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●	1	1	Q.1 Do you PERSONALLY use any of the following devices?	Base: All adults UK	1097
●	11	2	Q.2 Which of the following do you have in your home?	Base: All adults UK	1097
●	21	3	Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?	Base: All adults UK	1097
●	33	4	Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?	Base: All who have landline phone	716
●	45	5	Q.7Ai What do you usually do when you receive these recorded message calls on your landline?	Base: All that have received recorded messages on their landline	309
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●	70	8	Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.	Base: All who have a mobile phone	925
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Q.1 Do you PERSONALLY use any of the following devices?

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1097	531	566	145	176	142	148	161	177	148	197	270	227	403
Weighted Base	1097	532	565	154	208	175	172	174	116	98	224	330	226	317
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	654 60%	326 61%	328 58%	118 76% <i>fghi</i>	165 79% <i>fghi</i>	137 78% <i>fghi</i>	100 58% <i>hi</i>	92 53% <i>hi</i>	38 33% <i>i</i>	5 5%	145 65% <i>m</i>	231 70% <i>lm</i>	129 57% <i>m</i>	149 47%
A mobile phone (not a Smartphone) with internet access	179 16%	76 14%	103 18%	23 15%	39 19%	21 12%	39 23% <i>ei</i>	28 16%	17 15%	11 11%	33 15%	55 17%	40 18%	51 16%
A mobile phone without internet access	191 17%	95 18%	96 17%	13 9%	21 10%	24 14%	23 14%	31 18% <i>cd</i>	43 37% <i>cdefg</i>	36 37% <i>cdefg</i>	43 19%	45 14%	42 18%	62 19%
A tablet (e.g. iPad, Samsung Galaxy)	486 44%	218 41%	269 48% <i>a</i>	68 44% <i>i</i>	105 50% <i>i</i>	104 59% <i>cd fghi</i>	76 44% <i>i</i>	73 42% <i>i</i>	48 41% <i>i</i>	12 13%	125 56% <i>lm</i>	168 51% <i>m</i>	97 43% <i>m</i>	96 30%
A desktop computer	267 24%	161 30% <i>b</i>	106 19%	43 28% <i>i</i>	40 19%	47 27% <i>i</i>	44 26% <i>i</i>	52 30% <i>di</i>	28 24% <i>i</i>	13 13%	80 36% <i>lm</i>	89 27% <i>m</i>	52 23% <i>m</i>	46 15%
A laptop or netbook	628 57%	306 57%	322 57%	104 68% <i>hi</i>	126 60% <i>hi</i>	135 77% <i>cd fghi</i>	101 59% <i>hi</i>	98 56% <i>hi</i>	46 40% <i>i</i>	18 18%	145 65% <i>lm</i>	225 68% <i>lm</i>	122 54% <i>m</i>	136 43%
An e- reader (e.g. Kindle, Kobo)	139 13%	52 10%	86 15% <i>a</i>	10 7%	23 11% <i>i</i>	26 15% <i>i</i>	23 13% <i>i</i>	35 20% <i>cdi</i>	18 15% <i>ci</i>	3 3%	34 15% <i>m</i>	59 18% <i>m</i>	28 12% <i>m</i>	19 6%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	209 19%	127 24% <i>b</i>	82 15%	73 48% <i>defghi</i>	59 28% <i>fghi</i>	42 24% <i>fghi</i>	18 11% <i>hi</i>	12 7% <i>i</i>	4 3% <i>i</i>	-	49 22% <i>m</i>	69 21% <i>m</i>	45 20%	46 15%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	52 5%	24 5%	28 5%	22 14% <i>defghi</i>	13 6% <i>gi</i>	9 5% <i>i</i>	3 2%	2 1%	3 3% <i>i</i>	-	11 5%	18 5%	11 5%	12 4%
Other mobile device	1 *	- -	1 *	- -	1 1%	- -	- -	- -	- -	- -	- -	1 *	- -	- -
SUMMARY CODES														
ANY MOBILE PHONE	949 87%	459 86%	490 87%	143 93% <i>ghi</i>	198 95% <i>fghi</i>	166 94% <i>fghi</i>	149 87% <i>i</i>	146 84% <i>i</i>	95 82% <i>i</i>	51 52%	200 89% <i>m</i>	304 92% <i>m</i>	198 88% <i>m</i>	247 78%
ANY MOBILE WITH INTERNET ACCESS	788 72%	379 71%	409 72%	134 87% <i>fghi</i>	189 91% <i>fghi</i>	149 85% <i>ghi</i>	131 76% <i>hi</i>	116 67% <i>hi</i>	54 46% <i>i</i>	15 16%	165 74% <i>m</i>	268 81% <i>lm</i>	163 72% <i>m</i>	191 60%

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1097	531	566	145	176	142	148	161	177	148	197	270	227	403
Weighted Base	1097	532	565	154	208	175	172	174	116	98	224	330	226	317
ANY COMPUTER INC. TABLET	847 77%	420 79%	427 76%	131 85%hi	173 83%hi	157 89%ghi	140 81%hi	139 79%hi	76 66%ii	31 32%	200 89%lm	283 86%lm	169 75%lm	195 62%
ANY COMPUTER EXC. TABLET	737 67%	376 71%b	361 64%	117 76%hi	146 70%hi	140 80%hi	120 70%hi	125 72%hi	63 54%ii	27 27%	174 77%lm	254 77%lm	151 67%lm	158 50%
ANY GAMING DEVICE	217 20%	129 24%b	88 16%	73 48%defghi	65 31%fghi	43 25%fghi	18 11%hi	12 7%ii	5 4%ii	-	52 23%lm	69 21%	49 21%	48 15%
ANY DEVICE	1016 93%	499 94%	517 92%	151 99%fghi	203 97%hi	175 100%fghi	160 93%ii	163 93%ii	105 90%ii	59 61%	216 96%lm	318 96%lm	208 92%lm	274 86%
None	80 7%	32 6%	48 8%	2 1%	6 3%	-	11 6%e	11 7%ce	11 10%code	39 39%cdelfgh	8 3%	12 4%	18 8%	43 14%ijkl
Don't know	1 *	1 *	-	-	-	-	1 1%	-	-	-	1 *	-	-	-

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1097	615	277	205	516	581	294	803	857	240	886	87	57	67
Weighted Base	1097	641	289	166	603	494	329	768	879	218	924	93*	55*	25*
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	654	393	200	61	438	216	239	415	545	109	562	49	27	16
	60%	61% ^c	69% ^{ac}	36%	73% ^e	44%	73% ^g	54%	62% ⁱ	50%	61%	52%	50%	64%
A mobile phone (not a Smartphone) with internet access	179	104	50	24	103	76	64	115	140	39	150	13	13	3
	16%	16%	17%	15%	17%	15%	19%	15%	16%	18%	16%	14%	24%	12%
A mobile phone without internet access	191	113	33	46	79	112	44	148	144	47	163	12	10	6
	17%	18% ^b	11%	27% ^{ab}	13%	23% ^d	13%	19% ^f	16%	21%	18%	13%	18%	22%
A tablet (e.g. iPad, Samsung Galaxy)	486	337	106	43	323	164	188	298	399	88	415	40	21	10
	44%	53% ^{bc}	37% ^c	26%	54% ^e	33%	57% ^g	39%	45%	40%	45%	43%	38%	42%
A desktop computer	267	176	65	25	167	100	83	184	218	48	235	18	12	1
	24%	28% ^c	23%	15%	28% ^e	20%	25%	24%	25%	22%	25% ^m	19% ^m	22% ^m	5%
A laptop or netbook	628	395	167	66	390	238	221	407	516	112	536	47	31	15
	57%	62% ^c	58% ^c	39%	65% ^e	48%	67% ^g	53%	59%	51%	58%	50%	56%	58%
An e- reader (e.g. Kindle, Kobo)	139	91	26	21	93	46	50	88	113	26	113	17	7	1
	13%	14%	9%	13%	15% ^e	9%	15%	12%	13%	12%	12% ^m	18% ^m	14%	2%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	209	114	83	13	136	73	89	120	176	33	181	13	12	3
	19%	18% ^c	29% ^{ac}	8%	23% ^e	15%	27% ^g	16%	20%	15%	20%	14%	21%	14%
A portable gaming device (e.g. SonyPSP\Vita, Nintendo DS)	52	28	21	3	31	21	21	31	45	8	49	2	1	1
	5%	4%	7% ^c	2%	5%	4%	6%	4%	5%	4%	5%	2%	2%	3%
Other mobile device	1	1	-	-	1	-	1	-	-	1	1	-	-	-
	*	*	-	-	*	-	*	-	-	1% ^h	*	-	-	-
SUMMARY CODES														
ANY MOBILE PHONE	949	564	265	120	560	389	309	640	770	179	807	69	49	24
	87%	88% ^c	92% ^c	72%	93% ^e	79%	94% ^g	83%	88%	82%	87% ^k	74%	90% ^k	98% ^{jk}

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1097	615	277	205	516	581	294	803	857	240	886	87	57	67
Weighted Base	1097	641	289	166	603	494	329	768	879	218	924	93*	55*	25*
ANY MOBILE WITH INTERNET ACCESS	788 72%	474 74% ^c	237 82% ^{ac}	77 46%	505 84% ^e	283 57%	281 85% ^g	507 66%	650 74% ⁱ	138 63%	670 72%	59 63%	40 74%	19 75%
ANY COMPUTER INC. TABLET	847 77%	537 84% ^{bc}	219 76% ^c	91 54%	508 84% ^e	339 69%	278 84% ^g	569 74%	690 79% ⁱ	156 72%	724 78% ^k	63 67%	42 77%	18 72%
ANY COMPUTER EXC. TABLET	737 67%	462 72% ^c	197 68% ^c	77 46%	441 73% ^e	296 60%	241 73% ^g	496 65%	601 68%	136 62%	632 68% ^k	53 57%	37 67%	15 61%
ANY GAMING DEVICE	217 20%	119 18% ^c	84 29% ^{ac}	14 9%	139 23% ^e	78 16%	94 29% ^g	123 16%	183 21%	34 16%	188 20%	13 14%	13 23%	3 14%
ANY DEVICE	1016 93%	610 95% ^c	273 95% ^c	133 80%	584 97% ^e	432 87%	323 98% ^g	693 90%	822 93% ⁱ	194 89%	858 93% ^k	81 86%	52 95%	25 99% ^k
None	80 7%	31 5%	16 5%	34 20% ^{ab}	18 3%	63 13% ^d	6 2%	74 10% ^f	56 6%	24 11% ^h	66 7%	12 12% ^m	3 5%	* 1%
Don't know	1 *	1 *	-	-	1 *	-	-	1 *	1 *	-	-	1 1% ^j	-	-

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1097	39	122	94	73	92	105	135	139	87	57	87	67
Weighted Base	1097	38*	117	97*	77*	93*	111*	150	152	88*	55*	93*	25*
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	654 60%	23 61%	72 62%	55 56%	44 58%	51 55%	71 64%	103 69%jk	93 61%	50 56%	27 50%	49 52%	16 64%
A mobile phone (not a Smartphone) with internet access	179 16%	5 12%	14 12%	31 32%abdfghkl	11 15%	21 23%ef	9 8%	18 12%	22 15%	18 21%ef	13 24%ef	13 14%	3 12%
A mobile phone without internet access	191 17%	6 15%	21 18%	21 21%	10 13%	16 18%	15 14%	24 16%	30 19%	22 24%	10 18%	12 13%	6 22%
A tablet (e.g. iPad, Samsung Galaxy)	486 44%	20 51%	51 44%	40 41%	38 49%	42 45%	45 41%	59 40%	75 49%	46 52%	21 38%	40 43%	10 42%
A desktop computer	267 24%	7 19%l	26 22%l	19 20%l	14 19%l	25 27%l	29 26%l	34 23%l	44 29%l	36 41%abdcfgjk l	12 22%l	18 19%l	1 5%
A laptop or netbook	628 57%	18 46%	66 56%	52 53%	44 57%	56 60%	64 57%	87 58%	102 67%ack	48 54%	31 56%	47 50%	15 58%
An e- reader (e.g. Kindle, Kobo)	139 13%	6 15%ef	11 9%	11 11%	10 14%fl	12 13%ef	4 4%	14 10%	28 19%bfl	18 20%bfgl	7 14%ef	17 18%fl	1 2%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	209 19%	7 19%	30 26%fg	29 30%fgkl	12 16%	28 30%fgkl	10 9%	19 13%	31 20%ef	15 17%	12 21%	13 14%	3 14%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	52 5%	1 3%	8 7%	10 10%fgk	3 4%	13 14%fghijkl	2 2%	3 2%	6 4%	3 3%	1 2%	2 2%	1 3%
Other mobile device	1 *	- -	- -	1 1%	- -	- -	- -	- -	- -	- -	- -	- -	- -
SUMMARY CODES													
ANY MOBILE PHONE	949 87%	31 81%	96 81%	87 89%k	63 82%	83 89%k	90 81%	136 91%bfk	141 93%abdfk	81 92%bfk	49 90%k	69 74%	24 98%abdfk

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1097	39	122	94	73	92	105	135	139	87	57	87	67
Weighted Base	1097	38*	117	97*	77*	93*	111*	150	152	88*	55*	93*	25*
ANY MOBILE WITH INTERNET ACCESS	788 72%	28 73%	78 67%	72 74%	54 70%	70 75%	77 69%	116 77%k	112 74%	62 70%	40 74%	59 63%	19 75%
ANY COMPUTER INC. TABLET	847 77%	25 64%	88 75%	80 82%ak	61 79%	71 76%	86 77%	114 76%	128 84%akl	72 82%ak	42 77%	63 67%	18 72%
ANY COMPUTER EXC. TABLET	737 67%	20 53%	74 63%	59 61%	50 65%	59 64%	81 73%ak	104 69%	122 80%abcdekl	61 70%	37 67%	53 57%	15 61%
ANY GAMING DEVICE	217 20%	8 22%	32 27%fgkl	31 31%dfgikl	12 16%	28 30%fgkl	10 9%	20 13%	32 21%f	15 17%	13 23%f	13 14%	3 14%
ANY DEVICE	1016 93%	36 93%	104 89%	89 91%	67 87%	85 92%	104 93%	143 96%bdk	147 96%bdk	83 94%	52 95%	81 86%	25 99%bdk
None	80 7%	3 7%	13 11%ghl	8 9%	10 13%ghl	8 8%	8 7%	6 4%	5 4%	5 6%	3 5%	12 12%ghl	* 1%
Don't know	1 *	-	-	-	-	-	-	-	-	-	-	1 1%	-

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1097	925	716	603	322	113	375	178	528
Weighted Base	1097	949	696	602	347	94*	387	189	501
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	654 60%	654 69%be	402 58%e	402 67%be	252 73%be	-	257 66%	115 61%	269 54%
A mobile phone (not a Smartphone) with internet access	179 16%	179 19%e	112 16%e	112 19%e	67 19%e	-	67 17%	30 16%	84 17%
A mobile phone without internet access	191 17%	191 20%e	132 19%e	132 22%e	60 17%e	-	48 12%	33 18%	111 22%
A tablet (e.g. iPad, Samsung Galaxy)	486 44%	467 49%de	337 48%de	327 54%de	140 40%e	10 11%	196 50%	83 44%	205 41%
A desktop computer	267 24%	249 26%e	178 26%e	164 27%e	86 25%	14 15%	94 24%	57 30%	123 24%
A laptop or netbook	628 57%	584 62%e	405 58%e	376 62%e	208 60%e	29 31%	229 59%	131 69%	254 51%
An e- reader (e.g. Kindle, Kobo)	139 13%	136 14%e	99 14%e	98 16%e	38 11%e	2 2%	44 11%	34 18%	57 11%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	209 19%	205 22%e	134 19%e	134 22%e	71 20%e	-	86 22%	50 27%	77 15%
A portable gaming device (e.g. SonyPSP\Vita, Nintendo DS)	52 5%	52 5%e	36 5%e	36 6%e	15 4%e	-	28 7%	10 5%	20 4%
Other mobile device	1 .	1 .	1 .	1 .	- .	-	-	-	1 .
SUMMARY CODES									
ANY MOBILE PHONE	949 87%	949 100%be	602 87%e	602 100%be	347 100%be	-	345 89%	166 88%	425 85%
ANY MOBILE WITH INTERNET ACCESS	788 72%	788 83%be	488 70%e	488 81%be	300 87%be	-	304 78%	139 74%	331 66%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1097	925	716	603	322	113	375	178	528
Weighted Base	1097	949	696	602	347	94*	387	189	501
ANY COMPUTER INC. TABLET	847	781	554	513	268	41	308	161	363
	77%	82%e	80%e	85%bde	77%e	44%	80%	85%	73%
ANY COMPUTER EXC. TABLET	737	681	481	443	238	38	266	149	308
	67%	72%e	69%e	74%e	69%e	40%	69%	79%	62%
ANY GAMING DEVICE	217	213	137	137	76	-	89	52	80
	20%	22%e	20%e	23%e	22%e	-	23%	27%	16%
ANY DEVICE	1016	949	644	602	347	41	370	179	451
	93%	100%be	92%e	100%be	100%be	44%	96%	95%	90%
None	80	-	52	-	-	52	17	10	49
	7%	-	8%acd	-	-	56%abcc	4%	5%	10%
Don't know	1	-	-	-	-	-	-	-	1
	*	-	-	-	-	-	-	-	*

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1097	414	424	423	56	605	451	1038	869	870	414	581	887	550
Weighted Base	1097	426	389	387	61*	633	415	1029	920	922	448	647	938	609
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	654 60%	276 65%bcf	199 51%	196 51%	40 65%	409 65%bcfg	209 50%	607 59%bcf	618 67%	622 67%	358 80%hil	516 80%hil	630 67%	495 81%hil
A mobile phone (not a Smartphone) with internet access	179 16%	74 17%	63 16%	63 16%	13 21%	108 17%	69 17%	172 17%	151 16%	154 17%	65 15%	108 17%	154 16%	99 16%
A mobile phone without internet access	191 17%	61 14%	86 22%ae	86 22%ae	7 12%	88 14%	99 24%aeg	185 18%	142 15%jkm	137 15%jkm	46 10%	53 8%	143 15%jkm	49 8%
A tablet (e.g. iPad, Samsung Galaxy)	486 44%	215 51%bcf	146 37%	144 37%	35 57%bcf	310 49%bcf	159 38%	458 45%bcf	474 52%	475 51%	247 55%	359 56%	478 51%	331 54%
A desktop computer	267 24%	101 24%	94 24%	94 24%	16 26%	166 26%	99 24%	255 25%	264 29%	258 28%	155 35%hikl	182 28%	265 28%	175 29%
A laptop or netbook	628 57%	249 59%bcf	186 48%	186 48%	42 68%bcf	399 63%bcfg	199 48%	584 57%bcf	600 65%	601 65%	300 67%	456 71%l	607 65%	437 72%hil
An e- reader (e.g. Kindle, Kobo)	139 13%	48 11%	47 12%	47 12%	7 12%	86 14%	50 12%	132 13%	134 15%	132 14%	74 17%	103 16%	134 14%	96 16%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	209 19%	92 22%bcf	54 14%	51 13%	11 18%	145 23%bcf	55 13%	202 20%bcf	203 22%	203 22%	121 27%	179 28%hil	207 22%	166 27%hil
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	52 5%	30 7%f	14 4%	14 4%	4 6%	40 6%	14 3%	51 5%	50 5%	50 5%	30 7%	45 7%	51 5%	43 7%
Other mobile device	1 *	1 *	- -	- -	- -	- -	1 *	1 *	1 *	1 *	- -	1 *	1 *	1 *
SUMMARY CODES														
ANY MOBILE PHONE	949 87%	380 89%bcf	324 83%	322 83%	55 90%	562 89%bcf	349 84%	891 87%	838 91%	840 91%	430 96%hil	622 96%hil	852 91%	589 97%hil

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1097	414	424	423	56	605	451	1038	869	870	414	581	887	550
Weighted Base	1097	426	389	387	61*	633	415	1029	920	922	448	647	938	609
ANY MOBILE WITH INTERNET ACCESS	788 72%	329 77%bcfg	247 64%	245 63%	48 78%cf	487 77%bcfg	262 63%	735 71%bcf	725 79%	732 79%	396 88%hil	588 91%hil	739 79%	558 92%hil
ANY COMPUTER INC. TABLET	847 77%	339 80%bcf	266 68%	264 68%	57 94%abcefg	525 83%bcfg	286 69%	794 77%bcf	809 88%	806 87%	398 89%	581 90%	819 87%	546 90%
ANY COMPUTER EXC. TABLET	737 67%	291 68%bcf	224 58%	224 58%	50 83%abcfg	463 73%bcfg	241 58%	688 67%bcf	707 77%	703 76%	354 79%	514 79%	715 76%	491 81%
ANY GAMING DEVICE	217 20%	96 23%bcf	55 14%	53 14%	11 18%	149 24%bcf	57 14%	209 20%bcf	210 23%	211 23%	124 28%	186 29%hil	215 23%	173 28%hil
ANY DEVICE	1016 93%	406 95%bcf	344 88%	342 88%	60 98%bc	606 96%bcfg	369 89%	955 93%bcf	898 98%	900 98%	441 99%	640 99%	916 98%	604 99%
None	80 7%	20 5%	44 11%aeg	44 11%aeg	1 2%	28 4%	45 11%aeg	74 7%e	22 2%	22 2%	6 1%	7 1%	22 2%	5 1%
Don't know	1 *	- -	1 *	1 *	- -	- -	1 *	1 *	- -	- -	- -	- -	- -	- -

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1097	531	566	145	176	142	148	161	177	148	197	270	227	403
Weighted Base	1097	532	565	154	208	175	172	174	116	98	224	330	226	317
Landline phone	696	338	358	81	96	118	118	123	79	81	164	205	137	189
	63%	63%	63%	53%	46%	67%cd	69%cd	71%cd	68%cd	82%cdelfgh	73%klm	62%	61%	60%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	869	421	448	126	177	152	151	144	82	37	195	283	181	210
	79%	79%	79%	82%hi	85%hi	87%hi	88%hi	83%hi	71%i	38%	87%lm	86%lm	80%lm	66%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	222	106	116	44	48	41	39	30	17	4	52	78	44	48
	20%	20%	21%	29%ghi	23%hi	23%i	23%i	17%i	14%i	4%	23%lm	24%lm	20%	15%
SUMMARY CODES														
ANY MOBILE PHONE	949	459	490	143	198	166	149	146	95	51	200	304	198	247
	87%	86%	87%	93%ghi	95%fghi	94%fghi	87%i	84%i	82%i	52%	89%lm	92%lm	88%lm	78%
NONE	30	17	13	3	5	-	5	6	5	6	2	5	7	16
	3%	3%	2%	2%	3%	-	3%e	3%e	4%e	6%e	1%	2%	3%	5%jk
ANY SERVICE	1019	491	529	145	192	169	161	161	105	87	218	314	210	278
	93%	92%	94%	94%	92%	97%hi	94%	92%	91%	89%	97%lm	95%lm	93%	88%
ANY SERVICE (INC. MOBILE)	1067	515	551	151	203	175	166	168	111	92	222	324	219	301
	97%	97%	98%	98%	97%	100%fghi	97%	97%	96%	94%	99%lm	98%lm	97%	95%

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1097	531	566	145	176	142	148	161	177	148	197	270	227	403
Weighted Base	1097	532	565	154	208	175	172	174	116	98	224	330	226	317
SERVICES HAVE														
MOBILE NOT LANDLINE	347 32%	167 31%	180 32%	66 43% ^{fghi}	104 50% ^{efghi}	55 31% ⁱ	44 26% ⁱ	39 23% ⁱ	30 26% ⁱ	8 8%	55	119	71	102
LANDLINE NOT MOBILE	94 9%	45 8%	49 9%	4 3%	1 1%	7 4% ^d	13 8% ^d	16 9% ^{cd}	14 12% ^{cde}	37 38% ^{cdefgh}	19 8%	20 6%	10 5%	44 14% ^{kl}
LANDLINE AND MOBILE	602 55%	293 55%	309 55%	77 50%	94 45%	111 63% ^{cdi}	105 61% ^{di}	107 61% ^{di}	65 56% ⁱ	43 44%	145 65% ^m	185 56% ^m	127 56% ^m	145 46%
LANDLINE OR MOBILE	1043 95%	505 95%	538 95%	148 96%	199 96%	173 99% ^{ghi}	163 95%	163 93%	109 94%	89 91%	219 98% ^{lm}	324 98% ^{lm}	208 92%	291 92%
None	78 7%	41 8%	36 6%	9 6%	17 8%	6 3%	11 6%	13 8%	11 9% ^e	11 11% ^e	6 3%	16 5%	16 7%	39 12% ^{jk}
Av number of services (inc mobile)	2.164	2.170	2.159	1.845	2.301	2.480	2.427	2.107	2.069	1.959	2.488	2.475	2.123	2.009
Standard Deviation	0.868	0.941	0.803	0.778	1.139	0.989	1.005	0.876	0.657	0.527	0.807	0.903	0.851	0.842
Error Variance	0.004	0.010	0.007	0.047	0.056	0.054	0.053	0.031	0.010	0.006	0.043	0.026	0.018	0.007

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1097	615	277	205	516	581	294	803	857	240	886	87	57	67
Weighted Base	1097	641	289	166	603	494	329	768	879	218	924	93*	55*	25*
Landline phone	696	437	144	115	387	309	203	493	550	146	584	57	36	20
	63%	68%b	50%	69%b	64%	62%	62%	64%	63%	67%	63%	61%	65%	78%jk
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	869	552	221	96	519	350	282	587	710	159	742	66	40	20
	79%	86%bc	76%c	58%	86%e	71%	86%g	76%	81%i	73%	80%	71%	73%	81%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	222	136	64	22	142	80	78	144	186	36	191	18	12	1
	20%	21%c	22%c	13%	24%e	16%	24%	19%	21%	16%	21%m	20%m	22%m	3%
SUMMARY CODES														
ANY MOBILE PHONE	949	564	265	120	560	389	309	640	770	179	807	69	49	24
	87%	88%c	92%c	72%	93%e	79%	94%g	83%	88%	82%	87%k	74%	90%k	98%jk
NONE	30	15	7	9	13	17	7	24	25	5	22	6	2	-
	3%	2%	2%	5%a	2%	3%	2%	3%	3%	2%	2%	7%j	4%	-
ANY SERVICE	1019	609	261	149	567	452	309	711	817	202	865	83	49	23
	93%	95%bc	90%	90%	94%	92%	94%	92%	93%	93%	94%	89%	90%	91%
ANY SERVICE (INC. MOBILE)	1067	627	282	158	589	477	322	744	854	213	902	87	52	25
	97%	98%c	98%	95%	98%	97%	98%	97%	97%	98%	98%k	93%	96%	100%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1097	615	277	205	516	581	294	803	857	240	886	87	57	67
Weighted Base	1097	641	289	166	603	494	329	768	879	218	924	93*	55*	25*
SERVICES HAVE														
MOBILE NOT LANDLINE	347	174	135	38	191	156	114	232	285	62	303	22	16	5
	32%	27%	47%ac	23%	32%	32%	35%	30%	32%	28%	33%	24%	30%	22%
LANDLINE NOT MOBILE	94	47	14	33	18	76	9	85	65	29	80	11	3	1
	9%	7%	5%	20%ab	3%	15%cd	3%	11%ef	7%	13%h	9%	11%	6%	2%
LANDLINE AND MOBILE	602	390	130	82	369	233	194	408	485	117	504	46	33	19
	55%	61%bc	45%	49%	61%e	47%	59%	53%	55%	54%	55%	50%	59%	76%ijk
LANDLINE OR MOBILE	1043	611	279	153	578	465	317	726	835	208	886	79	52	25
	95%	95%	97%cd	92%	96%	94%	97%	94%	95%	95%	96%kl	85%	96%	100%kl
None	78	33	28	17	36	42	20	58	61	16	59	10	6	2
	7%	5%	10%a	10%a	6%	8%	6%	8%	7%	7%	6%	11%	10%	9%
Av number of services (inc mobile)	2.164	2.491	1.815	1.958	2.404	1.987	2.504	2.041	2.164	2.165	2.172	2.211	2.182	1.889
Standard Deviation	0.868	0.845	0.948	0.584	1.034	0.673	0.888	0.830	0.869	0.875	0.895	0.845	0.678	0.782
Error Variance	0.004	0.009	0.019	0.006	0.017	0.004	0.019	0.005	0.006	0.016	0.006	0.042	0.042	0.031

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1097	39	122	94	73	92	105	135	139	87	57	87	67
Weighted Base	1097	38*	117	97*	77*	93*	111*	150	152	88*	55*	93*	25*
Landline phone	696	29	87	63	47	61	65	72	105	54	36	57	20
	63%	77%g	74%fg	65%g	61%	66%g	58%	48%	69%g	61%	65%g	61%	78%dfgik
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	869	26	91	78	63	81	87	118	131	67	40	66	20
	79%	68%	78%	80%	83%	87%ak	78%	79%	86%ajk	75%	73%	71%	81%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	222	5	33	37	9	30	11	25	26	13	12	18	1
	20%	14%	28%cdfil	38%adefghikl	12%	32%adefghil	10%	17%l	17%l	15%l	22%l	20%l	3%
SUMMARY CODES													
ANY MOBILE PHONE	949	31	96	87	63	83	90	136	141	81	49	69	24
	87%	81%	81%	89%k	82%	89%k	81%	91%bfk	93%abdfk	92%bfk	90%k	74%	98%abdfk
NONE	30	-	3	2	3	2	6	5	1	1	2	6	-
	3%	-	2%	2%	4%	2%	6%h	3%	*	1%	4%	7%h	-
ANY SERVICE	1019	37	112	95	71	87	102	134	146	82	49	83	23
	93%	96%	95%	97%gk	92%	94%	91%	89%	96%k	93%	90%	89%	91%
ANY SERVICE (INC. MOBILE)	1067	38	115	96	74	91	105	145	151	88	52	87	25
	97%	100%	98%	98%	96%	98%	94%	97%	100%fk	99%	96%	93%	100%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1097	39	122	94	73	92	105	135	139	87	57	87	67
Weighted Base	1097	38*	117	97*	77*	93*	111*	150	152	88*	55*	93*	25*
SERVICES HAVE													
MOBILE NOT LANDLINE	347	8	25	31	25	28	38	70	45	33	16	22	5
	32%	21%	22%	31%	33%	30%	34%	47%abcdehijkl	29%	37%b	30%	24%	22%
LANDLINE NOT MOBILE	94	6	17	7	9	6	13	6	9	5	3	11	1
	9%	17%ghl	15%ghl	7%	12%	7%	12%	4%	6%	6%	6%	11%	2%
LANDLINE AND MOBILE	602	23	70	56	38	55	52	65	97	48	33	46	19
	55%	60%	60%g	58%	49%	59%g	47%	44%	64%fg	55%	59%	50%	76%bcdefg k
LANDLINE OR MOBILE	1043	37	113	94	72	89	103	142	150	87	52	79	25
	95%	97%	96%k	96%k	94%	96%k	92%	95%k	98%fk	98%k	96%	85%	100%k
None	78	2	5	3	6	5	10	16	6	6	6	10	2
	7%	4%	5%	3%	8%	6%	9%	11%c	4%	7%	10%	11%ch	9%
Av number of services (inc mobile)	2.164	2.171	2.136	2.597	1.908	2.476	2.243	1.977	2.149	1.996	2.182	2.211	1.889
Standard Deviation	0.868	0.701	0.597	1.338	1.263	1.197	0.826	0.842	0.623	1.069	0.678	0.845	0.782
Error Variance	0.004	0.045	0.020	0.199	0.266	0.102	0.034	0.027	0.019	0.095	0.042	0.042	0.031

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1097	925	716	603	322	113	375	178	528
Weighted Base	1097	949	696	602	347	94*	387	189	501
Landline phone	696	602	696	602	-	94	252	134	313
	63%	63% ^d	100% ^{ad}	100% ^{ad}	-	100% ^{ad}	65%	71%	63%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	869	810	581	539	271	42	340	165	350
	79%	85% ^{de}	83% ^e	90% ^{abde}	78% ^e	44%	88%	87%	70%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	222	202	160	147	54	13	86	49	99
	20%	21%	23% ^{de}	24% ^{de}	16%	13%	22%	26%	20%
SUMMARY CODES									
ANY MOBILE PHONE	949	949	602	602	347	-	345	166	425
	87%	100% ^{be}	87% ^e	100% ^{be}	100% ^{be}	-	89%	88%	85%
NONE	30	-	-	-	-	-	10	2	15
	3%	-	-	-	-	-	3%	1%	3%
ANY SERVICE	1019	902	696	602	300	94	369	184	450
	93%	95% ^d	100% ^{ad}	100% ^{ad}	86%	100% ^{ad}	95%	98%	90%
ANY SERVICE (INC. MOBILE)	1067	949	696	602	347	94	377	187	485
	97%	100%	100%	100%	100%	100%	97%	99%	97%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1097	925	716	603	322	113	375	178	528
Weighted Base	1097	949	696	602	347	94*	387	189	501
SERVICES HAVE									
MOBILE NOT LANDLINE	347	347	-	-	347	-	122	46	160
	32%	37%bce	-	-	100%abce	-	31%	24%	32%
LANDLINE NOT MOBILE	94	-	94	-	-	94	30	14	49
	9%	-	13%acd	-	-	100%abcd	8%	8%	10%
LANDLINE AND MOBILE	602	602	602	602	-	-	223	119	264
	55%	63%de	87%ade	100%abde	-	-	58%	63%	53%
LANDLINE OR MOBILE	1043	949	696	602	347	94	374	180	474
	95%	100%	100%	100%	100%	100%	97%	95%	95%
None	78	47	-	-	47	-	19	4	51
	7%	5%bce	-	-	14%abce	-	5%	2%	10%
Av number of services (inc mobile)	2.164	2.164	2.666	2.666	1.610	-	2.382	2.597	1.975
Standard Deviation	0.868	0.868	0.797	0.797	0.547	-	0.835	1.064	0.814
Error Variance	0.004	0.004	0.006	0.006	0.004	-	0.011	0.067	0.006

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1097	414	424	423	56	605	451	1038	869	870	414	581	887	550
Weighted Base	1097	426	389	387	61*	633	415	1029	920	922	448	647	938	609
Landline phone	696	278	243	241	41	424	261	673	601	599	288	402	604	357
	63%	65%	63%	62%	66%	67%	63%	65%	65% _m	65% _m	64%	62%	64% _m	59%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	869	368	259	257	53	554	277	815	846	838	410	586	848	545
	79%	86% _{bctg}	67%	67%	87% _{bctf}	87% _{bctg}	67%	79% _{bctf}	92%	91%	92%	91%	90%	89%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	222	88	79	79	18	151	81	213	206	209	126	186	213	162
	20%	21%	20%	21%	29%	24%	19%	21%	22%	23%	28% _h	29% _{hil}	23%	27%
SUMMARY CODES														
ANY MOBILE PHONE	949	380	324	322	55	562	349	891	838	840	430	622	852	589
	87%	89% _{bctf}	83%	83%	90%	89% _{bctf}	84%	87%	91%	91%	96% _{hil}	96% _{hil}	91%	97% _{hil}
NONE	30	11	15	15	-	12	15	27	12	12	3	6	12	5
	3%	3%	4%	4%	-	2%	4%	3%	1%	1%	1%	1%	1%	1%
ANY SERVICE	1019	405	340	338	61	611	365	961	901	897	430	624	912	582
	93%	95% _{bctf}	88%	87%	100% _{bctf}	96% _{bctg}	88%	93% _{bctf}	98% _m	97%	96%	96%	97%	96%
ANY SERVICE (INC. MOBILE)	1067	415	374	372	61	621	401	1003	908	911	444	641	925	604
	97%	97%	96%	96%	100%	98%	96%	97%	99%	99%	99%	99%	99%	99%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1097	414	424	423	56	605	451	1038	869	870	414	581	887	550
Weighted Base	1097	426	389	387	61*	633	415	1029	920	922	448	647	938	609
SERVICES HAVE														
MOBILE NOT LANDLINE	347 32%	134 31%	121 31%	121 31%	20 32%	187 29%	130 31%	309 30%	287 31%	291 32%	153 34%	235 36%	300 32%	242 40%hil
LANDLINE NOT MOBILE	94 9%	32 7%	41 11%	41 11%	5 8%	49 8%	43 10%	91 9%	50 5%jkm	50 5%jkm	11 2%	15 2%	52 6%jkm	10 2%
LANDLINE AND MOBILE	602 55%	246 58%	202 52%	200 52%	35 58%	375 59%bc	219 53%	582 57%	551 60%	549 60%	277 62%	388 60%	553 59%	347 57%
LANDLINE OR MOBILE	1043 95%	412 97%	365 94%	363 94%	60 99%	611 96%	391 94%	982 95%	888 97%	890 97%	441 98%	637 98%hil	904 96%	600 98%hil
None	78 7%	21 5%	49 12%adeg	49 13%adeg	- -	23 4%	50 12%adeg	69 7%e	19 2%	25 3%	17 4%	23 4%	26 3%	27 4%h
Av number of services (inc mobile)	2.164	2.358	1.954	1.954	2.000	2.390	1.961	2.181	2.617	2.560	2.505	2.459	2.523	2.404
Standard Deviation	0.868	0.827	0.842	0.842	0.000	0.857	0.832	0.869	0.847	0.863	1.110	1.116	0.899	1.106
Error Variance	0.004	0.010	0.008	0.008	0.000	0.009	0.007	0.004	0.009	0.009	0.034	0.027	0.010	0.026

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1097	531	566	145	176	142	148	161	177	148	197	270	227	403
Weighted Base	1097	532	565	154	208	175	172	174	116	98	224	330	226	317
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	236	112	124	19	29	30	40	58	37	24	75	62	47	52
	22%	21%	22%	12%	14%	17%	23%cd	33%cde	32%cde	25%cd	34%klm	19%	21%	16%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	349	152	197	23	45	54	53	87	45	42	95	103	68	81
	32%	29%	35%a	15%	22%	31%c	31%c	50%cd efh	38%cd	43%cde	43%klm	31%	30%	26%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	308	147	160	30	37	40	59	69	41	32	95	84	61	68
	28%	28%	28%	20%	18%	23%	34%cde	39%cde	36%cde	32%cd	42%klm	26%	27%	21%
Some other type of call that you didn't want or ask for - for example a market research call	28	14	14	1	3	4	5	10	4	1	11	7	6	5
	3%	3%	2%	1%	2%	2%	3%	6%ci	4%	1%	5%lm	2%	2%	1%
SUMMARY CODES														
1 TYPE EXPERIENCED	156	78	77	16	10	27	32	28	15	28	43	42	33	38
	14%	15%	14%	10%	5%	15%cd	19%cd	16%cd	13%cd	29%cd efgh	19%lm	13%	14%	12%
2 TYPES EXPERIENCED	125	57	68	11	13	21	21	28	14	16	32	39	26	28
	11%	11%	12%	7%	6%	12%	12%	16%cd	12%	16%cd	14%	12%	11%	9%

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1097	531	566	145	176	142	148	161	177	148	197	270	227	403
Weighted Base	1097	532	565	154	208	175	172	174	116	98	224	330	226	317
3 TYPES EXPERIENCED	156 14%	68 13%	88 16%	11 7%	26 13%	18 10%	24 14%	41 23% ^{cdefi}	24 20% ^{ce}	13 13%	51 23% ^{klm}	40 12%	32 14%	34 11%
4 TYPES EXPERIENCED	11 1%	7 1%	4 1%	- -	- -	1 1%	3 2%	4 2% ^d	3 3% ^{cd}	- -	4 2%	4 1%	1 *	3 1%
ANY UNSOLICITED CALLS (LANDLINE)	448 41%	210 40%	238 42%	39 25%	49 24%	67 38% ^{cd}	80 47% ^{cd}	101 58% ^{cde}	56 48% ^{cd}	57 58% ^{cde}	130 58% ^{klm}	125 38%	91 40%	102 32%
None	649 59%	322 60%	327 58%	115 75% ^{efghi}	159 76% ^{efghi}	109 62% ^{gi}	92 53%	73 42%	60 52%	41 42%	94 42%	204 62% ^j	135 60% ^j	215 68% ^j
Av number of issues	2.053	2.020	2.083	1.881	2.335 ^{ei}	1.906	1.969	2.211 ⁱ	2.266 ^{ei}	1.728	2.123	2.047	2.008	2.011
Standard Deviation	0.893	0.914	0.875	0.843	0.791	0.867	0.926	0.896	0.927	0.813	0.916	0.883	0.869	0.904
Error Variance	0.002	0.004	0.003	0.019	0.016	0.015	0.013	0.009	0.010	0.008	0.007	0.007	0.008	0.006

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1097	615	277	205	516	581	294	803	857	240	886	87	57	67
Weighted Base	1097	641	289	166	603	494	329	768	879	218	924	93*	55*	25*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	236 22%	172 27%bc	34 12%	29 18%	128 21%	108 22%	56 17%	180 23% ^f	184 21%	53 24%	196 21%	29 31% ^l	8 14%	4 17%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	349 32%	235 37% ^b	52 18%	61 36% ^b	188 31%	161 33%	85 26%	263 34% ^f	279 32%	70 32%	284 31%	33 35%	24 44%	8 32%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	308 28%	210 33% ^b	52 18%	46 28% ^b	168 28%	139 28%	84 26%	224 29%	236 27%	72 33%	245 27%	37 40% ^j ^m	21 38% ^m	4 17%
Some other type of call that you didn't want or ask for - for example a market research call	28 3%	20 3%	5 2%	3 2%	16 3%	12 2%	8 2%	20 3%	20 2%	8 4%	19 2%	4 5%	5 9% ^j	- -

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1097	615	277	205	516	581	294	803	857	240	886	87	57	67
Weighted Base	1097	641	289	166	603	494	329	768	879	218	924	93*	55*	25*
SUMMARY CODES														
1 TYPE EXPERIENCED	156	90	31	35	80	76	39	116	121	35	132	9	11	3
	14%	14%	11%	21% ^{ab}	13%	15%	12%	15%	14%	16%	14%	10%	20%	13%
2 TYPES EXPERIENCED	125	82	21	22	72	53	33	91	89	36	99	14	8	3
	11%	13% ^b	7%	13% ^b	12%	11%	10%	12%	10%	16% ^h	11%	15%	15%	13%
3 TYPES EXPERIENCED	156	115	22	20	82	74	39	117	130	27	129	19	6	2
	14%	18% ^b	7%	12%	14%	15%	12%	15%	15%	12%	14%	20%	12%	9%
4 TYPES EXPERIENCED	11	10	2	-	8	4	2	9	8	4	6	2	3	-
	1%	2%	1%	-	1%	1%	1%	1%	1%	2%	1%	2%	5% ^j	-
ANY UNSOLICITED CALLS (LANDLINE)	448	296	75	77	241	207	114	334	347	101	367	44	28	9
	41%	46% ^b	26%	46% ^b	40%	42%	35%	43% ^f	39%	46%	40%	47%	52%	35%
None	649	345	214	90	361	287	214	434	532	117	557	49	26	16
	59%	54%	74% ^{ac}	54%	60%	58%	65% ^g	57%	61%	54%	60%	53%	48%	65%
Av number of issues	2.053	2.152 ^c	1.917	1.806	2.073	2.030	2.038	2.058	2.070	1.995	2.027	2.314	2.030	1.891
Standard Deviation	0.893	0.895	0.894	0.827	0.891	0.897	0.880	0.899	0.897	0.880	0.885	0.867	1.024	0.843
Error Variance	0.002	0.003	0.011	0.007	0.004	0.003	0.008	0.002	0.002	0.007	0.002	0.017	0.036	0.028

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1097	39	122	94	73	92	105	135	139	87	57	87	67
Weighted Base	1097	38*	117	97*	77*	93*	111*	150	152	88*	55*	93*	25*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	236 22%	7 19%	33 28%g	19 20%	23 30%g	20 21%	21 19%	20 13%	33 22%	21 23%	8 14%	29 31%gj	4 17%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	349 32%	14 36%g	45 39%cg	25 25%	32 41%cg	26 28%	33 29%	28 18%	56 37%g	27 30%	24 44%cg	33 35%g	8 32%g
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	308 28%	11 30%	37 32%cg	18 18%	27 36%cgl	20 21%	28 25%	28 19%	50 33%cgl	26 29%	21 38%cegl	37 40%cegl	4 17%
Some other type of call that you didn't want or ask for - for example a market research call	28 3%	- -	3 3%	- -	2 2%	3 3%	1 1%	1 1%	6 4%	3 3%	5 9%cfg	4 5%cg	- -
SUMMARY CODES													
1 TYPE EXPERIENCED	156 14%	6 15%	21 18%	11 12%	7 9%	15 16%	16 14%	21 14%	22 14%	13 14%	11 20%	9 10%	3 13%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1097	39	122	94	73	92	105	135	139	87	57	87	67
Weighted Base	1097	38*	117	97*	77*	93*	111*	150	152	88*	55*	93*	25*
2 TYPES EXPERIENCED	125 11%	6 15%	15 12%	7 8%	15 19%ceg	5 6%	12 11%	12 8%	16 11%	11 13%	8 15%	14 15%	3 13%
3 TYPES EXPERIENCED	156 14%	5 13%	21 18%g	12 12%	15 20%g	12 13%	14 12%	10 7%	26 17%g	13 14%	6 12%	19 20%g	2 9%
4 TYPES EXPERIENCED	11 1%	- -	1 1%	- -	* 1%	2 2%	- -	- -	3 2%	1 1%	3 5%ctfg	2 2%	- -
ANY UNSOLICITED CALLS (LANDLINE)	448 41%	16 43%	58 49%cg	31 32%	37 49%cg	34 36%	42 38%	44 29%	67 44%g	37 42%	28 52%cg	44 47%cg	9 35%
None	649 59%	22 57%	59 51%	67 68%bdjk	39 51%	59 64%	69 62%	106 71%bdhjk	85 56%	51 58%	26 48%	49 53%	16 65%
Av number of issues	2.053	1.969	2.043	2.009	2.236	2.020	1.947	1.750	2.147	2.042	2.030	2.314	1.891
Standard Deviation	0.893	0.830	0.898	0.884	0.781	1.005	0.849	0.826	0.936	0.880	1.024	0.867	0.843
Error Variance	0.002	0.036	0.013	0.024	0.016	0.028	0.018	0.019	0.015	0.022	0.036	0.017	0.028

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1097	925	716	603	322	113	375	178	528
Weighted Base	1097	949	696	602	347	94*	387	189	501
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	236 22%	194 20%d	236 34%ad	194 32%ad	- -	42 45%abcd	88 23%	41 21%	108 22%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	349 32%	307 32%d	349 50%ad	307 51%ad	- -	42 44%ad	127 33%	66 35%	156 31%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	308 28%	266 28%d	308 44%ad	266 44%ad	- -	42 45%ad	111 29%	59 31%	140 28%
Some other type of call that you didn't want or ask for - for example a market research call	28 3%	27 3%d	28 4%d	27 4%d	- -	1 1%	12 3%	4 2%	12 2%
SUMMARY CODES									
1 TYPE EXPERIENCED	156 14%	129 14%d	156 22%ad	129 21%ad	- -	27 28%ad	57 15%	29 15%	72 14%

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1097	925	716	603	322	113	375	178	528
Weighted Base	1097	949	696	602	347	94*	387	189	501
2 TYPES EXPERIENCED	125	111	125	111	-	14	50	18	64
	11%	12%d	18%ad	18%ad	-	15%d	13%	10%	13%
3 TYPES EXPERIENCED	156	132	156	132	-	24	52	34	67
	14%	14%d	22%ad	22%ad	-	26%ad	13%	18%	13%
4 TYPES EXPERIENCED	11	11	11	11	-	-	7	1	4
	1%	1%	2%d	2%d	-	-	2%	*	1%
ANY UNSOLICITED CALLS (LANDLINE)	448	384	448	384	-	65	165	81	207
	41%	40%d	64%ad	64%ad	-	69%ad	43%	43%	41%
None	649	566	248	219	347	29	222	107	294
	59%	60%bce	36%	36%	100%abce	31%	57%	57%	59%
Av number of issues	2.053	2.068	2.053	2.068	-	1.963	2.051	2.082	2.011
Standard Deviation	0.893	0.893	0.893	0.893	-	0.893	0.908	0.902	0.864
Error Variance	0.002	0.002	0.002	0.002	-	0.010	0.005	0.010	0.003

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1097	414	424	423	56	605	451	1038	869	870	414	581	887	550
Weighted Base	1097	426	389	387	61*	633	415	1029	920	922	448	647	938	609
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	236 22%	93 22%	89 23%	89 23%	14 24%	142 22%	91 22%	231 22%	214 23%	211 23%	98 22%	136 21%	214 23%	117 19%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	349 32%	135 32%	126 32%	126 32%	23 37%	215 34%	132 32%	336 33%	308 33%	305 33%	141 32%	199 31%	308 33%	177 29%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	308 28%	118 28%	113 29%	113 29%	19 31%	188 30%	117 28%	296 29%	279 30%	278 30%	135 30%	183 28%	279 30%	157 26%
Some other type of call that you didn't want or ask for - for example a market research call	28 3%	13 3%	11 3%	11 3%	2 3%	19 3%	11 3%	28 3%	27 3%	26 3%	16 4%	18 3%	27 3%	21 3%
SUMMARY CODES														
1 TYPE EXPERIENCED	156 14%	61 14%	59 15%	59 15%	8 14%	93 15%	63 15%	152 15%	124 14%	124 13%	49 11%	78 12%	124 13%	78 13%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1097	414	424	423	56	605	451	1038	869	870	414	581	887	550
Weighted Base	1097	426	389	387	61*	633	415	1029	920	922	448	647	938	609
2 TYPES EXPERIENCED	125 11%	54 13%	50 13%	50 13%	10 16%	77 12%	53 13%	120 12%	113 12%	113 12%	58 13%	78 12%	113 12%	69 11%
3 TYPES EXPERIENCED	156 14%	53 12%	55 14%	55 14%	10 17%	95 15%	55 13%	151 15%	145 16%	144 16%	64 14%	91 14%	145 15%	74 12%
4 TYPES EXPERIENCED	11 1%	8 2%	4 1%	4 1%	- -	8 1%	4 1%	11 1%	11 1%	10 1%	8 2%	8 1%	11 1%	8 1%
ANY UNSOLICITED CALLS (LANDLINE)	448 41%	175 41%	168 43%	168 43%	28 47%	273 43%	175 42%	435 42%	393 43%	390 42%	180 40%	254 39%	393 42%	229 38%
None	649 59%	250 59%	221 57%	219 57%	33 53%	361 57%	240 58%	595 58%	527 57%	532 58%	268 60%	393 61%	545 58%	380 62%
Av number of issues	2.053	2.044	2.016	2.016	2.064	2.066	1.999	2.051	2.108	2.101	2.173	2.111	2.110	2.055
Standard Deviation	0.893	0.908	0.879	0.879	0.818	0.895	0.876	0.895	0.887	0.883	0.886	0.878	0.887	0.899
Error Variance	0.002	0.005	0.004	0.004	0.024	0.003	0.004	0.002	0.002	0.002	0.005	0.003	0.002	0.004

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1097	666	456	403	321	247	128	557	355	346	429	309	200	35	27	10
Weighted Base	1097	680	448	432	314	236	131	571	349	369	441	308	223	38*	28**	12**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	236 22%	236 35%ci	236 53%acfgi jl	106 24%	236 75%abcf ghijklm	236 100%abcdf ghijklm	53 41%cil	204 36%ci	189 54%acfgi jl	93 25%	190 43%acgil	183 60%acfgi jl	65 29%	21 54%acgil	19 66%	4 28%
Receiving a "live sales\marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	349 32%	349 51%cil	349 78%acdfg ijlm	159 37%	199 63%acfgi l	189 80%acdfg ijlm	57 43%	349 61%acfi jl	349 100%abcde fgijklm	147 40%	239 54%cfil	231 75%acdfg ijl	78 35%	23 61%cil	21 76%	4 35%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	308 28%	308 45%ci	308 69%acdfg il	149 35%	190 61%acfgi l	183 78%abcf ghijlm	52 39%	256 45%ci	231 66%acfgi l	129 35%	308 70%acdf gil	308 100%abcde fghijlm	89 40%	23 60%cfil	20 71%	4 34%
Some other type of call that you didn't want or ask for - for example a market research call	28 3%	28 4%	28 6%	16 4%	20 6%	19 8%acgi	4 3%	22 4%	21 6%	12 3%	21 5%	20 6%	10 5%	28 73%abcd efghijk l	28 100%	2 19%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1097	666	456	403	321	247	128	557	355	346	429	309	200	35	27	10
Weighted Base	1097	680	448	432	314	236	131	571	349	369	441	308	223	38*	28**	12**
SUMMARY CODES																
1 TYPE EXPERIENCED	156 14%	156 23% cdefi jklm	156 35% acdef ghijklm	56 13% dfl	25 8%	20 8%	6 5%	103 18% defjl	83 24% cdefg ijklm	48 13% fl	56 13% fl	50 16% defl	15 7%	2 6%	2 8%	- -
2 TYPES EXPERIENCED	125 11%	125 18%	125 28% acdfig il	64 15%	60 19%	53 23% cil	18 14%	110 19%	101 29% acdfig ijl	57 15%	97 22% cil	92 30% acdfig ijl	30 13%	6 15%	3 12%	2 17%
3 TYPES EXPERIENCED	156 14%	156 23% c	156 35% acgil	72 17%	151 48% abcfg ijl	151 64% abcdf ghijklm	41 31% ci	154 27% ci	153 44% abcfg ijl	65 18%	154 35% acgil	154 50% abcfg ijlm	49 22%	12 31% c	11 38%	3 27%
4 TYPES EXPERIENCED	11 1%	11 2%	11 3%	7 2%	11 4%	11 5% acfgi	* *	11 2%	11 3%	6 2%	11 3%	11 4%	5 2%	11 30% abcde fghijkl	11 41%	- -
ANY UNSOLICITED CALLS (LANDLINE)	448 41%	448 66% cfil	448 100% acdfig ijlm	200 46%	248 79% acfg il	236 100% acdfig ijlm	65 50%	378 66% cfil	349 100% acdfig ijlm	176 48%	318 72% acfi l	308 100% acdfig ijlm	100 45%	31 82% cfil	28 100%	5 44%
None	649 59%	232 34% bdehjk	- -	232 54% abdeg hjkm	66 21% behk	- -	66 50% abdeg hjkm	193 34% bdehk	- -	193 52% abdeg hjkm	123 28% behk	- -	123 55% abdeg hjkm	7 18% behk	- -	7 56%
Av number of issues	2.053	2.053	2.053	2.151	2.603abc ghijk	2.654abc ghijkl	2.546abc ghi	2.198ab	2.266ab	2.159	2.381abc gi	2.412abc ghi	2.442abc gi	3.048	3.128	2.621
Standard Deviation	0.893	0.893	0.893	0.876	0.733	0.703	0.674	0.874	0.861	0.868	0.813	0.804	0.815	0.926	0.932	0.536
Error Variance	0.002	0.002	0.002	0.004	0.002	0.002	0.007	0.002	0.002	0.004	0.002	0.002	0.007	0.029	0.032	0.058

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All who have landline phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	716	344	372	78	80	97	101	115	123	122	150	176	142	248
Weighted Base	696	338	358	81*	96*	118*	118*	123	79	81	164	205	137	189
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	236 34%	112 33%	124 35%	19 23%	29 30%	30 25%	40 34%	58 47%cdel	37 47%cdel	24 30%	75 46%km	62 30%	47 34%	52 27%
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	349 50%	152 45%	197 55%a	23 28%	45 48%c	54 45%c	53 45%c	87 70%cdelfhi	45 57%c	42 52%c	95 58%km	103 50%	68 50%	81 43%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	308 44%	147 44%	160 45%	30 37%	37 39%	40 34%	59 50%e	69 56%cdel	41 53%ei	32 39%	95 58%klm	84 41%	61 45%	68 36%
Some other type of call that you didn't want or ask for - for example a market research call	28 4%	14 4%	14 4%	1 1%	3 3%	4 3%	5 4%	10 8%i	4 5%	1 1%	11 7%	7 3%	6 4%	5 2%
SUMMARY CODES														
1 TYPE EXPERIENCED	156 22%	78 23%	77 22%	16 20%	10 10%	27 23%d	32 27%d	28 22%d	15 19%	28 35%cdgh	43 26%	42 20%	33 24%	38 20%
2 TYPES EXPERIENCED	125 18%	57 17%	68 19%	11 14%	13 14%	21 18%	21 18%	28 23%	14 18%	16 20%	32 20%	39 19%	26 19%	28 15%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All who have landline phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	716	344	372	78	80	97	101	115	123	122	150	176	142	248
Weighted Base	696	338	358	81*	96*	118*	118*	123	79	81	164	205	137	189
3 TYPES EXPERIENCED	156	68	88	11	26	18	24	41	24	13	51	40	32	34
	22%	20%	25%	14%	27%	15%	20%	33%cefi	30%cei	16%	31%km	20%	23%	18%
4 TYPES EXPERIENCED	11	7	4	-	-	1	3	4	3	-	4	4	1	3
	2%	2%	1%	-	-	1%	2%	3%	4%l	-	3%	2%	1%	1%
ANY UNSOLICITED CALLS (LANDLINE)	448	210	238	39	49	67	80	101	56	57	130	125	91	102
	64%	62%	66%	48%	51%	56%	68%cd	82%cdelfi	71%cde	71%cde	79%klm	61%	66%lm	54%
None	248	128	120	43	47	52	38	22	23	24	34	80	47	87
	36%	38%	34%	52%fghi	49%fghi	44%ghi	32%g	18%	29%	29%g	21%	39%j	34%j	46%jl
Av number of issues	2.053	2.020	2.083	1.881	2.335ei	1.906	1.969	2.211i	2.266ei	1.728	2.123	2.047	2.008	2.011
Standard Deviation	0.893	0.914	0.875	0.843	0.791	0.867	0.926	0.896	0.927	0.813	0.916	0.883	0.869	0.904
Error Variance	0.002	0.004	0.003	0.019	0.016	0.015	0.013	0.009	0.010	0.008	0.007	0.007	0.008	0.006

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All who have landline phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	716	430	139	147	334	382	177	539	548	168	569	56	38	53
Weighted Base	696	437	144	115	387	309	203	493	550	146	584	57*	36*	20*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	236 34%	172 39%bc	34 24%	29 25%	128 33%	108 35%	56 27%	180 37% ^f	184 33%	53 36%	196 34%	29 50% ^{jlm}	8 21%	4 21%
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	349 50%	235 54% ^b	52 37%	61 53% ^b	188 48%	161 52%	85 42%	263 53% ^f	279 51%	70 48%	284 49%	33 57%	24 67% ^{jlm}	8 41%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	308 44%	210 48% ^b	52 36%	46 40%	168 43%	139 45%	84 41%	224 45%	236 43%	72 49%	245 42% ^m	37 65% ^{jlm}	21 59% ^m	4 22%
Some other type of call that you didn't want or ask for - for example a market research call	28 4%	20 5%	5 3%	3 3%	16 4%	12 4%	8 4%	20 4%	20 4%	8 5%	19 3%	4 8%	5 13% ^{jlm}	- -

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All who have landline phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	716	430	139	147	334	382	177	539	548	168	569	56	38	53
Weighted Base	696	437	144	115	387	309	203	493	550	146	584	57*	36*	20*
SUMMARY CODES														
1 TYPE EXPERIENCED	156	90	31	35	80	76	39	116	121	35	132	9	11	3
	22%	20%	22%	30%a	21%	25%	19%	24%	22%	24%	23%	16%	31%	17%
2 TYPES EXPERIENCED	125	82	21	22	72	53	33	91	89	36	99	14	8	3
	18%	19%	14%	19%	19%	17%	16%	19%	16%	24%h	17%	25%	22%	16%
3 TYPES EXPERIENCED	156	115	22	20	82	74	39	117	130	27	129	19	6	2
	22%	26%bc	15%	17%	21%	24%	19%	24%	24%	18%	22%	33%m	18%	12%
4 TYPES EXPERIENCED	11	10	2	-	8	4	2	9	8	4	6	2	3	-
	2%	2%	1%	-	2%	1%	1%	2%	1%	3%	1%	4%	8%j	-
ANY UNSOLICITED CALLS (LANDLINE)	448	296	75	77	241	207	114	334	347	101	367	44	28	9
	64%	68%b	52%	67%b	62%	67%	56%	68%f	63%	69%	63% <i>n</i>	78% <i>o</i>	79% <i>n</i>	45%
None	248	141	69	38	146	102	89	159	203	45	217	13	7	11
	36%	32%	48%ac	33%	38%	33%	44%g	32%	37%	31%	37% <i>k</i>	22%	21%	55% <i>kl</i>
Av number of issues	2.053	2.152c	1.917	1.806	2.073	2.030	2.038	2.058	2.070	1.995	2.027	2.314	2.030	1.891
Standard Deviation	0.893	0.895	0.894	0.827	0.891	0.897	0.880	0.899	0.897	0.880	0.885	0.867	1.024	0.843
Error Variance	0.002	0.003	0.011	0.007	0.004	0.003	0.008	0.002	0.002	0.007	0.002	0.017	0.036	0.028

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All who have landline phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	716	31	92	64	47	59	64	62	97	53	38	56	53
Weighted Base	696	29**	87*	63*	47*	61*	65*	72*	105*	54*	36*	57*	20*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	236 34%	7 24%	33 37%	19 31%	23 49%gjl	20 32%	21 32%	20 28%	33 31%	21 38%	8 21%	29 50%cgghjl	4 21%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	349 50%	14 47%	45 52%	25 39%	32 67%cegl	26 42%	33 50%	28 38%	56 53%	27 50%	24 67%cegl	33 57%	8 41%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	308 44%	11 39%	37 42%l	18 28%	27 58%cel	20 32%	28 43%l	28 40%	50 47%cl	26 48%cl	21 59%cel	37 65%bcefg l	4 22%
Some other type of call that you didn't want or ask for - for example a market research call	28 4%	- -	3 4%	- -	2 4%	3 4%	1 1%	1 1%	6 6%	3 6%	5 13%clgl	4 8%c	- -
SUMMARY CODES													
1 TYPE EXPERIENCED	156 22%	6 19%	21 24%	11 18%	7 15%	15 24%	16 25%	21 30%	22 21%	13 24%	11 31%	9 16%	3 17%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All who have landline phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	716	31	92	64	47	59	64	62	97	53	38	56	53
Weighted Base	696	29**	87*	63*	47*	61*	65*	72*	105*	54*	36*	57*	20*
2 TYPES EXPERIENCED	125 18%	6 20%	15 17%	7 12%	15 31%ceh	5 9%	12 19%	12 17%	16 15%	11 21%	8 22%	14 25%e	3 16%
3 TYPES EXPERIENCED	156 22%	5 17%	21 25%	12 19%	15 32%l	12 20%	14 21%	10 15%	26 25%	13 24%	6 18%	19 33%gl	2 12%
4 TYPES EXPERIENCED	11 2%	- -	1 1%	- -	* 1%	2 2%	- -	- -	3 3%	1 1%	3 8%cfg	2 4%	- -
ANY UNSOLICITED CALLS (LANDLINE)	448 64%	16 56%	58 66%cl	31 49%	37 79%cel	34 55%	42 65%l	44 61%	67 64%l	37 70%cl	28 79%cel	44 78%cel	9 45%
None	248 36%	13 44%	29 34%	33 51%bdijk	10 21%	28 45%djk	23 35%	28 39%	38 36%	16 30%	7 21%	13 22%	11 55%bdhijk
Av number of issues	2.053	1.969	2.043	2.009	2.236	2.020	1.947	1.750	2.147	2.042	2.030	2.314	1.891
Standard Deviation	0.893	0.830	0.898	0.884	0.781	1.005	0.849	0.826	0.936	0.880	1.024	0.867	0.843
Error Variance	0.002	0.036	0.013	0.024	0.016	0.028	0.018	0.019	0.015	0.022	0.036	0.017	0.028

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All who have landline phone

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	716	603	716	603	-	113	252	126	341
Weighted Base	696	602	696	602	..**	94*	252	134	313
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	236 34%	194 32%	236 34%	194 32%	- -	42 45%abc	88 35%	41 30%	108 35%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	349 50%	307 51%	349 50%	307 51%	- -	42 44%	127 50%	66 49%	156 50%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	308 44%	266 44%	308 44%	266 44%	- -	42 45%	111 44%	59 44%	140 45%
Some other type of call that you didn't want or ask for - for example a market research call	28 4%	27 4%	28 4%	27 4%	- -	1 1%	12 5%	4 3%	12 4%
SUMMARY CODES									
1 TYPE EXPERIENCED	156 22%	129 21%	156 22%	129 21%	- -	27 28%	57 23%	29 22%	72 23%
2 TYPES EXPERIENCED	125 18%	111 18%	125 18%	111 18%	- -	14 15%	50 20%	18 14%	64 21%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All who have landline phone

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	716	603	716	603	-	113	252	126	341
Weighted Base	696	602	696	602	..**	94*	252	134	313
3 TYPES EXPERIENCED	156	132	156	132	-	24	52	34	67
	22%	22%	22%	22%	-	26%	20%	25%	21%
4 TYPES EXPERIENCED	11	11	11	11	-	-	7	1	4
	2%	2%	2%	2%	-	-	3%	1%	1%
ANY UNSOLICITED CALLS (LANDLINE)	448	384	448	384	-	65	165	81	207
	64%	64%	64%	64%	-	69%	65%	61%	66%
None	248	219	248	219	-	29	87	52	106
	36%	36%	36%	36%	-	31%	35%	39%	34%
Av number of issues	2.053	2.068	2.053	2.068	-	1.963	2.051	2.082	2.011
Standard Deviation	0.893	0.893	0.893	0.893	-	0.893	0.908	0.902	0.864
Error Variance	0.002	0.002	0.002	0.002	-	0.010	0.005	0.010	0.003

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All who have landline phone

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	716	277	274	273	41	416	291	694	580	578	272	369	583	330
Weighted Base	696	278	243	241	41*	424	261	673	601	599	288	402	604	357
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	236 34%	93 33%	89 37%	89 37%	14 36%	142 34%	91 35%	231 34%	214 36%	211 35%	98 34%	136 34%	214 35%	117 33%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something.	349 50%	135 49%	126 52%	126 52%	23 56%	215 51%	132 50%	336 50%	308 51%	305 51%	141 49%	199 49%	308 51%	177 50%
For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling														
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	308 44%	118 42%	113 47%	113 47%	19 47%	188 44%	117 45%	296 44%	279 46%	278 46%	135 47%	183 46%	279 46%	157 44%
Some other type of call that you didn't want or ask for - for example a market research call	28 4%	13 5%	11 5%	11 5%	2 5%	19 4%	11 4%	28 4%	27 5%	26 4%	16 6%	18 4%	27 5%	21 6%
SUMMARY CODES														
1 TYPE EXPERIENCED	156 22%	61 22%	59 24%	59 25%	8 21%	93 22%	63 24%	152 23%	124 21%	124 21%	49 17%	78 19%	124 21%	78 22%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All who have landline phone

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	716	277	274	273	41	416	291	694	580	578	272	369	583	330
Weighted Base	696	278	243	241	41*	424	261	673	601	599	288	402	604	357
2 TYPES EXPERIENCED	125 18%	54 19%	50 21%	50 21%	10 24%	77 18%	53 20%	120 18%	113 19%	113 19%	58 20%	78 19%	113 19%	69 19%
3 TYPES EXPERIENCED	156 22%	53 19%	55 22%	55 23%	10 25%	95 22%	55 21%	151 22%	145 24%	144 24%	64 22%	91 23%	145 24%	74 21%
4 TYPES EXPERIENCED	11 2%	8 3%	4 2%	4 2%	- -	8 2%	4 1%	11 2%	11 2%	10 2%	8 3%	8 2%	11 2%	8 2%
ANY UNSOLICITED CALLS (LANDLINE)	448 64%	175 63%	168 69%	168 70%	28 70%	273 64%	175 67%	435 65%	393 65%	390 65%	180 62%	254 63%	393 65%	229 64%
None	248 36%	103 37%	75 31%	73 30%	12 30%	151 36%	86 33%	238 35%	209 35%	209 35%	108 38%	148 37%	211 35%	128 36%
Av number of issues	2.053	2.044	2.016	2.016	2.064	2.066	1.999	2.051	2.108	2.101	2.173	2.111	2.110	2.055
Standard Deviation	0.893	0.908	0.879	0.879	0.818	0.895	0.876	0.895	0.887	0.883	0.886	0.878	0.887	0.899
Error Variance	0.002	0.005	0.004	0.004	0.024	0.003	0.004	0.002	0.002	0.002	0.005	0.003	0.002	0.004

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All who have landline phone

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	716	510	456	247	275	247	82	429	355	218	341	309	112	30	27	5
Weighted Base	696	505	448	256	265	236	82*	426	349	224	340	308	122*	31**	28**	5**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	236 34%	236 47%	236 53%ci	106 41%	236 89%abcf ghijkl	236 100%abdcf ghijkl	53 65%acgi	204 48%	189 54%ci	93 41%	190 56%acgi	183 60%acgi	65 54%ci	21 67%	19 66%	4 64%
Receiving a "live sales\marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	349 50%	349 69%	349 78%acilj	159 62%	199 75%cil	189 80%acilj	57 69%	349 82%acdf ijkl	349 100%abcde fgijkl	147 66%	239 70%	231 75%cil	78 64%	23 75%	21 76%	4 80%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	308 44%	308 61%	308 69%acgi	149 58%	190 72%acgi	183 78%abctfgh i	52 63%	256 60%	231 66%	129 57%	308 90%abcd efghil	308 100%abcde fghijl	89 73%acgi	23 74%	20 71%	4 76%
Some other type of call that you didn't want or ask for - for example a market research call	28 4%	28 6%	28 6%	16 6%	20 7%	19 8%	4 5%	22 5%	21 6%	12 6%	21 6%	20 6%	10 9%	28 90%	28 100%	2 42%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All who have landline phone

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	716	510	456	247	275	247	82	429	355	218	341	309	112	30	27	5
Weighted Base	696	505	448	256	265	236	82*	426	349	224	340	308	122*	31**	28**	5**
SUMMARY CODES																
1 TYPE EXPERIENCED	156 22%	156 31% cdefg hijkl	156 35% cdefg hijkl	56 22% def	25 10%	20 8%	6 7%	103 24% defjk l	83 24% defjk l	48 22% def	56 16% de	50 16% de	15 13%	2 7%	2 8%	-
2 TYPES EXPERIENCED	125 18%	125 25%	125 28%	64 25%	60 22%	53 23%	18 22%	110 26%	101 29%	57 25%	97 28%	92 30%	30 24%	6 18%	3 12%	2 38%
3 TYPES EXPERIENCED	156 22%	156 31%	156 35%	72 28%	151 57% abcogh ijl	151 64% abcfg hijkl	41 49% abcgi	154 36%	153 44% abcgi	65 29%	154 45% abcgi	154 50% abcgi	49 40% c	12 38%	11 38%	3 62%
4 TYPES EXPERIENCED	11 2%	11 2%	11 3%	7 3%	11 4%	11 5%	* 1%	11 3%	11 3%	6 3%	11 3%	11 4%	5 4%	11 37%	11 41%	-
ANY UNSOLICITED CALLS (LANDLINE)	448 64%	448 89% cfi	448 100% acdfg ijl	200 78%	248 94% acfi l	236 100% acdfg ijl	65 79%	378 89% cfi	349 100% acdfg ijl	176 79%	318 93% acfg il	308 100% acdfg ijl	100 82%	31 100%	28 100%	5 100%
None	248 36%	56 11% bdehjk	- -	56 22% abdegh jk	17 6% behk	- -	17 21% abdeg hjk	48 11% behjk	- -	48 21% abdegh jk	22 7% behk	- -	22 18% bdehjk	- -	- -	- -
Av number of issues	2.053	2.053	2.053	2.151	2.603abc	2.654abc	2.546abc	2.198ab	2.266ab	2.159	2.381abc	2.412abc	2.442abc	3.048	3.128	2.621
Standard Deviation	0.893	0.893	0.893	0.876	0.733	0.703	0.674	0.874	0.861	0.868	0.813	0.804	0.815	0.926	0.932	0.536
Error Variance	0.002	0.002	0.002	0.004	0.002	0.002	0.007	0.002	0.002	0.004	0.002	0.002	0.007	0.029	0.032	0.058

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All that have received recorded messages on their landline

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	309	147	162	29	29	31	49	60	63	48	86	70	61	92
Weighted Base	308	147	160	30**	37**	40**	59*	69*	41*	32*	95*	84*	61*	68*
Listen to the full message before hanging up	7 2%	3 2%	4 2%	2 6%	- -	1 4%	1 2%	1 2%	2 4%	- -	1 2%	1 1%	1 2%	3 5%
Listen to some of the message before hanging up	78 25%	42 28%	36 22%	14 46%	10 27%	4 11%	18 30%	14 21%	8 18%	10 32%	23 24%	26 31%	17 27%	13 19%
Hang up immediately, as soon as I realise it is a recorded message	223 72%	102 70%	121 75%	15 48%	27 73%	34 86%	40 68%	53 78%	32 77%	21 68%	71 75%	57 68%	43 70%	52 77%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	85 28%	45 30%	40 25%	16 52%	10 27%	6 14%	19 32%	15 22%	9 23%	10 32%	24 25%	27 32%	18 30%	16 23%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All that have received recorded messages on their landline

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	309	203	48	58	142	167	70	239	226	83	238	36	21	14
Weighted Base	308	210	52*	46*	168	139	84*	224	236	72*	245	37*	21**	4**
Listen to the full message before hanging up	7 2%	5 2%	2 3%	- -	3 2%	4 3%	1 2%	6 3%	5 2%	2 3%	6 2%	1 4%	- -	- -
Listen to some of the message before hanging up	78 25%	46 22%	22 42%ac	9 20%	41 24%	37 26%	16 19%	61 27%	56 24%	22 31%	65 26%	7 20%	5 26%	- -
Hang up immediately, as soon as I realise it is a recorded message	223 72%	158 75%b	28 54%	37 80%b	125 74%	98 71%	66 79%	157 70%	176 74%	48 66%	175 71%	28 76%	16 74%	4 100%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	85 28%	52 25%	24 46%ac	9 20%	44 26%	41 29%	18 21%	67 30%	61 26%	24 34%	70 29%	9 24%	5 26%	- -

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All that have received recorded messages on their landline

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	309	13	38	19	28	23	27	22	43	25	21	36	14
Weighted Base	308	11**	37*	18**	27**	20**	28**	28**	50*	26**	21**	37*	4**
Listen to the full message before hanging up	7 2%	- -	- -	1 5%	1 3%	1 5%	1 2%	1 3%	- -	1 6%	- -	1 4%	- -
Listen to some of the message before hanging up	78 25%	3 23%	5 15%	3 19%	6 21%	3 14%	14 49%	8 27%	15 30%	9 34%	5 26%	7 20%	- -
Hang up immediately, as soon as I realise it is a recorded message	223 72%	9 77%	32 85%	13 75%	21 76%	16 81%	14 49%	20 70%	35 70%	16 60%	16 74%	28 76%	4 100%
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	85 28%	3 23%	5 15%	4 25%	7 24%	4 19%	14 51%	8 30%	15 30%	10 40%	5 26%	9 24%	- -

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All that have received recorded messages on their landline

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	309	262	309	262	-	47	110	56	145
Weighted Base	308	266	308	266	..**	42*	111*	59*	140
Listen to the full message before hanging up	7 2%	6 2%	7 2%	6 2%	- -	1 3%	1 1%	- -	6 4%
Listen to some of the message before hanging up	78 25%	67 25%	78 25%	67 25%	- -	11 26%	31 27%	12 21%	44 32%
Hang up immediately, as soon as I realise it is a recorded message	223 72%	193 73%	223 72%	193 73%	- -	30 71%	79 71%	46 79%	90 65%
SUMMARY CODE									
LISTEN TO ANY OF MESSAGE	85 28%	72 27%	85 28%	72 27%	- -	12 29%	32 29%	12 21%	50 35%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All that have received recorded messages on their landline

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	309	117	122	122	18	183	125	299	264	264	122	164	265	140
Weighted Base	308	118*	113	113	19**	188	117	296	279	278	135	183	279	157
Listen to the full message before hanging up	7 2%	1 1%	5 4%	5 4%	1 4%	2 1%	5 4%	7 2%	6 2%	6 2%	3 2%	3 2%	6 2%	3 2%
Listen to some of the message before hanging up	78 25%	32 27%	34 30%	34 30%	6 32%	48 26%	34 29%	78 26%	72 26%	70 25%	40 30%	51 28%	72 26%	46 29%
Hang up immediately, as soon as I realise it is a recorded message	223 72%	84 72%	75 66%	75 66%	12 64%	138 73%	78 67%	211 71%	201 72%	201 72%	92 68%	129 70%	201 72%	108 69%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	85 28%	34 28%	39 34%	39 34%	7 36%	50 27%	39 33%	85 29%	78 28%	77 28%	43 32%	54 30%	78 28%	49 31%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All that have received recorded messages on their landline

Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	309	309	145	194	188	52	256	232	128	309	309	80	23	20	4
Weighted Base	308	308	149	190	183	52*	256	231	129	308	308	89*	23**	20**	4**
Listen to the full message before hanging up	7 2%	7 2%	7 2%	1 1%	4 2%	3 2%	1 2%	4 2%	4 2%	1 *	7 2%	7 2%	1 1%	- -	- -
Listen to some of the message before hanging up	78 25%	78 25%	78 25%	42 28%	40 21%	40 22%	10 19%	65 25%	54 23%	35 27%	78 25%	78 25%	21 24%	12 51%	2 50%
Hang up immediately, as soon as I realise it is a recorded message	223 72%	223 72%	223 72%	106 71%	147 77%	140 77%	41 79%	186 73%	174 75%	93 72%	223 72%	223 72%	68 76%	11 49%	9 47%
SUMMARY CODE															
LISTEN TO ANY OF MESSAGE	85 28%	85 28%	85 28%	43 29%	43 23%	43 23%	11 21%	69 27%	58 25%	36 28%	85 28%	85 28%	22 24%	12 51%	11 53%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	81	43	38	14	6	5	15	12	15	14	21	20	18	22
Weighted Base	85*	45*	40*	16**	10**	6**	19**	15**	9**	10**	24**	27**	18**	16**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	63 75%	32 70%	32 79%	9 61%	10 100%	4 74%	14 73%	11 74%	6 66%	8 82%	18 74%	19 71%	15 82%	11 72%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	17 20%	9 21%	7 19%	2 16%	1 12%	1 19%	3 17%	6 37%	3 27%	1 7%	4 18%	5 20%	2 13%	5 29%
Telling you about a competition	11 13%	5 12%	6 14%	4 25%	2 16%	1 21%	2 11%	1 7%	1 6%	1 7%	6 23%	3 11%	1 7%	1 8%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	13 15%	9 20%	4 10%	3 22%	-	1 26%	2 10%	2 10%	3 35%	1 14%	5 21%	5 19%	1 6%	2 11%
Other type	5 6%	1 1%	4 11%	3 17%	-	-	-	-	1 7%	2 15%	-	3 13%	1 6%	1 3%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	78 92%	44 97%	34 86%	16 100%	10 100%	6 100%	16 86%	14 91%	8 88%	8 82%	23 94%	25 92%	16 88%	15 92%
ANY EXC. APPOINTMENT REMINDERS	73 87%	39 88%	34 86%	14 88%	10 100%	4 74%	16 86%	14 91%	7 76%	8 82%	19 81%	25 92%	15 82%	15 92%
Can't Remember	6 7%	1 2%	5 13%	-	-	-	3 14%	1 9%	* 5%	1 13%	1 6%	1 5%	2 12%	1 4%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	81	49	20	12	36	45	15	66	58	23	67	9	5	-
Weighted Base	85*	52*	24**	9**	44*	41*	18**	67*	61*	24**	70*	9**	5**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	63 75%	37 73%	18 74%	8 87%	34 78%	29 71%	15 84%	48 72%	48 79%	15 64%	54 77%	6 67%	3 52%	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	17 20%	10 20%	5 21%	1 14%	6 14%	11 26%	4 23%	13 19%	13 22%	4 15%	14 20%	1 12%	2 29%	- -
Telling you about a competition	11 13%	4 7%	7 28%	1 7%	4 9%	7 17%	3 16%	8 12%	8 12%	3 14%	10 14%	1 12%	- -	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	13 15%	10 19%	2 10%	1 7%	7 16%	6 15%	2 9%	11 17%	8 14%	5 19%	8 12%	2 24%	3 48%	- -
Other type	5 6%	2 3%	3 11%	1 6%	1 2%	4 10%	- -	5 7%	2 4%	3 11%	5 7%	- -	- -	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	78 92%	47 90%	23 97%	8 87%	41 93%	37 91%	18 100%	60 90%	55 90%	23 95%	65 92%	7 84%	5 100%	- -
ANY EXC. APPOINTMENT REMINDERS	73 87%	43 83%	22 94%	8 87%	38 87%	35 86%	18 100%	56 83%	52 85%	22 91%	63 90%	6 67%	4 81%	- -
Can't Remember	6 7%	4 8%	1 3%	1 7%	2 6%	3 8%	- -	6 9%	5 8%	1 5%	4 6%	1 16%	- -	- -

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	81	2	6	5	6	5	13	6	15	9	5	9	-
Weighted Base	85*	3**	5**	4**	7**	4**	14**	8**	15**	10**	5**	9**	..**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	63 75%	2 75%	5 91%	3 60%	4 65%	2 47%	12 80%	8 90%	11 75%	9 84%	3 52%	6 67%	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	17 20%	2 75%	1 22%	2 45%	* 7%	1 20%	2 12%	1 10%	4 26%	1 14%	2 29%	1 12%	- -
Telling you about a competition	11 13%	- -	1 22%	1 25%	- -	1 20%	3 20%	- -	2 13%	2 21%	- -	1 12%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	13 15%	- -	- -	2 44%	- -	1 20%	2 13%	- -	4 26%	- -	3 48%	2 24%	- -
Other type	5 6%	- -	- -	- -	3 52%	- -	- -	- -	1 4%	1 10%	- -	- -	- -
SUMMARY CODES													
ANY INC. APPOINTMENT REMINDERS	78 92%	2 75%	5 91%	4 100%	5 73%	2 47%	14 100%	8 100%	14 96%	10 100%	5 100%	7 84%	- -
ANY EXC. APPOINTMENT REMINDERS	73 87%	2 75%	5 91%	3 81%	5 73%	2 47%	14 100%	8 100%	13 89%	10 100%	4 81%	6 67%	- -
Can't Remember	6 7%	1 25%	* 9%	- -	1 17%	2 53%	- -	- -	- -	- -	- -	1 16%	- -

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

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

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	81	68	81	68	-	13	28	13	48
Weighted Base	85*	72*	85*	72*	..**	12**	32*	12*	50*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	63 75%	57 78%	63 75%	57 78%	- -	6 52%	25 79%	8 62%	38 76%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	17 20%	15 21%	17 20%	15 21%	- -	2 13%	7 23%	3 22%	9 18%
Telling you about a competition	11 13%	7 10%	11 13%	7 10%	- -	4 29%	6 18%	1 9%	5 11%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	13 15%	13 17%	13 15%	13 17%	- -	* 4%	6 20%	3 24%	6 11%
Other type	5 6%	4 5%	5 6%	4 5%	- -	1 8%	4 12%	1 5%	3 6%
SUMMARY CODES									
ANY INC. APPOINTMENT REMINDERS	78 92%	68 93%	78 92%	68 93%	- -	10 83%	32 100%	9 69%	46 93%
ANY EXC. APPOINTMENT REMINDERS	73 87%	63 87%	73 87%	63 87%	- -	10 83%	30 93%	8 62%	44 88%
Can't Remember	6 7%	4 5%	6 7%	4 5%	- -	2 17%	- -	3 26%	3 6%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

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

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	81	30	39	39	7	47	39	81	70	69	34	46	70	39
Weighted Base	85*	34**	39**	39**	7**	50*	39**	85*	78*	77*	43**	54*	78*	49*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	63 75%	27 80%	29 74%	29 74%	6 88%	38 76%	29 74%	63 75%	58 74%	58 75%	30 68%	43 79%	58 74%	36 73%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	17 20%	7 22%	6 15%	6 15%	3 46%	12 24%	6 15%	17 20%	16 21%	16 21%	7 17%	9 16%	16 21%	8 17%
Telling you about a competition	11 13%	6 17%	5 14%	5 14%	- -	6 11%	5 14%	11 13%	11 14%	11 14%	9 20%	11 20%	11 14%	9 18%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	13 15%	6 19%	5 12%	5 12%	1 10%	9 18%	5 12%	13 15%	13 16%	11 15%	5 13%	8 14%	13 16%	6 13%
Other type	5 6%	4 11%	3 8%	3 8%	- -	4 9%	3 8%	5 6%	4 6%	4 6%	3 6%	3 5%	4 6%	3 5%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	78 92%	34 100%	35 91%	35 91%	7 100%	46 92%	35 91%	78 92%	72 93%	71 93%	40 93%	52 95%	72 93%	47 95%
ANY EXC. APPOINTMENT REMINDERS	73 87%	31 94%	34 87%	34 87%	7 100%	43 86%	34 87%	73 87%	68 87%	68 88%	37 85%	48 89%	68 87%	43 88%
Can't Remember	6 7%	- -	3 8%	3 8%	- -	3 6%	3 8%	6 7%	5 6%	5 7%	3 7%	3 5%	5 6%	2 5%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

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

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	81	81	81	40	45	44	11	66	55	33	81	81	20	12	11	2
Weighted Base	85*	85*	85*	43*	43*	43*	11**	69*	58*	36**	85*	85*	22**	12**	11**	2**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	63 75%	63 75%	63 75%	36 83%	35 81%	35 80%	8 78%	57 82%	48 83%	30 83%	63 75%	63 75%	16 75%	9 73%	7 71%	2 100%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	17 20%	17 20%	17 20%	9 20%	10 22%	10 22%	3 24%	16 23%	13 23%	9 25%	17 20%	17 20%	7 32%	4 34%	4 38%	- -
Telling you about a competition	11 13%	11 13%	11 13%	6 15%	4 9%	4 10%	2 15%	8 12%	7 12%	6 18%	11 13%	11 13%	3 14%	1 7%	1 7%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	13 15%	13 15%	13 15%	8 18%	6 14%	6 14%	2 19%	9 13%	7 13%	7 19%	13 15%	13 15%	7 32%	4 35%	4 38%	- -
Other type	5 6%	5 6%	5 6%	- -	1 2%	1 2%	- -	5 7%	5 9%	- -	5 6%	5 6%	- -	- -	- -	- -
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	78 92%	78 92%	78 92%	41 96%	40 91%	39 91%	10 88%	65 94%	54 93%	35 99%	78 92%	78 92%	20 94%	12 100%	11 100%	2 100%
ANY EXC. APPOINTMENT REMINDERS	73 87%	73 87%	73 87%	40 94%	39 89%	38 89%	10 88%	63 91%	53 92%	34 96%	73 87%	73 87%	20 94%	11 91%	9 90%	2 100%
Can't Remember	6 7%	6 7%	6 7%	2 4%	4 9%	4 9%	1 12%	3 4%	3 4%	* 1%	6 7%	6 7%	1 6%	- -	- -	- -

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1097	531	566	145	176	142	148	161	177	148	197	270	227	403
Weighted Base	1097	532	565	154	208	175	172	174	116	98	224	330	226	317
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	131 12%	69 13%	63 11%	14 9%	33 16%hi	30 17%hi	18 11%	24 14%hi	7 6%	4 4%	22 10%	40 12%	35 15%	35 11%
Receiving a sales/ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	257 23%	140 26%	118 21%	33 22%i	65 31%hi	46 26%hi	47 28%hi	43 24%i	18 16%i	5 5%	63 28% m	77 23%	61 27% m	56 18%
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	276 25%	150 28%b	126 22%	33 21%i	70 34%chi	61 35% coghi	44 26%i	41 24%i	22 19%i	5 5%	53 24%	92 28% m	65 29% m	65 21%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	223 20%	113 21%	109 19%	26 17%i	54 26%hi	47 27%hi	40 23%i	33 19%i	17 15%i	5 5%	45 20%	80 24% m	52 23% m	46 14%

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1097	531	566	145	176	142	148	161	177	148	197	270	227	403
Weighted Base	1097	532	565	154	208	175	172	174	116	98	224	330	226	317
Some other type of call that you didn't want or ask for - for example a market research call	12 1%	6 1%	6 1%	2 1%	5 2%	2 1%	1 1%	2 1%	- -	- -	4 2% _m	5 2% _m	3 1%	- -
SUMMARY CODES														
1 TYPE EXPERIENCED	182 17%	94 18%	88 16%	20 13%	42 20% _i	35 20% _i	28 16% _i	27 15% _i	25 22% _i	5 6%	47 21% _m	59 18%	36 16%	40 13%
2 TYPES EXPERIENCED	104 9%	48 9%	56 10%	14 9%	26 13% _i	11 6%	17 10% _i	25 14% _e _h _i	7 6%	3 3%	24 11%	30 9%	21 9%	29 9%
3 TYPES EXPERIENCED	80 7%	42 8%	37 7%	9 6%	17 8% _h _i	24 14% _c _f _h _i	11 6%	14 8% _h _i	3 2%	2 2%	16 7%	29 9% _m	22 10% _m	13 4%
4 TYPES EXPERIENCED	63 6%	37 7%	26 5%	7 4%	21 10% _g _h _i	11 7% _i	13 7% _i	6 4%	4 4%	* *	11 5%	18 6%	17 7%	17 5%
ANY UNSOLICITED CALLS (MOBILE)	432 39%	223 42%	209 37%	51 33% _i	106 51% _c _h _i	84 48% _c _h _i	70 41% _i	72 41% _i	39 34% _i	11 11%	99 44% _m	138 42% _m	97 43% _m	98 31%
None	665 61%	309 58%	356 63%	102 67% _d _e	103 49%	91 52%	102 59%	103 59%	77 66% _d _e	87 89% _c _d _e _f _g _h	126 56%	191 58%	129 57%	219 69% _j _k _l
Av number of issues	2.082	2.139	2.022	2.120_h	2.153_h	2.213_h	2.169_h	2.002	1.643	1.749	1.905	2.116	2.234	2.064
Standard Deviation	1.126	1.172	1.075	1.144	1.152	1.194	1.191	0.969	1.024	0.929	1.044	1.164	1.161	1.109
Error Variance	0.003	0.007	0.006	0.025	0.015	0.021	0.024	0.015	0.018	0.051	0.014	0.012	0.015	0.010

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1097	615	277	205	516	581	294	803	857	240	886	87	57	67
Weighted Base	1097	641	289	166	603	494	329	768	879	218	924	93*	55*	25*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	131 12%	84 13%	34 12%	13 8%	92 15%e	39 8%	46 14%	85 11%	101 11%	31 14%	109 12%	13 13%	6 12%	3 12%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	257 23%	160 25%c	70 24%	28 17%	170 28%e	88 18%	90 27%	167 22%	202 23%	55 25%	219 24%k	12 13%	19 34%k	7 29%k
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	276 25%	176 27%c	75 26%c	24 14%	192 32%e	84 17%	92 28%	183 24%	226 26%	50 23%	234 25%	20 21%	13 23%	9 36%k
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	223 20%	150 23%c	50 17%	22 13%	148 25%e	75 15%	80 24%	143 19%	175 20%	48 22%	184 20%	24 26%m	11 21%	3 12%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1097	615	277	205	516	581	294	803	857	240	886	87	57	67
Weighted Base	1097	641	289	166	603	494	329	768	879	218	924	93*	55*	25*
Some other type of call that you didn't want or ask for - for example a market research call	12 1%	8 1%	3 1%	1 1%	7 1%	5 1%	5 1%	8 1%	8 1%	5 2%	9 1%	- -	4 7% ^{ijk}	- -
SUMMARY CODES														
1 TYPE EXPERIENCED	182 17%	110 17%	50 17%	23 14%	109 18%	73 15%	60 18%	122 16%	157 18% ^{kl}	25 12%	150 16%	16 17%	12 22%	4 16%
2 TYPES EXPERIENCED	104 9%	58 9%	31 11%	15 9%	64 11%	39 8%	29 9%	75 10%	83 9%	21 10%	88 10%	6 6%	7 12%	3 10%
3 TYPES EXPERIENCED	80 7%	55 9%	14 5%	10 6%	61 10% ^{ee}	19 4%	32 10%	48 6%	60 7%	19 9%	70 8%	3 3%	4 7%	4 15% ^{ijk}
4 TYPES EXPERIENCED	63 6%	43 7% ^c	19 6% ^c	2 1%	44 7% ^{ee}	19 4%	22 7%	40 5%	51 6%	12 6%	53 6%	8 9%	2 3%	* 2%
ANY UNSOLICITED CALLS (MOBILE)	432 39%	269 42% ^c	114 39% ^c	49 29%	281 47% ^{ee}	151 31%	145 44%	287 37%	351 40%	81 37%	362 39%	33 35%	26 48%	11 43%
None	665 61%	373 58%	175 61%	117 71% ^{eeab}	322 53%	343 69% ^d	184 56%	481 63%	527 60%	138 63%	562 61%	61 65%	29 52%	14 57%
Av number of issues	2.082	2.149	2.044	1.806	2.169^e	1.921	2.156	2.045	2.024	2.339^h	2.086	2.084	2.036	2.063
Standard Deviation	1.126	1.154	1.143	0.881	1.139	1.087	1.165	1.107	1.106	1.183	1.112	1.268	1.257	0.988
Error Variance	0.003	0.005	0.013	0.014	0.006	0.007	0.011	0.004	0.004	0.016	0.004	0.052	0.063	0.035

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1097	39	122	94	73	92	105	135	139	87	57	87	67
Weighted Base	1097	38*	117	97*	77*	93*	111*	150	152	88*	55*	93*	25*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	131 12%	3 9%	12 10%	24 25%bfg	12 16% <i>f</i>	14 16% <i>f</i>	6 6%	13 8%	10 7%	14 16% <i>fh</i>	6 12%	13 13%	3 12%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	257 23%	11 28%	28 24%	40 41% <i>bdefghk</i>	18 24%	20 22%	17 16%	36 24%	25 16%	24 27% <i>k</i>	19 34% <i>fhk</i>	12 13%	7 29% <i>fhk</i>
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	276 25%	9 22%	34 29% <i>h</i>	33 34% <i>fh</i>	22 29%	27 29%	20 18%	40 27%	26 17%	24 27%	13 23%	20 21%	9 36% <i>fhk</i>
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	223 20%	5 12%	22 19%	29 30% <i>afl</i>	16 21%	22 24% <i>f</i>	13 12%	31 21%	28 18%	18 20%	11 21%	24 26% <i>fl</i>	3 12%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1097	39	122	94	73	92	105	135	139	87	57	87	67
Weighted Base	1097	38*	117	97*	77*	93*	111*	150	152	88*	55*	93*	25*
Some other type of call that you didn't want or ask for - for example a market research call	12	-	3	1	2	-	-	2	-	-	4	-	-
	1%	-	3%	1%	3%	-	-	1%	-	-	7%cefhik	-	-
SUMMARY CODES													
1 TYPE EXPERIENCED	182 17%	8 22%	19 16%	11 11%	10 13%	10 11%	18 16%	29 19%	28 18%	17 19%	12 22%	16 17%	4 16%
2 TYPES EXPERIENCED	104 9%	2 5%	13 11%	14 14%f	6 8%	13 14%f	5 4%	18 12%	11 8%	6 7%	7 12%	6 6%	3 10%
3 TYPES EXPERIENCED	80 7%	3 9%	4 3%	10 10%bk	5 7%	7 7%	6 5%	14 10%	7 4%	13 15%bfhk	4 7%	3 3%	4 15%bfhk
4 TYPES EXPERIENCED	63 6%	1 3%	10 9%g	15 15%fghijl	7 9%g	7 8%g	3 3%	2 1%	5 3%	3 3%	2 3%	8 9%g	* 2%
ANY UNSOLICITED CALLS (MOBILE)	432 39%	15 39%	47 40%	49 50%fhk	29 38%	37 39%	32 29%	65 43%f	51 33%	39 44%f	26 48%f	33 35%	11 43%
None	665 61%	23 61%	70 60%	48 50%	47 62%	56 61%	80 71%cgij	85 57%	102 67%c	50 56%	29 52%	61 65%c	14 57%
Av number of issues	2.082	1.832	2.103	2.582gh	2.426	2.306	1.790	1.897	1.773	2.034	2.036	2.084	2.063
Standard Deviation	1.126	1.088	1.174	1.141	1.295	1.088	1.055	0.980	1.013	1.032	1.257	1.268	0.988
Error Variance	0.003	0.099	0.032	0.029	0.064	0.034	0.037	0.018	0.023	0.034	0.063	0.052	0.035

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1097	925	716	603	322	113	375	178	528
Weighted Base	1097	949	696	602	347	94*	387	189	501
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	131 12%	131 14%e	82 12%e	82 14%e	49 14%e	-	49 13%	30 16%	55 11%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	257 23%	257 27%be	146 21%e	146 24%e	111 32%bce	-	114 29%	45 24%	102 20%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	276 25%	276 29%e	172 25%e	172 29%e	103 30%e	-	116 30%	48 26%	112 22%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	223 20%	223 23%be	122 17%e	122 20%e	101 29%bce	-	97 25%	39 21%	91 18%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1097	925	716	603	322	113	375	178	528
Weighted Base	1097	949	696	602	347	94*	387	189	501
Some other type of call that you didn't want or ask for - for example a market research call	12 1%	12 1%	5 1%	5 1%	7 2%	-	3 1%	1 1%	10 2%
SUMMARY CODES									
1 TYPE EXPERIENCED	182 17%	182 19%e	113 16%e	113 19%e	69 20%e	-	75 19%	35 19%	67 13%
2 TYPES EXPERIENCED	104 9%	104 11%e	57 8%e	57 9%e	47 13%be	-	44 11%	13 7%	49 10%
3 TYPES EXPERIENCED	80 7%	80 8%e	47 7%e	47 8%e	33 10%e	-	34 9%	10 6%	34 7%
4 TYPES EXPERIENCED	63 6%	63 7%e	39 6%e	39 6%e	24 7%e	-	26 7%	17 9%	21 4%
ANY UNSOLICITED CALLS (MOBILE)	432 39%	432 46%be	256 37%e	256 43%e	176 51%bce	-	181 47%	76 40%	175 35%
None	665 61%	517 54%	440 63%ad	346 57%ad	171 49%	94 100%abcd	206 53%	112 60%	326 65%
Av number of issues	2.082	2.082	2.059	2.059	2.117	-	2.096	2.134	2.116
Standard Deviation	1.126	1.126	1.127	1.127	1.128	-	1.126	1.229	1.120
Error Variance	0.003	0.003	0.005	0.005	0.008	-	0.008	0.020	0.008

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1097	414	424	423	56	605	451	1038	869	870	414	581	887	550
Weighted Base	1097	426	389	387	61*	633	415	1029	920	922	448	647	938	609
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	131 12%	52 12%	41 11%	39 10%	8 13%	85 13%	41 10%	129 12%	119 13%	121 13%	62 14%	95 15%	124 13%	81 13%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	257 23%	118 28%bcf	73 19%	71 18%	23 38%bcfg	180 28%bcf	73 18%	248 24%bcf	232 25%	235 25%	122 27%	177 27%	238 25%	169 28%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	276 25%	123 29%bcf	85 22%	82 21%	21 35%bcf	183 29%bcf	87 21%	263 26%	253 27%	254 28%	141 31%	200 31%	258 27%	180 30%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	223 20%	100 24%cf	69 18%	67 17%	16 26%	152 24%bcf	69 17%	217 21%	202 22%	205 22%	115 26%	158 24%	206 22%	149 24%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1097	414	424	423	56	605	451	1038	869	870	414	581	887	550
Weighted Base	1097	426	389	387	61*	633	415	1029	920	922	448	647	938	609
Some other type of call that you didn't want or ask for - for example a market research call	12 1%	5 1%	6 2%	6 2%	1 2%	5 1%	6 1%	12 1%	11 1%	12 1%	7 2%	12 2%	12 1%	10 2%
SUMMARY CODES														
1 TYPE EXPERIENCED	182 17%	80 19% ^d	56 14%	56 15%	3 4%	112 18% ^d	59 14%	168 16% ^d	164 18%	162 18%	84 19%	120 19%	164 17%	118 19%
2 TYPES EXPERIENCED	104 9%	49 11%	38 10%	38 10%	7 12%	63 10%	40 10%	100 10%	95 10%	95 10%	40 9%	65 10%	98 10%	63 10%
3 TYPES EXPERIENCED	80 7%	34 8%	22 6%	22 6%	11 18% ^{abcefg}	56 9%	22 5%	78 8%	72 8%	72 8%	48 11%	61 9%	73 8%	57 9%
4 TYPES EXPERIENCED	63 6%	27 6% ^{cf}	13 3%	11 3%	5 8%	47 7% ^{bcd}	12 3%	62 6% ^{cf}	60 6%	60 7%	31 7%	47 7%	60 6%	40 7%
ANY UNSOLICITED CALLS (MOBILE)	432 39%	192 45% ^{bcd}	134 35%	132 34%	26 42%	280 44% ^{bcd}	138 33%	412 40% ^f	392 43%	393 43%	206 46%	298 46%	398 42%	281 46%
None	665 61%	234 55%	255 65% ^{ae}	255 66% ^{ae}	35 58%	353 56%	277 67% ^{aeg}	618 60%	528 57%	529 57%	241 54%	349 54%	540 58%	328 54%
Av number of issues	2.082	2.075	2.040	2.010	2.721	2.157	2.006	2.111	2.086	2.106	2.168	2.157	2.104	2.099
Standard Deviation	1.126	1.117	1.126	1.108	0.914	1.148	1.106	1.130	1.120	1.137	1.163	1.159	1.132	1.133
Error Variance	0.003	0.007	0.010	0.009	0.038	0.005	0.009	0.003	0.004	0.004	0.007	0.005	0.004	0.005

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici- ted calls (landlin e or mobile) (a)	Any unsolici- ted calls (landlin e) (b)	Any unsolici- ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1097	666	456	403	321	247	128	557	355	346	429	309	200	35	27	10
Weighted Base	1097	680	448	432	314	236	131	571	349	369	441	308	223	38*	28**	12**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	131 12%	131 19%	65 14%	131 30%abegh k	131 42%abceg hijklm	53 23%b	131 100%abcde ghijklm	117 20%b	57 16%	115 31%abegh jk	105 24%bhk	52 17%	95 43%abceg hijklm	8 21%	4 14%	4 33%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	257 23%	257 38%behk	116 26%	257 60%abdeg hijklm	118 37%beh	64 27%	90 68%abdeg hijklm	257 45%abdeh k	94 27%	257 70%abcde ghijklm	172 39%behk	91 30%	135 61%abdeg hijklm	15 41%	8 29%	8 67%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	276 25%	276 41%bek	133 30%	276 64%abdeg hijklm	134 43%behk	77 33%	102 78%abcde ghijklm	276 48%abehj k	120 34%	276 75%abcde ghijklm	183 41%bek	97 32%	149 67%abdeg hijklm	17 44%	8 30%	8 66%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici- ted calls (landlin e or mobile) (a)	Any unsolici- ted calls (landlin e) (b)	Any unsolici- ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1097	666	456	403	321	247	128	557	355	346	429	309	200	35	27	10
Weighted Base	1097	680	448	432	314	236	131	571	349	369	441	308	223	38*	28**	12**
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	223 20%	223 33%bh	100 22%	223 52%abdeg hk	120 38%behk	65 28%	95 73%abcde ghijklm	180 32%bh	78 22%	172 47%abdeg hk	223 50%abdeg hk	89 29%	223 100%abcde fghijklm	16 42%bh	10 38%	5 43%
Some other type of call that you didn't want or ask for - for example a market research call	12 1%	12 2%	5 1%	12 3%	7 2%	4 1%	4 3%	12 2%	4 1%	10 3%	8 2%	4 1%	5 2%	12 33%abcdef ghijkl	2 8%	12 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	182 17%	182 27%bdefh jk	83 18%df	182 42%abdef ghijklm	39 12%	31 13%	10 7%	139 24%bdefh k	59 17%f	126 34%abdef ghijkl	85 19%df	55 18%f	44 20%df	7 18%	6 21%	2 19%
2 TYPES EXPERIENCED	104 9%	104 15%be	48 11%	104 24%abdeg hjk	34 11%	18 8%	22 17%e	97 17%bdehk	37 11%	97 26%abdef ghjk	58 13%e	34 11%	45 20%bdehj k	8 20%e	5 17%	4 30%
3 TYPES EXPERIENCED	80 7%	80 12%	38 8%	80 18%abhk	45 14%b	31 13%	34 26%abdeg hjk	80 14%b	35 10%	80 22%abdeg hk	73 16%abhk	31 10%	67 30%abcde ghijklm	5 12%	4 13%	1 9%
4 TYPES EXPERIENCED	63 6%	63 9%	30 7%	63 15%abhk	62 20%abegh k	25 10%	62 47%abcde ghijklm	63 11%b	27 8%	63 17%abegh k	63 14%abh	28 9%	63 28%abcdeg hijklm	3 8%	2 6%	1 10%
ANY UNSOLICITED CALLS (MOBILE)	432 39%	432 63%behk	200 45%	432 100%abdeg hijk	184 58%behk	106 45%	131 100%abdeg hijk	382 67%bdehk	159 46%	369 100%abdeg hijk	283 64%behk	149 48%	223 100%abdeg hijk	26 69%behk	16 57%	12 100%
None	665 61%	248 37%cfil	248 55%acdfgi jlm	-	131 42%cfgil	131 55%acdfgi jlm	-	189 33%cfil	189 54%acdfgi jlm	-	159 36%cfil	159 52%acdfgi jlm	-	12 31%cfil	12 43%	-

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile)	Any unsolici ted calls (landlin e)	Any unsolici ted calls (mobile)	Silent calls (landlin e or mobile)	Landline silent calls	Mobile silent calls	Live sales/ marketin g (landlin e or mobile)	Landline Live sales/ marketin g	Mobile Live sales/ marketin g (phone or text)	Recorded message (landlin e or mobile)	Recorded message (landlin e)	Recorded message (mobile)	Other type (landlin e or mobile)	Other type (landlin e)	Other type (mobile)
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)
Unweighted Base	1097	666	456	403	321	247	128	557	355	346	429	309	200	35	27	10
Weighted Base	1097	680	448	432	314	236	131	571	349	369	441	308	223	38*	28**	12**
Av number of issues	2.082	2.082	2.093	2.082	2.772abc	2.494abc	3.217abc	2.207	2.217	2.247	2.443abc	2.233	2.725abc	2.612	2.068	3.088
Standard Deviation	1.126	1.126	1.119	1.126	ghijk	g	degghijkl	1.134	1.140	1.131	g	1.177	1.159	ghijk	1.128	1.414
Error Variance	0.003	0.003	0.006	0.003	0.008	0.013	0.008	0.004	0.008	0.004	0.005	0.009	0.006	0.087	0.071	0.266

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All who have a mobile phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	925	443	482	135	167	135	131	134	145	78	173	248	194	310
Weighted Base	949	459	490	143*	198	166	149	146	95	51*	200	304	198	247
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	131 14%	69 15%	63 13%	14 10%	33 17%h	30 18%h	18 12%	24 17%h	7 7%	4 8%	22 11%	40 13%	35 17%	35 14%
Receiving a sales/ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	257 27%	140 30%b	118 24%	33 23%i	65 33%hi	46 28%i	47 32%hi	43 29%i	18 19%	5 9%	63 32%	77 25%	61 31%	56 23%
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	276 29%	150 33%b	126 26%	33 23%i	70 35%chi	61 37%chi	44 30%i	41 28%i	22 23%i	5 9%	53 27%	92 30%	65 33%	65 26%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	223 23%	113 25%	109 22%	26 18%	54 27%i	47 29%hi	40 27%i	33 23%i	17 18%	5 10%	45 22%	80 26% <i>m</i>	52 26%	46 19%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All who have a mobile phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	925	443	482	135	167	135	131	134	145	78	173	248	194	310
Weighted Base	949	459	490	143*	198	166	149	146	95	51*	200	304	198	247
Some other type of call that you didn't want or ask for - for example a market research call	12 1%	6 1%	6 1%	2 2%	5 3%	2 1%	1 1%	2 2%	- -	- -	4 2% ^m	5 2%	3 1%	- -
SUMMARY CODES														
1 TYPE EXPERIENCED	182 19%	94 20%	88 18%	20 14%	42 21%	35 21%	28 19%	27 18%	25 26% ^{ci}	5 11%	47 24%	59 19%	36 18%	40 16%
2 TYPES EXPERIENCED	104 11%	48 10%	56 11%	14 10%	26 13%	11 7%	17 12%	25 17% ^{ehi}	7 7%	3 6%	24 12%	30 10%	21 11%	29 12%
3 TYPES EXPERIENCED	80 8%	42 9%	37 8%	9 6%	17 9%	24 15% ^{hi}	11 7%	14 9% ^h	3 3%	2 3%	16 8%	29 9%	22 11% ^m	13 5%
4 TYPES EXPERIENCED	63 7%	37 8%	26 5%	7 5%	21 10% ⁱ	11 7%	13 9% ⁱ	6 4%	4 4%	* 1%	11 5%	18 6%	17 8%	17 7%
ANY UNSOLICITED CALLS (MOBILE)	432 46%	223 49%	209 43%	51 36% ⁱ	106 53% ^{chi}	84 51% ^{ci}	70 47% ⁱ	72 49% ⁱ	39 41% ⁱ	11 21%	99 49%	138 46%	97 49%	98 40%
None	517 54%	236 51%	281 57%	92 64% ^{de}	92 47%	82 49%	80 53%	75 51%	56 59% ^d	40 79% ^{defgh}	102 51%	166 54%	101 51%	149 60%
Av number of issues	2.082	2.139	2.022	2.120^h	2.153^h	2.213^h	2.169^h	2.002	1.643	1.749	1.905	2.116	2.234	2.064
Standard Deviation	1.126	1.172	1.075	1.144	1.152	1.194	1.191	0.969	1.024	0.929	1.044	1.164	1.161	1.109
Error Variance	0.003	0.007	0.006	0.025	0.015	0.021	0.024	0.015	0.018	0.051	0.014	0.012	0.015	0.010

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All who have a mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	925	535	249	141	480	445	277	648	729	196	747	64	49	65
Weighted Base	949	564	265	120	560	389	309	640	770	179	807	69*	49*	24*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	131 14%	84 15%	34 13%	13 11%	92 16%e	39 10%	46 15%	85 13%	101 13%	31 17%	109 14%	13 18%	6 13%	3 12%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	257 27%	160 28%	70 26%	28 23%	170 30%e	88 23%	90 29%	167 26%	202 26%	55 31%	219 27%	12 18%	19 38%k	7 30%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	276 29%	176 31%c	75 28%	24 20%	192 34%e	84 21%	92 30%	183 29%	226 29%	50 28%	234 29%	20 29%	13 26%	9 37%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	223 23%	150 27%b	50 19%	22 19%	148 26%e	75 19%	80 26%	143 22%	175 23%	48 27%	184 23% m	24 35% jm	11 23%	3 12%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All who have a mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	925	535	249	141	480	445	277	648	729	196	747	64	49	65
Weighted Base	949	564	265	120	560	389	309	640	770	179	807	69*	49*	24*
Some other type of call that you didn't want or ask for - for example a market research call	12 1%	8 1%	3 1%	1 1%	7 1%	5 1%	5 2%	8 1%	8 1%	5 3%	9 1%	- -	4 8%jk	- -
SUMMARY CODES														
1 TYPE EXPERIENCED	182 19%	110 19%	50 19%	23 19%	109 20%	73 19%	60 19%	122 19%	157 20%	25 14%	150 19%	16 23%	12 24%	4 16%
2 TYPES EXPERIENCED	104 11%	58 10%	31 12%	15 12%	64 12%	39 10%	29 9%	75 12%	83 11%	21 12%	88 11%	6 9%	7 14%	3 10%
3 TYPES EXPERIENCED	80 8%	55 10%	14 5%	10 8%	61 11%e	19 5%	32 10%	48 7%	60 8%	19 11%	70 9%	3 4%	4 8%	4 16%k
4 TYPES EXPERIENCED	63 7%	43 8% ^c	19 7% ^c	2 1%	44 8%	19 5%	22 7%	40 6%	51 7%	12 7%	53 7%	8 12%	2 3%	* 2%
ANY UNSOLICITED CALLS (MOBILE)	432 46%	269 48%	114 43%	49 41%	281 50% ^e	151 39%	145 47%	287 45%	351 46%	81 45%	362 45%	33 48%	26 53%	11 44%
None	517 54%	295 52%	151 57%	71 59%	279 50%	238 61% ^d	163 53%	354 55%	418 54%	99 55%	444 55%	36 52%	23 47%	14 56%
Av number of issues	2.082	2.149	2.044	1.806	2.169^e	1.921	2.156	2.045	2.024	2.339^h	2.086	2.084	2.036	2.063
Standard Deviation	1.126	1.154	1.143	0.881	1.139	1.087	1.165	1.107	1.106	1.183	1.112	1.268	1.257	0.988
Error Variance	0.003	0.005	0.013	0.014	0.006	0.007	0.011	0.004	0.004	0.016	0.004	0.052	0.063	0.035

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All who have a mobile phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	925	29	94	82	57	80	85	118	125	77	49	64	65
Weighted Base	949	31**	96*	87*	63*	83*	90*	136*	141	81*	49*	69*	24*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	131 14%	3 11%	12 13%	24 28%bfgihl	12 19%fh	14 17%h	6 7%	13 9%	10 7%	14 17%h	6 13%	13 18%fh	3 12%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	257 27%	11 34%	28 29%	40 46%befghik	18 29%	20 25%	17 19%	36 27%	25 18%	24 29%	19 38%fhk	12 18%	7 30%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	276 29%	9 28%	34 35%h	33 38%fh	22 36%h	27 33%h	20 22%	40 30%	26 19%	24 29%	13 26%	20 29%	9 37%fh
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	223 23%	5 15%	22 23%	29 34%fhl	16 25%	22 27%l	13 15%	31 23%	28 20%	18 22%	11 23%	24 35%fhl	3 12%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All who have a mobile phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	925	29	94	82	57	80	85	118	125	77	49	64	65
Weighted Base	949	31**	96*	87*	63*	83*	90*	136*	141	81*	49*	69*	24*
Some other type of call that you didn't want or ask for - for example a market research call	12 1%	- -	3 3%	1 1%	2 4%h	- -	- -	2 2%	- -	- -	4 8%efhik	- -	- -
SUMMARY CODES													
1 TYPE EXPERIENCED	182 19%	8 27%	19 20%	11 12%	10 16%	10 12%	18 20%	29 21%	28 20%	17 21%	12 24%	16 23%	4 16%
2 TYPES EXPERIENCED	104 11%	2 6%	13 14%	14 16%l	6 10%	13 16%	5 5%	18 13%	11 8%	6 8%	7 14%	6 9%	3 10%
3 TYPES EXPERIENCED	80 8%	3 11%	4 4%	10 12%	5 9%	7 8%	6 6%	14 11%	7 5%	13 16%bhk	4 8%	3 4%	4 16%bhk
4 TYPES EXPERIENCED	63 7%	1 4%	10 11%gh	15 17%fghijl	7 11%g	7 9%g	3 3%	2 2%	5 3%	3 3%	2 3%	8 12%gh	* 2%
ANY UNSOLICITED CALLS (MOBILE)	432 46%	15 48%	47 49%	49 57%fh	29 47%	37 44%	32 35%	65 48%	51 36%	39 48%	26 53%	33 48%	11 44%
None	517 54%	16 52%	49 51%	38 43%	34 53%	46 56%	58 65%c	71 52%	91 64%c	42 52%	23 47%	36 52%	14 56%
Av number of issues	2.082	1.832	2.103	2.582gh	2.426	2.306	1.790	1.897	1.773	2.034	2.036	2.084	2.063
Standard Deviation	1.126	1.088	1.174	1.141	1.295	1.088	1.055	0.980	1.013	1.032	1.257	1.268	0.988
Error Variance	0.003	0.099	0.032	0.029	0.064	0.034	0.037	0.018	0.023	0.034	0.063	0.052	0.035

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All who have a mobile phone

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	925	925	603	603	322	-	331	156	429
Weighted Base	949	949	602	602	347	-.**	345	166	425
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	131 14%	131 14%	82 14%	82 14%	49 14%	- -	49 14%	30 18%	55 13%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	257 27%	257 27%	146 24%	146 24%	111 32%bc	- -	114 33%	45 27%	102 24%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	276 29%	276 29%	172 29%	172 29%	103 30%	- -	116 34%	48 29%	112 26%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	223 23%	223 23%	122 20%	122 20%	101 29%bc	- -	97 28%	39 24%	91 21%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All who have a mobile phone

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	925	925	603	603	322	-	331	156	429
Weighted Base	949	949	602	602	347	-.**	345	166	425
Some other type of call that you didn't want or ask for - for example a market research call	12 1%	12 1%	5 1%	5 1%	7 2%	-	3 1%	1 1%	10 2%
SUMMARY CODES									
1 TYPE EXPERIENCED	182 19%	182 19%	113 19%	113 19%	69 20%	-	75 22%	35 21%	67 16%
2 TYPES EXPERIENCED	104 11%	104 11%	57 9%	57 9%	47 13%	-	44 13%	13 8%	49 11%
3 TYPES EXPERIENCED	80 8%	80 8%	47 8%	47 8%	33 10%	-	34 10%	10 6%	34 8%
4 TYPES EXPERIENCED	63 7%	63 7%	39 6%	39 6%	24 7%	-	26 8%	17 10%	21 5%
ANY UNSOLICITED CALLS (MOBILE)	432 46%	432 46%	256 43%	256 43%	176 51%bc	-	181 53%	76 46%	175 41%
None	517 54%	517 54%	346 57% ^d	346 57% ^d	171 49%	-	164 47%	89 54%	250 59%
Av number of issues	2.082	2.082	2.059	2.059	2.117	-	2.096	2.134	2.116
Standard Deviation	1.126	1.126	1.127	1.127	1.128	-	1.126	1.229	1.120
Error Variance	0.003	0.003	0.005	0.005	0.008	-	0.008	0.020	0.008

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All who have a mobile phone

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	925	366	338	337	49	532	363	877	786	788	398	559	801	533
Weighted Base	949	380	324	322	55*	562	349	891	838	840	430	622	852	589
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	131 14%	52 14%	41 13%	39 12%	8 15%	85 15%	41 12%	129 14%	119 14%	121 14%	62 15%	95 15%	124 14%	81 14%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	257 27%	118 31%bcf	73 23%	71 22%	23 43%bcfg	180 32%bcf	73 21%	248 28% ^f	232 28%	235 28%	122 28%	177 28%	238 28%	169 29%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	276 29%	123 32% ^f	85 26%	82 26%	21 39%	183 33% ^{cf}	87 25%	263 30%	253 30%	254 30%	141 33%	200 32%	258 30%	180 31%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	223 23%	100 26%	69 21%	67 21%	16 29%	152 27% ^f	69 20%	217 24%	202 24%	205 24%	115 27%	158 25%	206 24%	149 25%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All who have a mobile phone

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	925	366	338	337	49	532	363	877	786	788	398	559	801	533
Weighted Base	949	380	324	322	55*	562	349	891	838	840	430	622	852	589
Some other type of call that you didn't want or ask for - for example a market research call	12 1%	5 1%	6 2%	6 2%	1 2%	5 1%	6 2%	12 1%	11 1%	12 1%	7 2%	12 2%	12 1%	10 2%
SUMMARY CODES														
1 TYPE EXPERIENCED	182 19%	80 21%d	56 17%d	56 17%d	3 5%	112 20%d	59 17%d	168 19%d	164 20%	162 19%	84 20%	120 19%	164 19%	118 20%
2 TYPES EXPERIENCED	104 11%	49 13%	38 12%	38 12%	7 13%	63 11%	40 12%	100 11%	95 11%	95 11%	40 9%	65 10%	98 11%	63 11%
3 TYPES EXPERIENCED	80 8%	34 9%	22 7%	22 7%	11 20%abcefg	56 10%	22 6%	78 9%	72 9%	72 9%	48 11%	61 10%	73 9%	57 10%
4 TYPES EXPERIENCED	63 7%	27 7%	13 4%	11 4%	5 9%	47 8%bcf	12 4%	62 7%cf	60 7%	60 7%	31 7%	47 8%	60 7%	40 7%
ANY UNSOLICITED CALLS (MOBILE)	432 46%	192 50%bcf	134 41%	132 41%	26 47%	280 50%bcf	138 40%	412 46%	392 47%	393 47%	206 48%	298 48%	398 47%	281 48%
None	517 54%	188 50%	189 59%ae	189 59%ae	29 53%	281 50%	211 60%ae	479 54%	446 53%	447 53%	224 52%	325 52%	454 53%	308 52%
Av number of issues	2.082	2.075	2.040	2.010	2.721	2.157	2.006	2.111	2.086	2.106	2.168	2.157	2.104	2.099
Standard Deviation	1.126	1.117	1.126	1.108	0.914	1.148	1.106	1.130	1.120	1.137	1.163	1.159	1.132	1.133
Error Variance	0.003	0.007	0.010	0.009	0.038	0.005	0.009	0.003	0.004	0.004	0.007	0.005	0.004	0.005

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All who have a mobile phone

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	925	590	380	403	273	199	128	504	302	346	382	262	200	34	26	10
Weighted Base	949	616	384	432	272	194	131	529	307	369	399	266	223	37*	27**	12**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	131 14%	131 21%	65 17%	131 30%abghk	131 48%abceghijk	53 28%bh	131 100%abcdeghijklm	117 22%	57 18%	115 31%abghk	105 26%bh	52 19%	95 43%abceghijk	8 21%	4 14%	4 33%
Receiving a sales/marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	257 27%	257 42%beh	116 30%	257 60%abdeg hjk	118 43%behk	64 33%	90 68%abdeg hjk	257 49%abehk	94 31%	257 70%abcdeghijklm	172 43%behk	91 34%	135 61%abdeg hjk	15 42%	8 30%	8 67%
Receiving a "live sales/marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	276 29%	276 45%bk	133 35%	276 64%abdeg hjk	134 49%bhk	77 40%	102 78%abcdeghijk	276 52%abehk	120 39%	276 75%abcdeghijk	183 46%bk	97 37%	149 67%abdeg hjk	17 45%	8 31%	8 66%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All who have a mobile phone

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici- ted calls (landlin e or mobile) (a)	Any unsolici- ted calls (landlin e) (b)	Any unsolici- ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	925	590	380	403	273	199	128	504	302	346	382	262	200	34	26	10
Weighted Base	949	616	384	432	272	194	131	529	307	369	399	266	223	37*	27**	12**
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	223 23%	223 36%bh	100 26%	223 52%abegh k	120 44%abegh k	65 34%	95 73%abcde ghijklm	180 34%bh	78 25%	172 47%abegh k	223 56%abdeg hik	89 34%	223 100%abcde fghijklm	16 43%bh	10 39%	5 43%
Some other type of call that you didn't want or ask for - for example a market research call	12 1%	12 2%	5 1%	12 3%	7 2%	4 2%	4 3%	12 2%	4 1%	10 3%	8 2%	4 2%	5 2%	12 34%abcdef ghijkl	2 9%	12 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	182 19%	182 30%bdefh jkl	83 22%df	182 42%abdef ghijklm	39 14%	31 16%f	10 7%	139 26%defh	59 19%f	126 34%bdefg hkl	85 21%df	55 21%f	44 20%f	7 18%	6 22%	2 19%
2 TYPES EXPERIENCED	104 11%	104 17%e	48 13%	104 24%abdeh jk	34 13%	18 9%	22 17%	97 18%beh	37 12%	97 26%abdef ghjk	58 15%	34 13%	45 20%bdeh	8 20%	5 18%	4 30%
3 TYPES EXPERIENCED	80 8%	80 13%	38 10%	80 18%abhk	45 17%b	31 16%	34 26%abdeg hk	80 15%b	35 11%	80 22%abghk	73 18%abhk	31 12%	67 30%abcde ghijklm	5 13%	4 14%	1 9%
4 TYPES EXPERIENCED	63 7%	63 10%	30 8%	63 15%bh	62 23%abcog hjk	25 13%	62 47%abcde ghijklm	63 12%	27 9%	63 17%abhk	63 16%abh	28 10%	63 28%abcogeh ijklm	3 8%	2 6%	1 10%
ANY UNSOLICITED CALLS (MOBILE)	432 46%	432 70%behk	200 52%	432 100%abdeg hijk	184 68%behk	106 55%	131 100%abdeg hijk	382 72%behk	159 52%	369 100%abdeg hijk	283 71%behk	149 56%	223 100%abdeg hijk	26 71%bh	16 59%	12 100%
None	517 54%	184 30%cfil	184 48%acdfigi ilm	-	88 32%cfil	88 45%acdfigi jl	-	148 28%cfil	148 48%acdfigi ilm	-	116 29%cfil	116 44%acdfigi jl	-	11 29%cfil	11 41%	-

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All who have a mobile phone

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile)	Any unsolici ted calls (landlin e)	Any unsolici ted calls (mobile)	Silent calls (landlin e or mobile)	Landline silent calls	Mobile silent calls	Live sales/ marketin g (landlin e or mobile)	Landline Live sales/ marketin g	Mobile Live sales/ marketin g (phone or text)	Recorded message (landlin e or mobile)	Recorded message (landlin e)	Recorded message (mobile)	Other type (landlin e or mobile)	Other type (landlin e)	Other type (mobile)
		(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)
Unweighted Base	925	590	380	403	273	199	128	504	302	346	382	262	200	34	26	10
Weighted Base	949	616	384	432	272	194	131	529	307	369	399	266	223	37*	27**	12**
Av number of issues	2.082	2.082	2.093	2.082	2.772abc	2.494abc	3.217abc	2.207	2.217	2.247	2.443abc	2.233	2.725abc	2.612	2.068	3.088
Standard Deviation	1.126	1.126	1.119	1.126	ghijk	g	degghijkl	1.134	1.140	1.131	1.177	1.159	1.128	1.414	1.033	1.632
Error Variance	0.003	0.003	0.006	0.003	0.008	0.013	0.008	0.004	0.008	0.004	0.005	0.009	0.006	0.087	0.071	0.266

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All that have received recorded messages on their mobile

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	200	104	96	25	43	37	33	29	25	8	37	62	48	53
Weighted Base	223	113*	109*	26**	54*	47*	40*	33**	17**	5**	45*	80*	52*	46*
Listen to the full message before hanging up	6 3%	2 2%	4 4%	1 4%	1 2%	1 2%	1 3%	- -	2 9%	- -	2 4%	- -	3 5%	2 4%
Listen to some of the message before hanging up	56 25%	33 29%	23 21%	8 32%	13 24%	6 13%	13 34%e	10 31%	4 24%	1 16%	10 22%	18 23%	11 21%	17 37%
Hang up immediately, as soon as I realise it is a recorded message	161 72%	78 69%	82 75%	17 64%	40 74%	40 85%	25 64%	23 69%	11 67%	4 84%	33 74%	61 77%	39 74%	27 59%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	62 28%	35 31%	27 25%	9 36%	14 26%	7 15%	14 36%	10 31%	6 33%	1 16%	12 26%	18 23%	14 26%	19 41%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All that have received recorded messages on their mobile

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	200	135	42	23	123	77	70	130	154	46	159	22	11	8
Weighted Base	223	150	50*	22**	148	75*	80*	143	175	48*	184	24**	11**	3**
Listen to the full message before hanging up	6 3%	5 4%	1 1%	- -	3 2%	3 4%	2 3%	4 3%	5 3%	1 2%	5 3%	1 4%	- -	- -
Listen to some of the message before hanging up	56 25%	33 22%	19 38%	4 19%	34 23%	22 29%	18 23%	38 26%	45 26%	11 23%	48 26%	5 22%	3 24%	- -
Hang up immediately, as soon as I realise it is a recorded message	161 72%	112 75%	30 61%	18 81%	111 75%	50 67%	59 74%	101 71%	125 71%	36 75%	131 71%	18 74%	9 76%	3 100%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	62 28%	38 25%	20 39%	4 19%	37 25%	25 33%	21 26%	42 29%	50 29%	12 25%	53 29%	6 26%	3 24%	- -

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All that have received recorded messages on their mobile

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	200	4	18	26	14	24	11	25	23	14	11	22	8
Weighted Base	223	5**	22**	29**	16**	22**	13**	31**	28**	18**	11**	24**	3**
Listen to the full message before hanging up	6 3%	-	1 5%	-	-	2 7%	-	-	2 8%	-	-	1 4%	-
Listen to some of the message before hanging up	56 25%	-	2 10%	7 23%	3 18%	5 21%	8 62%	13 41%	5 17%	6 33%	3 24%	5 22%	-
Hang up immediately, as soon as I realise it is a recorded message	161 72%	5 100%	19 85%	23 77%	13 82%	16 72%	5 38%	18 59%	21 74%	12 67%	9 76%	18 74%	3 100%
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	62 28%	-	3 15%	7 23%	3 18%	6 28%	8 62%	13 41%	7 26%	6 33%	3 24%	6 26%	-

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All that have received recorded messages on their mobile

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	200	200	112	112	88	-	84	38	81
Weighted Base	223	223	122*	122*	101*	-.**	97*	39*	91*
Listen to the full message before hanging up	6 3%	6 3%	3 3%	3 3%	3 3%	- -	4 4%	1 3%	2 2%
Listen to some of the message before hanging up	56 25%	56 25%	30 25%	30 25%	26 26%	-	26 27%	11 28%	21 23%
Hang up immediately, as soon as I realise it is a recorded message	161 72%	161 72%	89 73%	89 73%	72 71%	- -	67 68%	27 70%	68 75%
SUMMARY CODE									
LISTEN TO ANY OF MESSAGE	62 28%	62 28%	33 27%	33 27%	29 29%	-	31 32%	12 30%	23 25%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All that have received recorded messages on their mobile

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	200	87	65	64	12	133	66	195	177	179	95	137	180	128
Weighted Base	223	100*	69*	67*	16**	152	69*	217	202	205	115*	158	206	149
Listen to the full message before hanging up	6 3%	4 4%	2 2%	2 2%	- -	5 4%	2 2%	6 3%	6 3%	6 3%	2 2%	6 4%	6 3%	5 3%
Listen to some of the message before hanging up	56 25%	26 26%	17 25%	17 26%	5 31%	41 27%	17 25%	56 26%	53 26%	53 26%	28 24%	38 24%	53 26%	35 24%
Hang up immediately, as soon as I realise it is a recorded message	161 72%	69 69%	50 73%	48 72%	11 69%	105 69%	50 73%	155 71%	144 71%	146 71%	84 74%	115 72%	147 71%	109 73%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	62 28%	31 31%	19 27%	19 28%	5 31%	47 31%	19 27%	62 29%	59 29%	59 29%	30 26%	44 28%	59 29%	40 27%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All that have received recorded messages on their mobile

Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	200	91	200	109	60	89	161	70	155	200	80	200	14	10	4
Weighted Base	223	100*	223	120*	65*	95*	180	78*	172	223	89*	223	16**	10**	5**
Listen to the full message before hanging up	6 3%	2 2%	6 3%	1 1%	1 2%	1 1%	5 3%	1 1%	5 3%	6 3%	1 1%	6 3%	- -	- -	- -
Listen to some of the message before hanging up	56 25%	24 24%	56 25%	30 25%	16 25%	23 24%	42 23%	15 19%	41 24%	56 25%	20 22%	56 25%	4 27%	4 41%	- -
Hang up immediately, as soon as I realise it is a recorded message	161 72%	74 74%	161 72%	88 73%	48 73%	72 76%	133 74%	63 80%	126 73%	161 72%	68 76%	161 72%	12 73%	6 59%	5 100%
SUMMARY CODE															
LISTEN TO ANY OF MESSAGE	62 28%	26 26%	62 28%	32 27%	18 27%	23 24%	47 26%	15 20%	47 27%	62 28%	21 24%	62 28%	4 27%	4 41%	- -

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	56	29	27	10	10	6	13	8	8	1	10	14	12	20
Weighted Base	62*	35**	27**	9**	14**	7**	14**	10**	6**	1**	12**	18**	14**	19**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	41 65%	24 70%	16 59%	9 100%	10 72%	5 68%	8 54%	5 50%	3 53%	- -	3 27%	15 80%	10 74%	13 69%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	19 30%	12 36%	6 23%	2 17%	6 45%	3 47%	2 17%	2 15%	3 47%	1 100%	6 52%	6 32%	2 15%	5 27%
Telling you about a competition	4 7%	3 7%	2 7%	2 20%	- -	1 15%	- -	2 15%	- -	- -	1 9%	2 8%	1 6%	1 6%
Reminding you of an appointment- e.g. dentist or doctor's appointment	15 24%	7 19%	8 30%	1 6%	3 19%	2 32%	7 47%	1 12%	1 19%	- -	1 10%	3 17%	2 17%	8 44%
Other type	6 10%	4 11%	2 9%	- -	1 6%	1 16%	3 18%	1 12%	* 7%	- -	2 13%	1 6%	2 11%	2 12%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	55 88%	31 88%	24 88%	9 100%	14 100%	6 84%	13 90%	7 64%	5 81%	1 100%	8 70%	17 94%	12 89%	17 93%
ANY EXC. APPOINTMENT REMINDERS	50 80%	30 85%	20 73%	9 100%	13 94%	6 84%	9 59%	7 64%	5 81%	1 100%	8 70%	16 88%	11 80%	14 77%
Can't Remember	3 5%	1 3%	2 7%	- -	- -	- -	- -	2 23%	1 12%	- -	2 17%	1 6%	- -	- -

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	56	35	17	4	31	25	21	35	46	10	47	6	3	-
Weighted Base	62*	38*	20**	4**	37**	25**	21**	42**	50*	12**	53*	6**	3**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	41 65%	22 57%	15 76%	4 84%	23 63%	17 68%	14 69%	26 64%	36 71%	5 39%	35 66%	4 68%	1 44%	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	19 30%	12 32%	7 34%	- -	14 38%	5 19%	8 37%	11 27%	14 29%	4 37%	16 31%	1 15%	2 56%	- -
Telling you about a competition	4 7%	3 7%	2 9%	- -	3 9%	1 4%	1 5%	3 8%	3 6%	2 13%	3 5%	- -	2 56%	- -
Reminding you of an appointment- e.g. dentist or doctor's appointment	15 24%	10 27%	3 17%	1 30%	8 22%	6 25%	9 42%	6 15%	15 29%	- -	15 28%	- -	- -	- -
Other type	6 10%	5 14%	1 4%	- -	4 10%	3 10%	1 7%	5 12%	3 7%	3 23%	6 12%	- -	- -	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	55 88%	31 82%	20 100%	4 84%	32 87%	22 89%	20 98%	35 83%	46 91%	9 77%	47 88%	5 82%	3 100%	- -
ANY EXC. APPOINTMENT REMINDERS	50 80%	28 74%	18 91%	4 84%	30 81%	19 77%	17 83%	32 78%	40 80%	9 77%	42 78%	5 82%	3 100%	- -
Can't Remember	3 5%	2 6%	- -	1 16%	2 5%	1 4%	- -	3 7%	3 6%	- -	2 4%	1 18%	- -	- -

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	56	-	3	6	3	7	6	9	8	5	3	6	-
Weighted Base	62*	..**	3**	7**	3**	6**	8**	13**	7**	6**	3**	6**	..**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	41 65%	- -	1 30%	7 100%	2 74%	3 44%	5 60%	10 80%	4 55%	3 60%	1 44%	4 68%	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	19 30%	- -	2 65%	3 47%	2 63%	2 29%	2 25%	2 18%	2 32%	1 14%	2 56%	1 15%	- -
Telling you about a competition	4 7%	- -	- -	1 16%	1 37%	- -	- -	- -	- -	1 14%	2 56%	- -	- -
Reminding you of an appointment- e.g. dentist or doctor's appointment	15 24%	- -	2 65%	2 31%	- -	3 43%	1 16%	2 15%	5 64%	- -	- -	- -	- -
Other type	6 10%	- -	1 35%	- -	- -	- -	1 16%	- -	2 32%	2 26%	- -	- -	- -
SUMMARY CODES													
ANY INC. APPOINTMENT REMINDERS	55 88%	- -	2 65%	7 100%	3 100%	5 79%	7 84%	12 95%	7 95%	4 74%	3 100%	5 82%	- -
ANY EXC. APPOINTMENT REMINDERS	50 80%	- -	2 65%	7 100%	3 100%	4 61%	7 84%	10 80%	5 65%	4 74%	3 100%	5 82%	- -
Can't Remember	3 5%	- -	- -	- -	- -	1 21%	- -	1 5%	- -	- -	- -	1 18%	- -

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

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

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	56	56	31	31	25	-	26	12	21
Weighted Base	62*	62*	33**	33**	29**	-.**	31*	12*	23*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	41 65%	41 65%	25 76%	25 76%	15 53%	-	20 65%	9 72%	14 62%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	19 30%	19 30%	12 38%	12 38%	6 22%	-	12 40%	3 27%	5 20%
Telling you about a competition	4 7%	4 7%	4 14%	4 14%	-	-	3 9%	3 24%	-
Reminding you of an appointment- e.g. dentist or doctor's appointment	15 24%	15 24%	8 24%	8 24%	7 24%	-	8 27%	2 18%	4 19%
Other type	6 10%	6 10%	1 3%	1 3%	5 18%	-	2 5%	1 10%	5 20%
SUMMARY CODES									
ANY INC. APPOINTMENT REMINDERS	55 88%	55 88%	31 94%	31 94%	24 82%	-	29 95%	10 81%	18 80%
ANY EXC. APPOINTMENT REMINDERS	50 80%	50 80%	29 87%	29 87%	21 71%	-	26 85%	9 72%	17 75%
Can't Remember	3 5%	3 5%	2 6%	2 6%	1 4%	-	-	1 9%	2 9%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

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

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	56	26	19	19	3	40	19	56	52	52	25	39	52	35
Weighted Base	62*	31**	19**	19**	5**	47*	19**	62*	59*	59*	30**	44*	59*	40**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	41 65%	20 65%	10 54%	10 54%	5 100%	32 70%	10 54%	41 65%	39 66%	39 66%	24 78%	30 68%	39 66%	27 67%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	19 30%	12 40%	5 24%	5 24%	1 18%	15 33%	5 24%	19 30%	18 31%	18 31%	12 38%	14 33%	18 31%	14 35%
Telling you about a competition	4 7%	3 9%	- -	- -	- -	4 10%	- -	4 7%	4 8%	4 8%	3 9%	2 5%	4 8%	4 9%
Reminding you of an appointment- e.g. dentist or doctor's appointment	15 24%	8 27%	4 23%	4 23%	1 18%	11 24%	4 23%	15 24%	15 25%	15 25%	6 21%	13 29%	15 25%	9 22%
Other type	6 10%	2 5%	5 24%	5 24%	- -	3 6%	5 24%	6 10%	6 11%	6 11%	1 3%	5 10%	6 11%	2 6%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	55 88%	29 95%	14 75%	14 75%	5 100%	43 92%	14 75%	55 88%	52 89%	52 89%	29 96%	39 88%	52 89%	36 90%
ANY EXC. APPOINTMENT REMINDERS	50 80%	26 85%	13 69%	13 69%	5 100%	39 83%	13 69%	50 80%	47 80%	47 80%	28 93%	34 78%	47 80%	33 83%
Can't Remember	3 5%	- -	2 11%	2 11%	- -	1 2%	2 11%	3 5%	2 4%	2 4%	1 4%	2 5%	2 4%	2 6%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

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

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici- ted calls (landlin e or mobile) (a)	Any unsolici- ted calls (landlin e) (b)	Any unsolici- ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	56	56	23	56	31	17	23	41	13	40	56	19	56	4	4	-
Weighted Base	62*	62*	26**	62*	32**	18**	23**	47*	15**	47*	62*	21**	62*	4**	4**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	41 65%	41 65%	20 76%	41 65%	25 79%	14 79%	19 82%	35 74%	11 75%	34 74%	41 65%	16 76%	41 65%	3 64%	3 64%	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	19 30%	19 30%	9 37%	19 30%	10 32%	5 30%	7 30%	16 34%	7 48%	16 34%	19 30%	8 40%	19 30%	2 54%	2 54%	- -
Telling you about a competition	4 7%	4 7%	3 10%	4 7%	4 14%	3 15%	3 12%	4 9%	2 10%	4 10%	4 7%	3 12%	4 7%	2 36%	2 36%	- -
Reminding you of an appointment- e.g. dentist or doctor's appointment	15 24%	15 24%	5 18%	15 24%	7 21%	2 10%	6 26%	14 29%	5 30%	14 29%	15 24%	5 22%	15 24%	1 18%	1 18%	- -
Other type	6 10%	6 10%	1 4%	6 10%	1 3%	- -	1 4%	3 7%	1 7%	3 7%	6 10%	1 5%	6 10%	- -	- -	- -
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	55 88%	55 88%	24 95%	55 88%	29 92%	16 93%	21 90%	45 95%	15 100%	44 95%	55 88%	20 94%	55 88%	4 100%	4 100%	- -
ANY EXC. APPOINTMENT REMINDERS	50 80%	50 80%	23 91%	50 80%	28 89%	16 93%	20 85%	41 87%	14 93%	40 87%	50 80%	19 89%	50 80%	4 100%	4 100%	- -
Can't Remember	3 5%	3 5%	1 5%	3 5%	2 8%	1 7%	2 10%	1 2%	- -	1 2%	3 5%	1 6%	3 5%	- -	- -	- -

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1097	531	566	145	176	142	148	161	177	148	197	270	227	403
Weighted Base	1097	532	565	154	208	175	172	174	116	98	224	330	226	317
Silent Calls	314 29%	150 28%	164 29%	26 17%	51 25%	50 29% _c	50 29% _c	70 40% _{cdei}	40 35% _{cd}	27 27%	83 37% _{km}	91 27%	64 28%	76 24%
Sales/marketing texts	257 23%	140 26%	118 21%	33 22% _i	65 31% _{hi}	46 26% _{hi}	47 28% _{hi}	43 24% _i	18 16% _i	5 5%	63 28% _m	77 23%	61 27% _m	56 18%
Sales/marketing calls	504 46%	241 45%	264 47%	40 26%	97 47% _c	92 53% _c	77 45% _c	100 57% _{cfi}	55 47% _c	43 44% _c	124 55% _m	150 46%	107 47%	123 39%
Recorded message	441 40%	213 40%	228 40%	44 29%	76 36%	73 42% _c	79 46% _c	82 47% _c	52 45% _c	35 36%	115 51% _{km}	134 41% _m	93 41% _m	99 31%
Other type	38 3%	20 4%	18 3%	3 2%	7 4%	6 3%	6 4%	11 6% _i	4 4%	1 1%	14 6% _m	11 3%	9 4%	5 1%
SUMMARY CODES														
1 TYPE EXPERIENCED	214 19%	99 19%	115 20%	22 14%	34 17%	45 25% _{cg}	40 24% _g	23 13%	23 20%	25 26% _{cdg}	44 19%	64 19%	44 19%	62 20%
2 TYPES EXPERIENCED	168 15%	87 16%	81 14%	19 12%	24 12%	22 12%	25 15%	42 24% _{cdef}	19 16%	17 18%	42 19%	50 15%	34 15%	41 13%
3 TYPES EXPERIENCED	185 17%	82 15%	103 18%	15 10%	36 17%	34 19% _c	24 14%	40 23% _{cf}	23 20% _c	14 14%	55 24% _{km}	51 16%	41 18%	38 12%
4 TYPES EXPERIENCED	90 8%	47 9%	43 8%	8 5%	22 11% _i	15 8% _i	19 11% _i	17 9% _i	7 6%	2 2%	23 10%	25 8%	21 9%	21 7%
5 TYPES EXPERIENCED	14 1%	6 1%	8 1%	- -	3 2%	3 2%	2 1%	3 1%	3 2%	- -	4 2%	5 1%	3 1%	1 *
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	680 62%	328 62%	352 62%	66 43%	121 58% _c	120 68% _c	113 66% _c	126 72% _{cdi}	75 65% _c	59 60% _c	169 75% _{klm}	200 61% _m	145 64% _m	166 52%
None	417 38%	204 38%	213 38%	88 57% _{defghi}	87 42% _g	56 32%	58 34%	48 28%	41 35%	39 40% _g	55 25%	129 39% _j	81 36% _j	151 48% _{ijkl}
Mean number of mentions	2.342	2.387	2.299	2.278	2.499 _i	2.284 _i	2.349 _i	2.505 _i	2.311 _i	1.880	2.439	2.363	2.370	2.191
Standard Deviation	1.190	1.235	1.147	1.239	1.215	1.238	1.307	1.078	1.153	0.906	1.126	1.263	1.171	1.177
Error Variance	0.002	0.005	0.004	0.024	0.015	0.016	0.018	0.010	0.012	0.009	0.009	0.010	0.010	0.007

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1097	615	277	205	516	581	294	803	857	240	886	87	57	67
Weighted Base	1097	641	289	166	603	494	329	768	879	218	924	93*	55*	25*
Silent Calls	314	215	59	39	182	132	87	227	241	73	259	36	13	5
	29%	34%bc	20%	24%	30%	27%	26%	30%	27%	33%	28%	39%jm	23%	22%
Sales/marketing texts	257	160	70	28	170	88	90	167	202	55	219	12	19	7
	23%	25%c	24%	17%	28%e	18%	27%	22%	23%	25%	24%k	13%	34%k	29%k
Sales/marketing calls	504	324	101	79	293	212	142	362	405	99	419	43	30	12
	46%	51%b	35%	47%b	49%	43%	43%	47%	46%	45%	45%	46%	55%	48%
Recorded message	441	293	87	62	249	192	133	308	340	102	358	50	27	7
	40%	46%b	30%	37%	41%	39%	40%	40%	39%	47%h	39%	53%jm	50%lm	27%
Other type	38	27	8	3	22	16	12	26	25	13	26	4	8	-
	3%	4%	3%	2%	4%	3%	4%	3%	3%	6%h	3%	5%	14%jm	-
SUMMARY CODES														
1 TYPE EXPERIENCED	214	125	50	39	111	102	67	147	170	43	177	15	18	4
	19%	19%	17%	23%	18%	21%	20%	19%	19%	20%	19%	16%	32%jk	17%
2 TYPES EXPERIENCED	168	92	46	30	90	78	41	127	128	41	144	16	5	3
	15%	14%	16%	18%	15%	16%	12%	17%	15%	19%	16%	17%	10%	10%
3 TYPES EXPERIENCED	185	129	27	30	106	79	56	129	149	36	156	16	8	5
	17%	20%b	9%	18%b	18%	16%	17%	17%	17%	16%	17%	18%	14%	21%
4 TYPES EXPERIENCED	90	67	19	4	62	28	30	60	69	21	75	9	4	2
	8%	10%c	7%	3%	10%e	6%	9%	8%	8%	9%	8%	10%	7%	7%
5 TYPES EXPERIENCED	14	9	2	2	9	5	4	10	12	2	8	2	3	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	6%j	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	680	428	148	105	384	296	201	480	533	147	566	59	41	14
	62%	67%b	51%	63%b	64%	60%	61%	62%	61%	68%	61%	64%	76%jm	54%
None	417	214	141	62	218	198	128	288	346	71	358	34	13	11
	38%	33%	49%ac	37%	36%	40%	39%	38%	39%	32%	39%l	36%	24%	46%l
Mean number of mentions	2.342	2.442c	2.255	2.054	2.442e	2.212	2.373	2.329	2.324	2.406	2.310	2.525	2.516	2.319
Standard Deviation	1.190	1.203	1.241	1.003	1.221	1.137	1.245	1.167	1.168	1.268	1.144	1.242	1.685	1.083
Error Variance	0.002	0.004	0.011	0.008	0.005	0.004	0.009	0.003	0.003	0.010	0.002	0.027	0.069	0.032

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1097	39	122	94	73	92	105	135	139	87	57	87	67
Weighted Base	1097	38*	117	97*	77*	93*	111*	150	152	88*	55*	93*	25*
Silent Calls	314 29%	9 25%	39 33%g	34 35%fg	30 39%fgl	26 28%	24 22%	28 19%	38 25%	31 35%g	13 23%	36 39%fghl	5 22%
Sales/marketing texts	257 23%	11 28%	28 24%	40 41%bdefghk	18 24%	20 22%	17 16%	36 24%	25 16%	24 27%k	19 34%fhk	12 13%	7 29%fhk
Sales/marketing calls	504 46%	21 56%g	64 54%fg	46 47%	46 59%efgh	39 42%	43 39%	53 35%	66 43%	42 47%	30 55%g	43 46%	12 48%
Recorded message	441 40%	14 36%	49 41%	38 39%	38 50%gl	33 36%	39 35%	50 33%	61 40%	36 41%	27 50%l	50 53%efgl	7 27%
Other type	38 3%	- -	6 5%	1 1%	3 4%	3 3%	1 1%	3 2%	6 4%	3 3%	8 14%acefghil	4 5%	- -
SUMMARY CODES													
1 TYPE EXPERIENCED	214 19%	13 33%bcdk	20 17%	11 11%	9 12%	17 19%	26 23%bc	32 21%	31 21%	17 20%	18 32%bcdk	15 16%	4 17%
2 TYPES EXPERIENCED	168 15%	6 17%	21 18%	18 18%	17 22%	13 14%	14 13%	19 13%	20 13%	15 17%	5 10%	16 17%	3 10%
3 TYPES EXPERIENCED	185 17%	5 13%	22 18%	17 17%	17 22%	11 12%	17 15%	24 16%	25 16%	20 22%	8 14%	16 18%	5 21%
4 TYPES EXPERIENCED	90 8%	4 9%	12 10%g	16 16%fgh	9 12%g	10 10%g	5 5%	4 3%	9 6%	7 8%	4 7%	9 10%g	2 7%
5 TYPES EXPERIENCED	14 1%	- -	2 2%	- -	- -	1 1%	- -	- -	4 3%	1 1%	3 6%cdfg	2 2%	- -
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	680 62%	28 73%	78 66%	61 63%	53 69%	53 57%	62 56%	82 55%	89 59%	60 68%	41 76%efghl	59 64%	14 54%
None	417 38%	10 27%	39 34%	36 37%	24 31%	40 43%j	49 44%j	68 45%j	63 41%j	28 32%	13 24%	34 36%	11 46%j
Mean number of mentions	2.342	1.983	2.461f	2.609fg	2.602fg	2.349	2.017	2.119	2.264	2.302	2.516	2.525f	2.319
Standard Deviation	1.190	1.095	1.191	1.068	1.136	1.240	1.020	1.149	1.181	1.053	1.685	1.242	1.083
Error Variance	0.002	0.043	0.018	0.019	0.026	0.029	0.018	0.019	0.017	0.021	0.069	0.027	0.032

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

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

Base: All adults UK

	Total	Q.1\2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1097	925	716	603	322	113	375	178	528
Weighted Base	1097	949	696	602	347	94*	387	189	501
Silent Calls	314	272	265	222	49	42	118	59	139
	29%	29% ^d	38% ^{ad}	37% ^{ad}	14%	45% ^{ad}	30%	32%	28%
Sales/marketing texts	257	257	146	146	111	-	114	45	102
	23%	27% ^{bce}	21% ^e	24% ^e	32% ^{bce}	-	29%	24%	20%
Sales/marketing calls	504	463	401	359	103	42	193	88	224
	46%	49% ^d	58% ^{ade}	60% ^{ade}	30%	44% ^d	50%	46%	45%
Recorded message	441	399	340	298	101	42	167	81	199
	40%	42% ^d	49% ^{ad}	50% ^{ad}	29%	45% ^d	43%	43%	40%
Other type	38	37	31	30	7	1	14	4	23
	3%	4%	4%	5% ^d	2%	1%	4%	2%	5%
SUMMARY CODES									
1 TYPE EXPERIENCED	214	188	144	119	69	26	85	35	88
	19%	20%	21%	20%	20%	27%	22%	19%	18%
2 TYPES EXPERIENCED	168	153	124	109	44	15	68	20	84
	15%	16%	18%	18%	13%	16%	18%	11%	17%
3 TYPES EXPERIENCED	185	161	149	125	36	24	64	37	82
	17%	17% ^d	21% ^{ad}	21% ^d	10%	26% ^{ad}	16%	20%	16%
4 TYPES EXPERIENCED	90	90	67	67	23	-	37	19	34
	8%	9% ^e	10% ^e	11% ^{de}	7% ^e	-	10%	10%	7%
5 TYPES EXPERIENCED	14	14	12	12	1	-	6	2	6
	1%	1%	2%	2%	*	-	2%	1%	1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	680	616	505	440	176	65	265	115	301
	62%	65% ^d	72% ^{ad}	73% ^{ad}	51%	69% ^d	68%	61%	60%
None	417	334	191	162	171	29	122	74	200
	38%	35% ^{bc}	28%	27%	49% ^{abce}	31%	32%	39%	40%
Mean number of mentions	2.342	2.380 ^e	2.406 ^{de}	2.469 ^{de}	2.157	1.979	2.337	2.446	2.357
Standard Deviation	1.190	1.212	1.182	1.208	1.197	0.884	1.223	1.195	1.195
Error Variance	0.002	0.002	0.003	0.003	0.009	0.010	0.006	0.013	0.005

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

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

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1097	414	424	423	56	605	451	1038	869	870	414	581	887	550
Weighted Base	1097	426	389	387	61*	633	415	1029	920	922	448	647	938	609
Silent Calls	314 29%	124 29%	112 29%	110 29%	19 30%	194 31%	114 28%	306 30%	281 30%	280 30%	134 30%	194 30%	286 30%	167 27%
Sales/marketing texts	257 23%	118 28%bcf	73 19%	71 18%	23 38%bcfg	180 28%bcf	73 18%	248 24%bcf	232 25%	235 25%	122 27%	177 27%	238 25%	169 28%
Sales/marketing calls	504 46%	206 48%	175 45%	173 45%	36 59% ^f	314 50%	182 44%	480 47%	445 48%	444 48%	225 50%	318 49%	451 48%	288 47%
Recorded message	441 40%	175 41%	158 41%	156 40%	30 49%	276 44%	160 39%	426 41%	395 43%	396 43%	208 46%	280 43%	399 43%	253 42%
Other type	38 3%	17 4%	17 4%	17 4%	3 5%	22 3%	17 4%	38 4%	36 4%	37 4%	22 5%	27 4%	38 4%	29 5%
SUMMARY CODES														
1 TYPE EXPERIENCED	214 19%	91 21%	72 18%	72 19%	8 12%	128 20%	76 18%	201 20%	174 19%	173 19%	82 18%	123 19%	174 19%	125 21%
2 TYPES EXPERIENCED	168 15%	75 18%	66 17%	66 17%	12 20%	99 16%	71 17%	161 16%	147 16%	146 16%	65 15%	98 15%	150 16%	92 15%
3 TYPES EXPERIENCED	185 17%	66 16%	64 17%	64 17%	12 20%	113 18%	65 16%	178 17%	166 18%	165 18%	84 19%	115 18%	167 18%	97 16%
4 TYPES EXPERIENCED	90 8%	39 9%	26 7%	24 6%	8 13%	63 10% ^f	25 6%	87 8%	86 9%	87 9%	44 10%	63 10%	87 9%	57 9%
5 TYPES EXPERIENCED	14 1%	7 2%	4 1%	4 1%	1 2%	10 2%	4 1%	14 1%	14 1%	12 1%	11 3%	12 2%	14 1%	12 2%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	680 62%	282 66% ^f	237 61%	235 61%	42 69%	420 66% ^f	246 59%	651 63%	594 65%	594 64%	292 65%	419 65%	601 64%	391 64%
None	417 38%	143 34%	151 39%	151 39%	19 31%	214 34%	170 41% ^{ae}	378 37%	326 35%	328 36%	155 35%	228 35%	337 36%	218 36%
Mean number of mentions	2.342	2.328	2.326	2.311	2.688	2.400	2.295	2.358	2.397	2.406	2.511	2.440	2.409	2.390
Standard Deviation	1.190	1.218	1.189	1.184	1.217	1.218	1.177	1.195	1.187	1.200	1.270	1.239	1.199	1.261
Error Variance	0.002	0.006	0.006	0.006	0.038	0.004	0.005	0.002	0.003	0.003	0.006	0.004	0.003	0.005

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)															
	Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)	
1097	666	456	403	321	247	128	557	355	346	429	309	200	35	27	10	
1097	680	448	432	314	236	131	571	349	369	441	308	223	38*	28**	12**	
314	314	248	184	314	236	131	271	199	160	247	190	120	25	20	7	
29%	46%	55%acgi	42%	100%abcg hijklm	100%abcg hijklm	100%abcgh ijklm	47%	57%acgi	43%	56%acgi	62%acgi	54%ci	65%acgi	70%	52%	
257	257	116	257	118	64	90	257	94	257	172	91	135	15	8	8	
23%	38%behk	26%	60%abdeg hijk	37%beh	27%	68%abdeg hijk	45%abdeh k	27%	70%abcde ghijklm	39%behk	30%	61%abdeg hijk	41%	29%	67%	
504	504	362	315	256	195	110	504	349	302	328	243	161	32	22	12	
46%	74%	81%acjl	73%	81%acjl	83%acjl	84%acjl	88%abcd eijkl	100%abcde fgijklm	82%acjl	74%	79%	72%	83%	80%	93%	
441	441	318	283	247	190	105	356	239	228	441	308	223	28	21	8	
40%	65%	71%gi	65%	79%abcgh i	81%abcgh i	80%acghi	62%	68%	62%	100%abcd efghim	100%abcd efghim	100%abcde fghim	75%	75%	68%	
38	38	31	26	25	21	8	33	23	22	28	23	16	38	28	12	
3%	6%	7%	6%	8%	9%	6%	6%	7%	6%	6%	7%	7%	100%abcd efghijkl	100%	100%	
214	214	114	117	20	13	7	130	66	76	64	36	34	-	-	-	
19%	31%defgh ijklm	26%defh klm	27%defhjk lm	6%	6%	5%	23%defjk lm	19%defkm	20%defjk m	15%defm	12%dem	15%defm	-	-	-	
168	168	115	107	54	40	17	146	81	96	95	72	38	2	2	-	
15%	25%deflm	26%deflm	25%deflm	17%	17%	13%	26%deflm	23%fm	26%deflm	22%fm	23%fm	17%	6%	8%	-	
185	185	141	102	134	120	31	184	133	97	171	127	66	5	2	3	
17%	27%	31%cm	24%	43%abcfg ilm	51%abcfg hijklm	24%	32%cm	38%acfm	26%	39%abcfi lm	41%abcfg ilm	29%	13%	8%	22%	
90	90	59	87	87	49	69	88	53	84	88	55	71	7	6	2	
8%	13%	13%	20%ab	28%abcgh jk	21%ab	53%abcde ghijklm	15%	15%	23%abgh	20%ab	18%	32%abcog hijk	19%	22%	19%	

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici- ted calls (landlin e or mobile) (a)	Any unsolici- ted calls (landlin e) (b)	Any unsolici- ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1097	666	456	403	321	247	128	557	355	346	429	309	200	35	27	10
Weighted Base	1097	680	448	432	314	236	131	571	349	369	441	308	223	38*	28**	12**
5 TYPES EXPERIENCED	14 1%	14 2%	12 3%	9 2%	9 3%	9 4%	1 1%	14 2%	11 3%	8 2%	14 3%	12 4%	5 2%	14 36%abcde fghijkl	12 44%	2 18%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	680 62%	680 100%	448 100%	432 100%	314 100%	236 100%	131 100%	571 100%	349 100%	369 100%	441 100%	308 100%	223 100%	38 100%	28 100%	12 100%
None	417 38%	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Mean number of mentions	2.342	2.342	2.465	2.525a	3.133abc ghijk	3.079abc ghijk	3.442abc degijkl	2.545a	2.658ab	2.683ab	2.822abc g	2.852abc gh	3.010abc ghi	4.636abc defghijk l	4.548	4.795
Standard Deviation	1.190	1.190	1.173	1.266	1.046	0.986	1.056	1.169	1.142	1.240	1.138	1.091	1.249	1.188	1.134	1.248
Error Variance	0.002	0.002	0.003	0.004	0.003	0.004	0.009	0.002	0.004	0.004	0.003	0.004	0.008	0.040	0.048	0.156

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1038	500	538	138	168	140	142	149	166	135	192	265	210	371
Weighted Base	1043	505	538	148*	199	173	163	163	109	89	219	324	208	291
Silent Calls	314 30%	150 30%	164 30%	26 18%	51 26%	50 29%	50 31% _c	70 43% _{cdefi}	40 37% _{cd}	27 30% _c	83 38% _{km}	91 28%	64 31%	76 26%
Sales/marketing texts	257 25%	140 28% _b	118 22%	33 23% _i	65 33% _{hi}	46 27% _i	47 29% _{hi}	43 26% _i	18 17% _i	5 5%	63 29% _m	77 24%	61 29% _m	56 19%
Sales/marketing calls	504 48%	241 48%	264 49%	40 27%	97 49% _c	92 53% _c	77 47% _c	100 62% _{cdfi}	55 50% _c	43 48% _c	124 56% _m	150 46%	107 51% _m	123 42%
Recorded message	441 42%	213 42%	228 42%	44 30%	76 38%	73 42%	79 49% _c	82 51% _{cd}	52 48% _c	35 39%	115 52% _{km}	134 41%	93 45% _m	99 34%
Other type	38 4%	20 4%	18 3%	3 2%	7 4%	6 3%	6 4%	11 7% _i	4 4%	1 1%	14 6% _m	11 3%	9 4%	5 2%
SUMMARY CODES														
1 TYPE EXPERIENCED	214 20%	99 20%	115 21%	22 15%	34 17%	45 26% _{cog}	40 25% _g	23 14%	23 21%	25 29% _{cdg}	44 20%	64 20%	44 21%	62 21%
2 TYPES EXPERIENCED	168 16%	87 17%	81 15%	19 13%	24 12%	22 13%	25 15%	42 26% _{cdef}	19 17%	17 20%	42 19%	50 15%	34 16%	41 14%
3 TYPES EXPERIENCED	185 18%	82 16%	103 19%	15 10%	36 18%	34 20% _c	24 15%	40 25% _{cf}	23 21% _c	14 15%	55 25% _{km}	51 16%	41 20%	38 13%
4 TYPES EXPERIENCED	90 9%	47 9%	43 8%	8 6%	22 11% _i	15 8%	19 12% _i	17 10% _i	7 6%	2 3%	23 11%	25 8%	21 10%	21 7%
5 TYPES EXPERIENCED	14 1%	6 1%	8 1%	- -	3 2%	3 2%	2 1%	3 2%	3 2%	- -	4 2%	5 1%	3 2%	1 *
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	680 65%	328 65%	352 65%	66 45%	121 61% _c	120 69% _c	113 70% _c	126 78% _{cdi}	75 69% _c	59 66% _c	169 77% _{km}	200 62%	145 69% _m	166 57%
None	363 35%	176 35%	187 35%	82 55% _{defghi}	78 39% _g	53 31%	49 30%	36 22%	34 31%	30 34% _g	50 23%	124 38% _j	64 31%	125 43% _{jl}
Mean number of mentions	2.342	2.387	2.299	2.278	2.499 _i	2.284 _i	2.349 _i	2.505 _i	2.311 _i	1.880	2.439	2.363	2.370	2.191
Standard Deviation	1.190	1.235	1.147	1.239	1.215	1.238	1.307	1.078	1.153	0.906	1.126	1.263	1.171	1.177
Error Variance	0.002	0.005	0.004	0.024	0.015	0.016	0.018	0.010	0.012	0.009	0.009	0.010	0.010	0.007

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1038	586	265	187	494	544	283	755	810	228	842	76	53	67
Weighted Base	1043	611	279	153	578	465	317	726	835	208	886	79*	52*	25*
Silent Calls	314	215	59	39	182	132	87	227	241	73	259	36	13	5
	30%	35%bc	21%	26%	32%	28%	27%	31%	29%	35%	29%	46%jlm	25%	22%
Sales/marketing texts	257	160	70	28	170	88	90	167	202	55	219	12	19	7
	25%	26%c	25%	18%	29%e	19%	28%	23%	24%	27%	25%	15%	36%k	29%k
Sales/marketing calls	504	324	101	79	293	212	142	362	405	99	419	43	30	12
	48%	53%b	36%	51%b	51%	45%	45%	50%	49%	48%	47%	54%	57%	48%
Recorded message	441	293	87	62	249	192	133	308	340	102	358	50	27	7
	42%	48%b	31%	41%	43%	41%	42%	42%	41%	49%h	40% ^m	63% ^j m	52% ^m	27%
Other type	38	27	8	3	22	16	12	26	25	13	26	4	8	-
	4%	4%	3%	2%	4%	3%	4%	4%	3%	6%h	3%	6%	15% ^j m	-
SUMMARY CODES														
1 TYPE EXPERIENCED	214	125	50	39	111	102	67	147	170	43	177	15	18	4
	20%	20%	18%	25%	19%	22%	21%	20%	20%	21%	20%	19%	34% ^j	17%
2 TYPES EXPERIENCED	168	92	46	30	90	78	41	127	128	41	144	16	5	3
	16%	15%	17%	19%	16%	17%	13%	18%	15%	20%	16%	20%	10%	10%
3 TYPES EXPERIENCED	185	129	27	30	106	79	56	129	149	36	156	16	8	5
	18%	21% ^b	10%	19% ^b	18%	17%	18%	18%	18%	17%	18%	21%	15%	21%
4 TYPES EXPERIENCED	90	67	19	4	62	28	30	60	69	21	75	9	4	2
	9%	11% ^c	7%	3%	11% ^e	6%	9%	8%	8%	10%	8%	12%	8%	7%
5 TYPES EXPERIENCED	14	9	2	2	9	5	4	10	12	2	8	2	3	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	6% ^j	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	680	428	148	105	384	296	201	480	533	147	566	59	41	14
	65%	70% ^b	53%	68% ^b	66%	64%	63%	66%	64%	71%	64%	75% ^m	79% ^j m	54%
None	363	183	131	49	194	169	117	246	302	60	320	20	11	11
	35%	30%	47% ^{ac}	32%	34%	36%	37%	34%	36%	29%	36% ^l	25%	21%	46% ^{kl}
Mean number of mentions	2.342	2.442 ^c	2.255	2.054	2.442 ^e	2.212	2.373	2.329	2.324	2.406	2.310	2.525	2.516	2.319
Standard Deviation	1.190	1.203	1.241	1.003	1.221	1.137	1.245	1.167	1.168	1.268	1.144	1.242	1.685	1.083
Error Variance	0.002	0.004	0.011	0.008	0.005	0.004	0.009	0.003	0.003	0.010	0.002	0.027	0.069	0.032

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1038	38	116	90	67	88	96	126	136	85	53	76	67
Weighted Base	1043	37*	113	94*	72*	89*	103*	142	150	87*	52*	79*	25*
Silent Calls	314 30%	9 25%	39 34%g	34 37%g	30 42%efghl	26 29%	24 23%	28 20%	38 25%	31 36%g	13 25%	36 46%aefgh jl	5 22%
Sales/marketing texts	257 25%	11 28%	28 25%	40 42%bdefghk	18 25%	20 23%	17 17%	36 26%	25 17%	24 27%	19 36%fhk	12 15%	7 29%hk
Sales/marketing calls	504 48%	21 57%g	64 57%g	46 49%	46 63%efgh	39 44%	43 42%	53 37%	66 44%	42 48%	30 57%g	43 54%g	12 48%
Recorded message	441 42%	14 37%	49 43%l	38 40%	38 53%gl	33 37%	39 38%	50 35%	61 41%	36 42%	27 52%l	50 63%abcef ghil	7 27%
Other type	38 4%	- -	6 6%	1 1%	3 4%	3 3%	1 1%	3 2%	6 4%	3 3%	8 15%acefghil	4 6%	- -
SUMMARY CODES													
1 TYPE EXPERIENCED	214 20%	13 34%bcd	20 18%	11 12%	9 12%	17 19%	26 25%bc	32 22%	31 21%	17 20%	18 34%bcd	15 19%	4 17%
2 TYPES EXPERIENCED	168 16%	6 17%	21 19%	18 19%	17 24%	13 15%	14 14%	19 14%	20 13%	15 18%	5 10%	16 20%	3 10%
3 TYPES EXPERIENCED	185 18%	5 14%	22 19%	17 18%	17 23%	11 12%	17 16%	24 17%	25 16%	20 23%	8 15%	16 21%	5 21%
4 TYPES EXPERIENCED	90 9%	4 10%	12 10%g	16 17%fgh	9 12%g	10 11%g	5 5%	4 3%	9 6%	7 8%	4 8%	9 12%g	2 7%
5 TYPES EXPERIENCED	14 1%	- -	2 2%	- -	- -	1 1%	- -	- -	4 3%	1 1%	3 6%cfg	2 3%	- -
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	680 65%	28 75%l	78 69%	61 65%	53 74%gl	53 59%	62 60%	82 58%	89 60%	60 69%	41 79%efghl	59 75%eghl	14 54%
None	363 35%	9 25%	35 31%	33 35%	19 26%	36 41%ijk	41 40%j	60 42%djk	61 40%jk	27 31%	11 21%	20 25%	11 46%adjk
Mean number of mentions	2.342	1.983	2.461f	2.609fg	2.602fg	2.349	2.017	2.119	2.264	2.302	2.516	2.525f	2.319
Standard Deviation	1.190	1.095	1.191	1.068	1.136	1.240	1.020	1.149	1.181	1.053	1.685	1.242	1.083
Error Variance	0.002	0.043	0.018	0.019	0.026	0.029	0.018	0.019	0.017	0.021	0.069	0.027	0.032

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

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

	Total	Q.1\2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1038	925	716	603	322	113	363	170	494
Weighted Base	1043	949	696	602	347	94*	374	180	474
Silent Calls	314	272	265	222	49	42	118	59	139
	30%	29% ^d	38% ^{ad}	37% ^{ad}	14%	45% ^{ad}	31%	33%	29%
Sales/marketing texts	257	257	146	146	111	-	114	45	102
	25%	27% ^{be}	21% ^e	24% ^e	32% ^{bce}	-	30%	25%	22%
Sales/marketing calls	504	463	401	359	103	42	193	88	224
	48%	49% ^d	58% ^{ade}	60% ^{ade}	30%	44% ^d	51%	49%	47%
Recorded message	441	399	340	298	101	42	167	81	199
	42%	42% ^d	49% ^{ad}	50% ^{ad}	29%	45% ^d	45%	45%	42%
Other type	38	37	31	30	7	1	14	4	23
	4%	4%	4%	5% ^d	2%	1%	4%	2%	5%
SUMMARY CODES									
1 TYPE EXPERIENCED	214	188	144	119	69	26	85	35	88
	20%	20%	21%	20%	20%	27%	23%	19%	19%
2 TYPES EXPERIENCED	168	153	124	109	44	15	68	20	84
	16%	16%	18%	18%	13%	16%	18%	11%	18%
3 TYPES EXPERIENCED	185	161	149	125	36	24	64	37	82
	18%	17% ^d	21% ^{ad}	21% ^d	10%	26% ^{ad}	17%	21%	17%
4 TYPES EXPERIENCED	90	90	67	67	23	-	37	19	34
	9%	9% ^e	10% ^e	11% ^{de}	7% ^e	-	10%	11%	7%
5 TYPES EXPERIENCED	14	14	12	12	1	-	6	2	6
	1%	1%	2%	2%	*	-	2%	1%	1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	680	616	505	440	176	65	265	115	301
	65%	65% ^d	72% ^{ad}	73% ^{ad}	51%	69% ^d	71%	64%	64%
None	363	334	191	162	171	29	109	65	173
	35%	35% ^{bc}	28%	27%	49% ^{abce}	31%	29%	36%	36%
Mean number of mentions	2.342	2.380 ^e	2.406 ^{de}	2.469 ^{de}	2.157	1.979	2.337	2.446	2.357
Standard Deviation	1.190	1.212	1.182	1.208	1.197	0.884	1.223	1.195	1.195
Error Variance	0.002	0.002	0.003	0.003	0.009	0.010	0.006	0.013	0.005

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)
 Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e
 * small base

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

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1038	401	393	392	55	584	420	985	837	838	407	571	853	540
Weighted Base	1043	412	365	363	60*	611	391	982	888	890	441	637	904	600
Silent Calls	314 30%	124 30%	112 31%	110 30%	19 31%	194 32%	114 29%	306 31%	281 32%	280 32%	134 30%	194 30%	286 32%	167 28%
Sales/marketing texts	257 25%	118 29%bct	73 20%	71 20%	23 39%bctg	180 29%bctf	73 19%	248 25%cf	232 26%	235 26%	122 28%	177 28%	238 26%	169 28%
Sales/marketing calls	504 48%	206 50%	175 48%	173 48%	36 60%	314 51%	182 47%	480 49%	445 50%	444 50%	225 51%	318 50%	451 50%	288 48%
Recorded message	441 42%	175 43%	158 43%	156 43%	30 49%	276 45%	160 41%	426 43%	395 44%	396 45%	208 47%	280 44%	399 44%	253 42%
Other type	38 4%	17 4%	17 5%	17 5%	3 5%	22 4%	17 4%	38 4%	36 4%	37 4%	22 5%	27 4%	38 4%	29 5%
SUMMARY CODES														
1 TYPE EXPERIENCED	214 20%	91 22%	72 20%	72 20%	8 13%	128 21%	76 19%	201 20%	174 20%	173 19%	82 19%	123 19%	174 19%	125 21%
2 TYPES EXPERIENCED	168 16%	75 18%	66 18%	66 18%	12 20%	99 16%	71 18%	161 16%	147 17%	146 16%	65 15%	98 15%	150 17%	92 15%
3 TYPES EXPERIENCED	185 18%	66 16%	64 18%	64 18%	12 21%	113 19%	65 17%	178 18%	166 19%	165 19%	84 19%	115 18%	167 19%	97 16%
4 TYPES EXPERIENCED	90 9%	39 9%	26 7%	24 7%	8 13%	63 10% ^f	25 6%	87 9%	86 10%	87 10%	44 10%	63 10%	87 10%	57 10%
5 TYPES EXPERIENCED	14 1%	7 2%	4 1%	4 1%	1 2%	10 2%	4 1%	14 1%	14 2%	12 1%	11 3%	12 2%	14 1%	12 2%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	680 65%	282 68%	237 65%	235 65%	42 70%	420 69%	246 63%	651 66%	594 67%	594 67%	292 66%	419 66%	601 66%	391 65%
None	363 35%	130 32%	127 35%	127 35%	18 30%	191 31%	145 37%	331 34%	294 33%	296 33%	148 34%	218 34%	303 34%	209 35%
Mean number of mentions	2.342	2.328	2.326	2.311	2.688	2.400	2.295	2.358	2.397	2.406	2.511	2.440	2.409	2.390
Standard Deviation	1.190	1.218	1.189	1.184	1.217	1.218	1.177	1.195	1.187	1.200	1.270	1.239	1.199	1.261
Error Variance	0.002	0.006	0.006	0.006	0.038	0.004	0.005	0.002	0.003	0.003	0.006	0.004	0.003	0.005

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
1038	666	456	403	321	247	128	557	355	346	429	309	200	35	27	10
1043	680	448	432	314	236	131	571	349	369	441	308	223	38*	28**	12**
314	314	248	184	314	236	131	271	199	160	247	190	120	25	20	7
30%	46%	55%acgi	42%	100%abcg hijklm	100%abcg hijklm	100%abcgh ijklm	47%	57%acgi	43%	56%acgi	62%acgi	54%ci	65%acgi	70%	52%
257	257	116	257	118	64	90	257	94	257	172	91	135	15	8	8
25%	38%behk	26%	60%abdeg hijk	37%beh	27%	68%abdeg hijk	45%abdeh k	27%	70%abcde ghijklm	39%behk	30%	61%abdeg hijk	41%	29%	67%
504	504	362	315	256	195	110	504	349	302	328	243	161	32	22	12
48%	74%	81%acjl	73%	81%acjl	83%acjl	84%acjl	88%abcd eijkl	100%abcde fgijklm	82%acjl	74%	79%	72%	83%	80%	93%
441	441	318	283	247	190	105	356	239	228	441	308	223	28	21	8
42%	65%	71%gi	65%	79%abcgh i	81%abcgh i	80%acghi	62%	68%	62%	100%abcd efghim	100%abcd efghim	100%abcde fghim	75%	75%	68%
38	38	31	26	25	21	8	33	23	22	28	23	16	38	28	12
4%	6%	7%	6%	8%	9%	6%	6%	7%	6%	6%	7%	7%	100%abcd efghijkl	100%	100%
214	214	114	117	20	13	7	130	66	76	64	36	34	-	-	-
20%	31%defgh ijklm	26%defh klm	27%defhjk lm	6%	6%	5%	23%defjk lm	19%defkm	20%defjk m	15%defm	12%dem	15%defm	-	-	-
168	168	115	107	54	40	17	146	81	96	95	72	38	2	2	-
16%	25%deflm	26%deflm	25%deflm	17%	17%	13%	26%deflm	23%fm	26%deflm	22%fm	23%fm	17%	6%	8%	-
185	185	141	102	134	120	31	184	133	97	171	127	66	5	2	3
18%	27%	31%cm	24%	43%abcfg ilm	51%abcfg hijklm	24%	32%cm	38%acfm	26%	39%abcfi lm	41%abcfg ilm	29%	13%	8%	22%
90	90	59	87	87	49	69	88	53	84	88	55	71	7	6	2
9%	13%	13%	20%ab	28%abcgh jk	21%ab	53%abcde ghijklm	15%	15%	23%abgh	20%ab	18%	32%abcog hijk	19%	22%	19%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All who have a landline or mobile phone

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1038	666	456	403	321	247	128	557	355	346	429	309	200	35	27	10
Weighted Base	1043	680	448	432	314	236	131	571	349	369	441	308	223	38*	28**	12**
5 TYPES EXPERIENCED	14 1%	14 2%	12 3%	9 2%	9 3%	9 4%	1 1%	14 2%	11 3%	8 2%	14 3%	12 4%	5 2%	14 36%abcde fghijkl	12 44%	2 18%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	680 65%	680 100%	448 100%	432 100%	314 100%	236 100%	131 100%	571 100%	349 100%	369 100%	441 100%	308 100%	223 100%	38 100%	28 100%	12 100%
None	363 35%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean number of mentions	2.342	2.342	2.465	2.525a	3.133abc ghijk	3.079abc ghijk	3.442abc degijkl	2.545a	2.658ab	2.683ab	2.822abc g	2.852abc gh	3.010abc ghi	4.636abc defghijk l	4.548	4.795
Standard Deviation	1.190	1.190	1.173	1.266	1.046	0.986	1.056	1.169	1.142	1.240	1.138	1.091	1.249	1.188	1.134	1.248
Error Variance	0.002	0.002	0.003	0.004	0.003	0.004	0.009	0.002	0.004	0.004	0.003	0.004	0.008	0.040	0.048	0.156

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1097	531	566	145	176	142	148	161	177	148	197	270	227	403
Weighted Base	1097	532	565	154	208	175	172	174	116	98	224	330	226	317
Listen to the full message before hanging up	12 1%	5 1%	7 1%	2 2%	1 1%	3 1%	2 1%	1 1%	3 3%	- -	3 1%	1 *	3 2%	5 1%
Listen to some of the message before hanging up	115 10%	63 12%	51 9%	19 13% ^e	21 10%	9 5%	25 15% ^e	19 11%	10 9%	11 11%	27 12%	36 11%	25 11%	26 8%
Hang up immediately, as soon as I realise it is a recorded message	317 29%	147 28%	170 30%	24 15%	54 26% ^c	62 35% ^c	52 30% ^c	62 35% ^c	39 34% ^c	25 25%	86 38% ^m	97 29% ^m	64 28%	70 22%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	127 12%	68 13%	58 10%	21 14%	22 10%	12 7%	27 16% ^e	21 12%	13 12%	11 11%	30 13%	38 11%	29 13%	30 9%
None	656 60%	319 60%	336 60%	110 71% ^{efgh}	133 64%	102 58%	93 54%	92 53%	64 55%	63 64%	109 49%	195 59% ^j	133 59%	218 69% ^{ijkl}

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1097	615	277	205	516	581	294	803	857	240	886	87	57	67
Weighted Base	1097	641	289	166	603	494	329	768	879	218	924	93*	55*	25*
Listen to the full message before hanging up	12 1%	10 2%	2 1%	- -	5 1%	7 1%	3 1%	9 1%	10 1%	3 1%	10 1%	2 3%	- -	- -
Listen to some of the message before hanging up	115 10%	65 10%	37 13%	13 8%	60 10%	55 11%	30 9%	85 11%	86 10%	29 13%	97 11% ^m	12 12% ^m	6 11% ^m	- -
Hang up immediately, as soon as I realise it is a recorded message	317 29%	218 34% ^b	49 17%	50 30% ^b	184 31%	133 27%	101 31%	216 28%	246 28%	71 33%	252 27%	37 39% ^j	21 39%	7 27%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	127 12%	75 12%	39 13%	13 8%	65 11%	61 12%	32 10%	94 12%	95 11%	32 15%	107 12% ^m	14 15% ^m	6 11% ^m	- -
None	656 60%	349 54%	202 70% ^a	104 63%	353 59%	302 61%	196 60%	460 60%	539 61% ⁱ	116 53%	566 61% ^k	43 47%	28 50%	18 73% ^{kl}

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1097	39	122	94	73	92	105	135	139	87	57	87	67
Weighted Base	1097	38*	117	97*	77*	93*	111*	150	152	88*	55*	93*	25*
Listen to the full message before hanging up	12 1%	- -	1 1%	1 1%	1 1%	2 2%	1 *	1 1%	2 2%	1 2%	- -	2 3%	- -
Listen to some of the message before hanging up	115 10%	3 7%	6 5%	8 8%l	9 11%l	5 6%	19 17%bel	17 12%l	16 10%l	13 15%bl	6 11%l	12 12%l	- -
Hang up immediately, as soon as I realise it is a recorded message	317 29%	11 29%	41 35%fg	29 30%l	30 39%fg	26 28%	19 17%	32 21%	43 28%	21 24%	21 39%fg	37 39%gi	7 27%
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	127 12%	3 7%	8 6%	9 9%l	9 12%l	7 8%	20 18%bl	18 12%l	18 12%l	15 17%bl	6 11%l	14 15%l	- -
None	656 60%	24 64%	69 59%	59 61%	38 50%	60 64%k	73 65%k	100 67%dk	91 60%	52 59%	28 50%	43 47%	18 73%dkj

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

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

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1097	925	716	603	322	113	375	178	528
Weighted Base	1097	949	696	602	347	94*	387	189	501
Listen to the full message before hanging up	12 1%	11 1%	10 1%	8 1%	3 1%	1 1%	6 1%	1 1%	7 1%
Listen to some of the message before hanging up	115 10%	104 11%	88 13% ^d	77 13% ^d	26 8%	11 12%	46 12%	21 11%	58 12%
Hang up immediately, as soon as I realise it is a recorded message	317 29%	287 30% ^d	245 35% ^d	215 36% ^d	72 21%	30 32% ^d	117 30%	59 31%	135 27%
SUMMARY CODE									
LISTEN TO ANY OF MESSAGE	127 12%	114 12%	97 14% ^d	85 14% ^d	29 8%	12 13%	51 13%	22 12%	65 13%
None	656 60%	550 58% ^{bc}	356 51%	304 50%	246 71% ^{abce}	52 55%	220 57%	108 57%	301 60%

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1097	414	424	423	56	605	451	1038	869	870	414	581	887	550
Weighted Base	1097	426	389	387	61*	633	415	1029	920	922	448	647	938	609
Listen to the full message before hanging up	12 1%	6 1%	6 2%	6 2%	1 1%	8 1%	6 1%	12 1%	12 1%	12 1%	5 1%	9 1%	12 1%	8 1%
Listen to some of the message before hanging up	115 10%	47 11%	44 11%	44 11%	11 18%	77 12%	44 11%	115 11%	106 12%	105 11%	59 13%	76 12%	106 11%	70 11%
Hang up immediately, as soon as I realise it is a recorded message	317 29%	123 29%	108 28%	106 27%	18 29%	194 31%	111 27%	301 29%	279 30%	282 31%	145 32%	197 30%	283 30%	177 29%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	127 12%	53 12%	50 13%	50 13%	12 20%	84 13%	50 12%	127 12%	117 13%	116 13%	63 14%	84 13%	117 12%	77 13%
None	656 60%	250 59%	231 59%	231 60%	31 51%	357 56%	255 61%	604 59%	525 57%	526 57%	240 54%	366 57%	539 57%	356 58%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

Base: All adults UK

Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)															
	Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)	
1097	666	456	403	321	247	128	557	355	346	429	309	200	35	27	10	
1097	680	448	432	314	236	131	571	349	369	441	308	223	38*	28**	12**	
12	12	8	6	5	4	1	9	4	5	12	8	6	-	-	-	
1%	2%	2%	1%	1%	2%	1%	2%	1%	1%	3%	2%	3%	-	-	-	
115	115	82	79	57	43	26	91	58	61	115	78	58	13	12	2	
10%	17%	18%	18%	18%	18%	20%	16%	17%	17%	26%abcde ghi	25%abcdg hi	26%abcdg hi	34%abcde ghi	42%	17%	
317	317	230	200	187	144	79	257	179	164	317	224	161	16	10	6	
29%	47%	51%	46%	59%abcgh i	61%abcgh im	60%acgi	45%	51%	44%	72%abcde fghim	73%abcde fghim	72%abcde fghim	42%	35%	51%	
127	127	90	85	61	47	27	99	61	66	127	85	63	13	12	2	
12%	19%	20%	20%	20%	20%	21%	17%	18%	18%	29%abcde ghi	28%abcde ghi	28%abcdg hi	34%aghi	42%	17%	
656	239	130	149	67	46	26	216	110	141	-	-	-	10	7	4	
60%	35%defjk l	29%dejkl	35%defjk l	21%ijkl	19%ijkl	20%ijkl	38%bdefj kl	32%defjk l	38%bdefjk l	-	-	-	25%ijkl	25%	32%	

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

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

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	429	207	222	41	60	58	66	72	79	53	101	110	91	127
Weighted Base	441	213	228	44**	76*	73*	79*	82*	52*	35*	115*	134*	93*	99
Listen to the full message before hanging up	12 3%	5 2%	7 3%	2 5%	1 1%	3 4%	2 2%	1 1%	3 6%	- -	3 3%	1 1%	3 4%	5 5%
Listen to some of the message before hanging up	115 26%	63 30%	51 23%	19 44%	21 28%	9 12%	25 32%e	19 24%	10 19%	11 32%e	27 23%	36 27%	25 27%	26 26%
Hang up immediately, as soon as I realise it is a recorded message	317 72%	147 69%	170 75%	24 54%	54 71%	62 84%f	52 66%	62 75%	39 75%	25 70%	86 75%	97 72%	64 69%	70 71%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	127 29%	68 32%	58 25%	21 48%	22 29%	12 16%	27 34%e	21 25%	13 26%	11 32%	30 26%	38 28%	29 31%	30 30%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	429	277	77	75	212	217	114	315	320	109	334	48	27	20
Weighted Base	441	293	87*	62*	249	192	133	308	340	102*	358	50*	27**	7**
Listen to the full message before hanging up	12 3%	10 3%	2 3%	- -	5 2%	7 4%	3 2%	9 3%	10 3%	3 3%	10 3%	2 5%	- -	- -
Listen to some of the message before hanging up	115 26%	65 22%	37 43%ac	13 20%	60 24%	55 28%	30 23%	85 27%	86 25%	29 28%	97 27%	12 23%	6 22%	- -
Hang up immediately, as soon as I realise it is a recorded message	317 72%	218 75%b	49 57%	50 80%b	184 74%	133 69%	101 76%	216 70%	246 72%	71 70%	252 71%	37 74%	21 78%	7 100%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	127 29%	75 26%	39 45%ac	13 20%	65 26%	61 32%	32 24%	94 31%	95 28%	32 31%	107 30%	14 28%	6 22%	- -

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	429	15	47	37	37	36	36	41	52	33	27	48	20
Weighted Base	441	14**	49*	38*	38*	33*	39**	50*	61*	36**	27**	50*	7**
Listen to the full message before hanging up	12 3%	- -	1 2%	1 2%	1 2%	2 6%	1 1%	1 2%	2 4%	1 4%	- -	2 5%	- -
Listen to some of the message before hanging up	115 26%	3 19%	6 13%	8 21%	9 22%	5 16%	19 50%	17 34%b	16 26%	13 37%	6 22%	12 23%	- -
Hang up immediately, as soon as I realise it is a recorded message	317 72%	11 81%	41 84%g	29 76%	30 77%	26 80%	19 49%	32 64%	43 71%	21 59%	21 78%	37 74%	7 100%
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	127 29%	3 19%	8 16%	9 24%	9 24%	7 22%	20 51%	18 36%b	18 29%	15 41%	6 22%	14 28%	- -

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

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

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

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	429	382	341	294	88	47	157	78	199
Weighted Base	441	399	340	298	101*	42*	167	81*	199
Listen to the full message before hanging up	12 3%	11 3%	10 3%	8 3%	3 3%	1 3%	6 3%	1 1%	7 3%
Listen to some of the message before hanging up	115 26%	104 26%	88 26%	77 26%	26 26%	11 26%	46 27%	21 26%	58 29%
Hang up immediately, as soon as I realise it is a recorded message	317 72%	287 72%	245 72%	215 72%	72 71%	30 71%	117 70%	59 73%	135 68%
SUMMARY CODE									
LISTEN TO ANY OF MESSAGE	127 29%	114 29%	97 29%	85 29%	29 29%	12 29%	51 31%	22 28%	65 33%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

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

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

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	429	166	165	164	26	260	168	416	365	367	183	248	369	223
Weighted Base	441	175	158	156	30**	276	160	426	395	396	208	280	399	253
Listen to the full message before hanging up	12 3%	6 3%	6 4%	6 4%	1 3%	8 3%	6 4%	12 3%	12 3%	12 3%	5 2%	9 3%	12 3%	8 3%
Listen to some of the message before hanging up	115 26%	47 27%	44 28%	44 28%	11 38%	77 28%	44 28%	115 27%	106 27%	105 26%	59 28%	76 27%	106 27%	70 28%
Hang up immediately, as soon as I realise it is a recorded message	317 72%	123 70%	108 69%	106 68%	18 60%	194 70%	111 69%	301 71%	279 71%	282 71%	145 70%	197 70%	283 71%	177 70%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	127 29%	53 30%	50 32%	50 32%	12 40%	84 30%	50 31%	127 30%	117 30%	116 29%	63 30%	84 30%	117 29%	77 30%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

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

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

Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	429	320	265	247	195	101	345	239	217	429	309	200	27	21	7
Weighted Base	441	318	283	247	190	105*	356	239	228	441	308	223	28**	21**	8**
Listen to the full message before hanging up	12 3%	8 3%	6 2%	5 2%	4 2%	1 1%	9 2%	4 2%	5 2%	12 3%	8 2%	6 3%	- -	- -	- -
Listen to some of the message before hanging up	115 26%	82 26%	79 28%	57 23%	43 23%	26 25%	91 26%	58 24%	61 27%	115 26%	78 25%	58 26%	13 45%	12 56%	2 25%
Hang up immediately, as soon as I realise it is a recorded message	317 72%	230 72%	200 71%	187 76%	144 76%	79 75%	257 72%	179 75%	164 72%	317 72%	224 73%	161 72%	16 57%	10 47%	6 75%
SUMMARY CODE															
LISTEN TO ANY OF MESSAGE	127 29%	90 28%	85 30%	61 25%	47 25%	27 26%	99 28%	61 26%	66 29%	127 29%	85 28%	63 28%	13 45%	12 56%	2 25%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

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

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	119	63	56	19	15	10	23	16	21	15	26	29	27	37
Weighted Base	127*	68*	58*	21**	22**	12**	27**	21**	13**	11**	30**	38**	29**	30*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	91	48	43	16	18	9	18	14	7	8	19	29	22	20
	72%	70%	74%	74%	82%	78%	67%	69%	56%	76%	64%	77%	76%	68%
	31	18	12	2	8	4	5	6	4	2	9	9	4	8
	24%	27%	21%	12%	35%	38%	18%	28%	31%	14%	31%	23%	15%	27%
	14	8	7	5	2	2	2	3	1	1	6	4	2	2
Telling you about a competition	11%	11%	11%	22%	7%	19%	7%	13%	4%	6%	19%	12%	7%	8%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	24	14	10	3	3	4	7	3	3	1	6	6	3	9
	19%	20%	16%	17%	12%	32%	25%	14%	25%	13%	21%	16%	12%	29%
Other type	11	4	7	3	1	1	3	1	1	2	2	4	3	3
	9%	6%	12%	13%	4%	10%	10%	6%	8%	14%	5%	12%	9%	9%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	114	63	50	21	22	10	23	17	11	9	26	34	25	28
	90%	92%	87%	100%	100%	90%	85%	82%	83%	83%	88%	91%	87%	92%
ANY EXC. APPOINTMENT REMINDERS	105	58	48	19	21	9	20	17	10	9	23	34	23	25
	83%	84%	82%	91%	96%	78%	73%	82%	75%	83%	77%	91%	79%	82%
Can't Remember	7	2	6	-	-	-	3	2	1	1	2	3	2	1
	6%	3%	10%	-	-	-	9%	12%	9%	12%	7%	7%	8%	2%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

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

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	119	71	33	15	55	64	30	89	90	29	99	14	6	-
Weighted Base	127*	75*	39**	13**	65*	61*	32**	94*	95*	32**	107*	14**	6**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	91 72%	51 68%	28 73%	11 85%	49 75%	42 68%	27 85%	63 67%	73 77%	17 55%	78 73%	9 65%	3 57%	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	31 24%	19 25%	10 26%	1 11%	18 27%	13 21%	11 34%	19 21%	24 26%	6 20%	27 25%	2 14%	2 26%	- -
Telling you about a competition	14 11%	6 8%	7 19%	1 6%	7 11%	7 11%	4 12%	11 11%	9 10%	5 16%	12 11%	1 8%	2 26%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	24 19%	17 23%	5 13%	2 16%	13 20%	11 18%	9 27%	16 17%	20 21%	5 15%	19 18%	2 15%	3 43%	- -
Other type	11 9%	7 9%	4 9%	1 4%	4 7%	7 11%	1 5%	10 10%	6 6%	5 17%	11 10%	- -	- -	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	114 90%	65 86%	38 98%	11 85%	59 90%	55 89%	32 99%	81 87%	86 90%	28 88%	96 90%	11 82%	6 100%	- -
ANY EXC. APPOINTMENT REMINDERS	105 83%	59 78%	35 91%	11 85%	55 85%	50 82%	30 93%	75 80%	78 83%	27 85%	90 85%	10 71%	5 83%	- -
Can't Remember	7 6%	5 7%	1 2%	1 11%	3 5%	4 7%	- -	7 8%	6 7%	1 3%	5 5%	3 18%	- -	- -

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

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

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	119	2	8	9	9	9	17	13	19	13	6	14	-
Weighted Base	127*	3**	8**	9**	9**	7**	20**	18**	18**	15**	6**	14**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	91 72%	2 75%	6 78%	7 81%	6 68%	3 43%	14 69%	15 81%	14 79%	11 74%	3 57%	9 65%	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	31 24%	2 75%	3 44%	4 45%	2 24%	2 24%	4 19%	3 17%	5 25%	2 15%	2 26%	2 14%	- -
Telling you about a competition	14 11%	- -	1 15%	1 12%	1 11%	1 10%	3 15%	- -	2 11%	3 20%	2 26%	1 8%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	24 19%	- -	2 29%	4 44%	- -	3 36%	3 16%	2 10%	6 32%	- -	3 43%	2 15%	- -
Other type	11 9%	- -	1 15%	- -	3 36%	- -	1 6%	- -	3 16%	3 17%	- -	- -	- -
SUMMARY CODES													
ANY INC. APPOINTMENT REMINDERS	114 90%	2 75%	6 78%	9 100%	8 81%	5 73%	19 94%	17 96%	17 95%	13 90%	6 100%	11 82%	- -
ANY EXC. APPOINTMENT REMINDERS	105 83%	2 75%	6 78%	8 91%	8 81%	4 58%	19 94%	15 86%	15 83%	13 90%	5 83%	10 71%	- -
Can't Remember	7 6%	1 25%	* 6%	- -	1 12%	2 27%	- -	1 4%	- -	- -	- -	3 18%	- -

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

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

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	119	106	94	81	25	13	45	23	61
Weighted Base	127*	114*	97*	85*	29**	12**	51*	22*	65*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	91 72%	84 74%	75 77%	69 81%	15 53%	6 52%	38 75%	14 64%	47 72%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	31 24%	29 25%	24 25%	23 27%	6 22%	2 13%	16 32%	4 17%	13 19%
Telling you about a competition	14 11%	11 9%	14 15%	11 13%	- -	4 29%	7 14%	3 13%	5 8%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	24 19%	24 21%	17 18%	17 20%	7 24%	* 4%	14 28%	4 18%	8 13%
Other type	11 9%	10 9%	6 6%	5 6%	5 18%	1 8%	5 11%	2 8%	8 12%
SUMMARY CODES									
ANY INC. APPOINTMENT REMINDERS	114 90%	103 90%	90 92%	80 94%	24 82%	10 83%	49 97%	16 72%	58 89%
ANY EXC. APPOINTMENT REMINDERS	105 83%	95 83%	84 87%	74 87%	21 71%	10 83%	44 87%	14 64%	55 85%
Can't Remember	7 6%	5 5%	6 7%	4 5%	1 4%	2 17%	- -	4 19%	4 6%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

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

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	119	47	50	50	10	77	50	119	105	104	51	73	105	64
Weighted Base	127*	53*	50*	50*	12**	84*	50*	127*	117*	116*	63*	84*	117*	77*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	91 72%	40 76%	34 67%	34 67%	11 93%	63 74%	34 67%	91 72%	84 72%	84 73%	49 77%	64 76%	84 72%	57 74%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	31 24%	16 31%	10 20%	10 20%	4 34%	23 28%	10 20%	31 24%	29 25%	29 25%	17 27%	20 24%	29 25%	19 25%
Telling you about a competition	14 11%	7 14%	5 11%	5 11%	- -	9 11%	5 11%	14 11%	14 12%	14 12%	11 18%	12 14%	14 12%	11 15%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	24 19%	14 27%	7 14%	7 14%	2 13%	19 22%	7 14%	24 19%	24 20%	23 20%	11 18%	17 20%	24 20%	15 19%
Other type	11 9%	5 10%	8 16%	8 16%	- -	7 9%	8 16%	11 9%	11 9%	11 9%	4 6%	7 9%	11 9%	5 7%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	114 90%	51 97%	43 86%	43 86%	12 100%	76 91%	43 86%	114 90%	106 91%	105 90%	60 95%	78 92%	106 91%	72 93%
ANY EXC. APPOINTMENT REMINDERS	105 83%	46 87%	42 83%	42 83%	12 100%	69 82%	42 83%	105 83%	98 83%	98 84%	56 89%	71 84%	98 83%	66 85%
Can't Remember	7 6%	- -	4 8%	4 8%	- -	4 5%	4 8%	7 6%	6 5%	6 5%	3 5%	4 5%	6 5%	3 5%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

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

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici- ted calls (landlin e or mobile) (a)	Any unsolici- ted calls (landlin e) (b)	Any unsolici- ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	119	119	86	78	63	48	27	92	58	59	119	82	58	13	12	2
Weighted Base	127*	127*	90*	85*	61*	47*	27**	99*	61*	66*	127*	85*	63*	13**	12**	2**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	91 72%	91 72%	70 77%	63 74%	49 80%	38 80%	22 80%	80 81%	52 85%	53 81%	91 72%	66 77%	44 69%	10 76%	9 74%	2 100%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	31 24%	31 24%	21 23%	23 27%	15 25%	11 22%	8 28%	27 27%	17 27%	20 30%	31 24%	20 24%	21 33%	4 31%	4 34%	- -
Telling you about a competition	14 11%	14 11%	13 14%	10 11%	8 12%	6 12%	3 13%	11 12%	9 14%	10 15%	14 11%	13 15%	6 10%	2 18%	2 20%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	24 19%	24 19%	14 16%	19 22%	11 18%	6 13%	7 26%	19 19%	8 14%	17 26%	24 19%	14 17%	18 28%	4 32%	4 35%	- -
Other type	11 9%	11 9%	6 7%	6 7%	2 3%	1 2%	1 3%	8 8%	6 10%	3 5%	11 9%	6 7%	6 10%	- -	- -	- -
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	114 90%	114 90%	83 92%	77 91%	57 92%	43 92%	25 91%	93 93%	58 94%	63 96%	114 90%	79 92%	56 88%	13 100%	12 100%	2 100%
ANY EXC. APPOINTMENT REMINDERS	105 83%	105 83%	79 87%	72 85%	54 88%	42 90%	24 87%	88 89%	56 92%	59 90%	105 83%	74 87%	52 82%	12 92%	11 91%	2 100%
Can't Remember	7 6%	7 6%	6 6%	4 4%	5 8%	4 8%	2 9%	4 4%	3 4%	2 2%	7 6%	6 7%	3 5%	- -	- -	- -

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

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

Q.TV

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1097	414	424	423	56	605	451	1038	869	870	414	581	887	550
Weighted Base	1097	426	389	387	61*	633	415	1029	920	922	448	647	938	609
Sky - Digital Satellite TV for a monthly subscription	387 35%	387 91%bcdefg	33 8%	33 8%	1 1%	387 61%bcdfg	33 8%	387 38%bcdf	354 39%	355 38%	158 35%	240 37%	359 38%	226 37%
Satellite TV from someone other than Sky	9 1%	9 2%bcef	- -	- -	- -	1 *	- -	9 1%	8 1%	8 1%	3 1%	6 1%	8 1%	7 1%
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	30 3%	30 7%bceg	2 *	2 *	- -	1 *	30 7%bceg	30 3%bce	24 3%	24 3%	6 1%	12 2%	25 3%	9 1%
Virgin Media through cable	189 17%	4 1%	9 2%	9 2%	- -	189 30%abcdfg	10 2%	189 18%abcdf	177 19%	177 19%	88 20%	132 20%	179 19%	112 18%
Freeview through a TV aerial and set-top box	150 14%	5 1%	150 39%adeg	150 39%adeg	3 5%	9 1%	150 36%adeg	150 15%ae	101 11%	101 11%	52 12%	71 11%	105 11%	68 11%
TV set which has Freeview channels built in (without a separate set-top box)	249 23%	30 7%	249 64%adeg	249 64%adeg	2 3%	38 6%	249 60%adeg	249 24%ade	176 19%	179 19%	91 20%	131 20%	181 19%	129 21%
YouView set top box	3 *	- -	3 1%e	1 *	- -	- -	1 *	3 *	2 *	2 *	2 *	2 *	2 *	2 *
BT Vision	35 3%	1 *	1 *	1 *	35 57%abcefg	35 5%abcf	1 *	35 3%abcf	34 4%	34 4%	21 5%	26 4%	34 4%	21 3%
Talk Talk TV	26 2%	- -	4 1%a	4 1%a	26 43%abcefg	26 4%abcf	4 1%	26 3%a	26 3%	26 3%	13 3%	14 2%	26 3%	14 2%
Other	20 2%	1 *	1 *	1 *	1 2%	2 *	1 *	20 2%abcefg	19 2%	19 2%	9 2%	14 2%	19 2%	14 2%
NO TV	61 6%	- -	- -	- -	- -	- -	- -	- -	51 6%	52 6%	40 9%hil	43 7%	53 6%	48 8%
Don't know	7 1%	- -	- -	- -	- -	- -	- -	- -	6 1%	6 1%	- -	2 *	6 1%	2 *

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Q.INTERNET

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1097	414	424	423	56	605	451	1038	869	870	414	581	887	550
Weighted Base	1097	426	389	387	61*	633	415	1029	920	922	448	647	938	609
Using a Wi-Fi (wireless) connection to broadband	910	382	265	263	60	584	285	855	910	910	422	612	910	571
	83%	90%bcfg	68%	68%	98%bcfg	92%bcfg	69%	83%bcf	99%jklm	99%jklm	94%	95%	97%jkm	94%
Using a wired (Ethernet) connection to broadband	119	34	42	42	14	77	43	115	119	109	119	91	119	81
	11%	8%	11%	11%	22%abcfg	12%	10%	11%	13%	12%	27%hiklm	14%	13%	13%
Using a mobile network e.g. using 3G/4G on a smartphone/tablet/dongle	425	150	130	128	33	271	133	387	408	415	282	425	425	337
	39%	35%	33%	33%	54%abcfg	43%abcf	32%	38%	44%	45%	63%hilm	66%hilm	45%	55%hil
Using a dial-up connection to the internet i.e. you cannot make phone calls at the same time	8	3	4	4	1	4	4	8	8	8	5	5	8	6
	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%
While travelling using a Wi-Fi (wireless) network	249	95	65	63	19	161	67	226	241	249	249	223	245	249
	23%	22%cf	17%	16%	32%bcf	25%bcf	16%	22%bcf	26%	27%	56%hiklm	34%hil	26%	41%hikl
While travelling using a mobile network e.g. using 3G/4G on a smartphone/tablet/dongle	519	208	163	161	29	323	167	477	489	496	335	519	503	519
	47%	49%f	42%	42%	48%	51%bcf	40%	46%f	53%	54%	75%hil	80%hil	54%	85%hijkl
At work or place of study	245	93	74	72	11	153	75	223	237	240	245	231	242	245
	22%	22%	19%	19%	19%	24%f	18%	22%	26%	26%	55%hiklm	36%hil	26%	40%hil
In a public place (e.g. café or library) using a Wi-Fi (wireless) network	180	61	55	53	12	109	55	164	175	180	147	162	178	180
	16%	14%	14%	14%	20%	17%	13%	16%	19%	19%	33%hikl	25%hil	19%	30%hil
In a public place (e.g. café or library) using a wired (Ethernet) connection to broadband	34	5	9	9	3	20	9	31	32	33	34	31	34	34
	3%	1%	2%	2%	5%a	3%	2%	3%	4%	4%	8%hil	5%	4%	6%
In a public place (e.g. café or library) using a mobile network e.g. using 3G/4G on a smartphone/tablet/dongle	173	77	46	44	9	114	48	163	166	168	146	173	172	173
	16%	18%bcf	12%	11%	15%	18%bcf	12%	16%c	18%	18%	33%hil	27%hil	18%	28%hil

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

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

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1097	414	424	423	56	605	451	1038	869	870	414	581	887	550
Weighted Base	1097	426	389	387	61*	633	415	1029	920	922	448	647	938	609
Home/personal email address	811 74%	337 79%bcf	247 64%	245 63%	44 73%	514 81%bcfg	259 62%	759 74%bcf	786 85%	786 85%	407 91%hil	572 88%	797 85%	557 91%hil
Work email address	181 16%	81 19%	60 15%	58 15%	8 13%	113 18%	63 15%	174 17%	176 19%	176 19%	162 36%hiklm	164 25%hil	178 19%	172 28%hil
None of these\Don't access the internet	136 12%	31 7%	89 23%adeg	89 23%adeg	1 2%	35 6%	95 23%adeg	129 13%ade	- -	- -	- -	- -	- -	- -

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1097	531	566	145	176	142	148	161	177	148	197	270	227	403
Weighted Base	1097	532	565	154	208	175	172	174	116	98	224	330	226	317
GENDER														
Male	532	532	-	77	108	81	74	97	57	38	129	141	119	143
49%	100%b	-	-	50%	52% <i>i</i>	46%	43%	56% <i>fi</i>	49%	39%	57% <i>km</i>	43%	53% <i>k</i>	45%
Female	565	-	565	77	100	94	97	77	59	60	96	188	107	174
51%	-	100% <i>a</i>	-	50%	48%	54%	57% <i>g</i>	44%	51%	61% <i>dg</i>	43%	57% <i>jl</i>	47%	55% <i>j</i>
AGE														
16-24	154	77	77	154	-	-	-	-	-	-	17	62	32	43
14%	14%	14%	14%	100% <i>defghi</i>	-	-	-	-	-	-	7%	19% <i>j</i>	14% <i>j</i>	13% <i>j</i>
25-34	208	108	100	-	208	-	-	-	-	-	45	73	43	47
19%	20%	18%	-	100% <i>cefghi</i>	-	-	-	-	-	-	20%	22% <i>fm</i>	19%	15%
35-44	175	81	94	-	-	175	-	-	-	-	41	54	36	44
16%	15%	17%	-	-	-	100% <i>cdfghi</i>	-	-	-	-	18%	16%	16%	14%
45-54	172	74	97	-	-	-	172	-	-	-	31	51	45	45
16%	14%	17%	-	-	-	-	100% <i>cdeg</i> <i>hi</i>	-	-	-	14%	15%	20%	14%
55-64	174	97	77	-	-	-	-	174	-	-	45	50	33	47
16%	18%	14%	-	-	-	-	-	100% <i>cdefhi</i>	-	-	20%	15%	15%	15%
65-74	116	57	59	-	-	-	-	-	116	-	27	29	21	39
11%	11%	11%	-	-	-	-	-	-	100% <i>cdefgi</i>	-	12%	9%	9%	12%
75+	98	38	60	-	-	-	-	-	-	98	18	12	16	52
9%	7%	11%	-	-	-	-	-	-	-	100% <i>cdelfgh</i>	8%	4%	7%	17% <i>ijkl</i>
SOCIAL GRADE														
AB	224	129	96	17	45	41	31	45	27	18	224	-	-	-
20%	24% <i>b</i>	17%	11%	22% <i>c</i>	23% <i>c</i>	18%	26% <i>c</i>	24% <i>c</i>	18%	100% <i>klm</i>	-	-	-	-
C1	330	141	188	62	73	54	51	50	29	12	-	330	-	-
30%	27%	33% <i>a</i>	40% <i>hi</i>	35% <i>hi</i>	31% <i>i</i>	30% <i>i</i>	29% <i>i</i>	25% <i>i</i>	12%	-	100% <i>ijlm</i>	-	-	-
C2	226	119	107	32	43	36	45	33	21	16	-	-	226	-
21%	22%	19%	21%	20%	21%	26%	19%	18%	16%	-	-	100% <i>ijklm</i>	-	-
DE	317	143	174	43	47	44	45	47	39	52	-	-	-	317
29%	27%	31%	28%	23%	25%	26%	27%	34% <i>d</i>	54% <i>cdelfgh</i>	-	-	-	-	100% <i>ijkl</i>

Table 18

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1097	531	566	145	176	142	148	161	177	148	197	270	227	403
Weighted Base	1097	532	565	154	208	175	172	174	116	98	224	330	226	317
MARITAL STATUS														
Married/Living as married	641 58%	331 62%b	311 55%	29 19%	137 66%ci	134 77%chi	118 69%ci	118 68%ci	71 61%ci	34 35%ci	159 71%km	197 60%km	149 66%km	136 43%
Single	289 26%	146 27%	143 25%	125 81%defghi	67 32%efghi	26 15%i	29 17%i	24 14%	11 9%	6 7%	35 16%	99 30%j	57 25%j	98 31%j
Widow/Divorced/Separated	166 15%	56 10%	111 20%a	- -	4 2%	15 8%cd	24 14%cd	32 18%cd	34 29%cd	57 58%cd	30 13%	34 10%	20 9%	83 26%jkl
WORKING STATUS														
Working	603 55%	328 62%b	275 49%	78 51%hi	162 78%cgghi	140 80%cgghi	120 70%cgghi	87 50%hi	15 13%i	- -	143 64%km	208 63%km	150 66%km	101 32%
Not working	494 45%	205 38%	289 51%a	76 49%def	46 22%	35 20%	52 30%	87 50%def	101 87%cd	98 100%cd	81 36%	121 37%	76 34%	216 68%jkl
CHILDREN IN HOUSEHOLD														
Any	329 30%	131 25%	198 35%a	38 24%ghi	103 49%cfghi	118 68%cdfghi	60 35%ghi	5 3%	4 4%	1 1%	73 33%	95 29%	69 31%	91 29%
None	768 70%	401 75%b	367 65%	116 76%de	106 51%e	57 32%	112 65%de	169 97%cd	111 96%cd	97 99%cd	151 67%	235 71%	157 69%	226 71%
AREA														
Urban	879 80%	426 80%	452 80%	129 84%i	176 84%hi	138 79%	138 80%i	144 82%i	87 75%	68 69%	179 80%	274 83%	180 80%	245 77%
Rural	218 20%	106 20%	112 20%	25 16%	32 16%	38 21%	34 20%	31 18%	29 25%cd	30 31%cd	45 20%	55 17%	46 20%	72 23%
COUNTRY														
England	924 84%	447 84%	477 84%	138 90%ghi	185 89%ghi	150 86%	144 84%	137 79%	93 81%	76 78%	180 80%	288 87%	195 86%	261 82%
Scotland	93 9%	44 8%	49 9%	9 6%	9 4%	14 8%	15 9%	19 11%cd	13 11%cd	13 14%cd	36 16%klm	18 5%	14 6%	26 8%
Wales	55 5%	29 5%	26 5%	3 2%	9 4%	7 4%	9 5%	14 8%cd	7 6%	6 6%	6 3%	20 6%	11 5%	17 5%
Northern Ireland	25 2%	12 2%	13 2%	4 3%	5 2%	4 2%	3 2%	4 2%	3 2%	2 2%	3 1%	4 1%	6 2%	13 4%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

Table 18

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1097	531	566	145	176	142	148	161	177	148	197	270	227	403
Weighted Base	1097	532	565	154	208	175	172	174	116	98	224	330	226	317
GOVERNMENT REGIONS														
North East	38 3%	17 3%	21 4%	6 4%	8 4%	3 2%	5 3%	8 4%	3 2%	6 6%	4 2%	7 2%	11 5%	15 5%
North West	117 11%	57 11%	60 11%	17 11%	18 9%	15 9%	15 9%	29 17%def	14 12%	9 10%	24 10%	30 9%	25 11%	39 12%
Yorkshire and The Humber	97 9%	49 9%	49 9%	19 12%i	30 15%fg	16 9%	10 6%	12 7%	7 6%	3 3%	18 8%	30 9%	23 10%	27 9%
East Midlands	77 7%	32 6%	45 8%	10 6%	10 5%	7 4%	16 9%	17 10%	9 8%	9 9%	11 5%	25 8%	15 7%	25 8%
West Midlands	93 8%	47 9%	46 8%	16 11%	14 7%	13 8%	18 11%	9 5%	12 10%	9 10%	17 8%	27 8%	22 10%	27 8%
East of England	111 10%	55 10%	56 10%	17 11%	24 11%g	29 17%gh	17 10%	8 4%	7 6%	10 10%g	20 9%	34 10%	26 11%	31 10%
London	150 14%	72 13%	78 14%	25 17%gi	42 20%fghi	35 20%ghi	19 11%	11 6%	13 11%	5 5%	23 10%	57 17%j	21 9%	48 15%
South East	152 14%	74 14%	79 14%	22 14%	28 13%	19 11%	25 15%	23 13%	19 16%	16 17%	39 18%lm	56 17%lm	29 13%	27 9%
South West	88 8%	45 9%	43 8%	5 4%	12 6%	12 7%	18 10%cd	22 13%cd	11 9%	9 9%	24 11%	22 7%	22 10%	21 7%
Wales	55 5%	29 5%	26 5%	3 2%	9 4%	7 4%	9 5%	14 8%cd	7 6%	6 6%	6 3%	20 6%	11 5%	17 5%
Scotland	93 9%	44 8%	49 9%	9 6%	9 4%	14 8%	15 9%	19 11%cd	13 11%cd	13 14%cd	36 16%klm	18 5%	14 6%	26 8%
Northern Ireland	25 2%	12 2%	13 2%	4 3%	5 2%	4 2%	3 2%	4 2%	3 2%	2 2%	3 1%	4 1%	6 2%	13 4%
Q.1/2 PHONES OWN														
Mobile (any)	949 87%	459 86%	490 87%	143 93%ghi	198 95%fghi	166 94%fghi	149 87%i	146 84%i	95 82%i	51 52%	200 89%lm	304 92%lm	198 88%lm	247 78%
Landline	696 63%	338 63%	358 63%	81 53%	96 46%	118 67%cd	118 69%cd	123 71%cd	79 68%cd	81 82%cdelgh	164 73%klm	205 62%	137 61%	189 60%

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1097	531	566	145	176	142	148	161	177	148	197	270	227	403
Weighted Base	1097	532	565	154	208	175	172	174	116	98	224	330	226	317
Mobile & Landline	602	293	309	77	94	111	105	107	65	43	145	185	127	145
	55%	55%	55%	50%	45%	63%cdi	61%di	61%di	56%i	44%	65%am	56%am	56%am	46%
Mobile only	347	167	180	66	104	55	44	39	30	8	55	119	71	102
	32%	31%	32%	43%fghi	50%efghi	31%i	26%i	23%i	26%i	8%	25%	36%j	31%	32%
Landline only	94	45	49	4	1	7	13	16	14	37	19	20	10	44
	9%	8%	9%	3%	1%	4%cd	8%cd	9%cd	12%cd	38%cd	8%	6%	5%	14%kl
PAY TV SERVICE														
Sky	387	191	197	57	73	70	73	60	34	20	91	116	84	96
	35%	36%	35%	37%i	35%i	40%i	43%hi	35%i	29%	20%	41%am	35%	37%	30%
Virgin Media	189	106	82	27	40	32	27	36	18	9	39	58	47	44
	17%	20%b	15%	18%	19%i	19%i	16%	20%i	15%	10%	18%	18%	21%am	14%
Other	501	233	268	61	79	74	77	76	65	69	86	147	97	171
	46%	44%	47%	40%	38%	42%	45%	44%	56%cd	70%cd	38%	45%	43%	54%kl
TV														
ANY SATELLITE	426	207	218	62	80	78	75	70	39	22	93	128	93	112
	39%	39%	39%	41%i	38%i	44%i	44%i	40%i	33%i	22%	41%	39%	41%	35%
ANY FREEVIEW INC. YOUVIEW	389	180	209	40	54	50	67	59	54	65	67	114	70	138
	35%	34%	37%	26%	26%	29%	39%cd	34%	47%cd	66%cd	30%	35%	31%	44%kl
ANY FREEVIEW EXC. YOUVIEW	387	178	209	40	52	50	67	59	54	65	65	114	70	138
	35%	33%	37%	26%	25%	29%	39%cd	34%	47%cd	66%cd	29%	35%	31%	44%kl
ANY IPTV	61	26	35	12	12	12	7	9	7	3	14	21	13	13
	6%	5%	6%	8%	6%	7%	4%	5%	6%	3%	6%	6%	6%	4%
ANY PAY TV	633	322	311	94	125	113	107	105	57	32	143	193	144	153
	58%	61%	55%	61%i	60%i	64%hi	62%hi	60%i	50%i	33%	64%am	59%am	64%am	48%
ANY FTA	415	190	226	44	57	55	70	66	59	65	65	125	76	149
	38%	36%	40%	29%	27%	31%	41%cd	38%cd	51%cd	67%cd	29%	38%	34%	47%kl
ANY TV SERVICE	1029	505	524	137	185	165	167	168	112	95	210	301	220	298
	94%	95%	93%	89%	89%	94%	98%cd	96%cd	97%cd	97%cd	94%	91%	97%k	94%
INTERNET														
FIXED BROADBAND AT HOME	920	451	468	140	191	162	154	150	84	39	213	294	197	216
	84%	85%	83%	91%hi	92%hi	92%hi	90%hi	86%hi	72%i	40%	95%klm	89%am	87%am	68%

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

Q. Breaks x Breaks

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)	
Unweighted Base	1097	531	566	145	176	142	148	161	177	148	197	270	227	403	
Weighted Base	1097	532	565	154	208	175	172	174	116	98	224	330	226	317	
ANY WIFI ACCESS	922	450	472	141	196	164	154	148	82	37	209	296	197	220	
	84%	85%	84%	92%hi	94%ghi	93%ghi	90%hi	85%hi	71%ci	38%	93%cm	90%cm	87%cm	69%	
ANY WIRED (ETHERNET) ACCESS	448	232	215	86	124	83	67	52	26	9	114	164	82	87	
	41%	44%	38%	56%cfghi	59%cfghi	48%ghi	39%hi	30%ci	22%ci	10%	51%lm	50%lm	36%cm	27%	
ANY MOBILE (3G/4G) ACCESS	647	323	324	128	163	131	111	75	34	5	141	234	137	135	
	59%	61%	57%	83%cfghi	78%cfghi	75%ghi	65%ghi	43%hi	29%ci	5%	63%cm	71%lm	60%cm	43%	
INTERNET ACCESS AT HOME	938	462	475	144	195	168	154	152	85	39	213	300	199	226	
	85%	87%	84%	94%hi	94%ghi	96%ghi	90%hi	87%hi	73%ci	40%	95%lm	91%cm	88%cm	71%	
INTERNET ACCESS OUTSIDE OF HOME	609	310	299	120	165	118	95	73	29	9	136	230	116	127	
	56%	58%	53%	78%cfghi	79%cfghi	68%fghi	55%ghi	42%hi	25%ci	9%	60%cm	70%lm	51%cm	40%	

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1097	615	277	205	516	581	294	803	857	240	886	87	57	67
Weighted Base	1097	641	289	166	603	494	329	768	879	218	924	93*	55*	25*
GENDER														
Male	532	331	146	56	328	205	131	401	426	106	447	44	29	12
	49%	52% ^c	50% ^c	33%	54% ^e	41%	40%	52% ^f	49%	49%	48%	48%	53%	48%
Female	565	311	143	111	275	289	198	367	452	112	477	49	26	13
	51%	48%	50%	67% ^{ab}	46%	59% ^d	60% ^g	48%	51%	51%	52%	52%	47%	52%
AGE														
16-24	154	29	125	-	78	76	38	116	129	25	138	9	3	4
	14%	5% ^c	43% ^{ac}	-	13%	15%	11%	15%	15%	11%	15%	10%	6%	16%
25-34	208	137	67	4	162	46	103	106	176	32	185	9	9	5
	19%	21% ^c	23% ^c	2%	27% ^e	9%	31% ^g	14%	20%	15%	20% ^k	10%	16%	21%
35-44	175	134	26	15	140	35	118	57	138	38	150	14	7	4
	16%	21% ^{bc}	9%	9%	23% ^e	7%	36% ^g	7%	16%	17%	16%	15%	13%	16%
45-54	172	118	29	24	120	52	60	112	138	34	144	15	9	3
	16%	18% ^b	10%	15%	20% ^e	10%	18%	15%	16%	16%	16%	16%	17%	12%
55-64	174	118	24	32	87	87	5	169	144	31	137	19	14	4
	16%	18% ^b	8%	19% ^b	15%	18%	2%	22% ^f	16%	14%	15%	21%	26% ^j	16%
65-74	116	71	11	34	15	101	4	111	87	29	93	13	7	3
	11%	11% ^b	4%	20% ^{ab}	2%	20% ^d	1%	14% ^f	10%	13%	10%	14%	12%	11%
75+	98	34	6	57	-	98	1	97	68	30	76	13	6	2
	9%	5%	2%	34% ^{ab}	-	20% ^d	*	13% ^f	8%	14% ^h	8%	14%	11%	8%
SOCIAL GRADE														
AB	224	159	35	30	143	81	73	151	179	45	180	36	6	3
	20%	25% ^b	12%	18%	24% ^e	16%	22%	20%	20%	21%	19%	38% ^{ijlm}	11%	10%
C1	330	197	99	34	208	121	95	235	274	55	288	18	20	4
	30%	31% ^c	34% ^c	20%	35% ^e	25%	29%	31%	31%	25%	31% ^{km}	19%	37% ^{km}	17%
C2	226	149	57	20	150	76	69	157	180	46	195	14	11	6
	21%	23% ^c	20% ^c	12%	25% ^e	15%	21%	20%	21%	21%	21%	15%	20%	22%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

Q. Breaks x Breaks

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1097	615	277	205	516	581	294	803	857	240	886	87	57	67
Weighted Base	1097	641	289	166	603	494	329	768	879	218	924	93*	55*	25*
DE	317	136	98	83	101	216	91	226	245	72	261	26	17	13
	29%	21%	34%a	50%ab	17%	44%cd	28%	29%	28%	33%	28%	28%	32%	50%ijkl
MARITAL STATUS														
Married/Living as married	641	641	-	-	409	233	242	399	508	134	535	64	32	12
	58%	100%bc	-	-	68%e	47%	74%g	52%	58%	61%	58%	68%lm	58%	46%
Single	289	-	289	-	147	142	66	223	242	47	253	18	9	9
	26%	-	100%ac	-	24%	29%	20%	29%f	28%	22%	27%	20%	16%	35%kl
Widow/Divorced/Separated	166	-	-	166	47	120	20	146	129	37	137	11	14	5
	15%	-	-	100%ab	8%	24%cd	6%	19%fi	15%	17%	15%	12%	26%jkl	19%
WORKING STATUS														
Working	603	409	147	47	603	-	229	374	498	105	517	49	24	13
	55%	64%bc	51%cd	28%	100%e	-	70%g	49%	57%il	48%	56%	52%	44%	53%
Not working	494	233	142	120	-	494	100	394	381	113	407	44	31	12
	45%	36%	49%a	72%ab	-	100%cd	30%	51%fi	43%	52%hi	44%	48%	56%	47%
CHILDREN IN HOUSEHOLD														
Any	329	242	66	20	229	100	329	-	266	62	282	26	15	6
	30%	38%bc	23%cd	12%	38%e	20%	100%g	-	30%	29%	30%	28%	28%	24%
None	768	399	223	146	374	394	-	768	612	156	642	67	39	19
	70%	62%	77%a	88%ab	62%	80%cd	-	100%fi	70%	71%	70%	72%	72%	76%
AREA														
Urban	879	508	242	129	498	381	266	612	879	-	763	75	27	14
	80%	79%	84%	78%	83%e	77%	81%	80%	100%il	-	83%lm	81%lm	50%	55%
Rural	218	134	47	37	105	113	62	156	-	218	161	18	27	11
	20%	21%	16%	22%	17%	23%cd	19%	20%	-	100%hi	17%	19%	50%jkl	45%jk
COUNTRY														
England	924	535	253	137	517	407	282	642	763	161	924	-	-	-
	84%	83%	87%	82%	86%	82%	86%	84%	87%il	74%	100%klm	-	-	-
Scotland	93	64	18	11	49	44	26	67	75	18	-	93	-	-
	9%	10%	6%	7%	8%	9%	8%	9%	9%	8%	-	100%jlm	-	-

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1097	615	277	205	516	581	294	803	857	240	886	87	57	67
Weighted Base	1097	641	289	166	603	494	329	768	879	218	924	93*	55*	25*
Wales	55	32	9	14	24	31	15	39	27	27	-	-	55	-
	5%	5%	3%	8% ^b	4%	6%	5%	5%	3%	13% ^h	-	-	100% ^{ijklm}	-
Northern Ireland	25	12	9	5	13	12	6	19	14	11	-	-	-	25
	2%	2%	3%	3%	2%	2%	2%	2%	2%	5% ^h	-	-	-	100% ^{ijkl}
GOVERNMENT REGIONS														
North East	38	23	11	4	17	21	13	25	38	-	38	-	-	-
	3%	4%	4%	3%	3%	4%	4%	3%	4% ⁱ	-	4%	-	-	-
North West	117	69	29	20	56	62	31	87	117	-	117	-	-	-
	11%	11%	10%	12%	9%	12%	9%	11%	13% ⁱ	-	13% ^{klm}	-	-	-
Yorkshire and The Humber	97	53	32	12	63	34	34	64	82	16	97	-	-	-
	9%	8%	11%	7%	10%	7%	10%	8%	9%	7%	11% ^{klm}	-	-	-
East Midlands	77	43	19	15	35	42	19	57	50	27	77	-	-	-
	7%	7%	6%	9%	6%	8%	6%	7%	6%	12% ^h	8% ^{klm}	-	-	-
West Midlands	93	56	25	12	47	46	27	66	70	23	93	-	-	-
	8%	9%	9%	7%	8%	9%	8%	9%	8%	10%	10% ^{klm}	-	-	-
East of England	111	61	30	20	65	46	35	76	62	49	111	-	-	-
	10%	10%	10%	12%	11%	9%	11%	10%	7%	23% ^h	12% ^{klm}	-	-	-
London	150	80	54	15	94	56	49	101	150	-	150	-	-	-
	14%	13%	19% ^{ac}	9%	16%	11%	15%	13%	17% ⁱ	-	16% ^{klm}	-	-	-
South East	152	90	36	26	83	69	47	105	146	6	152	-	-	-
	14%	14%	12%	16%	14%	14%	14%	14%	17% ⁱ	3%	16% ^{klm}	-	-	-
South West	88	59	18	11	56	33	27	61	48	40	88	-	-	-
	8%	9%	6%	7%	9%	7%	8%	8%	5%	18% ^h	10% ^{klm}	-	-	-
Wales	55	32	9	14	24	31	15	39	27	27	-	-	55	-
	5%	5%	3%	8% ^b	4%	6%	5%	5%	3%	13% ^h	-	-	100% ^{ijklm}	-
Scotland	93	64	18	11	49	44	26	67	75	18	-	93	-	-
	9%	10%	6%	7%	8%	9%	8%	9%	9%	8%	-	100% ^{ijlm}	-	-

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1097	615	277	205	516	581	294	803	857	240	886	87	57	67
Weighted Base	1097	641	289	166	603	494	329	768	879	218	924	93*	55*	25*
Northern Ireland	25	12	9	5	13	12	6	19	14	11	-	-	-	25
	2%	2%	3%	3%	2%	2%	2%	2%	2%	5%h	-	-	-	100%jkl
Q.1/2 PHONES OWN														
Mobile (any)	949	564	265	120	560	389	309	640	770	179	807	69	49	24
	87%	88% ^c	92% ^c	72%	93% ^e	79%	94% ^g	83%	88%	82%	87% ^k	74%	90% ^k	98% ^{jk}
Landline	696	437	144	115	387	309	203	493	550	146	584	57	36	20
	63%	68% ^b	50%	69% ^b	64%	62%	62%	64%	63%	67%	63%	61%	65%	78% ^{jk}
Mobile & Landline	602	390	130	82	369	233	194	408	485	117	504	46	33	19
	55%	61% ^{bc}	45%	49%	61% ^e	47%	59%	53%	55%	54%	55%	50%	59%	76% ^{jk}
Mobile only	347	174	135	38	191	156	114	232	285	62	303	22	16	5
	32%	27%	47% ^{ac}	23%	32%	32%	35%	30%	32%	28%	33%	24%	30%	22%
Landline only	94	47	14	33	18	76	9	85	65	29	80	11	3	1
	9%	7%	5%	20% ^{ab}	3%	15% ^d	3%	11% ^f	7%	13% ^h	9%	11%	6%	2%
PAY TV SERVICE														
Sky	387	254	89	43	238	149	141	246	316	71	319	31	24	14
	35%	40% ^{bc}	31%	26%	39% ^e	30%	43% ^g	32%	36%	33%	34%	33%	44%	56% ^{jk}
Virgin Media	189	130	38	21	115	74	60	129	168	21	151	24	11	3
	17%	20% ^{bc}	13%	12%	19%	15%	18%	17%	19% ^{ai}	10%	16%	26% ^j	20%	12%
Other	501	256	147	98	239	261	122	378	379	122	432	36	25	8
	46%	40%	51% ^a	59% ^a	40%	53% ^d	37%	49% ^f	43%	56% ^h	47% ^m	39%	45%	30%
TV														
ANY SATELLITE	426	280	100	45	262	164	154	272	345	81	350	35	27	14
	39%	44% ^{bc}	35%	27%	43% ^e	33%	47% ^g	35%	39%	37%	38%	38%	49%	56% ^{jk}
ANY FREEVIEW INC. YOUVIEW	389	183	120	85	170	219	80	309	286	103	341	23	18	6
	35%	29%	42% ^a	51% ^a	28%	44% ^d	24%	40% ^f	33%	47% ^h	37% ^k	25%	33%	25%
ANY FREEVIEW EXC. YOUVIEW	387	183	118	85	168	219	80	307	286	101	339	23	18	6
	35%	29%	41% ^a	51% ^{ab}	28%	44% ^d	24%	40% ^f	33%	46% ^h	37% ^k	25%	33%	25%
ANY IPTV	61	42	13	6	33	28	22	39	53	8	50	9	1	1
	6%	7%	4%	4%	5%	6%	7%	5%	6%	4%	5%	9%	3%	4%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Q. Breaks x Breaks

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1097	615	277	205	516	581	294	803	857	240	886	87	57	67
Weighted Base	1097	641	289	166	603	494	329	768	879	218	924	93*	55*	25*
ANY PAY TV	633	425	138	70	384	250	222	411	534	99	517	63	36	18
	58%	66%bc	48%	42%	64%e	51%	68%g	54%	61%i	45%	56%	67%	66%	71%j
ANY FTA	415	203	126	86	190	226	89	326	306	110	361	27	21	6
	38%	32%	44%a	52%a	31%	46%d	27%	42%f	35%	50%h	39%m	29%	38%	25%
ANY TV SERVICE	1029	611	259	160	567	463	310	720	823	206	866	86	53	25
	94%	95%b	90%	96%b	94%	94%	94%	94%	94%	94%	94%	92%	97%	98%
INTERNET														
FIXED BROADBAND AT HOME	920	584	234	102	554	366	301	619	752	168	781	77	43	19
	84%	91%bc	81%c	61%	92%e	74%	91%g	81%	86%i	77%	85%m	83%	79%	75%
ANY WIFI ACCESS	922	585	237	99	557	365	304	618	752	171	779	77	46	20
	84%	91%bc	82%c	60%	92%e	74%	93%g	80%	86%i	78%	84%	83%	84%	78%
ANY WIRED (ETHERNET) ACCESS	448	257	150	40	316	132	156	291	365	83	364	45	22	17
	41%	40%c	52%ac	24%	52%e	27%	47%g	38%	42%	38%	39%	49%	40%	66%jkl
ANY MOBILE (3G/4G) ACCESS	647	404	194	49	440	207	241	406	530	117	553	50	28	17
	59%	63%c	67%c	29%	73%e	42%	73%g	53%	60%	54%	60%	53%	50%	67%
INTERNET ACCESS AT HOME	938	591	244	103	566	372	309	628	764	174	796	77	45	19
	85%	92%bc	84%c	62%	94%e	75%	94%g	82%	87%i	80%	86%m	83%	83%	76%
INTERNET ACCESS OUTSIDE OF HOME	609	371	190	49	412	197	226	383	494	115	518	40	34	17
	56%	58%c	66%ac	29%	68%e	40%	69%g	50%	56%	53%	56%k	43%	62%k	66%k

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Table 18

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

Q. Breaks x Breaks
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1097	39	122	94	73	92	105	135	139	87	57	87	67
Weighted Base	1097	38*	117	97*	77*	93*	111*	150	152	88*	55*	93*	25*
GENDER													
Male	532	17	57	49	32	47	55	72	74	45	29	44	12
	49%	44%	49%	50%	41%	51%	50%	48%	48%	51%	53%	48%	48%
Female	565	21	60	49	45	46	56	78	79	43	26	49	13
	51%	56%	51%	50%	59%	49%	50%	52%	52%	49%	47%	52%	52%
AGE													
16-24	154	6	17	19	10	16	17	25	22	5	3	9	4
	14%	15%	14%	19%ij	13%	18%i	15%	17%i	15%	6%	6%	10%	16%i
25-34	208	8	18	30	10	14	24	42	28	12	9	9	5
	19%	20%	15%	31%bdehijk	13%	15%	21%	28%bdeik	18%	13%	16%	10%	21%
35-44	175	3	15	16	7	13	29	35	19	12	7	14	4
	16%	9%	13%	17%	9%	14%	26%abdh	23%bdh	13%	13%	13%	15%	16%
45-54	172	5	15	10	16	18	17	19	25	18	9	15	3
	16%	14%	13%	10%	20%	20%	15%	13%	17%	20%	17%	16%	12%
55-64	174	8	29	12	17	9	8	11	23	22	14	19	4
	16%	20%fg	25%cefg	12%	22%fg	10%	7%	7%	15%	25%cefg	26%cefg	21%fg	16%
65-74	116	3	14	7	9	12	7	13	19	11	7	13	3
	11%	7%	12%	8%	11%	13%	6%	9%	12%	12%	12%	14%	11%
75+	98	6	9	3	9	9	10	5	16	9	6	13	2
	9%	15%cg	8%	3%	11%g	10%g	9%	3%	11%cg	10%g	11%g	14%cg	8%
SOCIAL GRADE													
AB	224	4	24	18	11	17	20	23	39	24	6	36	3
	20%	12%	20%	18%	15%	18%	18%	15%	26%gjl	27%jl	11%	38%abcde fgjl	10%
C1	330	7	30	30	25	27	34	57	56	22	20	18	4
	30%	19%	25%	30%	32%	29%	31%	38%abkl	37%kl	25%	37%kl	19%	17%
C2	226	11	25	23	15	22	26	21	29	22	11	14	6
	21%	29%g	21%	24%	20%	24%	23%	14%	19%	24%	20%	15%	22%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1097	39	122	94	73	92	105	135	139	87	57	87	67
Weighted Base	1097	38*	117	97*	77*	93*	111*	150	152	88*	55*	93*	25*
DE	317	15	39	27	25	27	31	48	27	21	17	26	13
	29%	40%h	33%h	28%	33%h	29%	28%	32%h	18%	24%	32%	28%	50%bcdefgh ijk
MARITAL STATUS													
Married\Living as married	641	23	69	53	43	56	61	80	90	59	32	64	12
	58%	59%	59%	55%	56%	60%	55%	54%	59%	67%l	58%	68%gl	46%
Single	289	11	29	32	19	25	30	54	36	18	9	18	9
	26%	30%	24%	33%j	24%	27%	27%	36%hijk	23%	21%	16%	20%	35%jkl
Widow\Divorced\Separated	166	4	20	12	15	12	20	15	26	11	14	11	5
	15%	11%	17%	13%	20%	13%	18%	10%	17%	12%	26%gk	12%	19%
WORKING STATUS													
Working	603	17	56	63	35	47	65	94	83	56	24	49	13
	55%	45%	48%	65%bdj	46%	51%	59%	63%bdj	55%	63%bj	44%	52%	53%
Not working	494	21	62	34	42	46	46	56	69	33	31	44	12
	45%	55%	52%cgi	35%	54%cg	49%	41%	37%	45%	37%	56%cgi	48%	47%
CHILDREN IN HOUSEHOLD													
Any	329	13	31	34	19	27	35	49	47	27	15	26	6
	30%	34%	26%	35%	25%	29%	32%	33%	31%	31%	28%	28%	24%
None	768	25	87	64	57	66	76	101	105	61	39	67	19
	70%	66%	74%	65%	75%	71%	68%	67%	69%	69%	72%	72%	76%
AREA													
Urban	879	38	117	82	50	70	62	150	146	48	27	75	14
	80%	100%cd efijk	100%cd efhijk	84%df ijl	65%	76%f ijl	56%	100%cd efhijk	96%cd efijkl	55%	50%	81%df ijl	55%
Rural	218	-	-	16	27	23	49	-	6	40	27	18	11
	20%	-	-	16%ab gh	35%ab ceghk	24%ab gh	44%ab ceghk	-	4%b g	45%ab ceghk	50%ab ceghk	19%ab gh	45%ab ceghk
COUNTRY													
England	924	38	117	97	77	93	111	150	152	88	-	-	-
	84%	100%jkl	100%jkl	100%jkl	100%jkl	100%jkl	100%jkl	100%jkl	100%jkl	100%jkl	-	-	-
Scotland	93	-	-	-	-	-	-	-	-	-	-	93	-
	9%	-	-	-	-	-	-	-	-	-	-	100%ab cdef ghijl	-

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Table 18

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

Q. Breaks x Breaks
Base: All adults UK

Total	GOVERNMENT REGIONS											
	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
1097	39	122	94	73	92	105	135	139	87	57	87	67
1097	38*	117	97*	77*	93*	111*	150	152	88*	55*	93*	25*
55	-	-	-	-	-	-	-	-	-	55	-	-
5%	-	-	-	-	-	-	-	-	-	100%abcdefghi kl	-	-
25	-	-	-	-	-	-	-	-	-	-	-	25
2%	-	-	-	-	-	-	-	-	-	-	-	100%abcdefg hijk
38	38	-	-	-	-	-	-	-	-	-	-	-
3%	100%bcdefghij kl	-	-	-	-	-	-	-	-	-	-	-
117	-	117	-	-	-	-	-	-	-	-	-	-
11%	-	100%acdefghij kl	-	-	-	-	-	-	-	-	-	-
97	-	-	97	-	-	-	-	-	-	-	-	-
9%	-	-	100%abdefghij kl	-	-	-	-	-	-	-	-	-
77	-	-	-	77	-	-	-	-	-	-	-	-
7%	-	-	-	100%abcefghij kl	-	-	-	-	-	-	-	-
93	-	-	-	-	93	-	-	-	-	-	-	-
8%	-	-	-	-	100%abcdfghij kl	-	-	-	-	-	-	-
111	-	-	-	-	-	111	-	-	-	-	-	-
10%	-	-	-	-	-	100%abcdeghij kl	-	-	-	-	-	-
150	-	-	-	-	-	-	150	-	-	-	-	-
14%	-	-	-	-	-	-	100%abcdefthij kl	-	-	-	-	-
152	-	-	-	-	-	-	-	152	-	-	-	-
14%	-	-	-	-	-	-	-	100%abcdefgij kl	-	-	-	-

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Consumer Complaints Study - Wave 17 (QS9999 - 311509)

Q. Breaks x Breaks
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Total	GOVERNMENT REGIONS											
	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
1097	39	122	94	73	92	105	135	139	87	57	87	67
1097	38*	117	97*	77*	93*	111*	150	152	88*	55*	93*	25*
88	-	-	-	-	-	-	-	-	88	-	-	-
8%	-	-	-	-	-	-	-	-	100%abcdefg kl	-	-	-
55	-	-	-	-	-	-	-	-	-	55	-	-
5%	-	-	-	-	-	-	-	-	-	100%abcdefg kl	-	-
93	-	-	-	-	-	-	-	-	-	-	93	-
9%	-	-	-	-	-	-	-	-	-	-	100%abcdef ghijl	-
25	-	-	-	-	-	-	-	-	-	-	-	25
2%	-	-	-	-	-	-	-	-	-	-	-	100%abcdefg hijk
949	31	96	87	63	83	90	136	141	81	49	69	24
87%	81%	81%	89%k	82%	89%k	81%	91%btk	93%abdfk	92%btk	90%k	74%	98%abdk
696	29	87	63	47	61	65	72	105	54	36	57	20
63%	77%g	74%fg	65%g	61%	66%g	58%	48%	69%g	61%	65%g	61%	78%dfgik
602	23	70	56	38	55	52	65	97	48	33	46	19
55%	60%	60%g	58%	49%	59%g	47%	44%	64%fg	55%	59%	50%	76%bcdefgi k
347	8	25	31	25	28	38	70	45	33	16	22	5
32%	21%	22%	31%	33%	30%	34%	47%abcdehijkl	29%	37%b	30%	24%	22%
94	6	17	7	9	6	13	6	9	5	3	11	1
9%	17%ghl	15%ghl	7%	12%	7%	12%	4%	6%	6%	6%	11%	2%
387	19	51	38	20	35	41	38	51	27	24	31	14
35%	49%dg	43%dg	39%g	26%	38%	37%	25%	33%	30%	44%dg	33%	56%bcdefghi k
189	3	22	12	13	22	17	23	30	9	11	24	3
17%	8%	19%	12%	17%	24%i	15%	15%	20%	10%	20%	26%aci	12%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Consumer Complaints Study - Wave 17 (QS9999 - 311509)

Q. Breaks x Breaks

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1097	39	122	94	73	92	105	135	139	87	57	87	67
Weighted Base	1097	38*	117	97*	77*	93*	111*	150	152	88*	55*	93*	25*
Other	501	18	59	44	43	36	42	79	59	52	25	36	8
	46%	48%	50%l	45%	57%efhkl	39%	38%	53%fhl	39%	59%efhkl	45%	39%	30%
TV													
ANY SATELLITE	426	19	54	40	22	38	44	51	53	30	27	35	14
	39%	49% d	46% d	41%	28%	41%	39%	34%	35%	34%	49% d	38%	56% d fghik
ANY FREEVIEW INC. YOUVIEW	389	15	50	34	34	34	35	54	47	39	18	23	6
	35%	38%	42% kl	35%	45% kl	37%	31%	36%	31%	44% kl	33%	25%	25%
ANY FREEVIEW EXC. YOUVIEW	387	15	50	34	32	34	35	54	47	39	18	23	6
	35%	38%	42% kl	35%	42% k	37%	31%	36%	31%	44% kl	33%	25%	25%
ANY IPTV	61	4	5	7	6	1	5	9	8	6	1	9	1
	6%	10% e	4%	7% e	8% e	1%	4%	6%	5%	7%	3%	9% e	4%
ANY PAY TV	633	25	78	56	39	56	62	70	89	41	36	63	18
	58%	67% g	66% dgi	57%	50%	61%	56%	47%	59%	47%	66% gi	67% dgi	71% dgi
ANY FTA	415	15	51	35	34	34	37	65	49	42	21	27	6
	38%	38%	43% l	36%	44% l	37%	33%	44% kl	32%	48% hkl	38%	29%	25%
ANY TV SERVICE	1029	38	116	91	73	90	99	132	139	87	53	86	25
	94%	100% f g	99% f ghk	94%	95%	96% g	89%	88%	92%	99% f gh	97%	92%	98% g
INTERNET													
FIXED BROADBAND AT HOME	920	30	93	79	64	82	93	132	132	76	43	77	19
	84%	80%	79%	81%	83%	88% l	84%	88% l	87% l	86%	79%	83%	75%
ANY WIFI ACCESS	922	30	93	76	64	82	93	135	129	77	46	77	20
	84%	80%	79%	78%	84%	88%	83%	90% bcl	85%	87%	84%	83%	78%
ANY WIRED (ETHERNET) ACCESS	448	12	42	53	21	30	47	72	55	31	22	45	17
	41%	33%	36%	55% abdehi	28%	32%	42%	48% de	36%	35%	40%	49% de	66% abde fgh ijk
ANY MOBILE (3G/4G) ACCESS	647	18	62	66	45	54	75	82	101	50	28	50	17
	59%	46%	53%	67% ab	59%	59%	68% abj	55%	66% ab	56%	50%	53%	67%
INTERNET ACCESS AT HOME	938	32	95	82	65	82	97	133	132	77	45	77	19
	85%	84%	81%	84%	85%	88% l	88%	89% l	87%	87%	83%	83%	76%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1097	39	122	94	73	92	105	135	139	87	57	87	67
Weighted Base	1097	38*	117	97*	77*	93*	111*	150	152	88*	55*	93*	25*
INTERNET ACCESS OUTSIDE OF HOME	609	18	54	62	39	50	62	91	89	54	34	40	17
	56%	47%	46%	63%bk	51%	54%	56%	61%bk	59%k	61%k	62%k	43%	66%bk

Q. Breaks x Breaks
Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1097	925	716	603	322	113	375	178	528
Weighted Base	1097	949	696	602	347	94*	387	189	501
GENDER									
Male	532	459	338	293	167	45	191	106	233
	49%	48%	49%	49%	48%	48%	49%	56%	47%
Female	565	490	358	309	180	49	197	82	268
	51%	52%	51%	51%	52%	52%	51%	44%	53%
AGE									
16-24	154	143	81	77	66	4	57	27	61
	14%	15%e	12%e	13%e	19%bce	5%	15%	14%	12%
25-34	208	198	96	94	104	1	73	40	79
	19%	21%bce	14%e	16%e	30%abce	2%	19%	21%	16%
35-44	175	166	118	111	55	7	70	32	74
	16%	17%e	17%e	18%e	16%	8%	18%	17%	15%
45-54	172	149	118	105	44	13	73	27	77
	16%	16%	17%	17%	13%	14%	19%	14%	15%
55-64	174	146	123	107	39	16	60	36	76
	16%	15%	18%d	18%d	11%	17%	16%	19%	15%
65-74	116	95	79	65	30	14	34	18	65
	11%	10%	11%	11%	9%	15%	9%	9%	13%
75+	98	51	81	43	8	37	20	9	69
	9%	5%d	12%acd	7%d	2%	40%abcd	5%	5%	14%
SOCIAL GRADE									
AB	224	200	164	145	55	19	91	39	86
	20%	21%	24%d	24%d	16%	20%	24%	21%	17%
C1	330	304	205	185	119	20	116	58	147
	30%	32%e	29%	31%	34%e	22%	30%	31%	29%
C2	226	198	137	127	71	10	84	47	97
	21%	21%e	20%e	21%e	20%e	11%	22%	25%	19%
DE	317	247	189	145	102	44	96	44	171
	29%	26%	27%	24%	29%	47%abcd	25%	24%	34%

Q. Breaks x Breaks
Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1097	925	716	603	322	113	375	178	528
Weighted Base	1097	949	696	602	347	94*	387	189	501
MARITAL STATUS									
Married/Living as married	641 58%	564 59% ^d	437 63% ^{de}	390 65% ^{de}	174 50%	47 50%	254 66%	130 69%	256 51%
Single	289 26%	265 28% ^{bce}	144 21%	130 22%	135 39% ^{abce}	14 15%	89 23%	38 20%	147 29%
Widow/Divorced/Separated	166 15%	120 13%	115 17% ^{ad}	82 14%	38 11%	33 35% ^{abcd}	43 11%	21 11%	98 20%
WORKING STATUS									
Working	603 55%	560 59% ^e	387 56% ^e	369 61% ^e	191 55% ^e	18 19%	238 61%	115 61%	239 48%
Not working	494 45%	389 41%	309 44%	233 39%	156 45%	76 81% ^{abcd}	149 39%	74 39%	261 52%
CHILDREN IN HOUSEHOLD									
Any	329 30%	309 33% ^e	203 29% ^e	194 32% ^e	114 33% ^e	9 9%	141 37%	60 32%	122 24%
None	768 70%	640 67%	493 71%	408 68%	232 67%	85 91% ^{abcd}	246 63%	129 68%	378 76%
AREA									
Urban	879 80%	770 81% ^e	550 79% ^e	485 80% ^e	285 82% ^e	65 69%	316 82%	168 89%	379 76%
Rural	218 20%	179 19%	146 21%	117 20%	62 18%	29 31% ^{abcd}	71 18%	21 11%	122 24%
COUNTRY									
England	924 84%	807 85%	584 84%	504 84%	303 87%	80 85%	319 82%	151 80%	432 86%
Scotland	93 9%	69 7%	57 8%	46 8%	22 6%	11 11%	31 8%	24 13%	36 7%
Wales	55 5%	49 5%	36 5%	33 5%	16 5%	3 3%	24 6%	11 6%	25 5%
Northern Ireland	25 2%	24 3%	20 3%	19 3%	5 2%	1 1%	14 4%	3 2%	8 2%

Q. Breaks x Breaks**Base: All adults UK**

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1097	925	716	603	322	113	375	178	528
Weighted Base	1097	949	696	602	347	94*	387	189	501
GOVERNMENT REGIONS									
North East	38	31	29	23	8	6	19	3	18
	3%	3%	4%	4%	2%	7% ^d	5%	2%	4%
North West	117	96	87	70	25	17	51	22	59
	11%	10%	13% ^d	12%	7%	18% ^{ad}	13%	12%	12%
Yorkshire and The Humber	97	87	63	56	31	7	38	12	44
	9%	9%	9%	9%	9%	7%	10%	6%	9%
East Midlands	77	63	47	38	25	9	20	13	43
	7%	7%	7%	6%	7%	10%	5%	7%	9%
West Midlands	93	83	61	55	28	6	35	22	36
	8%	9%	9%	9%	8%	7%	9%	12%	7%
East of England	111	90	65	52	38	13	41	17	42
	10%	9%	9%	9%	11%	14%	11%	9%	8%
London	150	136	72	65	70	6	38	23	79
	14%	14% ^{be}	10%	11%	20% ^{abce}	7%	10%	12%	16%
South East	152	141	105	97	45	9	51	30	59
	14%	15%	15%	16%	13%	9%	13%	16%	12%
South West	88	81	54	48	33	5	27	9	52
	8%	9%	8%	8%	9%	6%	7%	5%	10%
Wales	55	49	36	33	16	3	24	11	25
	5%	5%	5%	5%	5%	3%	6%	6%	5%
Scotland	93	69	57	46	22	11	31	24	36
	9%	7%	8%	8%	6%	11%	8%	13%	7%
Northern Ireland	25	24	20	19	5	1	14	3	8
	2%	3%	3%	3%	2%	1%	4%	2%	2%
Q.1/2 PHONES OWN									
Mobile (any)	949	949	602	602	347	-	345	166	425
	87%	100% ^{be}	87% ^e	100% ^{be}	100% ^{be}	-	89%	88%	85%
Landline	696	602	696	602	-	94	252	134	313
	63%	63% ^d	100% ^{ad}	100% ^{ad}	-	100% ^{ad}	65%	71%	63%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Q. Breaks x Breaks

Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1097	925	716	603	322	113	375	178	528
Weighted Base	1097	949	696	602	347	94*	387	189	501
Mobile & Landline	602	602	602	602	-	-	223	119	264
	55%	63%de	87%ade	100%abde	-	-	58%	63%	53%
Mobile only	347	347	-	-	347	-	122	46	160
	32%	37%bce	-	-	100%abce	-	31%	24%	32%
Landline only	94	-	94	-	-	94	30	14	49
	9%	-	13%acd	-	-	100%abod	8%	8%	10%
PAY TV SERVICE									
Sky	387	345	252	223	122	30	387	3	35
	35%	36%	36%	37%	35%	32%	100%	2%	7%
Virgin Media	189	166	134	119	46	14	3	189	10
	17%	17%	19% ^d	20% ^d	13%	15%	1%	100%	2%
Other	501	425	313	264	160	49	35	10	501
	46%	45%	45%	44%	46%	52%	9%	5%	100%
TV									
ANY SATELLITE	426	380	278	246	134	32	387	4	73
	39%	40%	40%	41%	39%	34%	100%	2%	15%
ANY FREEVIEW INC. YOUVIEW	389	324	243	202	121	41	33	9	389
	35%	34%	35%	34%	35%	44%	8%	5%	78%
ANY FREEVIEW EXC. YOUVIEW	387	322	241	200	121	41	33	9	387
	35%	34%	35%	33%	35%	44%	8%	5%	77%
ANY IPTV	61	55	41	35	20	5	1	-	61
	6%	6%	6%	6%	6%	6%	*	-	12%
ANY PAY TV	633	562	424	375	187	49	387	189	105
	58%	59%	61%	62% ^d	54%	52%	100%	100%	21%
ANY FTA	415	349	261	219	130	43	33	10	415
	38%	37%	38%	36%	37%	45%	8%	5%	83%
ANY TV SERVICE	1029	891	673	582	309	91	387	189	501
	94%	94% ^d	97% ^{ad}	97% ^{ad}	89%	97% ^d	100%	100%	100%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	Q.1/2 PHONES OWN					PAY TV SERVICE		
		Mobile (any) (a)	Landline (b)	Mobile & Landline (c)	Mobile only (d)	Landline only (e)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1097	925	716	603	322	113	375	178	528
Weighted Base	1097	949	696	602	347	94*	387	189	501
INTERNET									
FIXED BROADBAND AT HOME	920	838	601	551	287	50	354	177	372
	84%	88%de	86%e	91%bde	83%e	54%	91%	94%	74%
ANY WIFI ACCESS	922	840	599	549	291	50	355	177	375
	84%	89%e	86%e	91%bde	84%e	53%	92%	94%	75%
ANY WIRED (ETHERNET) ACCESS	448	430	288	277	153	11	158	88	188
	41%	45%e	41%e	46%e	44%e	11%	41%	46%	38%
ANY MOBILE (3G/4G) ACCESS	647	622	402	388	235	15	240	132	265
	59%	66%be	58%e	64%be	68%be	16%	62%	70%	53%
INTERNET ACCESS AT HOME	938	852	604	553	300	52	359	179	382
	85%	90%e	87%e	92%bde	86%e	55%	93%	95%	76%
INTERNET ACCESS OUTSIDE OF HOME	609	589	357	347	242	10	226	112	256
	56%	62%be	51%e	58%be	70%abce	11%	58%	59%	51%

Q. Breaks x Breaks
Base: All adults UK

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1097	414	424	423	56	605	451	1038	869	870	414	581	887	550
Weighted Base	1097	426	389	387	61*	633	415	1029	920	922	448	647	938	609
GENDER														
Male	532	207	180	178	26	322	190	505	451	450	232	323	462	310
	49%	49%	46%	46%	42%	51%	46%	49%	49%	49%	52%	50%	49%	51%
Female	565	218	209	209	35	311	226	524	468	472	215	324	475	299
	51%	51%	54%	54%	58%	49%	54%	51%	51%	51%	48%	50%	51%	49%
AGE														
16-24	154	62	40	40	12	94	44	137	140	141	86	128	144	120
	14%	15%	10%	10%	19%	15%b	11%	13%	15%	15%	19%	20%hil	15%	20%h
25-34	208	80	54	52	12	125	57	185	191	196	124	163	195	165
	19%	19%	14%	13%	19%	20%bcf	14%	18%	21%	21%	28%hil	25%	21%	27%chl
35-44	175	78	50	50	12	113	55	165	162	164	83	131	168	118
	16%	18%	13%	13%	19%	18%	13%	16%	18%	18%	19%	20%	18%	19%
45-54	172	75	67	67	7	107	70	167	154	154	67	111	154	95
	16%	18%	17%	17%	12%	17%	17%	16%	17%	17%	15%	17%	16%	16%
55-64	174	70	59	59	9	105	66	168	150	148	52	75	152	73
	16%	16%	15%	15%	15%	17%	16%	16%	16%jkm	16%km	12%	12%	16%jkm	12%
65-74	116	39	54	54	7	57	59	112	84	82	26	34	85	29
	11%	9%	14%ae	14%ae	11%	9%	14%ae	11%	9%km	9%km	6%	5%	9%km	5%
75+	98	22	65	65	3	32	65	95	39	37	9	5	39	9
	9%	5%	17%adeg	17%adeg	5%	5%	16%adeg	9%ae	4%km	4%km	2%	1%	4%km	1%
SOCIAL GRADE														
AB	224	93	67	65	14	143	65	210	213	209	114	141	213	136
	20%	22%f	17%	17%	23%	23%cf	16%	20%	23%	23%	26%	22%	23%	22%
C1	330	128	114	114	21	193	125	301	294	296	164	234	300	230
	30%	30%	29%	29%	34%	31%	30%	29%	32%	32%	37%	36%	32%	38%hil
C2	226	93	70	70	13	144	76	220	197	197	82	137	199	116
	21%	22%	18%	18%	21%	23%	18%	21%	21%	21%	18%	21%	21%	19%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1097	414	424	423	56	605	451	1038	869	870	414	581	887	550
Weighted Base	1097	426	389	387	61*	633	415	1029	920	922	448	647	938	609
DE	317	112	138	138	13	153	149	298	216	220	87	135	226	127
	29%	26%	36%aeg	36%aeg	22%	24%	36%aeg	29%	23%	24%	19%	21%	24%	21%
MARITAL STATUS														
Married/Living as married	641	280	183	183	42	425	203	611	584	585	257	404	591	371
	58%	66%bcfg	47%	47%	69%bcf	67%bcfg	49%	59%bcf	63%	63%	57%	62%	63%	61%
Single	289	100	120	118	13	138	126	259	234	237	150	194	244	190
	26%	24%	31%aeg	31%aeg	21%	22%	30%ae	25%	25%	26%	34%hil	30%	26%	31%hi
Widow/Divorced/Separated	166	45	85	85	6	70	86	160	102	99	40	49	103	49
	15%	11%	22%aeg	22%aeg	10%	11%	21%aeg	16%ae	11%k	11%	9%	8%	11%k	8%
WORKING STATUS														
Working	603	262	170	168	33	384	190	567	554	557	316	440	566	412
	55%	62%bcfg	44%	43%	54%	61%bcfg	46%	55%bcf	60%	60%	71%hil	68%hil	60%	68%hil
Not working	494	164	219	219	28	250	226	463	366	365	132	207	372	197
	45%	38%	56%aeg	57%aeg	46%	39%	54%aeg	45%ae	40%jkm	40%jkm	29%	32%	40%jkm	32%
CHILDREN IN HOUSEHOLD														
Any	329	154	80	80	22	222	89	310	301	304	156	241	309	226
	30%	36%bcfg	21%	21%	37%bcf	35%bcf	21%	30%bcf	33%	33%	35%	37%	33%	37%
None	768	272	309	307	39	411	326	720	619	618	291	406	628	383
	70%	64%	79%adeg	79%adeg	63%	65%	79%adeg	70%a	67%	67%	65%	63%	67%	63%
AREA														
Urban	879	345	286	286	53	534	306	823	752	752	365	530	764	494
	80%	81%bcf	74%	74%	86%	84%bcfg	74%	80%bcf	82%	82%	82%	82%	81%	81%
Rural	218	81	103	101	8	99	110	206	168	171	83	117	174	115
	20%	19%	26%aeg	26%aeg	14%	16%	26%aeg	20%e	18%	18%	18%	18%	19%	19%
COUNTRY														
England	924	350	341	339	50	517	361	866	781	779	364	553	796	518
	84%	82%	88%ae	88%ae	82%	82%	87%e	84%	85%	85%	81%	85%	85%	85%
Scotland	93	35	23	23	9	63	27	86	77	77	45	50	77	40
	9%	8%	6%	6%	14%bc	10%bc	7%	8%	8%	8%	10%	8%	8%	7%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Q. Breaks x Breaks

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1097	414	424	423	56	605	451	1038	869	870	414	581	887	550
Weighted Base	1097	426	389	387	61*	633	415	1029	920	922	448	647	938	609
Wales	55	27	18	18	1	36	21	53	43	46	22	28	45	34
5%		6%	5%	5%	2%	6%	5%	5%	5%	5%	5%	4%	5%	6%
Northern Ireland	25	14	6	6	1	18	6	25	19	20	17	17	19	17
2%		3%	2%	2%	1%	3%	2%	2%	2%	2%	4%	3%	2%	3%
GOVERNMENT REGIONS														
North East	38	19	15	15	4	25	15	38	30	30	12	18	32	18
3%		4%	4%	4%	6%	4%	4%	4%	3%	3%	3%	3%	3%	3%
North West	117	54	50	50	5	78	51	116	93	93	42	62	95	54
11%		13%	13%	13%	8%	12%	12%	11%	10%	10%	9%	10%	10%	9%
Yorkshire and The Humber	97	40	34	34	7	56	35	91	79	76	53	66	82	62
9%		9%	9%	9%	12%	9%	8%	9%	9%	8%	12%	10%	9%	10%
East Midlands	77	22	34	32	6	39	34	73	64	64	21	45	65	39
7%		5%	9%a	8%	10%	6%	8%	7%	7%	7%	5%	7%	7%	6%
West Midlands	93	38	34	34	1	56	34	90	82	82	30	54	82	50
8%		9%	9%	9%	1%	9%	8%	9%	9%	9%	7%	8%	9%	8%
East of England	111	44	35	35	5	62	37	99	93	93	47	75	97	62
10%		10%	9%	9%	8%	10%	9%	10%	10%	10%	10%	12%	10%	10%
London	150	51	54	54	9	70	65	132	132	135	72	82	133	91
14%		12%	14%	14%	15%	11%	16%e	13%	14%	15%	16%	13%	14%	15%
South East	152	53	47	47	8	89	49	139	132	129	55	101	132	89
14%		12%	12%	12%	13%	14%	12%	14%	14%	14%	12%	16%	14%	15%
South West	88	30	39	39	6	41	42	87	76	77	31	50	77	54
8%		7%	10%	10%	9%	7%	10%	8%	8%	8%	7%	8%	8%	9%
Wales	55	27	18	18	1	36	21	53	43	46	22	28	45	34
5%		6%	5%	5%	2%	6%	5%	5%	5%	5%	5%	4%	5%	6%
Scotland	93	35	23	23	9	63	27	86	77	77	45	50	77	40
9%		8%	6%	6%	14%bc	10%bc	7%	8%	8%	8%	10%	8%	8%	7%
Northern Ireland	25	14	6	6	1	18	6	25	19	20	17	17	19	17
2%		3%	2%	2%	1%	3%	2%	2%	2%	2%	4%	3%	2%	3%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1097	414	424	423	56	605	451	1038	869	870	414	581	887	550
Weighted Base	1097	426	389	387	61*	633	415	1029	920	922	448	647	938	609
Q.1/2 PHONES OWN														
Mobile (any)	949 87%	380 89%bcf	324 83%	322 83%	55 90%	562 89%bcf	349 84%	891 87%	838 91%	840 91%	430 96%hil	622 96%hil	852 91%	589 97%hil
Landline	696 63%	278 65%	243 63%	241 62%	41 66%	424 67%	261 63%	673 65%	601 65%fm	599 65%fm	288 64%	402 62%	604 64%fm	357 59%
Mobile & Landline	602 55%	246 58%	202 52%	200 52%	35 58%	375 59%bc	219 53%	582 57%	551 60%	549 60%	277 62%	388 60%	553 59%	347 57%
Mobile only	347 32%	134 31%	121 31%	121 31%	20 32%	187 29%	130 31%	309 30%	287 31%	291 32%	153 34%	235 36%	300 32%	242 40%hil
Landline only	94 9%	32 7%	41 11%	41 11%	5 8%	49 8%	43 10%	91 9%	50 5%jkm	50 5%jkm	11 2%	15 2%	52 6%jkm	10 2%
PAY TV SERVICE														
Sky	387 35%	387 91%bcdefg	33 8%	33 8%	1 1%	387 61%bcdfg	33 8%	387 38%bcdf	354 39%	355 38%	158 35%	240 37%	359 38%	226 37%
Virgin Media	189 17%	4 1%	9 2%	9 2%	-	189 30%abcdfg	10 2%	189 18%abcd	177 19%	177 19%	88 20%	132 20%	179 19%	112 18%
Other	501 46%	73 17%	389 100%aeg	387 100%aeg	61 100%aeg	105 16%	415 100%aeg	501 49%ae	372 40%	375 41%	188 42%	265 41%	382 41%	256 42%
TV														
ANY SATELLITE	426 39%	426 100%bcdefg	34 9%	34 9%	1 1%	388 61%bcdfg	63 15%bcd	426 41%bcdf	385 42%	385 42%	166 37%	256 40%	391 42%	241 40%
ANY FREEVIEW INC. YOUVIEW	389 35%	34 8%	389 100%adefg	387 100%adefg	5 8%	46 7%	387 93%adeg	389 38%ade	270 29%	273 30%	141 31%	198 31%	280 30%	195 32%
ANY FREEVIEW EXC. YOUVIEW	387 35%	34 8%	387 99%adefg	387 100%adefg	5 8%	46 7%	387 93%adeg	387 38%ade	268 29%	271 29%	139 31%	196 30%	278 30%	193 32%
ANY IPTV	61 6%	1 *	5 1%	5 1%	61 100%abcfcg	61 10%abcfg	5 1%	61 6%abcf	60 6%	60 6%	34 8%	40 6%	60 6%	35 6%
ANY PAY TV	633 58%	388 91%bcfg	46 12%	46 12%	61 100%abcfg	633 100%abcfg	47 11%	633 62%bcf	587 64%	588 64%	278 62%	408 63%	595 63%	370 61%

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

Q. Breaks x Breaks

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1097	414	424	423	56	605	451	1038	869	870	414	581	887	550
Weighted Base	1097	426	389	387	61*	633	415	1029	920	922	448	647	938	609
ANY FTA	415	63	387	387	5	47	415	415	290	293	144	207	301	201
	38%	15%e	99%adeg	100%adeg	8%	7%	100%adeg	40%ade	32%	32%	32%	32%	32%	33%
ANY TV SERVICE	1029	426	389	387	61	633	415	1029	863	865	407	602	879	559
	94%	100%	100%	100%	100%	100%	100%	100%	94%	94%	91%	93%	94%	92%
INTERNET														
FIXED BROADBAND AT HOME	920	385	270	268	60	587	290	863	920	910	432	614	920	574
	84%	90%bcfg	69%	69%	98%bcfg	93%bcfg	70%	84%bcf	100%ijklm	99%jkm	97%	95%	98%kkm	94%
ANY WIFI ACCESS	922	385	273	271	60	588	293	865	910	922	433	622	917	583
	84%	91%bcfg	70%	70%	98%bcfg	93%bcfg	71%	84%bcf	99%jkm	100%hijklm	97%	96%	98%km	96%
ANY WIRED (ETHERNET) ACCESS	448	166	141	139	34	278	144	407	432	433	448	384	441	409
	41%	39%	36%	36%	56%abcfg	44%bcf	35%	40%	47%	47%	100%hiklm	59%hil	47%	67%hikl
ANY MOBILE (3G/4G) ACCESS	647	256	198	196	40	408	207	602	614	622	384	647	632	558
	59%	60%bcf	51%	51%	66%af	64%bcfg	50%	58%bcf	67%	67%	86%hil	100%hijlm	67%	92%hijl
INTERNET ACCESS AT HOME	938	391	280	278	60	595	301	879	920	917	441	632	938	590
	85%	92%bcfg	72%	72%	98%bcfg	94%bcfg	73%	85%bcf	100%jkm	99%kkm	98%	98%	100%jkm	97%
INTERNET ACCESS OUTSIDE OF HOME	609	241	195	193	35	370	201	559	574	583	409	558	590	609
	56%	57%af	50%	50%	57%	58%bcf	48%	54%	62%	63%	91%hikl	86%hil	63%	100%hijk

Fieldwork : 02/03/2016 - 06/03/2016 (Week 09)

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

* small base