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| Table 79 | Page 285 | <E3> Did you move office premises at the same time?<br>by Crossbreak<br>Base: All that had a new landline & broadband service  |
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| Table 81 | Page 289 | <E5A> Approximately how many calendar days after placing the order was the service activated or upgraded?<br>by Crossbreak<br>Base: All that had a new landline and broadband service  |

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| Table 84 | Page 297 | <E7> I'd like you to imagine that you did not have [SERVICE] at all and had placed an order to have the service installed. How many days would you consider it reasonable to wait for it to be activated?<br>by Crossbreak<br>Base: All that had an existing landline & broadband service  |
| Table 85 | Page 301 | <E9A> Over the last 2 years, have you experienced a complete loss of service for more than one hour for any of the following services taken by your business? By loss of service, we mean complete inability to make or receive voice calls or to access the internet. Please don't include instances when your connection speed was slower than usual, but do include those that occurred as a result of a fault on your existing service.<br>by Crossbreak<br>Base: All with a landline or broadband |
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| Table 89 | Page 308 | <G16> I'd like you to imagine that you did not have landline at all and had placed an order to have the service installed. How many days would you consider it reasonable to wait for it to be activated?<br>by Crossbreak<br>Base: All that have a landline   |
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| Table 91 | Page 315 | <F1> Thinking about the most recent loss of service due to a fault / delay in service change or upgrade, on your [SERVICE] how long did you experience a loss of service for?<br>by Crossbreak<br>Base: All that experienced a loss of service - Number of days  |
| Table 92 | Page 319 | <F2a> Did you report your [landline telephone / fixed broadband /] loss of service / delay in your new order to your provider?<br>by Crossbreak<br>Base: All that experienced a loss of service  |
| Table 93 | Page 321 | <F2c> How long after you lost service / expected your service to be installed / upgraded did you contact the provider to let them know?<br>by Crossbreak<br>Base: All that did report the loss of service  |

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| Table 94  | Page 323 | <F2c> How long after you lost service / expected your service to be installed / upgraded did you contact the provider to let them know?<br>by Crossbreak<br>Base: All that did report the loss of service - Number of days  |
| Table 95  | Page 327 | <F2d> How did you contact your provider?<br>by Crossbreak<br>Base: All that did report the loss of service  |
| Table 96  | Page 329 | <F2e> How many times did you contact your provider?<br>by Crossbreak<br>Base: All that did report the loss of service   |
| Table 97  | Page 331 | <F3> Thinking back to when you experienced [your most recent loss of landline telephone / fixed broadband] /the delay in the provision or activation of your new [SERVICE] service, how much of an impact did this have on the communication needs of your business? Please indicate on a scale of 0 to 5 where 0 denotes "No impact at all" and 5 denotes "Very great impact"<br>by Crossbreak<br>Base: All that experienced a loss of service |
| Table 98  | Page 333 | <F4> Which of the following best matches what happened when you reported the loss of service?<br>by Crossbreak<br>Base: All who lost service and reported the issue to their provider   |
| Table 99  | Page 335 | <F5> How long did it take for your service to be restored after you first notified your provider of the issue?<br>by Crossbreak<br>Base: Those reporting the issue to their provider - Number of Days   |
| Table 100 | Page 339 | <F5> How long did it take for your service to be restored after you first notified your provider of the issue?<br>by CrossbreakT<br>Base: hose reporting the issue to their provider - Number of Days   |
| Table 101 | Page 347 | <F6> Overall, how satisfied or dissatisfied were you with the length of time it took your provider to resolve your loss of service for [ service], using the following scale?<br>by Crossbreak<br>Base: All with a complete loss of service   |
| Table 102 | Page 349 | <F7a> Which, if any, of the following would you say applied to your most recent [loss of landline telephone / fixed broadband] service(s)/delay to activation or upgrade of your [SERVICE]?<br>by Crossbreak<br>Base: All that experienced a loss of service  |
| Table 103 | Page 351 | <F7b> What, if anything, did you do to reduce the impact of this [telephone landline / fixed broadband] loss of service / delay to activation or upgrade of your [SERVICE]?<br>by Crossbreak<br>Base: All that found alternative workaround   |
| Table 104 | Page 355 | <F7c> Thinking about the factors you mentioned, what were the direct financial costs to your business (e.g. cost of internet café or cost of mobile calls) that were caused by your most recent loss of [landline telephone / fixed broadband] service(s) / delay to activation or upgrade of your [SERVICE]?<br>by Crossbreak<br>Base: All that did something and found an alternative workaround  |
| Table 105 | Page 358 | <F7c> Thinking about the factors you mentioned, what were the direct financial costs to your business (e.g. cost of internet café or cost of mobile calls) that were caused by your most recent loss of [landline telephone / fixed broadband] service(s) / delay to activation or upgrade of your [SERVICE]?<br>by Crossbreak<br>Base: All that did something and found an alternative workaround  |



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| Table 106 | Page 361 | <p>&lt;F7c&gt; Thinking about the factors you mentioned, what were the direct financial costs to your business (e.g. cost of internet café or cost of mobile calls) that were caused by your most recent loss of [landline telephone / fixed broadband] service(s) / delay to activation or upgrade of your [SERVICE]?<br/>by Crossbreak<br/>Base: All that did something and found an alternative workaround - Excluding Zero</p>                            |
| Table 107 | Page 362 | <p>&lt;F7c&gt; Thinking about the factors you mentioned, what were the direct financial costs to your business (e.g. cost of internet café or cost of mobile calls) that were caused by your most recent loss of [landline telephone / fixed broadband] service(s) / delay to activation or upgrade of your [SERVICE]?<br/>by Crossbreak<br/>Base: All that did something and found an alternative workaround - Excluding Zero</p>                            |
| Table 108 | Page 365 | <p>&lt;F7d&gt;To what extent were your normal activities affected by this workaround?<br/>by Crossbreak<br/>Base: All that did something and found an alternative workaround</p>  |
| Table 109 | Page 367 | <p>&lt;F8a&gt; What did you do to try to resolve your loss of service?<br/>by Crossbreak<br/>Base: All that took time to resolve</p>  |
| Table 110 | Page 369 | <p>&lt;F8b&gt; How much time did you and other people in your business spend trying to get your [Fixed landline; Fixed Broadband] service(s) fixed / service activated or upgraded?<br/>by Crossbreak<br/>Base: All that took time to resolve - Number of days - Summary Table F8b/c combined</p>   |
| Table 111 | Page 373 | <p>&lt;F8b&gt; How much time did you and other people in your business spend trying to get your [Fixed landline; Fixed Broadband] service(s) fixed / service activated or upgraded?<br/>by Crossbreak<br/>Base: All that took time to resolve - Number of days</p>  |
| Table 112 | Page 377 | <p>&lt;F9&gt; Which of the following, if any, would you say applied to your most recent loss of [landline telephone / fixed broadband] service(s) / delay in installation/ugrade?<br/>by Crossbreak<br/>Base: All that had a negative impact</p>  |
| Table 113 | Page 379 | <p>&lt;F10&gt; To what extent were your normal activities affected by this loss of service? Please use a scale where 0 indicates 'not affected' (i.e. was able to carry out same activity as would have done in event of no loss of service) and 5 indicates a very large impact (i.e. it was not possible to do any of the things you usually do using the service you lost)<br/>by Crossbreak<br/>Base: All that did not find an alternative workaround</p> |
| Table 114 | Page 380 | <p>&lt;F11&gt; As a result of your loss of [landline telephone / fixed broadband] / delay in service activation or upgrade how many people, if any, were prevented from working?<br/>by Crossbreak<br/>Base: All that experienced a loss of service</p>   |
| Table 115 | Page 382 | <p>&lt;F12&gt; Approximately how many working hours do you think were lost as a result of your loss of [landline telephone / fixed broadband] / delay in service activation or upgrade? Please don't include the time taken to fix the issue<br/>by Crossbreak<br/>Base: All that were prevented from working - Number of hours</p>   |
| Table 116 | Page 384 | <p>&lt;F15&gt; How much of an impact did the [loss of your [Fixed landline; Fixed Broadband;] / delay in service activation or upgrade have on the communication needs of your business? Please indicate on a scale of 0 to 5 where 0 denotes "No impact at all" and 5 denotes "Very great impact"<br/>by Crossbreak<br/>Base: All that experienced a loss of service</p>   |

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| Table 117 | Page 386 | <F1> Thinking about the most recent loss of service due to a fault / delay in service change or upgrade, on your [SERVICE] how long did you experience a loss of service for?<br>by Crossbreak<br>Base: All that experienced a loss of service - Number of days - Any Landline   |
| Table 118 | Page 390 | <F2a> Did you report your [landline telephone / fixed broadband /] loss of service / delay in your new order to your provider?<br>by Crossbreak<br>Base: All that experienced a loss of service - Any Landline   |
| Table 119 | Page 392 | <F2c> How long after you lost service / expected your service to be installed / upgraded did you contact the provider to let them know?<br>by Crossbreak<br>Base: All that did report the loss of service - Any Landline   |
| Table 120 | Page 393 | <F2c> How long after you lost service / expected your service to be installed / upgraded did you contact the provider to let them know?<br>by Crossbreak<br>Base: All that did report the loss of service - Number of days - Any Landline  |
| Table 121 | Page 395 | <F2d> How did you contact your provider?<br>by Crossbreak<br>Base: All that did report the loss of service - Any Landline  |
| Table 122 | Page 396 | <F2e> How many times did you contact your provider?<br>by Crossbreak<br>Base: All that did report the loss of service - Any Landline   |
| Table 123 | Page 397 | <F3> Thinking back to when you experienced [your most recent loss of landline telephone / fixed broadband] /the delay in the provision or activation of your new [SERVICE] service, how much of an impact did this have on the communication needs of your business? Please indicate on a scale of 0 to 5 where 0 denotes "No impact at all" and 5 denotes "Very great impact"<br>by Crossbreak<br>Base: All that experienced a loss of service - Any Landline |
| Table 124 | Page 399 | <F4> Which of the following best matches what happened when you reported the loss of service?<br>by Crossbreak<br>Base: All who lost service and reported the issue to their provider - Any Landline   |
| Table 125 | Page 400 | <F5> How long did it take for your service to be restored after you first notified your provider of the issue?<br>by Crossbreak<br>Base: Those reporting the issue to their provider - Number of Days - Any Landline   |
| Table 126 | Page 402 | <F5> How long did it take for your service to be restored after you first notified your provider of the issue?<br>by Crossbreak<br>Base: hose reporting the issue to their provider - Number of Days - Any Landline  |
| Table 127 | Page 405 | <F6> Overall, how satisfied or dissatisfied were you with the length of time it took your provider to resolve your loss of service for [ service], using the following scale?<br>by Crossbreak<br>Base: All with a complete loss of service - Any Landline   |
| Table 128 | Page 407 | <F7a> Which, if any, of the following would you say applied to your most recent [loss of landline telephone / fixed broadband] service(s)/delay to activation or upgrade of your [SERVICE]?<br>by Crossbreak<br>Base: All that experienced a loss of service - Any Landline  |
| Table 129 | Page 409 | <F7b> What, if anything, did you do to reduce the impact of this [telephone landline / fixed broadband] loss of service / delay to activation or upgrade of your [SERVICE]?<br>by Crossbreak<br>Base: All that found alternative workaround - Any Landline   |

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| Table 130 | Page 411 | <F7c> Thinking about the factors you mentioned, what were the direct financial costs to your business (e.g. cost of internet café or cost of mobile calls) that were caused by your most recent loss of [landline telephone / fixed broadband] service(s) / delay to activation or upgrade of your [SERVICE]?<br>by Crossbreak<br>Base: All that did something and found an alternative workaround - Any Landline   |
| Table 131 | Page 413 | <F7c> Thinking about the factors you mentioned, what were the direct financial costs to your business (e.g. cost of internet café or cost of mobile calls) that were caused by your most recent loss of [landline telephone / fixed broadband] service(s) / delay to activation or upgrade of your [SERVICE]?<br>by Crossbreak<br>Base: All that did something and found an alternative workaround - Any Landline   |
| Table 132 | Page 416 | <F7d>To what extent were your normal activities affected by this workaround?<br>by Crossbreak<br>Base: All that did something and found an alternative workaround - Any Landline  |
| Table 133 | Page 417 | <F8a> What did you do to try to resolve your loss of service?<br>by Crossbreak<br>Base: All that took time to resolve - Any Landline  |
| Table 134 | Page 418 | <F8b> How much time did you and other people in your business spend trying to get your [Fixed landline; Fixed Broadband] service(s) fixed / service activated or upgraded?<br>by Crossbreak<br>Base: All that took time to resolve - Number of days - Summary Table F8b/c combined - Any Landline   |
| Table 135 | Page 420 | <F8b> How much time did you and other people in your business spend trying to get your [Fixed landline; Fixed Broadband] service(s) fixed / service activated or upgraded?<br>by Crossbreak<br>Base: All that took time to resolve - Number of days - Any Landline  |
| Table 136 | Page 422 | <F9> Which of the following, if any, would you say applied to your most recent loss of [landline telephone / fixed broadband] service(s) / delay in installation/ugrade?<br>by Crossbreak<br>Base: All that had a negative impact - Any Landline  |
| Table 137 | Page 423 | <F10> To what extent were your normal activities affected by this loss of service? Please use a scale where 0 indicates 'not affected' (i.e. was able to carry out same activity as would have done in event of no loss of service) and 5 indicates a very large impact (i.e. it was not possible to do any of the things you usually do using the service you lost)<br>by Crossbreak<br>Base: All that did not find an alternative workaround - Any Landline |
| Table 138 | Page 424 | <F11> As a result of your loss of [landline telephone / fixed broadband] / delay in service activation or upgrade how many people, if any, were prevented from working?<br>by Crossbreak<br>Base: All that experienced a loss of service - Any Landline   |
| Table 139 | Page 426 | <F12> Approximately how many working hours do you think were lost as a result of your loss of [landline telephone / fixed broadband] / delay in service activation or upgrade? Please don't include the time taken to fix the issue<br>by Crossbreak<br>Base: All that were prevented from working - Number of hours - Any Landline   |
| Table 140 | Page 428 | <F15> How much of an impact did the [loss of your [Fixed landline; Fixed Broadband;] / delay in service activation or upgrade have on the communication needs of your business? Please indicate on a scale of 0 to 5 where 0 denotes "No impact at all" and 5 denotes "Very great impact"<br>by Crossbreak<br>Base: All that experienced a loss of service - Any Landline   |

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| Table 141 | Page 430 | <F1> Thinking about the most recent loss of service due to a fault / delay in service change or upgrade, on your [SERVICE] how long did you experience a loss of service for?<br>by Crossbreak<br>Base: All that experienced a loss of service - Number of days - Broadband Only   |
| Table 142 | Page 432 | <F2a> Did you report your [landline telephone / fixed broadband /] loss of service / delay in your new order to your provider?<br>by Crossbreak<br>Base: All that experienced a loss of service - Broadband Only   |
| Table 143 | Page 433 | <F2c> How long after you lost service / expected your service to be installed / upgraded did you contact the provider to let them know?<br>by Crossbreak<br>Base: All that did report the loss of service - Broadband Only   |
| Table 144 | Page 434 | <F2c> How long after you lost service / expected your service to be installed / upgraded did you contact the provider to let them know?<br>by Crossbreak<br>Base: All that did report the loss of service - Number of days - Broadband Only  |
| Table 145 | Page 435 | <F2d> How did you contact your provider?<br>by Crossbreak<br>Base: All that did report the loss of service - Broadband Only  |
| Table 146 | Page 436 | <F2e> How many times did you contact your provider?<br>by Crossbreak<br>Base: All that did report the loss of service - Broadband Only   |
| Table 147 | Page 437 | <F3> Thinking back to when you experienced [your most recent loss of landline telephone / fixed broadband] /the delay in the provision or activation of your new [SERVICE] service, how much of an impact did this have on the communication needs of your business? Please indicate on a scale of 0 to 5 where 0 denotes "No impact at all" and 5 denotes "Very great impact"<br>by Crossbreak<br>Base: All that experienced a loss of service - Broadband Only |
| Table 148 | Page 438 | <F4> Which of the following best matches what happened when you reported the loss of service?<br>by Crossbreak<br>Base: All who lost service and reported the issue to their provider - Broadband Only   |
| Table 149 | Page 439 | <F5> How long did it take for your service to be restored after you first notified your provider of the issue?<br>by Crossbreak<br>Base: Those reporting the issue to their provider - Number of Days - Broadband Only   |
| Table 150 | Page 441 | <F5> How long did it take for your service to be restored after you first notified your provider of the issue?<br>by Crossbreak<br>Base: hose reporting the issue to their provider - Number of Days - Broadband Only  |
| Table 151 | Page 444 | <F6> Overall, how satisfied or dissatisfied were you with the length of time it took your provider to resolve your loss of service for [ service], using the following scale?<br>by Crossbreak<br>Base: All with a complete loss of service - Broadband Only   |
| Table 152 | Page 445 | <F7a> Which, if any, of the following would you say applied to your most recent [loss of landline telephone / fixed broadband] service(s)/delay to activation or upgrade of your [SERVICE]?<br>by Crossbreak<br>Base: All that experienced a loss of service - Broadband Only  |
| Table 153 | Page 446 | <F7b> What, if anything, did you do to reduce the impact of this [telephone landline / fixed broadband] loss of service / delay to activation or upgrade of your [SERVICE]?<br>by Crossbreak<br>Base: All that found alternative workaround - Broadband Only   |

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| Table 154 | Page 448 | <p>&lt;F7c&gt; Thinking about the factors you mentioned, what were the direct financial costs to your business (e.g. cost of internet café or cost of mobile calls) that were caused by your most recent loss of [landline telephone / fixed broadband] service(s) / delay to activation or upgrade of your [SERVICE]?<br/>by Crossbreak<br/>Base: All that did something and found an alternative workaround - Broadband Only</p>   |
| Table 155 | Page 449 | <p>&lt;F7d&gt;To what extent were your normal activities affected by this workaround?<br/>by Crossbreak<br/>Base: All that did something and found an alternative workaround - Broadband Only</p>  |
| Table 156 | Page 450 | <p>&lt;F8a&gt; What did you do to try to resolve your loss of service?<br/>by Crossbreak<br/>Base: All that took time to resolve - Broadband Only</p>  |
| Table 157 | Page 451 | <p>&lt;F8b&gt; How much time did you and other people in your business spend trying to get your [Fixed landline; Fixed Broadband] service(s) fixed / service activated or upgraded?<br/>by Crossbreak<br/>Base: All that took time to resolve - Number of days - Summary Table F8b/c combined - Broadband Only</p>   |
| Table 158 | Page 453 | <p>&lt;F8b&gt; How much time did you and other people in your business spend trying to get your [Fixed landline; Fixed Broadband] service(s) fixed / service activated or upgraded?<br/>by Crossbreak<br/>Base: All that took time to resolve - Number of days - Broadband Only</p>  |
| Table 159 | Page 455 | <p>&lt;F9&gt; Which of the following, if any, would you say applied to your most recent loss of [landline telephone / fixed broadband] service(s) / delay in installation/ugrade?<br/>by Crossbreak<br/>Base: All that had a negative impact - Broadband Only</p>  |
| Table 160 | Page 456 | <p>&lt;F10&gt; To what extent were your normal activities affected by this loss of service? Please use a scale where 0 indicates 'not affected' (i.e. was able to carry out same activity as would have done in event of no loss of service) and 5 indicates a very large impact (i.e. it was not possible to do any of the things you usually do using the service you lost)<br/>by Crossbreak<br/>Base: All that did not find an alternative workaround - Broadband Only</p> |
| Table 161 | Page 457 | <p>&lt;F11&gt; As a result of your loss of [landline telephone / fixed broadband] / delay in service activation or upgrade how many people, if any, were prevented from working?<br/>by Crossbreak<br/>Base: All that experienced a loss of service - Broadband Only</p>   |
| Table 162 | Page 458 | <p>&lt;F12&gt; Approximately how many working hours do you think were lost as a result of your loss of [landline telephone / fixed broadband] / delay in service activation or upgrade? Please don't include the time taken to fix the issue<br/>by Crossbreak<br/>Base: All that were prevented from working - Number of hours - Broadband Only</p>   |
| Table 163 | Page 460 | <p>&lt;F15&gt; How much of an impact did the [loss of your [Fixed landline; Fixed Broadband;] / delay in service activation or upgrade have on the communication needs of your business? Please indicate on a scale of 0 to 5 where 0 denotes "No impact at all" and 5 denotes "Very great impact"<br/>by Crossbreak<br/>Base: All that experienced a loss of service - Broadband Only</p>   |
| Table 164 | Page 461 | <p>&lt;F1&gt; Thinking about the most recent loss of service due to a fault / delay in service change or upgrade, on your [SERVICE] how long did you experience a loss of service for?<br/>by Crossbreak<br/>Base: All that experienced a loss of service - Number of days</p>   |

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| Table 165 | Page 465 | <F2a> Did you report your [landline telephone / fixed broadband /] loss of service / delay in your new order to your provider?<br>by Crossbreak<br>Base: All that experienced a loss of service and reported   |
| Table 166 | Page 467 | <F2c> How long after you lost service / expected your service to be installed / upgraded did you contact the provider to let them know?<br>by Crossbreak<br>Base: All that did report the loss of service  |
| Table 167 | Page 469 | <F2c> How long after you lost service / expected your service to be installed / upgraded did you contact the provider to let them know?<br>by Crossbreak<br>Base: All that did report the loss of service - Number of days   |
| Table 168 | Page 473 | <F2d> How did you contact your provider?<br>by Crossbreak<br>Base: All that did report the loss of service   |
| Table 169 | Page 475 | <F2e> How many times did you contact your provider?<br>by Crossbreak<br>Base: All that did report the loss of service  |
| Table 170 | Page 477 | <F3> Thinking back to when you experienced [your most recent loss of landline telephone / fixed broadband] /the delay in the provision or activation of your new [SERVICE] service, how much of an impact did this have on the communication needs of your business? Please indicate on a scale of 0 to 5 where 0 denotes "No impact at all" and 5 denotes "Very great impact"<br>by Crossbreak<br>Base: All that experienced a loss of service and reported |
| Table 171 | Page 479 | <F4> Which of the following best matches what happened when you reported the loss of service?<br>by Crossbreak<br>Base: All who lost service and reported the issue to their provider  |
| Table 172 | Page 481 | <F5> How long did it take for your service to be restored after you first notified your provider of the issue?<br>by Crossbreak<br>Base: Those reporting the issue to their provider - Number of Days  |
| Table 173 | Page 485 | <F5> How long did it take for your service to be restored after you first notified your provider of the issue?<br>by CrossbreakT<br>Base: Those reporting the issue to their provider - Number of Days   |
| Table 174 | Page 493 | <F6> Overall, how satisfied or dissatisfied were you with the length of time it took your provider to resolve your loss of service for [ service], using the following scale?<br>by Crossbreak<br>Base: All with a complete loss of service and reported   |
| Table 175 | Page 495 | <F7a> Which, if any, of the following would you say applied to your most recent [loss of landline telephone / fixed broadband] service(s)/delay to activation or upgrade of your [SERVICE]?<br>by Crossbreak<br>Base: All that experienced a loss of service and reported  |
| Table 176 | Page 497 | <F7b> What, if anything, did you do to reduce the impact of this [telephone landline / fixed broadband] loss of service / delay to activation or upgrade of your [SERVICE]?<br>by Crossbreak<br>Base: All that found alternative workaround and reported   |
| Table 177 | Page 501 | <F7c> Thinking about the factors you mentioned, what were the direct financial costs to your business (e.g. cost of internet café or cost of mobile calls) that were caused by your most recent loss of [landline telephone / fixed broadband] service(s) / delay to activation or upgrade of your [SERVICE]?<br>by Crossbreak<br>Base: All that did something and found an alternative workaround and reported  |

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| Table 178 | Page 504 | <p>&lt;F7c&gt; Thinking about the factors you mentioned, what were the direct financial costs to your business (e.g. cost of internet café or cost of mobile calls) that were caused by your most recent loss of [landline telephone / fixed broadband] service(s) / delay to activation or upgrade of your [SERVICE]?<br/>by Crossbreak<br/>Base: All that did something and found an alternative workaround and reported</p>   |
| Table 179 | Page 507 | <p>&lt;F7c&gt; Thinking about the factors you mentioned, what were the direct financial costs to your business (e.g. cost of internet café or cost of mobile calls) that were caused by your most recent loss of [landline telephone / fixed broadband] service(s) / delay to activation or upgrade of your [SERVICE]?<br/>by Crossbreak<br/>Base: All that did something and found an alternative workaround and reported - Excluding Zero</p>                            |
| Table 180 | Page 508 | <p>&lt;F7c&gt; Thinking about the factors you mentioned, what were the direct financial costs to your business (e.g. cost of internet café or cost of mobile calls) that were caused by your most recent loss of [landline telephone / fixed broadband] service(s) / delay to activation or upgrade of your [SERVICE]?<br/>by Crossbreak<br/>Base: All that did something and found an alternative workaround and reported - Excluding Zero</p>                            |
| Table 181 | Page 511 | <p>&lt;F7d&gt;To what extent were your normal activities affected by this workaround?<br/>by Crossbreak<br/>Base: All that did something and found an alternative workaround and reported</p>  |
| Table 182 | Page 513 | <p>&lt;F8a&gt; What did you do to try to resolve your loss of service?<br/>by Crossbreak<br/>Base: All that took time to resolve and reported</p>  |
| Table 183 | Page 515 | <p>&lt;F8b&gt; How much time did you and other people in your business spend trying to get your [Fixed landline; Fixed Broadband] service(s) fixed / service activated or upgraded?<br/>by Crossbreak<br/>Base: All that took time to resolve - Number of days - Summary Table F8b/c combined</p>  |
| Table 184 | Page 519 | <p>&lt;F8b&gt; How much time did you and other people in your business spend trying to get your [Fixed landline; Fixed Broadband] service(s) fixed / service activated or upgraded?<br/>by Crossbreak<br/>Base: All that took time to resolve - Number of days</p>   |
| Table 185 | Page 523 | <p>&lt;F9&gt; Which of the following, if any, would you say applied to your most recent loss of [landline telephone / fixed broadband] service(s) / delay in installation/ugrade?<br/>by Crossbreak<br/>Base: All that had a negative impact and reported</p>  |
| Table 186 | Page 525 | <p>&lt;F10&gt; To what extent were your normal activities affected by this loss of service? Please use a scale where 0 indicates 'not affected' (i.e. was able to carry out same activity as would have done in event of no loss of service) and 5 indicates a very large impact (i.e. it was not possible to do any of the things you usually do using the service you lost)<br/>by Crossbreak<br/>Base: All that did not find an alternative workaround and reported</p> |
| Table 187 | Page 526 | <p>&lt;F11&gt; As a result of your loss of [landline telephone / fixed broadband] / delay in service activation or upgrade how many people, if any, were prevented from working?<br/>by Crossbreak<br/>Base: All that experienced a loss of service and reported</p>   |
| Table 188 | Page 528 | <p>&lt;F12&gt; Approximately how many working hours do you think were lost as a result of your loss of [landline telephone / fixed broadband] / delay in service activation or upgrade? Please don't include the time taken to fix the issue<br/>by Crossbreak<br/>Base: All that were prevented from working - Number of hours and reported</p>   |

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| Table 189 | Page 530 | <p>&lt;F15&gt; How much of an impact did the [loss of your [Fixed landline; Fixed Broadband;] / delay in service activation or upgrade have on the communication needs of your business? Please indicate on a scale of 0 to 5 where 0 denotes "No impact at all" and 5 denotes "Very great impact"</p> <p>by Crossbreak</p> <p>Base: All that experienced a loss of service and reported</p>  |
| Table 190 | Page 532 | <p>&lt;H1a&gt; Did you receive any compensation from your provider for this [telephone landline / fixed broadband] loss of service/delay in the installation or activation of a new order?</p> <p>by Crossbreak</p> <p>Base: All that experienced a loss of service or delay provisioning</p>   |
| Table 191 | Page 534 | <p>&lt;H1d&gt; Did you ask for compensation with regards to the loss of service/ delay in the installation or activation of a new order? We are referring to you proactively asking for compensation rather than simply notifying your provider of the fault/delay.</p> <p>by Crossbreak</p> <p>Base: All that did not receive compensation from the provider</p>   |
| Table 192 | Page 536 | <p>&lt;H1e&gt; Why did you not ask for compensation?</p> <p>by Crossbreak</p> <p>Base: All that didnt ask for compensation</p>  |
| Table 193 | Page 540 | <p>&lt;H1k&gt; Thinking back to the loss of service you have described and all of the impacts that the loss of service had on your business, what level of payment do you think would be enough to compensate your business for that impact?</p> <p>by Crossbreak</p> <p>Base: All who experienced a complete loss of service but did not recieve ask for or get compensation</p>   |
| Table 194 | Page 542 | <p>&lt;H1k&gt; Thinking back to the loss of service you have described and all of the impacts that the loss of service had on your business, what level of payment do you think would be enough to compensate your business for that impact?</p> <p>by Crossbreak</p> <p>Base: All who experienced a complete loss of service but did not recieve ask for or get compensation</p>   |
| Table 195 | Page 546 | <p>&lt;H1k&gt; Thinking back to the loss of service you have described and all of the impacts that the loss of service had on your business, what level of payment do you think would be enough to compensate your business for that impact?</p> <p>by Crossbreak</p> <p>Base: All who experienced a complete loss of service but did not recieve ask for or get compensation - Excluding Zero</p>  |
| Table 196 | Page 547 | <p>&lt;H1k&gt; Thinking back to the loss of service you have described and all of the impacts that the loss of service had on your business, what level of payment do you think would be enough to compensate your business for that impact?</p> <p>by Crossbreak</p> <p>Base: All who experienced a complete loss of service but did not recieve ask for or get compensation - Excluding Zero</p>  |
| Table 197 | Page 550 | <p>&lt;H1l&gt; What form would you like that compensation to take?</p> <p>by Crossbreak</p> <p>Base: All that would like to receive compensation</p>  |
| Table 198 | Page 551 | <p>&lt;H1m&gt; Taking everything into account that happened when you lost service / experienced a delay in installation or activation, the processes you went through and the time taken to get your service restored / installed / activated, has this had any of the following effects on your attitudes towards your relationship with the supplier?</p> <p>by Crossbreak</p> <p>Base: All who experience loss of service or delay provisioning</p>  |
| Table 199 | Page 555 | <p>&lt;I1&gt; Some telephone line or broadband installation or repair processes require an engineer to visit the customer's business to carry out the work. Customers are usually given a specific time slot within which to expect the engineer's visit and sometimes engineers fail to arrive within the allotted time slot. What do you consider to be a reasonable amount of notice for an engineer appointment to be cancelled or changed by your provider? Please give your answer in hours or days.</p> <p>by Crossbreak</p> <p>Base: All that have a landline or broadband - Number of days</p> |



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| Table 200 | Page 563 | <I1a> Have you ever experienced a missed appointment regarding a landline and/or broadband service (i.e. where an engineer was scheduled to arrive at your business within a specified appointment window and did not turn up within that time)? This could be, for example, to install a new service or repair an existing service.<br>by Crossbreak<br>Base: All that have a landline or broadband |
| Table 201 | Page 567 | <I1b> Overall how many missed appointments have you experienced in the last two years?<br>by Crossbreak<br>Base: All that have experienced a missed appointment  |
| Table 202 | Page 568 | <I3> What happened after the appointment was missed?<br>by Crossbreak<br>Base: All that experienced a missed appointment in the last two years   |
| Table 203 | Page 569 | <I4> How much time did you spend waiting for the engineer to arrive?<br>by Crossbreak<br>Base: All that experienced a missed appointment in the last two years   |
| Table 204 | Page 571 | <I6> Which, if any, of the following would you say applied to your most recent missed appointment?<br>by Crossbreak<br>Base: All that experienced a missed appointment in the last two years   |
| Table 205 | Page 572 | <I7> Which of the following actions did you or other people in your business take to rearrange the appointment that had been missed?<br>by Crossbreak<br>Base: All that experienced a missed appointment in the last two years   |
| Table 206 | Page 573 | <I8> How much time did you and other people in your household spend trying to get another appointment? (e.g. time spent on the phone with your provider). It should not include the time spent while waiting for the original missed appointment.<br>by Crossbreak<br>Base: All that experienced a missed appointment in the last two years - Number of hours - SUMMARY TABLE I8a/b                  |
| Table 207 | Page 574 | <I8> How much time did you and other people in your household spend trying to get another appointment? (e.g. time spent on the phone with your provider). It should not include the time spent while waiting for the original missed appointment.<br>by Crossbreak<br>Base: All that experienced a missed appointment in the last two years - Number of hours  |
| Table 208 | Page 575 | <I9a> How did you contact your provider?<br>by Crossbreak<br>Base: All that contacted the provider   |
| Table 209 | Page 576 | <I9b> How many times did you contact your provider?<br>by Crossbreak<br>Base: All that contacted the provider  |
| Table 210 | Page 577 | <I10> Approximately how many working hours do you think were lost as a result of your missed appointment? Please don't include the time taken to fix the issue<br>by Crossbreak<br>Base: All that experienced a missed appointment in the last two years   |
| Table 211 | Page 579 | <I11> How much of an impact did the missed appointment this loss of working hours have on your business? Please use a scale of 0 to 5 where 0 denotes "No impact at all" and 5 denotes "Very great impact".<br>by Crossbreak<br>Base: All that experienced a missed appointment in the last two years  |
| Table 212 | Page 580 | <I5> Thinking back to when you experienced a missed appointment, how much of an impact did this have on your business?<br>by Crossbreak<br>Base: All that experienced a missed appointment in the last two years   |

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| Table 213 | Page 581 | <p>&lt;I12a&gt; Did you receive any compensation from your provider for this missed appointment?<br/>                     by Crossbreak<br/>                     Base: All that experienced a missed appointment in the last two years</p>   |
| Table 214 | Page 582 | <p>&lt;I12bi&gt; Did you ask for compensation in regards to the missed appointment?<br/>                     We are referring to you proactively asking for compensation rather than simply notifying your provider of the missed appointment.<br/>                     by Crossbreak<br/>                     Base: All that did not receive compensation for the missed appointment</p>  |
| Table 215 | Page 583 | <p>&lt;I12c&gt; Why did you not ask for compensation?<br/>                     by Crossbreak<br/>                     Base: All that did not ask for compensation</p>  |
| Table 216 | Page 584 | <p>&lt;I13a&gt;I'd like you to imagine a situation where you had been given an appointment time by your supplier for an engineer to visit your premises to install, repair or upgrade one of your services and the engineer did not turn up at all. Would you expect to be compensated for this missed appointment? and if so, how much?<br/>                     by Crossbreak<br/>                     Base: All that have not experienced a missed appointment</p>                  |
| Table 217 | Page 592 | <p>&lt;I13a&gt;I'd like you to imagine a situation where you had been given an appointment time by your supplier for an engineer to visit your premises to install, repair or upgrade one of your services and the engineer did not turn up at all. Would you expect to be compensated for this missed appointment? and if so, how much?<br/>                     by Crossbreak<br/>                     Base: All that have not experienced a missed appointment</p>                  |
| Table 218 | Page 598 | <p>&lt;I13a&gt;I'd like you to imagine a situation where you had been given an appointment time by your supplier for an engineer to visit your premises to install, repair or upgrade one of your services and the engineer did not turn up at all. Would you expect to be compensated for this missed appointment? and if so, how much?<br/>                     by Crossbreak<br/>                     Base: All that have not experienced a missed appointment - Excluding Zero</p> |
| Table 219 | Page 600 | <p>&lt;I13a&gt;I'd like you to imagine a situation where you had been given an appointment time by your supplier for an engineer to visit your premises to install, repair or upgrade one of your services and the engineer did not turn up at all. Would you expect to be compensated for this missed appointment? and if so, how much?<br/>                     by Crossbreak<br/>                     Base: All that have not experienced a missed appointment</p>                  |
| Table 220 | Page 603 | <p>&lt;I13B&gt; Why would you not expect to receive any compensation for the missed appointment?<br/>                     by Crossbreak<br/>                     Base: All that would not expect to receive compensation</p>   |
| Table 221 | Page 607 | <p>&lt;I13C&gt; What form would you expect that compensation to take?<br/>                     by Crossbreak<br/>                     Base: All that expect to receive compensation and gave an amount</p>   |
| Table 222 | Page 608 | <p>&lt;J1A&gt; Over the last 12 months, have you experienced loss of voice and/or data services on your mobile phone, in an area where you would normally get good coverage , for more than 1 hour?<br/>                     by Crossbreak<br/>                     Base: All who use a mobile</p>   |
| Table 223 | Page 611 | <p>&lt;J1B&gt; What did this affect...?<br/>                     by Crossbreak<br/>                     Base: All that have experienced loss of voice and/or data services</p>   |
| Table 224 | Page 612 | <p>&lt;J1C&gt; And for how long did you experience a loss of service?<br/>                     by Crossbreak<br/>                     Base: All that have experienced loss of voice and/or data services</p>   |

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| Table 225 | Page 614 | <F4> Into which of the following bands does the company turnover's in the UK fall?<br>by Crossbreak<br>Base: All respondents  |
| Table 226 | Page 622 | <F6> Overall, how satisfied or dissatisfied were you with the length of time it took your provider to resolve your loss of service for [ service], using the following scale?<br>by <F5> How long did it take for your service to be restored after you first notified your provider of the issue?<br>Base: All that reported the fault |
| Table 227 | Page 623 | <F6> Overall, how satisfied or dissatisfied were you with the length of time it took your provider to resolve your loss of service for [ service], using the following scale?<br>by <F5> How long did it take for your service to be restored after you first notified your provider of the issue?<br>Base: All respondents             |
| Table 228 | Page 624 | Compensation Summary Table<br>by Service type<br>Base: All that experienced a loss of service or delay provisioning   |
| Table 229 | Page 625 | Compensation Summary Table<br>by Crossbreak<br>Base: All that experienced a loss of service or delay provisioning   |
| Table 230 | Page 627 | <F2c> How long after you lost service / expected your service to be installed / upgraded did you contact the provider to let them know?<br>by Crossbreak<br>Base: All respondents   |
| Table 231 | Page 631 | <F5> How long did it take for your service to be restored after you first notified your provider of the issue?<br>by Crossbreak<br>Base: All respondents  |