryside	271	113	59	77	22	136	82	53	122	144
	9%	9%	9%	9%	12%	8%	10%	13% ^{Tk}	8%	11% ^m
Prefer not to say	22	6	6	4	6	9	7	6	12	9
	1%	1%	1%	*	4% ^{Tefi}	1%	1%	1% ^k	1%	1%
NET: Urban	2658	1140	592	775	149	1563	759	336	1434	1183
		90% ^{jl}	90% ^j	90% ^j	84%	91% ^l	89% ^l	85%	91% ⁿ	89%
NET: Rural	271	113	59	77	22	136	82	53	122	144
	9%	9%	9%	9%	12%	8%	10%	13% ^{Tk}	8%	11% ^m

Proportions/Means: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 30

QHH1 How many people are there in your household, including yourself and any children?

Base: All complained about mobile phone service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2951	1248	670	846	187	1702	852	397	1555	1348
Weighted Base	2951	1260	657	856	178	1708	848	395	1568	1336
Effective base	2796	1189	630	802	176	1613	808	376	1478	1274
Small (1-2 people)	1028	431	217	314	65	561	310	157	544	463
	35%	34%	33%	37%	37%	33%	36%	40%	35%	35%
Medium (3-4 people)	1411	626	323	380	82	855	380	176	758	639
	48%	50%	49%	44%	46%	50%	45%	44%	48%	48%
Large (5+ people)	512	203	117	161	31	292	158	62	267	233
	17%	16%	18%	19%	17%	17%	19%	16%	17%	17%
Sigma	2951	1260	657	856	178	1708	848	395	1568	1336
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 31

QHH3 And what is the total number of children in the household (under 18)?

Base: All complained about mobile phone service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2951	1248	670	846	187	1702	852	397	1555	1348
Weighted Base	2951	1260	657	856	178	1708	848	395	1568	1336
Effective base	2796	1189	630	802	176	1613	808	376	1478	1274
1	842	340	217	236	50	501	246	95	470	361
	29%	27%	33% Te	28%	28%	29% l	29%	24%	30%	27%
2	593	275	137	158	24	356	161	77	327	259
	20% j	22% j	21% j	18%	14%	21%	19%	19%	21%	19%
3	199	88	49	49	12	121	59	19	103	92
	7%	7%	7%	6%	7%	7%	7%	5%	7%	7%
4	43	16	9	17	1	23	15	5	22	20
	1%	1%	1%	2%	*	1%	2%	1%	1%	2%
5+	34	13	5	13	4	15	13	6	10	25
	1%	1%	1%	2%	2%	1%	2%	2%	1%	2% m
No children in household	1240	528	240	383	88	693	355	192	637	578
	42% f	42% f	37%	45% f	50% f	41%	42%	49% lkc	41%	43%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 32

QHH4: ADULTS IN HOUSEHOLD.

Base: All complained about mobile phone service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2951	1248	670	846	187	1702	852	397	1555	1348
Weighted Base	2951	1260	657	856	178	1708	848	395	1568	1336
Effective base	2796	1189	630	802	176	1613	808	376	1478	1274
None	1	1	-	-	-	-	1	1	1	1
	*	*	-	-	-	-	*	*	*	*
1	631	269	162	151	48	345	187	98	328	293
		21% <i>i</i>	25% <i>j</i>	18%	27% <i>l</i>	20%	22%	25% <i>k</i>	21%	22%
2	1622	709	343	490	80	968	465	189	890	709
		55% <i>l</i>	56% <i>j</i>	52%	57% <i>j</i>	57% <i>l</i>	55% <i>l</i>	48%	57%	53%
3	375	157	80	112	26	204	108	62	180	190
		13%	12%	13%	14%	12%	13%	16% <i>k</i>	11%	14% <i>m</i>
4	192	77	43	61	10	109	57	26	100	89
		7%	6%	7%	6%	6%	7%	7%	6%	7%
5+	130	46	28	42	14	82	30	18	70	55
		4%	4%	5%	8% <i>Te</i>	5%	4%	5%	4%	4%

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n

Ofcom - Quality of Customer Service - Complaints 2019

Fieldwork: 4th December 2019 - 6th January 2020

Table 33

QDIS: Which of these, if any, impact or limit your daily activities or the work you can do?

Base: All complained about mobile phone service in past 6 months

	Total (T)	Issue				Satisfaction			Resolved	
		Billing and Customer service (e)	Repairs and Installation (f)	Service issues (i)	Something else (j)	Satisfied (k)	Neutral (C)	Dissatisfied (l)	Yes (m)	No (n)
Unweighted Base	2951	1248	670	846	187	1702	852	397	1555	1348
Weighted Base	2951	1260	657	856	178	1708	848	395	1568	1336
Effective base	2796	1189	630	802	176	1613	808	376	1478	1274
Hearing	168 6%	71 6%	45 7%	47 5%	6 3%	102 6%	51 6%	16 4%	85 5%	80 6%
Eyesight	247 8%	98 8%	43 7%	90 11%ef	15 9%	135 8%	76 9%	36 9%	122 8%	123 9%
Mobility	237 8%	91 7%	69 11%Tej	68 8%	10 6%	146 9%	63 7%	29 7%	125 8%	107 8%
Dexterity	206 7%	76 6%	73 11%Tej	48 6%	8 4%	129 8%	55 6%	22 6%	110 7%	95 7%
Breathing	215 7%	76 6%	55 8%	68 8%	16 9%	117 7%	69 8%	30 8%	109 7%	102 8%
Mental abilities	288 10%	119 9%	75 11%	81 10%	12 7%	155 9%	92 11%	41 10%	145 9%	140 10%
Social/behavioural	232 8%j	102 8%j	61 9%j	63 7%j	5 3%	123 8%	76 9%	33 8%	122 8%	103 8%
Your mental health	665 23%f	300 24%f	122 19%	202 24%f	42 23%	364 21%	200 24%	102 26%	347 22%	307 23%
Other illnesses/ conditions which impact or limit your daily activities/ the work you do	195 7%	83 7%	40 6%	60 7%	12 7%	100 6%	56 7%	39 10%Tk	109 7%	84 6%
Prefer not to say	32 1%	15 1%	9 1%	8 1%	- -	16 1%	12 1%	3 1%	18 1%	14 1%
Don't know	55 2%	19 1%	11 2%	16 2%	9 5%Tefi	29 2%	20 2%	5 1%	23 1%	28 2%
Nothing	1079 37%fCn	508 40%Tf	182 28%	320 37%f	69 39%f	661 39%C	272 32%	147 37%	627 40%Tn	441 33%
NET: Any illness, health problem or disability	1501 51%j	612 49%j	375 57%Tej	445 52%j	69 39%	826 48%	466 55%Tk	210 53%	754 48%	728 54%Tm

Proportions/Mean: Columns Tested (5% risk level) - T/e/f/i/j - T/k/C/l - T/m/n