

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

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**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 1**

**Q1 Which company does your household use for your landline telephone service and/or line rental?**

Base : All respondents

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES o	N.I. p
Significance Level: 99%																	
Unweighted total	4078	1877	2201	524	803	589	616	507	1039	578	981	736	1783	3507	278	166	127
Effective Weighted Sample	2750	1319	1433	367	537	397	424	354	727	444	712	546	1366	2320	223	116	101
Total	4078	1998	2080	583	681	661	710	571	872	913	1110	885	1170	3417	347	200	114
BT	1287	612	674	127	115	177	218	203	447	386	344	249	308	1029	122	84	52
	32%	31%	32%	22%	17%	27%	31%	36%	51%	42%	31%	28%	26%	30%	35%	42%	45%
						d	cd	cde	cdefg	ijkl					m	m	m
Sky	701	349	352	105	143	140	154	82	76	138	202	180	181	560	84	36	21
	17%	17%	17%	18%	21%	21%	22%	14%	9%	15%	18%	20%	15%	16%	24%	18%	18%
				h	h	h	gh	h				l			m		
Virgin Media	662	336	326	78	126	117	126	110	104	159	189	150	165	593	55	12	2
	16%	17%	16%	13%	19%	18%	18%	19%	12%	17%	17%	17%	14%	17%	16%	6%	2%
				h	h	h	h	h						op	op		
TalkTalk	427	215	212	67	65	73	75	69	78	97	109	99	123	365	25	23	15
	10%	11%	10%	11%	10%	11%	11%	12%	9%	11%	10%	11%	10%	11%	7%	11%	13%
Don't have a landline telephone service	497	271	226	115	151	82	57	42	50	32	112	105	248	428	27	22	19
	12%	14%	11%	20%	22%	12%	8%	7%	6%	4%	10%	12%	21%	13%	8%	11%	17%
				efgh	efgh	h					i	i	ijk				
Other	342	148	194	29	50	52	59	54	98	66	105	78	93	295	25	19	2
	8%	7%	9%	5%	7%	8%	8%	10%	11%	7%	9%	9%	8%	9%	7%	10%	2%
									c								
Don't know	177	76	100	64	33	21	24	12	23	40	52	28	57	158	9	7	3
	4%	4%	5%	11%	5%	3%	3%	2%	3%	4%	5%	3%	5%	5%	3%	3%	3%
				defgh													

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

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**Table 1**

**Q1 Which company does your household use for your landline telephone service and/or line rental?**

Base : All respondents

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT				PAY TV CONTACT				Talk Talk TV TV
	Total	BT a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 e	EE (inc. O&TM) f	3 ~g	Virgin Mobile ~h	Voda- fone i	Tesco ~j	BT k	Orange /EE ~l	Sky m	Talk Talk ~n	Virgin Media o	Sky p	Virgin Media ~q	BT TV ~r	
Significance Level: 99%																				
Unweighted total	4078	126	83	51	76	143	189	72	47	100	20	130	37	140	87	131	218	89	19	15
Effective Weighted Sample	2750	90	63	31	56	99	124	53	32	79	14	92	27	97	52	101	155	70	14	10
Total	4078	155	82	48	80	148	210	74	44	107	24	178	39	143	94	130	246	87	25	14
BT	1287 32%	155 100%	- -%	- -%	- -%	47 32%	65 31%	12 17%	7 17%	32 30%	11 46%	175 99% mo	5 14%	13 9%	2 3%	6 5%	60 25%	2 2%	25 100%	1 9%
Sky	701 17%	- -%	- -%	- -%	80 100%	37 25%	39 18%	21 29%	4 10%	25 24%	1 5%	2 1%	- -%	118 83% ko	2 2%	- -%	118 48%	1 1%	- -%	- -%
Virgin Media	662 16%	- -%	82 100%	- -%	- -%	19 13%	36 17%	10 13%	24 54%	19 18%	2 8%	1 *%	- -%	- -%	- -%	102 79% km	7 3%	81 93%	- -%	- -%
TalkTalk	427 10%	- -%	- -%	48 100%	- -%	12 8%	21 10%	9 13%	1 3%	9 9%	* 1%	- -%	- -%	* *%	83 88%	- -%	20 8%	- -%	- -%	11 77%
Don't have a landline telephone service	497 12%	- -%	- -%	- -%	- -%	21 14%	25 12%	15 21%	5 11%	14 13%	7 27%	- -%	2 5%	7 5%	7 7%	22 17% km	8 3%	2 3%	- -%	2 15%
Other	342 8%	- -%	- -%	- -%	- -%	9 6%	26 12%	4 6%	1 3%	7 7%	3 13%	- -%	31 81%	4 2%	- -%	1 *%	26 11%	- -%	- -%	1 8%
Don't know	177 4%	- -%	- -%	- -%	- -%	3 2%	1 1%	2 3%	1 2%	2 1%	- -%	- -%	- -%	2 1%	- -%	1 1%	7 3%	1 1%	- -%	- -%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

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**Table 1**

**Q1 Which company does your household use for your landline telephone service and/or line rental?**

Base : All respondents

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER					PAY TV SUPPLIER				Talk
	Total	BT	Virgin Media	Talk Talk	Sky	O2	EE (inc. O&TM)	3	Virgin Mobile	Vodafone	Tesco	BT	Orange /EE	Sky	Talk Talk	Virgin Media	Sky	Virgin Media	BT TV	TV	
	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s		
Significance Level: 99%																					
Unweighted total	4078	1206	628	439	663	840	1076	386	251	480	187	730	136	747	469	723	1258	569	141	114	
Effective Weighted Sample	2750	799	447	275	456	565	722	272	173	334	133	493	96	513	298	527	875	402	97	67	
Total	4078	1287	662	427	701	854	1116	376	252	529	197	856	131	780	458	759	1339	600	170	98	
BT	1287	1287	6	3	2	290	329	67	50	195	69	822	24	66	33	45	402	35	159	5	
	32%	100%	1%	1%	1%	34%	29%	18%	20%	37%	35%	96%	18%	8%	7%	6%	30%	6%	94%	5%	
		bcd				gh	g		gh	gh	lmno	mno				qs		pqs			
Sky	701	2	-	-	701	180	199	97	16	107	30	11	12	637	6	3	623	3	4	-	
	17%	1%	0%	0%	100%	21%	18%	26%	6%	20%	15%	1%	9%	82%	1%	1%	47%	1%	3%	0%	
				abc		h	h	fh	h	h			kno	klno			qrs				
Virgin Media	662	6	662	1	-	117	168	58	135	88	32	5	4	7	5	597	28	509	1	2	
	16%	1%	100%	1%	0%	14%	15%	15%	54%	17%	16%	1%	3%	1%	1%	79%	2%	85%	1%	2%	
			acd						efgij							klmn		prs			
TalkTalk	427	3	1	427	-	84	126	50	11	51	18	2	2	5	381	5	105	3	2	84	
	10%	1%	1%	100%	0%	10%	11%	13%	4%	10%	9%	1%	2%	1%	83%	1%	8%	1%	1%	86%	
				abd			h	h							klmo		q			pqr	
Don't have a landline telephone service	497	-	-	-	-	111	118	71	24	54	24	14	11	46	30	94	64	37	3	8	
	12%	0%	0%	0%	0%	13%	11%	19%	10%	10%	12%	2%	8%	6%	7%	12%	5%	6%	2%	8%	
								fhi					k	k	k	kmn					
Other	342	2	-	-	1	47	142	19	9	28	16	5	71	9	5	5	89	3	1	2	
	8%	1%	0%	0%	1%	6%	13%	5%	3%	5%	8%	1%	54%	1%	1%	1%	7%	1%	1%	2%	
							eghi						kmno				q				
Don't know	177	-	-	-	-	25	39	16	7	11	8	2	8	11	1	12	35	12	-	-	
	4%	0%	0%	0%	0%	3%	4%	4%	3%	2%	4%	1%	6%	1%	1%	2%	3%	2%	0%	0%	
													kmno								

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

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**Table 2**

**Q2 And thinking of your personal mobile phone, which network are you on?**

Base : All respondents

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES o	N.I. p
Significance Level: 99%																	
Unweighted total	4078	1877	2201	524	803	589	616	507	1039	578	981	736	1783	3507	278	166	127
Effective Weighted Sample	2750	1319	1433	367	537	397	424	354	727	444	712	546	1366	2320	223	116	101
Total	4078	1998	2080	583	681	661	710	571	872	913	1110	885	1170	3417	347	200	114
O2	854 21%	418 21%	437 21%	147 25% h	171 25% h	138 21% h	157 22% h	124 22% h	117 13%	185 20%	249 22%	177 20%	243 21%	676 20%	69 20%	39 20%	70 62% mno
EE	776 19%	360 18%	416 20%	127 22% h	155 23% h	144 22% h	147 21% h	98 17%	105 12%	213 23% l	253 23% l	150 17%	160 14%	650 19% p	71 20% p	46 23% p	9 8%
Vodafone	529 13%	263 13%	266 13%	68 12%	84 12%	104 16% h	107 15% h	86 15% h	81 9%	143 16% l	145 13% l	137 16% l	103 9%	425 12%	56 16%	32 16%	15 13%
3	376 9%	203 10%	174 8%	85 15% gh	93 14% gh	71 11% gh	81 11% gh	31 5% h	16 2%	64 7%	111 10%	91 10%	111 10%	324 9%	32 9%	15 7%	6 5%
Virgin Mobile	252 6%	117 6%	135 7%	21 4%	31 5%	29 4%	45 6%	53 9% cde	74 8% cd	46 5%	72 6%	60 7%	74 6%	213 6%	31 9% p	8 4%	1 1%
Tesco	197 5%	102 5%	95 5%	18 3%	19 3%	32 5%	30 4%	33 6%	65 7% cd	59 6%	45 4%	38 4%	55 5%	166 5%	18 5%	11 5%	2 2%
Orange	181 4%	78 4%	102 5%	17 3%	17 3%	34 5%	31 4%	23 4%	60 7% cd	39 4%	43 4%	50 6%	49 4%	150 4%	16 5%	13 7%	1 1%
T-Mobile	159 4%	93 5%	66 3%	28 5%	22 3%	24 4%	31 4%	31 5%	23 3%	33 4%	37 3%	30 3%	59 5%	145 4%	9 3%	4 2%	1 1%
Don't have a personal mobile	279 7%	123 6%	156 7%	10 2%	10 2%	15 2%	21 3%	32 6% cd	189 22% cdefg	40 4%	37 3%	44 5%	157 13% ijk	228 7%	26 8%	18 9%	6 5%
Other	312 8%	178 9%	133 6%	52 9%	63 9%	55 8%	41 6%	39 7%	60 7%	73 8%	73 7%	70 8%	97 8%	291 9% np	9 3%	11 6%	* *%
Don't know	163 4%	63 3%	100 5%	10 2%	17 2%	15 2%	17 2%	21 4%	83 10% cdefg	18 2%	45 4%	38 4%	63 5% i	150 4%	9 2%	3 1%	2 2%



Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

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**Table 2**

**Q2 And thinking of your personal mobile phone, which network are you on?**

Base : All respondents

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT					PAY TV CONTACT				Talk Talk TV TV
	Total	BT a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 e	EE (inc. O&TM) f	3 ~g	Virgin Mobile ~h	Voda- fone i	Tesco ~j	BT k	Orange /EE ~l	Sky m	Talk Talk ~n	Virgin Media o	Sky p	Virgin Media ~q	BT TV ~r	~s	
Significance Level: 99%																					
Unweighted total	4078	126	83	51	76	143	189	72	47	100	20	130	37	140	87	131	218	89	19	15	
Effective Weighted Sample	2750	90	63	31	56	99	124	53	32	79	14	92	27	97	52	101	155	70	14	10	
Total	4078	155	82	48	80	148	210	74	44	107	24	178	39	143	94	130	246	87	25	14	
O2	854	41	16	14	30	148	-	-	-	-	-	54	1	48	22	36	81	19	4	5	
	21%	26%	20%	30%	37%	100%	-%	-%	-%	-%	-%	30%	2%	34%	24%	28%	33%	21%	16%	35%	
EE	776	19	15	3	12	-	164	-	-	-	-	33	28	21	20	26	41	18	12	-	
	19%	12%	19%	6%	15%	-%	78%	-%	-%	-%	-%	19%	71%	14%	21%	20%	16%	21%	49%	-%	
Vodafone	529	27	14	3	13	-	-	-	-	107	-	37	2	22	9	15	47	13	4	1	
	13%	17%	16%	6%	16%	-%	-%	-%	-%	100%	-%	21%	4%	15%	10%	12%	19%	15%	16%	10%	
3	376	12	10	3	9	-	-	74	-	-	-	8	5	20	9	10	29	10	2	*	
	9%	7%	12%	6%	12%	-%	-%	100%	-%	-%	-%	5%	13%	14%	10%	8%	12%	12%	6%	2%	
Virgin Mobile	252	8	18	2	4	-	-	-	44	-	-	4	-	6	2	22	5	19	2	*	
	6%	5%	22%	4%	6%	-%	-%	-%	100%	-%	-%	2%	-%	4%	2%	17%	2%	22%	7%	3%	
Tesco	197	13	1	1	3	-	-	-	-	-	24	12	-	3	2	2	4	2	-	1	
	5%	8%	2%	3%	4%	-%	-%	-%	-%	-%	100%	7%	-%	2%	2%	2%	2%	3%	-%	8%	
Orange	181	5	5	2	1	-	29	-	-	-	-	5	1	10	5	6	15	*	-	-	
	4%	3%	6%	3%	2%	-%	14%	-%	-%	-%	-%	3%	2%	7%	6%	4%	6%	1%	-%	-%	
T-Mobile	159	4	*	7	1	-	16	-	-	-	-	6	-	3	8	5	4	3	-	-	
	4%	2%	1%	14%	2%	-%	8%	-%	-%	-%	-%	3%	-%	2%	8%	4%	1%	3%	-%	-%	
Don't have a personal mobile	279	19	1	*	4	-	-	-	-	-	-	9	-	4	*	2	9	1	-	1	
	7%	12%	1%	1%	4%	-%	-%	-%	-%	-%	-%	5%	-%	3%	*%	1%	4%	1%	-%	5%	
Other	312	7	1	12	3	-	-	-	-	-	-	6	3	8	16	6	12	2	1	5	
	8%	5%	2%	25%	4%	-%	-%	-%	-%	-%	-%	4%	7%	6%	17%	4%	5%	2%	3%	37%	
Don't know	163	2	-	2	-	-	-	-	-	-	-	3	-	-	-	-	2	-	1	-	
	4%	1%	-%	3%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%	1%	-%	2%	-%	

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 2**

**Q2 And thinking of your personal mobile phone, which network are you on?**

Base : All respondents

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER					PAY TV SUPPLIER				Talk Talk TV s
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q	BT TV r		
Significance Level: 99%																					
Unweighted total	4078	1206	628	439	663	840	1076	386	251	480	187	730	136	747	469	723	1258	569	141	114	
Effective Weighted Sample	2750	799	447	275	456	565	722	272	173	334	133	493	96	513	298	527	875	402	97	67	
Total	4078	1287	662	427	701	854	1116	376	252	529	197	856	131	780	458	759	1339	600	170	98	
O2	854	290	117	84	180	854	-	-	-	-	-	234	12	201	95	153	355	104	37	17	
	21%	23%	18%	20%	26%	100%	-%	-%	-%	-%	-%	27%	9%	26%	21%	20%	27%	17%	22%	17%	
				b	fg	hij						lo		l		q					
EE	776	215	121	75	138	-	776	-	-	-	-	156	82	146	83	138	262	106	42	13	
	19%	17%	18%	18%	20%	-%	70%	-%	-%	-%	-%	18%	63%	19%	18%	18%	20%	18%	25%	13%	
							efghij					kmno									
Vodafone	529	195	88	51	107	-	-	-	-	529	-	149	4	125	54	104	225	87	27	7	
	13%	15%	13%	12%	15%	-%	-%	-%	-%	100%	-%	17%	3%	16%	12%	14%	17%	15%	16%	7%	
										efghj		l		l		l					
3	376	67	58	50	97	-	-	376	-	-	-	46	7	106	55	72	133	45	15	9	
	9%	5%	9%	12%	14%	-%	-%	100%	-%	-%	-%	5%	5%	14%	12%	9%	10%	7%	9%	9%	
				a	a			efhij						k	k						
Virgin Mobile	252	50	135	11	16	-	-	-	252	-	-	22	5	21	10	148	32	127	5	6	
	6%	4%	20%	3%	2%	-%	-%	-%	100%	-%	-%	3%	4%	3%	2%	19%	2%	21%	3%	6%	
			acd						efgij						klmn		prs				
Tesco	197	69	32	18	30	-	-	-	-	-	197	61	3	34	19	34	63	27	7	5	
	5%	5%	5%	4%	4%	-%	-%	-%	-%	-%	100%	7%	2%	4%	4%	5%	5%	4%	4%	5%	
											efghi										
Orange	181	56	28	23	34	-	181	-	-	-	-	40	10	38	25	25	63	22	6	6	
	4%	4%	4%	5%	5%	-%	16%	-%	-%	-%	-%	5%	8%	5%	5%	3%	5%	4%	4%	6%	
							efghij														
T-Mobile	159	58	20	27	27	-	159	-	-	-	-	36	2	36	35	21	51	24	6	10	
	4%	5%	3%	6%	4%	-%	14%	-%	-%	-%	-%	4%	1%	5%	8%	3%	4%	4%	4%	10%	
							efghij								o						
Don't have a personal mobile	279	142	28	16	19	-	-	-	-	-	-	41	-	13	14	18	46	23	8	3	
	7%	11%	4%	4%	3%	-%	-%	-%	-%	-%	-%	5%	-%	2%	3%	2%	3%	4%	5%	3%	
		bcd										m									
Other	312	86	27	60	42	-	-	-	-	-	-	56	6	49	62	39	76	22	13	18	
	8%	7%	4%	14%	6%	-%	-%	-%	-%	-%	-%	7%	4%	6%	13%	5%	6%	4%	8%	19%	
				abd											kmo					pq	

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 2**

**Q2 And thinking of your personal mobile phone, which network are you on?**

Base : All respondents

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER				PAY TV SUPPLIER			Talk Talk TV s	
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q		BT TV r
Significance Level: 99%																				
Unweighted total	4078	1206	628	439	663	840	1076	386	251	480	187	730	136	747	469	723	1258	569	141	114
Effective Weighted Sample	2750	799	447	275	456	565	722	272	173	334	133	493	96	513	298	527	875	402	97	67
Total	4078	1287	662	427	701	854	1116	376	252	529	197	856	131	780	458	759	1339	600	170	98
Don't know	163	58	8	12	12	-	-	-	-	-	-	17	*	11	6	7	34	13	4	6
	4%	5%	1%	3%	2%	-%	-%	-%	-%	-%	-%	2%	*%	1%	1%	1%	3%	2%	2%	6%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s  
bd

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 3**

**Q3 Which company does your household use for its broadband Internet connection?**

Base : All respondents

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES o	N.I. p
Significance Level: 99%																	
Unweighted total	4078	1877	2201	524	803	589	616	507	1039	578	981	736	1783	3507	278	166	127
Effective Weighted Sample	2750	1319	1433	367	537	397	424	354	727	444	712	546	1366	2320	223	116	101
Total	4078	1998	2080	583	681	661	710	571	872	913	1110	885	1170	3417	347	200	114
BT	856 21%	428 21%	428 21%	111 19% d	86 13%	139 21% d	157 22% d	155 27% cd	207 24% d	306 34% jkl	248 22% l	164 19% l	138 12%	673 20%	86 25%	54 27%	44 38% m
Sky	780 19%	384 19%	396 19%	119 20% h	171 25% gh	155 23% h	165 23% h	91 16% h	78 9%	158 17%	228 21%	204 23% l	191 16%	639 19%	86 25%	33 17%	21 19%
Virgin Media	759 19%	402 20%	357 17%	124 21% h	167 25% h	137 21% h	133 19% h	114 20% h	84 10%	178 19%	227 20% l	176 20%	179 15%	677 20% p	58 17% p	22 11% p	2 2%
TalkTalk	458 11%	235 12%	224 11%	78 13% h	75 11%	85 13% h	86 12% h	69 12%	65 7%	95 10%	124 11%	108 12%	131 11%	388 11%	26 7%	25 12%	20 17% n
Orange/EE	131 3%	59 3%	72 3%	19 3%	24 4%	32 5% h	27 4%	16 3%	13 1%	27 3%	43 4%	30 3%	31 3%	111 3%	15 4%	4 2%	1 1%
Don't have fixed broadband	617 15%	279 14%	338 16%	44 8%	75 11%	46 7%	56 8%	68 12%	328 38% cdefg	45 5%	90 8%	107 12% i	376 32% ijk	519 15%	48 14%	31 15%	20 17%
Other	277 7%	130 7%	146 7%	38 6%	47 7%	40 6%	57 8%	39 7%	56 6%	67 7%	88 8%	59 7%	63 5%	234 7%	16 5%	24 12%	3 3%
Don't know	200 5%	81 4%	119 6%	49 8% g	36 5%	27 4%	29 4%	18 3%	41 5%	38 4%	62 6%	38 4%	62 5%	177 5%	13 4%	7 3%	3 2%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 3**

**Q3 Which company does your household use for its broadband Internet connection?**

Base : All respondents

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT					PAY TV CONTACT			
	Total	BT a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 e	EE (inc. O&TM) f	3 ~g	Virgin Mobile ~h	Voda- fone i	Tesco ~j	BT k	Orange /EE ~l	Sky m	Talk Talk ~n	Virgin Media o	Sky p	Virgin Media ~q	BT TV ~r	Talk Talk TV ~s
Significance Level: 99%																				
Unweighted total	4078	126	83	51	76	143	189	72	47	100	20	130	37	140	87	131	218	89	19	15
Effective Weighted Sample	2750	90	63	31	56	99	124	53	32	79	14	92	27	97	52	101	155	70	14	10
Total	4078	155	82	48	80	148	210	74	44	107	24	178	39	143	94	130	246	87	25	14
BT	856 21%	107 69%	- -%	- -%	- -%	37 25%	49 23%	9 13%	6 13%	28 26%	10 40%	178 100% mo	- -%	- -%	- -%	- -%	48 19%	- -%	25 100%	- -%
Sky	780 19%	5 4%	* *%	- -%	74 92%	40 27%	41 19%	24 32%	6 14%	32 30%	1 5%	- -%	- -%	143 100% ko	- -%	- -%	130 53%	1 1%	- -%	- -%
Virgin Media	759 19%	9 6%	76 93%	- -%	2 2%	26 18%	41 19%	12 17%	23 53%	20 19%	2 8%	- -%	- -%	- -%	- -%	130 100% km	8 3%	83 95%	- -%	- -%
TalkTalk	458 11%	2 2%	- -%	44 93%	- -%	11 8%	23 11%	9 12%	1 3%	9 9%	* 2%	- -%	- -%	- -%	94 100%	- -%	19 8%	- -%	- -%	13 90%
Orange/EE	131 3%	1 1%	1 1%	- -%	- -%	2 1%	14 7%	2 3%	- -%	* *%	- -%	- -%	39 100%	- -%	- -%	- -%	5 2%	1 1%	- -%	- -%
Don't have fixed broadband	617 15%	26 16%	5 6%	3 7%	2 3%	17 12%	20 9%	11 15%	7 15%	11 10%	4 17%	- -%	- -%	- -%	- -%	- -%	7 3%	3 3%	- -%	* 2%
Other	277 7%	3 2%	- -%	- -%	1 2%	12 8%	18 8%	5 7%	- -%	5 5%	4 17%	- -%	- -%	- -%	- -%	- -%	22 9%	- -%	- -%	1 8%
Don't know	200 5%	2 1%	- -%	- -%	1 1%	2 2%	6 3%	1 2%	1 2%	1 1%	3 10%	- -%	- -%	- -%	- -%	- -%	7 3%	- -%	- -%	- -%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 3**

**Q3 Which company does your household use for its broadband Internet connection?**

Base : All respondents

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER					PAY TV SUPPLIER				Talk Talk TV TV s
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q	BT TV r		
Significance Level: 99%																					
Unweighted total	4078	1206	628	439	663	840	1076	386	251	480	187	730	136	747	469	723	1258	569	141	114	
Effective Weighted Sample	2750	799	447	275	456	565	722	272	173	334	133	493	96	513	298	527	875	402	97	67	
Total	4078	1287	662	427	701	854	1116	376	252	529	197	856	131	780	458	759	1339	600	170	98	
BT	856 21%	822 64%	5 1%	2 1%	11 2%	234 27%	231 21%	46 12%	22 9%	149 28%	61 31%	856 100%	- -	- -	- -	- -	273 20%	6 1%	151 89%	2 2%	
		bcd				fgh	gh			fgh	fgh	lmno				qs		pqs			
Sky	780 19%	66 5%	7 1%	5 1%	637 91%	201 24%	220 20%	106 28%	21 8%	125 24%	34 17%	- -	- -	780 100%	- -	- -	688 51%	3 1%	3 2%	* %	
		bc		abc		h	h	fh	h	h				kln		qrs				*	
Virgin Media	759 19%	45 4%	597 90%	5 1%	3 *	153 18%	183 16%	72 19%	148 59%	104 20%	34 17%	- -	- -	- -	- -	759 100%	38 3%	543 91%	2 1%	2 2%	
		d	acd						efgij							klmn		prs			
TalkTalk	458 11%	33 3%	5 1%	381 89%	6 1%	95 11%	143 13%	55 15%	10 4%	54 10%	19 10%	- -	- -	- -	458 100%	- -	112 8%	2 *	2 1%	86 88%	
				abd		h	h	h							klmo		q	*		pqr	
Orange/EE	131 3%	24 2%	4 1%	2 *	12 2%	12 1%	94 8%	7 2%	5 2%	4 1%	3 2%	- -	131 100%	- -	- -	- -	30 2%	4 1%	2 1%	3 3%	
							eghij						kmno								
Don't have fixed broadband	617 15%	219 17%	36 5%	20 5%	20 3%	78 9%	121 11%	52 14%	35 14%	53 10%	25 13%	- -	- -	- -	- -	- -	72 5%	34 6%	6 3%	1 1%	
		bcd																			
Other	277 7%	33 3%	7 1%	12 3%	6 1%	56 7%	84 8%	26 7%	4 2%	26 5%	12 6%	- -	- -	- -	- -	- -	86 6%	1 *	* *	4 4%	
							h										q			q	
Don't know	200 5%	45 3%	2 *	- -	7 1%	24 3%	40 4%	12 3%	8 3%	14 3%	8 4%	- -	- -	- -	- -	- -	41 3%	7 1%	3 2%	- -	
		bcd																			

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 4**

**Q4 Which company does your household use for cable or satellite TV or other Pay TV, if any?**

Base : All respondents

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES o	N.I. p
Significance Level: 99%																	
Unweighted total	4078	1877	2201	524	803	589	616	507	1039	578	981	736	1783	3507	278	166	127
Effective Weighted Sample	2750	1319	1433	367	537	397	424	354	727	444	712	546	1366	2320	223	116	101
Total	4078	1998	2080	583	681	661	710	571	872	913	1110	885	1170	3417	347	200	114
Sky	1339 33%	650 33%	689 33%	184 32%	229 34% h	242 37% h	276 39% h	197 34% h	212 24%	319 35% l	385 35% l	307 35% l	328 28%	1040 30%	148 43% m	105 53% m	46 40%
Virgin Media	600 15%	303 15%	297 14%	73 12%	121 18% h	114 17% h	113 16% h	94 17% h	86 10%	138 15%	173 16%	142 16%	147 13%	535 16% op	52 15% op	10 5%	3 2%
BT TV/ BT Vision	170 4%	79 4%	91 4%	27 5%	19 3%	36 6%	31 4%	19 3%	36 4%	38 4%	50 5%	51 6% l	30 3%	149 4%	13 4%	4 2%	4 3%
TalkTalk TV	98 2%	47 2%	51 2%	13 2%	12 2%	20 3%	19 3%	18 3%	16 2%	13 1%	17 2%	32 4%	37 3%	92 3%	3 1%	- -%	3 3%
Don't have Pay TV	1536 38%	748 37%	788 38%	209 36%	237 35%	193 29%	223 31%	210 37%	463 53% cdefg	345 38%	388 35%	286 32%	516 44% jk	1295 38%	122 35%	68 34%	51 45%
Other	150 4%	86 4%	65 3%	28 5%	32 5%	25 4%	27 4%	13 2%	26 3%	24 3%	41 4%	30 3%	55 5%	138 4%	2 1%	5 3%	5 4%
Don't know	185 5%	86 4%	99 5%	49 8% fgh	31 5%	31 5%	21 3%	20 4%	32 4%	36 4%	55 5%	38 4%	57 5%	168 5%	7 2%	7 4%	2 2%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p



**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 4**

**Q4 Which company does your household use for cable or satellite TV or other Pay TV, if any?**

Base : All respondents

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT					PAY TV CONTACT				Talk Talk TV TV ~s
	Total	BT a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 e	EE (inc. O&TM) f	3 ~g	Virgin Mobile ~h	Voda- fone i	Tesco ~j	BT k	Orange /EE ~l	Sky m	Talk Talk ~n	Virgin Media o	Sky p	Virgin Media ~q	BT TV ~r		
Significance Level: 99%																					
Unweighted total	4078	126	83	51	76	143	189	72	47	100	20	130	37	140	87	131	218	89	19	15	
Effective Weighted Sample	2750	90	63	31	56	99	124	53	32	79	14	92	27	97	52	101	155	70	14	10	
Total	4078	155	82	48	80	148	210	74	44	107	24	178	39	143	94	130	246	87	25	14	
Sky	1339 33%	48 31%	4 5%	10 21%	75 93%	60 41%	78 37%	32 43%	7 15%	49 46%	4 15%	59 33%	8 21%	124 87%	24 25%	9 7%	246 100%	- -%	- -%	- -%	
Virgin Media	600 15%	6 4%	53 65%	- -%	- -%	13 9%	30 14%	8 11%	15 35%	13 12%	1 3%	1 *	- -%	2 1%	- -%	83 64% km	- -%	87 100%	- -%	- -%	
BT TV/ BT Vision	170 4%	20 13%	- -%	- -%	- -%	4 2%	18 8%	2 2%	3 6%	3 3%	- -%	33 19% mo	- -%	- -%	- -%	- -%	- -%	- -%	25 100%	- -%	
TalkTalk TV	98 2%	- -%	- -%	9 18%	- -%	4 3%	4 2%	* *%	1 2%	3 3%	1 5%	- -%	- -%	- -%	18 19%	- -%	- -%	- -%	- -%	14 100%	
Don't have Pay TV	1536 38%	75 49%	22 26%	25 54%	5 6%	60 41%	68 32%	21 29%	18 40%	34 32%	17 71%	84 47% mo	24 62%	17 12%	47 50%	30 23%	- -%	- -%	- -%	- -%	
Other	150 4%	6 4%	- -%	3 7%	* *%	7 5%	9 4%	8 10%	- -%	4 4%	1 6%	* *%	4 11%	- -%	5 6%	3 2%	- -%	- -%	- -%	- -%	
Don't know	185 5%	- -%	3 4%	- -%	- -%	1 *%	4 2%	3 5%	1 2%	1 1%	- -%	1 *%	2 6%	- -%	- -%	5 4%	- -%	- -%	- -%	- -%	

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 4**

**Q4 Which company does your household use for cable or satellite TV or other Pay TV, if any?**

Base : All respondents

	LANDLINE SUPPLIER					MOBILE SUPPLIER					BROADBAND SUPPLIER					PAY TV SUPPLIER				Talk Talk TV S
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q	BT TV r	
Significance Level: 99%																				
Unweighted total	4078	1206	628	439	663	840	1076	386	251	480	187	730	136	747	469	723	1258	569	141	114
Effective Weighted Sample	2750	799	447	275	456	565	722	272	173	334	133	493	96	513	298	527	875	402	97	67
Total	4078	1287	662	427	701	854	1116	376	252	529	197	856	131	780	458	759	1339	600	170	98
Sky	1339	402	28	105	623	355	375	133	32	225	63	273	30	688	112	38	1339	-	-	-
	33%	31%	4%	25%	89%	42%	34%	35%	13%	43%	32%	32%	23%	88%	24%	5%	100%	-%	-%	-%
		b		b	abc	fh	h	h		fh	h	o	o	klno	o		qrs			
Virgin Media	600	35	509	3	3	104	152	45	127	87	27	6	4	3	2	543	-	600	-	-
	15%	3%	77%	1%	*	12%	14%	12%	50%	16%	14%	1%	3%	*	*	72%	-%	100%	-%	-%
		d	acd						efgij							klmn		prs		
BT TV/ BT Vision	170	159	1	2	4	37	55	15	5	27	7	151	2	3	2	2	-	-	170	-
	4%	12%	*	*	1%	4%	5%	4%	2%	5%	4%	18%	2%	*	1%	*	-%	-%	100%	-%
		bcd										lmno							pqs	
TalkTalk TV	98	5	2	84	-	17	28	9	6	7	5	2	3	*	86	2	-	-	-	98
	2%	*	*	20%	-%	2%	3%	2%	2%	1%	3%	*	2%	*	19%	*	-%	-%	-%	100%
				abd									m		klmo				pqr	
Don't have Pay TV	1536	620	101	202	60	287	428	143	77	156	84	377	75	79	222	137	-	-	-	-
	38%	48%	15%	47%	9%	34%	38%	38%	31%	29%	42%	44%	57%	10%	48%	18%	-%	-%	-%	-%
		bd	d	bd			i				i	mo	mo		mo	m				
Other	150	24	7	25	3	37	33	16	3	11	5	21	13	2	27	13	-	-	-	-
	4%	2%	1%	6%	*	4%	3%	4%	1%	2%	2%	2%	10%	*	6%	2%	-%	-%	-%	-%
				abd								m	kmo		mo					
Don't know	185	42	16	6	7	18	44	16	3	17	6	26	4	4	7	23	-	-	-	-
	5%	3%	2%	1%	1%	2%	4%	4%	1%	3%	3%	3%	3%	1%	1%	3%	-%	-%	-%	-%
												m			m					

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 5**

**SUPPLIERS USED**

Base : All respondents

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES o	N.I. p
Significance Level: 99%																	
Unweighted total	4078	1877	2201	524	803	589	616	507	1039	578	981	736	1783	3507	278	166	127
Effective Weighted Sample	2750	1319	1433	367	537	397	424	354	727	444	712	546	1366	2320	223	116	101
Total	4078	1998	2080	583	681	661	710	571	872	913	1110	885	1170	3417	347	200	114
Those using BT	1328 33%	632 32%	696 33%	143 25%	120 18%	184 28% d	225 32% d	206 36% cd	450 52% cdefg	396 43% jkl	357 32%	258 29%	318 27%	1060 31%	127 37%	89 44% m	54 47% m
Those using Virgin	949 23%	482 24%	467 22%	145 25%	191 28% h	151 23%	157 22%	146 26% h	159 18%	223 24%	260 23%	220 25%	247 21%	837 24% op	82 24% p	28 14% p	3 2%
Those using TalkTalk	508 12%	261 13%	248 12%	82 14%	80 12%	88 13%	97 14%	76 13%	85 10%	109 12%	133 12%	118 13%	149 13%	430 13%	29 8%	28 14%	21 18% n
Those using Sky	1451 36%	710 36%	741 36%	198 34% h	253 37% h	268 41% h	305 43% ch	208 37% h	219 25%	329 36%	417 38% l	337 38% l	368 31%	1136 33%	154 44% m	111 56% m	50 43%
Those using O2	854 21%	418 21%	437 21%	147 25% h	171 25% h	138 21% h	157 22% h	124 22% h	117 13%	185 20%	249 22%	177 20%	243 21%	676 20%	69 20%	39 20%	70 62% mno
Those using Orange/EE (BB)	131 3%	59 3%	72 3%	19 3%	24 4%	32 5% h	27 4%	16 3%	13 1%	27 3%	43 4%	30 3%	31 3%	111 3%	15 4%	4 2%	1 1%
Those using EE (inc. O&TM)	1116 27%	532 27%	584 28%	171 29% h	194 28% h	202 31% h	210 30% h	152 27%	188 22%	284 31% l	333 30% l	231 26%	267 23%	945 28% p	96 28% p	63 32% p	11 10%
Those using 3	376 9%	203 10%	174 8%	85 15% gh	93 14% gh	71 11% gh	81 11% gh	31 5% h	16 2%	64 7%	111 10%	91 10%	111 10%	324 9%	32 9%	15 7%	6 5%
Those using Virgin Mobile	252 6%	117 6%	135 7%	21 4%	31 5%	29 4%	45 6%	53 9% cde	74 8% cd	46 5%	72 6%	60 7%	74 6%	213 6%	31 9% p	8 4%	1 1%
Those using Vodafone	529 13%	263 13%	266 13%	68 12%	84 12%	104 16% h	107 15% h	86 15% h	81 9%	143 16% l	145 13% l	137 16% l	103 9%	425 12%	56 16%	32 16%	15 13%
None of these	214 5%	99 5%	114 6%	27 5%	34 5%	32 5%	27 4%	25 4%	69 8%	22 2%	52 5%	34 4%	105 9%	200 6%	7 2%	3 1%	3 3%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

f

ijk

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 5**

**SUPPLIERS USED**

Base : All respondents

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT					PAY TV CONTACT				Talk Talk TV TV
	Total	BT a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 e	EE (inc. O&TM) f	3 ~g	Virgin Mobile ~h	Voda- fone i	Tesco ~j	BT k	Orange /EE ~l	Sky m	Talk Talk ~n	Virgin Media o	Sky p	Virgin Media ~q	BT TV ~r	~s	
Significance Level: 99%																					
Unweighted total	4078	126	83	51	76	143	189	72	47	100	20	130	37	140	87	131	218	89	19	15	
Effective Weighted Sample	2750	90	63	31	56	99	124	53	32	79	14	92	27	97	52	101	155	70	14	10	
Total	4078	155	82	48	80	148	210	74	44	107	24	178	39	143	94	130	246	87	25	14	
Those using BT	1328 33%	155 100%	- -%	- -%	- -%	47 32%	67 32%	12 17%	7 17%	32 30%	11 46%	178 100% mo	5 14%	13 9%	2 3%	6 5%	62 25%	2 2%	25 100%	1 9%	
Those using Virgin	949 23%	18 11%	82 100%	2 4%	6 8%	26 18%	42 20%	15 20%	44 100%	23 22%	2 8%	4 2%	- -%	8 6%	2 2%	130 100% km	15 6%	87 100%	2 7%	* 3%	
Those using TalkTalk	508 12%	2 2%	- -%	48 100%	- -%	14 9%	23 11%	11 15%	1 3%	9 9%	2 8%	- -%	- -%	* %*	94 100%	- -%	22 9%	- -%	- -%	14 100%	
Those using Sky	1451 36%	48 31%	4 5%	10 21%	80 100%	66 44%	84 40%	35 47%	7 15%	49 46%	4 15%	59 33% o	8 21%	143 100% ko	24 25%	9 7%	246 100%	1 1%	- -%	- -%	
Those using O2	854 21%	41 26%	16 20%	14 30%	30 37%	148 100% fi	- -%	- -%	- -%	- -%	- -%	54 30%	1 2%	48 34%	22 24%	36 28%	81 33%	19 21%	4 16%	5 35%	
Those using Orange/EE (BB)	131 3%	1 1%	1 1%	- -%	- -%	2 1%	14 7%	2 3%	- -%	* %*	- -%	- -%	39 100%	- -%	- -%	- -%	5 2%	1 1%	- -%	- -%	
Those using EE (inc. O&TM)	1116 27%	28 18%	21 25%	11 23%	14 18%	- -%	210 100% ei	- -%	- -%	- -%	- -%	44 25%	28 74%	33 23%	33 35%	37 28%	59 24%	21 24%	12 49%	- -%	
Those using 3	376 9%	12 7%	10 12%	3 6%	9 12%	- -%	- -%	74 100%	- -%	- -%	- -%	8 5%	5 13%	20 14%	9 10%	10 8%	29 12%	10 12%	2 6%	* 2%	
Those using Virgin Mobile	252 6%	8 5%	18 22%	2 4%	4 6%	- -%	- -%	- -%	44 100%	- -%	- -%	4 2%	- -%	6 4%	2 2%	22 17% km	5 2%	19 22%	2 7%	* 3%	
Those using Vodafone	529 13%	27 17%	14 16%	3 6%	13 16%	- -%	- -%	- -%	- -%	107 100% ef	- -%	37 21%	2 4%	22 15%	9 10%	15 12%	47 19%	13 15%	4 16%	1 10%	
None of these	214 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	9 35%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 5**

**SUPPLIERS USED**

Base : All respondents

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER					PAY TV SUPPLIER				Talk Talk TV s
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q	BT TV r		
Significance Level: 99%																					
Unweighted total	4078	1206	628	439	663	840	1076	386	251	480	187	730	136	747	469	723	1258	569	141	114	
Effective Weighted Sample	2750	799	447	275	456	565	722	272	173	334	133	493	96	513	298	527	875	402	97	67	
Total	4078	1287	662	427	701	854	1116	376	252	529	197	856	131	780	458	759	1339	600	170	98	
Those using BT	1328	1287	9	6	15	302	341	74	50	198	72	856	25	68	35	47	415	36	170	6	
	33%	100%	1%	1%	2%	35%	31%	20%	20%	37%	37%	100%	19%	9%	8%	6%	31%	6%	100%	6%	
		bcd				gh	gh		gh	gh	lmno	mno				qs		pqs			
Those using Virgin	949	102	662	15	23	163	210	79	252	111	40	30	11	30	16	759	72	600	7	7	
	23%	8%	100%	3%	3%	19%	19%	21%	100%	21%	20%	4%	8%	4%	3%	100%	5%	100%	4%	7%	
		d	acd						efgij							klmn		prs			
Those using TalkTalk	508	36	5	427	6	102	152	57	14	62	23	3	3	5	458	5	125	4	2	98	
	12%	3%	1%	100%	1%	12%	14%	15%	5%	12%	12%	*	2%	1%	100%	1%	9%	1%	1%	100%	
				abd			h	h							klmo		qr			pqr	
Those using Sky	1451	410	32	105	701	373	411	153	34	238	67	277	34	780	113	39	1339	3	6	*	
	36%	32%	5%	25%	100%	44%	37%	41%	14%	45%	34%	32%	26%	100%	25%	5%	100%	1%	3%	*%	
		b		b	abc	h	h	h		h	h	o	o	klno	o		qrs				
Those using O2	854	290	117	84	180	854	-	-	-	-	-	234	12	201	95	153	355	104	37	17	
	21%	23%	18%	20%	26%	100%	-%	-%	-%	-%	-%	27%	9%	26%	21%	20%	27%	17%	22%	17%	
				b	fg hij							lo		l		q					
Those using Orange/EE (BB)	131	24	4	2	12	12	94	7	5	4	3	-	131	-	-	-	30	4	2	3	
	3%	2%	1%	*%	2%	1%	8%	2%	2%	1%	2%	-%	100%	-%	-%	-%	2%	1%	1%	3%	
							eg hij						kmno								
Those using EE (inc. O&TM)	1116	329	168	126	199	-	1116	-	-	-	-	231	94	220	143	183	375	152	55	28	
	27%	26%	25%	30%	28%	-%	100%	-%	-%	-%	-%	27%	72%	28%	31%	24%	28%	25%	32%	29%	
							eg hij						kmno								
Those using 3	376	67	58	50	97	-	-	376	-	-	-	46	7	106	55	72	133	45	15	9	
	9%	5%	9%	12%	14%	-%	-%	100%	-%	-%	-%	5%	5%	14%	12%	9%	10%	7%	9%	9%	
				a	a			ef hij						k	k						
Those using Virgin Mobile	252	50	135	11	16	-	-	-	252	-	-	22	5	21	10	148	32	127	5	6	
	6%	4%	20%	3%	2%	-%	-%	-%	100%	-%	-%	3%	4%	3%	2%	19%	2%	21%	3%	6%	
			acd						efgij							klmn		prs			
Those using Vodafone	529	195	88	51	107	-	-	-	-	529	-	149	4	125	54	104	225	87	27	7	
	13%	15%	13%	12%	15%	-%	-%	-%	-%	100%	-%	17%	3%	16%	12%	14%	17%	15%	16%	7%	
									efghj			l		l		l					

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 5**

**SUPPLIERS USED**

Base : All respondents

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER				PAY TV SUPPLIER			Talk Talk TV s	
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q		BT TV r
Significance Level: 99%																				
Unweighted total	4078	1206	628	439	663	840	1076	386	251	480	187	730	136	747	469	723	1258	569	141	114
Effective Weighted Sample	2750	799	447	275	456	565	722	272	173	334	133	493	96	513	298	527	875	402	97	67
Total	4078	1287	662	427	701	854	1116	376	252	529	197	856	131	780	458	759	1339	600	170	98
None of these	214	-	-	-	-	-	-	-	-	-	28	-	-	-	-	-	-	-	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	14%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 6A**

**Services used from BT**

Base : Those using BT

	Total	SERVICES FROM BT				BUNDLED SERVICES	
		Landline a	Mobile ~b	Broadband c	Pay TV d	Yes e	No f
Significance Level: 99%							
Unweighted total	1248	1206	-	730	141	710	538
Effective Weighted Sample	827	799	-	493	97	480	359
Total	1328	1287	-	856	170	836	492
Landline phone service	1287	1287	-	822	159	833	454
	97%	100%	-%	96%	94%	100%	92%
		cd				f	
Broadband	856	822	-	856	151	825	31
	64%	64%	-%	100%	89%	99%	6%
				ad	a	f	
Cable or satellite TV or other Pay TV	170	159	-	151	170	162	7
	13%	12%	-%	18%	100%	19%	1%
				a	ac	f	

Columns Tested: a,b,c,d - e,f



**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 6A**

**Services used from BT**

Base : Those using BT

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES o	N.I. p
Significance Level: 99%																	
Unweighted total	1248	591	657	108	134	148	184	169	505	251	312	213	472	1019	106	68	55
Effective Weighted Sample	827	401	427	69	86	99	131	120	347	193	212	156	340	649	87	51	45
Total	1328	632	696	143	120	184	225	206	450	396	357	258	318	1060	127	89	54
Landline phone service	1287	612	674	127	115	177	218	203	447	386	344	249	308	1029	122	84	52
	97%	97%	97%	89%	95%	96%	97%	98%	99%	98%	97%	97%	97%	97%	97%	95%	97%
								c	cd								
Broadband	856	428	428	111	86	139	157	155	207	306	248	164	138	673	86	54	44
	64%	68%	61%	78%	71%	76%	70%	75%	46%	77%	69%	64%	43%	64%	68%	61%	82%
				h	h	h	h	h		kl	l	l					
Cable or satellite TV or other Pay TV	170	79	91	27	19	36	31	19	36	38	50	51	30	149	13	4	4
	13%	12%	13%	19%	16%	20%	14%	9%	8%	10%	14%	20%	10%	14%	10%	4%	7%
				h		h						il					

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 6B**

**Q6/Q7. Whether contacted and service contacted about**

Base : Those using BT

	Total	SERVICES FROM BT				BUNDLED SERVICES	
		Landline a	Mobile ~b	Broadband c	Pay TV d	Yes e	No f
Significance Level: 99%							
Unweighted total	1248	1206	-	730	141	710	538
Effective Weighted Sample	827	799	-	493	97	480	359
Total	1328	1287	-	856	170	836	492
Contacted in the last 3 months	278	276	-	230	47	227	51
	21%	21%	-%	27%	28%	27%	10%
						f	
Not contacted	1020	980	-	601	116	581	438
	77%	76%	-%	70%	68%	70%	89%
						e	
Don't know whether contacted	30	30	-	26	7	27	3
	2%	2%	-%	3%	4%	3%	1%
						f	
Broadband	119	117	-	119	21	117	2
	9%	9%	-%	14%	12%	14%	*%
				a		f	
Landline phone service	97	97	-	49	8	49	49
	7%	8%	-%	6%	4%	6%	10%
Cable or satellite TV or other Pay TV	12	12	-	12	12	12	-
	1%	1%	-%	1%	7%	1%	-%
				ac			
A General issue, that applies to all	58	58	-	58	13	58	-
	4%	5%	-%	7%	7%	7%	-%
						f	
Don't know	8	8	-	8	-	8	-
	1%	1%	-%	1%	-%	1%	-%

Columns Tested: a,b,c,d - e,f

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 6B**

**Q6/Q7. Whether contacted and service contacted about**

Base : Those using BT

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES o	N.I. p
Significance Level: 99%																	
Unweighted total	1248	591	657	108	134	148	184	169	505	251	312	213	472	1019	106	68	55
Effective Weighted Sample	827	401	427	69	86	99	131	120	347	193	212	156	340	649	87	51	45
Total	1328	632	696	143	120	184	225	206	450	396	357	258	318	1060	127	89	54
Contacted in the last 3 months	278	143	136	28	26	39	48	55	82	119	71	44	44	209	31	24	14
	21%	23%	19%	19%	22%	21%	22%	27%	18%	30%	20%	17%	14%	20%	24%	27%	27%
Not contacted	1020	475	545	108	91	135	176	144	365	275	274	205	266	822	95	63	39
	77%	75%	78%	76%	76%	74%	78%	70%	81%	69%	77%	79%	83%	78%	75%	72%	73%
Don't know whether contacted	30	15	16	7	3	10	1	7	3	2	12	8	8	29	1	1	-
	2%	2%	2%	5%	2%	5%	*%	3%	1%	1%	3%	3%	3%	3%	1%	1%	-%
Broadband	119	54	66	13	10	16	26	27	28	47	34	21	17	85	17	7	10
	9%	9%	9%	9%	8%	8%	12%	13%	6%	12%	10%	8%	5%	8%	13%	8%	18%
Landline phone service	97	48	50	5	13	11	17	15	36	30	24	17	26	76	9	8	5
	7%	8%	7%	3%	11%	6%	8%	7%	8%	8%	7%	7%	8%	7%	7%	9%	9%
Cable or satellite TV or other Pay TV	12	5	7	1	-	4	3	2	3	3	6	2	1	7	3	2	-
	1%	1%	1%	1%	-%	2%	1%	1%	1%	1%	2%	1%	*%	1%	2%	2%	-%
A General issue, that applies to all	58	41	17	6	5	10	6	13	18	32	15	5	7	44	3	8	3
	4%	6%	2%	4%	4%	5%	3%	6%	4%	8%	4%	2%	2%	4%	2%	10%	5%
Don't know	8	3	5	3	-	-	3	2	-	8	-	-	-	8	-	-	-
	1%	*%	1%	2%	-%	-%	1%	1%	-%	2%	-%	-%	-%	1%	-%	-%	-%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 6C**

**Q1/2/3/7. Services contacted about**

Base : Those contacting BT

	Total	SERVICES FROM BT				BUNDLED SERVICES	
		Landline a	Mobile ~b	Broadband c	Pay TV ~d	Yes e	No ~f
Significance Level: 99%							
Unweighted total	216	214	-	170	38	168	48
Effective Weighted Sample	155	153	-	122	28	121	36
Total	278	276	-	230	47	227	51
Broadband	178 64%	175 64%	- -%	178 77%	33 71%	175 77%	2 4%
Landline phone service	155 56%	155 56%	- -%	107 47%	20 43%	107 47%	49 96%
Cable or satellite TV or other Pay TV	25 9%	25 9%	- -%	25 11%	25 53%	25 11%	- -%
Don't know	8 3%	8 3%	- -%	8 4%	- -%	8 4%	- -%

Columns Tested: a,b,c,d - e,f

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 6C**

**Q1/2/3/7. Services contacted about**

Base : Those contacting BT

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	216	106	110	17	18	27	33	40	81	66	59	35	56	161	24	16	15
Effective Weighted Sample	155	75	80	13	12	19	24	31	62	52	45	27	44	112	19	13	13
Total	278	143	136	28	26	39	48	55	82	119	71	44	44	209	31	24	14
Broadband	178	95	83	19	15	25	32	39	46	79	49	26	23	130	20	16	13
	64%	66%	61%	71%	59%	64%	67%	71%	56%	67%	69%	59%	53%	62%	63%	66%	88%
Landline phone service	155	89	67	11	18	20	24	28	55	62	39	22	33	120	12	16	8
	56%	62%	49%	40%	71%	52%	49%	50%	67%	52%	55%	50%	74%	57%	39%	67%	53%
Cable or satellite TV or other Pay TV	25	9	16	4	4	4	3	6	4	8	10	4	3	18	5	2	-
	9%	6%	12%	16%	15%	10%	5%	11%	5%	6%	14%	9%	7%	8%	16%	8%	-%
Don't know	8	3	5	3	-	-	3	2	-	8	-	-	-	8	-	-	-
	3%	2%	4%	11%	-%	-%	7%	4%	-%	7%	-%	-%	-%	4%	-%	-%	-%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 6D**

**Q8 BT - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	SERVICES FROM BT				BUNDLED SERVICES	
		Landline a	Mobile ~b	Broadband c	Pay TV ~d	Yes e	No ~f
Significance Level: 99%							
Unweighted total	216	214	-	170	38	168	48
Effective Weighted Sample	155	153	-	122	28	121	36
Total	278	276	-	230	47	227	51
A billing, pricing or payment issue	62 22%	60 22%	- -%	45 19%	7 15%	43 19%	19 37%
A problem with your account details, for example name and address etc.	10 3%	10 3%	- -%	6 3%	3 7%	6 3%	4 7%
A fault with the service you are buying from them, for example total or partial failure of service	60 22%	60 22%	- -%	48 21%	7 14%	48 21%	12 23%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	43 16%	43 16%	- -%	43 19%	8 17%	43 19%	1 2%
Problems with the repair service, for example it didn't happen or didn't solve the problem	3 1%	3 1%	- -%	3 1%	1 2%	3 1%	1 1%
A problem relating to the installation or set up of your service	12 4%	12 4%	- -%	11 5%	1 3%	11 5%	* 1%
Or something else, a general issue	89 32%	88 32%	- -%	74 32%	19 41%	74 32%	15 29%
<b>SUMMARY</b>							
BILLING	71 26%	70 25%	- -%	50 22%	11 22%	49 21%	23 44%
Columns Tested: a,b,c,d - e,f							

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 6D**

**Q8 BT - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	SERVICES FROM BT				BUNDLED SERVICES	
		Landline a	Mobile ~b	Broadband c	Pay TV ~d	Yes e	No ~f
Significance Level: 99%							
Unweighted total	216	214	-	170	38	168	48
Effective Weighted Sample	155	153	-	122	28	121	36
Total	278	276	-	230	47	227	51
FAULT AND REPAIR	107 38%	107 39%	-	94 41%	16 33%	94 41%	13 26%
GENERAL ENQUIRY	100 36%	100 36%	-	86 37%	21 44%	85 37%	15 30%

Columns Tested: a,b,c,d - e,f

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 6D**

**Q8 BT - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	216	106	110	17	18	27	33	40	81	66	59	35	56	161	24	16	15
Effective Weighted Sample	155	75	80	13	12	19	24	31	62	52	45	27	44	112	19	13	13
Total	278	143	136	28	26	39	48	55	82	119	71	44	44	209	31	24	14
A billing, pricing or payment issue	62 22%	31 22%	31 23%	3 9%	8 29%	12 31%	10 20%	10 18%	19 24%	19 16%	11 16%	18 40%	14 32%	44 21%	9 28%	6 23%	3 23%
A problem with your account details, for example name and address etc.	10 3%	5 3%	5 4%	4 14%	- -%	- -%	4 9%	- -%	1 2%	- -%	8 11%	1 3%	* 1%	8 4%	- -%	- -%	2 11%
A fault with the service you are buying from them, for example total or partial failure of service	60 22%	38 26%	22 16%	9 32%	5 20%	8 20%	7 14%	12 22%	19 23%	35 29%	13 19%	5 11%	6 15%	39 19%	9 31%	9 38%	2 13%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	43 16%	20 14%	23 17%	7 26%	4 14%	3 7%	10 21%	10 18%	10 12%	11 9%	18 25%	12 27%	3 7%	39 19%	2 8%	2 8%	- -%
Problems with the repair service, for example it didn't happen or didn't solve the problem	3 1%	1 1%	2 2%	1 4%	- -%	1 4%	- -%	- -%	1 1%	1 1%	1 2%	1 1%	- -%	3 2%	- -%	- -%	- -%
A problem relating to the installation or set up of your service	12 4%	7 5%	5 3%	- -%	* 2%	5 12%	2 4%	2 3%	3 4%	6 5%	3 4%	- -%	3 6%	8 4%	3 9%	* 1%	1 7%
Or something else, a general issue	89 32%	41 29%	47 35%	4 15%	9 35%	10 25%	15 32%	22 39%	29 35%	47 40%	16 23%	8 18%	17 39%	67 32%	8 25%	7 29%	7 46%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p



**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 6D**

**Q8 BT - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	216	106	110	17	18	27	33	40	81	66	59	35	56	161	24	16	15
Effective Weighted Sample	155	75	80	13	12	19	24	31	62	52	45	27	44	112	19	13	13
Total	278	143	136	28	26	39	48	55	82	119	71	44	44	209	31	24	14
<b>SUMMARY</b>																	
BILLING	71 26%	35 25%	36 26%	6 24%	8 29%	12 31%	14 29%	10 18%	21 25%	19 16%	19 27%	19 42%	15 33%	52 25%	9 28%	6 23%	5 34%
FAULT AND REPAIR	107 38%	59 41%	48 35%	17 62%	9 34%	12 31%	17 35%	22 40%	29 36%	47 40%	32 46%	18 40%	10 22%	82 39%	12 38%	11 47%	2 13%
GENERAL ENQUIRY	100 36%	48 34%	52 38%	4 15%	9 37%	15 37%	17 36%	23 42%	32 39%	53 45%	19 27%	8 18%	20 45%	75 36%	10 34%	7 30%	8 53%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 7A**

**Services used from Virgin**

Base : Those using Virgin

	Total	SERVICES FROM Virgin				BUNDLED SERVICES	
		Landline	Mobile	Broadband	Pay TV	Yes	No
Significance Level: 99%		a	b	c	d	e	f
Unweighted total	921	628	251	723	569	665	256
Effective Weighted Sample	651	447	173	527	402	474	178
Total	949	662	252	759	600	697	252
Broadband	759	597	148	759	543	665	94
	80%	90%	59%	100%	91%	95%	37%
		b		abd	b	f	
Landline phone service	662	662	135	597	509	626	36
	70%	100%	54%	79%	85%	90%	14%
		bcd		b	b	f	
Cable or satellite TV or other Pay TV	600	509	127	543	600	571	29
	63%	77%	50%	72%	100%	82%	11%
		b		b	abc	f	
Mobile phone	252	135	252	148	127	159	93
	27%	20%	100%	19%	21%	23%	37%
			acd				e

Columns Tested: a,b,c,d - e,f

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 7A**

**Services used from Virgin**

Base : Those using Virgin

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	921	440	481	139	195	137	138	128	184	140	240	179	362	833	58	27	3
Effective Weighted Sample	651	329	323	110	137	98	103	93	113	104	193	141	287	581	48	21	3
Total	949	482	467	145	191	151	157	146	159	223	260	220	247	837	82	28	3
Broadband	759	402	357	124	167	137	133	114	84	178	227	176	179	677	58	22	2
	80%	83%	76%	86%	87%	90%	85%	78%	53%	80%	87%	80%	72%	81%	72%	78%	77%
				h	h	h	h	h			l						
Landline phone service	662	336	326	78	126	117	126	110	104	159	189	150	165	593	55	12	2
	70%	70%	70%	54%	66%	77%	80%	75%	66%	71%	73%	68%	67%	71%	68%	42%	77%
						c	c	c									
Cable or satellite TV or other Pay TV	600	303	297	73	121	114	113	94	86	138	173	142	147	535	52	10	3
	63%	63%	64%	50%	63%	75%	72%	65%	54%	62%	67%	65%	59%	64%	64%	36%	100%
						ch	ch										
Mobile phone	252	117	135	21	31	29	45	53	74	46	72	60	74	213	31	8	1
	27%	24%	29%	14%	16%	19%	29%	36%	47%	21%	28%	27%	30%	25%	37%	28%	23%
								cd	cdef								

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 7B**

**Q6/Q7. Whether contacted and service contacted about**

Base : Those using Virgin

	Total	SERVICES FROM Virgin				BUNDLED SERVICES	
		Landline a	Mobile b	Broadband c	Pay TV d	Yes e	No f
Significance Level: 99%							
Unweighted total	921	628	251	723	569	665	256
Effective Weighted Sample	651	447	173	527	402	474	178
Total	949	662	252	759	600	697	252
Contacted in the last 3 months	240 25%	188 28%	71 28%	210 28%	157 26%	197 28%	43 17%
Not contacted	702 74%	469 71%	181 72%	544 72%	440 73%	496 71%	206 82%
Don't know whether contacted	7 1%	5 1%	* *%	4 1%	3 1%	4 1%	3 1%
Broadband	91 10%	64 10%	14 6%	91 12%	56 9%	72 10%	19 8%
Cable or satellite TV or other Pay TV	59 6%	54 8%	15 6%	56 7%	59 10%	58 8%	2 1%
Landline phone service	43 4%	43 6%	10 4%	38 5%	26 4%	40 6%	3 1%
Mobile phone	36 4%	16 2%	36 14%	16 2%	11 2%	17 2%	19 8%
A General issue, that applies to all	41 4%	40 6%	8 3%	39 5%	28 5%	41 6%	- -%
Don't know	3 *%	3 *%	- -%	3 *%	* *%	3 *%	- -%

Columns Tested: a,b,c,d - e,f

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 7B**

**Q6/Q7. Whether contacted and service contacted about**

Base : Those using Virgin

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	921	440	481	139	195	137	138	128	184	140	240	179	362	833	58	27	3
Effective Weighted Sample	651	329	323	110	137	98	103	93	113	104	193	141	287	581	48	21	3
Total	949	482	467	145	191	151	157	146	159	223	260	220	247	837	82	28	3
Contacted in the last 3 months	240	127	113	38	32	42	53	40	35	59	67	61	52	214	16	9	-
	25%	26%	24%	26%	17%	28%	34%	28%	22%	27%	26%	28%	21%	26%	20%	34%	-%
Not contacted	702	351	351	104	159	108	104	104	123	163	191	156	192	617	65	17	3
	74%	73%	75%	72%	83%	71%	66%	71%	78%	73%	74%	71%	78%	74%	80%	63%	100%
Don't know whether contacted	7	4	3	2	1	2	-	1	1	1	2	2	2	6	-	1	-
	1%	1%	1%	2%	1%	1%	-%	1%	*%	*%	1%	1%	1%	1%	-%	3%	-%
Broadband	91	57	35	23	11	20	16	12	10	22	34	20	16	80	8	3	-
	10%	12%	7%	16%	6%	13%	10%	8%	6%	10%	13%	9%	6%	10%	10%	11%	-%
Cable or satellite TV or other Pay TV	59	30	30	5	11	12	13	13	7	11	17	18	14	50	7	2	-
	6%	6%	6%	3%	6%	8%	8%	9%	4%	5%	6%	8%	5%	6%	8%	8%	-%
Landline phone service	43	13	29	2	2	9	11	9	9	10	10	14	8	36	6	*	-
	4%	3%	6%	2%	1%	6%	7%	6%	6%	5%	4%	6%	3%	4%	7%	1%	-%
Mobile phone	36	16	20	6	1	4	9	5	11	7	12	10	8	31	3	2	-
	4%	3%	4%	4%	*%	3%	6%	3%	7%	3%	5%	5%	3%	4%	4%	9%	-%
A General issue, that applies to all	41	22	19	3	8	5	9	8	7	12	10	9	10	38	-	3	-
	4%	5%	4%	2%	4%	3%	6%	6%	4%	5%	4%	4%	4%	5%	-%	10%	-%
Don't know	3	2	1	-	-	2	1	-	*	-	1	1	1	3	-	-	-
	*%	*%	*%	-%	-%	1%	*%	-%	*%	-%	*%	*%	*%	*%	-%	-%	-%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 7C**

**Q1/2/3/7. Services contacted about**

Base : Those contacting Virgin

	Total	SERVICES FROM Virgin				BUNDLED SERVICES	
		Landline a	Mobile ~b	Broadband c	Pay TV d	Yes e	No ~f
Significance Level: 99%							
Unweighted total	243	190	74	208	163	201	42
Effective Weighted Sample	183	145	54	160	125	153	31
Total	240	188	71	210	157	197	43
Broadband	130	102	22	130	83	111	19
	54%	54%	30%	62%	53%	56%	45%
Cable or satellite TV or other Pay TV	87	81	19	83	87	86	2
	36%	43%	27%	39%	56%	43%	4%
Landline phone service	82	82	18	76	53	80	3
	34%	44%	25%	36%	34%	40%	6%
Mobile phone	44	24	44	23	15	25	19
	18%	13%	63%	11%	10%	13%	44%
Don't know	3	3	-	3	*	3	-
	1%	1%	-%	1%	*%	1%	-%

Columns Tested: a,b,c,d - e,f

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 7C**

**Q1/2/3/7. Services contacted about**

Base : Those contacting Virgin

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	243	117	126	35	34	39	45	41	49	45	66	50	82	223	11	9	-
Effective Weighted Sample	183	92	91	29	26	30	35	30	39	34	58	41	67	167	10	7	-
Total	240	127	113	38	32	42	53	40	35	59	67	61	52	214	16	9	-
Broadband	130	79	51	26	19	25	25	20	15	34	43	29	24	116	8	6	-
	54%	62%	45%	69%	61%	59%	47%	50%	43%	57%	64%	47%	47%	54%	48%	62%	-%
Cable or satellite TV or other Pay TV	87	46	41	6	17	15	19	20	10	23	22	22	20	77	7	4	-
	36%	36%	36%	16%	55%	35%	35%	51%	28%	39%	33%	36%	39%	36%	41%	39%	-%
Landline phone service	82	36	47	5	10	14	20	17	16	22	20	23	17	73	6	3	-
	34%	28%	41%	12%	32%	34%	38%	42%	47%	37%	30%	38%	33%	34%	37%	33%	-%
Mobile phone	44	17	27	8	1	4	10	7	13	9	13	12	11	36	3	5	-
	18%	13%	24%	22%	3%	10%	19%	18%	39%	16%	19%	19%	20%	17%	20%	53%	-%
Don't know	3	2	1	-	-	2	1	-	*	-	1	1	1	3	-	-	-
	1%	2%	1%	-%	-%	4%	1%	-%	1%	-%	1%	1%	2%	1%	-%	-%	-%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

Table 7D

**Q8 Virgin - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	SERVICES FROM Virgin				BUNDLED SERVICES	
		Landline a	Mobile ~b	Broadband c	Pay TV d	Yes e	No ~f
Significance Level: 99%							
Unweighted total	243	190	74	208	163	201	42
Effective Weighted Sample	183	145	54	160	125	153	31
Total	240	188	71	210	157	197	43
A billing, pricing or payment issue	45 19%	35 19%	11 16%	40 19%	31 20%	36 18%	9 21%
A problem with your account details, for example name and address etc.	11 5%	6 3%	7 10%	6 3%	2 1%	6 3%	5 12%
A fault with the service you are buying from them, for example total or partial failure of service	60 25%	52 28%	18 25%	54 26%	45 29%	54 27%	6 14%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	49 20%	42 22%	10 14%	48 23%	38 24%	47 24%	2 4%
Problems with the repair service, for example it didn't happen or didn't solve the problem	5 2%	3 2%	3 4%	4 2%	2 1%	3 2%	2 4%
A problem relating to the installation or set up of your service	12 5%	10 5%	* 1%	10 5%	7 5%	8 4%	4 10%
Or something else, a general issue	59 24%	40 21%	22 31%	47 22%	31 20%	43 22%	15 36%
<b>SUMMARY</b>							
BILLING	56 23%	41 22%	18 25%	46 22%	32 21%	42 21%	14 33%
Columns Tested: a,b,c,d - e,f							



**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 7D**

**Q8 Virgin - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	SERVICES FROM Virgin				BUNDLED SERVICES	
		Landline a	Mobile ~b	Broadband c	Pay TV d	Yes e	No ~f
Significance Level: 99%							
Unweighted total	243	190	74	208	163	201	42
Effective Weighted Sample	183	145	54	160	125	153	31
Total	240	188	71	210	157	197	43
FAULT AND REPAIR	113	97	30	107	86	104	9
	47%	52%	43%	51%	55%	53%	21%
GENERAL ENQUIRY	71	50	23	57	39	51	19
	30%	27%	32%	27%	25%	26%	46%

Columns Tested: a,b,c,d - e,f

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 7D**

**Q8 Virgin - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	243	117	126	35	34	39	45	41	49	45	66	50	82	223	11	9	-
Effective Weighted Sample	183	92	91	29	26	30	35	30	39	34	58	41	67	167	10	7	-
Total	240	127	113	38	32	42	53	40	35	59	67	61	52	214	16	9	-
A billing, pricing or payment issue	45 19%	25 20%	20 18%	11 29%	6 18%	7 16%	4 7%	11 28%	6 19%	15 25%	11 17%	6 10%	13 25%	42 20%	2 14%	1 6%	- -%
A problem with your account details, for example name and address etc.	11 5%	4 3%	7 6%	3 8%	1 3%	1 2%	5 10%	1 2%	- -%	4 6%	2 2%	4 7%	2 3%	9 4%	- -%	1 16%	- -%
A fault with the service you are buying from them, for example total or partial failure of service	60 25%	29 23%	30 27%	5 14%	7 21%	14 33%	11 21%	9 23%	13 39%	11 19%	21 31%	13 22%	14 27%	53 25%	3 20%	3 32%	- -%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	49 20%	25 20%	24 21%	5 14%	9 27%	7 16%	16 31%	9 22%	3 7%	16 27%	16 23%	9 15%	8 15%	46 22%	2 10%	1 9%	- -%
Problems with the repair service, for example it didn't happen or didn't solve the problem	5 2%	3 2%	2 2%	1 1%	1 3%	2 5%	- -%	1 2%	* 1%	1 1%	1 2%	2 4%	1 2%	3 1%	2 13%	- -%	- -%
A problem relating to the installation or set up of your service	12 5%	8 7%	4 4%	2 5%	3 10%	1 2%	3 6%	1 2%	2 7%	5 8%	3 5%	2 3%	2 5%	11 5%	1 9%	- -%	- -%
Or something else, a general issue	59 24%	33 26%	25 23%	11 30%	6 18%	11 25%	13 25%	8 21%	9 27%	9 14%	13 20%	24 39%	12 24%	49 23%	6 34%	3 37%	- -%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 7D**

**Q8 Virgin - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	243	117	126	35	34	39	45	41	49	45	66	50	82	223	11	9	-
Effective Weighted Sample	183	92	91	29	26	30	35	30	39	34	58	41	67	167	10	7	-
Total	240	127	113	38	32	42	53	40	35	59	67	61	52	214	16	9	-
<b>SUMMARY</b>																	
BILLING	56	28	27	14	6	8	9	12	6	18	13	10	14	51	2	2	-
	23%	22%	24%	37%	21%	18%	17%	30%	19%	31%	19%	17%	28%	24%	14%	22%	-%
FAULT AND REPAIR	113	57	56	11	16	23	28	19	16	28	38	25	23	102	7	4	-
	47%	45%	50%	29%	52%	54%	52%	47%	47%	47%	56%	41%	44%	48%	44%	41%	-%
GENERAL ENQUIRY	71	41	29	13	9	12	16	9	12	13	17	26	15	60	7	3	-
	30%	33%	26%	34%	28%	27%	31%	22%	34%	23%	25%	43%	28%	28%	43%	37%	-%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 8A**

**Services used from TalkTalk**

Base : Those using TalkTalk

	Total	SERVICES FROM TalkTalk				BUNDLED SERVICES	
		Landline a	Mobile ~b	Broadband c	Pay TV d	Yes e	No f
Significance Level: 99%							
Unweighted total	525	439	-	469	114	406	119
Effective Weighted Sample	335	275	-	298	67	254	83
Total	508	427	-	458	98	398	110
Broadband	458	381	-	458	86	391	67
	90%	89%	-%	100%	88%	98%	61%
				ad		f	
Landline phone service	427	427	-	381	84	389	38
	84%	100%	-%	83%	86%	98%	35%
		cd				f	
Cable or satellite TV or other Pay TV	98	84	-	86	98	94	5
	19%	20%	-%	19%	100%	24%	4%
				ac		f	

Columns Tested: a,b,c,d - e,f

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 8A**

**Services used from TalkTalk**

Base : Those using TalkTalk

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 ~c	25-34 d	35-44 ~e	45-54 ~f	55-64 ~g	65+ h	AB ~i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	525	248	277	84	107	73	88	64	109	76	112	100	237	459	27	19	20
Effective Weighted Sample	335	179	157	63	75	44	55	41	84	58	75	66	185	293	23	11	17
Total	508	261	248	82	80	88	97	76	85	109	133	118	149	430	29	28	21
Broadband	458	235	224	78	75	85	86	69	65	95	124	108	131	388	26	25	20
	90%	90%	90%	96%	93%	97%	89%	91%	77%	87%	93%	91%	88%	90%	89%	88%	95%
					h												
Landline phone service	427	215	212	67	65	73	75	69	78	97	109	99	123	365	25	23	15
	84%	82%	86%	82%	81%	82%	78%	90%	91%	89%	82%	84%	82%	85%	86%	80%	71%
Cable or satellite TV or other Pay TV	98	47	51	13	12	20	19	18	16	13	17	32	37	92	3	-	3
	19%	18%	21%	16%	14%	22%	20%	23%	19%	12%	13%	27%	25%	21%	10%	-%	15%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 8B**

**Q6/Q7. Whether contacted and service contacted about**

Base : Those using TalkTalk

	Total	SERVICES FROM TalkTalk				BUNDLED SERVICES	
		Landline a	Mobile ~b	Broadband c	Pay TV d	Yes e	No f
Significance Level: 99%							
Unweighted total	525	439	-	469	114	406	119
Effective Weighted Sample	335	275	-	298	67	254	83
Total	508	427	-	458	98	398	110
Contacted in the last 3 months	122	110	-	118	29	109	14
	24%	26%	-%	26%	29%	27%	13%
						f	
Not contacted	376	307	-	333	69	282	94
	74%	72%	-%	73%	71%	71%	85%
Don't know whether contacted	10	10	-	8	-	7	3
	2%	2%	-%	2%	-%	2%	3%
Broadband	69	60	-	69	11	60	9
	14%	14%	-%	15%	11%	15%	8%
Landline phone service	24	24	-	21	3	21	3
	5%	6%	-%	5%	3%	5%	3%
Cable or satellite TV or other Pay TV	7	5	-	5	7	5	1
	1%	1%	-%	1%	7%	1%	1%
					ac		
A General issue, that applies to all	25	23	-	25	7	25	-
	5%	5%	-%	6%	7%	6%	-%
Don't know	8	8	-	8	6	8	-
	2%	2%	-%	2%	6%	2%	-%

Columns Tested: a,b,c,d - e,f

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 8B**

**Q6/Q7. Whether contacted and service contacted about**

Base : Those using TalkTalk

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 ~c	25-34 d	35-44 ~e	45-54 ~f	55-64 ~g	65+ h	AB ~i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	525	248	277	84	107	73	88	64	109	76	112	100	237	459	27	19	20
Effective Weighted Sample	335	179	157	63	75	44	55	41	84	58	75	66	185	293	23	11	17
Total	508	261	248	82	80	88	97	76	85	109	133	118	149	430	29	28	21
Contacted in the last 3 months	122	53	69	15	15	23	22	25	22	35	36	24	28	88	7	13	14
	24%	20%	28%	18%	19%	26%	23%	33%	25%	32%	27%	20%	19%	21%	25%	46%	66%
Not contacted	376	201	175	66	63	65	69	51	63	66	97	93	120	332	22	15	7
	74%	77%	71%	80%	78%	73%	72%	67%	73%	60%	73%	79%	81%	77%	75%	54%	31%
Don't know whether contacted	10	7	3	1	2	*	5	-	1	9	*	1	1	10	-	-	1
	2%	3%	1%	1%	3%	*%	5%	-%	1%	8%	*%	1%	*%	2%	-%	-%	3%
Broadband	69	33	36	8	10	22	15	6	8	24	21	11	14	47	4	12	7
	14%	13%	15%	10%	12%	25%	16%	7%	9%	22%	16%	9%	9%	11%	13%	40%	33%
Landline phone service	24	8	16	3	2	4	2	5	8	6	5	4	9	15	3	-	5
	5%	3%	7%	4%	3%	4%	2%	7%	9%	5%	4%	4%	6%	4%	11%	-%	26%
Cable or satellite TV or other Pay TV	7	5	2	1	*	1	2	-	3	1	1	1	3	7	-	-	-
	1%	2%	1%	1%	*%	1%	2%	-%	3%	1%	1%	1%	2%	2%	-%	-%	-%
A General issue, that applies to all	25	11	14	2	3	*	5	8	6	7	10	3	5	22	-	2	2
	5%	4%	6%	2%	4%	1%	5%	11%	7%	6%	8%	2%	4%	5%	-%	6%	9%
Don't know	8	1	7	*	1	-	-	6	-	1	-	6	1	8	-	-	-
	2%	*%	3%	1%	1%	-%	-%	8%	-%	1%	-%	5%	1%	2%	-%	-%	-%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 8C**

**Q1/2/3/7. Services contacted about**

Base : Those contacting TalkTalk

	Total	SERVICES FROM TalkTalk				BUNDLED SERVICES	
		Landline a	Mobile ~b	Broadband c	Pay TV ~d	Yes ~e	No ~f
Significance Level: 99%							
Unweighted total	115	103	-	108	25	99	16
Effective Weighted Sample	66	57	-	62	13	55	13
Total	122	110	-	118	29	109	14
Broadband	94	83	-	94	18	85	9
	77%	76%	-%	80%	63%	78%	66%
Landline phone service	48	48	-	44	9	44	3
	39%	43%	-%	38%	30%	41%	24%
Cable or satellite TV or other Pay TV	14	11	-	13	14	13	1
	12%	10%	-%	11%	50%	12%	11%
Don't know	8	8	-	8	6	8	-
	6%	7%	-%	7%	20%	7%	-%

Columns Tested: a,b,c,d - e,f



**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 8C**

**Q1/2/3/7. Services contacted about**

Base : Those contacting TalkTalk

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND ~m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	115	55	60	14	18	15	22	17	29	22	25	20	48	89	6	7	13
Effective Weighted Sample	66	44	29	10	15	7	16	9	24	18	14	11	39	53	5	3	11
Total	122	53	69	15	15	23	22	25	22	35	36	24	28	88	7	13	14
Broadband	94	44	50	10	13	23	20	14	14	31	31	14	19	69	4	13	9
	77%	83%	72%	70%	84%	98%	92%	55%	65%	88%	87%	57%	68%	78%	54%	100%	63%
Landline phone service	48	17	30	5	4	4	7	13	14	13	13	7	14	37	3	2	5
	39%	32%	44%	33%	26%	18%	33%	53%	65%	37%	37%	31%	50%	42%	46%	13%	40%
Cable or satellite TV or other Pay TV	14	9	6	1	2	2	2	3	5	1	6	3	4	12	-	-	2
	12%	16%	8%	8%	14%	8%	8%	11%	22%	4%	17%	11%	15%	14%	-%	-%	13%
Don't know	8	1	7	*	1	-	-	6	-	1	-	6	1	8	-	-	-
	6%	1%	10%	3%	7%	-%	-%	25%	-%	3%	-%	24%	3%	9%	-%	-%	-%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 8D**

**Q8 TalkTalk - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	SERVICES FROM TalkTalk				BUNDLED SERVICES	
		Landline a	Mobile ~b	Broadband c	Pay TV ~d	Yes ~e	No ~f
Significance Level: 99%							
Unweighted total	115	103	-	108	25	99	16
Effective Weighted Sample	66	57	-	62	13	55	13
Total	122	110	-	118	29	109	14
A billing, pricing or payment issue	18 15%	15 14%	- -%	17 14%	2 8%	14 13%	4 30%
A problem with your account details, for example name and address etc.	1 1%	1 1%	- -%	1 1%	1 3%	1 1%	- -%
A fault with the service you are buying from them, for example total or partial failure of service	26 21%	26 23%	- -%	26 22%	6 21%	26 24%	- -%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	34 27%	31 28%	- -%	34 29%	7 23%	32 30%	1 9%
Problems with the repair service, for example it didn't happen or didn't solve the problem	4 3%	4 3%	- -%	4 3%	* 1%	4 3%	- -%
A problem relating to the installation or set up of your service	2 1%	1 1%	- -%	2 2%	1 2%	1 1%	1 5%
Or something else, a general issue	37 30%	33 30%	- -%	36 30%	11 37%	31 28%	6 46%
<b>SUMMARY</b>							
BILLING	19 15%	16 15%	- -%	17 15%	3 11%	15 14%	4 30%
Columns Tested: a,b,c,d - e,f							

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 8D**

**Q8 TalkTalk - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	SERVICES FROM TalkTalk				BUNDLED SERVICES	
		Landline a	Mobile ~b	Broadband c	Pay TV ~d	Yes ~e	No ~f
Significance Level: 99%							
Unweighted total	115	103	-	108	25	99	16
Effective Weighted Sample	66	57	-	62	13	55	13
Total	122	110	-	118	29	109	14
FAULT AND REPAIR	63	60	-	63	13	62	1
	51%	54%	-%	53%	45%	57%	9%
GENERAL ENQUIRY	39	34	-	37	11	32	7
	32%	31%	-%	32%	39%	30%	50%

Columns Tested: a,b,c,d - e,f

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 8D**

**Q8 TalkTalk - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND ~m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	115	55	60	14	18	15	22	17	29	22	25	20	48	89	6	7	13
Effective Weighted Sample	66	44	29	10	15	7	16	9	24	18	14	11	39	53	5	3	11
Total	122	53	69	15	15	23	22	25	22	35	36	24	28	88	7	13	14
A billing, pricing or payment issue	18 15%	7 13%	11 16%	2 14%	2 14%	1 6%	5 23%	1 5%	6 29%	4 11%	3 9%	4 15%	7 27%	11 13%	2 27%	3 21%	2 15%
A problem with your account details, for example name and address etc.	1 1%	1 2%	- -%	- -%	1 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 3%	1 1%	- -%	- -%	- -%
A fault with the service you are buying from them, for example total or partial failure of service	26 21%	12 22%	14 20%	3 18%	2 14%	4 16%	8 35%	7 27%	3 12%	12 33%	3 9%	5 23%	5 19%	21 24%	2 22%	- -%	3 23%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	34 27%	15 28%	19 27%	4 27%	6 37%	11 46%	5 21%	2 8%	6 30%	10 28%	17 46%	3 14%	4 13%	14 16%	4 52%	10 74%	6 45%
Problems with the repair service, for example it didn't happen or didn't solve the problem	4 3%	3 6%	* 1%	- -%	1 4%	2 7%	- -%	- -%	1 6%	2 5%	- -%	- -%	2 7%	4 4%	- -%	- -%	- -%
A problem relating to the installation or set up of your service	2 1%	1 2%	1 1%	- -%	- -%	- -%	- -%	1 3%	1 5%	- -%	- -%	1 3%	1 4%	2 2%	- -%	- -%	- -%
Or something else, a general issue	37 30%	13 25%	24 35%	6 42%	3 23%	6 25%	3 16%	14 57%	4 17%	8 23%	11 32%	11 45%	7 25%	34 39%	- -%	1 5%	2 17%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 8D**

**Q8 TalkTalk - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND ~m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	115	55	60	14	18	15	22	17	29	22	25	20	48	89	6	7	13
Effective Weighted Sample	66	44	29	10	15	7	16	9	24	18	14	11	39	53	5	3	11
Total	122	53	69	15	15	23	22	25	22	35	36	24	28	88	7	13	14
<b>SUMMARY</b>																	
BILLING	19 15%	8 15%	11 16%	2 14%	3 20%	1 6%	5 23%	1 5%	6 29%	4 11%	3 9%	4 15%	8 30%	12 14%	2 27%	3 21%	2 15%
FAULT AND REPAIR	63 51%	30 56%	33 48%	7 44%	9 56%	16 69%	12 56%	9 35%	10 48%	23 66%	20 56%	9 37%	11 40%	39 44%	5 73%	10 74%	9 68%
GENERAL ENQUIRY	39 32%	14 27%	25 36%	6 42%	3 23%	6 25%	3 16%	15 60%	5 23%	8 23%	11 32%	12 48%	8 30%	36 41%	- -%	1 5%	2 17%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 9A**

**Services used from Sky**

Base : Those using Sky

	Total	SERVICES FROM Sky				BUNDLED SERVICES	
		Landline a	Mobile ~b	Broadband c	Pay TV d	Yes e	No f
Significance Level: 99%							
Unweighted total	1375	663	-	747	1258	756	619
Effective Weighted Sample	948	456	-	513	875	521	428
Total	1451	701	-	780	1339	790	661
Cable or satellite TV or other Pay TV	1339	623	-	688	1339	732	607
	92%	89%	-%	88%	100%	93%	92%
				ac			
Broadband	780	637	-	780	688	746	34
	54%	91%	-%	100%	51%	94%	5%
		d		ad		f	
Landline phone service	701	701	-	637	623	681	20
	48%	100%	-%	82%	47%	86%	3%
		cd		d		f	

Columns Tested: a,b,c,d - e,f

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 9A**

**Services used from Sky**

Base : Those using Sky

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	1375	609	766	175	305	238	231	172	254	204	360	267	544	1110	117	89	59
Effective Weighted Sample	948	444	507	134	214	158	162	125	191	162	261	202	416	755	95	59	47
Total	1451	710	741	198	253	268	305	208	219	329	417	337	368	1136	154	111	50
Cable or satellite TV or other Pay TV	1339	650	689	184	229	242	276	197	212	319	385	307	328	1040	148	105	46
	92%	91%	93%	93%	91%	90%	90%	94%	97%	97%	92%	91%	89%	92%	96%	95%	93%
Broadband	780	384	396	119	171	155	165	91	78	158	228	204	191	639	86	33	21
	54%	54%	53%	60% gh	68% fgh	58% h	54% h	44%	35%	48%	55%	60%	52%	56%	56%	30%	43%
Landline phone service	701	349	352	105	143	140	154	82	76	138	202	180	181	560	84	36	21
	48%	49%	48%	53% h	56% gh	52% h	51% h	39%	35%	42%	49%	53%	49%	49%	55%	33%	42%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 9B**

**Q6/Q7. Whether contacted and service contacted about**

Base : Those using Sky

	Total	SERVICES FROM Sky				BUNDLED SERVICES	
		Landline a	Mobile ~b	Broadband c	Pay TV d	Yes e	No f
Significance Level: 99%							
Unweighted total	1375	663	-	747	1258	756	619
Effective Weighted Sample	948	456	-	513	875	521	428
Total	1451	701	-	780	1339	790	661
Contacted in the last 3 months	338 23%	194 28%	- -%	218 28%	315 24%	221 28%	117 18%
Not contacted	1094 75%	502 72%	- -%	550 71%	1007 75%	558 71%	536 81%
Don't know whether contacted	19 1%	5 1%	- -%	11 1%	17 1%	11 1%	8 1%
Cable or satellite TV or other Pay TV	194 13%	75 11%	- -%	81 10%	194 14%	84 11%	110 17%
Broadband	92 6%	76 11%	- -%	92 12%	75 6%	88 11%	4 1%
Landline phone service	35 2%	35 5%	- -%	32 4%	32 2%	33 4%	2 *%
A General issue, that applies to all	54 4%	45 6%	- -%	51 7%	52 4%	54 7%	- -%
Don't know	1 *%	1 *%	- -%	1 *%	1 *%	1 *%	- -%

Columns Tested: a,b,c,d - e,f



**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 9B**

**Q6/Q7. Whether contacted and service contacted about**

Base : Those using Sky

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES o	N.I. p
Significance Level: 99%																	
Unweighted total	1375	609	766	175	305	238	231	172	254	204	360	267	544	1110	117	89	59
Effective Weighted Sample	948	444	507	134	214	158	162	125	191	162	261	202	416	755	95	59	47
Total	1451	710	741	198	253	268	305	208	219	329	417	337	368	1136	154	111	50
Contacted in the last 3 months	338	177	161	34	74	63	92	40	35	78	112	78	70	266	35	24	13
	23%	25%	22%	17%	29% ch	24%	30% h	19%	16%	24%	27%	23%	19%	23%	23%	22%	26%
Not contacted	1094	525	569	161	172	200	213	166	183	251	299	252	292	853	119	86	37
	75%	74%	77%	81% d	68%	74%	70%	80%	84% df	76%	72%	75%	79%	75%	77%	78%	74%
Don't know whether contacted	19	9	10	3	6	5	1	2	1	-	6	7	6	18	-	1	-
	1%	1%	1%	2%	3%	2%	*%	1%	*%	-%	1%	2%	2%	2%	-%	1%	-%
Cable or satellite TV or other Pay TV	194	108	87	12	41	43	54	24	21	51	60	47	36	148	23	19	4
	13%	15%	12%	6%	16% c	16% c	18% c	12%	10%	15%	14%	14%	10%	13%	15%	17%	9%
Broadband	92	43	49	13	28	13	27	6	6	20	30	21	21	76	7	2	7
	6%	6%	7%	7%	11% gh	5%	9%	3%	3%	6%	7%	6%	6%	7%	5%	1%	14%
Landline phone service	35	17	18	4	12	4	10	3	2	8	17	5	5	29	4	1	1
	2%	2%	2%	2%	5%	1%	3%	2%	1%	2%	4%	2%	1%	3%	3%	1%	2%
A General issue, that applies to all	54	31	23	9	13	7	11	8	5	10	18	13	13	46	4	2	2
	4%	4%	3%	5%	5%	3%	4%	4%	2%	3%	4%	4%	4%	4%	2%	2%	3%
Don't know	1	-	1	*	*	*	-	-	-	-	*	*	*	1	-	-	-
	*%	-%	*%	*%	*%	*%	-%	-%	-%	-%	*%	*%	*%	*%	-%	-%	-%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 9C**

**Q1/2/3/7. Services contacted about**

Base : Those contacting Sky

	Total	SERVICES FROM Sky				BUNDLED SERVICES	
		Landline a	Mobile ~b	Broadband c	Pay TV d	Yes e	No f
Significance Level: 99%							
Unweighted total	307	179	-	204	289	206	101
Effective Weighted Sample	216	124	-	142	206	144	72
Total	338	194	-	218	315	221	117
Cable or satellite TV or other Pay TV	246	118	-	130	246	136	110
	73%	61%	-%	60%	78%	62%	94%
				ac			e
Broadband	143	118	-	143	124	139	4
	42%	61%	-%	65%	39%	63%	4%
		d		d		f	
Landline phone service	80	80	-	74	75	78	2
	24%	41%	-%	34%	24%	35%	2%
		d				f	
Don't know	1	1	-	1	1	1	-
	*%	*%	-%	1%	*%	1%	-%

Columns Tested: a,b,c,d - e,f

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 9C**

**Q1/2/3/7. Services contacted about**

Base : Those contacting Sky

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	307	138	169	32	83	55	62	35	40	46	99	58	104	247	28	20	12
Effective Weighted Sample	216	105	112	26	61	40	43	28	31	38	77	42	81	169	22	15	9
Total	338	177	161	34	74	63	92	40	35	78	112	78	70	266	35	24	13
Cable or satellite TV or other Pay TV	246	138	109	20	54	50	64	32	27	60	78	60	48	192	27	21	6
	73%	78%	67%	60%	72%	79%	69%	80%	76%	77%	70%	76%	69%	72%	76%	88%	46%
Broadband	143	71	71	21	39	19	38	14	11	30	47	33	33	119	11	4	9
	42%	40%	44%	63%	53%	31%	41%	34%	33%	38%	42%	43%	47%	45%	32%	17%	66%
Landline phone service	80	45	36	13	25	8	17	10	7	17	32	15	17	67	7	4	2
	24%	25%	22%	39%	34%	13%	18%	25%	20%	21%	29%	19%	24%	25%	20%	15%	16%
Don't know	1	-	1	*	*	*	-	-	-	-	*	*	*	1	-	-	-
	*%	-%	1%	1%	*%	1%	-%	-%	-%	-%	*%	1%	1%	*%	-%	-%	-%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

Table 9D

**Q8 Sky - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	SERVICES FROM Sky				BUNDLED SERVICES	
		Landline a	Mobile ~b	Broadband c	Pay TV d	Yes e	No f
Significance Level: 99%							
Unweighted total	307	179	-	204	289	206	101
Effective Weighted Sample	216	124	-	142	206	144	72
Total	338	194	-	218	315	221	117
A billing, pricing or payment issue	94 28%	42 21%	- -%	48 22%	91 29%	51 23%	42 36%
A problem with your account details, for example name and address etc.	10 3%	8 4%	- -%	8 4%	4 1%	8 4%	2 2%
A fault with the service you are buying from them, for example total or partial failure of service	76 22%	44 22%	- -%	55 25%	72 23%	55 25%	21 18%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	51 15%	41 21%	- -%	44 20%	44 14%	43 19%	8 7%
Problems with the repair service, for example it didn't happen or didn't solve the problem	5 1%	2 1%	- -%	2 1%	5 2%	2 1%	3 3%
A problem relating to the installation or set up of your service	7 2%	4 2%	- -%	6 3%	6 2%	4 2%	3 2%
Or something else, a general issue	96 28%	54 28%	- -%	55 25%	93 30%	58 26%	38 32%
<b>SUMMARY</b>							
BILLING	103 31%	50 26%	- -%	57 26%	95 30%	59 27%	44 38%
Columns Tested: a,b,c,d - e,f							

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 9D**

**Q8 Sky - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	SERVICES FROM Sky				BUNDLED SERVICES	
		Landline a	Mobile ~b	Broadband c	Pay TV d	Yes e	No f
Significance Level: 99%							
Unweighted total	307	179	-	204	289	206	101
Effective Weighted Sample	216	124	-	142	206	144	72
Total	338	194	-	218	315	221	117
FAULT AND REPAIR	132	86	-	100	121	99	32
	39%	44%	-%	46%	38%	45%	28%
GENERAL ENQUIRY	103	59	-	61	99	63	40
	31%	30%	-%	28%	31%	28%	35%

Columns Tested: a,b,c,d - e,f

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 9D**

**Q8 Sky - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	307	138	169	32	83	55	62	35	40	46	99	58	104	247	28	20	12
Effective Weighted Sample	216	105	112	26	61	40	43	28	31	38	77	42	81	169	22	15	9
Total	338	177	161	34	74	63	92	40	35	78	112	78	70	266	35	24	13
A billing, pricing or payment issue	94 28%	44 25%	50 31%	6 19%	24 32%	13 20%	26 28%	14 35%	10 30%	20 25%	32 29%	17 21%	25 35%	69 26%	12 35%	8 33%	4 34%
A problem with your account details, for example name and address etc.	10 3%	3 2%	7 4%	- -%	2 2%	2 2%	6 7%	- -%	- -%	1 1%	2 2%	6 7%	1 1%	10 4%	- -%	- -%	- -%
A fault with the service you are buying from them, for example total or partial failure of service	76 22%	40 23%	35 22%	11 33%	12 16%	16 25%	19 21%	11 26%	7 19%	19 24%	18 16%	17 22%	21 31%	65 25%	4 11%	2 8%	4 34%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	51 15%	18 10%	33 20%	4 13%	12 16%	15 24%	11 12%	3 7%	5 15%	16 20%	16 15%	13 16%	7 9%	37 14%	9 24%	2 10%	4 28%
Problems with the repair service, for example it didn't happen or didn't solve the problem	5 1%	2 1%	3 2%	- -%	1 1%	2 4%	1 1%	- -%	- -%	3 4%	1 1%	- -%	* 1%	3 1%	- -%	2 8%	- -%
A problem relating to the installation or set up of your service	7 2%	4 2%	4 2%	1 4%	4 6%	- -%	1 1%	- -%	* 1%	2 2%	3 3%	1 2%	1 1%	5 2%	2 6%	- -%	- -%
Or something else, a general issue	96 28%	66 38%	30 18%	11 31%	19 26%	16 25%	26 28%	12 31%	12 35%	18 22%	39 35%	24 31%	15 22%	77 29%	8 23%	10 40%	1 5%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 9D**

**Q8 Sky - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	307	138	169	32	83	55	62	35	40	46	99	58	104	247	28	20	12
Effective Weighted Sample	216	105	112	26	61	40	43	28	31	38	77	42	81	169	22	15	9
Total	338	177	161	34	74	63	92	40	35	78	112	78	70	266	35	24	13
<b>SUMMARY</b>																	
BILLING	103	46	57	6	26	14	32	14	10	21	35	22	25	78	12	8	4
	31%	26%	35%	19%	35%	22%	35%	35%	30%	27%	31%	28%	36%	30%	35%	33%	34%
FAULT AND REPAIR	132	60	71	15	25	33	32	14	12	38	35	30	29	105	13	6	8
	39%	34%	44%	46%	34%	53%	35%	34%	35%	48%	31%	39%	41%	39%	36%	26%	61%
GENERAL ENQUIRY	103	70	33	12	23	16	27	12	12	19	42	26	16	82	10	10	1
	31%	40%	21%	35%	31%	25%	30%	31%	36%	25%	37%	33%	23%	31%	29%	40%	5%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 10A**

**Services used from O2**

Base : Those using O2

	Total	SERVICES FROM O2				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband ~c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	840	-	840	-	-	-	840
Effective Weighted Sample	565	-	565	-	-	-	565
Total	854	-	854	-	-	-	854
Mobile phone	854	-	854	-	-	-	854
	100%	-%	100%	-%	-%	-%	100%

Columns Tested: a,b,c,d - e,f



**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 10A**

**Services used from O2**

Base : Those using O2

	GENDER		AGE						SOCIAL GRADE				NATION				
	Total	MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	840	370	470	128	201	133	140	109	129	115	218	148	359	670	57	30	83
Effective Weighted Sample	565	269	296	84	137	97	89	76	95	86	153	112	281	436	47	21	68
Total	854	418	437	147	171	138	157	124	117	185	249	177	243	676	69	39	70
Mobile phone	854	418	437	147	171	138	157	124	117	185	249	177	243	676	69	39	70
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

Table 10B

**Q6/Q7. Whether contacted and service contacted about**

Base : Those using O2

	Total	SERVICES FROM O2				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband ~c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	840	-	840	-	-	-	840
Effective Weighted Sample	565	-	565	-	-	-	565
Total	854	-	854	-	-	-	854
Contacted in the last 3 months	148 17%	- -%	148 17%	- -%	- -%	- -%	148 17%
Not contacted	707 83%	- -%	707 83%	- -%	- -%	- -%	707 83%
Mobile phone	148 17%	- -%	148 17%	- -%	- -%	- -%	148 17%

Columns Tested: a,b,c,d - e,f

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 10B**

**Q6/Q7. Whether contacted and service contacted about**

Base : Those using O2

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	840	370	470	128	201	133	140	109	129	115	218	148	359	670	57	30	83
Effective Weighted Sample	565	269	296	84	137	97	89	76	95	86	153	112	281	436	47	21	68
Total	854	418	437	147	171	138	157	124	117	185	249	177	243	676	69	39	70
Contacted in the last 3 months	148	80	68	19	37	25	30	20	15	37	40	40	31	120	10	9	8
	17%	19%	15%	13%	22%	18%	19%	16%	13%	20%	16%	23%	13%	18%	15%	23%	12%
Not contacted	707	338	369	128	134	112	127	104	102	148	210	137	212	556	59	30	62
	83%	81%	85%	87%	78%	82%	81%	84%	87%	80%	84%	77%	87%	82%	85%	77%	88%
Mobile phone	148	80	68	19	37	25	30	20	15	37	40	40	31	120	10	9	8
	17%	19%	15%	13%	22%	18%	19%	16%	13%	20%	16%	23%	13%	18%	15%	23%	12%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 10C**

**Q1/2/3/7. Services contacted about**

Base : Those contacting O2

	Total	SERVICES FROM O2				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband ~c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	143	-	143	-	-	-	143
Effective Weighted Sample	99	-	99	-	-	-	99
Total	148	-	148	-	-	-	148
Mobile phone	148	-	148	-	-	-	148
	100%	-%	100%	-%	-%	-%	100%

Columns Tested: a,b,c,d - e,f

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 10C**

**Q1/2/3/7. Services contacted about**

Base : Those contacting O2

	GENDER		AGE						SOCIAL GRADE				NATION				
	Total	MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	143	66	77	19	37	28	25	20	14	24	37	32	50	116	8	8	11
Effective Weighted Sample	99	47	54	16	23	22	17	13	9	19	28	23	42	80	7	5	10
Total	148	80	68	19	37	25	30	20	15	37	40	40	31	120	10	9	8
Mobile phone	148	80	68	19	37	25	30	20	15	37	40	40	31	120	10	9	8
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

Table 10D

**Q8 Q2 - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	SERVICES FROM Q2				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband ~c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	143	-	143	-	-	-	143
Effective Weighted Sample	99	-	99	-	-	-	99
Total	148	-	148	-	-	-	148
A billing, pricing or payment issue	28 19%	- -%	28 19%	- -%	- -%	- -%	28 19%
A problem with your account details, for example name and address etc.	4 3%	- -%	4 3%	- -%	- -%	- -%	4 3%
A fault with the service you are buying from them, for example total or partial failure of service	14 9%	- -%	14 9%	- -%	- -%	- -%	14 9%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	8 5%	- -%	8 5%	- -%	- -%	- -%	8 5%
Problems with the repair service, for example it didn't happen or didn't solve the problem	3 2%	- -%	3 2%	- -%	- -%	- -%	3 2%
A problem relating to the installation or set up of your service	10 6%	- -%	10 6%	- -%	- -%	- -%	10 6%
Or something else, a general issue	81 55%	- -%	81 55%	- -%	- -%	- -%	81 55%
<b>SUMMARY</b>							
BILLING	32 22%	- -%	32 22%	- -%	- -%	- -%	32 22%

Columns Tested: a,b,c,d - e,f

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 10D**

**Q8 Q2 - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	SERVICES FROM Q2				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband ~c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	143	-	143	-	-	-	143
Effective Weighted Sample	99	-	99	-	-	-	99
Total	148	-	148	-	-	-	148
FAULT AND REPAIR	25	-	25	-	-	-	25
	17%	-%	17%	-%	-%	-%	17%
GENERAL ENQUIRY	91	-	91	-	-	-	91
	61%	-%	61%	-%	-%	-%	61%

Columns Tested: a,b,c,d - e,f

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 10D**

**Q8 Q2 - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	143	66	77	19	37	28	25	20	14	24	37	32	50	116	8	8	11
Effective Weighted Sample	99	47	54	16	23	22	17	13	9	19	28	23	42	80	7	5	10
Total	148	80	68	19	37	25	30	20	15	37	40	40	31	120	10	9	8
A billing, pricing or payment issue	28 19%	18 22%	10 15%	2 9%	10 28%	5 18%	6 21%	3 13%	2 14%	12 33%	6 16%	4 11%	5 16%	26 22%	2 17%	- -%	- -%
A problem with your account details, for example name and address etc.	4 3%	4 5%	- -%	1 5%	2 5%	- -%	1 4%	- -%	- -%	3 8%	- -%	1 3%	- -%	4 3%	- -%	- -%	- -%
A fault with the service you are buying from them, for example total or partial failure of service	14 9%	5 6%	9 14%	5 27%	1 2%	2 8%	- -%	5 27%	* 3%	- -%	6 14%	2 6%	6 20%	11 9%	1 7%	- -%	3 31%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	8 5%	2 2%	6 9%	- -%	3 7%	1 3%	1 4%	2 10%	1 6%	1 3%	4 9%	2 6%	1 3%	6 5%	- -%	1 11%	1 11%
Problems with the repair service, for example it didn't happen or didn't solve the problem	3 2%	1 1%	3 4%	- -%	3 7%	- -%	- -%	1 3%	- -%	- -%	- -%	3 6%	1 2%	3 3%	- -%	- -%	- -%
A problem relating to the installation or set up of your service	10 6%	8 10%	2 3%	2 12%	2 5%	- -%	3 9%	2 7%	1 8%	4 11%	3 7%	1 3%	1 4%	5 4%	3 33%	- -%	1 8%
Or something else, a general issue	81 55%	43 54%	38 56%	9 47%	16 44%	18 71%	19 62%	8 40%	10 69%	17 46%	21 52%	26 65%	17 56%	65 54%	4 43%	8 89%	4 50%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p



**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

Table 10D

**Q8 Q2 - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	143	66	77	19	37	28	25	20	14	24	37	32	50	116	8	8	11
Effective Weighted Sample	99	47	54	16	23	22	17	13	9	19	28	23	42	80	7	5	10
Total	148	80	68	19	37	25	30	20	15	37	40	40	31	120	10	9	8
<b>SUMMARY</b>																	
BILLING	32 22%	22 27%	10 15%	3 14%	12 34%	5 18%	7 25%	3 13%	2 14%	15 41%	6 16%	6 14%	5 16%	30 25%	2 17%	- -%	- -%
FAULT AND REPAIR	25 17%	7 9%	18 26%	5 27%	6 17%	3 11%	1 4%	8 40%	1 9%	1 3%	9 24%	7 18%	8 24%	20 17%	1 7%	1 11%	3 42%
GENERAL ENQUIRY	91 61%	51 64%	40 59%	11 59%	18 50%	18 71%	21 71%	10 47%	12 77%	21 57%	24 60%	27 68%	19 60%	70 58%	8 76%	8 89%	5 58%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 11A**

**Services used from EE (inc. O&TM)**

Base : Those using EE (inc. O&TM)

	Total	SERVICES FROM EE (inc. O&TM)				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	1200	-	1162	222	-	12	1188
Effective Weighted Sample	808	-	780	154	-	10	799
Total	1236	-	1200	215	-	10	1226
Mobile phone	1116	-	1116	94	-	10	1105
	90%	-%	93%	44%	-%	100%	90%
			c				
Broadband	131	-	94	131	-	10	121
	11%	-%	8%	61%	-%	100%	10%
			b				

Columns Tested: a,b,c,d - e,f

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 11A**

**Services used from EE (inc. O&TM)**

Base : Those using EE (inc. O&TM)

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	1200	538	662	168	247	195	203	144	243	188	319	222	471	1053	81	54	12
Effective Weighted Sample	808	381	427	123	154	123	151	99	181	153	228	168	343	702	66	35	10
Total	1236	586	651	191	217	231	234	167	197	309	374	260	293	1046	111	68	13
Mobile phone	1116	532	584	171	194	202	210	152	188	284	333	231	267	945	96	63	11
	90%	91%	90%	90%	89%	87%	90%	91%	95%	92%	89%	89%	91%	90%	87%	94%	88%
Broadband	131	59	72	19	24	32	27	16	13	27	43	30	31	111	15	4	1
	11%	10%	11%	10%	11%	14%	11%	10%	6%	9%	12%	12%	11%	11%	13%	6%	12%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

Table 11B

**Q6/Q7. Whether contacted and service contacted about**

Base : Those using EE (inc. O&TM)

	Total	SERVICES FROM EE (inc. O&TM)				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	1200	-	1162	222	-	12	1188
Effective Weighted Sample	808	-	780	154	-	10	799
Total	1236	-	1200	215	-	10	1226
Contacted in the last 3 months	265 21%	- -%	255 21%	69 32%	- -%	1 8%	265 22%
Not contacted	970 78%	- -%	944 79%	146 68%	- -%	9 92%	961 78%
Don't know whether contacted	1 *%	- -%	1 *%	- -%	- -%	- -%	1 *%
Mobile phone	209 17%	- -%	209 17%	13 6%	- -%	- -%	209 17%
Broadband	55 4%	- -%	45 4%	55 26%	- -%	1 8%	54 4%
A General issue, that applies to all	1 *%	- -%	1 *%	1 1%	- -%	- -%	1 *%
Don't know	1 *%	- -%	1 *%	1 1%	- -%	- -%	1 *%

Columns Tested: a,b,c,d - e,f

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 11B**

**Q6/Q7. Whether contacted and service contacted about**

Base : Those using EE (inc. O&TM)

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	1200	538	662	168	247	195	203	144	243	188	319	222	471	1053	81	54	12
Effective Weighted Sample	808	381	427	123	154	123	151	99	181	153	228	168	343	702	66	35	10
Total	1236	586	651	191	217	231	234	167	197	309	374	260	293	1046	111	68	13
Contacted in the last 3 months	265	111	154	35	61	58	53	40	19	83	83	52	47	221	14	26	4
	21%	19%	24%	19%	28%	25%	22%	24%	10%	27%	22%	20%	16%	21%	13%	39%	29%
Not contacted	970	475	496	155	157	173	181	126	178	226	291	208	245	824	96	41	9
	78%	81%	76%	81%	72%	75%	77%	76%	90%	73%	78%	80%	84%	79%	87%	61%	71%
Don't know whether contacted	1	-	1	-	*	-	*	*	-	-	-	-	1	1	-	-	-
	*%	-%	*%	-%	*%	-%	*%	*%	-%	-%	-%	-%	*%	*%	-%	-%	-%
Mobile phone	209	83	126	29	46	43	43	34	15	70	62	41	35	173	7	25	3
	17%	14%	19%	15%	21%	18%	18%	20%	8%	23%	17%	16%	12%	17%	7%	37%	23%
Broadband	55	28	27	7	16	15	9	6	3	12	21	10	12	46	7	1	*
	4%	5%	4%	3%	7%	7%	4%	4%	2%	4%	6%	4%	4%	4%	6%	2%	3%
A General issue, that applies to all	1	-	1	-	-	-	1	-	-	-	-	1	*	1	-	-	*
	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	*%	*%	*%	-%	-%	3%
Don't know	1	-	1	-	-	-	-	-	1	1	-	-	-	1	-	-	-
	*%	-%	*%	-%	-%	-%	-%	-%	1%	*%	-%	-%	-%	*%	-%	-%	-%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 11C**

**Q1/2/3/7. Services contacted about**

Base : Those contacting EE (inc. O&TM)

	Total	SERVICES FROM EE (inc. O&TM)				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband ~c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	239	-	231	66	-	2	237
Effective Weighted Sample	159	-	152	47	-	2	158
Total	265	-	255	69	-	1	265
Mobile phone	210	-	210	14	-	-	210
	79%	-%	82%	20%	-%	-%	79%
Broadband	55	-	45	55	-	1	54
	21%	-%	18%	79%	-%	100%	21%
Don't know	1	-	1	1	-	-	1
	*%	-%	*%	2%	-%	-%	*%

Columns Tested: a,b,c,d - e,f

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 11C**

**Q1/2/3/7. Services contacted about**

Base : Those contacting EE (inc. O&TM)

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	239	96	143	32	60	46	47	30	24	50	76	43	70	207	10	18	4
Effective Weighted Sample	159	73	87	23	39	28	35	21	19	41	46	33	53	143	9	9	3
Total	265	111	154	35	61	58	53	40	19	83	83	52	47	221	14	26	4
Mobile phone	210	83	127	29	46	43	44	34	15	70	62	42	36	174	7	25	3
	79%	75%	82%	81%	75%	74%	84%	85%	79%	84%	75%	80%	75%	79%	51%	95%	90%
Broadband	55	28	27	7	16	15	9	6	3	12	21	10	12	46	7	1	*
	21%	25%	18%	19%	26%	26%	16%	15%	16%	15%	25%	20%	25%	21%	49%	5%	10%
Don't know	1	-	1	-	-	-	-	-	1	1	-	-	-	1	-	-	-
	*%	-%	1%	-%	-%	-%	-%	-%	6%	1%	-%	-%	-%	*%	-%	-%	-%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

Table 11D

**Q8 Orange/EE - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	SERVICES FROM EE (inc. O&TM)				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband ~c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	239	-	231	66	-	2	237
Effective Weighted Sample	159	-	152	47	-	2	158
Total	265	-	255	69	-	1	265
A billing, pricing or payment issue	60 23%	- -%	59 23%	9 13%	- -%	* 51%	59 22%
A problem with your account details, for example name and address etc.	11 4%	- -%	11 4%	3 4%	- -%	- -%	11 4%
A fault with the service you are buying from them, for example total or partial failure of service	52 20%	- -%	47 19%	20 28%	- -%	* 49%	52 20%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	16 6%	- -%	16 6%	3 4%	- -%	- -%	16 6%
Problems with the repair service, for example it didn't happen or didn't solve the problem	4 1%	- -%	4 1%	- -%	- -%	- -%	4 1%
A problem relating to the installation or set up of your service	16 6%	- -%	15 6%	8 12%	- -%	- -%	16 6%
Or something else, a general issue	106 40%	- -%	103 40%	27 40%	- -%	- -%	106 40%
<b>SUMMARY</b>							
BILLING	71 27%	- -%	70 27%	12 17%	- -%	* 51%	70 27%

Columns Tested: a,b,c,d - e,f



**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

Table 11D

**Q8 Orange/EE - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	SERVICES FROM EE (inc. O&TM)				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband ~c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	239	-	231	66	-	2	237
Effective Weighted Sample	159	-	152	47	-	2	158
Total	265	-	255	69	-	1	265
FAULT AND REPAIR	72	-	67	22	-	*	72
	27%	-%	26%	32%	-%	49%	27%
GENERAL ENQUIRY	122	-	118	36	-	-	122
	46%	-%	46%	51%	-%	-%	46%

Columns Tested: a,b,c,d - e,f

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 11D**

**Q8 Orange/EE - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	239	96	143	32	60	46	47	30	24	50	76	43	70	207	10	18	4
Effective Weighted Sample	159	73	87	23	39	28	35	21	19	41	46	33	53	143	9	9	3
Total	265	111	154	35	61	58	53	40	19	83	83	52	47	221	14	26	4
A billing, pricing or payment issue	60 23%	23 21%	36 24%	7 20%	15 25%	10 17%	13 25%	4 9%	11 57%	13 16%	17 21%	10 19%	19 41%	56 25%	1 9%	2 8%	- -%
A problem with your account details, for example name and address etc.	11 4%	4 4%	7 5%	- -%	1 1%	5 9%	5 10%	- -%	- -%	2 2%	3 4%	6 11%	* 1%	9 4%	2 12%	- -%	- -%
A fault with the service you are buying from them, for example total or partial failure of service	52 20%	19 17%	33 21%	1 4%	14 23%	19 33%	7 13%	10 25%	1 6%	17 21%	23 28%	6 12%	6 12%	37 17%	2 17%	10 40%	3 73%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	16 6%	8 8%	8 5%	2 4%	3 5%	1 2%	5 9%	3 7%	3 14%	6 7%	3 4%	2 3%	6 12%	14 6%	1 8%	1 4%	- -%
Problems with the repair service, for example it didn't happen or didn't solve the problem	4 1%	3 3%	1 1%	- -%	- -%	1 1%	- -%	3 7%	- -%	3 3%	- -%	- -%	1 2%	4 2%	- -%	- -%	- -%
A problem relating to the installation or set up of your service	16 6%	3 3%	13 9%	4 11%	4 7%	4 7%	- -%	4 11%	- -%	6 7%	3 4%	4 8%	3 7%	10 4%	4 28%	3 10%	- -%
Or something else, a general issue	106 40%	50 45%	56 36%	21 61%	24 40%	17 30%	23 43%	16 40%	4 23%	36 43%	33 39%	25 48%	12 26%	91 41%	4 26%	10 39%	1 27%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

Table 11D

**Q8 Orange/EE - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	239	96	143	32	60	46	47	30	24	50	76	43	70	207	10	18	4
Effective Weighted Sample	159	73	87	23	39	28	35	21	19	41	46	33	53	143	9	9	3
Total	265	111	154	35	61	58	53	40	19	83	83	52	47	221	14	26	4
<b>SUMMARY</b>																	
BILLING	71 27%	27 25%	43 28%	7 20%	16 26%	15 26%	18 35%	4 9%	11 57%	15 18%	20 25%	15 29%	20 42%	66 30%	3 20%	2 8%	- -%
FAULT AND REPAIR	72 27%	30 27%	42 27%	3 8%	17 28%	21 37%	12 22%	16 40%	4 20%	26 31%	26 32%	8 15%	12 26%	55 25%	4 25%	11 43%	3 73%
GENERAL ENQUIRY	122 46%	53 48%	69 45%	25 72%	28 46%	22 37%	23 43%	20 51%	4 23%	42 50%	36 43%	29 56%	16 33%	101 46%	8 55%	13 48%	1 27%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 13A**

**Services used from 3**

Base : Those using 3

	Total	SERVICES FROM 3				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband ~c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	386	-	386	-	-	-	386
Effective Weighted Sample	272	-	272	-	-	-	272
Total	376	-	376	-	-	-	376
Mobile phone	376	-	376	-	-	-	376
	100%	-%	100%	-%	-%	-%	100%

Columns Tested: a,b,c,d - e,f

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 13A**

**Services used from 3**

Base : Those using 3

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 ~c	25-34 d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	386	175	211	79	117	68	66	33	23	40	98	80	168	345	24	13	4
Effective Weighted Sample	272	130	148	58	83	52	45	27	18	31	77	61	128	241	21	9	3
Total	376	203	174	85	93	71	81	31	16	64	111	91	111	324	32	15	6
Mobile phone	376	203	174	85	93	71	81	31	16	64	111	91	111	324	32	15	6
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 13B**

**Q6/Q7. Whether contacted and service contacted about**

Base : Those using 3

	Total	SERVICES FROM 3				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband ~c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	386	-	386	-	-	-	386
Effective Weighted Sample	272	-	272	-	-	-	272
Total	376	-	376	-	-	-	376
Contacted in the last 3 months	74 20%	- -%	74 20%	- -%	- -%	- -%	74 20%
Not contacted	302 80%	- -%	302 80%	- -%	- -%	- -%	302 80%
Don't know whether contacted	1 *%	- -%	1 *%	- -%	- -%	- -%	1 *%
Mobile phone	74 20%	- -%	74 20%	- -%	- -%	- -%	74 20%

Columns Tested: a,b,c,d - e,f

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 13B**

**Q6/Q7. Whether contacted and service contacted about**

Base : Those using 3

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 ~c	25-34 d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	386	175	211	79	117	68	66	33	23	40	98	80	168	345	24	13	4
Effective Weighted Sample	272	130	148	58	83	52	45	27	18	31	77	61	128	241	21	9	3
Total	376	203	174	85	93	71	81	31	16	64	111	91	111	324	32	15	6
Contacted in the last 3 months	74	41	33	18	17	19	13	4	3	13	20	18	22	57	16	1	-
	20%	20%	19%	21%	19%	27%	17%	12%	19%	20%	18%	20%	20%	18%	49%	10%	-%
Not contacted	302	161	141	67	75	51	68	27	13	51	89	72	89	266	16	13	6
	80%	79%	81%	79%	81%	72%	83%	88%	81%	80%	81%	80%	80%	82%	51%	90%	100%
Don't know whether contacted	1	1	-	-	-	1	-	-	-	-	1	-	-	1	-	-	-
	*%	*%	-%	-%	-%	1%	-%	-%	-%	-%	1%	-%	-%	*%	-%	-%	-%
Mobile phone	74	41	33	18	17	19	13	4	3	13	20	18	22	57	16	1	-
	20%	20%	19%	21%	19%	27%	17%	12%	19%	20%	18%	20%	20%	18%	49%	10%	-%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 13C**

**Q1/2/3/7. Services contacted about**

Base : Those contacting 3

	Total	SERVICES FROM 3				BUNDLED SERVICES	
		Landline ~a	Mobile ~b	Broadband ~c	Pay TV ~d	Yes ~e	No ~f
Significance Level: 99%							
Unweighted total	72	-	72	-	-	-	72
Effective Weighted Sample	53	-	53	-	-	-	53
Total	74	-	74	-	-	-	74
Mobile phone	74	-	74	-	-	-	74
	100%	-%	100%	-%	-%	-%	100%

Columns Tested: a,b,c,d - e,f



**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 13C**

**Q1/2/3/7. Services contacted about**

Base : Those contacting 3

	GENDER		AGE						SOCIAL GRADE				NATION				
	Total	MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND ~m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	72	35	37	15	20	15	14	4	4	7	17	16	32	57	12	3	-
Effective Weighted Sample	53	26	28	12	14	12	9	4	3	6	13	13	26	42	10	3	-
Total	74	41	33	18	17	19	13	4	3	13	20	18	22	57	16	1	-
Mobile phone	74	41	33	18	17	19	13	4	3	13	20	18	22	57	16	1	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

Table 13D

**Q8 3 - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	SERVICES FROM 3				BUNDLED SERVICES	
		Landline ~a	Mobile ~b	Broadband ~c	Pay TV ~d	Yes ~e	No ~f
Significance Level: 99%							
Unweighted total	72	-	72	-	-	-	72
Effective Weighted Sample	53	-	53	-	-	-	53
Total	74	-	74	-	-	-	74
A billing, pricing or payment issue	20 27%	- -%	20 27%	- -%	- -%	- -%	20 27%
A problem with your account details, for example name and address etc.	1 1%	- -%	1 1%	- -%	- -%	- -%	1 1%
A fault with the service you are buying from them, for example total or partial failure of service	6 8%	- -%	6 8%	- -%	- -%	- -%	6 8%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	6 8%	- -%	6 8%	- -%	- -%	- -%	6 8%
Problems with the repair service, for example it didn't happen or didn't solve the problem	3 4%	- -%	3 4%	- -%	- -%	- -%	3 4%
A problem relating to the installation or set up of your service	1 1%	- -%	1 1%	- -%	- -%	- -%	1 1%
Or something else, a general issue	37 51%	- -%	37 51%	- -%	- -%	- -%	37 51%
<b>SUMMARY</b>							
BILLING	21 28%	- -%	21 28%	- -%	- -%	- -%	21 28%

Columns Tested: a,b,c,d - e,f

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

Table 13D

**Q8 3 - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	SERVICES FROM 3				BUNDLED SERVICES	
		Landline ~a	Mobile ~b	Broadband ~c	Pay TV ~d	Yes ~e	No ~f
Significance Level: 99%							
Unweighted total	72	-	72	-	-	-	72
Effective Weighted Sample	53	-	53	-	-	-	53
Total	74	-	74	-	-	-	74
FAULT AND REPAIR	15	-	15	-	-	-	15
	20%	-%	20%	-%	-%	-%	20%
GENERAL ENQUIRY	38	-	38	-	-	-	38
	51%	-%	51%	-%	-%	-%	51%

Columns Tested: a,b,c,d - e,f

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 13D**

**Q8 3 - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND ~m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	72	35	37	15	20	15	14	4	4	7	17	16	32	57	12	3	-
Effective Weighted Sample	53	26	28	12	14	12	9	4	3	6	13	13	26	42	10	3	-
Total	74	41	33	18	17	19	13	4	3	13	20	18	22	57	16	1	-
A billing, pricing or payment issue	20 27%	12 29%	9 26%	6 34%	2 14%	5 28%	4 31%	2 54%	* 14%	1 11%	4 20%	6 33%	9 39%	16 28%	5 30%	- -%	- -%
A problem with your account details, for example name and address etc.	1 1%	- -%	1 2%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	1 38%	- -%
A fault with the service you are buying from them, for example total or partial failure of service	6 8%	5 11%	2 5%	- -%	1 9%	1 6%	2 18%	- -%	1 41%	1 10%	2 12%	1 6%	1 7%	3 6%	2 15%	* 24%	- -%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	6 8%	3 7%	3 9%	4 21%	- -%	2 11%	* 2%	- -%	- -%	3 23%	1 7%	- -%	2 8%	6 11%	- -%	- -%	- -%
Problems with the repair service, for example it didn't happen or didn't solve the problem	3 4%	- -%	3 8%	- -%	3 16%	- -%	- -%	- -%	- -%	1 11%	1 7%	- -%	- -%	3 5%	- -%	- -%	- -%
A problem relating to the installation or set up of your service	1 1%	- -%	1 2%	- -%	- -%	1 3%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	1 38%	- -%
Or something else, a general issue	37 51%	22 53%	16 48%	8 45%	10 59%	10 52%	6 48%	2 46%	1 45%	6 45%	11 52%	11 61%	10 44%	29 51%	9 55%	- -%	- -%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

Table 13D

**Q8 3 - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND ~m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	72	35	37	15	20	15	14	4	4	7	17	16	32	57	12	3	-
Effective Weighted Sample	53	26	28	12	14	12	9	4	3	6	13	13	26	42	10	3	-
Total	74	41	33	18	17	19	13	4	3	13	20	18	22	57	16	1	-
<b>SUMMARY</b>																	
BILLING	21	12	9	6	3	5	4	2	*	1	4	6	9	16	5	1	-
	28%	29%	28%	34%	17%	28%	31%	54%	14%	11%	22%	33%	39%	28%	30%	38%	-%
FAULT AND REPAIR	15	8	7	4	4	3	3	-	1	6	5	1	3	12	2	*	-
	20%	19%	23%	21%	24%	17%	21%	-%	41%	44%	25%	6%	14%	22%	15%	24%	-%
GENERAL ENQUIRY	38	22	16	8	10	10	6	2	1	6	11	11	10	29	9	1	-
	51%	53%	50%	45%	59%	55%	48%	46%	45%	45%	52%	61%	47%	51%	55%	38%	-%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 15A**

**Services used from Vodafone**

Base : Those using Vodafone

	Total	SERVICES FROM Vodafone				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband ~c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	480	-	480	-	-	-	480
Effective Weighted Sample	334	-	334	-	-	-	334
Total	529	-	529	-	-	-	529
Mobile phone	529	-	529	-	-	-	529
	100%	-%	100%	-%	-%	-%	100%

Columns Tested: a,b,c,d - e,f

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 15A**

**Services used from Vodafone**

Base : Those using Vodafone

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	480	216	264	55	96	78	83	74	94	92	124	103	161	399	39	29	13
Effective Weighted Sample	334	152	185	40	66	55	59	55	72	72	94	77	127	270	31	24	11
Total	529	263	266	68	84	104	107	86	81	143	145	137	103	425	56	32	15
Mobile phone	529	263	266	68	84	104	107	86	81	143	145	137	103	425	56	32	15
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

Table 15B

**Q6/Q7. Whether contacted and service contacted about**

Base : Those using Vodafone

	Total	SERVICES FROM Vodafone				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband ~c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	480	-	480	-	-	-	480
Effective Weighted Sample	334	-	334	-	-	-	334
Total	529	-	529	-	-	-	529
Contacted in the last 3 months	107 20%	- -%	107 20%	- -%	- -%	- -%	107 20%
Not contacted	422 80%	- -%	422 80%	- -%	- -%	- -%	422 80%
Mobile phone	107 20%	- -%	107 20%	- -%	- -%	- -%	107 20%

Columns Tested: a,b,c,d - e,f



**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 15B**

**Q6/Q7. Whether contacted and service contacted about**

Base : Those using Vodafone

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	480	216	264	55	96	78	83	74	94	92	124	103	161	399	39	29	13
Effective Weighted Sample	334	152	185	40	66	55	59	55	72	72	94	77	127	270	31	24	11
Total	529	263	266	68	84	104	107	86	81	143	145	137	103	425	56	32	15
Contacted in the last 3 months	107	55	51	20	19	19	19	18	11	26	36	24	21	93	7	4	2
	20%	21%	19%	30%	22%	18%	18%	20%	14%	18%	25%	17%	20%	22%	12%	14%	15%
Not contacted	422	208	215	47	65	85	87	68	69	117	109	114	82	332	50	28	13
	80%	79%	81%	70%	78%	82%	82%	80%	86%	82%	75%	83%	80%	78%	88%	86%	85%
Mobile phone	107	55	51	20	19	19	19	18	11	26	36	24	21	93	7	4	2
	20%	21%	19%	30%	22%	18%	18%	20%	14%	18%	25%	17%	20%	22%	12%	14%	15%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 15C**

**Q1/2/3/7. Services contacted about**

Base : Those contacting Vodafone

	Total	SERVICES FROM Vodafone				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband ~c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	100	-	100	-	-	-	100
Effective Weighted Sample	79	-	79	-	-	-	79
Total	107	-	107	-	-	-	107
Mobile phone	107	-	107	-	-	-	107
	100%	-%	100%	-%	-%	-%	100%

Columns Tested: a,b,c,d - e,f

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 15C**

**Q1/2/3/7. Services contacted about**

Base : Those contacting Vodafone

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND ~m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	100	50	50	17	24	17	17	13	12	19	31	21	29	91	4	3	2
Effective Weighted Sample	79	41	38	13	20	14	14	10	10	17	25	18	22	71	4	3	2
Total	107	55	51	20	19	19	19	18	11	26	36	24	21	93	7	4	2
Mobile phone	107	55	51	20	19	19	19	18	11	26	36	24	21	93	7	4	2
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

Table 15D

**Q8 Vodafone - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	SERVICES FROM Vodafone				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband ~c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	100	-	100	-	-	-	100
Effective Weighted Sample	79	-	79	-	-	-	79
Total	107	-	107	-	-	-	107
A billing, pricing or payment issue	44 42%	- -%	44 42%	- -%	- -%	- -%	44 42%
A problem with your account details, for example name and address etc.	1 1%	- -%	1 1%	- -%	- -%	- -%	1 1%
A fault with the service you are buying from them, for example total or partial failure of service	4 4%	- -%	4 4%	- -%	- -%	- -%	4 4%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	8 7%	- -%	8 7%	- -%	- -%	- -%	8 7%
Problems with the repair service, for example it didn't happen or didn't solve the problem	1 1%	- -%	1 1%	- -%	- -%	- -%	1 1%
A problem relating to the installation or set up of your service	4 4%	- -%	4 4%	- -%	- -%	- -%	4 4%
Or something else, a general issue	43 41%	- -%	43 41%	- -%	- -%	- -%	43 41%
<b>SUMMARY</b>							
BILLING	46 43%	- -%	46 43%	- -%	- -%	- -%	46 43%

Columns Tested: a,b,c,d - e,f

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 15D**

**Q8 Vodafone - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	SERVICES FROM Vodafone				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband ~c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	100	-	100	-	-	-	100
Effective Weighted Sample	79	-	79	-	-	-	79
Total	107	-	107	-	-	-	107
FAULT AND REPAIR	13	-	13	-	-	-	13
	12%	-%	12%	-%	-%	-%	12%
GENERAL ENQUIRY	48	-	48	-	-	-	48
	45%	-%	45%	-%	-%	-%	45%

Columns Tested: a,b,c,d - e,f

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 15D**

**Q8 Vodafone - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND ~m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	100	50	50	17	24	17	17	13	12	19	31	21	29	91	4	3	2
Effective Weighted Sample	79	41	38	13	20	14	14	10	10	17	25	18	22	71	4	3	2
Total	107	55	51	20	19	19	19	18	11	26	36	24	21	93	7	4	2
A billing, pricing or payment issue	44 42%	22 40%	22 43%	10 51%	11 58%	5 28%	6 30%	9 51%	3 27%	9 35%	20 54%	7 30%	9 42%	39 42%	3 50%	2 47%	- -
A problem with your account details, for example name and address etc.	1 1%	1 3%	- -	- -	- -	1 5%	- -	- -	* 4%	- -	- -	1 4%	* 2%	1 2%	- -	- -	- -
A fault with the service you are buying from them, for example total or partial failure of service	4 4%	3 6%	1 1%	2 11%	1 5%	1 5%	- -	- -	- -	- -	1 2%	1 3%	2 12%	4 4%	- -	- -	- -
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	8 7%	3 5%	5 10%	2 12%	1 8%	- -	3 14%	- -	1 12%	1 5%	6 16%	- -	1 5%	8 9%	- -	- -	- -
Problems with the repair service, for example it didn't happen or didn't solve the problem	1 1%	1 2%	- -	- -	- -	- -	- -	- -	1 11%	1 5%	- -	- -	- -	1 1%	- -	- -	- -
A problem relating to the installation or set up of your service	4 4%	2 3%	3 5%	2 8%	* 2%	- -	2 12%	- -	- -	2 9%	- -	- -	2 10%	2 2%	2 34%	- -	- -
Or something else, a general issue	43 41%	23 41%	21 40%	4 18%	5 27%	12 63%	9 44%	9 49%	5 46%	12 47%	10 28%	15 63%	6 29%	38 40%	1 16%	2 53%	2 100%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 15D**

**Q8 Vodafone - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND ~m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	100	50	50	17	24	17	17	13	12	19	31	21	29	91	4	3	2
Effective Weighted Sample	79	41	38	13	20	14	14	10	10	17	25	18	22	71	4	3	2
Total	107	55	51	20	19	19	19	18	11	26	36	24	21	93	7	4	2
<b>SUMMARY</b>																	
BILLING	46	24	22	10	11	6	6	9	4	9	20	8	9	40	3	2	-
	43%	43%	43%	51%	58%	33%	30%	51%	31%	35%	54%	34%	44%	43%	50%	47%	-%
FAULT AND REPAIR	13	7	6	5	2	1	3	-	3	3	7	1	3	13	-	-	-
	12%	13%	11%	23%	12%	5%	14%	-%	23%	10%	18%	3%	17%	14%	-%	-%	-%
GENERAL ENQUIRY	48	24	23	5	6	12	11	9	5	14	10	15	8	40	3	2	2
	45%	44%	46%	26%	29%	63%	56%	49%	46%	55%	28%	63%	39%	43%	50%	53%	100%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 17A**

**Services used from Tesco**

Base : Those using Tesco

	Total	SERVICES FROM Tesco				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband ~c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	187	-	187	-	-	-	187
Effective Weighted Sample	133	-	133	-	-	-	133
Total	197	-	197	-	-	-	197
Mobile phone	197	-	197	-	-	-	197
	100%	-%	100%	-%	-%	-%	100%

Columns Tested: a,b,c,d - e,f



**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 17A**

**Services used from Tesco**

Base : Those using Tesco

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	187	93	94	16	20	28	27	26	70	33	40	35	79	159	17	8	3
Effective Weighted Sample	133	65	69	12	16	22	19	18	49	27	32	29	62	112	13	6	3
Total	197	102	95	18	19	32	30	33	65	59	45	38	55	166	18	11	2
Mobile phone	197	102	95	18	19	32	30	33	65	59	45	38	55	166	18	11	2
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

Table 17B

**Q6/Q7. Whether contacted and service contacted about**

Base : Those using Tesco

	Total	SERVICES FROM Tesco				BUNDLED SERVICES	
		Landline ~a	Mobile b	Broadband ~c	Pay TV ~d	Yes ~e	No f
Significance Level: 99%							
Unweighted total	187	-	187	-	-	-	187
Effective Weighted Sample	133	-	133	-	-	-	133
Total	197	-	197	-	-	-	197
Contacted in the last 3 months	24 12%	- -%	24 12%	- -%	- -%	- -%	24 12%
Not contacted	173 88%	- -%	173 88%	- -%	- -%	- -%	173 88%
Mobile phone	24 12%	- -%	24 12%	- -%	- -%	- -%	24 12%

Columns Tested: a,b,c,d - e,f

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 17B**

**Q6/Q7. Whether contacted and service contacted about**

Base : Those using Tesco

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	187	93	94	16	20	28	27	26	70	33	40	35	79	159	17	8	3
Effective Weighted Sample	133	65	69	12	16	22	19	18	49	27	32	29	62	112	13	6	3
Total	197	102	95	18	19	32	30	33	65	59	45	38	55	166	18	11	2
Contacted in the last 3 months	24	11	13	3	-	3	5	5	8	5	9	5	5	19	6	-	-
	12%	11%	14%	18%	-%	10%	15%	15%	13%	9%	20%	13%	9%	11%	31%	-%	-%
Not contacted	173	91	82	15	19	29	26	28	56	54	36	33	50	147	13	11	2
	88%	89%	86%	82%	100%	90%	85%	85%	87%	91%	80%	87%	91%	89%	69%	100%	100%
Mobile phone	24	11	13	3	-	3	5	5	8	5	9	5	5	19	6	-	-
	12%	11%	14%	18%	-%	10%	15%	15%	13%	9%	20%	13%	9%	11%	31%	-%	-%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 17C**

**Q1/2/3/7. Services contacted about**

Base : Those contacting Tesco

	Total	SERVICES FROM Tesco				BUNDLED SERVICES	
		Landline ~a	Mobile ~b	Broadband ~c	Pay TV ~d	Yes ~e	No ~f
Significance Level: 99%							
Unweighted total	20	-	20	-	-	-	20
Effective Weighted Sample	14	-	14	-	-	-	14
Total	24	-	24	-	-	-	24
Mobile phone	24	-	24	-	-	-	24
	100%	-%	100%	-%	-%	-%	100%

Columns Tested: a,b,c,d - e,f

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 17C**

**Q1/2/3/7. Services contacted about**

Base : Those contacting Tesco

	GENDER		AGE						SOCIAL GRADE				NATION				
	Total	MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND ~m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	20	10	10	2	-	4	2	4	8	2	7	4	7	16	4	-	-
Effective Weighted Sample	14	8	7	2	-	3	2	4	6	2	6	4	6	11	4	-	-
Total	24	11	13	3	-	3	5	5	8	5	9	5	5	19	6	-	-
Mobile phone	24	11	13	3	-	3	5	5	8	5	9	5	5	19	6	-	-
	100%	100%	100%	100%	-%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	-%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

Table 17D

**Q8 Tesco - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	SERVICES FROM Tesco				BUNDLED SERVICES	
		Landline ~a	Mobile ~b	Broadband ~c	Pay TV ~d	Yes ~e	No ~f
Significance Level: 99%							
Unweighted total	20	-	20	-	-	-	20
Effective Weighted Sample	14	-	14	-	-	-	14
Total	24	-	24	-	-	-	24
A billing, pricing or payment issue	8 33%	- -%	8 33%	- -%	- -%	- -%	8 33%
A problem with your account details, for example name and address etc.	3 10%	- -%	3 10%	- -%	- -%	- -%	3 10%
A fault with the service you are buying from them, for example total or partial failure of service	2 8%	- -%	2 8%	- -%	- -%	- -%	2 8%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	1 5%	- -%	1 5%	- -%	- -%	- -%	1 5%
Or something else, a general issue	11 43%	- -%	11 43%	- -%	- -%	- -%	11 43%
<b>SUMMARY</b>							
BILLING	11 43%	- -%	11 43%	- -%	- -%	- -%	11 43%
FAULT AND REPAIR	3 13%	- -%	3 13%	- -%	- -%	- -%	3 13%
GENERAL ENQUIRY	11 43%	- -%	11 43%	- -%	- -%	- -%	11 43%

Columns Tested: a,b,c,d - e,f

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 17D**

**Q8 Tesco - And thinking of the most recent issue you had to contact about, which one of the following categories did the issue fall into?**

Base : Contacted in the last 3 months

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND ~m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	20	10	10	2	-	4	2	4	8	2	7	4	7	16	4	-	-
Effective Weighted Sample	14	8	7	2	-	3	2	4	6	2	6	4	6	11	4	-	-
Total	24	11	13	3	-	3	5	5	8	5	9	5	5	19	6	-	-
A billing, pricing or payment issue	8	1	7	-	-	1	3	2	1	3	1	-	3	7	1	-	-
	33%	12%	50%	-%	-%	38%	74%	40%	16%	62%	15%	-%	67%	35%	24%	-%	-%
A problem with your account details, for example name and address etc.	3	-	3	3	-	-	-	-	-	-	3	-	-	3	-	-	-
	10%	-%	19%	75%	-%	-%	-%	-%	-%	-%	28%	-%	-%	13%	-%	-%	-%
A fault with the service you are buying from them, for example total or partial failure of service	2	2	-	-	-	1	1	-	-	-	1	-	1	1	1	-	-
	8%	18%	-%	-%	-%	25%	26%	-%	-%	-%	13%	-%	17%	6%	14%	-%	-%
The service not performing as well as expected, for example issues with picture quality, broadband speed, mobile coverage etc.	1	1	-	-	-	-	-	1	-	-	-	1	-	1	-	-	-
	5%	12%	-%	-%	-%	-%	-%	26%	-%	-%	-%	26%	-%	7%	-%	-%	-%
Or something else, a general issue	11	7	4	1	-	1	-	2	7	2	4	4	1	7	3	-	-
	43%	59%	30%	25%	-%	37%	-%	34%	84%	38%	45%	74%	16%	38%	62%	-%	-%
<b>SUMMARY</b>																	
BILLING	11	1	9	3	-	1	3	2	1	3	4	-	3	9	1	-	-
	43%	12%	70%	75%	-%	38%	74%	40%	16%	62%	42%	-%	67%	49%	24%	-%	-%
FAULT AND REPAIR	3	3	-	-	-	1	1	1	-	-	1	1	1	2	1	-	-
	13%	29%	-%	-%	-%	25%	26%	26%	-%	-%	13%	26%	17%	13%	14%	-%	-%
GENERAL ENQUIRY	11	7	4	1	-	1	-	2	7	2	4	4	1	7	3	-	-
	43%	59%	30%	25%	-%	37%	-%	34%	84%	38%	45%	74%	16%	38%	62%	-%	-%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 18**

**Q6/7. Whether contacted supplier about Landline or about a general issue**

Base : Those using an eligible supplier for Landline

	Total	SUPPLIER USED				SUPPLIER CONTACTED			
		BT a	Virgin b	TalkTalk c	Sky d	BT e	Virgin ~f	TalkTalk ~g	Sky ~h
Significance Level: 99%									
Unweighted total	2925	1206	623	435	661	126	83	51	76
Effective Weighted Sample	1967	799	443	272	454	90	63	31	56
Total	3065	1287	656	423	699	155	82	48	80
Contacted about Landline	366 12%	155 12%	82 13%	48 11%	80 11%	155 100%	82 100%	48 100%	80 100%
Haven't contacted	2699 88%	1131 88%	574 87%	376 89%	619 89%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d - e,f,g,h



**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

Table 19B

**Q8. And thinking of the most recent issue you had to contact your supplier about, which one of the following categories did the issue fall into?**

Base : Contacted about Landline

	Total	SUPPLIER USED				SUPPLIER CONTACTED			
		BT a	Virgin ~b	TalkTalk ~c	Sky ~d	BT e	Virgin ~f	TalkTalk ~g	Sky ~h
Significance Level: 99%									
Unweighted total	336	126	83	51	76	126	83	51	76
Effective Weighted Sample	237	90	63	31	56	90	63	31	56
Total	366	155	82	48	80	155	82	48	80
<b>SUMMARY</b>									
BILLING	118 32%	51 33%	27 33%	11 22%	29 36%	51 33%	27 33%	11 22%	29 36%
FAULT AND REPAIR	101 28%	41 26%	25 31%	19 40%	16 20%	41 26%	25 31%	19 40%	16 20%
GENERAL ENQUIRY	147 40%	64 41%	30 36%	18 38%	36 45%	64 41%	30 36%	18 38%	36 45%

Columns Tested: a,b,c,d - e,f,g,h

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 20**

**Q6/7. Whether contacted supplier about Mobile or about a general issue**

Base : Those using an eligible supplier for Mobile

	Total	SUPPLIER USED						SUPPLIER CONTACTED					
		Virgin a	O2 b	EE (inc. O&TM) c	3 d	Vodafone e	Tesco f	Virgin ~g	O2 h	EE (inc. O&TM) i	3 ~j	Vodafone k	Tesco ~l
Significance Level: 99%													
Unweighted total	3220	251	840	1076	386	480	187	47	143	189	72	100	20
Effective Weighted Sample	2197	173	565	722	272	334	133	32	99	124	53	79	14
Total	3325	252	854	1116	376	529	197	44	148	210	74	107	24
Contacted about Mobile	607	44	148	210	74	107	24	44	148	210	74	107	24
	18%	18%	17%	19%	20%	20%	12%	100%	100%	100%	100%	100%	100%
Haven't contacted	2718	208	707	906	303	422	173	-	-	-	-	-	-
	82%	82%	83%	81%	80%	80%	88%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f - g,h,i,j,k,l

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 21B**

**Q8. And thinking of the most recent issue you had to contact your supplier about, which one of the following categories did the issue fall into?**

Base : Contacted about Mobile

	SUPPLIER USED						SUPPLIER CONTACTED						
	Total	Virgin ~a	O2 b	EE (inc. O&TM) c	3 ~d	Vodafone e	Tesco ~f	Virgin ~g	O2 h	EE (inc. O&TM) i	3 ~j	Vodafone k	Tesco ~l
Significance Level: 99%													
Unweighted total	571	47	143	189	72	100	20	47	143	189	72	100	20
Effective Weighted Sample	398	32	99	124	53	79	14	32	99	124	53	79	14
Total	607	44	148	210	74	107	24	44	148	210	74	107	24
<b>SUMMARY</b>													
BILLING	187	14	32	64	21	46	11	14	32	64	21	46	11
	31%	31%	22%	31%	28%	43%	43%	31%	22%	31%	28%	43%	43%
FAULT AND REPAIR	121	11	25	54	15	13	3	11	25	54	15	13	3
	20%	24%	17%	26%	20%	12%	13%	24%	17%	26%	20%	12%	13%
GENERAL ENQUIRY	298	20	91	92	38	48	11	20	91	92	38	48	11
	49%	45%	61%	44%	51%	45%	43%	45%	61%	44%	51%	45%	43%

Columns Tested: a,b,c,d,e,f - g,h,i,j,k,l

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 22**

**Q6/7. Whether contacted supplier about Broadband or about a general issue**

Base : Those using an eligible supplier for Broadband

	SUPPLIER USED					SUPPLIER CONTACTED					
	Total	BT a	Virgin b	TalkTalk c	Sky d	EE (inc. O&TM) e	BT f	Virgin g	TalkTalk ~h	Sky i	EE (inc. O&TM) ~j
Significance Level: 99%											
Unweighted total	2805	730	723	469	747	136	130	131	87	140	40
Effective Weighted Sample	1915	493	527	298	513	96	92	101	52	97	28
Total	2984	856	759	458	780	131	178	130	94	143	44
Contacted about Broadband	588	178	130	94	143	44	178	130	94	143	44
	20%	21%	17%	21%	18%	33%	100%	100%	100%	100%	100%
						abd					
Haven't contacted	2396	679	629	364	637	87	-	-	-	-	-
	80%	79%	83%	79%	82%	67%	-%	-%	-%	-%	-%
		e	e		e						

Columns Tested: a,b,c,d,e - f,g,h,i,j

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

Table 23B

Q8. And thinking of the most recent issue you had to contact your supplier about, which one of the following categories did the issue fall into?

Base : Contacted about Broadband

	Total	SUPPLIER USED					SUPPLIER CONTACTED				
		BT a	Virgin b	TalkTalk ~c	Sky d	EE (inc. O&TM) ~e	BT f	Virgin g	TalkTalk ~h	Sky i	EE (inc. O&TM) ~j
Significance Level: 99%											
Unweighted total	528	130	131	87	140	40	130	131	87	140	40
Effective Weighted Sample	362	92	101	52	97	28	92	101	52	97	28
Total	588	178	130	94	143	44	178	130	94	143	44
<b>SUMMARY</b>											
BILLING	128 22%	33 19%	31 24%	14 15%	43 30%	7 15%	33 19%	31 24%	14 15%	43 30%	7 15%
FAULT AND REPAIR	270 46%	74 42%	64 49%	52 55%	67 47%	13 31%	74 42%	64 49%	52 55%	67 47%	13 31%
GENERAL ENQUIRY	190 32%	70 40%	36 28%	28 30%	33 23%	23 54%	70 40%	36 28%	28 30%	33 23%	23 54%

Columns Tested: a,b,c,d,e - f,g,h,i,j

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 24**

**Q6/7. Whether contacted supplier about Pay TV or about a general issue**

Base : Those using an eligible supplier for Pay TV

	Total	SUPPLIER USED				SUPPLIER CONTACTED			
		BT a	Virgin b	TalkTalk c	Sky d	BT ~e	Virgin ~f	TalkTalk ~g	Sky h
Significance Level: 99%									
Unweighted total	2082	141	569	114	1258	19	89	15	218
Effective Weighted Sample	1438	97	402	67	875	14	70	10	155
Total	2207	170	600	98	1339	25	87	14	246
Contacted about Pay TV	373 17%	25 15%	87 15%	14 15%	246 18%	25 100%	87 100%	14 100%	246 100%
Haven't contacted	1834 83%	145 85%	513 85%	84 85%	1093 82%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d - e,f,g,h

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

Table 25B

**Q8. And thinking of the most recent issue you had to contact your supplier about, which one of the following categories did the issue fall into?**

Base : Contacted about Pay TV

	Total	SUPPLIER USED				SUPPLIER CONTACTED			
		BT ~a	Virgin ~b	TalkTalk ~c	Sky d	BT ~e	Virgin ~f	TalkTalk ~g	Sky h
Significance Level: 99%									
Unweighted total	341	19	89	15	218	19	89	15	218
Effective Weighted Sample	245	14	70	10	155	14	70	10	155
Total	373	25	87	14	246	25	87	14	246
<b>SUMMARY</b>									
BILLING	116	5	22	2	87	5	22	2	87
	31%	21%	25%	16%	35%	21%	25%	16%	35%
FAULT AND REPAIR	123	3	43	5	73	3	43	5	73
	33%	11%	49%	35%	30%	11%	49%	35%	30%
GENERAL ENQUIRY	131	17	23	5	86	17	23	5	86
	35%	68%	26%	38%	35%	68%	26%	38%	35%

Columns Tested: a,b,c,d - e,f,g,h

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 26**

**Q9 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?**

Base : All respondents

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES o	N.I. p
Significance Level: 99%																	
Unweighted total	4078	1877	2201	524	803	589	616	507	1039	578	981	736	1783	3507	278	166	127
Effective Weighted Sample	2750	1319	1433	367	537	397	424	354	727	444	712	546	1366	2320	223	116	101
Total	4078	1998	2080	583	681	661	710	571	872	913	1110	885	1170	3417	347	200	114
Landline	174 4%	82 4%	92 4%	10 2%	23 3%	18 3%	36 5%	33 6%	54 6%	50 5%	51 5%	33 4%	40 3%	128 4%	25 7%	18 9%	3 3%
Mobile phone	236 6%	108 5%	128 6%	38 6%	54 8%	40 6%	42 6%	38 7%	25 3%	56 6%	69 6%	52 6%	58 5%	196 6%	25 7%	11 5%	4 3%
Fixed broadband internet	409 10%	208 10%	201 10%	40 7%	79 12%	85 13%	85 12%	65 11%	55 6%	141 15%	112 10%	83 9%	73 6%	324 9%	52 15%	22 11%	12 10%
None of these	3375 83%	1659 83%	1715 82%	503 86%	552 81%	540 82%	574 81%	454 80%	752 86%	702 77%	912 82%	738 83%	1022 87%	2857 84%	264 76%	157 78%	97 85%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p



**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 26**

**Q9 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?**

Base : All respondents

	LANDLINE CONTACT					MOBILE CONTACT					BROADBAND CONTACT					PAY TV CONTACT			Talk Talk TV TV		
	Total	BT a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 e	EE (inc. O&TM) f	3 ~g	Virgin Mobile ~h	Voda- fone i	Tesco ~j	BT k	Orange /EE ~l	Sky m	Talk Talk ~n	Virgin Media o	Sky p	Virgin Media ~q		BT TV ~r	~s
Significance Level: 99%																					
Unweighted total	4078	126	83	51	76	143	189	72	47	100	20	130	37	140	87	131	218	89	19	15	
Effective Weighted Sample	2750	90	63	31	56	99	124	53	32	79	14	92	27	97	52	101	155	70	14	10	
Total	4078	155	82	48	80	148	210	74	44	107	24	178	39	143	94	130	246	87	25	14	
Landline	174 4%	39 25%	19 23%	8 18%	5 6%	11 8%	11 5%	7 10%	3 7%	8 7%	3 10%	22 13%	* 1%	6 4%	8 8%	8 6%	12 5%	4 4%	3 14%	2 14%	
Mobile phone	236 6%	18 11%	8 10%	3 7%	8 10%	29 20%	56 27%	18 24%	7 16%	25 23%	4 15%	22 13%	8 20%	15 10%	5 5%	12 9%	21 8%	8 9%	8 31%	2 11%	
Fixed broadband internet	409 10%	22 14%	12 15%	13 28%	13 16%	12 8%	32 15%	16 21%	3 8%	18 16%	6 26%	61 35%	13 32%	54 38%	43 45%	51 39%	51 21%	22 25%	1 5%	6 42%	
None of these	3375 83%	90 58%	52 63%	26 55%	60 75%	102 69%	133 63%	47 64%	32 73%	69 64%	15 60%	85 48%	20 53%	82 57%	44 46%	73 56%	178 72%	62 71%	12 50%	6 43%	

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 26**

**Q9 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?**

Base : All respondents

	LANDLINE SUPPLIER					MOBILE SUPPLIER					BROADBAND SUPPLIER					PAY TV SUPPLIER				
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q	BT TV r	Talk Talk TV s
Significance Level: 99%																				
Unweighted total	4078	1206	628	439	663	840	1076	386	251	480	187	730	136	747	469	723	1258	569	141	114
Effective Weighted Sample	2750	799	447	275	456	565	722	272	173	334	133	493	96	513	298	527	875	402	97	67
Total	4078	1287	662	427	701	854	1116	376	252	529	197	856	131	780	458	759	1339	600	170	98
Landline	174 4%	87 7%	31 5%	21 5%	16 2%	37 4%	42 4%	17 4%	12 5%	27 5%	8 4%	65 8%	* %	19 2%	20 4%	35 5%	62 5%	24 4%	7 4%	3 3%
Mobile phone	236 6%	71 6%	38 6%	19 5%	42 6%	44 5%	84 7%	33 9%	12 5%	43 8%	8 4%	49 6%	13 10%	51 6%	22 5%	46 6%	76 6%	34 6%	10 6%	6 6%
Fixed broadband internet	409 10%	122 9%	78 12%	64 15%	81 12%	102 12%	115 10%	39 10%	23 9%	67 13%	18 9%	97 11%	17 13%	92 12%	68 15%	95 13%	162 12%	68 11%	16 9%	11 11%
None of these	3375 83%	1046 81%	540 82%	335 79%	583 83%	685 80%	911 82%	310 82%	212 84%	418 79%	169 86%	677 79%	104 79%	646 83%	360 79%	611 80%	1085 81%	496 83%	138 81%	80 81%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 27**

**Q9 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?**

Base : Those in a household with a landline

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES o	N.I. p
Significance Level: 99%																	
Unweighted total	3445	1573	1872	409	590	504	536	449	957	554	874	644	1373	2952	248	143	102
Effective Weighted Sample	2328	1096	1233	281	394	341	374	317	670	424	630	474	1044	1953	203	98	82
Total	3581	1727	1853	468	530	579	652	529	822	881	997	781	922	2989	319	178	95
Landline	171 5%	80 5%	91 5%	10 2%	23 4%	17 3%	36 6%	32 6%	53 6% c	50 6%	49 5%	33 4%	39 4%	124 4%	25 8%	18 10% m	3 3%
Mobile phone	201 6%	91 5%	110 6%	30 6%	42 8% h	35 6%	37 6%	34 6% h	24 3%	55 6%	62 6%	45 6%	40 4%	169 6%	23 7%	7 4%	2 2%
Fixed broadband internet	388 11%	196 11%	193 10%	34 7%	70 13% h	84 14% ch	82 13% h	64 12% h	54 7%	139 16% jkl	103 10%	77 10%	70 8%	307 10%	52 16%	21 12%	9 9%
None of these	2932 82%	1417 82%	1515 82%	402 86%	422 80%	464 80%	523 80%	416 79%	704 86% g	673 76%	818 82%	646 83%	795 86% i	2471 83% n	239 75%	139 78%	82 87%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 27**

**Q9 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?**

Base : Those in a household with a landline

	Total	LANDLINE CONTACT				MOBILE CONTACT						BROADBAND CONTACT				PAY TV CONTACT			Talk Talk TV TV	
		BT a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 e	EE (inc. O&TM) f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT k	Orange /EE ~l	Sky m	Talk Talk ~n	Virgin Media o	Sky p	Virgin Media ~q		BT TV ~r
Significance Level: 99%																				
Unweighted total	3445	126	83	51	76	113	157	57	42	82	16	130	35	132	80	109	208	86	19	13
Effective Weighted Sample	2328	90	63	31	56	79	103	42	28	65	11	92	25	91	47	85	148	67	14	8
Total	3581	155	82	48	80	127	185	59	40	93	18	178	37	136	87	108	239	85	25	12
Landline	171	39	19	8	5	10	11	7	3	8	3	22	*	6	8	8	12	4	3	2
	5%	25%	23%	18%	6%	8%	6%	12%	7%	8%	14%	13%	1%	5%	9%	8%	5%	4%	14%	14%
Mobile phone	201	18	8	3	8	25	48	14	4	22	2	22	7	14	5	11	20	8	8	2
	6%	11%	10%	7%	10%	20%	26%	23%	11%	23%	14%	13%	20%	11%	5%	10%	9%	9%	31%	13%
Fixed broadband internet	388	22	12	13	13	11	29	15	3	18	6	61	13	53	37	47	51	21	1	4
	11%	14%	15%	28%	16%	8%	16%	26%	9%	19%	35%	35%	34%	39%	43%	43%	21%	24%	5%	34%
None of these	2932	90	52	26	60	86	118	36	31	58	9	85	19	77	42	56	171	61	12	6
	82%	58%	63%	55%	75%	68%	64%	62%	77%	63%	51%	48%	52%	56%	48%	52%	72%	71%	50%	51%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 27**

**Q9 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?**

Base : Those in a household with a landline

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER					PAY TV SUPPLIER			
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q	BT TV r	Talk Talk TV s
Significance Level: 99%																				
Unweighted total	3445	1206	628	439	663	692	935	301	223	407	160	715	122	697	437	624	1180	530	137	107
Effective Weighted Sample	2328	799	447	275	456	471	630	210	152	287	114	483	86	482	274	451	823	374	94	62
Total	3581	1287	662	427	701	743	998	305	228	475	173	842	121	733	429	665	1275	563	167	90
Landline	171 5%	87 7%	31 5%	21 5%	16 2%	36 5%	42 4%	16 5%	11 5%	27 6%	8 5%	65 8%	* %	19 3%	20 5%	35 5%	61 5%	24 4%	7 4%	3 3%
Mobile phone	201 6%	71 6%	38 6%	19 5%	42 6%	38 5%	74 7%	26 8%	8 4%	37 8%	6 4%	48 6%	10 8%	48 6%	20 5%	43 7%	72 6%	33 6%	10 6%	6 7%
Fixed broadband internet	388 11%	122 9%	78 12%	64 15%	81 12%	95 13%	110 11%	36 12%	20 9%	66 14%	17 10%	97 12%	17 14%	90 12%	63 15%	85 13%	160 13%	66 12%	16 9%	9 10%
None of these	2932 82%	1046 81%	540 82%	335 79%	583 83%	586 79%	807 81%	249 81%	193 85%	371 78%	146 85%	664 79%	96 79%	604 82%	338 79%	529 80%	1026 80%	462 82%	135 81%	74 82%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 28**

**Q9 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?**

Base : Those with a personal mobile phone

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES o	N.I. p
Significance Level: 99%																	
Unweighted total	3729	1713	2016	513	785	576	588	471	796	550	937	698	1544	3211	252	148	118
Effective Weighted Sample	2527	1222	1307	359	526	393	406	329	562	425	681	521	1177	2133	203	105	95
Total	3799	1875	1924	573	671	646	688	539	683	873	1073	841	1013	3189	321	181	108
Landline	163 4%	76 4%	87 5%	10 2%	23 3%	16 2%	36 5%	31 6%	48 7%	50 6%	48 4%	31 4%	34 3%	119 4%	23 7%	18 10%	3 3%
Mobile phone	233 6%	108 6%	125 7%	38 7%	54 8%	40 6%	41 6%	38 7%	23 3%	55 6%	69 6%	52 6%	57 6%	194 6%	25 8%	11 6%	4 3%
Fixed broadband internet	396 10%	198 11%	197 10%	40 7%	79 12%	80 12%	84 12%	59 11%	54 8%	134 15%	110 10%	83 10%	69 7%	312 10%	50 16%	22 12%	12 11%
None of these	3120 82%	1549 83%	1571 82%	494 86%	542 81%	532 82%	553 80%	428 79%	571 84%	671 77%	879 82%	696 83%	874 86%	2649 83%	242 75%	138 76%	91 84%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 28**

**Q9 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?**

Base : Those with a personal mobile phone

	LANDLINE CONTACT					MOBILE CONTACT					BROADBAND CONTACT					PAY TV CONTACT			Talk Talk TV TV	
	Total	BT a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 e	EE (inc. O&TM) f	3 ~g	Virgin Mobile ~h	Voda- fone i	Tesco ~j	BT k	Orange /EE ~l	Sky m	Talk Talk ~n	Virgin Media o	Sky p	Virgin Media ~q		BT TV ~r
Significance Level: 99%																				
Unweighted total	3729	110	81	50	74	143	189	72	47	100	20	125	37	138	86	129	208	87	19	13
Effective Weighted Sample	2527	80	62	31	54	99	124	53	32	79	14	90	27	96	51	100	148	68	14	9
Total	3799	136	81	47	77	148	210	74	44	107	24	169	39	139	94	128	238	86	25	14
Landline	163 4%	34 25%	19 23%	8 17%	5 6%	11 8%	11 5%	7 10%	3 7%	8 7%	3 10%	22 13%	* 1%	6 5%	8 8%	8 6%	12 5%	4 4%	3 14%	2 12%
Mobile phone	233 6%	16 12%	8 10%	3 7%	8 11%	29 20%	56 27%	18 24%	7 16%	25 23%	4 15%	21 12%	8 20%	15 11%	5 5%	12 9%	20 9%	8 9%	8 31%	2 12%
Fixed broadband internet	396 10%	18 13%	12 15%	13 28%	11 14%	12 8%	32 15%	16 21%	3 8%	18 16%	6 26%	56 33%	13 32%	52 37%	43 45%	51 39%	48 20%	22 26%	1 5%	6 44%
None of these	3120 82%	82 60%	51 63%	26 56%	59 77%	102 69%	133 63%	47 64%	32 73%	69 64%	15 60%	83 49%	20 53%	81 58%	43 46%	72 56%	173 73%	61 70%	12 50%	6 42%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 28**

**Q9 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?**

Base : Those with a personal mobile phone

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER					PAY TV SUPPLIER				Talk TV s
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q	BT TV r		
Significance Level: 99%																					
Unweighted total	3729	1037	597	417	641	840	1076	386	251	480	187	692	136	732	451	699	1196	546	134	109	
Effective Weighted Sample	2527	695	432	261	441	565	722	272	173	334	133	470	96	503	286	510	834	391	94	64	
Total	3799	1144	634	411	682	854	1116	376	252	529	197	815	131	767	445	741	1293	577	162	95	
Landline	163 4%	79 7%	30 5%	21 5%	16 2%	37 4%	42 4%	17 4%	12 5%	27 5%	8 4%	61 8%	* %	19 2%	20 5%	34 5%	60 5%	23 4%	7 4%	3 3%	
Mobile phone	233 6%	69 6%	38 6%	19 5%	42 6%	44 5%	84 7%	33 9%	12 5%	43 8%	8 4%	48 6%	13 10%	51 7%	22 5%	46 6%	76 6%	34 6%	10 6%	6 7%	
Fixed broadband internet	396 10%	114 10%	77 12%	62 15%	79 12%	102 12%	115 10%	39 10%	23 9%	67 13%	18 9%	90 11%	17 13%	89 12%	66 15%	94 13%	158 12%	68 12%	16 10%	11 11%	
None of these	3120 82%	920 80%	515 81%	321 78%	567 83%	685 80%	911 82%	310 82%	212 84%	418 79%	169 86%	647 79%	104 79%	635 83%	348 78%	594 80%	1046 81%	475 82%	131 81%	77 81%	

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s



**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 29**

**Q9 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?**

Base : Those in a household with a fixed broadband internet connection

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES o	N.I. ~p
Significance Level: 99%																	
Unweighted total	3261	1496	1765	474	688	531	539	414	615	547	888	631	1195	2811	219	134	97
Effective Weighted Sample	2230	1078	1154	330	465	360	378	295	449	426	642	469	921	1884	181	94	78
Total	3461	1719	1742	539	606	615	653	503	544	868	1020	778	794	2899	299	169	94
Landline	157 5%	78 5%	79 5%	10 2%	23 4%	18 3%	36 5%	31 6%	39 7%	49 6%	47 5%	33 4%	28 3%	114 4%	22 7%	17 10%	3 3%
Mobile phone	207 6%	96 6%	111 6%	34 6%	47 8%	37 6%	39 6%	32 6%	18 3%	56 6%	68 7%	48 6%	35 4%	172 6%	24 8%	8 5%	2 2%
Fixed broadband internet	405 12%	206 12%	199 11%	40 8%	77 13%	85 14%	84 13%	64 13%	54 10%	141 16%	111 11%	81 10%	71 9%	321 11%	50 17%	22 13%	12 13%
None of these	2806 81%	1397 81%	1409 81%	463 86%	486 80%	497 81%	521 80%	393 78%	445 82%	659 76%	828 81%	637 82%	682 86%	2376 82%	222 74%	129 77%	79 84%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 29**

**Q9 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?**

Base : Those in a household with a fixed broadband internet connection

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT					PAY TV CONTACT			
	Total	BT ~a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 e	EE (inc. O&TM) f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT k	Orange /EE ~l	Sky m	Talk Talk ~n	Virgin Media o	Sky p	Virgin Media ~q	BT TV ~r	Talk Talk TV ~s
Significance Level: 99%																				
Unweighted total	3261	99	77	46	74	118	162	59	39	87	16	130	37	140	87	131	207	84	19	14
Effective Weighted Sample	2230	72	58	28	54	83	107	44	26	68	11	92	27	97	52	101	148	66	14	9
Total	3461	130	78	44	78	130	190	63	37	96	20	178	39	143	94	130	239	85	25	14
Landline	157 5%	35 27%	19 25%	7 16%	5 6%	9 7%	11 6%	7 12%	3 8%	8 8%	3 13%	22 13%	* 1%	6 4%	8 8%	8 6%	12 5%	4 4%	3 14%	2 12%
Mobile phone	207 6%	16 13%	7 10%	3 7%	8 10%	25 20%	49 26%	15 24%	5 14%	22 23%	2 12%	22 13%	8 20%	15 10%	5 5%	12 9%	20 8%	8 9%	8 31%	2 11%
Fixed broadband internet	405 12%	22 17%	12 16%	13 30%	13 17%	11 8%	32 17%	16 25%	3 9%	18 18%	6 31%	61 35%	13 32%	54 38%	43 45%	51 39%	51 21%	22 26%	1 5%	6 43%
None of these	2806 81%	71 54%	48 62%	24 55%	58 75%	90 69%	120 63%	39 62%	28 73%	60 63%	11 57%	85 48%	20 53%	82 57%	44 46%	73 56%	172 72%	59 70%	12 50%	6 44%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 29**

**Q9 Have you personally had a reason to complain about any of these services or suppliers in the last 12 months, whether or not you went on to make a complaint?**

Base : Those in a household with a fixed broadband internet connection

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER					PAY TV SUPPLIER			
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q	BT TV r	Talk Talk TV s
Significance Level: 99%																				
Unweighted total	3261	936	588	415	636	726	915	324	210	403	153	730	136	747	469	723	1157	533	137	112
Effective Weighted Sample	2230	637	424	258	438	493	617	230	154	285	110	493	96	513	298	527	809	382	94	66
Total	3461	1068	627	407	681	776	995	324	217	476	172	856	131	780	458	759	1268	566	164	98
Landline	157 5%	78 7%	29 5%	18 4%	16 2%	34 4%	40 4%	17 5%	11 5%	27 6%	8 5%	65 8%	* %	19 2%	20 4%	35 5%	60 5%	22 4%	7 4%	3 3%
Mobile phone	207 6%	65 6%	37 6%	18 4%	41 6%	40 5%	75 8%	28 9%	9 4%	39 8%	7 4%	49 6%	13 10%	51 6%	22 5%	46 6%	74 6%	33 6%	10 6%	6 6%
Fixed broadband internet	405 12%	120 11%	78 12%	64 16%	81 12%	101 13%	114 11%	37 12%	23 11%	67 14%	18 10%	97 11%	17 13%	92 12%	68 15%	95 13%	161 13%	68 12%	14 9%	11 11%
None of these	2806 81%	845 79%	507 81%	318 78%	565 83%	613 79%	803 81%	264 82%	180 83%	368 77%	144 84%	677 79%	104 79%	646 83%	360 79%	611 80%	1018 80%	465 82%	134 82%	79 81%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 30**

**Q10 What was the issue you had reason to complain about in connection with your landline?**

Base : Those with a reason to complain about their landline service or supplier

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	160	71	89	11	26	13	28	27	55	32	40	28	60	124	18	13	5
Effective Weighted Sample	116	50	66	10	17	11	20	22	39	26	30	23	51	89	15	10	5
Total	174	82	92	10	23	18	36	33	54	50	51	33	40	128	25	18	3
Disruption of service	72 42%	36 44%	37 40%	1 15%	10 44%	13 72%	10 28%	13 39%	25 47%	33 66%	20 40%	5 15%	14 36%	53 42%	8 31%	11 62%	- -%
Poor quality of service	44 25%	19 24%	25 27%	3 26%	8 34%	3 18%	13 35%	8 23%	10 19%	5 11%	13 27%	13 39%	12 31%	35 28%	6 23%	2 11%	1 34%
Overcharged	25 14%	11 13%	14 15%	2 18%	4 19%	2 10%	11 30%	1 3%	5 9%	7 13%	5 9%	8 23%	6 15%	15 12%	5 21%	3 17%	1 50%
Service not as promised/ advertised	17 10%	6 7%	11 12%	- -%	4 17%	3 18%	3 7%	5 16%	2 3%	6 11%	3 7%	4 13%	4 9%	15 11%	2 7%	- -%	* 12%
Bill incorrect	14 8%	3 3%	11 12%	2 21%	5 21%	2 12%	3 9%	- -%	1 2%	6 11%	2 4%	2 7%	3 8%	8 6%	4 14%	1 8%	1 31%
Terms of contract were unfair	6 4%	4 5%	2 2%	- -%	- -%	1 4%	2 7%	2 6%	1 2%	1 2%	3 5%	1 4%	1 4%	4 3%	1 5%	1 7%	- -%
Staff attitude/ problem with staff	5 3%	- -%	5 6%	- -%	2 11%	- -%	3 8%	- -%	- -%	2 5%	3 6%	- -%	- -%	4 3%	1 5%	- -%	- -%
Charges not made clear/ unexpected charges	4 2%	2 3%	2 2%	- -%	1 5%	1 4%	- -%	2 7%	- -%	1 3%	- -%	2 5%	1 3%	1 1%	3 12%	- -%	- -%
Inappropriate content	3 2%	- -%	3 3%	- -%	- -%	- -%	- -%	- -%	3 5%	- -%	- -%	1 3%	2 4%	1 1%	2 6%	- -%	- -%
Bill not received	2 1%	- -%	2 2%	- -%	* 2%	- -%	- -%	- -%	1 2%	- -%	* 1%	- -%	1 3%	* *%	1 5%	- -%	- -%
Other	28 16%	14 17%	14 15%	3 26%	- -%	4 25%	2 6%	8 24%	10 19%	5 10%	12 24%	5 14%	6 15%	24 19%	3 10%	* 3%	* 16%
OTHER FOR CHARTING	46 27%	20 25%	26 28%	3 26%	3 12%	5 29%	8 21%	13 38%	16 29%	9 18%	18 35%	9 27%	11 27%	34 27%	10 39%	2 10%	* 16%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 30**

**Q10 What was the issue you had reason to complain about in connection with your landline?**

Base : Those with a reason to complain about their landline service or supplier

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT					PAY TV CONTACT				Talk Talk TV TV
	Total	BT	Virgin Media	Talk Talk	Sky	O2	EE (inc. O&TM)	3	Virgin Mobile	Voda- fone	Tesco	BT	Orange /EE	Sky	Talk Talk	Virgin Media	Sky	Virgin Media	BT TV	~r	
Significance Level: 99%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	~s	
Unweighted total	160	34	16	12	6	9	9	7	3	7	2	16	1	9	10	7	9	4	4	4	
Effective Weighted Sample	116	25	13	9	5	6	7	5	3	5	2	12	1	7	8	6	6	4	4	2	
Total	174	39	19	8	5	11	11	7	3	8	3	22	*	6	8	8	12	4	3	2	
Disruption of service	72	16	6	3	2	4	4	3	1	2	1	7	-	2	2	1	5	1	2	*	
	42%	39%	33%	40%	50%	39%	32%	43%	50%	30%	31%	31%	-%	37%	20%	14%	44%	33%	59%	14%	
Poor quality of service	44	4	5	3	1	3	3	5	-	3	-	2	*	1	4	1	5	-	1	1	
	25%	11%	26%	40%	27%	27%	28%	65%	-%	46%	-%	10%	100%	19%	51%	7%	39%	-%	18%	59%	
Overcharged	25	6	4	3	-	1	-	2	-	2	-	4	-	1	4	2	1	*	-	1	
	14%	15%	22%	31%	-%	8%	-%	26%	-%	24%	-%	20%	-%	17%	50%	23%	9%	13%	-%	27%	
Service not as promised/ advertised	17	4	1	-	-	1	8	2	-	-	-	3	*	1	1	-	1	-	1	-	
	10%	9%	4%	-%	-%	7%	75%	23%	-%	-%	-%	13%	100%	21%	16%	-%	9%	-%	38%	-%	
Bill incorrect	14	3	3	1	1	2	1	1	1	-	-	3	-	2	1	1	1	1	-	*	
	8%	7%	15%	10%	25%	15%	13%	8%	50%	-%	-%	14%	-%	26%	16%	18%	10%	19%	-%	15%	
Terms of contract were unfair	6	2	1	-	-	-	-	2	-	-	-	1	-	-	-	1	-	1	-	-	
	4%	5%	7%	-%	-%	-%	-%	26%	-%	-%	-%	5%	-%	-%	-%	15%	-%	35%	-%	-%	
Staff attitude/ problem with staff	5	-	1	-	-	-	-	-	-	-	-	-	-	-	1	1	-	1	-	-	
	3%	-%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	16%	14%	-%	33%	-%	-%	
Charges not made clear/ unexpected charges	4	-	-	1	-	-	1	1	-	-	-	-	-	-	1	-	-	-	-	-	
	2%	-%	-%	7%	-%	-%	5%	8%	-%	-%	-%	-%	-%	-%	16%	-%	-%	-%	-%	-%	
Inappropriate content	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Bill not received	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Other	28	10	-	1	2	3	-	1	-	-	2	5	-	2	-	2	2	-	1	-	
	16%	26%	-%	15%	42%	27%	-%	14%	-%	-%	69%	21%	-%	31%	-%	22%	17%	-%	23%	-%	
OTHER FOR CHARTING	46	12	2	2	2	3	1	3	-	-	2	6	-	2	1	4	2	2	1	-	
	27%	30%	13%	22%	42%	27%	5%	40%	-%	-%	69%	26%	-%	31%	16%	52%	17%	68%	23%	-%	

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 30**

**Q10 What was the issue you had reason to complain about in connection with your landline?**

Base : Those with a reason to complain about their landline service or supplier

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER				PAY TV SUPPLIER				
	Total	BT	Virgin Media	Talk Talk	Sky	O2	EE (inc. O&TM)	3	Virgin Mobile	Voda-fone	Tesco	BT	Orange /EE	Sky	Talk Talk	Virgin Media	Sky	Virgin Media	BT TV	Talk Talk TV
	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	
Significance Level: 99%																				
Unweighted total	160	72	29	24	16	33	34	14	14	21	8	46	1	20	22	30	51	25	7	6
Effective Weighted Sample	116	54	23	16	10	25	24	10	12	14	7	36	1	12	14	24	35	21	6	4
Total	174	87	31	21	16	37	42	17	12	27	8	65	*	19	20	35	62	24	7	3
Disruption of service	72	38	10	9	8	16	18	6	5	16	4	33	-	9	9	12	30	7	4	1
	42%	44%	31%	42%	48%	43%	43%	34%	39%	58%	46%	51%	-%	46%	42%	35%	48%	29%	60%	25%
Poor quality of service	44	12	7	10	7	8	10	9	2	7	2	11	*	7	9	7	14	4	2	2
	25%	14%	23%	45%	41%	22%	24%	51%	16%	28%	29%	17%	100%	35%	45%	20%	22%	16%	29%	58%
Overcharged	25	15	4	4	-	6	4	3	2	3	2	10	-	2	5	4	12	4	-	1
	14%	17%	13%	21%	-%	15%	10%	19%	20%	9%	19%	15%	-%	12%	24%	12%	19%	17%	-%	17%
Service not as promised/ advertised	17	9	1	1	1	1	12	4	-	*	-	7	*	2	1	1	7	1	2	-
	10%	10%	3%	6%	6%	2%	28%	22%	-%	2%	-%	11%	100%	12%	6%	2%	11%	3%	34%	-%
Bill incorrect	14	6	4	2	1	4	4	2	1	-	-	5	-	2	1	4	8	2	-	*
	8%	7%	11%	10%	7%	12%	10%	10%	13%	-%	-%	8%	-%	9%	6%	10%	13%	9%	-%	10%
Terms of contract were unfair	6	3	3	-	-	2	-	2	1	-	-	1	-	1	-	3	-	3	-	-
	4%	4%	8%	-%	-%	6%	-%	11%	9%	-%	-%	2%	-%	6%	-%	7%	-%	11%	-%	-%
Staff attitude/ problem with staff	5	3	1	1	-	-	1	-	-	4	-	3	-	-	1	1	3	1	-	-
	3%	3%	4%	6%	-%	-%	3%	-%	-%	15%	-%	4%	-%	-%	6%	3%	5%	5%	-%	-%
Charges not made clear/ unexpected charges	4	2	-	2	-	-	4	1	-	-	-	2	-	-	2	-	-	-	-	1
	2%	2%	-%	9%	-%	-%	9%	4%	-%	-%	-%	3%	-%	-%	9%	-%	-%	-%	-%	20%
Inappropriate content	3	2	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-
	2%	2%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%
Bill not received	2	2	-	-	-	-	-	-	-	*	-	*	-	-	-	-	-	-	-	-
	1%	2%	-%	-%	-%	-%	-%	-%	-%	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%
Other	28	17	4	2	3	10	2	1	1	2	4	9	-	4	2	6	9	5	1	-
	16%	20%	12%	11%	16%	26%	5%	6%	11%	6%	48%	14%	-%	19%	8%	16%	14%	20%	11%	-%
OTHER FOR CHARTING	46	29	8	4	3	12	6	3	2	6	4	15	-	5	3	9	12	10	1	1
	27%	33%	27%	20%	16%	31%	13%	17%	20%	23%	48%	24%	-%	25%	17%	27%	19%	41%	11%	20%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 31**

**Q11 And did you go ahead and make a complaint about your landline service or supplier?**

Base : Those with a reason to complain about their landline service or supplier

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	160	71	89	11	26	13	28	27	55	32	40	28	60	124	18	13	5
Effective Weighted Sample	116	50	66	10	17	11	20	22	39	26	30	23	51	89	15	10	5
Total	174	82	92	10	23	18	36	33	54	50	51	33	40	128	25	18	3
Yes	111	60	52	7	15	10	31	19	30	34	33	20	24	81	16	12	3
	64%	73%	56%	69%	63%	56%	85%	56%	56%	67%	65%	61%	61%	64%	63%	64%	88%
No	62	22	40	3	8	8	5	14	23	16	18	13	15	46	9	7	*
	36%	27%	44%	31%	37%	44%	15%	44%	44%	33%	35%	39%	39%	36%	37%	36%	12%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 31**

**Q11 And did you go ahead and make a complaint about your landline service or supplier?**

Base : Those with a reason to complain about their landline service or supplier

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT				PAY TV CONTACT				
	Total	BT ~a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 ~e	EE (inc. O&TM) ~f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT ~k	Orange /EE ~l	Sky ~m	Talk Talk ~n	Virgin Media ~o	Sky ~p	Virgin Media ~q	BT TV ~r	Talk Talk TV ~s
Significance Level: 99%																				
Unweighted total	160	34	16	12	6	9	9	7	3	7	2	16	1	9	10	7	9	4	4	4
Effective Weighted Sample	116	25	13	9	5	6	7	5	3	5	2	12	1	7	8	6	6	4	4	2
Total	174	39	19	8	5	11	11	7	3	8	3	22	*	6	8	8	12	4	3	2
Yes	111	31	9	5	3	10	5	7	1	2	3	14	-	4	6	5	11	3	3	2
	64%	78%	50%	61%	55%	90%	45%	100%	50%	26%	100%	64%	-%	70%	78%	59%	90%	87%	82%	85%
No	62	9	10	3	2	1	6	-	1	6	-	8	*	2	2	3	1	*	1	*
	36%	22%	50%	39%	45%	10%	55%	-%	50%	74%	-%	36%	100%	30%	22%	41%	10%	13%	18%	15%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s



**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 31**

**Q11 And did you go ahead and make a complaint about your landline service or supplier?**

Base : Those with a reason to complain about their landline service or supplier

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER				PAY TV SUPPLIER				
	Total	BT ~a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 ~e	EE (inc. O&TM) ~f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT ~k	Orange /EE ~l	Sky ~m	Talk Talk ~n	Virgin Media ~o	Sky ~p	Virgin Media ~q	BT TV ~r	Talk Talk TV ~s
Significance Level: 99%																				
Unweighted total	160	72	29	24	16	33	34	14	14	21	8	46	1	20	22	30	51	25	7	6
Effective Weighted Sample	116	54	23	16	10	25	24	10	12	14	7	36	1	12	14	24	35	21	6	4
Total	174	87	31	21	16	37	42	17	12	27	8	65	*	19	20	35	62	24	7	3
Yes	111	55	15	15	12	27	27	15	4	17	7	42	-	14	16	18	45	12	4	2
	64%	63%	48%	70%	76%	73%	65%	86%	37%	62%	88%	65%	-%	75%	77%	53%	73%	51%	59%	71%
No	62	32	16	6	4	10	15	2	7	10	1	23	*	5	5	16	17	12	3	1
	36%	37%	52%	30%	24%	27%	35%	14%	63%	38%	12%	35%	100%	25%	23%	47%	27%	49%	41%	29%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 32**

**Q12 Why didn't you make a complaint about your landline service or supplier?**

Base : Those who did not make a complaint about their landline service or supplier

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND ~m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	63	22	41	3	12	5	4	12	27	10	18	11	24	49	7	6	1
Effective Weighted Sample	49	16	33	3	9	5	3	9	23	9	16	10	20	38	6	5	1
Total	62	22	40	3	8	8	5	14	23	16	18	13	15	46	9	7	*
The problem was sorted out	32	10	22	2	6	3	3	4	15	10	13	2	7	24	6	2	*
	52%	45%	55%	53%	72%	36%	50%	29%	64%	61%	72%	16%	49%	52%	64%	28%	100%
Not worth the hassle	9	4	5	-	1	-	-	4	4	4	2	-	3	5	2	2	-
	14%	18%	12%	-%	8%	-%	-%	30%	17%	25%	13%	-%	17%	12%	17%	28%	-%
Didn't have the time	7	4	3	1	1	-	1	2	2	-	1	6	1	2	2	3	-
	11%	18%	8%	47%	6%	-%	26%	13%	8%	-%	5%	44%	3%	5%	20%	43%	-%
They wouldn't do anything anyway	3	-	3	-	1	-	-	2	1	-	-	3	1	3	-	-	-
	5%	-%	8%	-%	11%	-%	-%	12%	3%	-%	-%	20%	5%	7%	-%	-%	-%
Did not know where to go/ who to complain to	2	2	1	-	-	-	-	2	*	-	*	1	1	2	-	-	-
	3%	7%	1%	-%	-%	-%	-%	12%	2%	-%	3%	8%	4%	5%	-%	-%	-%
Other	9	3	6	-	*	5	2	1	1	2	1	2	4	9	-	-	*
	15%	12%	16%	-%	3%	64%	31%	5%	6%	14%	7%	12%	25%	19%	-%	-%	100%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 32**

**Q12 Why didn't you make a complaint about your landline service or supplier?**

Base : Those who did not make a complaint about their landline service or supplier

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT				PAY TV CONTACT				
	Total	BT ~a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 ~e	EE (inc. O&TM) ~f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT ~k	Orange /EE ~l	Sky ~m	Talk Talk ~n	Virgin Media ~o	Sky ~p	Virgin Media ~q	BT TV ~r	Talk Talk TV ~s
Significance Level: 99%																				
Unweighted total	63	10	8	4	2	1	5	-	1	4	-	5	1	3	2	3	1	1	1	1
Effective Weighted Sample	49	8	7	4	2	1	3	-	1	3	-	4	1	2	2	3	1	1	1	1
Total	62	9	10	3	2	1	6	-	1	6	-	8	*	2	2	3	1	*	1	*
The problem was sorted out	32	3	4	1	2	-	2	-	-	-	-	4	*	2	-	2	1	*	-	-
	52%	39%	39%	37%	100%	-%	29%	-%	-%	-%	-%	55%	100%	87%	-%	57%	100%	100%	-%	-%
Not worth the hassle	9	2	1	1	-	-	3	-	-	-	-	3	-	-	1	-	-	-	1	-
	14%	26%	11%	20%	-%	-%	46%	-%	-%	-%	-%	35%	-%	-%	37%	-%	-%	-%	100%	-%
Didn't have the time	7	-	1	-	-	-	-	-	1	2	-	1	-	*	-	1	-	-	-	-
	11%	-%	15%	-%	-%	-%	-%	-%	100%	29%	-%	11%	-%	13%	-%	43%	-%	-%	-%	-%
They wouldn't do anything anyway	3	1	-	-	-	-	1	-	-	2	-	-	-	-	-	-	-	-	-	-
	5%	8%	-%	-%	-%	-%	15%	-%	-%	30%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Did not know where to go/ who to complain to	2	-	-	1	-	1	1	-	-	-	-	-	-	-	1	-	-	-	-	-
	3%	-%	-%	18%	-%	100%	10%	-%	-%	-%	-%	-%	-%	-%	63%	-%	-%	-%	-%	-%
Other	9	2	3	1	-	-	*	-	-	2	-	-	*	-	-	-	-	-	-	*
	15%	27%	35%	25%	-%	-%	6%	-%	-%	41%	-%	-%	100%	-%	-%	-%	-%	-%	-%	100%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 32**

**Q12 Why didn't you make a complaint about your landline service or supplier?**

Base : Those who did not make a complaint about their landline service or supplier

	LANDLINE SUPPLIER					MOBILE SUPPLIER					BROADBAND SUPPLIER					PAY TV SUPPLIER			Talk Talk TV TV	
	Total	BT ~a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 ~e	EE (inc. O&TM) ~f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT ~k	Orange /EE ~l	Sky ~m	Talk Talk ~n	Virgin Media ~o	Sky ~p	Virgin Media ~q		BT TV ~r
Significance Level: 99%																				
Unweighted total	63	30	14	8	6	8	15	2	8	9	1	17	1	8	6	14	17	11	3	2
Effective Weighted Sample	49	23	12	7	5	7	11	2	7	7	1	14	1	6	5	12	11	10	3	2
Total	62	32	16	6	4	10	15	2	7	10	1	23	*	5	5	16	17	12	3	1
The problem was sorted out	32	14	10	3	2	6	6	2	5	3	1	9	*	3	2	10	7	9	1	-
	52%	42%	60%	50%	54%	65%	43%	100%	61%	30%	100%	39%	100%	56%	50%	60%	40%	73%	40%	-%
Not worth the hassle	9	7	2	1	-	-	5	-	-	1	-	5	-	-	1	1	3	1	2	-
	14%	20%	10%	10%	-%	-%	34%	-%	-%	6%	-%	21%	-%	-%	14%	6%	21%	9%	60%	-%
Didn't have the time	7	5	1	-	*	-	2	-	1	2	-	4	-	1	-	1	2	1	-	-
	11%	17%	9%	-%	7%	-%	14%	-%	20%	24%	-%	18%	-%	11%	-%	9%	11%	9%	-%	-%
They wouldn't do anything anyway	3	2	-	-	1	-	1	-	-	2	-	2	-	1	-	-	1	-	-	-
	5%	8%	-%	-%	23%	-%	6%	-%	-%	17%	-%	8%	-%	19%	-%	-%	5%	-%	-%	-%
Did not know where to go/ who to complain to	2	*	-	2	-	1	1	-	-	-	-	*	-	-	2	-	-	-	-	1
	3%	1%	-%	27%	-%	11%	4%	-%	-%	-%	-%	2%	-%	-%	36%	-%	-%	-%	-%	67%
Other	9	4	3	1	1	2	*	-	1	2	-	3	*	1	-	4	4	1	-	*
	15%	11%	21%	13%	17%	24%	2%	-%	19%	22%	-%	13%	100%	14%	-%	25%	23%	9%	-%	33%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 33**

**Q13. What was the issue you had reason to complain about in connection with your mobile phone?**

Base : Those with a reason to complain about their mobile phone service or supplier

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	217	94	123	38	57	35	36	28	23	31	67	41	78	185	18	9	5
Effective Weighted Sample	154	71	83	32	36	27	29	19	15	25	55	33	52	128	16	8	5
Total	236	108	128	38	54	40	42	38	25	56	69	52	58	196	25	11	4
Poor quality of service	59 25%	26 24%	33 26%	9 23%	12 22%	16 41%	10 24%	9 25%	3 11%	12 21%	16 23%	19 36%	13 22%	52 27%	5 19%	1 9%	1 24%
Poor coverage/ can't get a mobile signal	43 18%	18 17%	25 20%	8 20%	10 19%	6 16%	7 16%	11 29%	2 7%	10 19%	17 25%	8 15%	8 14%	35 18%	4 17%	1 8%	4 100%
Overcharged	42 18%	20 19%	21 17%	9 23%	14 25%	7 18%	5 13%	2 5%	5 21%	7 12%	14 20%	8 16%	13 22%	33 17%	6 25%	3 24%	- -%
Disruption of service	39 17%	21 19%	19 15%	3 8%	6 11%	9 23%	3 7%	15 41%	2 9%	13 23%	8 12%	10 19%	8 14%	35 18%	3 12%	1 9%	- -%
Bill incorrect	32 14%	21 19%	12 9%	6 16%	8 14%	8 21%	4 11%	5 12%	1 4%	4 7%	10 15%	9 17%	9 15%	28 14%	3 11%	1 11%	- -%
Service not as promised/ advertised	21 9%	9 9%	12 10%	1 3%	6 11%	7 17%	2 5%	4 9%	2 8%	6 12%	4 6%	6 11%	5 8%	16 8%	1 2%	5 42%	- -%
Charges not made clear/ unexpected charges	21 9%	7 7%	14 11%	4 11%	5 8%	2 6%	5 13%	2 6%	2 10%	4 7%	8 12%	6 11%	3 5%	17 9%	4 17%	- -%	- -%
Speed of internet connection	9 4%	1 1%	8 6%	1 4%	3 6%	* 1%	2 5%	- -%	1 6%	3 6%	2 3%	1 3%	2 3%	7 3%	2 8%	- -%	- -%
Staff attitude/ problem with staff	4 2%	- -%	4 3%	- -%	1 1%	- -%	1 1%	2 5%	1 4%	3 5%	1 1%	- -%	1 1%	2 1%	- -%	2 18%	- -%
Terms of contract were unfair	4 2%	2 2%	2 1%	1 3%	- -%	2 4%	- -%	1 2%	* 2%	- -%	2 3%	- -%	1 3%	4 2%	- -%	- -%	- -%
Inappropriate content	2 1%	2 2%	1 1%	1 1%	- -%	- -%	1 2%	1 3%	- -%	- -%	1 1%	- -%	2 3%	2 1%	- -%	- -%	- -%
Bill not received	2 1%	- -%	2 2%	- -%	1 2%	- -%	2 4%	- -%	- -%	- -%	1 1%	2 3%	- -%	2 1%	- -%	- -%	- -%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 33**

**Q13. What was the issue you had reason to complain about in connection with your mobile phone?**

Base : Those with a reason to complain about their mobile phone service or supplier

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	217	94	123	38	57	35	36	28	23	31	67	41	78	185	18	9	5
Effective Weighted Sample	154	71	83	32	36	27	29	19	15	25	55	33	52	128	16	8	5
Total	236	108	128	38	54	40	42	38	25	56	69	52	58	196	25	11	4
Advertised tariffs not available to me	1	1	-	-	1	-	-	-	-	-	-	-	1	1	-	-	-
	*%	1%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	2%	1%	-%	-%	-%
Other	38	14	24	5	9	5	7	6	8	12	9	7	10	29	7	2	1
	16%	13%	19%	12%	16%	13%	16%	15%	31%	22%	13%	14%	17%	15%	28%	19%	20%
OTHER FOR CHARTING	59	20	39	8	14	7	11	9	10	18	15	10	16	46	9	4	1
	25%	19%	31%	20%	26%	18%	27%	25%	39%	32%	22%	20%	28%	23%	36%	36%	20%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 33**

**Q13. What was the issue you had reason to complain about in connection with your mobile phone?**

Base : Those with a reason to complain about their mobile phone service or supplier

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT					PAY TV CONTACT				Talk Talk TV TV
	Total	BT ~a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 ~e	EE (inc. O&TM) ~f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT ~k	Orange /EE ~l	Sky ~m	Talk Talk ~n	Virgin Media ~o	Sky ~p	Virgin Media ~q	BT TV ~r	~s	
Significance Level: 99%																					
Unweighted total	217	11	6	5	12	27	53	19	9	25	3	12	9	19	6	12	22	6	4	2	
Effective Weighted Sample	154	8	4	4	10	19	35	14	7	22	3	8	8	15	5	10	17	5	3	2	
Total	236	18	8	3	8	29	56	18	7	25	4	22	8	15	5	12	21	8	8	2	
Poor quality of service	59	3	4	2	1	10	18	4	-	6	1	4	2	5	1	2	7	3	-	2	
	25%	20%	55%	53%	9%	35%	31%	25%	-%	22%	36%	18%	25%	32%	29%	18%	34%	34%	-%	100%	
Poor coverage/ can't get a mobile signal	43	2	-	1	3	9	10	5	1	4	1	5	2	1	1	1	7	-	-	*	
	18%	12%	-%	37%	39%	32%	18%	29%	18%	14%	36%	23%	28%	7%	25%	7%	33%	-%	-%	29%	
Overcharged	42	1	2	1	1	5	10	3	1	6	-	5	1	2	1	2	1	2	1	-	
	18%	5%	22%	23%	15%	16%	18%	16%	17%	26%	-%	21%	19%	13%	16%	15%	6%	22%	11%	-%	
Disruption of service	39	-	*	-	2	3	10	4	-	2	1	4	1	3	*	2	4	5	-	-	
	17%	-%	6%	-%	20%	10%	18%	22%	-%	8%	36%	18%	13%	23%	8%	18%	21%	65%	-%	-%	
Bill incorrect	32	5	-	1	-	3	8	3	3	3	-	3	-	2	1	1	2	1	-	-	
	14%	27%	-%	23%	-%	11%	14%	15%	35%	11%	-%	13%	-%	12%	16%	10%	9%	13%	-%	-%	
Service not as promised/ advertised	21	-	1	*	1	4	9	1	1	3	-	-	2	1	1	-	1	-	2	*	
	9%	-%	18%	13%	9%	13%	15%	3%	13%	12%	-%	-%	22%	5%	17%	-%	6%	-%	25%	29%	
Charges not made clear/ unexpected charges	21	1	-	-	-	3	5	1	-	3	-	-	*	-	-	5	-	3	-	-	
	9%	7%	-%	-%	-%	9%	9%	5%	-%	10%	-%	-%	3%	-%	-%	47%	-%	31%	-%	-%	
Speed of internet connection	9	1	-	*	*	1	1	3	*	1	-	1	-	-	*	-	-	-	-	*	
	4%	8%	-%	13%	4%	2%	1%	18%	4%	6%	-%	7%	-%	-%	9%	-%	-%	-%	-%	29%	
Staff attitude/ problem with staff	4	-	-	-	-	-	2	-	-	-	-	1	-	-	-	-	1	-	2	-	
	2%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%	5%	-%	-%	-%	-%	3%	-%	25%	-%	
Terms of contract were unfair	4	-	-	-	-	-	1	1	*	1	-	-	-	-	-	1	-	-	-	-	
	2%	-%	-%	-%	-%	-%	2%	3%	6%	4%	-%	-%	-%	-%	-%	8%	-%	-%	-%	-%	
Inappropriate content	2	1	-	-	-	2	-	1	-	-	-	1	-	-	-	-	-	-	1	-	
	1%	6%	-%	-%	-%	6%	-%	3%	-%	-%	-%	5%	-%	-%	-%	-%	-%	-%	14%	-%	
Bill not received	2	-	-	-	-	-	1	-	-	-	-	-	-	2	-	-	2	-	-	-	
	1%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	11%	-%	-%	8%	-%	-%	-%	

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 33**

**Q13. What was the issue you had reason to complain about in connection with your mobile phone?**

Base : Those with a reason to complain about their mobile phone service or supplier

	LANDLINE CONTACT					MOBILE CONTACT					BROADBAND CONTACT					PAY TV CONTACT		Talk Talk TV TV		
	Total	BT ~a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 ~e	EE (inc. O&TM) ~f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT ~k	Orange /EE ~l	Sky ~m	Talk Talk ~n	Virgin Media ~o	Sky ~p		Virgin Media ~q	BT TV ~r
Significance Level: 99%																				
Unweighted total	217	11	6	5	12	27	53	19	9	25	3	12	9	19	6	12	22	6	4	2
Effective Weighted Sample	154	8	4	4	10	19	35	14	7	22	3	8	8	15	5	10	17	5	3	2
Total	236	18	8	3	8	29	56	18	7	25	4	22	8	15	5	12	21	8	8	2
Advertised tariffs not available to me	1 *%	- -%	- -%	- -%	- -%	1 3%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	38 16%	4 22%	1 18%	1 24%	1 13%	3 10%	12 22%	1 4%	1 20%	4 17%	2 64%	7 32%	3 37%	1 7%	2 47%	- -%	1 5%	- -%	4 50%	- -%
OTHER FOR CHARTING	59 25%	6 37%	1 18%	1 38%	1 17%	6 22%	17 30%	5 30%	2 30%	6 23%	2 64%	10 43%	3 37%	3 18%	3 56%	1 8%	3 15%	- -%	7 89%	* 29%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s



**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 33**

**Q13. What was the issue you had reason to complain about in connection with your mobile phone?**

Base : Those with a reason to complain about their mobile phone service or supplier

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER					PAY TV SUPPLIER				Talk
	Total	BT	Virgin Media	Talk Talk	Sky	O2	EE (inc. O&TM)	3	Virgin Mobile	Voda-fone	Tesco	BT	Orange /EE	Sky	Talk Talk	Virgin Media	Sky	Virgin Media	BT TV	~r	~s
Significance Level: 99%		~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	
Unweighted total	217	49	32	20	44	40	80	30	12	38	6	34	13	52	21	39	77	30	6	7	
Effective Weighted Sample	154	33	25	17	34	30	56	22	9	30	4	23	10	41	18	31	56	24	4	6	
Total	236	71	38	19	42	44	84	33	12	43	8	49	13	51	22	46	76	34	10	6	
Poor quality of service	59	15	8	7	8	13	22	13	-	8	1	12	2	14	7	9	23	6	1	2	
	25%	21%	22%	36%	19%	29%	26%	38%	-%	19%	16%	25%	16%	28%	30%	20%	30%	18%	12%	36%	
Poor coverage/ can't get a mobile signal	43	14	2	3	13	14	14	7	1	5	1	12	3	11	3	3	26	1	1	1	
	18%	19%	5%	14%	31%	32%	17%	22%	12%	12%	16%	25%	22%	21%	12%	7%	34%	2%	12%	18%	
Overcharged	42	16	6	4	9	8	13	4	2	10	*	8	3	10	4	6	14	5	1	1	
	18%	23%	17%	19%	21%	19%	15%	12%	18%	23%	6%	17%	21%	19%	17%	13%	18%	16%	9%	20%	
Disruption of service	39	12	6	5	3	5	15	5	2	6	5	10	1	6	5	6	11	6	-	1	
	17%	17%	16%	24%	6%	11%	18%	14%	21%	14%	65%	20%	8%	12%	22%	12%	15%	18%	-%	10%	
Bill incorrect	32	6	6	3	6	5	9	4	4	10	-	3	-	6	5	9	8	6	-	2	
	14%	9%	16%	17%	14%	11%	11%	13%	31%	24%	-%	7%	-%	11%	24%	20%	10%	17%	-%	30%	
Service not as promised/ advertised	21	7	2	2	3	4	9	3	1	4	*	5	2	5	3	3	7	1	2	2	
	9%	10%	6%	12%	7%	9%	11%	8%	8%	9%	5%	9%	14%	10%	12%	7%	10%	4%	20%	37%	
Charges not made clear/ unexpected charges	21	7	10	2	-	3	12	2	-	4	-	4	*	-	2	12	-	11	-	-	
	9%	10%	26%	9%	-%	8%	14%	6%	-%	9%	-%	9%	2%	-%	8%	26%	-%	33%	-%	-%	
Speed of internet connection	9	1	-	*	3	1	1	3	*	1	-	1	-	4	2	-	4	-	-	*	
	4%	2%	-%	2%	7%	2%	1%	10%	2%	3%	-%	3%	-%	8%	8%	-%	5%	-%	-%	7%	
Staff attitude/ problem with staff	4	3	1	-	-	-	4	-	-	-	-	3	-	-	-	1	1	-	2	-	
	2%	4%	2%	-%	-%	-%	4%	-%	-%	-%	-%	6%	-%	-%	-%	2%	1%	-%	20%	-%	
Terms of contract were unfair	4	-	*	-	1	-	1	1	*	2	-	-	-	1	-	1	-	1	-	-	
	2%	-%	1%	-%	2%	-%	1%	2%	4%	4%	-%	-%	-%	2%	-%	3%	-%	4%	-%	-%	
Inappropriate content	2	1	-	-	1	2	-	1	-	-	-	1	-	1	-	1	1	1	1	-	
	1%	2%	-%	-%	2%	4%	-%	2%	-%	-%	-%	2%	-%	2%	-%	1%	1%	2%	11%	-%	
Bill not received	2	-	-	-	1	-	2	-	-	-	-	-	-	2	-	-	2	-	-	-	
	1%	-%	-%	-%	2%	-%	3%	-%	-%	-%	-%	-%	-%	5%	-%	-%	3%	-%	-%	-%	

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 33**

**Q13. What was the issue you had reason to complain about in connection with your mobile phone?**

Base : Those with a reason to complain about their mobile phone service or supplier

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER				PAY TV SUPPLIER					
	Total	BT ~a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 ~e	EE (inc. O&TM) ~f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT ~k	Orange /EE ~l	Sky ~m	Talk Talk ~n	Virgin Media ~o	Sky ~p	Virgin Media ~q	BT TV ~r	Talk Talk TV ~s	
Significance Level: 99%																					
Unweighted total	217	49	32	20	44	40	80	30	12	38	6	34	13	52	21	39	77	30	6	7	
Effective Weighted Sample	154	33	25	17	34	30	56	22	9	30	4	23	10	41	18	31	56	24	4	6	
Total	236	71	38	19	42	44	84	33	12	43	8	49	13	51	22	46	76	34	10	6	
Advertised tariffs not available to me	1 *%	- -%	- -%	- -%	- -%	1 2%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	38 16%	13 19%	4 11%	4 20%	5 11%	6 15%	16 19%	3 9%	1 13%	6 13%	2 29%	11 23%	6 47%	5 10%	3 14%	5 10%	7 9%	3 8%	5 48%	2 24%	
OTHER FOR CHARTING	59 25%	18 25%	5 14%	4 23%	10 23%	10 23%	23 28%	8 23%	2 19%	8 19%	2 29%	16 32%	6 47%	14 27%	5 22%	7 16%	14 18%	5 14%	8 79%	2 32%	

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 34**

**Q14 And did you go ahead and make a complaint about your mobile service or supplier?**

Base : Those with a reason to complain about their mobile phone service or supplier

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	217	94	123	38	57	35	36	28	23	31	67	41	78	185	18	9	5
Effective Weighted Sample	154	71	83	32	36	27	29	19	15	25	55	33	52	128	16	8	5
Total	236	108	128	38	54	40	42	38	25	56	69	52	58	196	25	11	4
Yes	142	67	75	24	31	24	24	26	13	36	41	30	36	120	14	6	3
	60%	62%	59%	65%	57%	62%	57%	68%	52%	64%	58%	58%	61%	61%	55%	55%	76%
No	93	40	53	13	23	15	17	12	12	20	29	22	22	76	11	5	1
	39%	37%	41%	35%	43%	38%	42%	32%	48%	36%	42%	42%	38%	39%	45%	45%	24%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 34**

**Q14 And did you go ahead and make a complaint about your mobile service or supplier?**

Base : Those with a reason to complain about their mobile phone service or supplier

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT				PAY TV CONTACT				
	Total	BT ~a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 ~e	EE (inc. O&TM) ~f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT ~k	Orange /EE ~l	Sky ~m	Talk Talk ~n	Virgin Media ~o	Sky ~p	Virgin Media ~q	BT TV ~r	Talk Talk TV ~s
Significance Level: 99%																				
Unweighted total	217	11	6	5	12	27	53	19	9	25	3	12	9	19	6	12	22	6	4	2
Effective Weighted Sample	154	8	4	4	10	19	35	14	7	22	3	8	8	15	5	10	17	5	3	2
Total	236	18	8	3	8	29	56	18	7	25	4	22	8	15	5	12	21	8	8	2
Yes	142	12	7	1	5	22	39	15	4	14	1	17	5	9	2	9	12	5	7	2
	60%	67%	88%	43%	64%	75%	70%	86%	52%	54%	36%	73%	61%	62%	38%	74%	58%	63%	86%	100%
No	93	6	1	2	3	7	17	2	3	11	2	6	3	6	3	3	9	3	1	-
	39%	33%	12%	57%	36%	25%	30%	14%	48%	46%	64%	27%	39%	38%	62%	26%	42%	37%	14%	-%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 34**

**Q14 And did you go ahead and make a complaint about your mobile service or supplier?**

Base : Those with a reason to complain about their mobile phone service or supplier

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER				PAY TV SUPPLIER				
	Total	BT ~a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 ~e	EE (inc. O&TM) ~f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT ~k	Orange /EE ~l	Sky ~m	Talk Talk ~n	Virgin Media ~o	Sky ~p	Virgin Media ~q	BT TV ~r	Talk Talk TV ~s
Significance Level: 99%																				
Unweighted total	217	49	32	20	44	40	80	30	12	38	6	34	13	52	21	39	77	30	6	7
Effective Weighted Sample	154	33	25	17	34	30	56	22	9	30	4	23	10	41	18	31	56	24	4	6
Total	236	71	38	19	42	44	84	33	12	43	8	49	13	51	22	46	76	34	10	6
Yes	142	46	27	10	31	32	48	26	8	21	2	28	6	39	11	29	56	23	7	5
	60%	65%	70%	50%	74%	74%	57%	80%	70%	50%	22%	57%	47%	77%	52%	63%	73%	68%	68%	76%
No	93	25	11	10	11	11	35	6	3	21	6	21	7	12	11	17	20	11	3	2
	39%	35%	30%	50%	26%	26%	42%	20%	30%	50%	78%	43%	53%	23%	48%	37%	27%	32%	32%	24%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 35**

**Q15 Why didn't you make a complaint about your mobile service or supplier?**

Base : Those who did not make a complaint about their mobile phone service or supplier

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND ~m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	90	34	56	11	27	13	17	10	12	13	27	19	31	77	8	4	1
Effective Weighted Sample	71	27	45	9	22	10	14	7	11	11	23	17	27	60	7	4	1
Total	93	40	53	13	23	15	17	12	12	20	29	22	22	76	11	5	1
The problem was sorted out	30 32%	15 38%	15 28%	3 20%	5 22%	8 55%	7 40%	2 20%	4 36%	5 25%	10 35%	7 34%	7 33%	23 30%	6 52%	1 25%	- -%
Not worth the hassle	22 24%	9 21%	13 26%	2 11%	6 27%	3 19%	5 29%	3 27%	3 25%	4 21%	12 42%	3 14%	3 11%	19 25%	3 29%	- -%	- -%
Didn't have the time	17 19%	10 24%	8 14%	2 12%	6 24%	1 8%	5 27%	3 28%	1 8%	6 31%	2 6%	7 33%	2 10%	15 20%	- -%	2 45%	- -%
Did not know where to go/ who to complain to	9 10%	1 2%	8 15%	2 18%	2 9%	2 11%	- -%	- -%	3 23%	1 7%	3 10%	1 3%	4 17%	8 11%	- -%	- -%	1 100%
They wouldn't do anything anyway	8 8%	3 7%	5 9%	2 12%	2 9%	2 16%	1 3%	1 9%	- -%	4 18%	- -%	2 7%	3 11%	8 10%	- -%	- -%	- -%
Other	11 12%	3 8%	8 14%	4 27%	3 11%	1 7%	1 4%	2 15%	1 9%	1 5%	2 6%	2 10%	6 26%	7 9%	2 19%	1 30%	- -%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 35**

**Q15 Why didn't you make a complaint about your mobile service or supplier?**

Base : Those who did not make a complaint about their mobile phone service or supplier

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT				PAY TV CONTACT				Talk Talk TV TV
	Total	BT ~a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 ~e	EE (inc. O&TM) ~f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT ~k	Orange /EE ~l	Sky ~m	Talk Talk ~n	Virgin Media ~o	Sky ~p	Virgin Media ~q	BT TV ~r	
Significance Level: 99%																				
Unweighted total	90	4	2	3	4	7	17	3	3	12	2	5	3	6	3	3	9	3	1	-
Effective Weighted Sample	71	4	2	3	3	6	12	3	3	11	2	5	3	5	3	2	8	2	1	-
Total	93	6	1	2	3	7	17	2	3	11	2	6	3	6	3	3	9	3	1	-
The problem was sorted out	30	-	1	1	1	3	9	-	-	2	1	1	2	1	1	2	1	3	-	-
	32%	-%	100%	59%	26%	39%	55%	-%	-%	19%	52%	20%	62%	22%	26%	70%	11%	100%	-%	-%
Not worth the hassle	22	3	-	-	1	2	3	-	-	5	-	1	1	-	2	1	-	-	-	-
	24%	55%	-%	-%	33%	21%	16%	-%	-%	40%	-%	20%	38%	-%	49%	30%	-%	-%	-%	-%
Didn't have the time	17	-	-	1	-	1	-	1	2	1	-	-	-	2	1	-	4	-	-	-
	19%	-%	-%	41%	-%	14%	-%	21%	58%	12%	-%	-%	-%	28%	25%	-%	46%	-%	-%	-%
Did not know where to go/ who to complain to	9	1	-	-	1	1	1	1	-	2	-	1	-	1	-	-	1	-	-	-
	10%	26%	-%	-%	41%	11%	5%	53%	-%	14%	-%	25%	-%	22%	-%	-%	14%	-%	-%	-%
They wouldn't do anything anyway	8	1	-	-	-	1	3	-	-	-	-	1	-	-	-	-	1	-	1	-
	8%	19%	-%	-%	-%	15%	16%	-%	-%	-%	-%	19%	-%	-%	-%	-%	6%	-%	100%	-%
Other	11	-	-	-	-	-	2	1	1	2	1	1	-	2	-	-	2	-	-	-
	12%	-%	-%	-%	-%	-%	13%	27%	42%	16%	48%	17%	-%	28%	-%	-%	22%	-%	-%	-%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 35**

**Q15 Why didn't you make a complaint about your mobile service or supplier?**

Base : Those who did not make a complaint about their mobile phone service or supplier

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER				PAY TV SUPPLIER				
	Total	BT ~a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 ~e	EE (inc. O&TM) ~f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT ~k	Orange /EE ~l	Sky ~m	Talk Talk ~n	Virgin Media ~o	Sky ~p	Virgin Media ~q	BT TV ~r	Talk Talk TV ~s
Significance Level: 99%																				
Unweighted total	90	21	11	9	13	11	34	7	3	22	4	18	6	14	9	16	23	11	3	1
Effective Weighted Sample	71	17	9	8	10	10	27	6	3	18	3	14	5	13	8	13	20	9	3	1
Total	93	25	11	10	11	11	35	6	3	21	6	21	7	12	11	17	20	11	3	2
The problem was sorted out	30	4	6	4	3	4	18	1	-	3	1	3	5	3	4	8	5	6	1	-
	32%	16%	53%	44%	25%	33%	50%	21%	-%	16%	19%	13%	75%	28%	37%	44%	25%	56%	26%	-%
Not worth the hassle	22	9	1	3	3	3	7	2	-	9	*	7	2	3	3	4	4	3	1	2
	24%	35%	11%	32%	30%	30%	19%	28%	-%	44%	8%	32%	25%	29%	29%	24%	19%	31%	38%	100%
Didn't have the time	17	8	3	1	-	2	5	2	2	3	4	8	-	2	1	3	6	1	-	-
	19%	32%	23%	8%	-%	20%	13%	30%	58%	12%	63%	38%	-%	13%	7%	18%	31%	9%	-%	-%
Did not know where to go/ who to complain to	9	2	-	-	1	1	1	1	-	2	-	1	-	2	1	1	2	1	-	-
	10%	9%	-%	-%	11%	7%	2%	20%	-%	7%	-%	7%	-%	17%	12%	5%	9%	8%	-%	-%
They wouldn't do anything anyway	8	2	2	3	-	1	4	-	-	-	-	1	-	-	3	3	1	1	1	-
	8%	8%	17%	32%	-%	10%	12%	-%	-%	-%	-%	5%	-%	-%	29%	16%	3%	8%	36%	-%
Other	11	1	-	-	4	-	3	1	1	4	1	1	-	2	-	-	3	-	-	-
	12%	4%	-%	-%	33%	-%	9%	10%	42%	20%	18%	5%	-%	13%	-%	-%	13%	-%	-%	-%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s



**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 36**

**Q16 What was the issue you had reason to complain about in connection with your fixed broadband?**

Base : Those with a reason to complain about their fixed broadband internet service or supplier

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	357	169	188	32	80	69	67	47	62	83	93	70	111	297	35	14	11
Effective Weighted Sample	256	126	131	25	56	49	49	37	46	67	75	54	90	211	28	11	10
Total	409	208	201	40	79	85	85	65	55	141	112	83	73	324	52	22	12
Speed of internet connection	141 35%	67 33%	74 37%	11 28%	25 32%	31 37%	40 47%	22 34%	12 21%	57 40%	36 32%	27 32%	22 30%	107 33%	18 36%	11 51%	5 39%
Disruption of service	138 34%	71 34%	67 33%	16 40%	27 34%	30 35%	28 33%	21 32%	16 29%	50 36%	32 28%	33 39%	23 32%	111 34%	20 40%	3 16%	3 25%
Poor quality of service	137 33%	62 30%	75 37%	11 28%	23 30%	30 35%	27 32%	27 41%	19 34%	36 26%	34 30%	30 36%	36 50%	106 33%	20 38%	2 11%	8 68%
Service not as promised/ advertised	47 11%	19 9%	28 14%	2 6%	7 9%	13 16%	6 7%	13 21%	5 9%	19 14%	8 7%	13 15%	7 10%	40 12%	1 2%	2 10%	4 33%
Overcharged	21 5%	9 5%	12 6%	- -%	2 2%	8 9%	5 6%	5 7%	2 4%	4 3%	9 8%	5 6%	3 5%	18 5%	2 5%	1 6%	- -%
Bill incorrect	8 2%	4 2%	4 2%	* 1%	3 3%	2 2%	1 1%	* 1%	2 3%	1 *%	1 1%	2 3%	4 6%	8 2%	1 1%	- -%	- -%
Terms of contract were unfair	8 2%	5 3%	2 1%	- -%	* *%	1 2%	1 1%	3 4%	3 5%	2 1%	2 1%	1 2%	3 4%	5 2%	1 2%	1 6%	- -%
Charges not made clear/ unexpected charges	8 2%	4 2%	3 2%	- -%	5 6%	1 1%	- -%	- -%	2 4%	- -%	4 4%	1 1%	2 3%	5 2%	2 5%	- -%	- -%
Staff attitude/ problem with staff	7 2%	- -%	7 4%	- -%	3 3%	- -%	2 3%	2 3%	- -%	5 4%	2 2%	- -%	- -%	7 2%	- -%	- -%	- -%
Inappropriate content	1 *%	1 1%	- -%	- -%	- -%	- -%	- -%	1 1%	* 1%	- -%	- -%	- -%	1 2%	- -%	* 1%	1 4%	- -%
Advertised tariffs not available to me	1 *%	1 *%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	1 *%	- -%	- -%	- -%
Other	29 7%	21 10%	9 4%	4 11%	2 3%	6 7%	3 3%	7 11%	7 13%	9 7%	11 10%	4 5%	5 7%	24 7%	4 8%	1 5%	- -%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 36**

**Q16 What was the issue you had reason to complain about in connection with your fixed broadband?**

Base : Those with a reason to complain about their fixed broadband internet service or supplier

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	357	169	188	32	80	69	67	47	62	83	93	70	111	297	35	14	11
Effective Weighted Sample	256	126	131	25	56	49	49	37	46	67	75	54	90	211	28	11	10
Total	409	208	201	40	79	85	85	65	55	141	112	83	73	324	52	22	12
OTHER FOR CHARTING	60	35	25	5	13	10	6	13	13	17	20	8	14	49	8	3	-
	15%	17%	12%	12%	16%	12%	8%	20%	23%	12%	18%	10%	19%	15%	15%	15%	-%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 36**

**Q16 What was the issue you had reason to complain about in connection with your fixed broadband?**

Base : Those with a reason to complain about their fixed broadband internet service or supplier

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT					PAY TV CONTACT				Talk Talk TV TV
	Total	BT ~a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 ~e	EE (inc. O&TM) ~f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT ~k	Orange /EE ~l	Sky ~m	Talk Talk ~n	Virgin Media ~o	Sky ~p	Virgin Media ~q	BT TV ~r	~s	
Significance Level: 99%																					
Unweighted total	357	12	11	13	14	15	28	14	5	19	4	41	11	52	43	44	45	18	1	6	
Effective Weighted Sample	256	9	9	8	10	11	20	12	4	16	3	29	8	39	33	37	31	16	1	5	
Total	409	22	12	13	13	12	32	16	3	18	6	61	13	54	43	51	51	22	1	6	
Speed of internet connection	141	8	5	5	3	2	10	8	1	8	3	18	4	20	17	17	15	8	1	-	
	35%	36%	40%	34%	26%	17%	33%	53%	42%	43%	55%	29%	34%	38%	40%	32%	29%	35%	100%	-%	
Disruption of service	138	4	4	2	5	3	12	3	2	2	1	14	6	15	10	24	27	10	-	-	
	34%	18%	33%	17%	37%	25%	37%	22%	73%	12%	18%	23%	45%	28%	23%	48%	53%	44%	-%	-%	
Poor quality of service	137	1	2	5	3	2	13	4	-	5	-	26	2	18	17	14	7	4	-	3	
	33%	5%	17%	37%	25%	19%	42%	24%	-%	27%	-%	42%	19%	34%	39%	27%	13%	20%	-%	43%	
Service not as promised/ advertised	47	7	1	1	1	1	10	3	-	2	-	14	5	1	7	5	2	4	-	1	
	11%	30%	9%	11%	8%	7%	32%	18%	-%	10%	-%	24%	36%	1%	16%	9%	3%	18%	-%	24%	
Overcharged	21	-	3	1	*	1	-	3	-	3	-	1	-	3	4	3	2	3	-	2	
	5%	-%	26%	8%	2%	11%	-%	20%	-%	16%	-%	2%	-%	5%	9%	6%	3%	13%	-%	25%	
Bill incorrect	8	-	*	*	2	1	1	1	*	-	-	1	1	3	2	*	3	1	-	*	
	2%	-%	4%	3%	12%	10%	3%	8%	15%	-%	-%	1%	8%	5%	4%	1%	6%	5%	-%	8%	
Terms of contract were unfair	8	1	-	1	-	-	1	1	*	-	-	2	-	1	1	-	-	-	-	-	
	2%	5%	-%	9%	-%	-%	4%	8%	13%	-%	-%	4%	-%	1%	3%	-%	-%	-%	-%	-%	
Charges not made clear/ unexpected charges	8	-	-	*	3	*	-	-	*	1	-	-	-	3	*	1	3	-	-	-	
	2%	-%	-%	3%	25%	4%	-%	-%	13%	5%	-%	-%	-%	6%	1%	2%	6%	-%	-%	-%	
Staff attitude/ problem with staff	7	-	1	-	-	-	1	-	-	-	-	-	-	3	-	1	1	1	-	-	
	2%	-%	10%	-%	-%	-%	3%	-%	-%	-%	-%	-%	-%	6%	-%	2%	2%	5%	-%	-%	
Inappropriate content	1	*	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	
	*%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	
Advertised tariffs not available to me	1	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	1	-	-	-	
	*%	-%	-%	-%	5%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	
Other	29	3	-	2	1	2	1	1	-	1	2	9	-	4	3	3	5	-	-	-	
	7%	14%	-%	12%	7%	17%	2%	7%	-%	7%	28%	14%	-%	8%	6%	6%	9%	-%	-%	-%	

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 36**

**Q16 What was the issue you had reason to complain about in connection with your fixed broadband?**

Base : Those with a reason to complain about their fixed broadband internet service or supplier

	LANDLINE CONTACT					MOBILE CONTACT					BROADBAND CONTACT					PAY TV CONTACT		Talk Talk TV TV		
	Total	BT ~a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 ~e	EE (inc. O&TM) ~f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT ~k	Orange /EE ~l	Sky ~m	Talk Talk ~n	Virgin Media ~o	Sky ~p		Virgin Media ~q	BT TV ~r
Significance Level: 99%																				
Unweighted total	357	12	11	13	14	15	28	14	5	19	4	41	11	52	43	44	45	18	1	6
Effective Weighted Sample	256	9	9	8	10	11	20	12	4	16	3	29	8	39	33	37	31	16	1	5
Total	409	22	12	13	13	12	32	16	3	18	6	61	13	54	43	51	51	22	1	6
OTHER FOR CHARTING	60	5	2	3	6	4	4	3	1	2	2	13	1	14	5	6	12	2	-	*
	15%	21%	13%	25%	44%	31%	13%	19%	27%	12%	28%	20%	8%	26%	13%	11%	23%	11%	-%	8%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 36**

**Q16 What was the issue you had reason to complain about in connection with your fixed broadband?**

Base : Those with a reason to complain about their fixed broadband internet service or supplier

	LANDLINE SUPPLIER					MOBILE SUPPLIER					BROADBAND SUPPLIER					PAY TV SUPPLIER				
	Total	BT	Virgin Media	Talk Talk	Sky	O2	EE (inc. O&TM)	3	Virgin Mobile	Voda-fone	Tesco	BT	Orange /EE	Sky	Talk Talk	Virgin Media	Sky	Virgin Media	BT TV	Talk Talk TV
	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	~s	
Significance Level: 99%																				
Unweighted total	357	92	68	62	73	88	98	40	25	51	15	69	17	86	68	84	135	59	13	13
Effective Weighted Sample	256	66	54	44	49	63	74	32	20	36	11	47	12	61	52	68	92	48	10	10
Total	409	122	78	64	81	102	115	39	23	67	18	97	17	92	68	95	162	68	16	11
Speed of internet connection	141	45	27	24	28	41	41	15	4	25	7	31	7	31	23	35	56	24	4	3
	35%	37%	34%	38%	34%	40%	35%	39%	18%	37%	39%	31%	43%	34%	34%	36%	35%	36%	22%	29%
Disruption of service	138	30	29	22	24	33	37	11	12	24	5	23	6	28	21	38	61	24	5	*
	34%	25%	37%	35%	30%	32%	32%	27%	52%	35%	26%	23%	36%	31%	31%	39%	38%	35%	34%	4%
Poor quality of service	137	40	26	22	31	43	43	10	4	20	4	35	3	31	27	30	49	24	9	5
	33%	33%	34%	34%	38%	42%	37%	25%	16%	30%	23%	36%	19%	34%	39%	32%	31%	35%	59%	44%
Service not as promised/ advertised	47	18	7	8	3	10	11	3	2	6	3	18	5	3	10	9	13	8	2	1
	11%	15%	9%	13%	4%	10%	10%	8%	10%	9%	17%	19%	27%	3%	14%	9%	8%	11%	15%	13%
Overcharged	21	5	7	5	4	4	2	3	3	4	-	4	-	4	6	7	8	6	-	2
	5%	4%	10%	7%	5%	4%	1%	8%	12%	7%	-%	4%	-%	4%	9%	8%	5%	9%	-%	14%
Bill incorrect	8	1	2	1	2	2	2	2	1	-	1	1	1	3	2	2	3	2	-	*
	2%	1%	2%	2%	2%	2%	2%	6%	4%	-%	5%	1%	6%	3%	2%	2%	2%	2%	-%	4%
Terms of contract were unfair	8	4	1	1	1	1	3	1	2	*	-	4	-	1	1	1	1	1	1	*
	2%	3%	2%	2%	1%	1%	3%	3%	7%	1%	-%	4%	-%	1%	2%	1%	*%	2%	9%	4%
Charges not made clear/ unexpected charges	8	3	-	*	3	*	2	2	*	3	-	3	-	3	*	1	3	1	-	*
	2%	2%	-%	1%	4%	*%	1%	5%	2%	4%	-%	3%	-%	4%	1%	1%	2%	1%	-%	4%
Staff attitude/ problem with staff	7	1	1	3	2	2	1	-	-	2	-	-	-	3	3	1	3	1	-	-
	2%	1%	2%	5%	2%	2%	1%	-%	-%	3%	-%	-%	-%	3%	5%	1%	2%	2%	-%	-%
Inappropriate content	1	1	-	-	-	-	-	1	-	-	-	1	-	-	-	-	*	-	-	-
	*%	1%	-%	-%	-%	-%	-%	2%	-%	-%	-%	1%	-%	-%	-%	-%	*%	-%	-%	-%
Advertised tariffs not available to me	1	-	-	-	1	-	-	-	-	1	-	-	-	1	-	-	1	-	-	-
	*%	-%	-%	-%	1%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	*%	-%	-%	-%
Other	29	14	3	6	4	10	5	2	2	7	3	9	1	8	6	4	13	2	1	-
	7%	11%	4%	9%	5%	10%	4%	6%	10%	10%	17%	9%	3%	9%	8%	4%	8%	3%	9%	-%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 36**

**Q16 What was the issue you had reason to complain about in connection with your fixed broadband?**

Base : Those with a reason to complain about their fixed broadband internet service or supplier

	LANDLINE SUPPLIER					MOBILE SUPPLIER					BROADBAND SUPPLIER					PAY TV SUPPLIER			Talk	
	Total	BT	Virgin Media	Talk Talk	Sky	O2	EE (inc. O&TM)	3	Virgin Mobile	Voda-fone	Tesco	BT	Orange /EE	Sky	Talk Talk	Virgin Media	Sky	Virgin Media	BT TV	Talk TV
Significance Level: 99%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	~s	
Unweighted total	357	92	68	62	73	88	98	40	25	51	15	69	17	86	68	84	135	59	13	13
Effective Weighted Sample	256	66	54	44	49	63	74	32	20	36	11	47	12	61	52	68	92	48	10	10
Total	409	122	78	64	81	102	115	39	23	67	18	97	17	92	68	95	162	68	16	11
OTHER FOR CHARTING	60	23	7	11	12	16	12	8	5	12	4	16	2	18	12	9	24	7	3	1
	15%	19%	9%	18%	14%	15%	10%	22%	21%	18%	21%	16%	9%	20%	17%	9%	15%	11%	18%	8%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 37**

**Q17 And did you go ahead and make a complaint about your fixed broadband service or supplier?**

Base : Those with a reason to complain about their fixed broadband internet service or supplier

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	357	169	188	32	80	69	67	47	62	83	93	70	111	297	35	14	11
Effective Weighted Sample	256	126	131	25	56	49	49	37	46	67	75	54	90	211	28	11	10
Total	409	208	201	40	79	85	85	65	55	141	112	83	73	324	52	22	12
Yes	271	140	131	24	48	57	61	42	39	97	68	58	48	206	40	15	11
	66%	68%	65%	60%	61%	67%	72%	65%	70%	69%	61%	71%	66%	64%	77%	68%	97%
No	137	67	70	16	31	28	24	23	16	44	44	24	24	118	12	7	*
	34%	32%	35%	40%	39%	33%	28%	35%	30%	31%	39%	29%	34%	36%	23%	32%	3%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 37**

**Q17 And did you go ahead and make a complaint about your fixed broadband service or supplier?**

Base : Those with a reason to complain about their fixed broadband internet service or supplier

	LANDLINE CONTACT					MOBILE CONTACT					BROADBAND CONTACT					PAY TV CONTACT		Talk		
	Total	BT	Virgin Media	Talk Talk	Sky	O2	EE (inc. O&TM)	3	Virgin Mobile	Voda-fone	Tesco	BT	Orange /EE	Sky	Talk Talk	Virgin Media	Sky	Virgin Media	BT TV	Talk TV
Significance Level: 99%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	~p	~q	~r	~s	
Unweighted total	357	12	11	13	14	15	28	14	5	19	4	41	11	52	43	44	45	18	1	6
Effective Weighted Sample	256	9	9	8	10	11	20	12	4	16	3	29	8	39	33	37	31	16	1	5
Total	409	22	12	13	13	12	32	16	3	18	6	61	13	54	43	51	51	22	1	6
Yes	271	16	6	8	9	10	21	12	2	9	6	43	9	39	33	31	42	16	1	5
	66%	72%	45%	61%	66%	88%	66%	80%	71%	52%	100%	70%	73%	72%	78%	61%	83%	71%	100%	88%
No	137	6	7	5	4	1	11	3	1	8	-	18	3	15	9	20	9	6	-	1
	34%	28%	55%	39%	34%	12%	34%	20%	29%	48%	-%	30%	27%	28%	22%	39%	17%	29%	-%	12%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s



**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 37**

**Q17 And did you go ahead and make a complaint about your fixed broadband service or supplier?**

Base : Those with a reason to complain about their fixed broadband internet service or supplier

	LANDLINE SUPPLIER					MOBILE SUPPLIER					BROADBAND SUPPLIER					PAY TV SUPPLIER			Talk	
	Total	BT	Virgin Media	Talk Talk	Sky	O2	EE (inc. O&TM)	3	Virgin Mobile	Voda-fone	Tesco	BT	Orange /EE	Sky	Talk Talk	Virgin Media	Sky	Virgin Media	BT TV	Talk TV
Significance Level: 99%	~a	~b	~c	~d	~e	~f	~g	~h	~i	~j	~k	~l	~m	~n	~o	p	~q	~r	~s	
Unweighted total	357	92	68	62	73	88	98	40	25	51	15	69	17	86	68	84	135	59	13	13
Effective Weighted Sample	256	66	54	44	49	63	74	32	20	36	11	47	12	61	52	68	92	48	10	10
Total	409	122	78	64	81	102	115	39	23	67	18	97	17	92	68	95	162	68	16	11
Yes	271	77	47	42	60	63	74	29	14	45	13	68	11	64	46	52	118	45	6	9
	66%	64%	61%	66%	74%	62%	64%	75%	59%	67%	71%	70%	68%	70%	68%	55%	73%	66%	36%	85%
No	137	44	30	22	21	39	41	10	9	22	5	29	5	28	22	43	43	23	10	2
	34%	36%	39%	34%	26%	38%	36%	25%	41%	33%	29%	30%	32%	30%	32%	45%	27%	34%	64%	15%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 38**

**Q18 Why didn't you make a complaint about your fixed broadband service or supplier?**

Base : Those who did not make a complaint about their fixed broadband internet service or supplier

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE ~a	FEMALE ~b	16-24 ~c	25-34 ~d	35-44 ~e	45-54 ~f	55-64 ~g	65+ ~h	AB ~i	C1 ~j	C2 ~k	DE ~l	ENGLAND m	SCOT- LAND ~n	WALES ~o	N.I. ~p
Significance Level: 99%																	
Unweighted total	126	59	67	10	34	21	22	18	21	27	35	26	38	112	8	5	1
Effective Weighted Sample	94	47	47	8	23	17	19	14	16	23	28	23	31	82	7	4	1
Total	137	67	70	16	31	28	24	23	16	44	44	24	24	118	12	7	*
The problem was sorted out	69	34	34	12	16	10	9	13	9	17	29	8	15	62	4	2	*
	50%	51%	49%	72%	53%	35%	39%	56%	55%	39%	65%	33%	60%	52%	35%	33%	100%
Not worth the hassle	36	21	16	3	8	13	6	5	1	14	11	6	6	30	5	1	-
	26%	31%	22%	21%	27%	47%	23%	21%	9%	31%	24%	26%	23%	25%	45%	14%	-%
Didn't have the time	12	6	6	-	3	-	3	4	2	5	1	5	1	8	-	4	-
	9%	9%	8%	-%	8%	-%	14%	17%	13%	10%	3%	19%	6%	7%	-%	53%	-%
They wouldn't do anything anyway	11	3	9	-	2	6	2	2	*	3	1	5	2	11	-	-	-
	8%	4%	13%	-%	6%	21%	7%	7%	3%	8%	3%	19%	8%	10%	-%	-%	-%
Did not know where to go/ who to complain to	2	*	1	-	-	*	1	-	*	1	*	-	*	2	-	-	-
	1%	1%	2%	-%	-%	1%	4%	-%	3%	2%	1%	-%	2%	2%	-%	-%	-%
Other	13	6	7	3	2	2	4	-	3	7	2	1	4	10	3	-	-
	9%	9%	9%	16%	5%	7%	16%	-%	18%	15%	4%	3%	15%	8%	28%	-%	-%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 38**

**Q18 Why didn't you make a complaint about your fixed broadband service or supplier?**

Base : Those who did not make a complaint about their fixed broadband internet service or supplier

	LANDLINE CONTACT					MOBILE CONTACT					BROADBAND CONTACT					PAY TV CONTACT		Talk Talk TV TV		
	Total	BT ~a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 ~e	EE (inc. O&TM) ~f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT ~k	Orange /EE ~l	Sky ~m	Talk Talk ~n	Virgin Media ~o	Sky ~p		Virgin Media ~q	BT TV ~r
Significance Level: 99%																				
Unweighted total	126	4	6	3	4	2	10	3	1	9	-	13	5	15	9	17	10	6	-	1
Effective Weighted Sample	94	4	5	2	3	2	9	3	1	7	-	10	4	11	5	15	7	5	-	1
Total	137	6	7	5	4	1	11	3	1	8	-	18	3	15	9	20	9	6	-	1
The problem was sorted out	69	4	3	1	4	1	4	-	-	2	-	15	2	10	2	13	7	3	-	-
	50%	62%	45%	21%	100%	100%	41%	-%	-%	29%	-%	82%	54%	65%	21%	64%	85%	50%	-%	-%
Not worth the hassle	36	-	4	-	-	-	3	1	1	2	-	1	-	3	2	6	1	3	-	-
	26%	-%	55%	-%	-%	-%	26%	21%	100%	18%	-%	6%	-%	20%	17%	30%	15%	50%	-%	-%
Didn't have the time	12	2	-	1	-	-	-	1	-	2	-	-	1	-	1	-	-	*	-	1
	9%	38%	-%	14%	-%	-%	-%	37%	-%	19%	-%	-%	34%	-%	7%	-%	-%	6%	-%	100%
They wouldn't do anything anyway	11	-	-	3	-	-	1	1	-	2	-	-	*	-	5	-	-	-	-	-
	8%	-%	-%	65%	-%	-%	8%	43%	-%	20%	-%	-%	12%	-%	49%	-%	-%	-%	-%	-%
Did not know where to go/ who to complain to	2	-	1	-	-	-	-	-	1	-	-	-	-	-	*	1	-	1	-	-
	1%	-%	14%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	4%	5%	-%	15%	-%	-%
Other	13	-	-	-	-	-	3	-	-	1	-	2	-	2	-	1	-	-	-	-
	9%	-%	-%	-%	-%	-%	24%	-%	-%	14%	-%	13%	-%	15%	-%	5%	-%	-%	-%	-%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 38**

**Q18 Why didn't you make a complaint about your fixed broadband service or supplier?**

Base : Those who did not make a complaint about their fixed broadband internet service or supplier

	LANDLINE SUPPLIER					MOBILE SUPPLIER					BROADBAND SUPPLIER					PAY TV SUPPLIER				
	Total	BT ~a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 ~e	EE (inc. O&TM) ~f	3 ~g	Virgin Mobile ~h	Voda- fone ~i	Tesco ~j	BT ~k	Orange /EE ~l	Sky ~m	Talk Talk ~n	Virgin Media ~o	Sky ~p	Virgin Media ~q	BT TV ~r	Talk Talk TV ~s
Significance Level: 99%																				
Unweighted total	126	34	25	22	24	33	35	11	10	20	5	24	7	28	22	36	42	20	7	2
Effective Weighted Sample	94	28	21	15	14	25	26	10	8	13	4	19	6	17	15	30	28	16	5	2
Total	137	44	30	22	21	39	41	10	9	22	5	29	5	28	22	43	43	23	10	2
The problem was sorted out	69	23	19	7	12	18	21	4	4	10	3	16	2	16	7	23	23	15	7	1
	50%	51%	64%	34%	59%	47%	52%	42%	39%	44%	65%	55%	44%	58%	34%	54%	53%	64%	73%	57%
Not worth the hassle	36	8	10	4	3	11	9	2	4	7	2	5	1	6	4	15	7	8	3	-
	26%	18%	32%	20%	13%	28%	21%	21%	39%	32%	35%	15%	27%	21%	20%	34%	17%	36%	27%	-%
Didn't have the time	12	7	2	3	*	1	6	1	1	3	-	2	1	*	3	5	5	*	-	1
	9%	16%	6%	15%	1%	2%	15%	12%	14%	12%	-%	8%	22%	1%	15%	12%	12%	2%	-%	43%
They wouldn't do anything anyway	11	3	-	6	3	6	2	1	-	3	-	3	*	3	6	-	5	-	-	-
	8%	6%	-%	26%	13%	14%	5%	14%	-%	12%	-%	9%	8%	10%	26%	-%	11%	-%	-%	-%
Did not know where to go/ who to complain to	2	*	1	*	-	-	-	*	1	-	-	*	-	-	*	1	*	1	-	-
	1%	1%	3%	2%	-%	-%	-%	4%	11%	-%	-%	2%	-%	-%	2%	2%	1%	4%	-%	-%
Other	13	3	1	4	3	4	5	1	1	2	-	3	-	3	4	2	6	-	-	-
	9%	7%	4%	17%	14%	9%	12%	7%	7%	10%	-%	11%	-%	11%	17%	4%	13%	-%	-%	-%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 39**

**AGE**

Base : All respondents

	GENDER		AGE						SOCIAL GRADE				NATION				
	Total	MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES o	N.I. p
Significance Level: 99%																	
Unweighted total	4078	1877	2201	524	803	589	616	507	1039	578	981	736	1783	3507	278	166	127
Effective Weighted Sample	2750	1319	1433	367	537	397	424	354	727	444	712	546	1366	2320	223	116	101
Total	4078	1998	2080	583	681	661	710	571	872	913	1110	885	1170	3417	347	200	114
16-24	583 14%	300 15%	283 14%	583 100% defgh	- -%	- -%	- -%	- -%	- -%	77 8%	193 17%	137 16%	175 15%	496 15%	37 11%	33 16%	17 15%
25-34	681 17%	341 17%	340 16%	- -%	681 100% cefg	- -%	- -%	- -%	- -%	136 15%	196 18%	148 17%	202 17%	591 17%	45 13%	21 11%	24 21%
35-44	661 16%	329 16%	332 16%	- -%	- -%	661 100% cdfgh	- -%	- -%	- -%	159 17%	198 18%	149 17%	155 13%	561 16%	50 14%	28 14%	22 20%
45-54	710 17%	354 18%	356 17%	- -%	- -%	- -%	710 100% cdegh	- -%	- -%	188 21%	194 17%	192 22%	136 12%	589 17%	68 20%	33 16%	20 18%
55-64	571 14%	279 14%	291 14%	- -%	- -%	- -%	- -%	571 100% cdefh	- -%	144 16%	151 14%	108 12%	167 14%	467 14%	51 15%	35 18%	17 15%
65+	872 21%	395 20%	477 23%	- -%	- -%	- -%	- -%	- -%	872 100% cdefg	209 23%	178 16%	151 17%	334 29%	713 21%	95 28%	51 25%	13 12%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 39**

**AGE**

Base : All respondents

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT					PAY TV CONTACT				Talk Talk TV TV ~s
	Total	BT a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 e	EE (inc. O&TM) f	3 ~g	Virgin Mobile ~h	Voda- fone i	Tesco ~j	BT k	Orange /EE ~l	Sky m	Talk Talk ~n	Virgin Media o	Sky p	Virgin Media ~q	BT TV ~r		
Significance Level: 99%																					
Unweighted total	4078	126	83	51	76	143	189	72	47	100	20	130	37	140	87	131	218	89	19	15	
Effective Weighted Sample	2750	90	63	31	56	99	124	53	32	79	14	92	27	97	52	101	155	70	14	10	
Total	4078	155	82	48	80	148	210	74	44	107	24	178	39	143	94	130	246	87	25	14	
16-24	583 14%	11 7%	5 6%	5 10%	13 17%	19 13%	29 14%	18 24%	8 19%	20 19%	3 14%	19 11%	4 9%	21 15%	10 11%	26 20%	20 8%	6 7%	4 18%	1 8%	
25-34	681 17%	18 12%	10 12%	4 8%	25 31%	37 25%	46 22%	17 24%	1 2%	19 18%	- -%	15 9%	11 27%	39 28%	13 14%	19 15%	54 22%	17 20%	4 15%	2 15%	
35-44	661 16%	20 13%	14 17%	4 9%	8 10%	25 17%	43 20%	19 25%	4 10%	19 18%	3 13%	25 14%	12 31%	19 14%	23 24%	25 19%	50 20%	15 17%	4 16%	2 12%	
45-54	710 17%	24 15%	20 24%	7 15%	17 21%	30 20%	44 21%	13 18%	10 22%	19 18%	5 19%	32 18%	9 22%	38 26%	20 22%	25 19%	64 26%	19 22%	3 11%	2 12%	
55-64	571 14%	28 18%	17 21%	13 28%	10 13%	20 14%	34 16%	4 5%	7 16%	18 16%	5 21%	39 22%	2 4%	14 10%	14 15%	20 16%	32 13%	20 23%	6 24%	3 20%	
65+	872 21%	55 35%	16 20%	14 30%	7 9%	15 10%	15 7%	3 4%	13 30%	11 11%	8 34%	46 26%	2 6%	11 8%	14 15%	15 11%	27 11%	10 11%	4 16%	5 33%	

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 39**

**AGE**

Base : All respondents

	LANDLINE SUPPLIER					MOBILE SUPPLIER					BROADBAND SUPPLIER					PAY TV SUPPLIER				
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q	BT TV r	Talk Talk TV s
Significance Level: 99%																				
Unweighted total	4078	1206	628	439	663	840	1076	386	251	480	187	730	136	747	469	723	1258	569	141	114
Effective Weighted Sample	2750	799	447	275	456	565	722	272	173	334	133	493	96	513	298	527	875	402	97	67
Total	4078	1287	662	427	701	854	1116	376	252	529	197	856	131	780	458	759	1339	600	170	98
16-24	583 14%	127 10%	78 12%	67 16% a	105 15% a	147 17% h	171 15%	85 23% fhij	21 8%	68 13%	18 9%	111 13%	19 15%	119 15%	78 17%	124 16%	184 14%	73 12%	27 16%	13 14%
25-34	681 17%	115 9%	126 19% a	65 15% a	143 20% a	171 20% j	194 17%	93 25% fhij	31 12%	84 16%	19 10%	86 10%	24 18%	171 22% k	75 16% k	167 22% k	229 17%	121 20%	19 11%	12 12%
35-44	661 16%	177 14%	117 18%	73 17% a	140 20% a	138 16%	202 18%	71 19%	29 12%	104 20%	32 16%	139 16%	32 25%	155 20%	85 19%	137 18%	242 18%	114 19%	36 21%	20 20%
45-54	710 17%	218 17%	126 19%	75 18%	154 22%	157 18%	210 19%	81 22%	45 18%	107 20%	30 15%	157 18%	27 20%	165 21%	86 19%	133 18%	276 21%	113 19%	31 18%	19 20%
55-64	571 14%	203 16%	110 17%	69 16%	82 12%	124 15% g	152 14% g	31 8% g	53 21% g	86 16% g	33 17% g	155 18% m	16 12%	91 12%	69 15%	114 15%	197 15%	94 16%	19 11%	18 18%
65+	872 21%	447 35% bcd	104 16%	78 18% d	76 11%	117 14% g	188 17% g	16 4% efgi	74 29% g	81 15% g	65 33% efgi	207 24% lmno	13 10%	78 10%	65 14%	84 11%	212 16%	86 14%	36 21%	16 17%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 40**

**SOCIAL CLASS**

Base : All respondents

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES o	N.I. p
Significance Level: 99%																	
Unweighted total	4078	1877	2201	524	803	589	616	507	1039	578	981	736	1783	3507	278	166	127
Effective Weighted Sample	2750	1319	1433	367	537	397	424	354	727	444	712	546	1366	2320	223	116	101
Total	4078	1998	2080	583	681	661	710	571	872	913	1110	885	1170	3417	347	200	114
AB	913 22%	430 22%	483 23%	77 13%	136 20%	159 24%	188 26%	144 25%	209 24%	913 100%	- -%	- -%	- -%	743 22%	80 23%	72 36%	18 16%
					c	c	c	c	c	ijkl						mp	
C1	1110 27%	552 28%	558 27%	193 33%	196 29%	198 30%	194 27%	151 26%	178 20%	- -%	1110 100%	- -%	- -%	959 28%	81 23%	40 20%	29 25%
				h	h	h	h	h	h		ikl						
C2	885 22%	457 23%	429 21%	137 24%	148 22%	149 23%	192 27%	108 19%	151 17%	- -%	- -%	885 100%	- -%	732 21%	85 24%	48 24%	20 18%
							gh					ijl					
DE	1170 29%	560 28%	610 29%	175 30%	202 30%	155 23%	136 19%	167 29%	334 38%	- -%	- -%	- -%	1170 100%	983 29%	101 29%	39 20%	47 41%
				f	f			f	defg				ijk				mo

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p



**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 40**

**SOCIAL CLASS**

Base : All respondents

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT				PAY TV CONTACT				
	Total	BT a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 e	EE (inc. O&TM) f	3 ~g	Virgin Mobile ~h	Voda- fone i	Tesco ~j	BT k	Orange /EE ~l	Sky m	Talk Talk ~n	Virgin Media o	Sky p	Virgin Media ~q	BT TV ~r	Talk Talk TV ~s
Significance Level: 99%																				
Unweighted total	4078	126	83	51	76	143	189	72	47	100	20	130	37	140	87	131	218	89	19	15
Effective Weighted Sample	2750	90	63	31	56	99	124	53	32	79	14	92	27	97	52	101	155	70	14	10
Total	4078	155	82	48	80	148	210	74	44	107	24	178	39	143	94	130	246	87	25	14
AB	913	62	22	13	17	37	70	13	9	26	5	79	9	30	31	34	60	23	8	1
	22%	40%	27%	27%	21%	25%	33%	18%	21%	24%	22%	45% mo	24%	21%	33%	26%	24%	26%	31%	9%
C1	1110	39	20	13	32	40	62	20	13	36	9	49	13	47	31	43	78	22	10	6
	27%	25%	25%	28%	40%	27%	30%	27%	29%	34%	38%	28%	34%	33%	33%	33%	32%	25%	40%	41%
C2	885	22	23	7	15	40	42	18	12	24	5	26	9	33	14	29	60	22	4	3
	22%	14%	28%	16%	19%	27%	20%	25%	26%	22%	20%	15%	24%	23%	15%	22%	24%	26%	16%	19%
DE	1170	33	17	14	17	31	36	22	11	21	5	23	7	33	19	24	48	20	3	4
	29%	21%	21%	29%	21%	21%	17%	30%	24%	19%	20%	13%	18%	23%	20%	19%	20%	23%	13%	30%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 40**

**SOCIAL CLASS**

Base : All respondents

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER					PAY TV SUPPLIER			
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q	BT TV r	Talk TV s
Significance Level: 99%																				
Unweighted total	4078	1206	628	439	663	840	1076	386	251	480	187	730	136	747	469	723	1258	569	141	114
Effective Weighted Sample	2750	799	447	275	456	565	722	272	173	334	133	493	96	513	298	527	875	402	97	67
Total	4078	1287	662	427	701	854	1116	376	252	529	197	856	131	780	458	759	1339	600	170	98
AB	913	386	159	97	138	185	284	64	46	143	59	306	27	158	95	178	319	138	38	13
	22%	30%	24%	23%	20%	22%	25%	17%	18%	27%	30%	36%	21%	20%	21%	23%	24%	23%	23%	13%
		d					g		g	g	lmno									
C1	1110	344	189	109	202	249	333	111	72	145	45	248	43	228	124	227	385	173	50	17
	27%	27%	29%	25%	29%	29%	30%	29%	28%	27%	23%	29%	33%	29%	27%	30%	29%	29%	30%	17%
C2	885	249	150	99	180	177	231	91	60	137	38	164	30	204	108	176	307	142	51	32
	22%	19%	23%	23%	26%	21%	21%	24%	24%	26%	19%	19%	23%	26%	23%	23%	23%	24%	30%	32%
				a										k						
DE	1170	308	165	123	181	243	267	111	74	103	55	138	31	191	131	179	328	147	30	37
	29%	24%	25%	29%	26%	28%	24%	30%	29%	19%	28%	16%	24%	24%	29%	24%	24%	24%	18%	37%
					i			i						k	k	k				r

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 41**

**GOVERNMENT OFFICE REGION**

Base : All respondents

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES o	N.I. p
Significance Level: 99%																	
Unweighted total	4078	1877	2201	524	803	589	616	507	1039	578	981	736	1783	3507	278	166	127
Effective Weighted Sample	2750	1319	1433	367	537	397	424	354	727	444	712	546	1366	2320	223	116	101
Total	4078	1998	2080	583	681	661	710	571	872	913	1110	885	1170	3417	347	200	114
Scotland	347	126	221	37	45	50	68	51	95	80	81	85	101	-	347	-	-
	9%	6%	11% a	6%	7%	8%	10%	9%	11% d	9%	7%	10%	9%	-%	100% mop	-%	-%
North East	167	79	88	25	22	21	23	27	49	40	32	45	50	167	-	-	-
	4%	4%	4%	4%	3%	3%	3%	5%	6%	4%	3%	5%	4%	5% n	-%	-%	-%
North West	453	234	219	73	79	72	74	73	82	63	135	96	159	453	-	-	-
	11%	12%	11%	12%	12%	11%	10%	13%	9%	7%	12% i	11%	14% i	13% nop	-%	-%	-%
Yorks & Humber	338	152	187	55	59	47	62	50	65	79	95	86	79	338	-	-	-
	8%	8%	9%	9%	9%	7%	9%	9%	7%	9%	9%	10%	7%	10% nop	-%	-%	-%
Northern Ireland	114	51	63	17	24	22	20	17	13	18	29	20	47	-	-	-	114
	3%	3%	3%	3%	4%	3%	3%	3%	2%	2%	3%	2%	4%	-%	-%	-%	100% mno
East Midlands	294	148	146	51	28	38	69	47	61	46	87	75	86	294	-	-	-
	7%	7%	7%	9% d	4%	6%	10% d	8% d	7%	5%	8%	8%	7%	9% nop	-%	-%	-%
West Midlands	359	173	186	48	68	55	60	53	75	64	72	67	156	359	-	-	-
	9%	9%	9%	8%	10%	8%	8%	9%	9%	7%	7%	8%	13% ijk	11% nop	-%	-%	-%
Wales	200	106	94	33	21	28	33	35	51	72	40	48	39	-	-	200	-
	5%	5%	5%	6%	3%	4%	5%	6%	6%	8% jl	4%	5%	3%	-%	-%	100% mnp	-%
Eastern	379	183	196	42	65	50	86	58	78	48	140	100	91	379	-	-	-
	9%	9%	9%	7%	10%	8%	12%	10%	9%	5%	13% il	11% i	8%	11% nop	-%	-%	-%
London	526	313	213	104	124	132	87	36	44	111	143	92	180	526	-	-	-
	13%	16% b	10%	18% gh	18% gh	20% fgh	12% gh	6%	5%	12%	13%	10%	15% k	15% nop	-%	-%	-%
South East	555	260	294	51	111	93	82	73	144	184	151	117	103	555	-	-	-
	14%	13%	14%	9%	16%	14%	12%	13%	16%	20%	14%	13%	9%	16% nop	-%	-%	-%

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

c

c

jkl

l

l

nop

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 41**

**GOVERNMENT OFFICE REGION**

Base : All respondents

	GENDER		AGE						SOCIAL GRADE				NATION				
	Total	MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES o	N.I. p
Significance Level: 99%																	
Unweighted total	4078	1877	2201	524	803	589	616	507	1039	578	981	736	1783	3507	278	166	127
Effective Weighted Sample	2750	1319	1433	367	537	397	424	354	727	444	712	546	1366	2320	223	116	101
Total	4078	1998	2080	583	681	661	710	571	872	913	1110	885	1170	3417	347	200	114
South West	347	175	172	48	35	54	46	49	115	109	104	56	78	347	-	-	-
	9%	9%	8%	8%	5%	8%	7%	9%	13%	12%	9%	6%	7%	10%	-%	-%	-%
								df		kl				nop			

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 41**

**GOVERNMENT OFFICE REGION**

Base : All respondents

	LANDLINE CONTACT					MOBILE CONTACT						BROADBAND CONTACT					PAY TV CONTACT			
	Total	BT a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 e	EE (inc. O&TM) f	3 ~g	Virgin Mobile ~h	Voda- fone i	Tesco ~j	BT k	Orange /EE ~l	Sky m	Talk Talk ~n	Virgin Media o	Sky p	Virgin Media ~q	BT TV ~r	Talk Talk TV ~s
Significance Level: 99%																				
Unweighted total	4078	126	83	51	76	143	189	72	47	100	20	130	37	140	87	131	218	89	19	15
Effective Weighted Sample	2750	90	63	31	56	99	124	53	32	79	14	92	27	97	52	101	155	70	14	10
Total	4078	155	82	48	80	148	210	74	44	107	24	178	39	143	94	130	246	87	25	14
Scotland	347	12	6	3	7	10	7	16	3	7	6	20	4	11	4	8	27	7	5	-
	9%	8%	7%	7%	9%	7%	3%	21%	7%	6%	23%	11%	11%	8%	4%	6%	11%	8%	20%	-%
North East	167	3	5	1	5	9	12	7	3	3	2	2	4	10	2	9	11	4	-	1
	4%	2%	7%	3%	6%	6%	6%	10%	7%	3%	7%	1%	11%	7%	2%	7%	5%	4%	-%	6%
North West	453	17	10	4	14	20	30	10	5	15	*	12	7	21	17	21	37	23	4	2
	11%	11%	12%	8%	17%	14%	14%	14%	10%	14%	1%	7%	17%	15%	18%	16%	15%	26%	17%	17%
Yorks & Humber	338	9	8	-	9	10	21	4	2	10	1	14	6	18	3	13	27	7	1	1
	8%	6%	10%	-%	11%	7%	10%	6%	4%	10%	3%	8%	16%	13%	3%	10%	11%	8%	5%	8%
Northern Ireland	114	8	-	5	2	8	3	-	-	2	-	13	*	9	9	-	6	-	-	2
	3%	5%	-%	12%	3%	6%	2%	-%	-%	2%	-%	7%	1%	6%	9%	-%	2%	-%	-%	13%
East Midlands	294	18	3	2	3	14	29	3	3	5	3	27	-	8	2	3	13	4	5	-
	7%	12%	4%	5%	4%	9%	14%	5%	7%	5%	14%	15%	-%	5%	2%	2%	5%	4%	19%	-%
West Midlands	359	9	16	7	9	8	13	6	2	12	2	9	1	13	7	20	23	10	1	*
	9%	6%	19%	15%	11%	5%	6%	8%	5%	11%	7%	5%	4%	9%	7%	15%	10%	11%	3%	3%
Wales	200	16	3	2	4	9	25	1	5	4	-	16	1	4	13	6	21	4	2	-
	5%	10%	4%	4%	4%	6%	12%	2%	11%	4%	-%	9%	2%	3%	14%	4%	9%	4%	8%	-%
Eastern	379	17	7	4	7	12	10	2	5	7	2	16	6	12	8	6	28	3	4	3
	9%	11%	8%	8%	8%	8%	5%	3%	11%	7%	9%	9%	16%	8%	9%	5%	12%	4%	14%	20%
London	526	7	10	6	4	20	32	8	4	6	-	4	3	9	13	20	13	8	1	1
	13%	5%	12%	12%	5%	14%	15%	11%	9%	6%	-%	2%	7%	6%	14%	16%	5%	9%	6%	5%
South East	555	23	8	7	11	15	8	9	10	21	2	25	3	17	8	8	21	10	-	3
	14%	15%	10%	15%	14%	10%	4%	12%	23%	19%	8%	14%	7%	12%	8%	6%	9%	12%	-%	18%
South West	347	16	6	6	6	11	19	6	2	14	7	21	3	11	9	16	18	8	2	1
	9%	10%	7%	12%	7%	7%	9%	8%	5%	13%	28%	12%	8%	8%	10%	12%	7%	10%	8%	10%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 41**

**GOVERNMENT OFFICE REGION**

Base : All respondents

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER					PAY TV SUPPLIER				Talk Talk TV s
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q	BT TV r		
Significance Level: 99%																					
Unweighted total	4078	1206	628	439	663	840	1076	386	251	480	187	730	136	747	469	723	1258	569	141	114	
Effective Weighted Sample	2750	799	447	275	456	565	722	272	173	334	133	493	96	513	298	527	875	402	97	67	
Total	4078	1287	662	427	701	854	1116	376	252	529	197	856	131	780	458	759	1339	600	170	98	
Scotland	347	122	55	25	84	69	96	32	31	56	18	86	15	86	26	58	148	52	13	3	
	9%	10%	8%	6%	12%	8%	9%	9%	12%	11%	9%	10%	11%	11%	6%	8%	11%	9%	7%	3%	
North East	167	45	21	13	38	30	47	23	10	23	9	25	6	44	11	26	62	16	4	5	
	4%	4%	3%	3%	5%	3%	4%	6%	4%	4%	4%	3%	4%	6%	2%	3%	5%	3%	2%	5%	
North West	453	97	110	53	85	106	103	42	43	57	24	51	10	98	56	132	146	107	14	11	
	11%	8%	17%	13%	12%	12%	9%	11%	17%	11%	12%	6%	8%	13%	12%	17%	11%	18%	8%	11%	
Yorks & Humber	338	85	55	17	69	80	113	29	5	34	18	63	14	68	17	56	142	50	5	7	
	8%	7%	8%	4%	10%	9%	10%	8%	2%	6%	9%	7%	11%	9%	4%	7%	11%	8%	3%	7%	
Northern Ireland	114	52	2	15	21	70	11	6	1	15	2	44	1	21	20	2	46	3	4	3	
	3%	4%	*%	3%	3%	8%	1%	2%	*%	3%	1%	5%	1%	3%	4%	*%	3%	*%	2%	3%	
East Midlands	294	113	32	34	46	75	84	24	17	35	12	79	9	51	37	32	82	23	17	13	
	7%	9%	5%	8%	7%	9%	8%	6%	7%	7%	6%	9%	7%	7%	8%	4%	6%	4%	10%	13%	
West Midlands	359	85	68	30	50	68	89	24	20	38	16	48	16	58	31	85	103	65	12	6	
	9%	7%	10%	7%	7%	8%	8%	6%	8%	7%	8%	6%	12%	7%	7%	11%	8%	11%	7%	7%	
Wales	200	84	12	23	36	39	63	15	8	32	11	54	4	33	25	22	105	10	4	-	
	5%	7%	2%	5%	5%	5%	6%	4%	3%	6%	5%	6%	3%	4%	5%	3%	8%	2%	2%	-%	
Eastern	379	137	73	28	62	79	90	35	28	63	17	96	7	79	32	70	122	57	31	5	
	9%	11%	11%	6%	9%	9%	8%	9%	11%	12%	8%	11%	5%	10%	7%	9%	9%	10%	18%	5%	
London	526	124	85	91	74	83	187	74	23	46	4	77	20	93	107	111	129	69	22	26	
	13%	10%	13%	21%	11%	10%	17%	20%	9%	9%	2%	9%	15%	12%	23%	15%	10%	12%	13%	26%	
South East	555	195	111	48	104	101	124	46	45	89	48	142	12	112	45	115	166	113	28	7	
	14%	15%	17%	11%	15%	12%	11%	12%	18%	17%	24%	17%	9%	14%	10%	15%	12%	19%	16%	7%	

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

efg n

p



**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 41**

**GOVERNMENT OFFICE REGION**

Base : All respondents

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER				PAY TV SUPPLIER			Talk Talk TV TV s	
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q		BT TV r
Significance Level: 99%																				
Unweighted total	4078	1206	628	439	663	840	1076	386	251	480	187	730	136	747	469	723	1258	569	141	114
Effective Weighted Sample	2750	799	447	275	456	565	722	272	173	334	133	493	96	513	298	527	875	402	97	67
Total	4078	1287	662	427	701	854	1116	376	252	529	197	856	131	780	458	759	1339	600	170	98
South West	347	147	38	49	32	53	108	28	21	41	19	93	18	37	51	48	87	33	17	12
	9%	11%	6%	12%	5%	6%	10%	7%	8%	8%	10%	11%	13%	5%	11%	6%	6%	6%	10%	12%
		bd		bd								mo	m		m					

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 42**

**MARITAL STATUS**

Base : All respondents

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES o	N.I. p
Significance Level: 99%																	
Unweighted total	4078	1877	2201	524	803	589	616	507	1039	578	981	736	1783	3507	278	166	127
Effective Weighted Sample	2750	1319	1433	367	537	397	424	354	727	444	712	546	1366	2320	223	116	101
Total	4078	1998	2080	583	681	661	710	571	872	913	1110	885	1170	3417	347	200	114
MARRIED/ LIVING AS MARRIED	2379	1232	1148	142	412	475	523	383	444	629	661	577	512	2005	194	107	73
	58%	62%	55%	24%	60%	72%	74%	67%	51%	69%	60%	65%	44%	59%	56%	53%	64%
		b			ch	cdh	cdh	ch	c	jl	l	l					
SINGLE	1118	594	524	441	247	155	111	88	76	174	314	211	420	946	83	63	26
	27%	30%	25%	76%	36%	23%	16%	15%	9%	19%	28%	24%	36%	28%	24%	31%	23%
		b		defgh	efgh	fgh	h	h			i		ijk				
WIDOWED/ DIVORCED/ SEPARATED	581	173	408	-	22	31	76	100	352	110	136	97	237	466	70	31	15
	14%	9%	20%	-%	3%	5%	11%	17%	40%	12%	12%	11%	20%	14%	20%	15%	13%
			a		c	c	cde	cdef	cdefg				ijk		m		

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 42**

**MARITAL STATUS**

Base : All respondents

	Total	LANDLINE CONTACT					MOBILE CONTACT					BROADBAND CONTACT					PAY TV CONTACT		Talk Talk TV TV	
		BT a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 e	EE (inc. O&TM) f	3 ~g	Virgin Mobile ~h	Voda- fone i	Tesco ~j	BT k	Orange /EE ~l	Sky m	Talk Talk ~n	Virgin Media o	Sky p	Virgin Media ~q		BT TV ~r
Significance Level: 99%																				
Unweighted total	4078	126	83	51	76	143	189	72	47	100	20	130	37	140	87	131	218	89	19	15
Effective Weighted Sample	2750	90	63	31	56	99	124	53	32	79	14	92	27	97	52	101	155	70	14	10
Total	4078	155	82	48	80	148	210	74	44	107	24	178	39	143	94	130	246	87	25	14
MARRIED/ LIVING AS MARRIED	2379	101	59	27	47	90	139	48	19	62	13	124	30	88	61	86	164	64	16	9
	58%	65%	71%	58%	58%	61%	66%	65%	43%	58%	52%	70%	78%	61%	65%	66%	66%	73%	65%	66%
SINGLE	1118	25	13	9	22	45	55	23	13	35	9	36	7	37	23	33	53	15	5	3
	27%	16%	15%	19%	27%	31%	26%	32%	29%	32%	36%	20%	19%	26%	25%	26%	21%	17%	21%	20%
WIDOWED/ DIVORCED/ SEPARATED	581	30	11	11	12	12	15	2	12	11	3	17	1	18	10	11	30	9	3	2
	14%	19%	13%	24%	15%	8%	7%	3%	28%	10%	11%	10%	3%	12%	10%	8%	12%	10%	14%	14%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 42**

**MARITAL STATUS**

Base : All respondents

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER					PAY TV SUPPLIER			
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q	BT TV r	Talk Talk TV s
Significance Level: 99%																				
Unweighted total	4078	1206	628	439	663	840	1076	386	251	480	187	730	136	747	469	723	1258	569	141	114
Effective Weighted Sample	2750	799	447	275	456	565	722	272	173	334	133	493	96	513	298	527	875	402	97	67
Total	4078	1287	662	427	701	854	1116	376	252	529	197	856	131	780	458	759	1339	600	170	98
MARRIED/ LIVING AS MARRIED	2379	773	436	262	442	516	702	217	144	346	88	564	74	492	280	486	855	394	115	54
	58%	60%	66%	61%	63%	60%	63%	58%	57%	65%	45%	66%	57%	63%	61%	64%	64%	66%	68%	55%
						j	j		j											
SINGLE	1118	259	156	109	191	254	299	131	56	135	53	187	43	222	122	214	334	140	32	28
	27%	20%	23%	25%	27%	30%	27%	35%	22%	26%	27%	22%	33%	28%	27%	28%	25%	23%	19%	28%
				a				h												
WIDOWED/ DIVORCED/ SEPARATED	581	255	70	56	68	84	115	29	52	48	56	105	14	66	56	59	150	66	23	16
	14%	20%	11%	13%	10%	10%	10%	8%	21%	9%	28%	12%	11%	8%	12%	8%	11%	11%	13%	17%
		bd							efgi		efgi									

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 43**

**SEX**

Base : All respondents

	GENDER		AGE						SOCIAL GRADE				NATION				
	Total	MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES o	N.I. p
Significance Level: 99%																	
Unweighted total	4078	1877	2201	524	803	589	616	507	1039	578	981	736	1783	3507	278	166	127
Effective Weighted Sample	2750	1319	1433	367	537	397	424	354	727	444	712	546	1366	2320	223	116	101
Total	4078	1998	2080	583	681	661	710	571	872	913	1110	885	1170	3417	347	200	114
Male	1998	1998	-	300	341	329	354	279	395	430	552	457	560	1716	126	106	51
	49%	100%	-%	51%	50%	50%	50%	49%	45%	47%	50%	52%	48%	50%	36%	53%	45%
		b												n	n		
Female	2080	-	2080	283	340	332	356	291	477	483	558	429	610	1701	221	94	63
	51%	-%	100%	49%	50%	50%	50%	51%	55%	53%	50%	48%	52%	50%	64%	47%	55%
			a											mo			

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 43**

**SEX**

Base : All respondents

	LANDLINE CONTACT					MOBILE CONTACT					BROADBAND CONTACT					PAY TV CONTACT		Talk Talk TV TV		
	Total	BT a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 e	EE (inc. O&TM) f	3 ~g	Virgin Mobile ~h	Voda- fone i	Tesco ~j	BT k	Orange /EE ~l	Sky m	Talk Talk ~n	Virgin Media o	Sky p		Virgin Media ~q	BT TV ~r
Significance Level: 99%																				
Unweighted total	4078	126	83	51	76	143	189	72	47	100	20	130	37	140	87	131	218	89	19	15
Effective Weighted Sample	2750	90	63	31	56	99	124	53	32	79	14	92	27	97	52	101	155	70	14	10
Total	4078	155	82	48	80	148	210	74	44	107	24	178	39	143	94	130	246	87	25	14
Male	1998	89	36	17	45	80	83	41	17	55	11	95	22	71	44	79	138	46	9	9
	49%	57%	43%	36%	56%	54%	40%	56%	38%	52%	46%	53%	57%	50%	47%	61%	56%	53%	35%	61%
Female	2080	67	47	30	36	68	127	33	27	51	13	83	17	71	50	51	109	41	16	6
	51%	43%	57%	64%	44%	46%	60%	44%	62%	48%	54%	47%	43%	50%	53%	39%	44%	47%	65%	39%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 43**

**SEX**

Base : All respondents

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER					PAY TV SUPPLIER		Talk Talk TV TV s	
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q		BT TV r
Significance Level: 99%																				
Unweighted total	4078	1206	628	439	663	840	1076	386	251	480	187	730	136	747	469	723	1258	569	141	114
Effective Weighted Sample	2750	799	447	275	456	565	722	272	173	334	133	493	96	513	298	527	875	402	97	67
Total	4078	1287	662	427	701	854	1116	376	252	529	197	856	131	780	458	759	1339	600	170	98
Male	1998	612	336	215	349	418	532	203	117	263	102	428	59	384	235	402	650	303	79	47
	49%	48%	51%	50%	50%	49%	48%	54%	46%	50%	52%	50%	45%	49%	51%	53%	49%	51%	46%	48%
Female	2080	674	326	212	352	437	584	174	135	266	95	428	72	396	224	357	689	297	91	51
	51%	52%	49%	50%	50%	51%	52%	46%	54%	50%	48%	50%	55%	51%	49%	47%	51%	49%	54%	52%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 44**

**WORKING STATUS**

Base : All respondents

	Total	GENDER		AGE						SOCIAL GRADE				NATION			
		MALE a	FEMALE b	16-24 c	25-34 d	35-44 e	45-54 f	55-64 g	65+ h	AB i	C1 j	C2 k	DE l	ENGLAND m	SCOT- LAND n	WALES o	N.I. p
Significance Level: 99%																	
Unweighted total	4078	1877	2201	524	803	589	616	507	1039	578	981	736	1783	3507	278	166	127
Effective Weighted Sample	2750	1319	1433	367	537	397	424	354	727	444	712	546	1366	2320	223	116	101
Total	4078	1998	2080	583	681	661	710	571	872	913	1110	885	1170	3417	347	200	114
FULL TIME	1866	1142	725	239	443	441	470	243	29	506	580	472	308	1627	123	67	49
	46%	57%	35%	41%	65%	67%	66%	43%	3%	55%	52%	53%	26%	48%	35%	34%	43%
		b		h	cgh	cgh	cgh	h		l	l	l		no			
PART TIME	562	104	458	90	92	109	127	110	34	92	164	162	143	457	62	33	11
	14%	5%	22%	15%	14%	16%	18%	19%	4%	10%	15%	18%	12%	13%	18%	16%	10%
			a	h	h	h	h	h				il					
NOT WORKING	1650	753	897	254	146	111	112	218	809	315	366	251	718	1334	162	100	54
	40%	38%	43%	43%	21%	17%	16%	38%	93%	34%	33%	28%	61%	39%	47%	50%	47%
			a	def				def	cdefg				ijk				

Columns Tested: a,b - c,d,e,f,g,h - i,j,k,l - m,n,o,p



**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 44**

**WORKING STATUS**

Base : All respondents

	LANDLINE CONTACT					MOBILE CONTACT					BROADBAND CONTACT					PAY TV CONTACT		Talk Talk TV TV		
	Total	BT a	Virgin Media ~b	Talk Talk ~c	Sky ~d	O2 e	EE (inc. O&TM) f	3 ~g	Virgin Mobile ~h	Voda- fone i	Tesco ~j	BT k	Orange /EE ~l	Sky m	Talk Talk ~n	Virgin Media o	Sky p		Virgin Media ~q	BT TV ~r
Significance Level: 99%																				
Unweighted total	4078	126	83	51	76	143	189	72	47	100	20	130	37	140	87	131	218	89	19	15
Effective Weighted Sample	2750	90	63	31	56	99	124	53	32	79	14	92	27	97	52	101	155	70	14	10
Total	4078	155	82	48	80	148	210	74	44	107	24	178	39	143	94	130	246	87	25	14
FULL TIME	1866	69	36	17	51	88	120	41	13	58	8	83	22	83	48	68	149	47	13	5
	46%	45%	43%	36%	63%	59%	57%	55%	29%	54%	32%	47%	57%	58%	51%	52%	60%	54%	52%	38%
PART TIME	562	12	18	9	11	14	29	10	11	13	1	18	10	20	19	17	29	15	5	3
	14%	7%	22%	20%	13%	9%	14%	14%	25%	12%	5%	10%	25%	14%	20%	13%	12%	17%	20%	20%
NOT WORKING	1650	75	29	21	19	46	61	23	20	36	16	76	7	40	27	45	68	25	7	6
	40%	48%	35%	45%	23%	31%	29%	31%	46%	34%	64%	43%	18%	28%	29%	35%	28%	29%	29%	42%

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s

**OFCOM QUALITY OF CUSTOMER SERVICE TRACKING SURVEY 2015 - OMNIBUS STAGE. AUGUST, SEPTEMBER AND NOVEMBER 2015**

**Table 44**

**WORKING STATUS**

Base : All respondents

	LANDLINE SUPPLIER					MOBILE SUPPLIER						BROADBAND SUPPLIER				PAY TV SUPPLIER				
	Total	BT a	Virgin Media b	Talk Talk c	Sky d	O2 e	EE (inc. O&TM) f	3 g	Virgin Mobile h	Voda- fone i	Tesco j	BT k	Orange /EE l	Sky m	Talk Talk n	Virgin Media o	Sky p	Virgin Media q	BT TV r	Talk Talk TV s
Significance Level: 99%																				
Unweighted total	4078	1206	628	439	663	840	1076	386	251	480	187	730	136	747	469	723	1258	569	141	114
Effective Weighted Sample	2750	799	447	275	456	565	722	272	173	334	133	493	96	513	298	527	875	402	97	67
Total	4078	1287	662	427	701	854	1116	376	252	529	197	856	131	780	458	759	1339	600	170	98
FULL TIME	1866	510	341	196	377	424	570	210	87	268	72	390	64	417	223	407	650	314	85	46
	46%	40%	52% a	46% a	54% a	50% hj	51% hj	56% hj	34% hj	51% hj	36% hj	46% hj	49% l	53% m	49% n	54% o	49% p	52% q	50% r	47% s
PART TIME	562	156	116	76	95	135	151	53	46	81	30	118	24	119	81	132	213	102	28	11
	14%	12%	17% a	18% a	14% a	16% hj	14% hj	14% hj	18% efgi	15% efgi	15% efgi	14% mo	18% l	15% m	18% n	17% o	16% p	17% q	16% r	11% s
NOT WORKING	1650	621	205	155	229	295	394	113	119	179	95	349	43	244	154	220	476	184	57	41
	40%	48% bcd	31%	36% a	33% a	35% hj	35% hj	30% efgi	47% efgi	34% efgi	48% efgi	41% mo	33% l	31% m	34% n	29% o	36% p	31% q	33% r	42% s

Columns Tested: a,b,c,d - e,f,g,h,i,j - k,l,m,n,o - p,q,r,s