| | Page | Table | Title | Base Description | Base |
|---|---|---|---|---|---|
| ● | 1 | 1 | Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into? | Base: All complained about landline service in past 6 months | 543 |
| ● | 2 | 2 | Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into? | Base: All complained about landline service in past 6 months | 543 |
| ● | 3 | 3 | Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?<br>Billing and Customer service | Base: All complained about landline service in past 6 months - Billing and Customer service complaint | 194 |
| ● | 4 | 4 | Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?<br>Billing and Customer service | Base: All complained about landline service in past 6 months - Billing and Customer service complaint | 194 |
| ● | 5 | 5 | Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?<br>Service issues | Base: All complained about landline service in past 6 months - Service issue complaint | 150 |
| ● | 6 | 6 | Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?<br>Service issues | Base: All complained about landline service in past 6 months - Service issue complaint | 150 |
| ● | 7 | 7 | Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?<br>Repairs and Installation | Base: All complained about landline service in past 6 months - Repair and Installation complaint | 179 |
| ● | 8 | 8 | Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?<br>Repairs and Installation | Base: All complained about landline service in past 6 months - Repair and Installation complaint | 179 |
| | 9 | 9 | Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?<br>Something else | Base: All complained about landline service in past 6 months - Something else complaint | 20 |
| | 10 | 10 | Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?<br>Something else | Base: All complained about landline service in past 6 months - Something else complaint | 20 |

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| ● | 11 | 11 | Q8: In dealing with [Provider] about this complaint did you contact them...? | Base: All complained about landline service in past 6 months | 543 |
| ● | 12 | 12 | Q8: In dealing with [Provider] about this complaint did you contact them...? | Base: All complained about landline service in past 6 months | 543 |
| ● | 13 | 13 | Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had? | Base: All complained about landline service in past 6 months | 543 |
| ● | 14 | 14 | Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had? | Base: All complained about landline service in past 6 months | 543 |
| ● | 15 | 15 | Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had? | Base: All complained about landline service in past 6 months whose complaint was completely resolved | 285 |
| ● | 16 | 16 | Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had? | Base: All complained about landline service in past 6 months whose complaint was completely resolved | 285 |
| ● | 17 | 17 | Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Ease of finding provider contact details. | Base: All complained about landline service in past 6 months | 543 |
| ● | 18 | 18 | Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Ease of finding provider contact details. | Base: All complained about landline service in past 6 months | 543 |
| ● | 19 | 19 | Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Ease of getting through to the right person (PHONE). | Base: All complained about landline service in past 6 months by phone | 249 |
| ● | 20 | 20 | Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Ease of getting through to the right person (PHONE). | Base: All complained about landline service in past 6 months by phone | 249 |
| ● | 21 | 21 | Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>The time taken to handle your issue. | Base: All complained about landline service in past 6 months | 543 |

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| ● | 22 | 22 | Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>The time taken to handle your issue. | Base: All complained about landline service in past 6 months | 543 |
| ● | 23 | 23 | Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Getting the issue resolved to your satisfaction. | Base: All complained about landline service in past 6 months | 543 |
| ● | 24 | 24 | Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Getting the issue resolved to your satisfaction. | Base: All complained about landline service in past 6 months | 543 |
| ● | 25 | 25 | Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Courtesy and politeness of advisors. | Base: All complained about landline service in past 6 months | 543 |
| ● | 26 | 26 | Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Courtesy and politeness of advisors. | Base: All complained about landline service in past 6 months | 543 |
| ● | 27 | 27 | Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Advisor doing what they said they would do. | Base: All complained about landline service in past 6 months | 543 |
| ● | 28 | 28 | Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Advisor doing what they said they would do. | Base: All complained about landline service in past 6 months | 543 |
| ● | 29 | 29 | Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Logging of query details to avoid having to repeat yourself. | Base: All complained about landline service in past 6 months | 543 |
| ● | 30 | 30 | Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Logging of query details to avoid having to repeat yourself. | Base: All complained about landline service in past 6 months | 543 |
| ● | 31 | 31 | Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Offering compensation or a goodwill payment. | Base: All complained about landline service in past 6 months | 543 |
| ● | 32 | 32 | Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Offering compensation or a goodwill payment. | Base: All complained about landline service in past 6 months | 543 |

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| ● | 33 | 33 | Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Willingness to help resolve your issue. | Base: All complained about landline service in past 6 months | 543 |
| ● | 34 | 34 | Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Willingness to help resolve your issue. | Base: All complained about landline service in past 6 months | 543 |
| ● | 35 | 35 | Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>SUMMARY : Satisfied | Base: All complained about landline service in past 6 months | 543 |
| ● | 36 | 36 | Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>SUMMARY : Satisfied | Base: All complained about landline service in past 6 months | 543 |
| ● | 37 | 37 | Q11: In your opinion, was [Provider] able to successfully resolve your complaint? | Base: All complained about landline service in past 6 months | 543 |
| ● | 38 | 38 | Q11: In your opinion, was [Provider] able to successfully resolve your complaint? | Base: All complained about landline service in past 6 months | 543 |
| ● | 39 | 39 | Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]? | Base: All complained about landline service in past 6 months | 543 |
| ● | 40 | 40 | Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]? | Base: All complained about landline service in past 6 months | 543 |
| ● | 41 | 41 | Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]? | Base: All complained about landline service in past 6 months whose complaint was completely resolved | 285 |
| ● | 42 | 42 | Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]? | Base: All complained about landline service in past 6 months whose complaint was completely resolved | 285 |
| ● | 43 | 43 | Q15: What is your current employment status? | Base: All complained about landline service in past 6 months | 543 |
| ● | 44 | 44 | Q15: What is your current employment status? | Base: All complained about landline service in past 6 months | 543 |

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| ● | 45 | 45 | Q16: Approximately, what is your total annual income before tax? | Base: All complained about landline service in past 6 months | 543 |
| ● | 46 | 46 | Q16: Approximately, what is your total annual income before tax? | Base: All complained about landline service in past 6 months | 543 |
| ● | 47 | 47 | Q17: Where do you live? | Base: All complained about landline service in past 6 months | 543 |
| ● | 48 | 48 | Q17: Where do you live? | Base: All complained about landline service in past 6 months | 543 |
| | 49 | 49 | Q18: Are you...? | Base: All complained about landline service in past 6 months | 543 |
| ● | 50 | 50 | Q18: Are you...? | Base: All complained about landline service in past 6 months | 543 |
| ● | 51 | 51 | Q19: What is your age? | Base: All complained about landline service in past 6 months | 543 |
| ● | 52 | 52 | Q19: What is your age? | Base: All complained about landline service in past 6 months | 543 |
| ● | 53 | 53 | Q20: And which of the following best describes the main income earner in your household? | Base: All complained about landline service in past 6 months | 543 |
| ● | 54 | 54 | Q20: And which of the following best describes the main income earner in your household? | Base: All complained about landline service in past 6 months | 543 |
| ● | 55 | 55 | Q21: Which of these best describes the place you live most of the time? | Base: All complained about landline service in past 6 months | 543 |
| ● | 56 | 56 | Q21: Which of these best describes the place you live most of the time? | Base: All complained about landline service in past 6 months | 543 |
| ● | 57 | 57 | QHH1 How many people are there in your household, including yourself and any children? | Base: All complained about landline service in past 6 months | 543 |
| ● | 58 | 58 | QHH1 How many people are there in your household, including yourself and any children? | Base: All complained about landline service in past 6 months | 543 |
| ● | 59 | 59 | QHH3 And what is the total number of children in the household (under 18)? | Base: All complained about landline service in past 6 months | 543 |

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| ● | 60 | 60 | QHH3 And what is the total number of children in the household (under 18)? | Base: All complained about landline service in past 6 months | 543 |
| ● | 61 | 61 | QHH4: ADULTS IN HOUSEHOLD. | Base: All complained about landline service in past 6 months | 543 |
| ● | 62 | 62 | QHH4: ADULTS IN HOUSEHOLD. | Base: All complained about landline service in past 6 months | 543 |
| ● | 63 | 63 | QDIS: Which of these, if any, impact or limit your daily activities or the work you can do? | Base: All complained about landline service in past 6 months | 543 |
| ● | 64 | 64 | QDIS: Which of these, if any, impact or limit your daily activities or the work you can do? | Base: All complained about landline service in past 6 months | 543 |
| ● | 1 | 1 | Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into? | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 2 | 2 | Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into? | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 3 | 3 | Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service | Base: All complained about fixed broadband internet service in past 6 months - Billing and Customer service complaint | 176 |
| ● | 4 | 4 | Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service | Base: All complained about fixed broadband internet service in past 6 months - Billing and Customer service complaint | 176 |
| ● | 5 | 5 | Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues | Base: All complained about fixed broadband internet service in past 6 months - Service issue complaint | 292 |
| ● | 6 | 6 | Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues | Base: All complained about fixed broadband internet service in past 6 months - Service issue complaint | 292 |

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| ● | 7 | 7 | Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?<br>Repairs and Installation | Base: All complained about fixed broadband internet service in past 6 months - Repair and Installation complaint | 137 |
| ● | 8 | 8 | Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?<br>Repairs and Installation | Base: All complained about fixed broadband internet service in past 6 months - Repair and Installation complaint | 137 |
| | 9 | 9 | Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?<br>Something else | Base: All complained about fixed broadband internet service in past 6 months - Something else complaint | 27 |
| | 10 | 10 | Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?<br>Something else | Base: All complained about fixed broadband internet service in past 6 months - Something else complaint | 27 |
| ● | 11 | 11 | Q8: In dealing with [Provider] about this complaint did you contact them...? | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 12 | 12 | Q8: In dealing with [Provider] about this complaint did you contact them...? | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 13 | 13 | Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had? | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 14 | 14 | Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had? | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 15 | 15 | Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had? | Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved | 318 |
| ● | 16 | 16 | Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had? | Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved | 318 |

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| ● | 17 | 17 | Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Ease of finding provider contact details. | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 18 | 18 | Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Ease of finding provider contact details. | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 19 | 19 | Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Ease of getting through to the right person (PHONE). | Base: All complained about fixed broadband internet service in past 6 months by phone | 331 |
| ● | 20 | 20 | Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Ease of getting through to the right person (PHONE). | Base: All complained about fixed broadband internet service in past 6 months by phone | 331 |
| ● | 21 | 21 | Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>The time taken to handle your issue. | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 22 | 22 | Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>The time taken to handle your issue. | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 23 | 23 | Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Getting the issue resolved to your satisfaction. | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 24 | 24 | Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Getting the issue resolved to your satisfaction. | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 25 | 25 | Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Courtesy and politeness of advisors. | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 26 | 26 | Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Courtesy and politeness of advisors. | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 27 | 27 | Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Advisor doing what they said they would do. | Base: All complained about fixed broadband internet service in past 6 months | 632 |

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| ● | 28 | 28 | Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Advisor doing what they said they would do. | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 29 | 29 | Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Logging of query details to avoid having to repeat yourself. | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 30 | 30 | Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Logging of query details to avoid having to repeat yourself. | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 31 | 31 | Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Offering compensation or a goodwill payment. | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 32 | 32 | Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Offering compensation or a goodwill payment. | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 33 | 33 | Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Willingness to help resolve your issue. | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 34 | 34 | Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Willingness to help resolve your issue. | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 35 | 35 | Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>SUMMARY : Satisfied | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 36 | 36 | Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>SUMMARY : Satisfied | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 37 | 37 | Q11: In your opinion, was [Provider] able to successfully resolve your complaint? | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 38 | 38 | Q11: In your opinion, was [Provider] able to successfully resolve your complaint? | Base: All complained about fixed broadband internet service in past 6 months | 632 |

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| ● | 39 | 39 | Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]? | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 40 | 40 | Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]? | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 41 | 41 | Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]? | Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved | 318 |
| ● | 42 | 42 | Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]? | Base: All complained about fixed broadband internet service in past 6 months whose complaint was completely resolved | 318 |
| ● | 43 | 43 | Q15: What is your current employment status? | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 44 | 44 | Q15: What is your current employment status? | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 45 | 45 | Q16: Approximately, what is your total annual income before tax? | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 46 | 46 | Q16: Approximately, what is your total annual income before tax? | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 47 | 47 | Q17: Where do you live? | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 48 | 48 | Q17: Where do you live? | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 49 | 49 | Q18: Are you...? | Base: All complained about fixed broadband internet service in past 6 months | 632 |

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| ● | 50 | 50 | Q18: Are you...? | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 51 | 51 | Q19: What is your age? | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 52 | 52 | Q19: What is your age? | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 53 | 53 | Q20: And which of the following best describes the main income earner in your household? | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 54 | 54 | Q20: And which of the following best describes the main income earner in your household? | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 55 | 55 | Q21: Which of these best describes the place you live most of the time? | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 56 | 56 | Q21: Which of these best describes the place you live most of the time? | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 57 | 57 | QHH1 How many people are there in your household, including yourself and any children? | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 58 | 58 | QHH1 How many people are there in your household, including yourself and any children? | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 59 | 59 | QHH3 And what is the total number of children in the household (under 18)? | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 60 | 60 | QHH3 And what is the total number of children in the household (under 18)? | Base: All complained about fixed broadband internet service in past 6 months | 632 |

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| ● | 61 | 61 | QHH4: ADULTS IN HOUSEHOLD. | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 62 | 62 | QHH4: ADULTS IN HOUSEHOLD. | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 63 | 63 | QDIS: Which of these, if any, impact or limit your daily activities or the work you can do? | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 64 | 64 | QDIS: Which of these, if any, impact or limit your daily activities or the work you can do? | Base: All complained about fixed broadband internet service in past 6 months | 632 |
| ● | 1 | 1 | Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 2 | 2 | Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 3 | 3 | Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service | Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Billing and Customer service complaint | 98 |
| ● | 4 | 4 | Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service | Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Billing and Customer service complaint | 98 |
| ● | 5 | 5 | Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues | Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Service issue complaint | 92 |
| ● | 6 | 6 | Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Service issues | Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Service issue complaint | 92 |

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| ● | 7 | 7 | Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?<br>Repairs and Installation | Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Repair and Installation complaint | 95 |
| ● | 8 | 8 | Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?<br>Repairs and Installation | Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Repair and Installation complaint | 95 |
| | 9 | 9 | Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?<br>Something else | Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Something else complaint | 15 |
| | 10 | 10 | Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?<br>Something else | Base: All complained about cable, satellite or any other Pay TV service in past 6 months - Something else complaint | 15 |
| ● | 11 | 11 | Q8: In dealing with [Provider] about this complaint did you contact them...? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 12 | 12 | Q8: In dealing with [Provider] about this complaint did you contact them...? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 13 | 13 | Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 14 | 14 | Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 15 | 15 | Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved | 153 |

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| ● | 16 | 16 | Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved | 153 |
| ● | 17 | 17 | Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Ease of finding provider contact details. | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 18 | 18 | Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Ease of finding provider contact details. | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 19 | 19 | Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Ease of getting through to the right person (PHONE). | Base: All complained about cable, satellite or any other Pay TV service in past 6 months by phone | 114 |
| ● | 20 | 20 | Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Ease of getting through to the right person (PHONE). | Base: All complained about cable, satellite or any other Pay TV service in past 6 months by phone | 114 |
| ● | 21 | 21 | Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>The time taken to handle your issue. | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 22 | 22 | Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>The time taken to handle your issue. | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 23 | 23 | Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Getting the issue resolved to your satisfaction. | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 24 | 24 | Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Getting the issue resolved to your satisfaction. | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 25 | 25 | Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Courtesy and politeness of advisors. | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |

| | Page | Table | Title | Base Description | Base |
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| ● | 26 | 26 | Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Courtesy and politeness of advisors. | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 27 | 27 | Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Advisor doing what they said they would do. | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 28 | 28 | Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Advisor doing what they said they would do. | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 29 | 29 | Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Logging of query details to avoid having to repeat yourself. | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 30 | 30 | Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Logging of query details to avoid having to repeat yourself. | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 31 | 31 | Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Offering compensation or a goodwill payment. | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 32 | 32 | Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Offering compensation or a goodwill payment. | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 33 | 33 | Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Willingness to help resolve your issue. | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 34 | 34 | Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Willingness to help resolve your issue. | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 35 | 35 | Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>SUMMARY : Satisfied | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 36 | 36 | Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>SUMMARY : Satisfied | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |

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| ● | 37 | 37 | Q11: In your opinion, was [Provider] able to successfully resolve your complaint? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 38 | 38 | Q11: In your opinion, was [Provider] able to successfully resolve your complaint? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 39 | 39 | Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 40 | 40 | Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 41 | 41 | Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved | 153 |
| ● | 42 | 42 | Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months whose complaint was completely resolved | 153 |
| ● | 43 | 43 | Q15: What is your current employment status? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 44 | 44 | Q15: What is your current employment status? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 45 | 45 | Q16: Approximately, what is your total annual income before tax? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 46 | 46 | Q16: Approximately, what is your total annual income before tax? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |

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| ● | 47 | 47 | Q17: Where do you live? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 48 | 48 | Q17: Where do you live? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 49 | 49 | Q18: Are you...? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 50 | 50 | Q18: Are you...? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 51 | 51 | Q19: What is your age? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 52 | 52 | Q19: What is your age? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 53 | 53 | Q20: And which of the following best describes the main income earner in your household? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 54 | 54 | Q20: And which of the following best describes the main income earner in your household? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 55 | 55 | Q21: Which of these best describes the place you live most of the time? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 56 | 56 | Q21: Which of these best describes the place you live most of the time? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 57 | 57 | QHH1 How many people are there in your household, including yourself and any children? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |

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| ● | 58 | 58 | QHH1 How many people are there in your household, including yourself and any children? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 59 | 59 | QHH3 And what is the total number of children in the household (under 18)? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 60 | 60 | QHH3 And what is the total number of children in the household (under 18)? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 61 | 61 | QHH4: ADULTS IN HOUSEHOLD. | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 62 | 62 | QHH4: ADULTS IN HOUSEHOLD. | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 63 | 63 | QDIS: Which of these, if any, impact or limit your daily activities or the work you can do? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 64 | 64 | QDIS: Which of these, if any, impact or limit your daily activities or the work you can do? | Base: All complained about cable, satellite or any other Pay TV service in past 6 months | 300 |
| ● | 1 | 1 | Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 2 | 2 | Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 3 | 3 | Q7: And thinking of the most recent complaint you had to contact [Provider] about, which one of the following categories did the issue fall into? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 4 | 4 | Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Billing and Customer service | Base: All complained about mobile phone service in past 6 months - Billing and Customer service complaint | 300 |

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| ● | 5 | 5 | Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?<br>Billing and Customer service | Base: All complained about mobile phone service in past 6 months - Billing and Customer service complaint | 300 |
| ● | 6 | 6 | Q7A/E: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?<br>Billing and Customer service | Base: All complained about mobile phone service in past 6 months - Billing and Customer service complaint | 300 |
| ● | 7 | 7 | Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?<br>Service issues | Base: All complained about mobile phone service in past 6 months - Service issue complaint | 157 |
| ● | 8 | 8 | Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?<br>Service issues | Base: All complained about mobile phone service in past 6 months - Service issue complaint | 157 |
| ● | 9 | 9 | Q7B: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?<br>Service issues | Base: All complained about mobile phone service in past 6 months - Service issue complaint | 157 |
| ● | 10 | 10 | Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?<br>Repairs and Installation | Base: All complained about mobile phone service in past 6 months - Repair and Installation complaint | 162 |
| ● | 11 | 11 | Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?<br>Repairs and Installation | Base: All complained about mobile phone service in past 6 months - Repair and Installation complaint | 162 |
| ● | 12 | 12 | Q7C/D: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?<br>Repairs and Installation | Base: All complained about mobile phone service in past 6 months - Repair and Installation complaint | 162 |
| | 13 | 13 | Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning?<br>Something else | Base: All complained about mobile phone service in past 6 months - Something else complaint | 28 |

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| | 14 | 14 | Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else | Base: All complained about mobile phone service in past 6 months - Something else complaint | 28 |
| | 15 | 15 | Q7F: And more specifically, which of the following best describes what the complaint you contacted [Provider] was concerning? Something else | Base: All complained about mobile phone service in past 6 months - Something else complaint | 28 |
| ● | 16 | 16 | Q8: In dealing with [Provider] about this complaint did you contact them...? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 17 | 17 | Q8: In dealing with [Provider] about this complaint did you contact them...? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 18 | 18 | Q8: In dealing with [Provider] about this complaint did you contact them...? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 19 | 19 | Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 20 | 20 | Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 21 | 21 | Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 22 | 22 | Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had? | Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved | 340 |
| ● | 23 | 23 | Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had? | Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved | 340 |

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| ● | 24 | 24 | Q9: Overall, how satisfied are you with the service you received from [Provider] customer services with regard to the complaint that you had? | Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved | 340 |
| ● | 25 | 25 | Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Ease of finding provider contact details. | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 26 | 26 | Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Ease of finding provider contact details. | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 27 | 27 | Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Ease of finding provider contact details. | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 28 | 28 | Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Ease of getting through to the right person (PHONE). | Base: All complained about mobile phone service in past 6 months by phone | 268 |
| ● | 29 | 29 | Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Ease of getting through to the right person (PHONE). | Base: All complained about mobile phone service in past 6 months by phone | 268 |
| ● | 30 | 30 | Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Ease of getting through to the right person (PHONE). | Base: All complained about mobile phone service in past 6 months by phone | 268 |
| ● | 31 | 31 | Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>The time taken to handle your issue. | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 32 | 32 | Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>The time taken to handle your issue. | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 33 | 33 | Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>The time taken to handle your issue. | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 34 | 34 | Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Getting the issue resolved to your satisfaction. | Base: All complained about mobile phone service in past 6 months | 647 |

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| ● | 35 | 35 | Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Getting the issue resolved to your satisfaction. | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 36 | 36 | Q10D: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Getting the issue resolved to your satisfaction. | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 37 | 37 | Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Courtesy and politeness of advisors. | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 38 | 38 | Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Courtesy and politeness of advisors. | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 39 | 39 | Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Courtesy and politeness of advisors. | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 40 | 40 | Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Advisor doing what they said they would do. | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 41 | 41 | Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Advisor doing what they said they would do. | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 42 | 42 | Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Advisor doing what they said they would do. | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 43 | 43 | Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Logging of query details to avoid having to repeat yourself. | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 44 | 44 | Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Logging of query details to avoid having to repeat yourself. | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 45 | 45 | Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Logging of query details to avoid having to repeat yourself. | Base: All complained about mobile phone service in past 6 months | 647 |

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| ● | 46 | 46 | Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Offering compensation or a goodwill payment. | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 47 | 47 | Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Offering compensation or a goodwill payment. | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 48 | 48 | Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Offering compensation or a goodwill payment. | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 49 | 49 | Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Willingness to help resolve your issue. | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 50 | 50 | Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Willingness to help resolve your issue. | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 51 | 51 | Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>Willingness to help resolve your issue. | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 52 | 52 | Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>SUMMARY : Satisfied | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 53 | 53 | Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>SUMMARY : Satisfied | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 54 | 54 | Q10: And how satisfied were you with the following aspects of [Provider]'s customer service?<br>SUMMARY : Satisfied | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 55 | 55 | Q11: In your opinion, was [Provider] able to successfully resolve your complaint? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 56 | 56 | Q11: In your opinion, was [Provider] able to successfully resolve your complaint? | Base: All complained about mobile phone service in past 6 months | 647 |

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| ● | 57 | 57 | Q11: In your opinion, was [Provider] able to successfully resolve your complaint? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 58 | 58 | Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 59 | 59 | Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 60 | 60 | Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 61 | 61 | Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]? | Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved | 340 |
| ● | 62 | 62 | Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]? | Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved | 340 |
| ● | 63 | 63 | Q12 You said that your complaint was completely resolved, was it completely resolved on your first contact with [Provider]? | Base: All complained about mobile phone service in past 6 months whose complaint was completely resolved | 340 |
| ● | 64 | 64 | Q14: Is your personal mobile phone on a contract or pay as you go? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 65 | 65 | Q14: Is your personal mobile phone on a contract or pay as you go? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 66 | 66 | Q14: Is your personal mobile phone on a contract or pay as you go? | Base: All complained about mobile phone service in past 6 months | 647 |

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| ● | 67 | 67 | Q15: What is your current employment status? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 68 | 68 | Q15: What is your current employment status? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 69 | 69 | Q15: What is your current employment status? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 70 | 70 | Q16: Approximately, what is your total annual income before tax? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 71 | 71 | Q16: Approximately, what is your total annual income before tax? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 72 | 72 | Q16: Approximately, what is your total annual income before tax? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 73 | 73 | Q17: Where do you live? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 74 | 74 | Q17: Where do you live? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 75 | 75 | Q17: Where do you live? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 76 | 76 | Q18: Are you...? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 77 | 77 | Q18: Are you...? | Base: All complained about mobile phone service in past 6 months | 647 |

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| ● | 78 | 78 | Q18: Are you...? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 79 | 79 | Q19: What is your age? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 80 | 80 | Q19: What is your age? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 81 | 81 | Q19: What is your age? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 82 | 82 | Q20: And which of the following best describes the main income earner in your household? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 83 | 83 | Q20: And which of the following best describes the main income earner in your household? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 84 | 84 | Q20: And which of the following best describes the main income earner in your household? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 85 | 85 | Q21: Which of these best describes the place you live most of the time? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 86 | 86 | Q21: Which of these best describes the place you live most of the time? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 87 | 87 | Q21: Which of these best describes the place you live most of the time? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 88 | 88 | QHH1 How many people are there in your household, including yourself and any children? | Base: All complained about mobile phone service in past 6 months | 647 |

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| ● | 89 | 89 | QHH1 How many people are there in your household, including yourself and any children? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 90 | 90 | QHH1 How many people are there in your household, including yourself and any children? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 91 | 91 | QHH3 And what is the total number of children in the household (under 18)? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 92 | 92 | QHH3 And what is the total number of children in the household (under 18)? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 93 | 93 | QHH3 And what is the total number of children in the household (under 18)? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 94 | 94 | QHH4: ADULTS IN HOUSEHOLD. | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 95 | 95 | QHH4: ADULTS IN HOUSEHOLD. | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 96 | 96 | QHH4: ADULTS IN HOUSEHOLD. | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 97 | 97 | QDIS: Which of these, if any, impact or limit your daily activities or the work you can do? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 98 | 98 | QDIS: Which of these, if any, impact or limit your daily activities or the work you can do? | Base: All complained about mobile phone service in past 6 months | 647 |
| ● | 99 | 99 | QDIS: Which of these, if any, impact or limit your daily activities or the work you can do? | Base: All complained about mobile phone service in past 6 months | 647 |

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 1

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

**Base: All complained about landline service in past 6 months**

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (x) | Repairs and Installation (y) | Service issues (z) | Something else (A) | Satisfied (B) | Neutral (C) | Dissatisfied (D) | Yes (E) | No (F) | Billing and Customer service (G) | Repairs and Installation (H) | Service issues (I) | Something else (J) | Satisfied (K) | Neutral (L) | Dissatisfied (M) | Yes (N) | No (O) |
| Total | 543 | 157 | 89* | 493 | 326 | 431 | 194 | 179 | 150 | 20** | 294 | 164 | 85* | 285 | 251 | 44* | 58* | 48* | 7** | 93* | 54* | 10** | 79* | 73* | 39* | 21** | 24** | 5** | 46* | 24** | 19** | 43* | 45* |
| The service not performing as it should | 150 | 48 | 24 | 114 | 88 | 103 | - | - | 150 | - | 77 | 47 | 26 | 78 | 69 | - | - | 48 | - | 27 | 17 | 4 | 22 | 24 | - | - | 24 | - | 15 | 6 | 3 | 12 | 11 |
| | *28%* | *31%* | *27%* | *23%* | *27%* | *24%* | - | - | **100%gh** | - | *26%* | *29%* | *31%* | *27%* | *27%* | - | - | **100%xy** | - | *29%* | *31%* | *40%* | *28%* | *33%* | - | - | *100%* | - | *33%* | *25%* | *16%* | *28%* | *24%* |
| A billing, pricing or payment issue | 144 | 30 | 34 | 122 | 89 | 147 | 144 | - | - | - | 83 | 46 | 15 | 79 | 65 | 30 | - | - | - | 22 | 6 | 2 | 12 | 16 | 34 | - | - | - | 18 | 8 | 8 | 14 | 20 |
| | *27%* | *19%* | **38%abde** | *25%* | *27%* | **34%abde** | **74%hi** | - | - | - | *28%* | *28%* | *18%* | *28%* | *26%* | **68%yz** | - | - | - | *24%* | *11%* | *20%* | *15%* | *22%* | *87%* | - | - | - | *39%* | *33%* | *42%* | *33%* | *44%* |
| A problem relating to the installation or set up of your service | 91 | 31 | 16 | 99 | 49 | 52 | - | 91 | - | - | 57 | 25 | 9 | 53 | 37 | - | 31 | - | - | 15 | 15 | 1 | 18 | 13 | - | 16 | - | - | 7 | 7 | 2 | 9 | 7 |
| | **17%f** | **20%f** | *18%* | **20%f** | *15%* | *12%* | - | **51%gi** | - | - | *19%* | *15%* | *11%* | *19%* | *15%* | - | **53%xz** | - | - | *16%* | *28%* | *10%* | *23%* | *18%* | - | *76%* | - | - | *15%* | *29%* | *11%* | *21%* | *16%* |
| A problem with a repair to the service | 88 | 27 | 5 | 85 | 44 | 64 | - | 88 | - | - | 48 | 21 | 19 | 46 | 42 | - | 27 | - | - | 19 | 7 | 1 | 17 | 10 | - | 5 | - | - | 4 | 1 | - | 3 | 2 |
| | **16%c** | **17%c** | *6%* | **17%c** | **13%c** | **15%c** | - | **49%gi** | - | - | *16%* | *13%* | *22%* | *16%* | *17%* | - | **47%xz** | - | - | *20%* | *13%* | *10%* | *22%* | *14%* | - | *24%* | - | - | *9%* | *4%* | - | *7%* | *4%* |
| Dissatisfaction with customer service from a previous occasion or contact | 50 | 14 | 5 | 53 | 37 | 44 | 50 | - | - | - | 19 | 18 | 13 | 21 | 27 | 14 | - | - | - | 5 | 7 | 2 | 3 | 10 | 5 | - | - | - | - | 1 | 4 | 2 | 3 |
| | *9%* | *9%* | *6%* | *11%* | *11%* | *10%* | **26%hi** | - | - | - | *6%* | *11%* | **15%k** | *7%* | *11%* | **32%yz** | - | - | - | *5%* | *13%* | *20%* | *4%* | **14%E** | *13%* | - | - | - | - | *4%* | *21%* | *5%* | *7%* |
| Or something else | 20 | 7 | 5 | 20 | 19 | 21 | - | - | - | 20 | 10 | 7 | 3 | 8 | 11 | - | - | - | 7 | 5 | 2 | - | 7 | - | - | - | - | 5 | 2 | 1 | 2 | 3 | 2 |
| | *4%* | *4%* | *6%* | *4%* | *6%* | *5%* | - | - | - | *100%* | *3%* | *4%* | *4%* | *3%* | *4%* | - | - | - | *100%* | *5%* | *4%* | - | **9%F** | - | - | - | - | *100%* | *4%* | *4%* | *11%* | *7%* | *4%* |
| SUMMARY: Billing and Customer service | 194 | 44 | 39 | 175 | 126 | 191 | 194 | - | - | - | 102 | 64 | 28 | 100 | 92 | 44 | - | - | - | 27 | 13 | 4 | 15 | 26 | 39 | - | - | - | 18 | 9 | 12 | 16 | 23 |
| | *36%* | *28%* | **44%b** | *35%* | **39%b** | **44%abd** | **100%hi** | - | - | - | *35%* | *39%* | *33%* | *35%* | *37%* | **100%yz** | - | - | - | *29%* | *24%* | *40%* | *19%* | **36%E** | *100%* | - | - | - | *39%* | *38%* | *63%* | *37%* | *51%* |
| Repairs and Installation | 179 | 58 | 21 | 184 | 93 | 116 | - | 179 | - | - | 105 | 46 | 28 | 99 | 79 | - | 58 | - | - | 34 | 22 | 2 | 35 | 23 | - | 21 | - | - | 11 | 8 | 2 | 12 | 9 |
| | **33%f** | **37%cf** | *24%* | **37%cef** | *29%* | *27%* | - | **100%gi** | - | - | *36%* | *28%* | *33%* | *35%* | *31%* | - | **100%xz** | - | - | *37%* | *41%* | *20%* | *44%* | *32%* | - | *100%* | - | - | *24%* | *33%* | *11%* | *28%* | *20%* |
| Service Issues | 150 | 48 | 24 | 114 | 88 | 103 | - | - | 150 | - | 77 | 47 | 26 | 78 | 69 | - | - | 48 | - | 27 | 17 | 4 | 22 | 24 | - | - | 24 | - | 15 | 6 | 3 | 12 | 11 |
| | *28%* | *31%* | *27%* | *23%* | *27%* | *24%* | - | - | **100%gh** | - | *26%* | *29%* | *31%* | *27%* | *27%* | - | - | **100%xy** | - | *29%* | *31%* | *40%* | *28%* | *33%* | - | - | *100%* | - | *33%* | *25%* | *16%* | *28%* | *24%* |
| Something else | 20 | 7 | 5 | 20 | 19 | 21 | - | - | - | 20 | 10 | 7 | 3 | 8 | 11 | - | - | - | 7 | 5 | 2 | - | 7 | - | - | - | - | 5 | 2 | 1 | 2 | 3 | 2 |
| | *4%* | *4%* | *6%* | *4%* | *6%* | *5%* | - | - | - | *100%* | *3%* | *4%* | *4%* | *3%* | *4%* | - | - | - | *100%* | *5%* | *4%* | - | **9%F** | - | - | - | - | *100%* | *4%* | *4%* | *11%* | *7%* | *4%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 2

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

**Base: All complained about landline service in past 6 months**

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (x) | Repairs and Installation (g) | Service issues (h) | Something else (i) | Satisfied (j) | Neutral (k) | Dissatisfied (l) | Yes (m) | No (n) | Billing and Customer service (o) | Repairs and Installation (p) | Service issues (q) | Something else (r) | Satisfied (s) | Neutral (t) | Dissatisfied (u) | Yes (v) | No (w) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 543 | 157 | 89* | 493 | 326 | 431 | 175 | 184 | 114 | 20** | 294 | 146 | 53* | 266 | 223 | 126 | 93* | 88* | 19** | 145 | 111 | 70* | 136 | 185 | 191 | 116 | 103 | 21** | 213 | 140 | 78* | 215 | 208 |
| The service not performing as it should | 150<br>*28%* | 48<br>*31%* | 24<br>*27%* | 114<br>*23%* | 88<br>*27%* | 103<br>*24%* | -<br>- | -<br>- | 114<br>100%xg | -<br>- | 67<br>*23%* | 37<br>*25%* | 10<br>*19%* | 59<br>*22%* | 54<br>*24%* | -<br>- | -<br>- | 88<br>100%op | -<br>- | 36<br>*25%* | 29<br>*26%* | 23<br>*33%* | 39<br>*29%* | 49<br>*26%* | -<br>- | -<br>- | 103<br>100%AB | -<br>- | 51<br>*24%* | 31<br>*22%* | 21<br>*27%* | 53<br>*25%* | 48<br>*23%* |
| A billing, pricing or payment issue | 144<br>*27%* | 30<br>*19%* | 34<br>38%abde | 122<br>*25%* | 89<br>*27%* | 147<br>34%abde | 122<br>70%gh | -<br>- | -<br>- | -<br>- | 77<br>*26%* | 30<br>*21%* | 15<br>*28%* | 73<br>*27%* | 47<br>*21%* | 89<br>71%pq | -<br>- | -<br>- | -<br>- | 45<br>*31%* | 29<br>*26%* | 15<br>*21%* | 41<br>*30%* | 48<br>*26%* | 147<br>77%BC | -<br>- | -<br>- | -<br>- | 69<br>*32%* | 50<br>*36%* | 28<br>*36%* | 66<br>*31%* | 80<br>*38%* |
| A problem relating to the installation or set up of your service | 91<br>17%f | 31<br>20%f | 16<br>*18%* | 99<br>20%f | 49<br>*15%* | 52<br>*12%* | -<br>- | 99<br>54%xh | -<br>- | -<br>- | 62<br>*21%* | 27<br>*18%* | 10<br>*19%* | 59<br>*22%* | 40<br>*18%* | -<br>- | 49<br>53%oq | -<br>- | -<br>- | 20<br>*14%* | 21<br>*19%* | 8<br>*11%* | 20<br>*15%* | 28<br>*15%* | -<br>- | 52<br>45%AC | -<br>- | -<br>- | 34<br>16%G | 15<br>*11%* | 3<br>*4%* | 30<br>*14%* | 22<br>*11%* |
| A problem with a repair to the service | 88<br>16%c | 27<br>17%c | 5<br>*6%* | 85<br>17%c | 44<br>13%c | 64<br>15%c | -<br>- | 85<br>46%xh | -<br>- | -<br>- | 50<br>*17%* | 27<br>*18%* | 8<br>*15%* | 43<br>*16%* | 41<br>*18%* | -<br>- | 44<br>47%oq | -<br>- | -<br>- | 18<br>*12%* | 16<br>*14%* | 10<br>*14%* | 16<br>*12%* | 27<br>*15%* | -<br>- | 64<br>55%AC | -<br>- | -<br>- | 34<br>*16%* | 20<br>*14%* | 10<br>*13%* | 37<br>*17%* | 26<br>*13%* |
| Dissatisfaction with customer service from a previous occasion or contact | 50<br>*9%* | 14<br>*9%* | 5<br>*6%* | 53<br>*11%* | 37<br>*11%* | 44<br>*10%* | 53<br>30%gh | -<br>- | -<br>- | -<br>- | 23<br>*8%* | 21<br>14%j | 9<br>17%j | 21<br>*8%* | 32<br>14%m | 37<br>29%pq | -<br>- | -<br>- | -<br>- | 18<br>*12%* | 8<br>*7%* | 11<br>*16%* | 13<br>*10%* | 24<br>*13%* | 44<br>23%BC | -<br>- | -<br>- | -<br>- | 15<br>*7%* | 17<br>*12%* | 12<br>15%E | 18<br>*8%* | 25<br>*12%* |
| Or something else | 20<br>*4%* | 7<br>*4%* | 5<br>*6%* | 20<br>*4%* | 19<br>*6%* | 21<br>*5%* | -<br>- | -<br>- | -<br>- | 20<br>*100%* | 15<br>*5%* | 4<br>*3%* | 1<br>*2%* | 11<br>*4%* | 9<br>*4%* | -<br>- | -<br>- | -<br>- | 19<br>*100%* | 8<br>*6%* | 8<br>*7%* | 3<br>*4%* | 7<br>*5%* | 9<br>*5%* | -<br>- | -<br>- | -<br>- | 21<br>*100%* | 10<br>*5%* | 7<br>*5%* | 4<br>*5%* | 11<br>*5%* | 7<br>*3%* |
| SUMMARY:<br>Billing and Customer service | 194<br>*36%* | 44<br>*28%* | 39<br>44%b | 175<br>*35%* | 126<br>39%b | 191<br>44%abd | 175<br>100%gh | -<br>- | -<br>- | -<br>- | 100<br>*34%* | 51<br>*35%* | 24<br>*45%* | 94<br>*35%* | 79<br>*35%* | 126<br>100%pq | -<br>- | -<br>- | -<br>- | 63<br>*43%* | 37<br>*33%* | 26<br>*37%* | 54<br>*40%* | 72<br>*39%* | 191<br>100%BC | -<br>- | -<br>- | -<br>- | 84<br>*39%* | 67<br>*48%* | 40<br>*51%* | 84<br>*39%* | 105<br>50%H |
| Repairs and Installation | 179<br>33%f | 58<br>37%cf | 21<br>*24%* | 184<br>37%cef | 93<br>*29%* | 116<br>*27%* | -<br>- | 184<br>100%xh | -<br>- | -<br>- | 112<br>*38%* | 54<br>*37%* | 18<br>*34%* | 102<br>*38%* | 81<br>*36%* | -<br>- | 93<br>100%oq | -<br>- | -<br>- | 38<br>*26%* | 37<br>*33%* | 18<br>*26%* | 36<br>*26%* | 55<br>*30%* | -<br>- | 116<br>100%AC | -<br>- | -<br>- | 68<br>32%G | 35<br>*25%* | 13<br>*17%* | 67<br>*31%* | 48<br>*23%* |
| Service Issues | 150<br>*28%* | 48<br>*31%* | 24<br>*27%* | 114<br>*23%* | 88<br>*27%* | 103<br>*24%* | -<br>- | -<br>- | 114<br>100%xg | -<br>- | 67<br>*23%* | 37<br>*25%* | 10<br>*19%* | 59<br>*22%* | 54<br>*24%* | -<br>- | -<br>- | 88<br>100%op | -<br>- | 36<br>*25%* | 29<br>*26%* | 23<br>*33%* | 39<br>*29%* | 49<br>*26%* | -<br>- | -<br>- | 103<br>100%AB | -<br>- | 51<br>*24%* | 31<br>*22%* | 21<br>*27%* | 53<br>*25%* | 48<br>*23%* |
| Something else | 20<br>*4%* | 7<br>*4%* | 5<br>*6%* | 20<br>*4%* | 19<br>*6%* | 21<br>*5%* | -<br>- | -<br>- | -<br>- | 20<br>*100%* | 15<br>*5%* | 4<br>*3%* | 1<br>*2%* | 11<br>*4%* | 9<br>*4%* | -<br>- | -<br>- | -<br>- | 19<br>*100%* | 8<br>*6%* | 8<br>*7%* | 3<br>*4%* | 7<br>*5%* | 9<br>*5%* | -<br>- | -<br>- | -<br>- | 21<br>*100%* | 10<br>*5%* | 7<br>*5%* | 4<br>*5%* | 11<br>*5%* | 7<br>*3%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 3

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

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

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (x) | Repairs and Installation (y) | Service issues (z) | Something else (A) | Satisfied (B) | Neutral (C) | Dissatisfied (D) | Yes (E) | No (F) | Billing and Customer service (G) | Repairs and Installation (H) | Service issues (I) | Something else (J) | Satisfied (K) | Neutral (L) | Dissatisfied (M) | Yes (N) | No (O) |
| Total | 194 | 44* | 39* | 175 | 126 | 191 | 194 | -** | -** | -** | 102 | 64* | 28** | 100 | 92* | 44* | -** | -** | -** | 27** | 13** | 4** | 15** | 26** | 39* | -** | -** | -** | 18** | 9** | 12** | 16** | 23* |
| Bill was a lot higher than expected | 57<br>29%b | 6<br>14% | 10<br>26% | 48<br>27% | 35<br>28% | 73<br>38%bd | 57<br>29% | - | - | - | 33<br>32% | 16<br>25% | 8<br>29% | 37<br>37%o | 20<br>22% | 6<br>14% | - | - | - | 5<br>19% | 1<br>8% | -<br>- | 4<br>27% | 2<br>8% | 10<br>26% | - | - | - | 4<br>22% | 3<br>33% | 3<br>25% | 4<br>25% | 6<br>26% |
| Bill was inaccurate | 44<br>23%be | 4<br>9% | 14<br>36%bdef | 32<br>18% | 14<br>11% | 32<br>17% | 44<br>23% | - | - | - | 23<br>23% | 15<br>23% | 6<br>21% | 27<br>27% | 17<br>18% | 4<br>9% | - | - | - | 3<br>11% | 1<br>8% | -<br>- | 2<br>13% | 2<br>8% | 14<br>36% | - | - | - | 8<br>44% | 4<br>44% | 2<br>17% | 6<br>38% | 8<br>35% |
| Bill contained items I shouldn't have been charged for | 41<br>21%d | 5<br>11% | 12<br>31%bdef | 11<br>6% | 18<br>14%d | 28<br>15%d | 41<br>21% | - | - | - | 24<br>24% | 14<br>22% | 3<br>11% | 27<br>27%o | 14<br>15% | 5<br>11% | - | - | - | 4<br>15% | -<br>- | 1<br>25% | 4<br>27% | 1<br>4% | 12<br>31% | - | - | - | 9<br>50% | 1<br>11% | 2<br>17% | 7<br>44% | 5<br>22% |
| Getting a refund, credit note or cashback | 31<br>16%e | 7<br>16% | 10<br>26%def | 20<br>11% | 9<br>7% | 20<br>10% | 31<br>16% | - | - | - | 19<br>19% | 10<br>16% | 2<br>7% | 14<br>14% | 17<br>18% | 7<br>16% | - | - | - | 5<br>19% | 1<br>8% | 1<br>25% | 2<br>13% | 5<br>19% | 10<br>26% | - | - | - | 4<br>22% | 3<br>33% | 3<br>25% | 2<br>13% | 8<br>35% |
| Payment issues (including setting up/making a payment, non-direct debit charges) | 26<br>13% | 7<br>16% | 5<br>13% | 28<br>16% | 14<br>11% | 29<br>15% | 26<br>13% | - | - | - | 11<br>11% | 11<br>17% | 4<br>14% | 10<br>10% | 16<br>17% | 7<br>16% | - | - | - | 4<br>15% | 3<br>23% | -<br>- | 2<br>13% | 5<br>19% | 5<br>13% | - | - | - | 1<br>6% | 1<br>11% | 3<br>25% | 2<br>13% | 3<br>13% |
| Took too long to resolve issue | 19<br>10% | 4<br>9% | 3<br>8% | 16<br>9% | 21<br>17%d | 12<br>6% | 19<br>10% | - | - | - | 8<br>8% | 5<br>8% | 6<br>21% | 11<br>11% | 7<br>8% | 4<br>9% | - | - | - | 1<br>4% | 2<br>15% | 1<br>25% | -<br>- | 4<br>15% | 3<br>8% | - | - | - | -<br>- | 1<br>11% | 2<br>17% | -<br>- | 3<br>13% |
| Didn't do what they said they would do | 18<br>9% | 3<br>7% | 2<br>5% | 15<br>9% | 14<br>11% | 12<br>6% | 18<br>9% | - | - | - | 6<br>6% | 6<br>9% | 6<br>21% | 9<br>9% | 9<br>10% | 3<br>7% | - | - | - | 1<br>4% | 2<br>15% | -<br>- | -<br>- | 2<br>8% | 2<br>5% | - | - | - | -<br>- | 1<br>11% | 1<br>8% | 1<br>6% | 1<br>4% |
| The format of the bill | 17<br>9% | 10<br>23%acef | 2<br>5% | 26<br>15% | 13<br>10% | 16<br>8% | 17<br>9% | - | - | - | 14<br>14%l | 2<br>3% | 1<br>4% | 11<br>11% | 6<br>7% | 10<br>23% | - | - | - | 8<br>30% | 2<br>15% | -<br>- | 3<br>20% | 5<br>19% | 2<br>5% | - | - | - | 2<br>11% | -<br>- | -<br>- | 1<br>6% | 1<br>4% |
| Rude/dismissive | 15<br>8% | 3<br>7% | 1<br>3% | 9<br>5% | 11<br>9% | 8<br>4% | 15<br>8% | - | - | - | 3<br>3% | 7<br>11%k | 5<br>18% | 8<br>8% | 7<br>8% | 3<br>7% | - | - | - | 1<br>4% | 2<br>15% | -<br>- | 1<br>7% | 2<br>8% | 1<br>3% | - | - | - | -<br>- | -<br>- | 1<br>8% | -<br>- | 1<br>4% |
| Gave incorrect information | 11<br>6% | 4<br>9% | 1<br>3% | 13<br>7% | 10<br>8% | 11<br>6% | 11<br>6% | - | - | - | 3<br>3% | 3<br>5% | 5<br>18% | 6<br>6% | 5<br>5% | 4<br>9% | - | - | - | 2<br>7% | 2<br>15% | -<br>- | 1<br>7% | 3<br>12% | 1<br>3% | - | - | - | -<br>- | -<br>- | 1<br>8% | 1<br>6% | -<br>- |
| Unable to get through to relevant person | 9<br>5% | 3<br>7% | 1<br>3% | 15<br>9% | 10<br>8% | 14<br>7% | 9<br>5% | - | - | - | 2<br>2% | 4<br>6% | 3<br>11% | 4<br>4% | 5<br>5% | 3<br>7% | - | - | - | 2<br>7% | 1<br>8% | -<br>- | 1<br>7% | 2<br>8% | 1<br>3% | - | - | - | -<br>- | -<br>- | 1<br>8% | 1<br>6% | -<br>- |
| Unable to get through to anyone | 8<br>4% | 3<br>7% | -<br>- | 15<br>9%f | 8<br>6% | 6<br>3% | 8<br>4% | - | - | - | 3<br>3% | 2<br>3% | 3<br>11% | 3<br>3% | 5<br>5% | 3<br>7% | - | - | - | -<br>- | 2<br>15% | 1<br>25% | 1<br>7% | 2<br>8% | -<br>- | - | - | - | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Pre-pay credit lost or not credited to card | 2<br>1% | 4<br>9%adef | -<br>- | -<br>- | -<br>- | 1<br>1% | 2<br>1% | - | - | - | 1<br>1% | 1<br>2% | -<br>- | 1<br>1% | 1<br>1% | 4<br>9% | - | - | - | 4<br>15% | -<br>- | -<br>- | 1<br>7% | 3<br>12% | -<br>- | - | - | - | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Costs of international and roaming calls | 1<br>1% | 1<br>2% | -<br>- | 1<br>1% | -<br>- | 2<br>1% | 1<br>1% | - | - | - | -<br>- | 1<br>2% | -<br>- | -<br>- | 1<br>1% | 1<br>2% | - | - | - | 1<br>4% | -<br>- | -<br>- | 1<br>7% | -<br>- | -<br>- | - | - | - | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| A different issue | 8<br>4% | -<br>- | 2<br>5% | 2<br>1% | 6<br>5% | 7<br>4% | 8<br>4% | - | - | - | 6<br>6% | -<br>- | 2<br>7% | 5<br>5% | 2<br>2% | -<br>- | - | - | - | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>5% | - | - | - | 1<br>6% | -<br>- | 1<br>8% | 1<br>6% | 1<br>4% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 4

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

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

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (x) | Repairs and Installation (g) | Service issues (h) | Something else (i) | Satisfied (j) | Neutral (k) | Dissatisfied (l) | Yes (m) | No (n) | Billing and Customer service (o) | Repairs and Installation (p) | Service issues (q) | Something else (r) | Satisfied (s) | Neutral (t) | Dissatisfied (u) | Yes (v) | No (w) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 194 | 44* | 39* | 175 | 126 | 191 | 175 | -** | -** | -** | 100 | 51* | 24** | 94* | 79* | 126 | -** | -** | -** | 63* | 37* | 26** | 54* | 72* | 191 | -** | -** | -** | 84* | 67* | 40* | 84* | 105 |
| Bill was a lot higher than expected | 57 | 6 | 10 | 48 | 35 | 73 | 48 | - | - | - | 31 | 12 | 5 | 28 | 20 | 35 | - | - | - | 20 | 11 | 4 | 15 | 20 | 73 | - | - | - | 26 | 30 | 17 | 33 | 39 |
| | 29%b | 14% | 26% | 27% | 28% | 38%bd | 27% | - | - | - | 31% | 24% | 21% | 30% | 25% | 28% | - | - | - | 32% | 30% | 15% | 28% | 28% | 38% | - | - | - | 31% | 45% | 43% | 39% | 37% |
| Bill was inaccurate | 44 | 4 | 14 | 32 | 14 | 32 | 32 | - | - | - | 18 | 10 | 4 | 20 | 11 | 14 | - | - | - | 6 | 5 | 3 | 6 | 8 | 32 | - | - | - | 11 | 13 | 8 | 16 | 16 |
| | 23%be | 9% | 36%bdef | 18% | 11% | 17% | 18% | - | - | - | 18% | 20% | 17% | 21% | 14% | 11% | - | - | - | 10% | 14% | 12% | 11% | 11% | 17% | - | - | - | 13% | 19% | 20% | 19% | 15% |
| Bill contained items I shouldn't have been charged for | 41 | 5 | 12 | 11 | 18 | 28 | 11 | - | - | - | 10 | - | 1 | 7 | 4 | 18 | - | - | - | 11 | 3 | 4 | 13 | 5 | 28 | - | - | - | 12 | 9 | 7 | 12 | 16 |
| | 21%d | 11% | 31%bdef | 6% | 14%d | 15%d | 6% | - | - | - | 10%k | - | 4% | 7% | 5% | 14% | - | - | - | 17% | 8% | 15% | 24%w | 7% | 15% | - | - | - | 14% | 13% | 18% | 14% | 15% |
| Getting a refund, credit note or cashback | 31 | 7 | 10 | 20 | 9 | 20 | 20 | - | - | - | 13 | 3 | 4 | 13 | 7 | 9 | - | - | - | 6 | 1 | 2 | 4 | 5 | 20 | - | - | - | 8 | 6 | 6 | 7 | 12 |
| | 16%e | 16% | 26%def | 11% | 7% | 10% | 11% | - | - | - | 13% | 6% | 17% | 14% | 9% | 7% | - | - | - | 10% | 3% | 8% | 7% | 7% | 10% | - | - | - | 10% | 9% | 15% | 8% | 11% |
| Payment issues (including setting up/making a payment, non-direct debit charges) | 26 | 7 | 5 | 28 | 14 | 29 | 28 | - | - | - | 15 | 7 | 6 | 15 | 12 | 14 | - | - | - | 7 | 6 | 1 | 5 | 9 | 29 | - | - | - | 15 | 9 | 5 | 11 | 18 |
| | 13% | 16% | 13% | 16% | 11% | 15% | 16% | - | - | - | 15% | 14% | 25% | 16% | 15% | 11% | - | - | - | 11% | 16% | 4% | 9% | 13% | 15% | - | - | - | 18% | 13% | 13% | 13% | 17% |
| Took too long to resolve issue | 19 | 4 | 3 | 16 | 21 | 12 | 16 | - | - | - | 6 | 5 | 5 | 4 | 12 | 21 | - | - | - | 11 | 4 | 6 | 8 | 13 | 12 | - | - | - | 3 | 6 | 3 | 5 | 6 |
| | 10% | 9% | 8% | 9% | 17%f | 6% | 9% | - | - | - | 6% | 10% | 21% | 4% | 15%m | 17% | - | - | - | 17% | 11% | 23% | 15% | 18% | 6% | - | - | - | 4% | 9% | 8% | 6% | 6% |
| Didn't do what they said they would do | 18 | 3 | 2 | 15 | 14 | 12 | 15 | - | - | - | 9 | 4 | 2 | 7 | 8 | 14 | - | - | - | 5 | 5 | 4 | 6 | 8 | 12 | - | - | - | 6 | 4 | 2 | 6 | 5 |
| | 9% | 7% | 5% | 9% | 11% | 6% | 9% | - | - | - | 9% | 8% | 8% | 7% | 10% | 11% | - | - | - | 8% | 14% | 15% | 11% | 11% | 6% | - | - | - | 7% | 6% | 5% | 7% | 5% |
| The format of the bill | 17 | 10 | 2 | 26 | 13 | 16 | 26 | - | - | - | 17 | 6 | 3 | 14 | 12 | 13 | - | - | - | 6 | 5 | 2 | 8 | 5 | 16 | - | - | - | 7 | 6 | 3 | 7 | 9 |
| | 9% | 23%acef | 5% | 15% | 10% | 8% | 15% | - | - | - | 17% | 12% | 13% | 15% | 15% | 10% | - | - | - | 10% | 14% | 8% | 15% | 7% | 8% | - | - | - | 8% | 9% | 8% | 8% | 9% |
| Rude/dismissive | 15 | 3 | 1 | 9 | 11 | 8 | 9 | - | - | - | 5 | 1 | 3 | 4 | 5 | 11 | - | - | - | 3 | 3 | 5 | 2 | 9 | 8 | - | - | - | 3 | 2 | 3 | 2 | 5 |
| | 8% | 7% | 3% | 5% | 9% | 4% | 5% | - | - | - | 5% | 2% | 13% | 4% | 6% | 9% | - | - | - | 5% | 8% | 19% | 4% | 13% | 4% | - | - | - | 4% | 3% | 8% | 2% | 5% |
| Gave incorrect information | 11 | 4 | 1 | 13 | 10 | 11 | 13 | - | - | - | 6 | 5 | 2 | 5 | 8 | 10 | - | - | - | 6 | - | 4 | 3 | 7 | 11 | - | - | - | 5 | 4 | 2 | 4 | 7 |
| | 6% | 9% | 3% | 7% | 8% | 6% | 7% | - | - | - | 6% | 10% | 8% | 5% | 10% | 8% | - | - | - | 10% | - | 15% | 6% | 10% | 6% | - | - | - | 6% | 6% | 5% | 5% | 7% |
| Unable to get through to relevant person | 9 | 3 | 1 | 15 | 10 | 14 | 15 | - | - | - | 6 | 5 | 4 | 9 | 6 | 10 | - | - | - | 4 | - | 6 | 2 | 8 | 14 | - | - | - | 4 | 6 | 4 | 5 | 9 |
| | 5% | 7% | 3% | 9% | 8% | 7% | 9% | - | - | - | 6% | 10% | 17% | 10% | 8% | 8% | - | - | - | 6% | - | 23% | 4% | 11% | 7% | - | - | - | 5% | 9% | 10% | 6% | 9% |
| Unable to get through to anyone | 8 | 3 | - | 15 | 8 | 6 | 15 | - | - | - | 6 | 7 | 2 | 8 | 7 | 8 | - | - | - | 2 | - | 6 | 2 | 6 | 6 | - | - | - | 1 | 3 | 2 | 1 | 5 |
| | 4% | 7% | - | 9%f | 6% | 3% | 9% | - | - | - | 6% | 14% | 8% | 9% | 9% | 6% | - | - | - | 3% | - | 23% | 4% | 8% | 3% | - | - | - | 1% | 4% | 5% | 1% | 5% |
| Pre-pay credit lost or not credited to card | 2 | 4 | - | - | - | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 | - | - | - | 1 | - | - | - | 1 |
| | 1% | 9%adef | - | - | - | 1% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1% | - | - | - | 1% | - | - | - | 1% |
| Costs of international and roaming calls | 1 | 1 | - | 1 | - | 2 | 1 | - | - | - | 1 | - | - | 1 | - | - | - | - | - | - | - | - | - | - | 2 | - | - | - | 2 | - | - | 1 | 1 |
| | 1% | 2% | - | 1% | - | 1% | 1% | - | - | - | 1% | - | - | 1% | - | - | - | - | - | - | - | - | - | - | 1% | - | - | - | 2% | - | - | 1% | 1% |
| A different issue | 8 | - | 2 | 2 | 6 | 7 | 2 | - | - | - | - | - | 2 | - | 2 | 6 | - | - | - | 2 | 2 | 2 | 3 | 3 | 7 | - | - | - | 6 | - | 1 | 5 | 2 |
| | 4% | - | 5% | 1% | 5% | 4% | 1% | - | - | - | - | - | 8% | - | 3% | 5% | - | - | - | 3% | 5% | 8% | 6% | 4% | 4% | - | - | - | 7%F | - | 3% | 6% | 2% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 5

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

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

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (x) | Repairs and Installation (y) | Service issues (z) | Something else (A) | Satisfied (B) | Neutral (C) | Dissatisfied (D) | Yes (E) | No (F) | Billing and Customer service (G) | Repairs and Installation (H) | Service issues (I) | Something else (J) | Satisfied (K) | Neutral (L) | Dissatisfied (M) | Yes (N) | No (O) |
| Total | 150 | 48* | 24** | 114 | 88* | 103 | -** | -** | 150 | -** | 77* | 47* | 26** | 78* | 69* | -** | -** | 48* | -** | 27** | 17** | 4** | 22** | 24** | -** | -** | 24** | -** | 15** | 6** | 3** | 12** | 11* |
| Poor line quality | 58<br>*39%* | 13<br>*27%* | 12<br>*50%* | 33<br>*29%* | 32<br>*36%* | 32<br>*31%* | -<br>- | -<br>- | 58<br>*39%* | -<br>- | 30<br>*39%* | 16<br>*34%* | 12<br>*46%* | 33<br>*42%* | 24<br>*35%* | -<br>- | -<br>- | 13<br>*27%* | -<br>- | 6<br>*22%* | 5<br>*29%* | 2<br>*50%* | 8<br>*36%* | 5<br>*21%* | -<br>- | -<br>- | 12<br>*50%* | -<br>- | 5<br>*33%* | 5<br>*83%* | 2<br>*67%* | 5<br>*42%* | 7<br>*64%* |
| Complete loss of service | 54<br>*36%* | 22<br>*46%* | 12<br>*50%* | 49<br>*43%* | 40<br>*45%* | 50<br>*49%a* | -<br>- | -<br>- | 54<br>*36%* | -<br>- | 24<br>*31%* | 19<br>*40%* | 11<br>*42%* | 25<br>*32%* | 29<br>*42%* | -<br>- | -<br>- | 22<br>*46%* | -<br>- | 11<br>*41%* | 10<br>*59%* | 1<br>*25%* | 9<br>*41%* | 13<br>*54%* | -<br>- | -<br>- | 12<br>*50%* | -<br>- | 9<br>*60%* | 2<br>*33%* | 1<br>*33%* | 6<br>*50%* | 5<br>*45%* |
| Service is not consistently available | 45<br>*30%* | 12<br>*25%* | 7<br>*29%* | 27<br>*24%* | 27<br>*31%* | 28<br>*27%* | -<br>- | -<br>- | 45<br>*30%* | -<br>- | 23<br>*30%* | 12<br>*26%* | 10<br>*38%* | 19<br>*24%* | 25<br>*36%* | -<br>- | -<br>- | 12<br>*25%* | -<br>- | 7<br>*26%* | 4<br>*24%* | 1<br>*25%* | 5<br>*23%* | 6<br>*25%* | -<br>- | -<br>- | 7<br>*29%* | -<br>- | 6<br>*40%* | 1<br>*17%* | -<br>- | 6<br>*50%* | 1<br>*9%* |
| Connection speed slower than advertised or led to expect | 29<br>*19%bf* | 3<br>*6%* | 4<br>*17%* | 19<br>*17%f* | 11<br>*13%* | 8<br>*8%* | -<br>- | -<br>- | 29<br>*19%* | -<br>- | 16<br>*21%* | 5<br>*11%* | 8<br>*31%* | 14<br>*18%* | 14<br>*20%* | -<br>- | -<br>- | 3<br>*6%* | -<br>- | 2<br>*7%* | 1<br>*6%* | -<br>- | 3<br>*14%* | -<br>- | -<br>- | -<br>- | 4<br>*17%* | -<br>- | 3<br>*20%* | -<br>- | 1<br>*33%* | 3<br>*25%* | 1<br>*9%* |
| Problems with voice over internet (VOIP) telephone calls | 11<br>*7%* | 3<br>*6%* | -<br>- | 7<br>*6%* | 6<br>*7%* | 3<br>*3%* | -<br>- | -<br>- | 11<br>*7%* | -<br>- | 6<br>*8%* | 2<br>*4%* | 3<br>*12%* | 7<br>*9%* | 4<br>*6%* | -<br>- | -<br>- | 3<br>*6%* | -<br>- | 3<br>*11%* | -<br>- | -<br>- | 1<br>*5%* | 1<br>*4%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Unable to get certain channels/content | 8<br>*5%* | -<br>- | -<br>- | 7<br>*6%* | 4<br>*5%* | 3<br>*3%* | -<br>- | -<br>- | 8<br>*5%* | -<br>- | 2<br>*3%* | 4<br>*9%* | 2<br>*8%* | 3<br>*4%* | 5<br>*7%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Poor picture quality | 4<br>*3%* | -<br>- | -<br>- | 4<br>*4%* | 3<br>*3%* | 2<br>*2%* | -<br>- | -<br>- | 4<br>*3%* | -<br>- | -<br>- | 1<br>*2%* | 3<br>*12%* | 2<br>*3%* | 2<br>*3%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Unable to access 4G service | 1<br>*1%* | 2<br>*4%d* | -<br>- | -<br>- | -<br>- | 2<br>*2%* | -<br>- | -<br>- | 1<br>*1%* | -<br>- | 1<br>*1%* | -<br>- | -<br>- | 1<br>*1%* | -<br>- | -<br>- | -<br>- | 2<br>*4%* | -<br>- | 2<br>*7%* | -<br>- | -<br>- | 1<br>*5%* | 1<br>*4%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Text or voice mails delivered late | -<br>- | 3<br>*6%ade* | -<br>- | -<br>- | -<br>- | 1<br>*1%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 3<br>*6%* | -<br>- | 3<br>*11%* | -<br>- | -<br>- | 1<br>*5%* | 1<br>*4%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Problems with calls being disconnected during a call or not connected at all | -<br>- | 2<br>*4%ad* | -<br>- | -<br>- | -<br>- | 1<br>*1%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>*4%* | -<br>- | 2<br>*7%* | -<br>- | -<br>- | 1<br>*5%* | 1<br>*4%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Poor outside reception/ coverage | -<br>- | 1<br>*2%* | -<br>- | -<br>- | -<br>- | 1<br>*1%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 1<br>*2%* | -<br>- | 1<br>*4%* | -<br>- | -<br>- | -<br>- | 1<br>*4%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Poor indoor reception/coverage | -<br>- | 1<br>*2%* | -<br>- | -<br>- | -<br>- | 2<br>*2%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 1<br>*2%* | -<br>- | 1<br>*4%* | -<br>- | -<br>- | -<br>- | 1<br>*4%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| A different issue (please describe it briefly in your own words) | 5<br>*3%* | -<br>- | -<br>- | 2<br>*2%* | 2<br>*2%* | 2<br>*2%* | -<br>- | -<br>- | 5<br>*3%* | -<br>- | 3<br>*4%* | 2<br>*4%* | -<br>- | 1<br>*1%* | 4<br>*6%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 6

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

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

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (x) | Repairs and Installation (g) | Service issues (h) | Something else (i) | Satisfied (j) | Neutral (k) | Dissatisfied (l) | Yes (m) | No (n) | Billing and Customer service (o) | Repairs and Installation (p) | Service issues (q) | Something else (r) | Satisfied (s) | Neutral (t) | Dissatisfied (u) | Yes (v) | No (w) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 150 | 48* | 24** | 114 | 88* | 103 | -** | -** | 114 | -** | 67* | 37* | 10** | 59* | 54* | -** | -** | 88* | -** | 36* | 29** | 23** | 39* | 49* | -** | -** | 103 | -** | 51* | 31* | 21** | 53* | 48* |
| Poor line quality | 58<br>*39%* | 13<br>*27%* | 12<br>*50%* | 33<br>*29%* | 32<br>*36%* | 32<br>*31%* | -<br>- | -<br>- | 33<br>*29%* | -<br>- | 17<br>*25%* | 13<br>*35%* | 3<br>*30%* | 16<br>*27%* | 17<br>*31%* | -<br>- | -<br>- | 32<br>*36%* | -<br>- | 13<br>*36%* | 12<br>*41%* | 7<br>*30%* | 16<br>*41%* | 16<br>*33%* | -<br>- | -<br>- | 32<br>*31%* | -<br>- | 13<br>*25%* | 13<br>*42%* | 6<br>*29%* | 17<br>*32%* | 14<br>*29%* |
| Complete loss of service | 54<br>*36%* | 22<br>*46%* | 12<br>*50%* | 49<br>*43%* | 40<br>*45%* | 50<br>*49%a* | -<br>- | -<br>- | 49<br>*43%* | -<br>- | 29<br>*43%* | 18<br>*49%* | 2<br>*20%* | 29<br>*49%* | 20<br>*37%* | -<br>- | -<br>- | 40<br>*45%* | -<br>- | 15<br>*42%* | 12<br>*41%* | 13<br>*57%* | 19<br>*49%* | 21<br>*43%* | -<br>- | -<br>- | 50<br>*49%* | -<br>- | 26<br>*51%* | 10<br>*32%* | 14<br>*67%* | 22<br>*42%* | 27<br>*56%* |
| Service is not consistently available | 45<br>*30%* | 12<br>*25%* | 7<br>*29%* | 27<br>*24%* | 27<br>*31%* | 28<br>*27%* | -<br>- | -<br>- | 27<br>*24%* | -<br>- | 16<br>*24%* | 8<br>*22%* | 3<br>*30%* | 10<br>*17%* | 16<br>*30%* | -<br>- | -<br>- | 27<br>*31%* | -<br>- | 11<br>*31%* | 10<br>*34%* | 6<br>*26%* | 11<br>*28%* | 16<br>*33%* | -<br>- | -<br>- | 28<br>*27%* | -<br>- | 10<br>*20%* | 11<br>*35%* | 7<br>*33%* | 12<br>*23%* | 14<br>*29%* |
| Connection speed slower than advertised or led to expect | 29<br>*19%bf* | 3<br>*6%* | 4<br>*17%* | 19<br>*17%f* | 11<br>*13%* | 8<br>*8%* | -<br>- | -<br>- | 19<br>*17%* | -<br>- | 15<br>*22%* | 3<br>*8%* | 1<br>*10%* | 10<br>*17%* | 9<br>*17%* | -<br>- | -<br>- | 11<br>*13%* | -<br>- | 5<br>*14%* | 3<br>*10%* | 3<br>*13%* | 6<br>*15%* | 5<br>*10%* | -<br>- | -<br>- | 8<br>*8%* | -<br>- | 6<br>*12%* | 2<br>*6%* | -<br>- | 5<br>*9%* | 3<br>*6%* |
| Problems with voice over internet (VOIP) telephone calls | 11<br>*7%* | 3<br>*6%* | -<br>- | 7<br>*6%* | 6<br>*7%* | 3<br>*3%* | -<br>- | -<br>- | 7<br>*6%* | -<br>- | 7<br>*10%k* | -<br>- | -<br>- | 6<br>*10%* | 1<br>*2%* | -<br>- | -<br>- | 6<br>*7%* | -<br>- | 3<br>*8%* | -<br>- | 3<br>*13%* | 2<br>*5%* | 4<br>*8%* | -<br>- | -<br>- | 3<br>*3%* | -<br>- | 3<br>*6%* | -<br>- | -<br>- | 3<br>*6%* | -<br>- |
| Unable to get certain channels/content | 8<br>*5%* | -<br>- | -<br>- | 7<br>*6%* | 4<br>*5%* | 3<br>*3%* | -<br>- | -<br>- | 7<br>*6%* | -<br>- | 4<br>*6%* | 1<br>*3%* | 2<br>*20%* | 5<br>*8%* | 2<br>*4%* | -<br>- | -<br>- | 4<br>*5%* | -<br>- | 2<br>*6%* | 1<br>*3%* | 1<br>*4%* | 3<br>*8%* | 1<br>*2%* | -<br>- | -<br>- | 3<br>*3%* | -<br>- | 2<br>*4%* | 1<br>*3%* | -<br>- | 3<br>*6%* | -<br>- |
| Poor picture quality | 4<br>*3%* | -<br>- | -<br>- | 4<br>*4%* | 3<br>*3%* | 2<br>*2%* | -<br>- | -<br>- | 4<br>*4%* | -<br>- | 4<br>*6%* | -<br>- | -<br>- | 2<br>*3%* | 2<br>*4%* | -<br>- | -<br>- | 3<br>*3%* | -<br>- | 2<br>*6%* | -<br>- | 1<br>*4%* | 1<br>*3%* | 2<br>*4%* | -<br>- | -<br>- | 2<br>*2%* | -<br>- | 1<br>*2%* | 1<br>*3%* | -<br>- | 1<br>*2%* | 1<br>*2%* |
| Unable to access 4G service | 1<br>*1%* | 2<br>*4%d* | -<br>- | -<br>- | -<br>- | 2<br>*2%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>*2%* | -<br>- | -<br>- | 1<br>*3%* | 1<br>*5%* | 1<br>*2%* | 1<br>*2%* |
| Text or voice mails delivered late | -<br>- | 3<br>*6%ade* | -<br>- | -<br>- | -<br>- | 1<br>*1%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 1<br>*1%* | -<br>- | 1<br>*2%* | -<br>- | -<br>- | 1<br>*2%* | -<br>- |
| Problems with calls being disconnected during a call or not connected at all | -<br>- | 2<br>*4%ad* | -<br>- | -<br>- | -<br>- | 1<br>*1%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 1<br>*1%* | -<br>- | 1<br>*2%* | -<br>- | -<br>- | 1<br>*2%* | -<br>- |
| Poor outside reception/ coverage | -<br>- | 1<br>*2%* | -<br>- | -<br>- | -<br>- | 1<br>*1%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 1<br>*1%* | -<br>- | 1<br>*2%* | -<br>- | -<br>- | -<br>- | 1<br>*2%* |
| Poor indoor reception/coverage | -<br>- | 1<br>*2%* | -<br>- | -<br>- | -<br>- | 2<br>*2%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>*2%* | -<br>- | 2<br>*4%* | -<br>- | -<br>- | 2<br>*4%* | -<br>- |
| A different issue (please describe it briefly in your own words) | 5<br>*3%* | -<br>- | -<br>- | 2<br>*2%* | 2<br>*2%* | 2<br>*2%* | -<br>- | -<br>- | 2<br>*2%* | -<br>- | 2<br>*3%* | -<br>- | -<br>- | 2<br>*3%* | -<br>- | -<br>- | -<br>- | 2<br>*2%* | -<br>- | 2<br>*6%* | -<br>- | -<br>- | 1<br>*3%* | 1<br>*2%* | -<br>- | -<br>- | 2<br>*2%* | -<br>- | 1<br>*2%* | -<br>- | 1<br>*5%* | 1<br>*2%* | 1<br>*2%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 7

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

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

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (x) | Repairs and Installation (y) | Service issues (z) | Something else (A) | Satisfied (B) | Neutral (C) | Dissatisfied (D) | Yes (E) | No (F) | Billing and Customer service (G) | Repairs and Installation (H) | Service issues (I) | Something else (J) | Satisfied (K) | Neutral (L) | Dissatisfied (M) | Yes (N) | No (O) |
| Total | 179 | 58* | 21** | 184 | 93* | 116 | -** | 179 | -** | -** | 105 | 46* | 28** | 99* | 79* | -** | 58* | -** | -** | 34* | 22** | 2** | 35* | 23** | -** | 21** | -** | -** | 11** | 8** | 2** | 12** | 9* |
| Time taken to repair a fault | 33<br>*18%* | 6<br>*10%* | 2<br>*10%* | 24<br>*13%* | 14<br>*15%* | 28<br>**24%bd** | -<br>- | 33<br>*18%* | -<br>- | -<br>- | 13<br>*12%* | 10<br>*22%* | 10<br>*36%* | 17<br>*17%* | 16<br>*20%* | -<br>- | 6<br>*10%* | -<br>- | -<br>- | 5<br>*15%* | 1<br>*5%* | -<br>- | 4<br>*11%* | 2<br>*9%* | -<br>- | 2<br>*10%* | -<br>- | -<br>- | 2<br>*18%* | -<br>- | -<br>- | 2<br>*17%* | -<br>- |
| Switching issues (e.g. problems trying to switch or problems porting your number) | 31<br>*17%* | 14<br>**24%f** | 7<br>*33%* | 32<br>*17%* | 17<br>*18%* | 13<br>*11%* | -<br>- | 31<br>*17%* | -<br>- | -<br>- | 19<br>*18%* | 8<br>*17%* | 4<br>*14%* | 15<br>*15%* | 16<br>*20%* | -<br>- | 14<br>*24%* | -<br>- | -<br>- | 8<br>*24%* | 6<br>*27%* | -<br>- | 9<br>*26%* | 5<br>*22%* | -<br>- | 7<br>*33%* | -<br>- | -<br>- | 3<br>*27%* | 3<br>*38%* | 1<br>*50%* | 4<br>*33%* | 3<br>*33%* |
| Time taken to install the service | 29<br>**16%f** | 10<br>**17%f** | 4<br>*19%* | 31<br>**17%f** | 16<br>**17%f** | 8<br>*7%* | -<br>- | 29<br>*16%* | -<br>- | -<br>- | 20<br>*19%* | 8<br>*17%* | 1<br>*4%* | 17<br>*17%* | 11<br>*14%* | -<br>- | 10<br>*17%* | -<br>- | -<br>- | 3<br>*9%* | 6<br>*27%* | 1<br>*50%* | 7<br>*20%* | 3<br>*13%* | -<br>- | 4<br>*19%* | -<br>- | -<br>- | 1<br>*9%* | 1<br>*13%* | 2<br>*100%* | 3<br>*25%* | 1<br>*11%* |
| Missed/ moved installation appointment | 26<br>*15%* | 7<br>*12%* | 5<br>*24%* | 26<br>*14%* | 15<br>*16%* | 14<br>*12%* | -<br>- | 26<br>*15%* | -<br>- | -<br>- | 19<br>*18%* | 6<br>*13%* | 1<br>*4%* | 18<br>*18%* | 8<br>*10%* | -<br>- | 7<br>*12%* | -<br>- | -<br>- | 3<br>*9%* | 4<br>*18%* | -<br>- | 6<br>*17%* | 1<br>*4%* | -<br>- | 5<br>*24%* | -<br>- | -<br>- | 2<br>*18%* | 2<br>*25%* | 1<br>*50%* | 3<br>*25%* | 2<br>*22%* |
| Arranging an installation | 24<br>**13%e** | 6<br>*10%* | 5<br>*24%* | 25<br>**14%e** | 5<br>*5%* | 12<br>*10%* | -<br>- | 24<br>*13%* | -<br>- | -<br>- | 15<br>*14%* | 9<br>*20%* | -<br>- | 18<br>**18%o** | 6<br>*8%* | -<br>- | 6<br>*10%* | -<br>- | -<br>- | 2<br>*6%* | 4<br>*18%* | -<br>- | 1<br>*3%* | 5<br>*22%* | -<br>- | 5<br>*24%* | -<br>- | -<br>- | 2<br>*18%* | 3<br>*38%* | -<br>- | 2<br>*17%* | 3<br>*33%* |
| Arranging an appointment for an engineer visit | 23<br>*13%* | 12<br>*21%* | 3<br>*14%* | 31<br>*17%* | 10<br>*11%* | 24<br>*21%* | -<br>- | 23<br>*13%* | -<br>- | -<br>- | 15<br>*14%* | 5<br>*11%* | 3<br>*11%* | 13<br>*13%* | 10<br>*13%* | -<br>- | 12<br>*21%* | -<br>- | -<br>- | 10<br>*29%* | 2<br>*9%* | -<br>- | 9<br>*26%* | 3<br>*13%* | -<br>- | 3<br>*14%* | -<br>- | -<br>- | 2<br>*18%* | 1<br>*13%* | -<br>- | 1<br>*8%* | 2<br>*22%* |
| Missed/moved repair appointment | 22<br>*12%* | 5<br>*9%* | -<br>- | 25<br>*14%* | 9<br>*10%* | 16<br>*14%* | -<br>- | 22<br>*12%* | -<br>- | -<br>- | 16<br>*15%* | 4<br>*9%* | 2<br>*7%* | 14<br>*14%* | 8<br>*10%* | -<br>- | 5<br>*9%* | -<br>- | -<br>- | 5<br>*15%* | -<br>- | -<br>- | 4<br>*11%* | 1<br>*4%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Damage to property during installation | 22<br>*12%* | 8<br>*14%* | 3<br>*14%* | 26<br>*14%* | 9<br>*10%* | 15<br>*13%* | -<br>- | 22<br>*12%* | -<br>- | -<br>- | 13<br>*12%* | 7<br>*15%* | 2<br>*7%* | 10<br>*10%* | 12<br>*15%* | -<br>- | 8<br>*14%* | -<br>- | -<br>- | 3<br>*9%* | 5<br>*23%* | -<br>- | 4<br>*11%* | 4<br>*17%* | -<br>- | 3<br>*14%* | -<br>- | -<br>- | 1<br>*9%* | 2<br>*25%* | -<br>- | 2<br>*17%* | 1<br>*11%* |
| Complaining about an engineer | 21<br>*12%* | 4<br>*7%* | -<br>- | 27<br>*15%* | 11<br>*12%* | 15<br>*13%* | -<br>- | 21<br>*12%* | -<br>- | -<br>- | 14<br>**13%l** | 1<br>*2%* | 6<br>*21%* | 12<br>*12%* | 9<br>*11%* | -<br>- | 4<br>*7%* | -<br>- | -<br>- | 1<br>*3%* | 3<br>*14%* | -<br>- | 2<br>*6%* | 2<br>*9%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Damage to property during repair | 15<br>*8%* | 8<br>*14%* | -<br>- | 17<br>*9%* | 12<br>*13%* | 11<br>*9%* | -<br>- | 15<br>*8%* | -<br>- | -<br>- | 14<br>**13%l** | -<br>- | 1<br>*4%* | 9<br>*9%* | 6<br>*8%* | -<br>- | 8<br>*14%* | -<br>- | -<br>- | 5<br>*15%* | 2<br>*9%* | 1<br>*50%* | 5<br>*14%* | 3<br>*13%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| A different issue | 8<br>*4%* | 1<br>*2%* | -<br>- | 2<br>*1%* | 3<br>*3%* | 1<br>*1%* | -<br>- | 8<br>*4%* | -<br>- | -<br>- | 3<br>*3%* | 1<br>*2%* | 4<br>*14%* | 3<br>*3%* | 5<br>*6%* | -<br>- | 1<br>*2%* | -<br>- | -<br>- | 1<br>*3%* | -<br>- | -<br>- | 1<br>*3%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 8

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

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

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (x) | Repairs and Installation (g) | Service issues (h) | Something else (i) | Satisfied (j) | Neutral (k) | Dissatisfied (l) | Yes (m) | No (n) | Billing and Customer service (o) | Repairs and Installation (p) | Service issues (q) | Something else (r) | Satisfied (s) | Neutral (t) | Dissatisfied (u) | Yes (v) | No (w) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 179 | 58* | 21** | 184 | 93* | 116 | -** | 184 | -** | -** | 112 | 54* | 18** | 102 | 81* | -** | 93* | -** | -** | 38* | 37* | 18** | 36* | 55* | -** | 116 | -** | -** | 68* | 35* | 13** | 67* | 48* |
| Time taken to repair a fault | 33<br>*18%* | 6<br>*10%* | 2<br>*10%* | 24<br>*13%* | 14<br>*15%* | 28<br>**24%bd** | -<br>- | 24<br>*13%* | -<br>- | -<br>- | 12<br>*11%* | 9<br>*17%* | 3<br>*17%* | 14<br>*14%* | 10<br>*12%* | -<br>- | 14<br>*15%* | -<br>- | -<br>- | 8<br>*21%* | 3<br>*8%* | 3<br>*17%* | 6<br>*17%* | 7<br>*13%* | -<br>- | 28<br>*24%* | -<br>- | -<br>- | 14<br>*21%* | 10<br>*29%* | 4<br>*31%* | 15<br>*22%* | 13<br>*27%* |
| Switching issues (e.g. problems trying to switch or problems porting your number) | 31<br>*17%* | 14<br>**24%f** | 7<br>*33%* | 32<br>*17%* | 17<br>*18%* | 13<br>*11%* | -<br>- | 32<br>*17%* | -<br>- | -<br>- | 24<br>**21%k** | 4<br>*7%* | 4<br>*22%* | 21<br>*21%* | 11<br>*14%* | -<br>- | 17<br>*18%* | -<br>- | -<br>- | 4<br>*11%* | 9<br>*24%* | 4<br>*22%* | 6<br>*17%* | 10<br>*18%* | -<br>- | 13<br>*11%* | -<br>- | -<br>- | 9<br>*13%* | 3<br>*9%* | 1<br>*8%* | 8<br>*12%* | 5<br>*10%* |
| Time taken to install the service | 29<br>**16%f** | 10<br>**17%f** | 4<br>*19%* | 31<br>**17%f** | 16<br>**17%f** | 8<br>*7%* | -<br>- | 31<br>*17%* | -<br>- | -<br>- | 18<br>*16%* | 10<br>*19%* | 3<br>*17%* | 17<br>*17%* | 14<br>*17%* | -<br>- | 16<br>*17%* | -<br>- | -<br>- | 9<br>*24%* | 6<br>*16%* | 1<br>*6%* | 8<br>*22%* | 8<br>*15%* | -<br>- | 8<br>*7%* | -<br>- | -<br>- | 5<br>*7%* | 3<br>*9%* | -<br>- | 3<br>*4%* | 5<br>*10%* |
| Missed/ moved installation appointment | 26<br>*15%* | 7<br>*12%* | 5<br>*24%* | 26<br>*14%* | 15<br>*16%* | 14<br>*12%* | -<br>- | 26<br>*14%* | -<br>- | -<br>- | 18<br>*16%* | 5<br>*9%* | 3<br>*17%* | 15<br>*15%* | 11<br>*14%* | -<br>- | 15<br>*16%* | -<br>- | -<br>- | 6<br>*16%* | 6<br>*16%* | 3<br>*17%* | 7<br>*19%* | 8<br>*15%* | -<br>- | 14<br>*12%* | -<br>- | -<br>- | 8<br>*12%* | 5<br>*14%* | 1<br>*8%* | 9<br>*13%* | 5<br>*10%* |
| Arranging an installation | 24<br>**13%e** | 6<br>*10%* | 5<br>*24%* | 25<br>**14%e** | 5<br>*5%* | 12<br>*10%* | -<br>- | 25<br>*14%* | -<br>- | -<br>- | 18<br>*16%* | 6<br>*11%* | 1<br>*6%* | 13<br>*13%* | 12<br>*15%* | -<br>- | 5<br>*5%* | -<br>- | -<br>- | 3<br>*8%* | 2<br>*5%* | -<br>- | 3<br>*8%* | 2<br>*4%* | -<br>- | 12<br>*10%* | -<br>- | -<br>- | 8<br>*12%* | 4<br>*11%* | -<br>- | 9<br>*13%* | 3<br>*6%* |
| Arranging an appointment for an engineer visit | 23<br>*13%* | 12<br>*21%* | 3<br>*14%* | 31<br>*17%* | 10<br>*11%* | 24<br>*21%* | -<br>- | 31<br>*17%* | -<br>- | -<br>- | 17<br>*15%* | 13<br>*24%* | 1<br>*6%* | 16<br>*16%* | 14<br>*17%* | -<br>- | 10<br>*11%* | -<br>- | -<br>- | 3<br>*8%* | 6<br>*16%* | 1<br>*6%* | 5<br>*14%* | 5<br>*9%* | -<br>- | 24<br>*21%* | -<br>- | -<br>- | 8<br>*12%* | 10<br>**29%E** | 6<br>*46%* | 11<br>*16%* | 13<br>*27%* |
| Missed/moved repair appointment | 22<br>*12%* | 5<br>*9%* | -<br>- | 25<br>*14%* | 9<br>*10%* | 16<br>*14%* | -<br>- | 25<br>*14%* | -<br>- | -<br>- | 17<br>*15%* | 6<br>*11%* | 2<br>*11%* | 11<br>*11%* | 14<br>*17%* | -<br>- | 9<br>*10%* | -<br>- | -<br>- | 6<br>*16%* | 2<br>*5%* | 1<br>*6%* | 2<br>*6%* | 7<br>*13%* | -<br>- | 16<br>*14%* | -<br>- | -<br>- | 9<br>*13%* | 6<br>*17%* | 1<br>*8%* | 10<br>*15%* | 6<br>*13%* |
| Damage to property during installation | 22<br>*12%* | 8<br>*14%* | 3<br>*14%* | 26<br>*14%* | 9<br>*10%* | 15<br>*13%* | -<br>- | 26<br>*14%* | -<br>- | -<br>- | 18<br>*16%* | 7<br>*13%* | 1<br>*6%* | 19<br>*19%* | 7<br>*9%* | -<br>- | 9<br>*10%* | -<br>- | -<br>- | 4<br>*11%* | 4<br>*11%* | 1<br>*6%* | 5<br>*14%* | 4<br>*7%* | -<br>- | 15<br>*13%* | -<br>- | -<br>- | 12<br>*18%* | 3<br>*9%* | -<br>- | 7<br>*10%* | 8<br>*17%* |
| Complaining about an engineer | 21<br>*12%* | 4<br>*7%* | -<br>- | 27<br>*15%* | 11<br>*12%* | 15<br>*13%* | -<br>- | 27<br>*15%* | -<br>- | -<br>- | 14<br>*13%* | 11<br>*20%* | 2<br>*11%* | 12<br>*12%* | 15<br>*19%* | -<br>- | 11<br>*12%* | -<br>- | -<br>- | 6<br>*16%* | 3<br>*8%* | 2<br>*11%* | 4<br>*11%* | 7<br>*13%* | -<br>- | 15<br>*13%* | -<br>- | -<br>- | 10<br>*15%* | 4<br>*11%* | 1<br>*8%* | 9<br>*13%* | 5<br>*10%* |
| Damage to property during repair | 15<br>*8%* | 8<br>*14%* | -<br>- | 17<br>*9%* | 12<br>*13%* | 11<br>*9%* | -<br>- | 17<br>*9%* | -<br>- | -<br>- | 11<br>*10%* | 5<br>*9%* | 1<br>*6%* | 8<br>*8%* | 9<br>*11%* | -<br>- | 12<br>*13%* | -<br>- | -<br>- | 4<br>*11%* | 4<br>*11%* | 4<br>*22%* | 5<br>*14%* | 7<br>*13%* | -<br>- | 11<br>*9%* | -<br>- | -<br>- | 6<br>*9%* | 3<br>*9%* | 2<br>*15%* | 10<br>**15%l** | 1<br>*2%* |
| A different issue | 8<br>*4%* | 1<br>*2%* | -<br>- | 2<br>*1%* | 3<br>*3%* | 1<br>*1%* | -<br>- | 2<br>*1%* | -<br>- | -<br>- | 2<br>*2%* | -<br>- | -<br>- | 2<br>*2%* | -<br>- | -<br>- | 3<br>*3%* | -<br>- | -<br>- | 1<br>*3%* | -<br>- | 2<br>*11%* | -<br>- | 3<br>*5%* | -<br>- | 1<br>*1%* | -<br>- | -<br>- | -<br>- | -<br>- | 1<br>*8%* | 1<br>*1%* | -<br>- |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 9

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

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

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (x) | Repairs and Installation (y) | Service issues (z) | Something else (A) | Satisfied (B) | Neutral (C) | Dissatisfied (D) | Yes (E) | No (F) | Billing and Customer service (G) | Repairs and Installation (H) | Service issues (I) | Something else (J) | Satisfied (K) | Neutral (L) | Dissatisfied (M) | Yes (N) | No (O) |
| Total | 20** | 7** | 5** | 20** | 19** | 21** | -** | -** | -** | 20** | 10** | 7** | 3** | 8** | 11** | -** | -** | -** | 7** | 5** | 2** | -** | 7** | -** | -** | -** | -** | 5** | 2** | 1** | 2** | 3** | 2* |
| Complaining about the terms of your contract | 5<br>*25%* | -<br>- | -<br>- | 4<br>*20%* | 4<br>*21%* | 3<br>*14%* | -<br>- | -<br>- | -<br>- | 5<br>*25%* | 1<br>*10%* | 3<br>*43%* | 1<br>*33%* | 1<br>*13%* | 3<br>*27%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Service not performing as advertised or as told in store/over the phone | 4<br>*20%* | 2<br>*29%* | 2<br>*40%* | 3<br>*15%* | 5<br>*26%* | 4<br>*19%* | -<br>- | -<br>- | -<br>- | 4<br>*20%* | 1<br>*10%* | 3<br>*43%* | -<br>- | 2<br>*25%* | 2<br>*18%* | -<br>- | -<br>- | -<br>- | 2<br>*29%* | 1<br>*20%* | 1<br>*50%* | -<br>- | 2<br>*29%* | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>*40%* | -<br>- | 1<br>*100%* | 1<br>*50%* | -<br>- | 2<br>*100%* |
| Change to your package or service (upgrading or downgrading your service) | 4<br>*20%* | 2<br>*29%* | 1<br>*20%* | 8<br>*40%* | 7<br>*37%* | 6<br>*29%* | -<br>- | -<br>- | -<br>- | 4<br>*20%* | 3<br>*30%* | 1<br>*14%* | -<br>- | 1<br>*13%* | 3<br>*27%* | -<br>- | -<br>- | -<br>- | 2<br>*29%* | 1<br>*20%* | 1<br>*50%* | -<br>- | 2<br>*29%* | -<br>- | -<br>- | -<br>- | -<br>- | 1<br>*20%* | 1<br>*50%* | -<br>- | -<br>- | 1<br>*33%* | -<br>- |
| Switching issues (e.g. problems trying to switch or problems porting your number) | 2<br>*10%* | 1<br>*14%* | -<br>- | 2<br>*10%* | 3<br>*16%* | 1<br>*5%* | -<br>- | -<br>- | -<br>- | 2<br>*10%* | 2<br>*20%* | -<br>- | -<br>- | 2<br>*25%* | -<br>- | -<br>- | -<br>- | -<br>- | 1<br>*14%* | 1<br>*20%* | -<br>- | -<br>- | 1<br>*14%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Keeping your mobile phone number when changing suppliers | 1<br>*5%* | -<br>- | -<br>- | 1<br>*5%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 1<br>*5%* | 1<br>*10%* | -<br>- | -<br>- | -<br>- | 1<br>*9%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| A different issue (please describe it briefly in your own words) | 6<br>*30%* | 2<br>*29%* | 2<br>*40%* | 3<br>*15%* | 3<br>*16%* | 11<br>*52%* | -<br>- | -<br>- | -<br>- | 6<br>*30%* | 4<br>*40%* | -<br>- | 2<br>*67%* | 2<br>*25%* | 4<br>*36%* | -<br>- | -<br>- | -<br>- | 2<br>*29%* | 2<br>*40%* | -<br>- | -<br>- | 2<br>*29%* | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>*40%* | 1<br>*50%* | -<br>- | 1<br>*50%* | 2<br>*67%* | -<br>- |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 10

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

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

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (x) | Repairs and Installation (g) | Service issues (h) | Something else (i) | Satisfied (j) | Neutral (k) | Dissatisfied (l) | Yes (m) | No (n) | Billing and Customer service (o) | Repairs and Installation (p) | Service issues (q) | Something else (r) | Satisfied (s) | Neutral (t) | Dissatisfied (u) | Yes (v) | No (w) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 20** | 7** | 5** | 20** | 19** | 21** | -** | -** | -** | 20** | 15** | 4** | 1** | 11** | 9** | -** | -** | -** | 19** | 8** | 8** | 3** | 7** | 9** | -** | -** | -** | 21** | 10** | 7** | 4** | 11** | 7** |
| Complaining about the terms of your contract | 5<br>*25%* | -<br>- | -<br>- | 4<br>*20%* | 4<br>*21%* | 3<br>*14%* | -<br>- | -<br>- | -<br>- | 4<br>*20%* | 3<br>*20%* | 1<br>*25%* | -<br>- | 3<br>*27%* | 1<br>*11%* | -<br>- | -<br>- | -<br>- | 4<br>*21%* | 1<br>*13%* | 2<br>*25%* | 1<br>*33%* | 2<br>*29%* | 1<br>*11%* | -<br>- | -<br>- | -<br>- | 3<br>*14%* | 1<br>*10%* | 1<br>*14%* | 1<br>*25%* | 1<br>*9%* | 1<br>*14%* |
| Service not performing as advertised or as told in store/over the phone | 4<br>*20%* | 2<br>*29%* | 2<br>*40%* | 3<br>*15%* | 5<br>*26%* | 4<br>*19%* | -<br>- | -<br>- | -<br>- | 3<br>*15%* | 3<br>*20%* | -<br>- | -<br>- | 1<br>*9%* | 2<br>*22%* | -<br>- | -<br>- | -<br>- | 5<br>*26%* | 1<br>*13%* | 2<br>*25%* | 2<br>*67%* | 1<br>*14%* | 3<br>*33%* | -<br>- | -<br>- | -<br>- | 4<br>*19%* | 4<br>*40%* | -<br>- | -<br>- | 4<br>*36%* | -<br>- |
| Change to your package or service (upgrading or downgrading your service) | 4<br>*20%* | 2<br>*29%* | 1<br>*20%* | 8<br>*40%* | 7<br>*37%* | 6<br>*29%* | -<br>- | -<br>- | -<br>- | 8<br>*40%* | 5<br>*33%* | 3<br>*75%* | -<br>- | 6<br>*55%* | 2<br>*22%* | -<br>- | -<br>- | -<br>- | 7<br>*37%* | 3<br>*38%* | 2<br>*25%* | 2<br>*67%* | 2<br>*29%* | 2<br>*22%* | -<br>- | -<br>- | -<br>- | 6<br>*29%* | 3<br>*30%* | 2<br>*29%* | 1<br>*25%* | 4<br>*36%* | -<br>- |
| Switching issues (e.g. problems trying to switch or problems porting your number) | 2<br>*10%* | 1<br>*14%* | -<br>- | 2<br>*10%* | 3<br>*16%* | 1<br>*5%* | -<br>- | -<br>- | -<br>- | 2<br>*10%* | 2<br>*13%* | -<br>- | -<br>- | -<br>- | 2<br>*22%* | -<br>- | -<br>- | -<br>- | 3<br>*16%* | 2<br>*25%* | -<br>- | 1<br>*33%* | -<br>- | 2<br>*22%* | -<br>- | -<br>- | -<br>- | 1<br>*5%* | 1<br>*10%* | -<br>- | -<br>- | 1<br>*9%* | -<br>- |
| Keeping your mobile phone number when changing suppliers | 1<br>*5%* | -<br>- | -<br>- | 1<br>*5%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 1<br>*5%* | 1<br>*7%* | -<br>- | -<br>- | 1<br>*9%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| A different issue (please describe it briefly in your own words) | 6<br>*30%* | 2<br>*29%* | 2<br>*40%* | 3<br>*15%* | 3<br>*16%* | 11<br>*52%* | -<br>- | -<br>- | -<br>- | 3<br>*15%* | 2<br>*13%* | -<br>- | 1<br>*100%* | 1<br>*9%* | 2<br>*22%* | -<br>- | -<br>- | -<br>- | 3<br>*16%* | 1<br>*13%* | 2<br>*25%* | -<br>- | 2<br>*29%* | 1<br>*11%* | -<br>- | -<br>- | -<br>- | 11<br>*52%* | 3<br>*30%* | 4<br>*57%* | 4<br>*100%* | 5<br>*45%* | 6<br>*86%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I
** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 11

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

**Base: All complained about landline service in past 6 months**

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (x) | Repairs and Installation (y) | Service issues (z) | Something else (A) | Satisfied (B) | Neutral (C) | Dissatisfied (D) | Yes (E) | No (F) | Billing and Customer service (G) | Repairs and Installation (H) | Service issues (I) | Something else (J) | Satisfied (K) | Neutral (L) | Dissatisfied (M) | Yes (N) | No (O) |
| Total | 543 | 157 | 89* | 493 | 326 | 431 | 194 | 179 | 150 | 20** | 294 | 164 | 85* | 285 | 251 | 44* | 58* | 48* | 7** | 93* | 54* | 10** | 79* | 73* | 39* | 21** | 24** | 5** | 46* | 24** | 19** | 43* | 45* |
| Only/mainly on the phone | 249 | 63 | 41 | 170 | 140 | 216 | 96 | 63 | 77 | 13 | 134 | 76 | 39 | 138 | 111 | 16 | 22 | 20 | 5 | 43 | 15 | 5 | 34 | 27 | 19 | 6 | 14 | 2 | 23 | 6 | 12 | 24 | 17 |
| | 46%d | 40% | 46%d | 34% | 43%d | 50%bd | 49%h | 35% | 51%h | 65% | 46% | 46% | 46% | 48% | 44% | 36% | 38% | 42% | 71% | 46%C | 28% | 50% | 43% | 37% | 49% | 29% | 58% | 40% | 50% | 25% | 63% | 56% | 38% |
| Only/mainly via webchat | 61 | 10 | 12 | 58 | 41 | 33 | 23 | 16 | 20 | 2 | 34 | 14 | 13 | 33 | 28 | 2 | 7 | 1 | - | 5 | 4 | 1 | 5 | 5 | 8 | 2 | 1 | 1 | 6 | 3 | 3 | 4 | 8 |
| | 11% | 6% | 13% | 12%f | 13%bf | 8% | 12% | 9% | 13% | 10% | 12% | 9% | 15% | 12% | 11% | 5% | 12% | 2% | - | 5% | 7% | 10% | 6% | 7% | 21% | 10% | 4% | 20% | 13% | 13% | 16% | 9% | 18% |
| Only/mainly via email | 57 | 14 | 6 | 66 | 32 | 34 | 25 | 20 | 12 | - | 30 | 19 | 8 | 33 | 22 | 2 | 6 | 6 | - | 9 | 5 | - | 5 | 9 | 3 | 2 | - | 1 | 4 | 1 | 1 | 3 | 3 |
| | 10% | 9% | 7% | 13%f | 10% | 8% | 13% | 11% | 8% | - | 10% | 12% | 9% | 12% | 9% | 5% | 10% | 13% | - | 10% | 9% | - | 6% | 12% | 8% | 10% | - | 20% | 9% | 4% | 5% | 7% | 7% |
| Only/mainly via web form | 43 | 11 | 10 | 38 | 21 | 26 | 13 | 19 | 8 | 3 | 21 | 13 | 9 | 13 | 28 | 4 | 4 | 3 | - | 6 | 5 | - | 4 | 7 | 3 | 6 | 1 | - | 5 | 3 | 2 | 3 | 7 |
| | 8% | 7% | 11% | 8% | 6% | 6% | 7% | 11% | 5% | 15% | 7% | 8% | 11% | 5% | 11%n | 9% | 7% | 6% | - | 6% | 9% | - | 5% | 10% | 8% | 29% | 4% | - | 11% | 13% | 11% | 7% | 16% |
| Only/mainly via mobile application | 35 | 12 | 6 | 34 | 27 | 42 | 11 | 18 | 6 | - | 17 | 14 | 4 | 16 | 17 | 2 | 3 | 6 | 1 | 7 | 5 | - | 6 | 6 | 3 | 2 | 1 | - | 3 | 2 | 1 | 2 | 4 |
| | 6% | 8% | 7% | 7% | 8% | 10% | 6% | 10%i | 4% | - | 6% | 9% | 5% | 6% | 7% | 5% | 5% | 13% | 14% | 8% | 9% | - | 8% | 8% | 8% | 10% | 4% | - | 7% | 8% | 5% | 5% | 9% |
| Only/mainly in store | 31 | 12 | 4 | 32 | 15 | 30 | 10 | 15 | 5 | 1 | 21 | 9 | 1 | 20 | 11 | 6 | 4 | 1 | 1 | 9 | 3 | - | 9 | 3 | - | 1 | 3 | - | 1 | 3 | - | 1 | 3 |
| | 6% | 8% | 4% | 6% | 5% | 7% | 5% | 8% | 3% | 5% | 7%m | 5% | 1% | 7% | 4% | 14%z | 7% | 2% | 14% | 10% | 6% | - | 11% | 4% | - | 5% | 13% | - | 2% | 13% | - | 2% | 7% |
| Only/mainly by social media | 30 | 17 | 6 | 52 | 22 | 23 | 7 | 13 | 10 | - | 17 | 8 | 5 | 11 | 19 | 7 | 6 | 4 | - | 8 | 7 | 2 | 7 | 9 | 3 | 1 | 2 | - | 3 | 3 | - | 4 | 2 |
| | 6% | 11%af | 7% | 11%af | 7% | 5% | 4% | 7% | 7% | - | 6% | 5% | 6% | 4% | 8% | 16% | 10% | 8% | - | 9% | 13% | 20% | 9% | 12% | 8% | 5% | 8% | - | 7% | 13% | - | 9% | 4% |
| Only/mainly by letter | 27 | 15 | 3 | 30 | 20 | 18 | 9 | 11 | 7 | - | 17 | 7 | 3 | 17 | 10 | 3 | 6 | 6 | - | 5 | 8 | 2 | 8 | 6 | - | 1 | 1 | 1 | - | 3 | - | 2 | 1 |
| | 5% | 10%af | 3% | 6% | 6% | 4% | 5% | 6% | 5% | - | 6% | 4% | 4% | 6% | 4% | 7% | 10% | 13% | - | 5% | 15% | 20% | 10% | 8% | - | 5% | 4% | 20% | - | 13% | - | 5% | 2% |
| Only/mainly via another contact method | 4 | 1 | - | 1 | 2 | 3 | - | 1 | 3 | - | 1 | 1 | 2 | 1 | 3 | 1 | - | - | - | - | 1 | - | - | 1 | - | - | - | - | - | - | - | - | - |
| | 1% | 1% | - | * | 1% | 1% | - | 1% | 2%j | - | * | 1% | 2% | * | 1% | 2% | - | - | - | - | 2% | - | - | 1% | - | - | - | - | - | - | - | - | - |
| Don't know | 6 | 2 | 1 | 12 | 6 | 6 | - | 3 | 2 | 1 | 2 | 3 | 1 | 3 | 2 | 1 | - | 1 | - | 1 | 1 | - | 1 | - | - | - | 1 | - | 1 | - | - | - | - |
| | 1% | 1% | 1% | 2% | 2% | 1% | - | 2% | 1% | 5% | 1% | 2% | 1% | 1% | 1% | 2% | - | 2% | - | 1% | 2% | - | 1% | - | - | - | 4% | - | 2% | - | - | - | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 12

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

**Base: All complained about landline service in past 6 months**

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (x) | Repairs and Installation (g) | Service issues (h) | Something else (i) | Satisfied (j) | Neutral (k) | Dissatisfied (l) | Yes (m) | No (n) | Billing and Customer service (o) | Repairs and Installation (p) | Service issues (q) | Something else (r) | Satisfied (s) | Neutral (t) | Dissatisfied (u) | Yes (v) | No (w) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 543 | 157 | 89* | 493 | 326 | 431 | 175 | 184 | 114 | 20** | 294 | 146 | 53* | 266 | 223 | 126 | 93* | 88* | 19** | 145 | 111 | 70* | 136 | 185 | 191 | 116 | 103 | 21** | 213 | 140 | 78* | 215 | 208 |
| Only/mainly on the phone | 249 | 63 | 41 | 170 | 140 | 216 | 64 | 59 | 36 | 11 | 91 | 48 | 31 | 94 | 76 | 60 | 27 | 46 | 7 | 53 | 47 | 40 | 62 | 76 | 109 | 45 | 49 | 13 | 93 | 68 | 55 | 103 | 111 |
| | 46%d | 40% | 46%d | 34% | 43%d | 50%bd | 37% | 32% | 32% | 55% | 31% | 33% | 58%k | 35% | 34% | 48%p | 29% | 52%p | 37% | 37% | 42% | 57%s | 46% | 41% | 57%B | 39% | 48% | 62% | 44% | 49% | 71%EF | 48% | 53% |
| Only/mainly via webchat | 61 | 10 | 12 | 58 | 41 | 33 | 18 | 22 | 17 | 1 | 37 | 18 | 3 | 25 | 33 | 17 | 8 | 12 | 4 | 20 | 12 | 9 | 13 | 27 | 14 | 7 | 10 | 2 | 17 | 15 | 1 | 15 | 18 |
| | 11% | 6% | 13% | 12%f | 13%bf | 8% | 10% | 12% | 15% | 5% | 13% | 12% | 6% | 9% | 15% | 13% | 9% | 14% | 21% | 14% | 11% | 13% | 10% | 15% | 7% | 6% | 10% | 10% | 8%G | 11%G | 1% | 7% | 9% |
| Only/mainly via email | 57 | 14 | 6 | 66 | 32 | 34 | 25 | 27 | 14 | - | 46 | 19 | 1 | 36 | 29 | 11 | 13 | 8 | - | 15 | 13 | 4 | 17 | 15 | 12 | 9 | 12 | 1 | 18 | 12 | 4 | 23 | 11 |
| | 10% | 9% | 7% | 13%f | 10% | 8% | 14% | 15% | 12% | - | 16%l | 13%l | 2% | 14% | 13% | 9% | 14% | 9% | - | 10% | 12% | 6% | 13% | 8% | 6% | 8% | 12% | 5% | 8% | 9% | 5% | 11%l | 5% |
| Only/mainly via web form | 43 | 11 | 10 | 38 | 21 | 26 | 13 | 11 | 12 | 2 | 26 | 9 | 3 | 21 | 17 | 9 | 5 | 5 | 2 | 6 | 13 | 2 | 9 | 11 | 10 | 6 | 9 | 1 | 12 | 8 | 6 | 13 | 11 |
| | 8% | 7% | 11% | 8% | 6% | 6% | 7% | 6% | 11% | 10% | 9% | 6% | 6% | 8% | 8% | 7% | 5% | 6% | 11% | 4% | 12%su | 3% | 7% | 6% | 5% | 5% | 9% | 5% | 6% | 6% | 8% | 6% | 5% |
| Only/mainly via mobile application | 35 | 12 | 6 | 34 | 27 | 42 | 14 | 12 | 8 | - | 20 | 9 | 5 | 15 | 18 | 9 | 13 | 5 | - | 16 | 9 | 2 | 7 | 20 | 19 | 17 | 6 | - | 27 | 9 | 6 | 25 | 17 |
| | 6% | 8% | 7% | 7% | 8% | 10% | 8% | 7% | 7% | - | 7% | 6% | 9% | 6% | 8% | 7% | 14% | 6% | - | 11%u | 8% | 3% | 5% | 11% | 10% | 15%C | 6% | - | 13% | 6% | 8% | 12% | 8% |
| Only/mainly in store | 31 | 12 | 4 | 32 | 15 | 30 | 11 | 9 | 10 | 2 | 23 | 8 | 1 | 24 | 8 | 6 | 8 | - | 1 | 9 | 2 | 4 | 5 | 10 | 10 | 14 | 5 | 1 | 19 | 10 | 1 | 14 | 16 |
| | 6% | 8% | 4% | 6% | 5% | 7% | 6% | 5% | 9% | 10% | 8% | 5% | 2% | 9%n | 4% | 5%q | 9%q | - | 5% | 6% | 2% | 6% | 4% | 5% | 5% | 12%A | 5% | 5% | 9%G | 7% | 1% | 7% | 8% |
| Only/mainly by social media | 30 | 17 | 6 | 52 | 22 | 23 | 14 | 27 | 10 | 1 | 28 | 22 | 2 | 26 | 25 | 8 | 9 | 3 | 2 | 16 | 4 | 2 | 11 | 11 | 10 | 10 | 3 | - | 12 | 8 | 3 | 9 | 14 |
| | 6% | 11%af | 7% | 11%af | 7% | 5% | 8% | 15%x | 9% | 5% | 10% | 15%l | 4% | 10% | 11% | 6% | 10% | 3% | 11% | 11%tu | 4% | 3% | 8% | 6% | 5% | 9% | 3% | - | 6% | 6% | 4% | 4% | 7% |
| Only/mainly by letter | 27 | 15 | 3 | 30 | 20 | 18 | 12 | 12 | 6 | - | 14 | 10 | 6 | 15 | 15 | 5 | 10 | 5 | - | 10 | 7 | 3 | 7 | 12 | 7 | 8 | 3 | - | 10 | 8 | - | 10 | 8 |
| | 5% | 10%af | 3% | 6% | 6% | 4% | 7% | 7% | 5% | - | 5% | 7% | 11% | 6% | 7% | 4% | 11% | 6% | - | 7% | 6% | 4% | 5% | 6% | 4% | 7% | 3% | - | 5% | 6%G | - | 5% | 4% |
| Only/mainly via another contact method | 4 | 1 | - | 1 | 2 | 3 | 1 | - | - | - | 1 | - | - | 1 | - | 1 | - | - | 1 | - | 1 | 1 | 1 | 1 | - | - | 3 | - | 1 | - | 2 | 2 | 1 |
| | 1% | 1% | - | * | 1% | 1% | 1% | - | - | - | * | - | - | * | - | 1% | - | - | 5% | - | 1% | 1% | 1% | 1% | - | - | 3%A | - | * | - | 3% | 1% | * |
| Don't know | 6 | 2 | 1 | 12 | 6 | 6 | 3 | 5 | 1 | 3 | 8 | 3 | 1 | 9 | 2 | - | - | 4 | 2 | - | 3 | 3 | 4 | 2 | - | - | 3 | 3 | 4 | 2 | - | 1 | 1 |
| | 1% | 1% | 1% | 2% | 2% | 1% | 2% | 3% | 1% | 15% | 3% | 2% | 2% | 3% | 1% | - | - | 5%op | 11% | - | 3%s | 4%s | 3% | 1% | - | - | 3%A | 14% | 2% | 1% | - | * | * |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 13

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

**Base: All complained about landline service in past 6 months**

| | | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (x) | Repairs and Installation (y) | Service issues (z) | Something else (A) | Satisfied (B) | Neutral (C) | Dissatisfied (D) | Yes (E) | No (F) | Billing and Customer service (G) | Repairs and Installation (H) | Service issues (I) | Something else (J) | Satisfied (K) | Neutral (L) | Dissatisfied (M) | Yes (N) | No (O) |
| Total | | 543 | 157 | 89* | 493 | 326 | 431 | 194 | 179 | 150 | 20** | 294 | 164 | 85* | 285 | 251 | 44* | 58* | 48* | 7** | 93* | 54* | 10** | 79* | 73* | 39* | 21** | 24** | 5** | 46* | 24** | 19** | 43* | 45* |
| 10 - Extremely satisfied | (10) | 84 | 26 | 11 | 96 | 39 | 53 | 34 | 32 | 17 | 1 | 84 | - | - | 72 | 12 | 9 | 7 | 8 | 2 | 26 | - | - | 21 | 3 | 2 | 3 | 6 | - | 11 | - | - | 8 | 2 |
| | | 15% | 17% | 12% | 19%ef | 12% | 12% | 18% | 18% | 11% | 5% | 29%lm | - | - | 25%o | 5% | 20% | 12% | 17% | 29% | 28%C | - | - | 27%F | 4% | 5% | 14% | 25% | - | 24% | - | - | 19% | 4% |
| 9 - | (9) | 42 | 13 | 5 | 39 | 27 | 30 | 13 | 14 | 12 | 3 | 42 | - | - | 32 | 10 | 3 | 5 | 4 | 1 | 13 | - | - | 7 | 6 | 2 | - | 3 | - | 5 | - | - | 4 | 1 |
| | | 8% | 8% | 6% | 8% | 8% | 7% | 7% | 8% | 8% | 15% | 14%lm | - | - | 11%o | 4% | 7% | 9% | 8% | 14% | 14%C | - | - | 9% | 8% | 5% | - | 13% | - | 11% | - | - | 9% | 2% |
| 8 - | (8) | 81 | 29 | 18 | 89 | 39 | 65 | 24 | 33 | 23 | 1 | 81 | - | - | 52 | 29 | 10 | 7 | 10 | 2 | 29 | - | - | 13 | 14 | 11 | 5 | 1 | 1 | 18 | - | - | 16 | 2 |
| | | 15% | 18% | 20%e | 18%e | 12% | 15% | 12% | 18% | 15% | 5% | 28%lm | - | - | 18%o | 12% | 23% | 12% | 21% | 29% | 31%C | - | - | 16% | 19% | 28% | 24% | 4% | 20% | 39% | - | - | 37% | 4% |
| 7 - | (7) | 87 | 25 | 12 | 70 | 40 | 65 | 31 | 26 | 25 | 5 | 87 | - | - | 53 | 34 | 5 | 15 | 5 | - | 25 | - | - | 13 | 12 | 3 | 3 | 5 | 1 | 12 | - | - | 6 | 6 |
| | | 16% | 16% | 13% | 14% | 12% | 15% | 16% | 15% | 17% | 25% | 30%lm | - | - | 19% | 14% | 11% | 26%z | 10% | - | 27%C | - | - | 16% | 16% | 8% | 14% | 21% | 20% | 26% | - | - | 14% | 13% |
| 6 - | (6) | 83 | 18 | 10 | 60 | 36 | 51 | 30 | 26 | 24 | 3 | - | 83 | - | 24 | 57 | 2 | 9 | 5 | 2 | - | 18 | - | 10 | 8 | 5 | 3 | 2 | - | - | 10 | - | 3 | 7 |
| | | 15% | 11% | 11% | 12% | 11% | 12% | 15% | 15% | 16% | 15% | - | 51%km | - | 8% | 23%n | 5% | 16% | 10% | 29% | - | 33%B | - | 13% | 11% | 13% | 14% | 8% | - | - | 42% | - | 7% | 16% |
| 5 - | (5) | 52 | 23 | 8 | 60 | 41 | 59 | 19 | 14 | 15 | 4 | - | 52 | - | 22 | 29 | 8 | 8 | 7 | - | - | 23 | - | 8 | 15 | 2 | 4 | 1 | 1 | - | 8 | - | - | 8 |
| | | 10% | 15% | 9% | 12% | 13% | 14%e | 10% | 8% | 10% | 20% | - | 32%km | - | 8% | 12% | 18% | 14% | 15% | - | - | 43%B | - | 10% | 21% | 5% | 19% | 4% | 20% | - | 33% | - | - | 18% |
| 4 - | (4) | 29 | 13 | 6 | 26 | 34 | 30 | 15 | 6 | 8 | - | - | 29 | - | 7 | 22 | 3 | 5 | 5 | - | - | 13 | - | 4 | 9 | 2 | 1 | 3 | - | - | 6 | - | 1 | 5 |
| | | 5% | 8% | 7% | 5% | 10%ad | 7% | 8% | 3% | 5% | - | - | 18%km | - | 2% | 9%n | 7% | 9% | 10% | - | - | 24%B | - | 5% | 12% | 5% | 5% | 13% | - | - | 25% | - | 2% | 11% |
| 3 - | (3) | 24 | 3 | 9 | 13 | 18 | 27 | 8 | 10 | 5 | 1 | - | - | 24 | 6 | 18 | 2 | - | 1 | - | - | - | 3 | 1 | 1 | 6 | 1 | 2 | - | - | - | 9 | 1 | 8 |
| | | 4% | 2% | 10%abd | 3% | 6%d | 6%bd | 4% | 6% | 3% | 5% | - | - | 28%kl | 2% | 7%n | 5% | - | 2% | - | - | - | 30% | 1% | 1% | 15% | 5% | 8% | - | - | - | 47% | 2% | 18% |
| 2 - | (2) | 22 | 3 | 2 | 10 | 11 | 9 | 6 | 5 | 11 | - | - | - | 22 | 4 | 16 | - | 2 | 1 | - | - | - | 3 | 1 | 2 | 1 | - | 1 | - | - | - | 2 | 1 | 1 |
| | | 4% | 2% | 2% | 2% | 3% | 2% | 3% | 3% | 7% | - | - | - | 26%kl | 1% | 6%n | - | 3% | 2% | - | - | - | 30% | 1% | 3% | 3% | - | 4% | - | - | - | 11% | 2% | 2% |
| 1 - Extremely dissatisfied | (1) | 39 | 4 | 8 | 30 | 41 | 42 | 14 | 13 | 10 | 2 | - | - | 39 | 13 | 24 | 2 | - | 2 | - | - | - | 4 | 1 | 3 | 5 | 1 | - | 2 | - | - | 8 | 3 | 5 |
| | | 7%b | 3% | 9%b | 6% | 13%abd | 10%bd | 7% | 7% | 7% | 10% | - | - | 46%kl | 5% | 10%n | 5% | - | 4% | - | - | - | 40% | 1% | 4% | 13% | 5% | - | 40% | - | - | 42% | 7% | 11% |
| NET: Dissatisfied | (1-3) | 85 | 10 | 19 | 53 | 70 | 78 | 28 | 28 | 26 | 3 | - | - | 85 | 23 | 58 | 4 | 2 | 4 | - | - | - | 10 | 3 | 6 | 12 | 2 | 3 | 2 | - | - | 19 | 5 | 14 |
| | | 16%bd | 6% | 21%bd | 11% | 21%abd | 18%bd | 14% | 16% | 17% | 15% | - | - | 100%kl | 8% | 23%n | 9% | 3% | 8% | - | - | - | 100% | 4% | 8% | 31% | 10% | 13% | 40% | - | - | 100% | 12% | 31% |
| NET: Neutral | (4-6) | 164 | 54 | 24 | 146 | 111 | 140 | 64 | 46 | 47 | 7 | - | 164 | - | 53 | 108 | 13 | 22 | 17 | 2 | - | 54 | - | 22 | 32 | 9 | 8 | 6 | 1 | - | 24 | - | 4 | 20 |
| | | 30% | 34% | 27% | 30% | 34% | 32% | 33% | 26% | 31% | 35% | - | 100%km | - | 19% | 43%n | 30% | 38% | 35% | 29% | - | 100%B | - | 28% | 44%E | 23% | 38% | 25% | 20% | - | 100% | - | 9% | 44% |
| NET: Satisfied | (7-10) | 294 | 93 | 46 | 294 | 145 | 213 | 102 | 105 | 77 | 10 | 294 | - | - | 209 | 85 | 27 | 34 | 27 | 5 | 93 | - | - | 54 | 35 | 18 | 11 | 15 | 2 | 46 | - | - | 34 | 11 |
| | | 54%e | 59%ef | 52% | 60%ef | 44% | 49% | 53% | 59% | 51% | 50% | 100%lm | - | - | 73%o | 34% | 61% | 59% | 56% | 71% | 100%C | - | - | 68%F | 48% | 46% | 52% | 63% | 40% | 100% | - | - | 79% | 24% |
| Mean score | | 6.45ef | 6.87cef | 6.13 | 6.83acef | 5.83 | 6.12 | 6.45 | 6.68 | 6.23 | 6.15 | 8.42lm | 5.33m | 1.82 | 7.42o | 5.44 | 6.91 | 6.79 | 6.73 | 8.14 | 8.43C | 5.09 | 1.90 | 7.47F | 6.15 | 5.64 | 6.52 | 6.96 | 4.40 | 8.33 | 5.17 | 2.05 | 7.35 | 4.89 |
| Standard error | | 0.11 | 0.18 | 0.29 | 0.11 | 0.16 | 0.13 | 0.19 | 0.20 | 0.21 | 0.55 | 0.07 | 0.06 | 0.09 | 0.14 | 0.15 | 0.38 | 0.26 | 0.36 | 0.63 | 0.12 | 0.10 | 0.28 | 0.24 | 0.25 | 0.45 | 0.51 | 0.53 | 1.47 | 0.16 | 0.17 | 0.22 | 0.38 | 0.35 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 14

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

**Base: All complained about landline service in past 6 months**

| | | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (x) | Repairs and Installation (g) | Service issues (h) | Something else (i) | Satisfied (j) | Neutral (k) | Dissatisfied (l) | Yes (m) | No (n) | Billing and Customer service (o) | Repairs and Installation (p) | Service issues (q) | Something else (r) | Satisfied (s) | Neutral (t) | Dissatisfied (u) | Yes (v) | No (w) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | | 543 | 157 | 89* | 493 | 326 | 431 | 175 | 184 | 114 | 20** | 294 | 146 | 53* | 266 | 223 | 126 | 93* | 88* | 19** | 145 | 111 | 70* | 136 | 185 | 191 | 116 | 103 | 21** | 213 | 140 | 78* | 215 | 208 |
| 10 - Extremely satisfied | (10) | 84 | 26 | 11 | 96 | 39 | 53 | 26 | 33 | 27 | 10 | 96 | - | - | 85 | 10 | 15 | 10 | 11 | 3 | 39 | - | - | 30 | 9 | 13 | 23 | 14 | 3 | 53 | - | - | 47 | 5 |
| | | 15% | 17% | 12% | 19%ef | 12% | 12% | 15% | 18% | 24% | 50% | 33%kl | - | - | 32%n | 4% | 12% | 11% | 13% | 16% | 27%tu | - | - | 22%w | 5% | 7% | 20%A | 14% | 14% | 25%FG | - | - | 22%I | 2% |
| 9 - | (9) | 42 | 13 | 5 | 39 | 27 | 30 | 13 | 16 | 7 | 3 | 39 | - | - | 29 | 9 | 11 | 9 | 6 | 1 | 27 | - | - | 14 | 12 | 13 | 10 | 5 | 2 | 30 | - | - | 20 | 9 |
| | | 8% | 8% | 6% | 8% | 8% | 7% | 7% | 9% | 6% | 15% | 13%kl | - | - | 11%n | 4% | 9% | 10% | 7% | 5% | 19%tu | - | - | 10% | 6% | 7% | 9% | 5% | 10% | 14%FG | - | - | 9%I | 4% |
| 8 - | (8) | 81 | 29 | 18 | 89 | 39 | 65 | 29 | 43 | 15 | 2 | 89 | - | - | 55 | 33 | 18 | 8 | 12 | 1 | 39 | - | - | 23 | 16 | 28 | 16 | 17 | 4 | 65 | - | - | 42 | 23 |
| | | 15% | 18% | 20%e | 18%e | 12% | 15% | 17% | 23%h | 13% | 10% | 30%kl | - | - | 21% | 15% | 14% | 9% | 14% | 5% | 27%tu | - | - | 17%w | 9% | 15% | 14% | 17% | 19% | 31%FG | - | - | 20%I | 11% |
| 7 - | (7) | 87 | 25 | 12 | 70 | 40 | 65 | 32 | 20 | 18 | - | 70 | - | - | 33 | 37 | 19 | 11 | 7 | 3 | 40 | - | - | 17 | 22 | 30 | 19 | 15 | 1 | 65 | - | - | 33 | 30 |
| | | 16% | 16% | 13% | 14% | 12% | 15% | 18%g | 11% | 16% | - | 24%kl | - | - | 12% | 17% | 15% | 12% | 8% | 16% | 28%tu | - | - | 13% | 12% | 16% | 16% | 15% | 5% | 31%FG | - | - | 15% | 14% |
| 6 - | (6) | 83 | 18 | 10 | 60 | 36 | 51 | 19 | 28 | 12 | 1 | - | 60 | - | 24 | 36 | 11 | 12 | 13 | - | - | 36 | - | 14 | 22 | 27 | 12 | 11 | 1 | - | 51 | - | 22 | 29 |
| | | 15% | 11% | 11% | 12% | 11% | 12% | 11% | 15% | 11% | 5% | - | 41%jl | - | 9% | 16%m | 9% | 13% | 15% | - | - | 32%su | - | 10% | 12% | 14% | 10% | 11% | 5% | - | 36%EG | - | 10% | 14% |
| 5 - | (5) | 52 | 23 | 8 | 60 | 41 | 59 | 24 | 16 | 17 | 3 | - | 60 | - | 16 | 44 | 15 | 14 | 6 | 6 | - | 41 | - | 17 | 23 | 27 | 15 | 13 | 4 | - | 59 | - | 25 | 33 |
| | | 10% | 15% | 9% | 12% | 13% | 14%a | 14% | 9% | 15% | 15% | - | 41%jl | - | 6% | 20%m | 12% | 15% | 7% | 32% | - | 37%su | - | 13% | 12% | 14% | 13% | 13% | 19% | - | 42%EG | - | 12% | 16% |
| 4 - | (4) | 29 | 13 | 6 | 26 | 34 | 30 | 8 | 10 | 8 | - | - | 26 | - | 10 | 16 | 11 | 11 | 10 | 2 | - | 34 | - | 10 | 24 | 13 | 8 | 7 | 2 | - | 30 | - | 10 | 20 |
| | | 5% | 8% | 7% | 5% | 10%ad | 7% | 5% | 5% | 7% | - | - | 18%jl | - | 4% | 7% | 9% | 12% | 11% | 11% | - | 31%su | - | 7% | 13% | 7% | 7% | 7% | 10% | - | 21%EG | - | 5% | 10%H |
| 3 - | (3) | 24 | 3 | 9 | 13 | 18 | 27 | 7 | 4 | 2 | - | - | - | 13 | 4 | 8 | 6 | 6 | 6 | - | - | - | 18 | 3 | 15 | 11 | 6 | 9 | 1 | - | - | 27 | 8 | 19 |
| | | 4% | 2% | 10%abd | 3% | 6%d | 6%bd | 4% | 2% | 2% | - | - | - | 25%jk | 2% | 4% | 5% | 6% | 7% | - | - | - | 26%st | 2% | 8%v | 6% | 5% | 9% | 5% | - | - | 35%EF | 4% | 9%H |
| 2 - | (2) | 22 | 3 | 2 | 10 | 11 | 9 | 4 | 4 | 2 | - | - | - | 10 | 1 | 9 | 4 | 5 | 1 | 1 | - | - | 11 | 3 | 6 | 6 | 2 | 1 | - | - | - | 9 | 2 | 7 |
| | | 4% | 2% | 2% | 2% | 3% | 2% | 2% | 2% | 2% | - | - | - | 19%jk | * | 4%m | 3% | 5% | 1% | 5% | - | - | 16%st | 2% | 3% | 3% | 2% | 1% | - | - | - | 12%EF | 1% | 3% |
| 1 - Extremely dissatisfied | (1) | 39 | 4 | 8 | 30 | 41 | 42 | 13 | 10 | 6 | 1 | - | - | 30 | 9 | 21 | 16 | 7 | 16 | 2 | - | - | 41 | 5 | 36 | 23 | 5 | 11 | 3 | - | - | 42 | 6 | 33 |
| | | 7%b | 3% | 9%b | 6% | 13%abd | 10%bd | 7% | 5% | 5% | 5% | - | - | 57%jk | 3% | 9%m | 13% | 8% | 18%p | 11% | - | - | 59%st | 4% | 19%v | 12%B | 4% | 11% | 14% | - | - | 54%EF | 3% | 16%H |
| NET: Dissatisfied | (1-3) | 85 | 10 | 19 | 53 | 70 | 78 | 24 | 18 | 10 | 1 | - | - | 53 | 14 | 38 | 26 | 18 | 23 | 3 | - | - | 70 | 11 | 57 | 40 | 13 | 21 | 4 | - | - | 78 | 16 | 59 |
| | | 16%bd | 6% | 21%bd | 11% | 21%abd | 18%bd | 14% | 10% | 9% | 5% | - | - | 100%jk | 5% | 17%m | 21% | 19% | 26% | 16% | - | - | 100%st | 8% | 31%v | 21%B | 11% | 20% | 19% | - | - | 100%EF | 7% | 28%H |
| NET: Neutral | (4-6) | 164 | 54 | 24 | 146 | 111 | 140 | 51 | 54 | 37 | 4 | - | 146 | - | 50 | 96 | 37 | 37 | 29 | 8 | - | 111 | - | 41 | 69 | 67 | 35 | 31 | 7 | - | 140 | - | 57 | 82 |
| | | 30% | 34% | 27% | 30% | 34% | 32% | 29% | 29% | 32% | 20% | - | 100%jl | - | 19% | 43%m | 29% | 40% | 33% | 42% | - | 100%su | - | 30% | 37% | 35% | 30% | 30% | 33% | - | 100%EG | - | 27% | 39%H |
| NET: Satisfied | (7-10) | 294 | 93 | 46 | 294 | 145 | 213 | 100 | 112 | 67 | 15 | 294 | - | - | 202 | 89 | 63 | 38 | 36 | 8 | 145 | - | - | 84 | 59 | 84 | 68 | 51 | 10 | 213 | - | - | 142 | 67 |
| | | 54%e | 59%ef | 52% | 60%ef | 44% | 49% | 57% | 61% | 59% | 75% | 100%kl | - | - | 76%n | 40% | 50% | 41% | 41% | 42% | 100%tu | - | - | 62%w | 32% | 44% | 59%A | 50% | 48% | 100%FG | - | - | 66%I | 32% |
| Mean score | | 6.45ef | 6.87cef | 6.13 | 6.83acef | 5.83 | 6.12 | 6.52 | 6.93 | 6.88 | 8.25 | 8.55kl | 5.23l | 1.68 | 7.78n | 5.68 | 5.98 | 5.84 | 5.60 | 5.79 | 8.45tu | 5.02u | 1.67 | 7.04w | 4.95 | 5.75 | 6.78AC | 6.07 | 6.05 | 8.33FG | 5.15G | 1.81 | 7.20I | 5.04 |
| Standard error | | 0.11 | 0.18 | 0.29 | 0.11 | 0.16 | 0.13 | 0.19 | 0.18 | 0.24 | 0.57 | 0.07 | 0.06 | 0.12 | 0.14 | 0.16 | 0.25 | 0.28 | 0.32 | 0.65 | 0.10 | 0.08 | 0.10 | 0.21 | 0.20 | 0.19 | 0.23 | 0.27 | 0.65 | 0.08 | 0.06 | 0.10 | 0.16 | 0.17 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 15

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

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

| | | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (x) | Repairs and Installation (y) | Service issues (z) | Something else (A) | Satisfied (B) | Neutral (C) | Dissatisfied (D) | Yes (E) | No (F) | Billing and Customer service (G) | Repairs and Installation (H) | Service issues (I) | Something else (J) | Satisfied (K) | Neutral (L) | Dissatisfied (M) | Yes (N) | No (O) |
| Total | | 285 | 79* | 43* | 266 | 136 | 215 | 100 | 99* | 78* | 8** | 209 | 53* | 23** | 285 | -** | 15** | 35* | 22** | 7** | 54* | 22** | 3** | 79* | -** | 16** | 12** | 12** | 3** | 34* | 4** | 5** | 43* | -* |
| 10 - Extremely satisfied | (10) | 72 | 21 | 8 | 85 | 30 | 47 | 28 | 27 | 16 | 1 | 72 | - | - | 72 | - | 5 | 7 | 7 | 2 | 21 | - | - | 21 | - | 1 | 3 | 4 | - | 8 | - | - | 8 | - |
| | | 25% | 27% | 19% | 32%ef | 22% | 22% | 28% | 27% | 21% | 13% | 34%d | - | - | 25% | - | 33% | 20% | 32% | 29% | 39% | - | - | 27% | - | 6% | 25% | 33% | - | 24% | - | - | 19% | - |
| 9 - | (9) | 32 | 7 | 4 | 29 | 14 | 20 | 11 | 9 | 11 | 1 | 32 | - | - | 32 | - | 1 | 3 | 2 | 1 | 7 | - | - | 7 | - | 1 | - | 3 | - | 4 | - | - | 4 | - |
| | | 11% | 9% | 9% | 11% | 10% | 9% | 11% | 9% | 14% | 13% | 15%d | - | - | 11% | - | 7% | 9% | 9% | 14% | 13% | - | - | 9% | - | 6% | - | 25% | - | 12% | - | - | 9% | - |
| 8 - | (8) | 52 | 13 | 16 | 55 | 23 | 42 | 17 | 18 | 16 | 1 | 52 | - | - | 52 | - | 4 | 3 | 4 | 2 | 13 | - | - | 13 | - | 9 | 5 | 1 | 1 | 16 | - | - | 16 | - |
| | | 18% | 16% | 37%abdef | 21% | 17% | 20% | 17% | 18% | 21% | 13% | 25%d | - | - | 18% | - | 27% | 9% | 18% | 29% | 24% | - | - | 16% | - | 56% | 42% | 8% | 33% | 47% | - | - | 37% | - |
| 7 - | (7) | 53 | 13 | 6 | 33 | 17 | 33 | 19 | 14 | 17 | 3 | 53 | - | - | 53 | - | 3 | 8 | 2 | - | 13 | - | - | 13 | - | 1 | 1 | 3 | 1 | 6 | - | - | 6 | - |
| | | 19%d | 16% | 14% | 12% | 13% | 15% | 19% | 14% | 22% | 38% | 25%d | - | - | 19% | - | 20% | 23% | 9% | - | 24% | - | - | 16% | - | 6% | 8% | 25% | 33% | 18% | - | - | 14% | - |
| 6 - | (6) | 24 | 10 | 3 | 24 | 14 | 22 | 7 | 12 | 5 | - | - | 24 | - | 24 | - | - | 6 | 2 | 2 | - | 10 | - | 10 | - | 1 | 1 | 1 | - | - | 3 | - | 3 | - |
| | | 8% | 13% | 7% | 9% | 10% | 10% | 7% | 12% | 6% | - | - | 45%k | - | 8% | - | - | 17% | 9% | 29% | - | 45% | - | 13% | - | 6% | 8% | 8% | - | - | 75% | - | 7% | - |
| 5 - | (5) | 22 | 8 | - | 16 | 17 | 25 | 7 | 8 | 5 | 2 | - | 22 | - | 22 | - | 1 | 4 | 3 | - | - | 8 | - | 8 | - | - | - | - | - | - | - | - | - | - |
| | | 8% | 10%c | - | 6% | 13%cd | 12%cd | 7% | 8% | 6% | 25% | - | 42%k | - | 8% | - | 7% | 11% | 14% | - | - | 36% | - | 10% | - | - | - | - | - | - | - | - | - | - |
| 4 - | (4) | 7 | 4 | 1 | 10 | 10 | 10 | 4 | 1 | 2 | - | - | 7 | - | 7 | - | - | 3 | 1 | - | - | 4 | - | 4 | - | - | 1 | - | - | - | 1 | - | 1 | - |
| | | 2% | 5% | 2% | 4% | 7%e | 5% | 4% | 1% | 3% | - | - | 13%k | - | 2% | - | - | 9% | 5% | - | - | 18% | - | 5% | - | - | 8% | - | - | - | 25% | - | 2% | - |
| 3 - | (3) | 6 | 1 | 1 | 4 | 3 | 8 | 1 | 3 | 2 | - | - | - | 6 | 6 | - | 1 | - | - | - | - | - | 1 | 1 | - | 1 | - | - | - | - | - | 1 | 1 | - |
| | | 2% | 1% | 2% | 2% | 2% | 4% | 1% | 3% | 3% | - | - | - | 26% | 2% | - | 7% | - | - | - | - | - | 33% | 1% | - | 6% | - | - | - | - | - | 20% | 2% | - |
| 2 - | (2) | 4 | 1 | 1 | 1 | 3 | 2 | 2 | 1 | 1 | - | - | - | 4 | 4 | - | - | 1 | - | - | - | - | 1 | 1 | - | 1 | - | - | - | - | - | 1 | 1 | - |
| | | 1% | 1% | 2% | * | 2% | 1% | 2% | 1% | 1% | - | - | - | 17% | 1% | - | - | 3% | - | - | - | - | 33% | 1% | - | 6% | - | - | - | - | - | 20% | 2% | - |
| 1 - Extremely dissatisfied | (1) | 13 | 1 | 3 | 9 | 5 | 6 | 4 | 6 | 3 | - | - | - | 13 | 13 | - | - | - | 1 | - | - | - | 1 | 1 | - | 1 | 1 | - | 1 | - | - | 3 | 3 | - |
| | | 5% | 1% | 7% | 3% | 4% | 3% | 4% | 6% | 4% | - | - | - | 57% | 5% | - | - | - | 5% | - | - | - | 33% | 1% | - | 6% | 8% | - | 33% | - | - | 60% | 7% | - |
| NET: Dissatisfied | (1-3) | 23 | 3 | 5 | 14 | 11 | 16 | 7 | 10 | 6 | - | - | - | 23 | 23 | - | 1 | 1 | 1 | - | - | - | 3 | 3 | - | 3 | 1 | - | 1 | - | - | 5 | 5 | - |
| | | 8% | 4% | 12% | 5% | 8% | 7% | 7% | 10% | 8% | - | - | - | 100% | 8% | - | 7% | 3% | 5% | - | - | - | 100% | 4% | - | 19% | 8% | - | 33% | - | - | 100% | 12% | - |
| NET: Neutral | (4-6) | 53 | 22 | 4 | 50 | 41 | 57 | 18 | 21 | 12 | 2 | - | 53 | - | 53 | - | 1 | 13 | 6 | 2 | - | 22 | - | 22 | - | 1 | 2 | 1 | - | - | 4 | - | 4 | - |
| | | 19% | 28%c | 9% | 19% | 30%acd | 27%acd | 18% | 21% | 15% | 25% | - | 100%k | - | 19% | - | 7% | 37% | 27% | 29% | - | 100% | - | 28% | - | 6% | 17% | 8% | - | - | 100% | - | 9% | - |
| NET: Satisfied | (7-10) | 209 | 54 | 34 | 202 | 84 | 142 | 75 | 68 | 60 | 6 | 209 | - | - | 209 | - | 13 | 21 | 15 | 5 | 54 | - | - | 54 | - | 12 | 9 | 11 | 2 | 34 | - | - | 34 | - |
| | | 73%e | 68% | 79%e | 76%ef | 62% | 66% | 75% | 69% | 77% | 75% | 100%d | - | - | 73% | - | 87% | 60% | 68% | 71% | 100% | - | - | 68% | - | 75% | 75% | 92% | 67% | 100% | - | - | 79% | - |
| Mean score | | 7.42 | 7.47 | 7.35 | 7.78ef | 7.04 | 7.20 | 7.52 | 7.33 | 7.44 | 7.25 | 8.59l | 5.32 | 1.70 | 7.42 | - | 8.00 | 7.06 | 7.55 | 8.14 | 8.67 | 5.27 | 2.00 | 7.47 | - | 6.88 | 7.33 | 8.50 | 5.33 | 8.41 | 5.50 | 1.60 | 7.35 | - |
| Standard error | | 0.14 | 0.24 | 0.38 | 0.14 | 0.21 | 0.16 | 0.24 | 0.25 | 0.26 | 0.62 | 0.08 | 0.10 | 0.18 | 0.14 | - | 0.53 | 0.36 | 0.53 | 0.63 | 0.17 | 0.16 | 0.58 | 0.24 | - | 0.64 | 0.76 | 0.42 | 2.19 | 0.18 | 0.50 | 0.40 | 0.38 | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 16

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

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

| | | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (x) | Repairs and Installation (g) | Service issues (h) | Something else (i) | Satisfied (j) | Neutral (k) | Dissatisfied (l) | Yes (m) | No (n) | Billing and Customer service (o) | Repairs and Installation (p) | Service issues (q) | Something else (r) | Satisfied (s) | Neutral (t) | Dissatisfied (u) | Yes (v) | No (w) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | | 285 | 79* | 43* | 266 | 136 | 215 | 94* | 102 | 59* | 11** | 202 | 50* | 14** | 266 | -** | 54* | 36* | 39* | 7** | 84* | 41* | 11** | 136 | -** | 84* | 67* | 53* | 11** | 142 | 57* | 16** | 215 | -** |
| 10 - Extremely satisfied | (10) | 72 | 21 | 8 | 85 | 30 | 47 | 24 | 29 | 24 | 8 | 85 | - | - | 85 | - | 11 | 9 | 8 | 2 | 30 | - | - | 30 | - | 13 | 20 | 11 | 3 | 47 | - | - | 47 | - |
| | | 25% | 27% | 19% | 32%ef | 22% | 22% | 26% | 28% | 41% | 73% | 42%k | - | - | 32% | - | 20% | 25% | 21% | 29% | 36%t | - | - | 22% | - | 15% | 30%A | 21% | 27% | 33%F | - | - | 22% | - |
| 9 - | (9) | 32 | 7 | 4 | 29 | 14 | 20 | 11 | 12 | 5 | 1 | 29 | - | - | 29 | - | 7 | 4 | 3 | - | 14 | - | - | 14 | - | 9 | 7 | 3 | 1 | 20 | - | - | 20 | - |
| | | 11% | 9% | 9% | 11% | 10% | 9% | 12% | 12% | 8% | 9% | 14%k | - | - | 11% | - | 13% | 11% | 8% | - | 17%t | - | - | 10% | - | 11% | 10% | 6% | 9% | 14%F | - | - | 9% | - |
| 8 - | (8) | 52 | 13 | 16 | 55 | 23 | 42 | 21 | 27 | 7 | - | 55 | - | - | 55 | - | 9 | 6 | 8 | - | 23 | - | - | 23 | - | 17 | 10 | 12 | 3 | 42 | - | - | 42 | - |
| | | 18% | 16% | 37%abdef | 21% | 17% | 20% | 22% | 26%h | 12% | - | 27%k | - | - | 21% | - | 17% | 17% | 21% | - | 27%t | - | - | 17% | - | 20% | 15% | 23% | 27% | 30%F | - | - | 20% | - |
| 7 - | (7) | 53 | 13 | 6 | 33 | 17 | 33 | 15 | 9 | 9 | - | 33 | - | - | 33 | - | 10 | 4 | 2 | 1 | 17 | - | - | 17 | - | 15 | 8 | 10 | - | 33 | - | - | 33 | - |
| | | 19%d | 16% | 14% | 12% | 13% | 15% | 16% | 9% | 15% | - | 16%k | - | - | 12% | - | 19% | 11% | 5% | 14% | 20%t | - | - | 13% | - | 18% | 12% | 19% | - | 23%F | - | - | 15% | - |
| 6 - | (6) | 24 | 10 | 3 | 24 | 14 | 22 | 6 | 14 | 3 | 1 | - | 24 | - | 24 | - | 5 | 1 | 8 | - | - | 14 | - | 14 | - | 11 | 9 | 2 | - | - | 22 | - | 22 | - |
| | | 8% | 13% | 7% | 9% | 10% | 10% | 6% | 14% | 5% | 9% | - | 48%j | - | 9% | - | 9% | 3% | 21%p | - | - | 34%s | - | 10% | - | 13% | 13% | 4% | - | - | 39%E | - | 10% | - |
| 5 - | (5) | 22 | 8 | - | 16 | 17 | 25 | 7 | 3 | 5 | 1 | - | 16 | - | 16 | - | 6 | 4 | 4 | 3 | - | 17 | - | 17 | - | 11 | 5 | 7 | 2 | - | 25 | - | 25 | - |
| | | 8% | 10%c | - | 6% | 13%cd | 12%cd | 7% | 3% | 8% | 9% | - | 32%j | - | 6% | - | 11% | 11% | 10% | 43% | - | 41%s | - | 13% | - | 13% | 7% | 13% | 18% | - | 44%E | - | 12% | - |
| 4 - | (4) | 7 | 4 | 1 | 10 | 10 | 10 | 4 | 3 | 3 | - | - | 10 | - | 10 | - | 2 | 5 | 2 | 1 | - | 10 | - | 10 | - | 3 | 3 | 4 | - | - | 10 | - | 10 | - |
| | | 2% | 5% | 2% | 4% | 7%a | 5% | 4% | 3% | 5% | - | - | 20%j | - | 4% | - | 4% | 14% | 5% | 14% | - | 24%s | - | 7% | - | 4% | 4% | 8% | - | - | 18%E | - | 5% | - |
| 3 - | (3) | 6 | 1 | 1 | 4 | 3 | 8 | 2 | 1 | 1 | - | - | - | 4 | 4 | - | 1 | 2 | - | - | - | - | 3 | 3 | - | 2 | 3 | 3 | - | - | - | 8 | 8 | - |
| | | 2% | 1% | 2% | 2% | 2% | 4% | 2% | 1% | 2% | - | - | - | 29% | 2% | - | 2% | 6% | - | - | - | - | 27% | 2% | - | 2% | 4% | 6% | - | - | - | 50% | 4% | - |
| 2 - | (2) | 4 | 1 | 1 | 1 | 3 | 2 | 1 | - | - | - | - | - | 1 | 1 | - | 2 | - | 1 | - | - | - | 3 | 3 | - | 1 | 1 | - | - | - | - | 2 | 2 | - |
| | | 1% | 1% | 2% | * | 2% | 1% | 1% | - | - | - | - | - | 7% | * | - | 4% | - | 3% | - | - | - | 27% | 2% | - | 1% | 1% | - | - | - | - | 13% | 1% | - |
| 1 - Extremely dissatisfied | (1) | 13 | 1 | 3 | 9 | 5 | 6 | 3 | 4 | 2 | - | - | - | 9 | 9 | - | 1 | 1 | 3 | - | - | - | 5 | 5 | - | 2 | 1 | 1 | 2 | - | - | 6 | 6 | - |
| | | 5% | 1% | 7% | 3% | 4% | 3% | 3% | 4% | 3% | - | - | - | 64% | 3% | - | 2% | 3% | 8% | - | - | - | 45% | 4% | - | 2% | 1% | 2% | 18% | - | - | 38% | 3% | - |
| NET: Dissatisfied | (1-3) | 23 | 3 | 5 | 14 | 11 | 16 | 6 | 5 | 3 | - | - | - | 14 | 14 | - | 4 | 3 | 4 | - | - | - | 11 | 11 | - | 5 | 5 | 4 | 2 | - | - | 16 | 16 | - |
| | | 8% | 4% | 12% | 5% | 8% | 7% | 6% | 5% | 5% | - | - | - | 100% | 5% | - | 7% | 8% | 10% | - | - | - | 100% | 8% | - | 6% | 7% | 8% | 18% | - | - | 100% | 7% | - |
| NET: Neutral | (4-6) | 53 | 22 | 4 | 50 | 41 | 57 | 17 | 20 | 11 | 2 | - | 50 | - | 50 | - | 13 | 10 | 14 | 4 | - | 41 | - | 41 | - | 25 | 17 | 13 | 2 | - | 57 | - | 57 | - |
| | | 19% | 28%c | 9% | 19% | 30%acd | 27%acd | 18% | 20% | 19% | 18% | - | 100%j | - | 19% | - | 24% | 28% | 36% | 57% | - | 100%s | - | 30% | - | 30% | 25% | 25% | 18% | - | 100%E | - | 27% | - |
| NET: Satisfied | (7-10) | 209 | 54 | 34 | 202 | 84 | 142 | 71 | 77 | 45 | 9 | 202 | - | - | 202 | - | 37 | 23 | 21 | 3 | 84 | - | - | 84 | - | 54 | 45 | 36 | 7 | 142 | - | - | 142 | - |
| | | 73%e | 68% | 79%e | 76%ef | 62% | 66% | 76% | 75% | 76% | 82% | 100%k | - | - | 76% | - | 69% | 64% | 54% | 43% | 100%t | - | - | 62% | - | 64% | 67% | 68% | 64% | 100%F | - | - | 66% | - |
| Mean score | | 7.42 | 7.47 | 7.35 | 7.78ef | 7.04 | 7.20 | 7.55 | 7.79 | 7.86 | 9.09 | 8.82k | 5.28 | 1.64 | 7.78 | - | 7.24 | 7.08 | 6.82 | 6.57 | 8.68t | 5.10 | 1.82 | 7.04 | - | 7.08 | 7.49 | 7.09 | 6.82 | 8.57F | 5.21 | 2.13 | 7.20 | - |
| Standard error | | 0.14 | 0.24 | 0.38 | 0.14 | 0.21 | 0.16 | 0.24 | 0.22 | 0.31 | 0.55 | 0.08 | 0.11 | 0.25 | 0.14 | - | 0.31 | 0.43 | 0.42 | 0.95 | 0.13 | 0.12 | 0.26 | 0.21 | - | 0.23 | 0.29 | 0.31 | 1.02 | 0.10 | 0.10 | 0.24 | 0.16 | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 17

**Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Ease of finding provider contact details.**

**Base: All complained about landline service in past 6 months**

| | | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (x) | Repairs and Installation (y) | Service issues (z) | Something else (A) | Satisfied (B) | Neutral (C) | Dissatisfied (D) | Yes (E) | No (F) | Billing and Customer service (G) | Repairs and Installation (H) | Service issues (I) | Something else (J) | Satisfied (K) | Neutral (L) | Dissatisfied (M) | Yes (N) | No (O) |
| Total | | 543 | 157 | 89* | 493 | 326 | 431 | 194 | 179 | 150 | 20** | 294 | 164 | 85* | 285 | 251 | 44* | 58* | 48* | 7** | 93* | 54* | 10** | 79* | 73* | 39* | 21** | 24** | 5** | 46* | 24** | 19** | 43* | 45* |
| 10 - Extremely satisfied | (10) | 96 | 25 | 24 | 103 | 47 | 66 | 38 | 35 | 19 | 4 | 81 | 8 | 7 | 76 | 19 | 7 | 8 | 9 | 1 | 24 | 1 | - | 20 | 4 | 12 | 5 | 6 | 1 | 17 | 1 | 6 | 18 | 6 |
| | | 18% | 16% | 27%abef | 21%ef | 14% | 15% | 20% | 20% | 13% | 20% | 28%lm | 5% | 8% | 27%o | 8% | 16% | 14% | 19% | 14% | 26%C | 2% | - | 25%F | 5% | 31% | 24% | 25% | 20% | 37% | 4% | 32% | 42% | 13% |
| 9 - | (9) | 68 | 19 | 8 | 62 | 35 | 59 | 29 | 19 | 18 | 2 | 54 | 10 | 4 | 41 | 26 | 3 | 11 | 4 | 1 | 15 | 4 | - | 14 | 5 | 3 | 1 | 4 | - | 7 | 1 | - | 6 | 2 |
| | | 13% | 12% | 9% | 13% | 11% | 14% | 15% | 11% | 12% | 10% | 18%lm | 6% | 5% | 14% | 10% | 7% | 19% | 8% | 14% | 16% | 7% | - | 18%F | 7% | 8% | 5% | 17% | - | 15% | 4% | - | 14% | 4% |
| 8 - | (8) | 90 | 25 | 11 | 73 | 45 | 71 | 27 | 35 | 26 | 2 | 64 | 23 | 3 | 56 | 34 | 6 | 12 | 5 | 2 | 17 | 7 | 1 | 14 | 11 | 6 | 2 | 1 | 2 | 5 | 3 | 3 | 5 | 6 |
| | | 17% | 16% | 12% | 15% | 14% | 16% | 14% | 20% | 17% | 10% | 22%lm | 14%m | 4% | 20% | 14% | 14% | 21% | 10% | 29% | 18% | 13% | 10% | 18% | 15% | 15% | 10% | 4% | 40% | 11% | 13% | 16% | 12% | 13% |
| 7 - | (7) | 67 | 29 | 9 | 77 | 39 | 57 | 18 | 23 | 21 | 5 | 39 | 21 | 7 | 34 | 32 | 11 | 9 | 8 | 1 | 20 | 8 | 1 | 13 | 14 | 4 | 3 | 2 | - | 7 | 2 | - | 2 | 7 |
| | | 12% | 18%a | 10% | 16% | 12% | 13% | 9% | 13% | 14% | 25% | 13% | 13% | 8% | 12% | 13% | 25% | 16% | 17% | 14% | 22% | 15% | 10% | 16% | 19% | 10% | 14% | 8% | - | 15% | 8% | - | 5% | 16% |
| 6 - | (6) | 65 | 14 | 6 | 56 | 34 | 48 | 24 | 20 | 20 | 1 | 28 | 32 | 5 | 30 | 35 | 7 | 3 | 3 | 1 | 9 | 5 | - | 4 | 9 | 2 | 2 | 2 | - | 3 | 2 | 1 | 2 | 3 |
| | | 12% | 9% | 7% | 11% | 10% | 11% | 12% | 11% | 13% | 5% | 10% | 20%km | 6% | 11% | 14% | 16% | 5% | 6% | 14% | 10% | 9% | - | 5% | 12% | 5% | 10% | 8% | - | 7% | 8% | 5% | 5% | 7% |
| 5 - | (5) | 63 | 15 | 7 | 43 | 41 | 54 | 27 | 19 | 12 | 5 | 8 | 36 | 19 | 16 | 46 | 5 | 6 | 3 | 1 | 2 | 13 | - | 5 | 10 | 2 | 1 | 3 | 1 | 2 | 5 | - | 2 | 5 |
| | | 12% | 10% | 8% | 9% | 13% | 13% | 14% | 11% | 8% | 25% | 3% | 22%k | 22%k | 6% | 18%n | 11% | 10% | 6% | 14% | 2% | 24%B | - | 6% | 14% | 5% | 5% | 13% | 20% | 4% | 21% | - | 5% | 11% |
| 4 - | (4) | 32 | 8 | 10 | 27 | 28 | 26 | 18 | 4 | 10 | - | 8 | 15 | 9 | 14 | 17 | 3 | 2 | 3 | - | 3 | 3 | 2 | 1 | 7 | 5 | 2 | 3 | - | 2 | 3 | 5 | 3 | 7 |
| | | 6% | 5% | 11%d | 5% | 9% | 6% | 9%h | 2% | 7%h | - | 3% | 9%k | 11%k | 5% | 7% | 7% | 3% | 6% | - | 3% | 6% | 20% | 1% | 10%E | 13% | 10% | 13% | - | 4% | 13% | 26% | 7% | 16% |
| 3 - | (3) | 24 | 14 | 8 | 20 | 21 | 17 | 3 | 11 | 10 | - | 2 | 12 | 10 | 9 | 15 | 1 | 4 | 9 | - | 1 | 10 | 3 | 3 | 10 | 4 | 3 | 1 | - | 1 | 6 | 1 | 3 | 5 |
| | | 4% | 9%adf | 9%df | 4% | 6% | 4% | 2% | 6%g | 7%g | - | 1% | 7%k | 12%k | 3% | 6% | 2% | 7% | 19%x | - | 1% | 19%B | 30% | 4% | 14%E | 10% | 14% | 4% | - | 2% | 25% | 5% | 7% | 11% |
| 2 - | (2) | 17 | 3 | 2 | 8 | 12 | 6 | 5 | 8 | 4 | - | 4 | 4 | 9 | 2 | 13 | - | 2 | 1 | - | - | 3 | - | 1 | 2 | - | - | 2 | - | 1 | - | 1 | - | 2 |
| | | 3% | 2% | 2% | 2% | 4%f | 1% | 3% | 4% | 3% | - | 1% | 2% | 11%kl | 1% | 5%n | - | 3% | 2% | - | - | 6%B | - | 1% | 3% | - | - | 8% | - | 2% | - | 5% | - | 4% |
| 1 - Extremely dissatisfied | (1) | 19 | 4 | 3 | 20 | 18 | 20 | 5 | 3 | 10 | 1 | 4 | 3 | 12 | 6 | 13 | 1 | 1 | 2 | - | 1 | - | 3 | 3 | 1 | 1 | 1 | - | 1 | - | 1 | 2 | 1 | 2 |
| | | 3% | 3% | 3% | 4% | 6% | 5% | 3% | 2% | 7%h | 5% | 1% | 2% | 14%kl | 2% | 5% | 2% | 2% | 4% | - | 1% | - | 30% | 4% | 1% | 3% | 5% | - | 20% | - | 4% | 11% | 2% | 4% |
| Not applicable | | 2 | 1 | 1 | 4 | 6 | 7 | - | 2 | - | - | 2 | - | - | 1 | 1 | - | - | 1 | - | 1 | - | - | 1 | - | - | 1 | - | - | 1 | - | - | 1 | - |
| | | * | 1% | 1% | 1% | 2%a | 2%a | - | 1% | - | - | 1% | - | - | * | * | - | - | 2% | - | 1% | - | - | 1% | - | - | 5% | - | - | 2% | - | - | 2% | - |
| NET: Dissatisfied | (1-3) | 60 | 21 | 13 | 48 | 51 | 43 | 13 | 22 | 24 | 1 | 10 | 19 | 31 | 17 | 41 | 2 | 7 | 12 | - | 2 | 13 | 6 | 7 | 13 | 5 | 4 | 3 | 1 | 2 | 7 | 4 | 4 | 9 |
| | | 11% | 13% | 15% | 10% | 16%adf | 10% | 7% | 12% | 16%g | 5% | 3% | 12%k | 36%kl | 6% | 16%n | 5% | 12% | 25%x | - | 2% | 24%B | 60% | 9% | 18% | 13% | 19% | 13% | 20% | 4% | 29% | 21% | 9% | 20% |
| NET: Neutral | (4-6) | 160 | 37 | 23 | 126 | 103 | 128 | 69 | 43 | 42 | 6 | 44 | 83 | 33 | 60 | 98 | 15 | 11 | 9 | 2 | 14 | 21 | 2 | 10 | 26 | 9 | 5 | 8 | 1 | 7 | 10 | 6 | 7 | 15 |
| | | 29% | 24% | 26% | 26% | 32% | 30% | 36%h | 24% | 28% | 30% | 15% | 51%k | 39%k | 21% | 39%n | 34% | 19% | 19% | 29% | 15% | 39%B | 20% | 13% | 36%E | 23% | 24% | 33% | 20% | 15% | 42% | 32% | 16% | 33% |
| NET: Satisfied | (7-10) | 321 | 98 | 52 | 315 | 166 | 253 | 112 | 112 | 84 | 13 | 238 | 62 | 21 | 207 | 111 | 27 | 40 | 26 | 5 | 76 | 20 | 2 | 61 | 34 | 25 | 11 | 13 | 3 | 36 | 7 | 9 | 31 | 21 |
| | | 59%e | 62%e | 58% | 64%e | 51% | 59%e | 58% | 63% | 56% | 65% | 81%lm | 38%m | 25% | 73%o | 44% | 61% | 69% | 54% | 71% | 82%C | 37% | 20% | 77%F | 47% | 64% | 52% | 54% | 60% | 78% | 29% | 47% | 72% | 47% |
| Mean score | | 6.87e | 6.84 | 6.88 | 7.09e | 6.39 | 6.85e | 7.00 | 7.03 | 6.50 | 7.05 | 8.01lm | 5.98m | 4.71 | 7.63o | 6.05 | 6.93 | 7.09 | 6.34 | 7.57 | 7.95C | 5.57 | 3.50 | 7.64F | 6.00 | 7.13 | 6.55 | 6.83 | 6.40 | 8.07 | 5.21 | 6.16 | 7.90 | 5.93 |
| Standard error | | 0.11 | 0.19 | 0.30 | 0.11 | 0.15 | 0.12 | 0.17 | 0.18 | 0.21 | 0.52 | 0.11 | 0.16 | 0.29 | 0.13 | 0.15 | 0.31 | 0.31 | 0.41 | 0.65 | 0.19 | 0.29 | 0.76 | 0.27 | 0.26 | 0.43 | 0.64 | 0.57 | 1.57 | 0.32 | 0.47 | 0.77 | 0.40 | 0.39 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 18

**Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Ease of finding provider contact details.**

**Base: All complained about landline service in past 6 months**

| | | Supplier | | | | | | SKY Issue | | | | SKY Satisfaction | | | SKY Resolved | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (x) | Repairs and Installation (g) | Service issues (h) | Something else (i) | Satisfied (j) | Neutral (k) | Dissatisfied (l) | Yes (m) | No (n) |
| Total | | 543 | 157 | 89* | 493 | 326 | 431 | 175 | 184 | 114 | 20** | 294 | 146 | 53* | 266 | 223 |
| 10 - Extremely satisfied | (10) | 96 | 25 | 24 | 103 | 47 | 66 | 30 | 36 | 29 | 8 | 93 | 6 | 4 | 88 | 14 |
| | | 18% | 16% | 27%abef | 21%ef | 14% | 15% | 17% | 20% | 25% | 40% | 32%kl | 4% | 8% | 33%n | 6% |
| 9 - | (9) | 68 | 19 | 8 | 62 | 35 | 59 | 23 | 24 | 12 | 3 | 52 | 7 | 3 | 42 | 19 |
| | | 13% | 12% | 9% | 13% | 11% | 14% | 13% | 13% | 11% | 15% | 18%kl | 5% | 6% | 16%n | 9% |
| 8 - | (8) | 90 | 25 | 11 | 73 | 45 | 71 | 24 | 32 | 16 | 1 | 62 | 10 | 1 | 42 | 31 |
| | | 17% | 16% | 12% | 15% | 14% | 16% | 14% | 17% | 14% | 5% | 21%kl | 7% | 2% | 16% | 14% |
| 7 - | (7) | 67 | 29 | 9 | 77 | 39 | 57 | 37 | 24 | 15 | 1 | 47 | 22 | 8 | 35 | 42 |
| | | 12% | 18%a | 10% | 16% | 12% | 13% | 21%g | 13% | 13% | 5% | 16% | 15% | 15% | 13% | 19% |
| 6 - | (6) | 65 | 14 | 6 | 56 | 34 | 48 | 15 | 24 | 15 | 2 | 20 | 33 | 3 | 18 | 37 |
| | | 12% | 9% | 7% | 11% | 10% | 11% | 9% | 13% | 13% | 10% | 7% | 23%jl | 6% | 7% | 17%m |
| 5 - | (5) | 63 | 15 | 7 | 43 | 41 | 54 | 13 | 17 | 9 | 4 | 9 | 31 | 3 | 19 | 24 |
| | | 12% | 10% | 8% | 9% | 13% | 13% | 7% | 9% | 8% | 20% | 3% | 21%jl | 6% | 7% | 11% |
| 4 - | (4) | 32 | 8 | 10 | 27 | 28 | 26 | 12 | 9 | 6 | - | 1 | 19 | 7 | 10 | 17 |
| | | 6% | 5% | 11%d | 5% | 9% | 6% | 7% | 5% | 5% | - | * | 13%j | 13%j | 4% | 8% |
| 3 - | (3) | 24 | 14 | 8 | 20 | 21 | 17 | 10 | 6 | 4 | - | 3 | 12 | 5 | 5 | 15 |
| | | 4% | 9%adf | 9%df | 4% | 6% | 4% | 6% | 3% | 4% | - | 1% | 8%j | 9%j | 2% | 7%m |
| 2 - | (2) | 17 | 3 | 2 | 8 | 12 | 6 | 3 | 3 | 2 | - | - | 3 | 5 | - | 8 |
| | | 3% | 2% | 2% | 2% | 4%f | 1% | 2% | 2% | 2% | - | - | 2%j | 9%jk | - | 4%m |
| 1 - Extremely dissatisfied | (1) | 19 | 4 | 3 | 20 | 18 | 20 | 7 | 8 | 5 | - | 3 | 3 | 14 | 6 | 14 |
| | | 3% | 3% | 3% | 4% | 6% | 5% | 4% | 4% | 4% | - | 1% | 2% | 26%jk | 2% | 6%m |
| Not applicable | | 2 | 1 | 1 | 4 | 6 | 7 | 1 | 1 | 1 | 1 | 4 | - | - | 1 | 2 |
| | | * | 1% | 1% | 1% | 2%a | 2%a | 1% | 1% | 1% | 5% | 1% | - | - | * | 1% |
| NET: Dissatisfied | (1-3) | 60 | 21 | 13 | 48 | 51 | 43 | 20 | 17 | 11 | - | 6 | 18 | 24 | 11 | 37 |
| | | 11% | 13% | 15% | 10% | 16%adf | 10% | 11% | 9% | 10% | - | 2% | 12%j | 45%jk | 4% | 17%m |
| NET: Neutral | (4-6) | 160 | 37 | 23 | 126 | 103 | 128 | 40 | 50 | 30 | 6 | 30 | 83 | 13 | 47 | 78 |
| | | 29% | 24% | 26% | 26% | 32% | 30% | 23% | 27% | 26% | 30% | 10% | 57%jl | 25%j | 18% | 35%m |
| NET: Satisfied | (7-10) | 321 | 98 | 52 | 315 | 166 | 253 | 114 | 116 | 72 | 13 | 254 | 45 | 16 | 207 | 106 |
| | | 59%e | 62%e | 58% | 64%e | 51% | 59%e | 65% | 63% | 63% | 65% | 86%kl | 31% | 30% | 78%n | 48% |
| Mean score | | 6.87e | 6.84 | 6.88 | 7.09e | 6.39 | 6.85e | 6.92 | 7.09 | 7.18 | 8.11 | 8.29kl | 5.69l | 4.36 | 7.94n | 6.05 |
| Standard error | | 0.11 | 0.19 | 0.30 | 0.11 | 0.15 | 0.12 | 0.19 | 0.18 | 0.24 | 0.48 | 0.10 | 0.16 | 0.41 | 0.13 | 0.16 |

| | | TALK TALK Issue | | | | TALK TALK Satisfaction | | | TALK TALK Resolved | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Billing and Customer service (o) | Repairs and Installation (p) | Service issues (q) | Something else (r) | Satisfied (s) | Neutral (t) | Dissatisfied (u) | Yes (v) | No (w) |
| Total | | 126 | 93* | 88* | 19** | 145 | 111 | 70* | 136 | 185 |
| 10 - Extremely satisfied | (10) | 17 | 13 | 15 | 2 | 41 | 4 | 2 | 33 | 14 |
| | | 13% | 14% | 17% | 11% | 28%tu | 4% | 3% | 24%w | 8% |
| 9 - | (9) | 20 | 7 | 7 | 1 | 27 | 6 | 2 | 23 | 11 |
| | | 16% | 8% | 8% | 5% | 19%tu | 5% | 3% | 17%w | 6% |
| 8 - | (8) | 21 | 8 | 13 | 3 | 30 | 7 | 8 | 16 | 29 |
| | | 17% | 9% | 15% | 16% | 21%t | 6% | 11% | 12% | 16% |
| 7 - | (7) | 13 | 10 | 16 | - | 19 | 15 | 5 | 18 | 20 |
| | | 10% | 11% | 18% | - | 13% | 14% | 7% | 13% | 11% |
| 6 - | (6) | 10 | 15 | 9 | - | 8 | 23 | 3 | 11 | 23 |
| | | 8% | 16% | 10% | - | 6% | 21%stu | 4% | 8% | 12% |
| 5 - | (5) | 15 | 13 | 7 | 6 | 10 | 25 | 6 | 16 | 25 |
| | | 12% | 14% | 8% | 32% | 7% | 23%stu | 9% | 12% | 14% |
| 4 - | (4) | 10 | 11 | 5 | 2 | 4 | 16 | 8 | 8 | 20 |
| | | 8% | 12% | 6% | 11% | 3% | 14%s | 11%s | 6% | 11% |
| 3 - | (3) | 4 | 10 | 5 | 2 | 2 | 10 | 9 | 5 | 14 |
| | | 3% | 11%o | 6% | 11% | 1% | 9%s | 13%s | 4% | 8% |
| 2 - | (2) | 5 | 2 | 4 | 1 | - | 2 | 10 | 4 | 8 |
| | | 4% | 2% | 5% | 5% | - | 2% | 14%st | 3% | 4% |
| 1 - Extremely dissatisfied | (1) | 10 | 3 | 5 | - | 1 | 1 | 16 | 1 | 16 |
| | | 8% | 3% | 6% | - | 1% | 1% | 23%st | 1% | 9%v |
| Not applicable | | 1 | 1 | 2 | 2 | 3 | 2 | 1 | 1 | 5 |
| | | 1% | 1% | 2% | 11% | 2% | 2% | 1% | 1% | 3% |
| NET: Dissatisfied | (1-3) | 19 | 15 | 14 | 3 | 3 | 13 | 35 | 10 | 38 |
| | | 15% | 16% | 16% | 16% | 2% | 12%s | 50%st | 7% | 21%v |
| NET: Neutral | (4-6) | 35 | 39 | 21 | 8 | 22 | 64 | 17 | 35 | 68 |
| | | 28% | 42%oq | 24% | 42% | 15% | 58%stu | 24% | 26% | 37%v |
| NET: Satisfied | (7-10) | 71 | 38 | 51 | 6 | 117 | 32 | 17 | 90 | 74 |
| | | 56%p | 41% | 58%p | 32% | 81%tu | 29% | 24% | 66%w | 40% |
| Mean score | | 6.53 | 6.12 | 6.58 | 5.82 | 8.08tu | 5.66u | 4.06 | 7.36w | 5.71 |
| Standard error | | 0.25 | 0.26 | 0.29 | 0.61 | 0.16 | 0.18 | 0.33 | 0.20 | 0.19 |

| | | VIRGIN MEDIA Issue | | | | VIRGIN MEDIA Satisfaction | | | VIRGIN MEDIA Resolved | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | | 191 | 116 | 103 | 21** | 213 | 140 | 78* | 215 | 208 |
| 10 - Extremely satisfied | (10) | 24 | 21 | 18 | 3 | 51 | 6 | 9 | 52 | 13 |
| | | 13% | 18% | 17% | 14% | 24%FG | 4% | 12%F | 24%d | 6% |
| 9 - | (9) | 29 | 17 | 11 | 2 | 48 | 10 | 1 | 36 | 23 |
| | | 15% | 15% | 11% | 10% | 23%FG | 7% | 1% | 17% | 11% |
| 8 - | (8) | 35 | 20 | 12 | 4 | 41 | 19 | 11 | 38 | 31 |
| | | 18% | 17% | 12% | 19% | 19% | 14% | 14% | 18% | 15% |
| 7 - | (7) | 19 | 18 | 15 | 5 | 27 | 22 | 8 | 20 | 35 |
| | | 10% | 16% | 15% | 24% | 13% | 16% | 10% | 9% | 17%H |
| 6 - | (6) | 16 | 14 | 15 | 3 | 17 | 28 | 3 | 27 | 21 |
| | | 8% | 12% | 15% | 14% | 8% | 20%EG | 4% | 13% | 10% |
| 5 - | (5) | 28 | 12 | 13 | 1 | 16 | 31 | 7 | 20 | 33 |
| | | 15% | 10% | 13% | 5% | 8% | 22%EG | 9% | 9% | 16%H |
| 4 - | (4) | 14 | 5 | 6 | 1 | 6 | 13 | 7 | 7 | 19 |
| | | 7% | 4% | 6% | 5% | 3% | 9%E | 9%E | 3% | 9%H |
| 3 - | (3) | 10 | 4 | 3 | - | 3 | 7 | 7 | 5 | 12 |
| | | 5% | 3% | 3% | - | 1% | 5%E | 9%E | 2% | 6% |
| 2 - | (2) | 3 | 1 | 2 | - | - | 1 | 5 | 2 | 4 |
| | | 2% | 1% | 2% | - | - | 1% | 6%EF | 1% | 2% |
| 1 - Extremely dissatisfied | (1) | 10 | 3 | 6 | 1 | 1 | 2 | 17 | 4 | 15 |
| | | 5% | 3% | 6% | 5% | * | 1% | 22%EF | 2% | 7%H |
| Not applicable | | 3 | 1 | 2 | 1 | 3 | 1 | 3 | 4 | 2 |
| | | 2% | 1% | 2% | 5% | 1% | 1% | 4% | 2% | 1% |
| NET: Dissatisfied | (1-3) | 23 | 8 | 11 | 1 | 4 | 10 | 29 | 11 | 31 |
| | | 12% | 7% | 11% | 5% | 2% | 7%E | 37%EF | 5% | 15%H |
| NET: Neutral | (4-6) | 58 | 31 | 34 | 5 | 39 | 72 | 17 | 54 | 73 |
| | | 30% | 27% | 33% | 24% | 18% | 51%EG | 22% | 25% | 35%H |
| NET: Satisfied | (7-10) | 107 | 76 | 56 | 14 | 167 | 57 | 29 | 146 | 102 |
| | | 56% | 66% | 54% | 67% | 78%FG | 41% | 37% | 68%d | 49% |
| Mean score | | 6.66 | 7.22 | 6.71 | 7.15 | 7.98FG | 6.16G | 4.96 | 7.59I | 6.10 |
| Standard error | | 0.18 | 0.21 | 0.25 | 0.49 | 0.13 | 0.16 | 0.36 | 0.15 | 0.17 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 19

**Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Ease of getting through to the right person (PHONE).**

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

| | | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (x) | Repairs and Installation (y) | Service issues (z) | Something else (A) | Satisfied (B) | Neutral (C) | Dissatisfied (D) | Yes (E) | No (F) | Billing and Customer service (G) | Repairs and Installation (H) | Service issues (I) | Something else (J) | Satisfied (K) | Neutral (L) | Dissatisfied (M) | Yes (N) | No (O) |
| Total | | 249 | 63* | 41* | 170 | 140 | 216 | 96* | 63* | 77* | 13** | 134 | 76* | 39* | 138 | 111 | 16** | 22** | 20** | 5** | 43* | 15** | 5** | 34* | 27** | 19** | 6** | 14** | 2** | 23** | 6** | 12** | 24** | 17* |
| 10 - Extremely satisfied | (10) | 36 | 13 | 9 | 37 | 12 | 32 | 15 | 9 | 9 | 3 | 33 | 2 | 1 | 30 | 6 | 2 | 4 | 5 | 2 | 13 | - | - | 12 | 1 | 3 | - | 6 | - | 8 | - | 1 | 6 | 3 |
| | | 14% | 21%e | 22%e | 22%e | 9% | 15% | 16% | 14% | 12% | 23% | 25%lm | 3% | 3% | 22%o | 5% | 13% | 18% | 25% | 40% | 30% | - | - | 35% | 4% | 16% | - | 43% | - | 35% | - | 8% | 25% | 18% |
| 9 - | (9) | 34 | 7 | 3 | 21 | 11 | 11 | 11 | 10 | 13 | - | 30 | 4 | - | 27 | 7 | 1 | 5 | - | 1 | 6 | 1 | - | 3 | 4 | 1 | - | 2 | - | 3 | - | - | 3 | - |
| | | 14%f | 11% | 7% | 12%f | 8% | 5% | 11% | 16% | 17% | - | 22%lm | 5% | - | 20%o | 6% | 6% | 23% | - | 20% | 14% | 7% | - | 9% | 15% | 5% | - | 14% | - | 13% | - | - | 13% | - |
| 8 - | (8) | 38 | 7 | 12 | 26 | 23 | 32 | 13 | 9 | 13 | 3 | 29 | 9 | - | 23 | 15 | 2 | 1 | 3 | 1 | 7 | - | - | 4 | 3 | 5 | 3 | 2 | 2 | 6 | 2 | 4 | 9 | 3 |
| | | 15% | 11% | 29%abdf | 15% | 16% | 15% | 14% | 14% | 17% | 23% | 22%m | 12%m | - | 17% | 14% | 13% | 5% | 15% | 20% | 16% | - | - | 12% | 11% | 26% | 50% | 14% | 100% | 26% | 33% | 33% | 38% | 18% |
| 7 - | (7) | 34 | 11 | 2 | 19 | 13 | 28 | 12 | 7 | 13 | 2 | 20 | 11 | 3 | 20 | 14 | 3 | 4 | 4 | - | 9 | 2 | - | 7 | 3 | 1 | - | 1 | - | 1 | 1 | - | - | 2 |
| | | 14% | 17% | 5% | 11% | 9% | 13% | 13% | 11% | 17% | 15% | 15% | 14% | 8% | 14% | 13% | 19% | 18% | 20% | - | 21% | 13% | - | 21% | 11% | 5% | - | 7% | - | 4% | 17% | - | - | 12% |
| 6 - | (6) | 30 | 4 | 2 | 16 | 13 | 15 | 13 | 7 | 9 | 1 | 13 | 13 | 4 | 15 | 15 | 1 | 3 | - | - | 1 | 3 | - | 2 | 2 | 1 | 1 | - | - | 2 | - | - | 1 | 1 |
| | | 12% | 6% | 5% | 9% | 9% | 7% | 14% | 11% | 12% | 8% | 10% | 17% | 10% | 11% | 14% | 6% | 14% | - | - | 2% | 20% | - | 6% | 7% | 5% | 17% | - | - | 9% | - | - | 4% | 6% |
| 5 - | (5) | 23 | 5 | 2 | 16 | 13 | 29 | 8 | 7 | 6 | 2 | 3 | 17 | 3 | 11 | 12 | 2 | 2 | 1 | - | 2 | 3 | - | 2 | 3 | 1 | - | 1 | - | 2 | - | - | 2 | - |
| | | 9% | 8% | 5% | 9% | 9% | 13% | 8% | 11% | 8% | 15% | 2% | 22%k | 8% | 8% | 11% | 13% | 9% | 5% | - | 5% | 20% | - | 6% | 11% | 5% | - | 7% | - | 9% | - | - | 8% | - |
| 4 - | (4) | 14 | 6 | 2 | 12 | 17 | 15 | 9 | 3 | 2 | - | 1 | 9 | 4 | 2 | 12 | 1 | 1 | 3 | 1 | 3 | 3 | - | 1 | 5 | 1 | - | 1 | - | - | 2 | - | - | 2 |
| | | 6% | 10% | 5% | 7% | 12%a | 7% | 9% | 5% | 3% | - | 1% | 12%k | 10%k | 1% | 11%n | 6% | 5% | 15% | 20% | 7% | 20% | - | 3% | 19% | 5% | - | 7% | - | - | 33% | - | - | 12% |
| 3 - | (3) | 8 | 3 | 3 | 4 | 7 | 13 | 3 | 2 | 3 | - | - | 4 | 4 | - | 8 | - | 1 | 2 | - | - | 2 | 1 | 1 | 1 | 3 | - | - | - | 1 | - | 2 | 1 | 2 |
| | | 3% | 5% | 7% | 2% | 5% | 6% | 3% | 3% | 4% | - | - | 5%k | 10%k | - | 7%n | - | 5% | 10% | - | - | 13% | 20% | 3% | 4% | 16% | - | - | - | 4% | - | 17% | 4% | 12% |
| 2 - | (2) | 11 | 2 | 4 | 7 | 7 | 10 | 4 | 2 | 5 | - | 1 | 4 | 6 | 3 | 8 | 1 | 1 | - | - | - | 1 | 1 | - | 2 | 2 | 1 | 1 | - | - | - | 4 | - | 4 |
| | | 4% | 3% | 10% | 4% | 5% | 5% | 4% | 3% | 6% | - | 1% | 5%k | 15%k | 2% | 7% | 6% | 5% | - | - | - | 7% | 20% | - | 7% | 11% | 17% | 7% | - | - | - | 33% | - | 24% |
| 1 - Extremely dissatisfied | (1) | 19 | 4 | 2 | 11 | 24 | 30 | 7 | 7 | 3 | 2 | 3 | 2 | 14 | 7 | 12 | 3 | - | 1 | - | 1 | - | 3 | 1 | 3 | 1 | 1 | - | - | - | 1 | 1 | 2 | - |
| | | 8% | 6% | 5% | 6% | 17%abd | 14%ad | 7% | 11% | 4% | 15% | 2% | 3% | 36%kl | 5% | 11% | 19% | - | 5% | - | 2% | - | 60% | 3% | 11% | 5% | 17% | - | - | - | 17% | 8% | 8% | - |
| Not applicable | | 2 | 1 | - | 1 | - | 1 | 1 | - | 1 | - | 1 | 1 | - | - | 2 | - | - | 1 | - | 1 | - | - | 1 | - | - | - | - | - | - | - | - | - | - |
| | | 1% | 2% | - | 1% | - | * | 1% | - | 1% | - | 1% | 1% | - | - | 2% | - | - | 5% | - | 2% | - | - | 3% | - | - | - | - | - | - | - | - | - | - |
| NET: Dissatisfied | (1-3) | 38 | 9 | 9 | 22 | 38 | 53 | 14 | 11 | 11 | 2 | 4 | 10 | 24 | 10 | 28 | 4 | 2 | 3 | - | 1 | 3 | 5 | 2 | 6 | 6 | 2 | 1 | - | 1 | 1 | 7 | 3 | 6 |
| | | 15% | 14% | 22% | 13% | 27%abd | 25%ad | 15% | 17% | 14% | 15% | 3% | 13%k | 62%kl | 7% | 25%n | 25% | 9% | 15% | - | 2% | 20% | 100% | 6% | 22% | 32% | 33% | 7% | - | 4% | 17% | 58% | 13% | 35% |
| NET: Neutral | (4-6) | 67 | 15 | 6 | 44 | 43 | 59 | 30 | 17 | 17 | 3 | 17 | 39 | 11 | 28 | 39 | 4 | 6 | 4 | 1 | 6 | 9 | - | 5 | 10 | 3 | 1 | 2 | - | 4 | 2 | - | 3 | 3 |
| | | 27% | 24% | 15% | 26% | 31%c | 27% | 31% | 27% | 22% | 23% | 13% | 51%km | 28%k | 20% | 35%n | 25% | 27% | 20% | 20% | 14% | 60% | - | 15% | 37% | 16% | 17% | 14% | - | 17% | 33% | - | 13% | 18% |
| NET: Satisfied | (7-10) | 142 | 38 | 26 | 103 | 59 | 103 | 51 | 35 | 48 | 8 | 112 | 26 | 4 | 100 | 42 | 8 | 14 | 12 | 4 | 35 | 3 | - | 26 | 11 | 10 | 3 | 11 | 2 | 18 | 3 | 5 | 18 | 8 |
| | | 57%ef | 60%e | 63%e | 61%ef | 42% | 48% | 53% | 56% | 62% | 62% | 84%lm | 34%m | 10% | 72%o | 38% | 50% | 64% | 60% | 80% | 81% | 20% | - | 76% | 41% | 53% | 50% | 79% | 100% | 78% | 50% | 42% | 75% | 47% |
| Mean score | | 6.57ef | 6.71ef | 6.73e | 6.87ef | 5.46 | 5.84 | 6.47 | 6.46 | 6.79 | 6.62 | 8.08lm | 5.68m | 3.18 | 7.49o | 5.42 | 5.69 | 7.18 | 6.63 | 8.20 | 7.90 | 5.07 | 1.60 | 7.82 | 5.48 | 6.05 | 5.50 | 8.00 | 8.00 | 8.13 | 5.33 | 4.75 | 7.50 | 5.65 |
| Standard error | | 0.17 | 0.35 | 0.46 | 0.21 | 0.25 | 0.20 | 0.28 | 0.36 | 0.29 | 0.84 | 0.16 | 0.24 | 0.38 | 0.20 | 0.25 | 0.78 | 0.50 | 0.65 | 1.11 | 0.33 | 0.47 | 0.40 | 0.40 | 0.53 | 0.70 | 1.31 | 0.70 | 0.00 | 0.41 | 1.15 | 0.95 | 0.55 | 0.74 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 20

**Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Ease of getting through to the right person (PHONE).**

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

| | | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (x) | Repairs and Installation (g) | Service issues (h) | Something else (i) | Satisfied (j) | Neutral (k) | Dissatisfied (l) | Yes (m) | No (n) | Billing and Customer service (o) | Repairs and Installation (p) | Service issues (q) | Something else (r) | Satisfied (s) | Neutral (t) | Dissatisfied (u) | Yes (v) | No (w) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | | 249 | 63* | 41* | 170 | 140 | 216 | 64* | 59* | 36* | 11** | 91* | 48* | 31* | 94* | 76* | 60* | 27** | 46* | 7** | 53* | 47* | 40* | 62* | 76* | 109 | 45* | 49* | 13** | 93* | 68* | 55* | 103 | 111 |
| 10 - Extremely satisfied | (10) | 36 | 13 | 9 | 37 | 12 | 32 | 11 | 12 | 10 | 4 | 34 | 1 | 2 | 31 | 6 | 5 | 1 | 5 | 1 | 9 | 2 | 1 | 9 | 3 | 13 | 14 | 5 | - | 26 | 4 | 2 | 27 | 5 |
| | | 14% | 21%e | 22%e | 22%e | 9% | 15% | 17% | 20% | 28% | 36% | 37%kl | 2% | 6% | 33%n | 8% | 8% | 4% | 11% | 14% | 17%tu | 4% | 3% | 15%w | 4% | 12% | 31%AC | 10% | - | 28%FG | 6% | 4% | 26%l | 5% |
| 9 - | (9) | 34 | 7 | 3 | 21 | 11 | 11 | 10 | 4 | 5 | 2 | 18 | 1 | 2 | 16 | 5 | 3 | 3 | 4 | 1 | 11 | - | - | 7 | 3 | 8 | - | 3 | - | 8 | 3 | - | 6 | 5 |
| | | 14%f | 11% | 7% | 12%f | 8% | 5% | 16% | 7% | 14% | 18% | 20%k | 2% | 6% | 17%n | 7% | 5% | 11% | 9% | 14% | 21%tu | - | - | 11% | 4% | 7% | - | 6% | - | 9%G | 4% | - | 6% | 5% |
| 8 - | (8) | 38 | 7 | 12 | 26 | 23 | 32 | 10 | 14 | - | 2 | 21 | 3 | 2 | 17 | 9 | 11 | 3 | 9 | - | 19 | 4 | - | 13 | 10 | 14 | 7 | 9 | 2 | 22 | 9 | 1 | 19 | 13 |
| | | 15% | 11% | 29%abdf | 15% | 16% | 15% | 16%h | 24%h | - | 18% | 23%kl | 6% | 6% | 18% | 12% | 18% | 11% | 20% | - | 36%tu | 9% | - | 21% | 13% | 13% | 16% | 18% | 15% | 24%G | 13%G | 2% | 18% | 12% |
| 7 - | (7) | 34 | 11 | 2 | 19 | 13 | 28 | 8 | 4 | 7 | - | 8 | 8 | 3 | 8 | 11 | 8 | 1 | 4 | - | 6 | 7 | - | 9 | 4 | 16 | 1 | 9 | 2 | 13 | 14 | 1 | 15 | 13 |
| | | 14% | 17% | 5% | 11% | 9% | 13% | 13% | 7% | 19% | - | 9% | 17% | 10% | 9% | 14% | 13% | 4% | 9% | - | 11%u | 15%u | - | 15% | 5% | 15%B | 2% | 18%B | 15% | 14%G | 21%G | 2% | 15% | 12% |
| 6 - | (6) | 30 | 4 | 2 | 16 | 13 | 15 | 3 | 8 | 3 | 2 | 4 | 10 | 2 | 4 | 12 | 4 | 5 | 4 | - | 3 | 6 | 4 | 8 | 5 | 7 | 4 | 4 | - | 7 | 5 | 3 | 7 | 8 |
| | | 12% | 6% | 5% | 9% | 9% | 7% | 5% | 14% | 8% | 18% | 4% | 21%j | 6% | 4% | 16%m | 7% | 19% | 9% | - | 6% | 13% | 10% | 13% | 7% | 6% | 9% | 8% | - | 8% | 7% | 5% | 7% | 7% |
| 5 - | (5) | 23 | 5 | 2 | 16 | 13 | 29 | 3 | 8 | 5 | - | 5 | 9 | 2 | 6 | 10 | 7 | 3 | 3 | - | - | 10 | 3 | 4 | 9 | 12 | 5 | 9 | 3 | 8 | 15 | 6 | 10 | 17 |
| | | 9% | 8% | 5% | 9% | 9% | 13% | 5% | 14% | 14% | - | 5% | 19%j | 6% | 6% | 13% | 12% | 11% | 7% | - | - | 21%s | 8%s | 6% | 12% | 11% | 11% | 18% | 23% | 9% | 22%E | 11% | 10% | 15% |
| 4 - | (4) | 14 | 6 | 2 | 12 | 17 | 15 | 5 | 3 | 4 | - | - | 11 | 1 | 8 | 4 | 6 | 4 | 5 | 2 | 1 | 10 | 6 | 6 | 11 | 7 | 2 | 2 | 4 | 3 | 8 | 4 | 6 | 9 |
| | | 6% | 10% | 5% | 7% | 12%a | 7% | 8% | 5% | 11% | - | - | 23%jl | 3% | 9% | 5% | 10% | 15% | 11% | 29% | 2% | 21%s | 15%s | 10% | 14% | 6% | 4% | 4% | 31% | 3% | 12%E | 7% | 6% | 8% |
| 3 - | (3) | 8 | 3 | 3 | 4 | 7 | 13 | 2 | 1 | 1 | - | - | 1 | 3 | 2 | 2 | 1 | 2 | 1 | 3 | 3 | 2 | 2 | 3 | 3 | 8 | 3 | 2 | - | 3 | 4 | 6 | 5 | 8 |
| | | 3% | 5% | 7% | 2% | 5% | 6% | 3% | 2% | 3% | - | - | 2% | 10%j | 2% | 3% | 2% | 7% | 2% | 43% | 6% | 4% | 5% | 5% | 4% | 7% | 7% | 4% | - | 3% | 6% | 11% | 5% | 7% |
| 2 - | (2) | 11 | 2 | 4 | 7 | 7 | 10 | 5 | 2 | - | - | - | 2 | 5 | 1 | 6 | 3 | 2 | 2 | - | 1 | 4 | 2 | 2 | 5 | 5 | 3 | 2 | - | 1 | 1 | 8 | - | 10 |
| | | 4% | 3% | 10% | 4% | 5% | 5% | 8% | 3% | - | - | - | 4% | 16%j | 1% | 8%m | 5% | 7% | 4% | - | 2% | 9% | 5% | 3% | 7% | 5% | 7% | 4% | - | 1% | 1% | 15%EF | - | 9%H |
| 1 - Extremely dissatisfied | (1) | 19 | 4 | 2 | 11 | 24 | 30 | 7 | 3 | 1 | - | - | 2 | 9 | 1 | 10 | 12 | 3 | 9 | - | - | 2 | 22 | 1 | 23 | 19 | 5 | 4 | 2 | 1 | 5 | 24 | 7 | 23 |
| | | 8% | 6% | 5% | 6% | 17%abd | 14%ad | 11% | 5% | 3% | - | - | 4% | 29%jk | 1% | 13%m | 20% | 11% | 20% | - | - | 4% | 55%st | 2% | 30%w | 17% | 11% | 8% | 15% | 1% | 7%E | 44%EF | 7% | 21%H |
| Not applicable | | 2 | 1 | - | 1 | - | 1 | - | - | - | 1 | 1 | - | - | - | 1 | - | - | - | - | - | - | - | - | - | - | 1 | - | - | 1 | - | - | 1 | - |
| | | 1% | 2% | - | 1% | - | * | - | - | - | 9% | 1% | - | - | - | 1% | - | - | - | - | - | - | - | - | - | - | 2% | - | - | 1% | - | - | 1% | - |
| NET: Dissatisfied | (1-3) | 38 | 9 | 9 | 22 | 38 | 53 | 14 | 6 | 2 | - | - | 5 | 17 | 4 | 18 | 16 | 7 | 12 | 3 | 4 | 8 | 26 | 6 | 31 | 32 | 11 | 8 | 2 | 5 | 10 | 38 | 12 | 41 |
| | | 15% | 14% | 22% | 13% | 27%abd | 25%ad | 22%h | 10% | 6% | - | - | 10%j | 55%jk | 4% | 24%m | 27% | 26% | 26% | 43% | 8% | 17% | 65%st | 10% | 41%w | 29% | 24% | 16% | 15% | 5% | 15%E | 69%EF | 12% | 37%H |
| NET: Neutral | (4-6) | 67 | 15 | 6 | 44 | 43 | 59 | 11 | 19 | 12 | 2 | 9 | 30 | 5 | 18 | 26 | 17 | 12 | 12 | 2 | 4 | 26 | 13 | 18 | 25 | 26 | 11 | 15 | 7 | 18 | 28 | 13 | 23 | 34 |
| | | 27% | 24% | 15% | 26% | 31%c | 27% | 17% | 32% | 33% | 18% | 10% | 63%jl | 16% | 19% | 34%m | 28% | 44% | 26% | 29% | 8% | 55%su | 33%s | 29% | 33% | 24% | 24% | 31% | 54% | 19% | 41%EG | 24% | 22% | 31% |
| NET: Satisfied | (7-10) | 142 | 38 | 26 | 103 | 59 | 103 | 39 | 34 | 22 | 8 | 81 | 13 | 9 | 72 | 31 | 27 | 8 | 22 | 2 | 45 | 13 | 1 | 38 | 20 | 51 | 22 | 26 | 4 | 69 | 30 | 4 | 67 | 36 |
| | | 57%ef | 60%e | 63%e | 61%ef | 42% | 48% | 61% | 58% | 61% | 73% | 89%kl | 27% | 29% | 77%n | 41% | 45% | 30% | 48% | 29% | 85%tu | 28%tu | 3% | 61%w | 26% | 47% | 49% | 53% | 31% | 74%FG | 44%G | 7% | 65%l | 32% |
| Mean score | | 6.57ef | 6.71ef | 6.73e | 6.87ef | 5.46 | 5.84 | 6.44 | 6.88 | 7.14 | 8.60 | 8.61kl | 5.35l | 4.16 | 7.88n | 5.60 | 5.42 | 5.26 | 5.67 | 5.14 | 7.85tu | 5.17u | 2.63 | 6.87w | 4.29 | 5.59 | 6.36 | 6.18 | 4.85 | 7.66FG | 5.78G | 2.85 | 7.05l | 4.74 |
| Standard error | | 0.17 | 0.35 | 0.46 | 0.21 | 0.25 | 0.20 | 0.39 | 0.33 | 0.42 | 0.50 | 0.15 | 0.27 | 0.56 | 0.23 | 0.32 | 0.39 | 0.51 | 0.46 | 1.14 | 0.26 | 0.31 | 0.35 | 0.30 | 0.33 | 0.29 | 0.49 | 0.37 | 0.63 | 0.22 | 0.28 | 0.32 | 0.26 | 0.27 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 21

**Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**The time taken to handle your issue.**

**Base: All complained about landline service in past 6 months**

| | | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (x) | Repairs and Installation (y) | Service issues (z) | Something else (A) | Satisfied (B) | Neutral (C) | Dissatisfied (D) | Yes (E) | No (F) | Billing and Customer service (G) | Repairs and Installation (H) | Service issues (I) | Something else (J) | Satisfied (K) | Neutral (L) | Dissatisfied (M) | Yes (N) | No (O) |
| Total | | 543 | 157 | 89* | 493 | 326 | 431 | 194 | 179 | 150 | 20** | 294 | 164 | 85* | 285 | 251 | 44* | 58* | 48* | 7** | 93* | 54* | 10** | 79* | 73* | 39* | 21** | 24** | 5** | 46* | 24** | 19** | 43* | 45* |
| 10 - Extremely satisfied | (10) | 72 | 25 | 13 | 87 | 35 | 53 | 22 | 29 | 19 | 2 | 65 | 6 | 1 | 58 | 14 | 9 | 7 | 7 | 2 | 23 | 1 | 1 | 21 | 2 | 5 | 2 | 6 | - | 11 | 1 | 1 | 12 | 1 |
| | | 13% | 16% | 15% | 18%ef | 11% | 12% | 11% | 16% | 13% | 10% | 22%lm | 4% | 1% | 20%o | 6% | 20% | 12% | 15% | 29% | 25%C | 2% | 10% | 27%F | 3% | 13% | 10% | 25% | - | 24% | 4% | 5% | 28% | 2% |
| 9 - | (9) | 59 | 15 | 10 | 63 | 23 | 46 | 24 | 20 | 13 | 2 | 52 | 5 | 2 | 43 | 15 | 6 | 6 | 3 | - | 11 | 4 | - | 4 | 10 | 4 | 3 | 3 | - | 10 | - | - | 8 | 2 |
| | | 11% | 10% | 11% | 13%e | 7% | 11% | 12% | 11% | 9% | 10% | 18%lm | 3% | 2% | 15%o | 6% | 14% | 10% | 6% | - | 12% | 7% | - | 5% | 14% | 10% | 14% | 13% | - | 22% | - | - | 19% | 4% |
| 8 - | (8) | 81 | 26 | 13 | 77 | 41 | 65 | 29 | 31 | 19 | 2 | 66 | 13 | 2 | 51 | 29 | 5 | 11 | 7 | 3 | 20 | 5 | 1 | 17 | 8 | 7 | 3 | 2 | 1 | 11 | 2 | - | 9 | 4 |
| | | 15% | 17% | 15% | 16% | 13% | 15% | 15% | 17% | 13% | 10% | 22%lm | 8% | 2% | 18%o | 12% | 11% | 19% | 15% | 43% | 22% | 9% | 10% | 22% | 11% | 18% | 14% | 8% | 20% | 24% | 8% | - | 21% | 9% |
| 7 - | (7) | 84 | 25 | 4 | 67 | 39 | 41 | 28 | 25 | 29 | 2 | 48 | 33 | 3 | 47 | 36 | 7 | 7 | 10 | 1 | 14 | 9 | 2 | 14 | 11 | 3 | 1 | - | - | 1 | 2 | 1 | 1 | 3 |
| | | 15%cf | 16%cf | 4% | 14%c | 12%c | 10% | 14% | 14% | 19% | 10% | 16%m | 20%m | 4% | 16% | 14% | 16% | 12% | 21% | 14% | 15% | 17% | 20% | 18% | 15% | 8% | 5% | - | - | 2% | 8% | 5% | 2% | 7% |
| 6 - | (6) | 60 | 24 | 11 | 62 | 37 | 48 | 23 | 17 | 15 | 5 | 25 | 28 | 7 | 25 | 35 | 5 | 11 | 8 | - | 12 | 12 | - | 12 | 12 | 3 | 2 | 4 | 2 | 4 | 5 | 2 | 3 | 8 |
| | | 11% | 15% | 12% | 13% | 11% | 11% | 12% | 9% | 10% | 25% | 9% | 17%k | 8% | 9% | 14% | 11% | 19% | 17% | - | 13% | 22% | - | 15% | 16% | 8% | 10% | 17% | 40% | 9% | 21% | 11% | 7% | 18% |
| 5 - | (5) | 52 | 16 | 13 | 48 | 49 | 49 | 20 | 11 | 17 | 4 | 12 | 31 | 9 | 16 | 35 | 6 | 6 | 4 | - | 7 | 9 | - | 2 | 14 | 4 | 6 | 3 | - | 6 | 6 | 1 | 4 | 8 |
| | | 10% | 10% | 15% | 10% | 15%ad | 11% | 10% | 6% | 11% | 20% | 4% | 19%k | 11%k | 6% | 14%n | 14% | 10% | 8% | - | 8% | 17% | - | 3% | 19%E | 10% | 29% | 13% | - | 13% | 25% | 5% | 9% | 18% |
| 4 - | (4) | 40 | 8 | 4 | 31 | 20 | 41 | 14 | 16 | 10 | - | 13 | 19 | 8 | 20 | 19 | 3 | 2 | 3 | - | 1 | 7 | - | 2 | 6 | 4 | - | - | - | 1 | 3 | - | 1 | 3 |
| | | 7% | 5% | 4% | 6% | 6% | 10% | 7% | 9% | 7% | - | 4% | 12%k | 9% | 7% | 8% | 7% | 3% | 6% | - | 1% | 13%B | - | 3% | 8% | 10% | - | - | - | 2% | 13% | - | 2% | 7% |
| 3 - | (3) | 36 | 10 | 6 | 21 | 31 | 22 | 13 | 13 | 10 | - | 9 | 14 | 13 | 10 | 25 | 1 | 4 | 4 | 1 | 2 | 6 | 2 | 5 | 4 | 1 | 2 | 2 | 1 | 1 | 2 | 3 | 1 | 5 |
| | | 7% | 6% | 7% | 4% | 10%df | 5% | 7% | 7% | 7% | - | 3% | 9%k | 15%k | 4% | 10%n | 2% | 7% | 8% | 14% | 2% | 11%B | 20% | 6% | 5% | 3% | 10% | 8% | 20% | 2% | 8% | 16% | 2% | 11% |
| 2 - | (2) | 15 | 1 | 5 | 10 | 14 | 11 | 4 | 6 | 5 | - | - | 4 | 11 | 7 | 7 | - | 1 | - | - | 1 | - | - | 1 | - | 3 | - | 2 | - | - | 1 | 4 | - | 5 |
| | | 3% | 1% | 6%bd | 2% | 4%b | 3% | 2% | 3% | 3% | - | - | 2%k | 13%kl | 2% | 3% | - | 2% | - | - | 1% | - | - | 1% | - | 8% | - | 8% | - | - | 4% | 21% | - | 11% |
| 1 - Extremely dissatisfied | (1) | 41 | 5 | 10 | 23 | 35 | 49 | 16 | 10 | 12 | 3 | 3 | 9 | 29 | 8 | 33 | 2 | 2 | 1 | - | - | 1 | 4 | - | 5 | 5 | 2 | 2 | 1 | 1 | 2 | 7 | 4 | 6 |
| | | 8% | 3% | 11%bd | 5% | 11%bd | 11%abd | 8% | 6% | 8% | 15% | 1% | 5%k | 34%kl | 3% | 13%n | 5% | 3% | 2% | - | - | 2% | 40% | - | 7%E | 13% | 10% | 8% | 20% | 2% | 8% | 37% | 9% | 13% |
| Not applicable | | 3 | 2 | - | 4 | 2 | 6 | 1 | 1 | 1 | - | 1 | 2 | - | - | 3 | - | 1 | 1 | - | 2 | - | - | 1 | 1 | - | - | - | - | - | - | - | - | - |
| | | 1% | 1% | - | 1% | 1% | 1% | 1% | 1% | 1% | - | * | 1% | - | - | 1% | - | 2% | 2% | - | 2% | - | - | 1% | 1% | - | - | - | - | - | - | - | - | - |
| NET: Dissatisfied | (1-3) | 92 | 16 | 21 | 54 | 80 | 82 | 33 | 29 | 27 | 3 | 12 | 27 | 53 | 25 | 65 | 3 | 7 | 5 | 1 | 3 | 7 | 6 | 6 | 9 | 9 | 4 | 6 | 2 | 2 | 5 | 14 | 5 | 16 |
| | | 17%bd | 10% | 24%bd | 11% | 25%abd | 19%bd | 17% | 16% | 18% | 15% | 4% | 16%k | 62%kl | 9% | 26%n | 7% | 12% | 10% | 14% | 3% | 13%B | 60% | 8% | 12% | 23% | 19% | 25% | 40% | 4% | 21% | 74% | 12% | 36% |
| NET: Neutral | (4-6) | 152 | 48 | 28 | 141 | 106 | 138 | 57 | 44 | 42 | 9 | 50 | 78 | 24 | 61 | 89 | 14 | 19 | 15 | - | 20 | 28 | - | 16 | 32 | 11 | 8 | 7 | 2 | 11 | 14 | 3 | 8 | 19 |
| | | 28% | 31% | 31% | 29% | 33% | 32% | 29% | 25% | 28% | 45% | 17% | 48%km | 28%k | 21% | 35%n | 32% | 33% | 31% | - | 22% | 52%B | - | 20% | 44%E | 28% | 38% | 29% | 40% | 24% | 58% | 16% | 19% | 42% |
| NET: Satisfied | (7-10) | 296 | 91 | 40 | 294 | 138 | 205 | 103 | 105 | 80 | 8 | 231 | 57 | 8 | 199 | 94 | 27 | 31 | 27 | 6 | 68 | 19 | 4 | 56 | 31 | 19 | 9 | 11 | 1 | 33 | 5 | 2 | 30 | 10 |
| | | 55%ef | 58%ef | 45% | 60%cef | 42% | 48% | 53% | 59% | 53% | 40% | 79%lm | 35%m | 9% | 70%o | 37% | 61% | 53% | 56% | 86% | 73%C | 35% | 40% | 71%F | 42% | 49% | 43% | 46% | 20% | 72% | 21% | 11% | 70% | 22% |
| Mean score | | 6.38e | 6.85ace f | 6.03 | 6.88ace f | 5.74 | 6.08 | 6.33 | 6.60 | 6.23 | 6.05 | 7.76lm | 5.54m | 3.22 | 7.25o | 5.41 | 7.05 | 6.68 | 6.72 | 7.71 | 7.76C | 5.80 | 4.20 | 7.53F | 6.03 | 5.92 | 6.10 | 6.42 | 4.80 | 7.76 | 5.08 | 3.05 | 7.44 | 4.71 |
| Standard error | | 0.11 | 0.19 | 0.31 | 0.11 | 0.15 | 0.14 | 0.19 | 0.20 | 0.22 | 0.60 | 0.11 | 0.17 | 0.25 | 0.14 | 0.17 | 0.37 | 0.31 | 0.33 | 0.89 | 0.20 | 0.26 | 1.09 | 0.24 | 0.27 | 0.49 | 0.59 | 0.65 | 1.24 | 0.32 | 0.44 | 0.59 | 0.43 | 0.37 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 22

**Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**The time taken to handle your issue.**

**Base: All complained about landline service in past 6 months**

| | | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (x) | Repairs and Installation (g) | Service issues (h) | Something else (i) | Satisfied (j) | Neutral (k) | Dissatisfied (l) | Yes (m) | No (n) | Billing and Customer service (o) | Repairs and Installation (p) | Service issues (q) | Something else (r) | Satisfied (s) | Neutral (t) | Dissatisfied (u) | Yes (v) | No (w) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | | 543 | 157 | 89* | 493 | 326 | 431 | 175 | 184 | 114 | 20** | 294 | 146 | 53* | 266 | 223 | 126 | 93* | 88* | 19** | 145 | 111 | 70* | 136 | 185 | 191 | 116 | 103 | 21** | 213 | 140 | 78* | 215 | 208 |
| 10 - Extremely satisfied | (10) | 72 | 25 | 13 | 87 | 35 | 53 | 26 | 35 | 20 | 6 | 80 | 5 | 2 | 73 | 13 | 12 | 11 | 12 | - | 32 | 3 | - | 27 | 8 | 18 | 23 | 11 | 1 | 47 | 4 | 2 | 43 | 10 |
| | | 13% | 16% | 15% | 18%ef | 11% | 12% | 15% | 19% | 18% | 30% | 27%kl | 3% | 4% | 27%n | 6% | 10% | 12% | 14% | - | 22%tu | 3% | - | 20%w | 4% | 9% | 20%A | 11% | 5% | 22%FG | 3% | 3% | 20%l | 5% |
| 9 - | (9) | 59 | 15 | 10 | 63 | 23 | 46 | 23 | 29 | 10 | 1 | 54 | 8 | 1 | 44 | 19 | 9 | 7 | 5 | 2 | 18 | 4 | 1 | 13 | 9 | 23 | 10 | 11 | 2 | 41 | 3 | 2 | 30 | 16 |
| | | 11% | 10% | 11% | 13%e | 7% | 11% | 13% | 16% | 9% | 5% | 18%kl | 5% | 2% | 17%n | 9% | 7% | 8% | 6% | 11% | 12%tu | 4% | 1% | 10% | 5% | 12% | 9% | 11% | 10% | 19%FG | 2% | 3% | 14%l | 8% |
| 8 - | (8) | 81 | 26 | 13 | 77 | 41 | 65 | 23 | 31 | 18 | 5 | 65 | 9 | 3 | 44 | 32 | 19 | 8 | 10 | 4 | 37 | 3 | 1 | 26 | 14 | 28 | 25 | 9 | 3 | 48 | 15 | 2 | 39 | 25 |
| | | 15% | 17% | 15% | 16% | 13% | 15% | 13% | 17% | 16% | 25% | 22%kl | 6% | 6% | 17% | 14% | 15% | 9% | 11% | 21% | 26%tu | 3% | 1% | 19%w | 8% | 15% | 22%C | 9% | 14% | 23%FG | 11%G | 3% | 18% | 12% |
| 7 - | (7) | 84 | 25 | 4 | 67 | 39 | 41 | 26 | 26 | 12 | 3 | 39 | 24 | 4 | 33 | 33 | 14 | 12 | 12 | 1 | 20 | 17 | 2 | 18 | 20 | 21 | 6 | 12 | 2 | 27 | 13 | 1 | 26 | 15 |
| | | 15%cf | 16%cf | 4% | 14%c | 12%c | 10% | 15% | 14% | 11% | 15% | 13% | 16% | 8% | 12% | 15% | 11% | 13% | 14% | 5% | 14%u | 15%u | 3% | 13% | 11% | 11% | 5% | 12% | 10% | 13%G | 9%G | 1% | 12% | 7% |
| 6 - | (6) | 60 | 24 | 11 | 62 | 37 | 48 | 22 | 13 | 26 | 1 | 27 | 29 | 6 | 28 | 34 | 14 | 12 | 9 | 2 | 12 | 20 | 5 | 9 | 28 | 24 | 11 | 11 | 2 | 23 | 24 | 1 | 18 | 30 |
| | | 11% | 15% | 12% | 13% | 11% | 11% | 13% | 7% | 23%xg | 5% | 9% | 20%j | 11% | 11% | 15% | 11% | 13% | 10% | 11% | 8% | 18%su | 7% | 7% | 15%w | 13% | 9% | 11% | 10% | 11%G | 17%G | 1% | 8% | 14% |
| 5 - | (5) | 52 | 16 | 13 | 48 | 49 | 49 | 21 | 18 | 7 | 2 | 11 | 33 | 4 | 12 | 36 | 20 | 17 | 10 | 2 | 13 | 32 | 4 | 18 | 31 | 20 | 11 | 16 | 2 | 11 | 34 | 4 | 24 | 24 |
| | | 10% | 10% | 15% | 10% | 15%ad | 11% | 12% | 10% | 6% | 10% | 4% | 23%jl | 8% | 5% | 16%m | 16% | 18% | 11% | 11% | 9% | 29%su | 6% | 13% | 17% | 10% | 9% | 16% | 10% | 5% | 24%EG | 5% | 11% | 12% |
| 4 - | (4) | 40 | 8 | 4 | 31 | 20 | 41 | 11 | 11 | 8 | 1 | 8 | 16 | 7 | 15 | 16 | 6 | 5 | 7 | 2 | 4 | 11 | 5 | 5 | 14 | 16 | 12 | 11 | 2 | 9 | 22 | 10 | 19 | 21 |
| | | 7% | 5% | 4% | 6% | 6% | 10% | 6% | 6% | 7% | 5% | 3% | 11%j | 13% | 6% | 7% | 5% | 5% | 8% | 11% | 3% | 10%s | 7% | 4% | 8% | 8% | 10% | 11% | 10% | 4% | 16%E | 13%E | 9% | 10% |
| 3 - | (3) | 36 | 10 | 6 | 21 | 31 | 22 | 9 | 9 | 3 | - | 4 | 11 | 6 | 9 | 12 | 10 | 11 | 7 | 3 | 3 | 15 | 13 | 13 | 18 | 9 | 5 | 7 | 1 | 2 | 8 | 12 | 2 | 20 |
| | | 7% | 6% | 7% | 4% | 10%df | 5% | 5% | 5% | 3% | - | 1% | 8%j | 11%j | 3% | 5% | 8% | 12% | 8% | 16% | 2% | 14%s | 19%s | 10% | 10% | 5% | 4% | 7% | 5% | 1% | 6%E | 15%EF | 1% | 10%H |
| 2 - | (2) | 15 | 1 | 5 | 10 | 14 | 11 | 4 | 2 | 4 | - | 2 | 5 | 3 | 2 | 8 | 8 | 3 | 2 | 1 | 1 | 4 | 9 | 3 | 11 | 7 | 2 | 1 | 1 | - | 5 | 6 | 2 | 9 |
| | | 3% | 1% | 6%bd | 2% | 4%b | 3% | 2% | 1% | 4% | - | 1% | 3%j | 6%j | 1% | 4%m | 6% | 3% | 2% | 5% | 1% | 4% | 13%st | 2% | 6% | 4% | 2% | 1% | 5% | - | 4%E | 8%E | 1% | 4%H |
| 1 - Extremely dissatisfied | (1) | 41 | 5 | 10 | 23 | 35 | 49 | 10 | 9 | 4 | - | 2 | 5 | 16 | 5 | 18 | 14 | 7 | 13 | 1 | 3 | 2 | 30 | 4 | 30 | 24 | 9 | 12 | 4 | 1 | 10 | 38 | 11 | 35 |
| | | 8% | 3% | 11%bd | 5% | 11%bd | 11%abd | 6% | 5% | 4% | - | 1% | 3%j | 30%k | 2% | 8%m | 11% | 8% | 15% | 5% | 2% | 2% | 43%st | 3% | 16%w | 13% | 8% | 12% | 19% | * | 7%E | 49%EF | 5% | 17%H |
| Not applicable | | 3 | 2 | - | 4 | 2 | 6 | - | 1 | 2 | 1 | 2 | 1 | 1 | 1 | 2 | - | - | 1 | 1 | 2 | - | - | - | 2 | 1 | 2 | 2 | 1 | 4 | 2 | - | 1 | 3 |
| | | 1% | 1% | - | 1% | 1% | 1% | - | 1% | 2% | 5% | 1% | 1% | 2% | * | 1% | - | - | 1% | 5% | 1% | - | - | - | 1% | 1% | 2% | 2% | 5% | 2% | 1% | - | * | 1% |
| NET: Dissatisfied | (1-3) | 92 | 16 | 21 | 54 | 80 | 82 | 23 | 20 | 11 | - | 8 | 21 | 25 | 16 | 38 | 32 | 21 | 22 | 5 | 7 | 21 | 52 | 20 | 59 | 40 | 16 | 20 | 6 | 3 | 23 | 56 | 15 | 64 |
| | | 17%bd | 10% | 24%bd | 11% | 25%abd | 19%bd | 13% | 11% | 10% | - | 3% | 14%j | 47%k | 6% | 17%m | 25% | 23% | 25% | 26% | 5% | 19%s | 74%st | 15% | 32%w | 21% | 14% | 19% | 29% | 1% | 16%E | 72%EF | 7% | 31%H |
| NET: Neutral | (4-6) | 152 | 48 | 28 | 141 | 106 | 138 | 54 | 42 | 41 | 4 | 46 | 78 | 17 | 55 | 86 | 40 | 34 | 26 | 6 | 29 | 63 | 14 | 32 | 73 | 60 | 34 | 38 | 6 | 43 | 80 | 15 | 61 | 75 |
| | | 28% | 31% | 31% | 29% | 33% | 32% | 31% | 23% | 36%g | 20% | 16% | 53%jl | 32%j | 21% | 39%m | 32% | 37% | 30% | 32% | 20% | 57%su | 20% | 24% | 39%w | 31% | 29% | 37% | 29% | 20% | 57%EG | 19% | 28% | 36% |
| NET: Satisfied | (7-10) | 296 | 91 | 40 | 294 | 138 | 205 | 98 | 121 | 60 | 15 | 238 | 46 | 10 | 194 | 97 | 54 | 38 | 39 | 7 | 107 | 27 | 4 | 84 | 51 | 90 | 64 | 43 | 8 | 163 | 35 | 7 | 138 | 66 |
| | | 55%ef | 58%ef | 45% | 60%cef | 42% | 48% | 56% | 66%h | 53% | 75% | 81%kl | 32% | 19% | 73%n | 43% | 43% | 41% | 44% | 37% | 74%tu | 24%t | 6% | 62%w | 28% | 47% | 55%C | 42% | 38% | 77%FG | 25%G | 9% | 64%l | 32% |
| Mean score | | 6.38e | 6.85ace f | 6.03 | 6.88ace f | 5.74 | 6.08 | 6.62 | 7.07 | 6.80 | 7.89 | 8.03kl | 5.61l | 3.94 | 7.67n | 5.91 | 5.71 | 5.85 | 5.74 | 5.50 | 7.59tu | 5.30u | 2.69 | 6.87w | 4.91 | 5.95 | 6.66AC | 5.84 | 5.25 | 7.89FG | 5.25G | 2.73 | 7.10l | 5.10 |
| Standard error | | 0.11 | 0.19 | 0.31 | 0.11 | 0.15 | 0.14 | 0.19 | 0.19 | 0.23 | 0.44 | 0.11 | 0.17 | 0.37 | 0.14 | 0.17 | 0.25 | 0.27 | 0.31 | 0.60 | 0.18 | 0.18 | 0.24 | 0.22 | 0.19 | 0.20 | 0.26 | 0.27 | 0.67 | 0.13 | 0.18 | 0.27 | 0.17 | 0.19 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 23

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

**Base: All complained about landline service in past 6 months**

| | | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (x) | Repairs and Installation (y) | Service issues (z) | Something else (A) | Satisfied (B) | Neutral (C) | Dissatisfied (D) | Yes (E) | No (F) | Billing and Customer service (G) | Repairs and Installation (H) | Service issues (I) | Something else (J) | Satisfied (K) | Neutral (L) | Dissatisfied (M) | Yes (N) | No (O) |
| Total | | 543 | 157 | 89* | 493 | 326 | 431 | 194 | 179 | 150 | 20** | 294 | 164 | 85* | 285 | 251 | 44* | 58* | 48* | 7** | 93* | 54* | 10** | 79* | 73* | 39* | 21** | 24** | 5** | 46* | 24** | 19** | 43* | 45* |
| 10 - Extremely satisfied | (10) | 75 | 22 | 13 | 86 | 35 | 50 | 25 | 27 | 20 | 3 | 70 | 4 | 1 | 68 | 7 | 7 | 8 | 5 | 2 | 21 | 1 | - | 18 | 3 | 3 | 4 | 6 | - | 13 | - | - | 13 | - |
| | | 14% | 14% | 15% | 17%ef | 11% | 12% | 13% | 15% | 13% | 15% | 24%lm | 2% | 1% | 24%o | 3% | 16% | 14% | 10% | 29% | 23%C | 2% | - | 23%F | 4% | 8% | 19% | 25% | - | 28% | - | - | 30% | - |
| 9 - | (9) | 58 | 22 | 10 | 55 | 22 | 43 | 30 | 16 | 12 | - | 52 | 6 | - | 46 | 12 | 9 | 6 | 6 | 1 | 17 | 4 | 1 | 7 | 14 | 6 | 1 | 3 | - | 10 | - | - | 8 | 2 |
| | | 11% | 14%e | 11% | 11%e | 7% | 10% | 15%l | 9% | 8% | - | 18%lm | 4% | - | 16%o | 5% | 20% | 10% | 13% | 14% | 18% | 7% | 10% | 9% | 19% | 15% | 5% | 13% | - | 22% | - | - | 19% | 4% |
| 8 - | (8) | 86 | 28 | 12 | 80 | 43 | 73 | 31 | 32 | 20 | 3 | 64 | 16 | 6 | 54 | 30 | 7 | 12 | 8 | 1 | 24 | 4 | - | 17 | 11 | 5 | 3 | 1 | 3 | 9 | 2 | 1 | 9 | 3 |
| | | 16% | 18% | 13% | 16% | 13% | 17% | 16% | 18% | 13% | 15% | 22%lm | 10% | 7% | 19%o | 12% | 16% | 21% | 17% | 14% | 26%C | 7% | - | 22% | 15% | 13% | 14% | 4% | 60% | 20% | 8% | 5% | 21% | 7% |
| 7 - | (7) | 84 | 20 | 9 | 87 | 49 | 51 | 30 | 23 | 26 | 5 | 51 | 30 | 3 | 39 | 45 | 4 | 12 | 3 | 1 | 11 | 9 | - | 10 | 10 | 5 | 3 | 1 | - | 5 | 3 | 1 | 3 | 6 |
| | | 15% | 13% | 10% | 18%df | 15% | 12% | 15% | 13% | 17% | 25% | 17%m | 18%m | 4% | 14% | 18% | 9% | 21%z | 6% | 14% | 12% | 17% | - | 13% | 14% | 13% | 14% | 4% | - | 11% | 13% | 5% | 7% | 13% |
| 6 - | (6) | 61 | 19 | 12 | 67 | 36 | 40 | 13 | 29 | 17 | 2 | 24 | 27 | 10 | 27 | 34 | 6 | 6 | 6 | 1 | 6 | 10 | 3 | 8 | 11 | 2 | 4 | 6 | - | 5 | 7 | - | 3 | 8 |
| | | 11% | 12% | 13% | 14%df | 11% | 9% | 7% | 16%g | 11% | 10% | 8% | 16%k | 12% | 9% | 14% | 14% | 10% | 13% | 14% | 6% | 19%B | 30% | 10% | 15% | 5% | 19% | 25% | - | 11% | 29% | - | 7% | 18% |
| 5 - | (5) | 49 | 18 | 4 | 52 | 42 | 50 | 20 | 14 | 13 | 2 | 13 | 31 | 5 | 20 | 28 | 3 | 6 | 9 | - | 7 | 11 | - | 8 | 9 | 2 | 1 | 1 | - | 1 | 3 | - | - | 4 |
| | | 9% | 11% | 4% | 11% | 13%c | 12%c | 10% | 8% | 9% | 10% | 4% | 19%km | 6% | 7% | 11% | 7% | 10% | 19% | - | 8% | 20%B | - | 10% | 12% | 5% | 5% | 4% | - | 2% | 13% | - | - | 9% |
| 4 - | (4) | 40 | 13 | 7 | 22 | 26 | 38 | 17 | 12 | 10 | 1 | 10 | 21 | 9 | 15 | 23 | 5 | 2 | 5 | 1 | 3 | 9 | 1 | 6 | 6 | 1 | 3 | 1 | 2 | 1 | 3 | 3 | 1 | 6 |
| | | 7%d | 8% | 8% | 4% | 8%d | 9%d | 9% | 7% | 7% | 5% | 3% | 13%k | 11%k | 5% | 9% | 11% | 3% | 10% | 14% | 3% | 17%B | 10% | 8% | 8% | 3% | 14% | 4% | 40% | 2% | 13% | 16% | 2% | 13% |
| 3 - | (3) | 28 | 7 | 4 | 15 | 25 | 25 | 8 | 10 | 10 | - | 4 | 16 | 8 | 5 | 22 | - | 4 | 3 | - | 2 | 3 | 2 | 2 | 4 | 3 | 1 | - | - | - | 3 | 1 | 2 | 2 |
| | | 5% | 4% | 4% | 3% | 8%d | 6%d | 4% | 6% | 7% | - | 1% | 10%k | 9%k | 2% | 9%n | - | 7% | 6% | - | 2% | 6% | 20% | 3% | 5% | 8% | 5% | - | - | - | 13% | 5% | 5% | 4% |
| 2 - | (2) | 19 | 3 | 5 | 8 | 17 | 9 | 5 | 7 | 7 | - | 1 | 8 | 10 | 5 | 13 | 1 | 1 | 1 | - | - | 3 | - | 1 | 2 | 3 | - | 2 | - | - | - | 5 | 1 | 4 |
| | | 3% | 2% | 6%d | 2% | 5%df | 2% | 3% | 4% | 5% | - | * | 5%k | 12%kl | 2% | 5%n | 2% | 2% | 2% | - | - | 6%B | - | 1% | 3% | 8% | - | 8% | - | - | - | 26% | 2% | 9% |
| 1 - Extremely dissatisfied | (1) | 40 | 4 | 13 | 18 | 29 | 48 | 15 | 8 | 13 | 4 | 3 | 4 | 33 | 5 | 35 | 2 | 1 | 1 | - | 1 | - | 3 | 1 | 3 | 9 | 1 | 3 | - | 2 | 3 | 8 | 3 | 10 |
| | | 7%bd | 3% | 15%abd | 4% | 9%bd | 11%abd | 8% | 4% | 9% | 20% | 1% | 2% | 39%kl | 2% | 14%n | 5% | 2% | 2% | - | 1% | - | 30% | 1% | 4% | 23% | 5% | 13% | - | 4% | 13% | 42% | 7% | 22% |
| Not applicable | | 3 | 1 | - | 3 | 2 | 4 | - | 1 | 2 | - | 2 | 1 | - | 1 | 2 | - | - | 1 | - | 1 | - | - | 1 | - | - | - | - | - | - | - | - | - | - |
| | | 1% | 1% | - | 1% | 1% | 1% | - | 1% | 1% | - | 1% | 1% | - | * | 1% | - | - | 2% | - | 1% | - | - | 1% | - | - | - | - | - | - | - | - | - | - |
| NET: Dissatisfied | (1-3) | 87 | 14 | 22 | 41 | 71 | 82 | 28 | 25 | 30 | 4 | 8 | 28 | 51 | 15 | 70 | 3 | 6 | 5 | - | 3 | 6 | 5 | 4 | 9 | 15 | 2 | 5 | - | 2 | 6 | 14 | 6 | 16 |
| | | 16%bd | 9% | 25%abd | 8% | 22%abd | 19%bd | 14% | 14% | 20% | 20% | 3% | 17%k | 60%kl | 5% | 28%n | 7% | 10% | 10% | - | 3% | 11% | 50% | 5% | 12% | 38% | 10% | 21% | - | 4% | 25% | 74% | 14% | 36% |
| NET: Neutral | (4-6) | 150 | 50 | 23 | 141 | 104 | 128 | 50 | 55 | 40 | 5 | 47 | 79 | 24 | 62 | 85 | 14 | 14 | 20 | 2 | 16 | 30 | 4 | 22 | 26 | 5 | 8 | 8 | 2 | 7 | 13 | 3 | 4 | 18 |
| | | 28% | 32% | 26% | 29% | 32% | 30% | 26% | 31% | 27% | 25% | 16% | 48%km | 28%k | 22% | 34%n | 32% | 24% | 42% | 29% | 17% | 56%B | 40% | 28% | 36% | 13% | 38% | 33% | 40% | 15% | 54% | 16% | 9% | 40% |
| NET: Satisfied | (7-10) | 303 | 92 | 44 | 308 | 149 | 217 | 116 | 98 | 78 | 11 | 237 | 56 | 10 | 207 | 94 | 27 | 38 | 22 | 5 | 73 | 18 | 1 | 52 | 38 | 19 | 11 | 11 | 3 | 37 | 5 | 2 | 33 | 11 |
| | | 56%e | 59%e | 49% | 62%acef | 46% | 50% | 60% | 55% | 52% | 55% | 81%lm | 34%m | 12% | 73%o | 37% | 61% | 66%z | 46% | 71% | 78%C | 33% | 10% | 66% | 52% | 49% | 52% | 46% | 60% | 80% | 21% | 11% | 77% | 24% |
| Mean score | | 6.45e | 6.85cef | 6.00 | 7.01acef | 5.87 | 6.11 | 6.56 | 6.60 | 6.18 | 5.95 | 7.89lm | 5.53m | 3.26 | 7.57o | 5.20 | 7.05 | 6.95 | 6.43 | 7.71 | 7.85C | 5.69 | 4.00 | 7.31F | 6.41 | 5.36 | 6.62 | 6.42 | 6.40 | 8.00 | 4.92 | 2.53 | 7.63 | 4.44 |
| Standard error | | 0.11 | 0.19 | 0.33 | 0.10 | 0.15 | 0.13 | 0.19 | 0.19 | 0.23 | 0.67 | 0.11 | 0.16 | 0.27 | 0.13 | 0.16 | 0.37 | 0.29 | 0.35 | 0.84 | 0.20 | 0.26 | 0.86 | 0.25 | 0.27 | 0.53 | 0.55 | 0.65 | 0.98 | 0.32 | 0.43 | 0.47 | 0.42 | 0.38 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 24

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

**Base: All complained about landline service in past 6 months**

| | | Supplier | | | | | | SKY Issue | | | | SKY Satisfaction | | | SKY Resolved | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (x) | Repairs and Installation (g) | Service issues (h) | Something else (i) | Satisfied (j) | Neutral (k) | Dissatisfied (l) | Yes (m) | No (n) |
| Total | | 543 | 157 | 89* | 493 | 326 | 431 | 175 | 184 | 114 | 20** | 294 | 146 | 53* | 266 | 223 |
| 10 - Extremely satisfied | (10) | 75 | 22 | 13 | 86 | 35 | 50 | 25 | 28 | 25 | 8 | 80 | 3 | 3 | 75 | 10 |
| | | 14% | 14% | 15% | 17%ef | 11% | 12% | 14% | 15% | 22% | 40% | 27%kl | 2% | 6% | 26%n | 4% |
| 9 - | (9) | 58 | 22 | 10 | 55 | 22 | 43 | 22 | 23 | 9 | 1 | 49 | 4 | 2 | 42 | 12 |
| | | 11% | 14%e | 11% | 11%e | 7% | 10% | 13% | 13% | 8% | 5% | 17%kl | 3% | 4% | 16%n | 5% |
| 8 - | (8) | 86 | 28 | 12 | 80 | 43 | 73 | 28 | 34 | 16 | 2 | 61 | 17 | 2 | 51 | 29 |
| | | 16% | 18% | 13% | 16% | 13% | 17% | 16% | 18% | 14% | 10% | 21%kl | 12% | 4% | 19% | 13% |
| 7 - | (7) | 84 | 20 | 9 | 87 | 49 | 51 | 33 | 30 | 21 | 3 | 53 | 30 | 4 | 43 | 44 |
| | | 15% | 13% | 10% | 18%df | 15% | 12% | 19% | 16% | 18% | 15% | 18% | 21%j | 8% | 16% | 20% |
| 6 - | (6) | 61 | 19 | 12 | 67 | 36 | 40 | 22 | 26 | 16 | 3 | 26 | 35 | 6 | 23 | 44 |
| | | 11% | 12% | 13% | 14%df | 11% | 9% | 13% | 14% | 14% | 15% | 9% | 24%j | 11% | 9% | 20%m |
| 5 - | (5) | 49 | 18 | 4 | 52 | 42 | 50 | 19 | 20 | 12 | 1 | 16 | 31 | 5 | 20 | 32 |
| | | 9% | 11% | 4% | 11% | 13%c | 12%c | 11% | 11% | 11% | 5% | 5% | 21%j | 9% | 8% | 14%m |
| 4 - | (4) | 40 | 13 | 7 | 22 | 26 | 38 | 8 | 7 | 7 | - | 5 | 11 | 6 | 6 | 15 |
| | | 7%d | 8% | 8% | 4% | 8%d | 9%d | 5% | 4% | 6% | - | 2% | 8%j | 11%j | 2% | 7%m |
| 3 - | (3) | 28 | 7 | 4 | 15 | 25 | 25 | 8 | 4 | 3 | - | 2 | 7 | 6 | 2 | 13 |
| | | 5% | 4% | 4% | 3% | 8%d | 6%d | 5% | 2% | 3% | - | 1% | 5%j | 11%j | 1% | 6%m |
| 2 - | (2) | 19 | 3 | 5 | 8 | 17 | 9 | 1 | 5 | 2 | - | - | 5 | 3 | 2 | 6 |
| | | 3% | 2% | 6%d | 2% | 5%df | 2% | 1% | 3% | 2% | - | - | 3%j | 6%j | 1% | 3% |
| 1 - Extremely dissatisfied | (1) | 40 | 4 | 13 | 18 | 29 | 48 | 9 | 6 | 2 | 1 | - | 2 | 16 | 2 | 16 |
| | | 7%bd | 3% | 15%abd | 4% | 9%bd | 11%abd | 5% | 3% | 2% | 5% | - | 1%j | 30%jk | 1% | 7%m |
| Not applicable | | 3 | 1 | - | 3 | 2 | 4 | - | 1 | 1 | 1 | 2 | 1 | - | - | 2 |
| | | 1% | 1% | - | 1% | 1% | 1% | - | 1% | 1% | 5% | 1% | 1% | - | - | 1% |
| NET: Dissatisfied | (1-3) | 87 | 14 | 22 | 41 | 71 | 82 | 18 | 15 | 7 | 1 | 2 | 14 | 25 | 6 | 35 |
| | | 16%bd | 9% | 25%abd | 8% | 22%abd | 19%bd | 10% | 8% | 6% | 5% | 1% | 10%j | 47%jk | 2% | 16%m |
| NET: Neutral | (4-6) | 150 | 50 | 23 | 141 | 104 | 128 | 49 | 53 | 35 | 4 | 47 | 77 | 17 | 49 | 91 |
| | | 28% | 32% | 26% | 29% | 32% | 30% | 28% | 29% | 31% | 20% | 16% | 53%jl | 32%j | 18% | 41%m |
| NET: Satisfied | (7-10) | 303 | 92 | 44 | 308 | 149 | 217 | 108 | 115 | 71 | 14 | 243 | 54 | 11 | 211 | 95 |
| | | 56%e | 59%e | 49% | 62%acef | 46% | 50% | 62% | 63% | 62% | 70% | 83%kl | 37%j | 21% | 79%n | 43% |
| Mean score | | 6.45e | 6.85cef | 6.00 | 7.01acef | 5.87 | 6.11 | 6.84 | 7.00 | 7.12 | 7.89 | 8.09kl | 5.89l | 4.09 | 7.94n | 5.88 |
| Standard error | | 0.11 | 0.19 | 0.33 | 0.10 | 0.15 | 0.13 | 0.18 | 0.17 | 0.21 | 0.56 | 0.10 | 0.15 | 0.39 | 0.12 | 0.15 |

| | | TALK TALK Issue | | | | TALK TALK Satisfaction | | | TALK TALK Resolved | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Billing and Customer service (o) | Repairs and Installation (p) | Service issues (q) | Something else (r) | Satisfied (s) | Neutral (t) | Dissatisfied (u) | Yes (v) | No (w) |
| Total | | 126 | 93* | 88* | 19** | 145 | 111 | 70* | 136 | 185 |
| 10 - Extremely satisfied | (10) | 13 | 8 | 13 | 1 | 33 | 1 | 1 | 29 | 5 |
| | | 10% | 9% | 15% | 5% | 23%tu | 1% | 1% | 21%w | 3% |
| 9 - | (9) | 10 | 4 | 7 | 1 | 19 | 3 | - | 15 | 7 |
| | | 8% | 4% | 8% | 5% | 13%tu | 3% | - | 11%w | 4% |
| 8 - | (8) | 14 | 16 | 10 | 3 | 34 | 8 | 1 | 25 | 17 |
| | | 11% | 17% | 11% | 16% | 23%tu | 7% | 1% | 18%w | 9% |
| 7 - | (7) | 22 | 17 | 8 | 2 | 31 | 16 | 2 | 24 | 25 |
| | | 17% | 18% | 9% | 11% | 21%u | 14%u | 3% | 18% | 14% |
| 6 - | (6) | 16 | 8 | 12 | - | 11 | 22 | 3 | 10 | 26 |
| | | 13% | 9% | 14% | - | 8% | 20%su | 4% | 7% | 14% |
| 5 - | (5) | 16 | 13 | 9 | 4 | 7 | 30 | 5 | 13 | 28 |
| | | 13% | 14% | 10% | 21% | 5% | 27%su | 7% | 10% | 15% |
| 4 - | (4) | 5 | 13 | 6 | 2 | 3 | 16 | 7 | 7 | 19 |
| | | 4% | 14%o | 7% | 11% | 2% | 14%s | 10%s | 5% | 10% |
| 3 - | (3) | 7 | 5 | 11 | 2 | 3 | 11 | 11 | 7 | 18 |
| | | 6% | 5% | 13% | 11% | 2% | 10%s | 16%s | 5% | 10% |
| 2 - | (2) | 9 | 5 | 2 | 1 | 1 | 4 | 12 | 4 | 12 |
| | | 7% | 5% | 2% | 5% | 1% | 4% | 17%st | 3% | 6% |
| 1 - Extremely dissatisfied | (1) | 14 | 4 | 10 | 1 | 2 | - | 27 | 2 | 27 |
| | | 11% | 4% | 11% | 5% | 1% | - | 39%st | 1% | 15%v |
| Not applicable | | - | - | - | 2 | 1 | - | 1 | - | 1 |
| | | - | - | - | 11% | 1% | - | 1% | - | 1% |
| NET: Dissatisfied | (1-3) | 30 | 14 | 23 | 4 | 6 | 15 | 50 | 13 | 57 |
| | | 24% | 15% | 26% | 21% | 4% | 14%s | 71%st | 10% | 31%v |
| NET: Neutral | (4-6) | 37 | 34 | 27 | 6 | 21 | 68 | 15 | 30 | 73 |
| | | 29% | 37% | 31% | 32% | 14% | 61%su | 21% | 22% | 39%v |
| NET: Satisfied | (7-10) | 59 | 45 | 38 | 7 | 117 | 28 | 4 | 93 | 54 |
| | | 47% | 48% | 43% | 37% | 81%tu | 25%u | 6% | 68%w | 29% |
| Mean score | | 5.83 | 5.99 | 5.88 | 5.53 | 7.75tu | 5.41u | 2.71 | 7.18w | 4.90 |
| Standard error | | 0.25 | 0.25 | 0.31 | 0.62 | 0.16 | 0.16 | 0.24 | 0.20 | 0.18 |

| | | VIRGIN MEDIA Issue | | | | VIRGIN MEDIA Satisfaction | | | VIRGIN MEDIA Resolved | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | | 191 | 116 | 103 | 21** | 213 | 140 | 78* | 215 | 208 |
| 10 - Extremely satisfied | (10) | 20 | 16 | 11 | 3 | 45 | 3 | 2 | 44 | 6 |
| | | 10% | 14% | 11% | 14% | 21%FG | 2% | 3% | 20%I | 3% |
| 9 - | (9) | 22 | 11 | 10 | - | 40 | 2 | 1 | 33 | 10 |
| | | 12% | 9% | 10% | - | 19%FG | 1% | 1% | 15%I | 5% |
| 8 - | (8) | 29 | 23 | 16 | 5 | 54 | 16 | 3 | 50 | 21 |
| | | 15% | 20% | 16% | 24% | 25%FG | 11% | 4% | 23%I | 10% |
| 7 - | (7) | 22 | 14 | 15 | - | 37 | 14 | - | 24 | 27 |
| | | 12% | 12% | 15% | - | 17%G | 10%G | - | 11% | 13% |
| 6 - | (6) | 14 | 12 | 10 | 4 | 13 | 24 | 3 | 15 | 25 |
| | | 7% | 10% | 10% | 19% | 6% | 17%EG | 4% | 7% | 12% |
| 5 - | (5) | 27 | 12 | 10 | 1 | 8 | 37 | 5 | 22 | 27 |
| | | 14% | 10% | 10% | 5% | 4% | 26%EG | 6% | 10% | 13% |
| 4 - | (4) | 18 | 9 | 9 | 2 | 7 | 23 | 8 | 9 | 29 |
| | | 9% | 8% | 9% | 10% | 3% | 16%E | 10%E | 4% | 14%H |
| 3 - | (3) | 8 | 11 | 6 | - | 4 | 14 | 7 | 7 | 18 |
| | | 4% | 9% | 6% | - | 2% | 10%E | 9%E | 3% | 9%H |
| 2 - | (2) | 8 | 1 | - | - | - | 2 | 7 | 2 | 7 |
| | | 4%C | 1% | - | - | - | 1% | 9%EF | 1% | 3% |
| 1 - Extremely dissatisfied | (1) | 23 | 6 | 14 | 5 | 1 | 5 | 42 | 8 | 37 |
| | | 12%B | 5% | 14%B | 24% | * | 4%E | 54%EF | 4% | 18%H |
| Not applicable | | - | 1 | 2 | 1 | 4 | - | - | 1 | 1 |
| | | - | 1% | 2% | 5% | 2% | - | - | * | * |
| NET: Dissatisfied | (1-3) | 39 | 18 | 20 | 5 | 5 | 21 | 56 | 17 | 62 |
| | | 20% | 16% | 19% | 24% | 2% | 15%E | 72%EF | 8% | 30%H |
| NET: Neutral | (4-6) | 59 | 33 | 29 | 7 | 28 | 84 | 16 | 46 | 81 |
| | | 31% | 28% | 28% | 33% | 13% | 60%EG | 21% | 21% | 39%H |
| NET: Satisfied | (7-10) | 93 | 64 | 52 | 8 | 176 | 35 | 6 | 151 | 64 |
| | | 49% | 55% | 50% | 38% | 83%FG | 25%G | 8% | 70%I | 31% |
| Mean score | | 5.96 | 6.52 | 6.05 | 5.60 | 7.94FG | 5.33G | 2.63 | 7.36I | 4.89 |
| Standard error | | 0.21 | 0.24 | 0.28 | 0.72 | 0.12 | 0.16 | 0.27 | 0.16 | 0.18 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 25

**Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Courtesy and politeness of advisors.**

**Base: All complained about landline service in past 6 months**

| | | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (x) | Repairs and Installation (y) | Service issues (z) | Something else (A) | Satisfied (B) | Neutral (C) | Dissatisfied (D) | Yes (E) | No (F) | Billing and Customer service (G) | Repairs and Installation (H) | Service issues (I) | Something else (J) | Satisfied (K) | Neutral (L) | Dissatisfied (M) | Yes (N) | No (O) |
| Total | | 543 | 157 | 89* | 493 | 326 | 431 | 194 | 179 | 150 | 20** | 294 | 164 | 85* | 285 | 251 | 44* | 58* | 48* | 7** | 93* | 54* | 10** | 79* | 73* | 39* | 21** | 24** | 5** | 46* | 24** | 19** | 43* | 45* |
| 10 - Extremely satisfied | (10) | 106 | 25 | 29 | 110 | 56 | 80 | 39 | 36 | 29 | 2 | 93 | 6 | 7 | 87 | 17 | 8 | 5 | 8 | 4 | 25 | - | - | 22 | 2 | 14 | 6 | 8 | 1 | 21 | 4 | 4 | 20 | 9 |
| | | 20% | 16% | 33%abdef | 22% | 17% | 19% | 20% | 20% | 19% | 10% | 32%lm | 4% | 8% | 31%o | 7% | 18% | 9% | 17% | 57% | 27%C | - | - | 28%F | 3% | 36% | 29% | 33% | 20% | 46% | 17% | 21% | 47% | 20% |
| 9 - | (9) | 89 | 28 | 12 | 65 | 35 | 54 | 27 | 33 | 27 | 2 | 67 | 19 | 3 | 59 | 30 | 7 | 15 | 5 | 1 | 24 | 4 | - | 12 | 15 | 4 | 3 | 4 | 1 | 8 | 1 | 3 | 8 | 4 |
| | | 16%e | 18%e | 13% | 13% | 11% | 13% | 14% | 18% | 18% | 10% | 23%lm | 12%m | 4% | 21%o | 12% | 16% | 26%z | 10% | 14% | 26%C | 7% | - | 15% | 21% | 10% | 14% | 17% | 20% | 17% | 4% | 16% | 19% | 9% |
| 8 - | (8) | 94 | 30 | 15 | 78 | 44 | 62 | 37 | 27 | 24 | 6 | 57 | 30 | 7 | 48 | 46 | 9 | 11 | 9 | 1 | 22 | 8 | - | 14 | 15 | 8 | 3 | 3 | 1 | 11 | 2 | 2 | 10 | 5 |
| | | 17% | 19% | 17% | 16% | 13% | 14% | 19% | 15% | 16% | 30% | 19%m | 18%m | 8% | 17% | 18% | 20% | 19% | 19% | 14% | 24% | 15% | - | 18% | 21% | 21% | 14% | 13% | 20% | 24% | 8% | 11% | 23% | 11% |
| 7 - | (7) | 74 | 21 | 7 | 70 | 42 | 63 | 25 | 23 | 21 | 5 | 40 | 28 | 6 | 35 | 39 | 5 | 10 | 6 | - | 12 | 9 | - | 9 | 11 | 1 | 4 | 2 | - | 3 | 4 | - | 2 | 5 |
| | | 14% | 13% | 8% | 14% | 13% | 15% | 13% | 13% | 14% | 25% | 14% | 17%m | 7% | 12% | 16% | 11% | 17% | 13% | - | 13% | 17% | - | 11% | 15% | 3% | 19% | 8% | - | 7% | 17% | - | 5% | 11% |
| 6 - | (6) | 50 | 16 | 8 | 44 | 31 | 55 | 20 | 18 | 11 | 1 | 14 | 31 | 5 | 17 | 33 | 5 | 7 | 4 | - | 4 | 11 | 1 | 8 | 8 | 3 | 2 | 3 | - | 1 | 6 | 1 | 2 | 6 |
| | | 9% | 10% | 9% | 9% | 10% | 13% | 10% | 10% | 7% | 5% | 5% | 19%km | 6% | 6% | 13%n | 11% | 12% | 8% | - | 4% | 20%B | 10% | 10% | 11% | 8% | 10% | 13% | - | 2% | 25% | 5% | 5% | 13% |
| 5 - | (5) | 49 | 9 | 6 | 58 | 43 | 42 | 16 | 16 | 13 | 4 | 10 | 23 | 16 | 15 | 33 | 4 | 2 | 3 | - | 2 | 6 | 1 | 3 | 6 | 2 | 1 | 2 | 1 | 1 | 2 | 3 | - | 5 |
| | | 9% | 6% | 7% | 12%b | 13%b | 10% | 8% | 9% | 9% | 20% | 3% | 14%k | 19%k | 5% | 13%n | 9% | 3% | 6% | - | 2% | 11%B | 10% | 4% | 8% | 5% | 5% | 8% | 20% | 2% | 8% | 16% | - | 11% |
| 4 - | (4) | 30 | 15 | 2 | 24 | 22 | 20 | 12 | 8 | 10 | - | 5 | 15 | 10 | 10 | 18 | 2 | 4 | 8 | 1 | 3 | 9 | 3 | 8 | 7 | - | - | 1 | 1 | - | 2 | - | - | 2 |
| | | 6% | 10%cdf | 2% | 5% | 7% | 5% | 6% | 4% | 7% | - | 2% | 9%k | 12%k | 4% | 7% | 5% | 7% | 17% | 14% | 3% | 17%B | 30% | 10% | 10% | - | - | 4% | 20% | - | 8% | - | - | 4% |
| 3 - | (3) | 16 | 9 | 5 | 21 | 20 | 15 | 6 | 6 | 4 | - | 1 | 7 | 8 | 2 | 13 | 2 | 4 | 3 | - | - | 6 | 3 | 2 | 6 | 4 | 1 | - | - | - | 2 | 3 | - | 5 |
| | | 3% | 6% | 6% | 4% | 6%e | 3% | 3% | 3% | 3% | - | * | 4%k | 9%k | 1% | 5%n | 5% | 7% | 6% | - | - | 11%B | 30% | 3% | 8% | 10% | 5% | - | - | - | 8% | 16% | - | 11% |
| 2 - | (2) | 16 | 1 | 4 | 8 | 13 | 9 | 7 | 6 | 3 | - | 3 | 1 | 12 | 5 | 11 | 1 | - | - | - | - | 1 | - | - | 1 | 2 | 1 | 1 | - | 1 | 1 | 2 | 1 | 3 |
| | | 3% | 1% | 4%b | 2% | 4%bd | 2% | 4% | 3% | 2% | - | 1% | 1% | 14%kl | 2% | 4% | 2% | - | - | - | - | 2% | - | - | 1% | 5% | 5% | 4% | - | 2% | 4% | 11% | 2% | 7% |
| 1 - Extremely dissatisfied | (1) | 13 | 2 | 1 | 10 | 15 | 28 | 5 | 3 | 5 | - | 1 | 3 | 9 | 3 | 9 | 1 | - | 1 | - | - | - | 2 | - | 2 | 1 | - | - | - | - | - | 1 | - | 1 |
| | | 2% | 1% | 1% | 2% | 5%d | 6%abcd | 3% | 2% | 3% | - | * | 2% | 11%kl | 1% | 4%n | 2% | - | 2% | - | - | - | 20% | - | 3% | 3% | - | - | - | - | - | 5% | - | 2% |
| Not applicable | | 6 | 1 | - | 5 | 5 | 3 | - | 3 | 3 | - | 3 | 1 | 2 | 4 | 2 | - | - | 1 | - | 1 | - | - | 1 | - | - | - | - | - | - | - | - | - | - |
| | | 1% | 1% | - | 1% | 2% | 1% | - | 2% | 2%g | - | 1% | 1% | 2% | 1% | 1% | - | - | 2% | - | 1% | - | - | 1% | - | - | - | - | - | - | - | - | - | - |
| NET: Dissatisfied | (1-3) | 45 | 12 | 10 | 39 | 48 | 52 | 18 | 15 | 12 | - | 5 | 11 | 29 | 10 | 33 | 4 | 4 | 4 | - | - | 7 | 5 | 2 | 9 | 7 | 2 | 1 | - | 1 | 3 | 6 | 1 | 9 |
| | | 8% | 8% | 11% | 8% | 15%abd | 12%d | 9% | 8% | 8% | - | 2% | 7%k | 34%kl | 4% | 13%n | 9% | 7% | 8% | - | - | 13%B | 50% | 3% | 12%E | 18% | 10% | 4% | - | 2% | 13% | 32% | 2% | 20% |
| NET: Neutral | (4-6) | 129 | 40 | 16 | 126 | 96 | 117 | 48 | 42 | 34 | 5 | 29 | 69 | 31 | 42 | 84 | 11 | 13 | 15 | 1 | 9 | 26 | 5 | 19 | 21 | 5 | 3 | 6 | 2 | 2 | 10 | 4 | 2 | 13 |
| | | 24% | 25% | 18% | 26% | 29%c | 27% | 25% | 23% | 23% | 25% | 10% | 42%k | 36%k | 15% | 33%n | 25% | 22% | 31% | 14% | 10% | 48%B | 50% | 24% | 29% | 13% | 14% | 25% | 40% | 4% | 42% | 21% | 5% | 29% |
| NET: Satisfied | (7-10) | 363 | 104 | 63 | 323 | 177 | 259 | 128 | 119 | 101 | 15 | 257 | 83 | 23 | 229 | 132 | 29 | 41 | 28 | 6 | 83 | 21 | - | 57 | 43 | 27 | 16 | 17 | 3 | 43 | 11 | 9 | 40 | 23 |
| | | 67%ef | 66%e | 71%e | 66%e | 54% | 60% | 66% | 66% | 67% | 75% | 87%lm | 51%m | 27% | 80%o | 53% | 66% | 71% | 58% | 86% | 89%C | 39% | - | 72% | 59% | 69% | 76% | 71% | 60% | 93% | 46% | 47% | 93% | 51% |
| Mean score | | 7.24ef | 7.19e | 7.61ef | 7.25ef | 6.58 | 6.86 | 7.16 | 7.31 | 7.25 | 7.35 | 8.36lm | 6.47m | 4.84 | 8.06o | 6.37 | 7.20 | 7.29 | 6.81 | 8.71 | 8.39C | 5.83 | 3.40 | 7.74F | 6.58 | 7.49 | 7.67 | 7.83 | 7.20 | 8.78 | 6.46 | 6.21 | 8.84 | 6.49 |
| Standard error | | 0.10 | 0.18 | 0.27 | 0.11 | 0.15 | 0.13 | 0.17 | 0.18 | 0.20 | 0.35 | 0.10 | 0.15 | 0.30 | 0.12 | 0.15 | 0.36 | 0.26 | 0.35 | 0.84 | 0.16 | 0.26 | 0.50 | 0.24 | 0.26 | 0.45 | 0.50 | 0.46 | 1.16 | 0.24 | 0.47 | 0.74 | 0.24 | 0.41 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 26

**Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Courtesy and politeness of advisors.**

**Base: All complained about landline service in past 6 months**

| | | Supplier | | | | | | SKY Issue | | | | SKY Satisfaction | | | SKY Resolved | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (x) | Repairs and Installation (g) | Service issues (h) | Something else (i) | Satisfied (j) | Neutral (k) | Dissatisfied (l) | Yes (m) | No (n) |
| Total | | 543 | 157 | 89* | 493 | 326 | 431 | 175 | 184 | 114 | 20** | 294 | 146 | 53* | 266 | 223 |
| 10 - Extremely satisfied | (10) | 106 | 25 | 29 | 110 | 56 | 80 | 35 | 38 | 29 | 8 | 99 | 5 | 6 | 88 | 21 |
| | | 20% | 16% | 33%abdef | 22% | 17% | 19% | 20% | 21% | 25% | 40% | 34%kl | 3% | 11%k | 33%n | 9% |
| 9 - | (9) | 89 | 28 | 12 | 65 | 35 | 54 | 22 | 28 | 12 | 3 | 54 | 9 | 2 | 51 | 13 |
| | | 16%e | 18%e | 13% | 13% | 11% | 13% | 13% | 15% | 11% | 15% | 18%kl | 6% | 4% | 19%n | 6% |
| 8 - | (8) | 94 | 30 | 15 | 78 | 44 | 62 | 33 | 27 | 16 | 2 | 61 | 14 | 3 | 43 | 35 |
| | | 17% | 19% | 17% | 16% | 13% | 14% | 19% | 15% | 14% | 10% | 21%kl | 10% | 6% | 16% | 16% |
| 7 - | (7) | 74 | 21 | 7 | 70 | 42 | 63 | 23 | 29 | 15 | 3 | 41 | 22 | 7 | 30 | 40 |
| | | 14% | 13% | 8% | 14% | 13% | 15% | 13% | 16% | 13% | 15% | 14% | 15% | 13% | 11% | 18%m |
| 6 - | (6) | 50 | 16 | 8 | 44 | 31 | 55 | 15 | 18 | 10 | 1 | 14 | 29 | 1 | 15 | 29 |
| | | 9% | 10% | 9% | 9% | 10% | 13% | 9% | 10% | 9% | 5% | 5% | 20%jl | 2% | 6% | 13%m |
| 5 - | (5) | 49 | 9 | 6 | 58 | 43 | 42 | 26 | 16 | 14 | 2 | 14 | 37 | 7 | 22 | 35 |
| | | 9% | 6% | 7% | 12%b | 13%b | 10% | 15% | 9% | 12% | 10% | 5% | 25%j | 13%j | 8% | 16%m |
| 4 - | (4) | 30 | 15 | 2 | 24 | 22 | 20 | 8 | 8 | 8 | - | 5 | 12 | 7 | 8 | 16 |
| | | 6% | 10%cdf | 2% | 5% | 7% | 5% | 5% | 4% | 7% | - | 2% | 8%j | 13%j | 3% | 7%m |
| 3 - | (3) | 16 | 9 | 5 | 21 | 20 | 15 | 4 | 11 | 6 | - | 2 | 12 | 7 | 5 | 16 |
| | | 3% | 6% | 6% | 4% | 6%e | 3% | 2% | 6% | 5% | - | 1% | 8%j | 13%j | 2% | 7%m |
| 2 - | (2) | 16 | 1 | 4 | 8 | 13 | 9 | 3 | 3 | 2 | - | - | 3 | 5 | - | 8 |
| | | 3% | 1% | 4%b | 2% | 4%bd | 2% | 2% | 2% | 2% | - | - | 2%j | 9%jk | - | 4%m |
| 1 - Extremely dissatisfied | (1) | 13 | 2 | 1 | 10 | 15 | 28 | 5 | 4 | 1 | - | 1 | 1 | 8 | 2 | 8 |
| | | 2% | 1% | 1% | 2% | 5%d | 6%abcd | 3% | 2% | 1% | - | * | 1% | 15%jk | 1% | 4%m |
| Not applicable | | 6 | 1 | - | 5 | 5 | 3 | 1 | 2 | 1 | 1 | 3 | 2 | - | 2 | 2 |
| | | 1% | 1% | - | 1% | 2% | 1% | 1% | 1% | 1% | 5% | 1% | 1% | - | 1% | 1% |
| NET: Dissatisfied | (1-3) | 45 | 12 | 10 | 39 | 48 | 52 | 12 | 18 | 9 | - | 3 | 16 | 20 | 7 | 32 |
| | | 8% | 8% | 11% | 8% | 15%abd | 12%d | 7% | 10% | 8% | - | 1% | 11%j | 38%jk | 3% | 14%m |
| NET: Neutral | (4-6) | 129 | 40 | 16 | 126 | 96 | 117 | 49 | 42 | 32 | 3 | 33 | 78 | 15 | 45 | 80 |
| | | 24% | 25% | 18% | 26% | 29%c | 27% | 28% | 23% | 28% | 15% | 11% | 53%jl | 28%j | 17% | 36%m |
| NET: Satisfied | (7-10) | 363 | 104 | 63 | 323 | 177 | 259 | 113 | 122 | 72 | 16 | 255 | 50 | 18 | 212 | 109 |
| | | 67%ef | 66%e | 71%e | 66%e | 54% | 60% | 65% | 66% | 63% | 80% | 87%kl | 34% | 34% | 80%n | 49% |
| Mean score | | 7.24ef | 7.19e | 7.61ef | 7.25ef | 6.58 | 6.86 | 7.17 | 7.22 | 7.22 | 8.42 | 8.36kl | 5.88l | 4.89 | 8.11n | 6.21 |
| Standard error | | 0.10 | 0.18 | 0.27 | 0.11 | 0.15 | 0.13 | 0.18 | 0.18 | 0.22 | 0.41 | 0.10 | 0.16 | 0.40 | 0.12 | 0.16 |

| | | TALK TALK Issue | | | | TALK TALK Satisfaction | | | TALK TALK Resolved | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Billing and Customer service (o) | Repairs and Installation (p) | Service issues (q) | Something else (r) | Satisfied (s) | Neutral (t) | Dissatisfied (u) | Yes (v) | No (w) |
| Total | | 126 | 93* | 88* | 19** | 145 | 111 | 70* | 136 | 185 |
| 10 - Extremely satisfied | (10) | 21 | 13 | 20 | 2 | 46 | 4 | 6 | 41 | 13 |
| | | 17% | 14% | 23% | 11% | 32%tu | 4% | 9% | 30%w | 7% |
| 9 - | (9) | 15 | 10 | 10 | - | 25 | 8 | 2 | 20 | 15 |
| | | 12% | 11% | 11% | - | 17%tu | 7% | 3% | 15% | 8% |
| 8 - | (8) | 16 | 13 | 11 | 4 | 30 | 7 | 7 | 16 | 28 |
| | | 13% | 14% | 13% | 21% | 21%t | 6% | 10% | 12% | 15% |
| 7 - | (7) | 18 | 14 | 8 | 2 | 17 | 20 | 5 | 18 | 23 |
| | | 14% | 15% | 9% | 11% | 12% | 18%tu | 7% | 13% | 12% |
| 6 - | (6) | 11 | 12 | 7 | 1 | 9 | 17 | 5 | 7 | 24 |
| | | 9% | 13% | 8% | 5% | 6% | 15%s | 7% | 5% | 13%v |
| 5 - | (5) | 10 | 15 | 12 | 6 | 7 | 27 | 9 | 16 | 27 |
| | | 8% | 16% | 14% | 32% | 5% | 24%s | 13%s | 12% | 15% |
| 4 - | (4) | 8 | 6 | 7 | 1 | 6 | 13 | 3 | 9 | 13 |
| | | 6% | 6% | 8% | 5% | 4% | 12%s | 4% | 7% | 7% |
| 3 - | (3) | 7 | 5 | 7 | 1 | - | 7 | 13 | 5 | 14 |
| | | 6% | 5% | 8% | 5% | - | 6%s | 19%st | 4% | 8% |
| 2 - | (2) | 7 | 3 | 2 | 1 | - | 5 | 8 | 2 | 10 |
| | | 6% | 3% | 2% | 5% | - | 5%s | 11%s | 1% | 5% |
| 1 - Extremely dissatisfied | (1) | 11 | 1 | 3 | - | 2 | 1 | 12 | 1 | 14 |
| | | 9%p | 1% | 3% | - | 1% | 1% | 17%st | 1% | 8%v |
| Not applicable | | 2 | 1 | 1 | 1 | 3 | 2 | - | 1 | 4 |
| | | 2% | 1% | 1% | 5% | 2% | 2% | - | 1% | 2% |
| NET: Dissatisfied | (1-3) | 25 | 9 | 12 | 2 | 2 | 13 | 33 | 8 | 38 |
| | | 20%p | 10% | 14% | 11% | 1% | 12%s | 47%st | 6% | 21%v |
| NET: Neutral | (4-6) | 29 | 33 | 26 | 8 | 22 | 57 | 17 | 32 | 64 |
| | | 23% | 35%o | 30% | 42% | 15% | 51%su | 24% | 24% | 35%v |
| NET: Satisfied | (7-10) | 70 | 50 | 49 | 8 | 118 | 39 | 20 | 95 | 79 |
| | | 56% | 54% | 56% | 42% | 81%tu | 35% | 29% | 70%w | 43% |
| Mean score | | 6.40 | 6.68 | 6.80 | 6.17 | 8.16tu | 5.77u | 4.61 | 7.57w | 5.84 |
| Standard error | | 0.26 | 0.24 | 0.29 | 0.53 | 0.16 | 0.19 | 0.35 | 0.20 | 0.19 |

| | | VIRGIN MEDIA Issue | | | | VIRGIN MEDIA Satisfaction | | | VIRGIN MEDIA Resolved | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | | 191 | 116 | 103 | 21** | 213 | 140 | 78* | 215 | 208 |
| 10 - Extremely satisfied | (10) | 35 | 24 | 17 | 4 | 63 | 8 | 9 | 59 | 20 |
| | | 18% | 21% | 17% | 19% | 30%FG | 6% | 12% | 27%I | 10% |
| 9 - | (9) | 20 | 15 | 17 | 2 | 46 | 8 | - | 38 | 16 |
| | | 10% | 13% | 17% | 10% | 22%FG | 6%G | - | 18%I | 8% |
| 8 - | (8) | 25 | 19 | 12 | 6 | 38 | 19 | 5 | 30 | 30 |
| | | 13% | 16% | 12% | 29% | 18%G | 14% | 6% | 14% | 14% |
| 7 - | (7) | 29 | 17 | 15 | 2 | 31 | 26 | 6 | 31 | 32 |
| | | 15% | 15% | 15% | 10% | 15% | 19%G | 8% | 14% | 15% |
| 6 - | (6) | 25 | 16 | 13 | 1 | 24 | 26 | 5 | 21 | 33 |
| | | 13% | 14% | 13% | 5% | 11% | 19%G | 6% | 10% | 16% |
| 5 - | (5) | 19 | 13 | 9 | 1 | 5 | 29 | 8 | 16 | 26 |
| | | 10% | 11% | 9% | 5% | 2% | 21%E | 10%E | 7% | 13% |
| 4 - | (4) | 11 | 3 | 5 | 1 | - | 12 | 8 | 5 | 14 |
| | | 6% | 3% | 5% | 5% | - | 9%E | 10%E | 2% | 7%H |
| 3 - | (3) | 6 | 5 | 2 | 2 | - | 8 | 7 | 4 | 11 |
| | | 3% | 4% | 2% | 10% | - | 6%E | 9%E | 2% | 5% |
| 2 - | (2) | 5 | 1 | 3 | - | 3 | 1 | 5 | 3 | 6 |
| | | 3% | 1% | 3% | - | 1% | 1% | 6%EF | 1% | 3% |
| 1 - Extremely dissatisfied | (1) | 16 | 3 | 7 | 2 | - | 3 | 25 | 6 | 20 |
| | | 8%B | 3% | 7% | 10% | - | 2%E | 32%EF | 3% | 10%H |
| Not applicable | | - | - | 3 | - | 3 | - | - | 2 | - |
| | | - | - | 3%A | - | 1% | - | - | 1% | - |
| NET: Dissatisfied | (1-3) | 27 | 9 | 12 | 4 | 3 | 12 | 37 | 13 | 37 |
| | | 14% | 8% | 12% | 19% | 1% | 9%E | 47%EF | 6% | 18%H |
| NET: Neutral | (4-6) | 55 | 32 | 27 | 3 | 29 | 67 | 21 | 42 | 73 |
| | | 29% | 28% | 26% | 14% | 14% | 48%EG | 27%E | 20% | 35%H |
| NET: Satisfied | (7-10) | 109 | 75 | 61 | 14 | 178 | 61 | 20 | 158 | 98 |
| | | 57% | 65% | 59% | 67% | 84%FG | 44%G | 26% | 73%I | 47% |
| Mean score | | 6.63 | 7.23A | 6.86 | 6.81 | 8.29FG | 6.17G | 4.23 | 7.69I | 6.04 |
| Standard error | | 0.20 | 0.21 | 0.26 | 0.63 | 0.11 | 0.17 | 0.35 | 0.16 | 0.18 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 27

**Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Advisor doing what they said they would do.**

**Base: All complained about landline service in past 6 months**

| | | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (x) | Repairs and Installation (y) | Service issues (z) | Something else (A) | Satisfied (B) | Neutral (C) | Dissatisfied (D) | Yes (E) | No (F) | Billing and Customer service (G) | Repairs and Installation (H) | Service issues (I) | Something else (J) | Satisfied (K) | Neutral (L) | Dissatisfied (M) | Yes (N) | No (O) |
| Total | | 543 | 157 | 89* | 493 | 326 | 431 | 194 | 179 | 150 | 20** | 294 | 164 | 85* | 285 | 251 | 44* | 58* | 48* | 7** | 93* | 54* | 10** | 79* | 73* | 39* | 21** | 24** | 5** | 46* | 24** | 19** | 43* | 45* |
| 10 - Extremely satisfied | (10) | 94 | 27 | 16 | 100 | 50 | 64 | 33 | 31 | 28 | 2 | 79 | 9 | 6 | 79 | 13 | 8 | 11 | 6 | 2 | 26 | 1 | - | 22 | 4 | 6 | 2 | 7 | 1 | 16 | - | - | 15 | 1 |
| | | 17% | 17% | 18% | 20%d | 15% | 15% | 17% | 17% | 19% | 10% | 27%lm | 5% | 7% | 28%o | 5% | 18% | 19% | 13% | 29% | 28%C | 2% | - | 28%F | 5% | 15% | 10% | 29% | 20% | 35% | - | - | 35% | 2% |
| 9 - | (9) | 79 | 17 | 14 | 72 | 33 | 46 | 28 | 26 | 24 | 1 | 63 | 13 | 3 | 58 | 21 | 4 | 7 | 5 | 1 | 14 | 3 | - | 7 | 9 | 6 | 4 | 4 | - | 12 | 2 | - | 10 | 4 |
| | | 15% | 11% | 16% | 15% | 10% | 11% | 14% | 15% | 16% | 5% | 21%lm | 8% | 4% | 20%o | 8% | 9% | 12% | 10% | 14% | 15% | 6% | - | 9% | 12% | 15% | 19% | 17% | - | 26% | 8% | - | 23% | 9% |
| 8 - | (8) | 99 | 21 | 9 | 72 | 50 | 67 | 32 | 37 | 24 | 6 | 75 | 22 | 2 | 57 | 42 | 6 | 7 | 6 | 2 | 15 | 6 | - | 12 | 9 | 5 | 1 | 2 | 1 | 6 | 2 | 1 | 5 | 4 |
| | | 18% | 13% | 10% | 15% | 15% | 16% | 16% | 21% | 16% | 30% | 26%lm | 13%m | 2% | 20% | 17% | 14% | 12% | 13% | 29% | 16% | 11% | - | 15% | 12% | 13% | 5% | 8% | 20% | 13% | 8% | 5% | 12% | 9% |
| 7 - | (7) | 55 | 35 | 5 | 71 | 36 | 56 | 23 | 19 | 11 | 2 | 23 | 24 | 8 | 18 | 36 | 8 | 17 | 9 | 1 | 19 | 15 | 1 | 18 | 17 | 1 | 2 | 2 | - | 3 | 2 | - | 2 | 3 |
| | | 10% | 22%acdef | 6% | 14%ac | 11% | 13%c | 12% | 11% | 7% | 10% | 8% | 15%k | 9% | 6% | 14%n | 18% | 29% | 19% | 14% | 20% | 28% | 10% | 23% | 23% | 3% | 10% | 8% | - | 7% | 8% | - | 5% | 7% |
| 6 - | (6) | 54 | 22 | 10 | 45 | 36 | 38 | 22 | 12 | 17 | 3 | 21 | 26 | 7 | 22 | 32 | 8 | 10 | 4 | - | 10 | 9 | 3 | 8 | 13 | 4 | 4 | 1 | 1 | 4 | 5 | 1 | 4 | 6 |
| | | 10% | 14% | 11% | 9% | 11% | 9% | 11% | 7% | 11% | 15% | 7% | 16%k | 8% | 8% | 13% | 18% | 17% | 8% | - | 11% | 17% | 30% | 10% | 18% | 10% | 19% | 4% | 20% | 9% | 21% | 5% | 9% | 13% |
| 5 - | (5) | 58 | 12 | 11 | 48 | 38 | 53 | 18 | 23 | 16 | 1 | 15 | 31 | 12 | 21 | 35 | 3 | 1 | 8 | - | 3 | 8 | 1 | 5 | 7 | 4 | 2 | 3 | 2 | 2 | 7 | 2 | - | 10 |
| | | 11% | 8% | 12% | 10% | 12% | 12% | 9% | 13% | 11% | 5% | 5% | 19%k | 14%k | 7% | 14%n | 7% | 2% | 17%y | - | 3% | 15%B | 10% | 6% | 10% | 10% | 10% | 13% | 40% | 4% | 29% | 11% | - | 22% |
| 4 - | (4) | 35 | 7 | 4 | 33 | 22 | 29 | 13 | 13 | 8 | 1 | 12 | 16 | 7 | 16 | 19 | 2 | 1 | 4 | - | 1 | 5 | 1 | - | 6 | 1 | 2 | 1 | - | 2 | 2 | - | 1 | 3 |
| | | 6% | 4% | 4% | 7% | 7% | 7% | 7% | 7% | 5% | 5% | 4% | 10%k | 8% | 6% | 8% | 5% | 2% | 8% | - | 1% | 9%B | 10% | - | 8%E | 3% | 10% | 4% | - | 4% | 8% | - | 2% | 7% |
| 3 - | (3) | 22 | 7 | 3 | 17 | 22 | 11 | 6 | 7 | 7 | 2 | 3 | 10 | 9 | 2 | 20 | 1 | 2 | 4 | - | 2 | 4 | 1 | 2 | 4 | 1 | 1 | 1 | - | - | 1 | 2 | 1 | 2 |
| | | 4% | 4% | 3% | 3% | 7%df | 3% | 3% | 4% | 5% | 10% | 1% | 6%k | 11%k | 1% | 8%n | 2% | 3% | 8% | - | 2% | 7% | 10% | 3% | 5% | 3% | 5% | 4% | - | - | 4% | 11% | 2% | 4% |
| 2 - | (2) | 15 | 4 | 2 | 10 | 8 | 16 | 5 | 2 | 8 | - | 2 | 7 | 6 | 5 | 9 | 1 | 2 | - | 1 | - | 3 | 1 | 2 | 2 | 1 | - | 1 | - | - | - | 2 | - | 2 |
| | | 3% | 3% | 2% | 2% | 2% | 4% | 3% | 1% | 5%h | - | 1% | 4%k | 7%k | 2% | 4% | 2% | 3% | - | 14% | - | 6%B | 10% | 3% | 3% | 3% | - | 4% | - | - | - | 11% | - | 4% |
| 1 - Extremely dissatisfied | (1) | 32 | 3 | 14 | 16 | 26 | 41 | 14 | 9 | 7 | 2 | 1 | 6 | 25 | 7 | 24 | 2 | - | 1 | - | 1 | - | 2 | 1 | 2 | 10 | 3 | 1 | - | - | 3 | 11 | 5 | 9 |
| | | 6%bd | 2% | 16%abde | 3% | 8%bd | 10%abd | 7% | 5% | 5% | 10% | * | 4%k | 29%kl | 2% | 10%n | 5% | - | 2% | - | 1% | - | 20% | 1% | 3% | 26% | 14% | 4% | - | - | 13% | 58% | 12% | 20% |
| Not applicable | | - | 2 | 1 | 9 | 5 | 10 | - | - | - | - | - | - | - | - | - | 1 | - | 1 | - | 2 | - | - | 2 | - | - | - | 1 | - | 1 | - | - | - | 1 |
| | | - | 1%a | 1%a | 2%a | 2%a | 2%a | - | - | - | - | - | - | - | - | - | 2% | - | 2% | - | 2% | - | - | 3% | - | - | - | 4% | - | 2% | - | - | - | 2% |
| NET: Dissatisfied | (1-3) | 69 | 14 | 19 | 43 | 56 | 68 | 25 | 18 | 22 | 4 | 6 | 23 | 40 | 14 | 53 | 4 | 4 | 5 | 1 | 3 | 7 | 4 | 5 | 8 | 12 | 4 | 3 | - | - | 4 | 15 | 6 | 13 |
| | | 13%d | 9% | 21%abd | 9% | 17%bd | 16%bd | 13% | 10% | 15% | 20% | 2% | 14%k | 47%kl | 5% | 21%n | 9% | 7% | 10% | 14% | 3% | 13%B | 40% | 6% | 11% | 31% | 19% | 13% | - | - | 17% | 79% | 14% | 29% |
| NET: Neutral | (4-6) | 147 | 41 | 25 | 126 | 96 | 120 | 53 | 48 | 41 | 5 | 48 | 73 | 26 | 59 | 86 | 13 | 12 | 16 | - | 14 | 22 | 5 | 13 | 26 | 9 | 8 | 5 | 3 | 8 | 14 | 3 | 5 | 19 |
| | | 27% | 26% | 28% | 26% | 29% | 28% | 27% | 27% | 27% | 25% | 16% | 45%km | 31%k | 21% | 34%n | 30% | 21% | 33% | - | 15% | 41%B | 50% | 16% | 36%E | 23% | 38% | 21% | 60% | 17% | 58% | 16% | 12% | 42% |
| NET: Satisfied | (7-10) | 327 | 100 | 44 | 315 | 169 | 233 | 116 | 113 | 87 | 11 | 240 | 68 | 19 | 212 | 112 | 26 | 42 | 26 | 6 | 74 | 25 | 1 | 59 | 39 | 18 | 9 | 15 | 2 | 37 | 6 | 1 | 32 | 12 |
| | | 60%e | 64%cef | 49% | 64%cef | 52% | 54% | 60% | 63% | 58% | 55% | 82%lm | 41%m | 22% | 74%o | 45% | 59% | 72% | 54% | 86% | 80%C | 46% | 10% | 75%F | 53% | 46% | 43% | 63% | 40% | 80% | 25% | 5% | 74% | 27% |
| Mean score | | 6.83ef | 7.02cef | 6.26 | 7.13cef | 6.39 | 6.41 | 6.78 | 6.96 | 6.82 | 6.30 | 8.10lm | 5.95m | 4.15 | 7.78o | 5.78 | 6.93 | 7.36 | 6.57 | 7.71 | 7.97C | 5.96 | 4.10 | 7.65F | 6.40 | 5.74 | 6.00 | 7.26 | 6.80 | 8.42 | 5.29 | 2.37 | 7.67 | 4.91 |
| Standard error | | 0.11 | 0.18 | 0.33 | 0.11 | 0.15 | 0.14 | 0.19 | 0.19 | 0.22 | 0.60 | 0.11 | 0.18 | 0.31 | 0.14 | 0.16 | 0.37 | 0.26 | 0.34 | 1.04 | 0.20 | 0.26 | 0.71 | 0.25 | 0.25 | 0.55 | 0.63 | 0.59 | 0.97 | 0.26 | 0.46 | 0.48 | 0.45 | 0.41 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 28

**Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Advisor doing what they said they would do.**

**Base: All complained about landline service in past 6 months**

| | | Supplier | | | | | | SKY Issue | | | | SKY Satisfaction | | | SKY Resolved | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (x) | Repairs and Installation (g) | Service issues (h) | Something else (i) | Satisfied (j) | Neutral (k) | Dissatisfied (l) | Yes (m) | No (n) |
| Total | | 543 | 157 | 89* | 493 | 326 | 431 | 175 | 184 | 114 | 20** | 294 | 146 | 53* | 266 | 223 |
| 10 - Extremely satisfied | (10) | 94 | 27 | 16 | 100 | 50 | 64 | 29 | 33 | 30 | 8 | 95 | 3 | 2 | 85 | 15 |
| | | 17% | 17% | 18% | 20%d | 15% | 15% | 17% | 18% | 26%x | 40% | 32%kl | 2% | 4% | 32%n | 7% |
| 9 - | (9) | 79 | 17 | 14 | 72 | 33 | 46 | 28 | 33 | 9 | 2 | 61 | 9 | 2 | 46 | 25 |
| | | 15% | 11% | 16% | 15% | 10% | 11% | 16%h | 18%h | 8% | 10% | 21%kl | 6% | 4% | 17% | 11% |
| 8 - | (8) | 99 | 21 | 9 | 72 | 50 | 67 | 28 | 32 | 11 | 1 | 53 | 14 | 5 | 47 | 24 |
| | | 18% | 13% | 10% | 15% | 15% | 16% | 16% | 17% | 10% | 5% | 18%k | 10% | 9% | 18%n | 11% |
| 7 - | (7) | 55 | 35 | 5 | 71 | 36 | 56 | 26 | 26 | 17 | 2 | 44 | 26 | 1 | 30 | 41 |
| | | 10% | 22%acdef | 6% | 14%ac | 11% | 13%c | 15% | 14% | 15% | 10% | 15%l | 18%l | 2% | 11% | 18%m |
| 6 - | (6) | 54 | 22 | 10 | 45 | 36 | 38 | 16 | 14 | 11 | 4 | 17 | 23 | 5 | 22 | 23 |
| | | 10% | 14% | 11% | 9% | 11% | 9% | 9% | 8% | 10% | 20% | 6% | 16%j | 9% | 8% | 10% |
| 5 - | (5) | 58 | 12 | 11 | 48 | 38 | 53 | 20 | 15 | 13 | - | 9 | 35 | 4 | 19 | 29 |
| | | 11% | 8% | 12% | 10% | 12% | 12% | 11% | 8% | 11% | - | 3% | 24%jl | 8% | 7% | 13%m |
| 4 - | (4) | 35 | 7 | 4 | 33 | 22 | 29 | 8 | 11 | 13 | 1 | 3 | 20 | 10 | 6 | 26 |
| | | 6% | 4% | 4% | 7% | 7% | 7% | 5% | 6% | 11%x | 5% | 1% | 14%j | 19%j | 2% | 12%m |
| 3 - | (3) | 22 | 7 | 3 | 17 | 22 | 11 | 5 | 6 | 6 | - | 2 | 8 | 7 | 3 | 14 |
| | | 4% | 4% | 3% | 3% | 7%df | 3% | 3% | 3% | 5% | - | 1% | 5%j | 13%j | 1% | 6%m |
| 2 - | (2) | 15 | 4 | 2 | 10 | 8 | 16 | 5 | 4 | 1 | - | 1 | 4 | 5 | 2 | 8 |
| | | 3% | 3% | 2% | 2% | 2% | 4% | 3% | 2% | 1% | - | * | 3%j | 9%jk | 1% | 4%m |
| 1 - Extremely dissatisfied | (1) | 32 | 3 | 14 | 16 | 26 | 41 | 8 | 5 | 2 | 1 | 3 | 1 | 12 | 3 | 13 |
| | | 6%bd | 2% | 16%abde | 3% | 8%bd | 10%abd | 5% | 3% | 2% | 5% | 1% | 1% | 23%jk | 1% | 6%m |
| Not applicable | | - | 2 | 1 | 9 | 5 | 10 | 2 | 5 | 1 | 1 | 6 | 3 | - | 3 | 5 |
| | | - | 1%a | 1%a | 2%a | 2%a | 2%a | 1% | 3% | 1% | 5% | 2% | 2% | - | 1% | 2% |
| NET: Dissatisfied | (1-3) | 69 | 14 | 19 | 43 | 56 | 68 | 18 | 15 | 9 | 1 | 6 | 13 | 24 | 8 | 35 |
| | | 13%d | 9% | 21%abd | 9% | 17%bd | 16%bd | 10% | 8% | 8% | 5% | 2% | 9%j | 45%jk | 3% | 16%m |
| NET: Neutral | (4-6) | 147 | 41 | 25 | 126 | 96 | 120 | 44 | 40 | 37 | 5 | 29 | 78 | 19 | 47 | 78 |
| | | 27% | 26% | 28% | 26% | 29% | 28% | 25% | 22% | 32%q | 25% | 10% | 53%jl | 36%j | 18% | 35%m |
| NET: Satisfied | (7-10) | 327 | 100 | 44 | 315 | 169 | 233 | 111 | 124 | 67 | 13 | 253 | 52 | 10 | 208 | 105 |
| | | 60%e | 64%cef | 49% | 64%cef | 52% | 54% | 63% | 67% | 59% | 65% | 86%kl | 36%j | 19% | 78%n | 47% |
| Mean score | | 6.83ef | 7.02cef | 6.26 | 7.13cef | 6.39 | 6.41 | 6.99 | 7.26 | 7.02 | 7.84 | 8.34kl | 5.81l | 4.11 | 8.05n | 6.02 |
| Standard error | | 0.11 | 0.18 | 0.33 | 0.11 | 0.15 | 0.14 | 0.19 | 0.18 | 0.23 | 0.58 | 0.10 | 0.15 | 0.37 | 0.12 | 0.17 |

| | | TALK TALK Issue | | | | TALK TALK Satisfaction | | | TALK TALK Resolved | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Billing and Customer service (o) | Repairs and Installation (p) | Service issues (q) | Something else (r) | Satisfied (s) | Neutral (t) | Dissatisfied (u) | Yes (v) | No (w) |
| Total | | 126 | 93* | 88* | 19** | 145 | 111 | 70* | 136 | 185 |
| 10 - Extremely satisfied | (10) | 18 | 11 | 18 | 3 | 44 | 5 | 1 | 35 | 13 |
| | | 14% | 12% | 20% | 16% | 30%tu | 5% | 1% | 26%w | 7% |
| 9 - | (9) | 14 | 12 | 6 | 1 | 27 | 4 | 2 | 18 | 15 |
| | | 11% | 13% | 7% | 5% | 19%tu | 4% | 3% | 13% | 8% |
| 8 - | (8) | 22 | 13 | 13 | 2 | 33 | 13 | 4 | 25 | 25 |
| | | 17% | 14% | 15% | 11% | 23%tu | 12% | 6% | 18% | 14% |
| 7 - | (7) | 17 | 12 | 6 | 1 | 14 | 18 | 4 | 15 | 21 |
| | | 13% | 13% | 7% | 5% | 10% | 16%tu | 6% | 11% | 11% |
| 6 - | (6) | 6 | 14 | 16 | - | 10 | 18 | 8 | 14 | 22 |
| | | 5% | 15%o | 18%o | - | 7% | 16%s | 11% | 10% | 12% |
| 5 - | (5) | 15 | 10 | 7 | 6 | 5 | 26 | 7 | 12 | 25 |
| | | 12% | 11% | 8% | 32% | 3% | 23%su | 10% | 9% | 14% |
| 4 - | (4) | 7 | 8 | 6 | 1 | 8 | 12 | 2 | 7 | 15 |
| | | 6% | 9% | 7% | 5% | 6% | 11% | 3% | 5% | 8% |
| 3 - | (3) | 9 | 7 | 4 | 2 | 2 | 10 | 10 | 4 | 17 |
| | | 7% | 8% | 5% | 11% | 1% | 9%s | 14%s | 3% | 9%v |
| 2 - | (2) | 1 | 4 | 2 | 1 | - | 1 | 7 | 3 | 4 |
| | | 1% | 4% | 2% | 5% | - | 1% | 10%st | 2% | 2% |
| 1 - Extremely dissatisfied | (1) | 15 | 2 | 8 | 1 | - | 1 | 25 | 1 | 25 |
| | | 12%p | 2% | 9%p | 5% | - | 1% | 36%st | 1% | 14%v |
| Not applicable | | 2 | - | 2 | 1 | 2 | 3 | - | 2 | 3 |
| | | 2% | - | 2% | 5% | 1% | 3% | - | 1% | 2% |
| NET: Dissatisfied | (1-3) | 25 | 13 | 14 | 4 | 2 | 12 | 42 | 8 | 46 |
| | | 20% | 14% | 16% | 21% | 1% | 11%s | 60%st | 6% | 25%v |
| NET: Neutral | (4-6) | 28 | 32 | 29 | 7 | 23 | 56 | 17 | 33 | 62 |
| | | 22% | 34%o | 33% | 37% | 16% | 50%su | 24% | 24% | 34% |
| NET: Satisfied | (7-10) | 71 | 48 | 43 | 7 | 118 | 40 | 11 | 93 | 74 |
| | | 56% | 52% | 49% | 37% | 81%tu | 36%tu | 16% | 68%w | 40% |
| Mean score | | 6.32 | 6.48 | 6.50 | 5.83 | 8.17tu | 5.88u | 3.54 | 7.52w | 5.57 |
| Standard error | | 0.26 | 0.25 | 0.30 | 0.66 | 0.15 | 0.18 | 0.31 | 0.19 | 0.20 |

| | | VIRGIN MEDIA Issue | | | | VIRGIN MEDIA Satisfaction | | | VIRGIN MEDIA Resolved | |
|---|---|---|---|---|---|---|---|---|---|---|
| | | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | | 191 | 116 | 103 | 21** | 213 | 140 | 78* | 215 | 208 |
| 10 - Extremely satisfied | (10) | 27 | 23 | 11 | 3 | 55 | 5 | 4 | 52 | 11 |
| | | 14% | 20% | 11% | 14% | 26%FG | 4% | 5% | 24%l | 5% |
| 9 - | (9) | 21 | 13 | 9 | 3 | 44 | 2 | - | 36 | 10 |
| | | 11% | 11% | 9% | 14% | 21%FG | 1% | - | 17%l | 5% |
| 8 - | (8) | 26 | 18 | 19 | 4 | 52 | 12 | 3 | 44 | 21 |
| | | 14% | 16% | 18% | 19% | 24%FG | 9% | 4% | 20%l | 10% |
| 7 - | (7) | 30 | 17 | 9 | - | 28 | 25 | 3 | 24 | 32 |
| | | 16% | 15% | 9% | - | 13%G | 18%G | 4% | 11% | 15% |
| 6 - | (6) | 15 | 10 | 12 | 1 | 11 | 25 | 2 | 11 | 27 |
| | | 8% | 9% | 12% | 5% | 5% | 18%EG | 3% | 5% | 13%H |
| 5 - | (5) | 22 | 15 | 14 | 2 | 9 | 34 | 10 | 20 | 32 |
| | | 12% | 13% | 14% | 10% | 4% | 24%EG | 13%E | 9% | 15% |
| 4 - | (4) | 14 | 6 | 8 | 1 | 3 | 18 | 8 | 10 | 19 |
| | | 7% | 5% | 8% | 5% | 1% | 13%E | 10%E | 5% | 9% |
| 3 - | (3) | 7 | 2 | 2 | - | 3 | 7 | 1 | 5 | 6 |
| | | 4% | 2% | 2% | - | 1% | 5%E | 1% | 2% | 3% |
| 2 - | (2) | 6 | 5 | 4 | 1 | 1 | 5 | 10 | 2 | 14 |
| | | 3% | 4% | 4% | 5% | * | 4%E | 13%EF | 1% | 7%H |
| 1 - Extremely dissatisfied | (1) | 22 | 5 | 11 | 3 | 3 | 3 | 35 | 5 | 34 |
| | | 12%B | 4% | 11% | 14% | 1% | 2% | 45%EF | 2% | 16%H |
| Not applicable | | 1 | 2 | 4 | 3 | 4 | 4 | 2 | 6 | 2 |
| | | 1% | 2% | 4%A | 14% | 2% | 3% | 3% | 3% | 1% |
| NET: Dissatisfied | (1-3) | 35 | 12 | 17 | 4 | 7 | 15 | 46 | 12 | 54 |
| | | 18% | 10% | 17% | 19% | 3% | 11%E | 59%EF | 6% | 26%H |
| NET: Neutral | (4-6) | 51 | 31 | 34 | 4 | 23 | 77 | 20 | 41 | 78 |
| | | 27% | 27% | 33% | 19% | 11% | 55%EG | 26%E | 19% | 38%H |
| NET: Satisfied | (7-10) | 104 | 71 | 48 | 10 | 179 | 44 | 10 | 156 | 74 |
| | | 54% | 61%C | 47% | 48% | 84%FG | 31%G | 13% | 73%l | 36% |
| Mean score | | 6.25 | 6.93AC | 6.11 | 6.33 | 8.11FG | 5.63G | 3.12 | 7.63l | 5.19 |
| Standard error | | 0.21 | 0.24 | 0.28 | 0.78 | 0.13 | 0.16 | 0.31 | 0.16 | 0.19 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 29

**Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Logging of query details to avoid having to repeat yourself.**

**Base: All complained about landline service in past 6 months**

| | | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (x) | Repairs and Installation (y) | Service issues (z) | Something else (A) | Satisfied (B) | Neutral (C) | Dissatisfied (D) | Yes (E) | No (F) | Billing and Customer service (G) | Repairs and Installation (H) | Service issues (I) | Something else (J) | Satisfied (K) | Neutral (L) | Dissatisfied (M) | Yes (N) | No (O) |
| Total | | 543 | 157 | 89* | 493 | 326 | 431 | 194 | 179 | 150 | 20** | 294 | 164 | 85* | 285 | 251 | 44* | 58* | 48* | 7** | 93* | 54* | 10** | 79* | 73* | 39* | 21** | 24** | 5** | 46* | 24** | 19** | 43* | 45* |
| 10 - Extremely satisfied | (10) | 73 | 28 | 15 | 98 | 33 | 61 | 27 | 22 | 22 | 2 | 65 | 3 | 5 | 64 | 7 | 10 | 7 | 9 | 2 | 24 | 2 | 2 | 17 | 10 | 4 | 4 | 7 | - | 14 | - | 1 | 13 | 2 |
| | | 13% | 18%e | 17% | 20%aef | 10% | 14% | 14% | 12% | 15% | 10% | 22%lm | 2% | 6% | 22%o | 3% | 23% | 12% | 19% | 29% | 26%C | 4% | 20% | 22% | 14% | 10% | 19% | 29% | - | 30% | - | 5% | 30% | 4% |
| 9 - | (9) | 61 | 18 | 14 | 73 | 30 | 50 | 28 | 21 | 11 | 1 | 54 | 7 | - | 44 | 17 | 8 | 4 | 6 | - | 17 | - | 1 | 9 | 9 | 7 | 1 | 5 | 1 | 11 | 2 | 1 | 8 | 6 |
| | | 11% | 11% | 16% | 15%e | 9% | 12% | 14%l | 12% | 7% | 5% | 18%lm | 4% | - | 15%o | 7% | 18% | 7% | 13% | - | 18%C | - | 10% | 11% | 12% | 18% | 5% | 21% | 20% | 24% | 8% | 5% | 19% | 13% |
| 8 - | (8) | 93 | 15 | 14 | 75 | 46 | 64 | 25 | 35 | 30 | 3 | 63 | 27 | 3 | 56 | 37 | 5 | 6 | 4 | - | 9 | 6 | - | 9 | 5 | 7 | 1 | 4 | 2 | 10 | 2 | 2 | 8 | 6 |
| | | 17%b | 10% | 16% | 15% | 14% | 15% | 13% | 20% | 20% | 15% | 21%m | 16%m | 4% | 20% | 15% | 11% | 10% | 8% | - | 10% | 11% | - | 11% | 7% | 18% | 5% | 17% | 40% | 22% | 8% | 11% | 19% | 13% |
| 7 - | (7) | 86 | 34 | 7 | 76 | 39 | 54 | 28 | 30 | 22 | 6 | 53 | 28 | 5 | 41 | 45 | 7 | 19 | 7 | 1 | 25 | 9 | - | 17 | 16 | 4 | 3 | - | - | 3 | 3 | 1 | 1 | 6 |
| | | 16%c | 22%cef | 8% | 15% | 12% | 13% | 14% | 17% | 15% | 30% | 18%m | 17%m | 6% | 14% | 18% | 16% | 33%z | 15% | 14% | 27% | 17% | - | 22% | 22% | 10% | 14% | - | - | 7% | 13% | 5% | 2% | 13% |
| 6 - | (6) | 64 | 24 | 6 | 50 | 32 | 46 | 24 | 23 | 16 | 1 | 29 | 29 | 6 | 26 | 38 | 8 | 8 | 7 | 1 | 7 | 16 | 1 | 9 | 14 | 2 | 3 | 1 | - | 1 | 5 | - | - | 6 |
| | | 12% | 15% | 7% | 10% | 10% | 11% | 12% | 13% | 11% | 5% | 10% | 18%km | 7% | 9% | 15%n | 18% | 14% | 15% | 14% | 8% | 30%B | 10% | 11% | 19% | 5% | 14% | 4% | - | 2% | 21% | - | - | 13% |
| 5 - | (5) | 56 | 13 | 9 | 46 | 48 | 46 | 20 | 16 | 16 | 4 | 12 | 31 | 13 | 21 | 33 | 1 | 6 | 6 | - | 1 | 11 | 1 | 5 | 8 | 2 | 2 | 4 | 1 | 3 | 5 | 1 | 3 | 5 |
| | | 10% | 8% | 10% | 9% | 15%bd | 11% | 10% | 9% | 11% | 20% | 4% | 19%k | 15%k | 7% | 13%n | 2% | 10% | 13% | - | 1% | 20%B | 10% | 6% | 11% | 5% | 10% | 17% | 20% | 7% | 21% | 5% | 7% | 11% |
| 4 - | (4) | 30 | 10 | 4 | 29 | 26 | 31 | 12 | 10 | 8 | - | 6 | 17 | 7 | 10 | 19 | 2 | 4 | 4 | - | 3 | 7 | - | 4 | 6 | 2 | 2 | - | - | 2 | 1 | 1 | 3 | 1 |
| | | 6% | 6% | 4% | 6% | 8% | 7% | 6% | 6% | 5% | - | 2% | 10%k | 8%k | 4% | 8%n | 5% | 7% | 8% | - | 3% | 13%B | - | 5% | 8% | 5% | 10% | - | - | 4% | 4% | 5% | 7% | 2% |
| 3 - | (3) | 23 | 6 | 8 | 18 | 23 | 14 | 7 | 9 | 6 | 1 | 6 | 7 | 10 | 9 | 14 | - | 3 | 2 | 1 | 2 | 2 | 2 | 5 | - | 3 | 2 | 2 | 1 | - | 3 | 5 | 2 | 6 |
| | | 4% | 4% | 9%df | 4% | 7%df | 3% | 4% | 5% | 4% | 5% | 2% | 4% | 12%kl | 3% | 6% | - | 5% | 4% | 14% | 2% | 4% | 20% | 6%F | - | 8% | 10% | 8% | 20% | - | 13% | 26% | 5% | 13% |
| 2 - | (2) | 19 | 2 | 3 | 10 | 12 | 10 | 7 | 4 | 8 | - | 1 | 9 | 9 | 3 | 15 | - | 1 | 1 | - | 1 | 1 | - | - | 2 | 3 | - | - | - | - | 1 | 2 | - | 3 |
| | | 3% | 1% | 3% | 2% | 4% | 2% | 4% | 2% | 5% | - | * | 5%k | 11%k | 1% | 6%n | - | 2% | 2% | - | 1% | 2% | - | - | 3% | 8% | - | - | - | - | 4% | 11% | - | 7% |
| 1 - Extremely dissatisfied | (1) | 29 | 4 | 7 | 15 | 31 | 37 | 13 | 7 | 7 | 2 | - | 3 | 26 | 6 | 22 | 3 | - | 1 | - | 1 | - | 3 | 1 | 3 | 4 | 2 | 1 | - | - | 2 | 5 | 3 | 4 |
| | | 5% | 3% | 8%d | 3% | 10%abd | 9%abd | 7% | 4% | 5% | 10% | - | 2%k | 31%kl | 2% | 9%n | 7%y | - | 2% | - | 1% | - | 30% | 1% | 4% | 10% | 10% | 4% | - | - | 8% | 26% | 7% | 9% |
| Not applicable | | 9 | 3 | 2 | 3 | 6 | 18 | 3 | 2 | 4 | - | 5 | 3 | 1 | 5 | 4 | - | - | 1 | 2 | 3 | - | - | 3 | - | 1 | 1 | - | - | 2 | - | - | 2 | - |
| | | 2% | 2% | 2% | 1% | 2% | 4%ad | 2% | 1% | 3% | - | 2% | 2% | 1% | 2% | 2% | - | - | 2% | 29% | 3% | - | - | 4% | - | 3% | 5% | - | - | 4% | - | - | 5% | - |
| NET: Dissatisfied | (1-3) | 71 | 12 | 18 | 43 | 66 | 61 | 27 | 20 | 21 | 3 | 7 | 19 | 45 | 18 | 51 | 3 | 4 | 4 | 1 | 4 | 3 | 5 | 6 | 5 | 10 | 4 | 3 | 1 | - | 6 | 12 | 5 | 13 |
| | | 13%d | 8% | 20%bd | 9% | 20%abdf | 14%bd | 14% | 11% | 14% | 15% | 2% | 12%k | 53%kl | 6% | 20%n | 7% | 7% | 8% | 14% | 4% | 6% | 50% | 8% | 7% | 26% | 19% | 13% | 20% | - | 25% | 63% | 12% | 29% |
| NET: Neutral | (4-6) | 150 | 47 | 19 | 125 | 106 | 123 | 56 | 49 | 40 | 5 | 47 | 77 | 26 | 57 | 90 | 11 | 18 | 17 | 1 | 11 | 34 | 2 | 18 | 28 | 6 | 7 | 5 | 1 | 6 | 11 | 2 | 6 | 12 |
| | | 28% | 30% | 21% | 25% | 33%cd | 29% | 29% | 27% | 27% | 25% | 16% | 47%km | 31%k | 20% | 36%n | 25% | 31% | 35% | 14% | 12% | 63%B | 20% | 23% | 38%E | 15% | 33% | 21% | 20% | 13% | 46% | 11% | 14% | 27% |
| NET: Satisfied | (7-10) | 313 | 95 | 50 | 322 | 148 | 229 | 108 | 108 | 85 | 12 | 235 | 65 | 13 | 205 | 106 | 30 | 36 | 26 | 3 | 75 | 17 | 3 | 52 | 40 | 22 | 9 | 16 | 3 | 38 | 7 | 5 | 30 | 20 |
| | | 58%e | 61%e | 56% | 65%aef | 45% | 53%e | 56% | 60% | 57% | 60% | 80%lm | 40%m | 15% | 72%o | 42% | 68% | 62% | 54% | 43% | 81%C | 31% | 30% | 66% | 55% | 56% | 43% | 67% | 60% | 83% | 29% | 26% | 70% | 44% |
| Mean score | | 6.64e | 6.98ef | 6.56 | 7.15acef | 5.94 | 6.49e | 6.59 | 6.77 | 6.59 | 6.30 | 7.92lm | 5.86m | 3.71 | 7.54o | 5.66 | 7.39 | 6.76 | 6.85 | 7.20 | 7.87C | 5.89 | 4.90 | 7.28 | 6.68 | 6.21 | 6.10 | 7.50 | 6.60 | 8.39 | 5.29 | 3.95 | 7.54 | 5.71 |
| Standard error | | 0.11 | 0.18 | 0.31 | 0.11 | 0.15 | 0.13 | 0.19 | 0.18 | 0.21 | 0.56 | 0.10 | 0.16 | 0.29 | 0.13 | 0.15 | 0.37 | 0.26 | 0.35 | 1.32 | 0.21 | 0.22 | 1.17 | 0.26 | 0.27 | 0.49 | 0.64 | 0.55 | 1.12 | 0.26 | 0.46 | 0.69 | 0.44 | 0.40 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 30

**Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Logging of query details to avoid having to repeat yourself.**

**Base: All complained about landline service in past 6 months**

| | | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (x) | Repairs and Installation (g) | Service issues (h) | Something else (i) | Satisfied (j) | Neutral (k) | Dissatisfied (l) | Yes (m) | No (n) | Billing and Customer service (o) | Repairs and Installation (p) | Service issues (q) | Something else (r) | Satisfied (s) | Neutral (t) | Dissatisfied (u) | Yes (v) | No (w) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | | 543 | 157 | 89* | 493 | 326 | 431 | 175 | 184 | 114 | 20** | 294 | 146 | 53* | 266 | 223 | 126 | 93* | 88* | 19** | 145 | 111 | 70* | 136 | 185 | 191 | 116 | 103 | 21** | 213 | 140 | 78* | 215 | 208 |
| 10 - Extremely satisfied | (10) | 73 | 28 | 15 | 98 | 33 | 61 | 29 | 38 | 23 | 8 | 91 | 4 | 3 | 80 | 17 | 12 | 7 | 11 | 3 | 29 | 3 | 1 | 23 | 8 | 18 | 26 | 12 | 5 | 52 | 5 | 4 | 49 | 11 |
| | | 13% | 18%e | 17% | 20%aef | 10% | 14% | 17% | 21% | 20% | 40% | 31%kl | 3% | 6% | 30%n | 8% | 10% | 8% | 13% | 16% | 20%tu | 3% | 1% | 17%w | 4% | 9% | 22%AC | 12% | 24% | 24%FG | 4% | 5% | 23%I | 5% |
| 9 - | (9) | 61 | 18 | 14 | 73 | 30 | 50 | 29 | 22 | 18 | 4 | 63 | 6 | 4 | 49 | 23 | 15 | 9 | 6 | - | 25 | 4 | 1 | 20 | 10 | 22 | 20 | 8 | - | 41 | 6 | 3 | 35 | 15 |
| | | 11% | 11% | 16% | 15%e | 9% | 12% | 17% | 12% | 16% | 20% | 21%kl | 4% | 8% | 18%n | 10% | 12% | 10% | 7% | - | 17%tu | 4% | 1% | 15%w | 5% | 12% | 17%C | 8% | - | 19%FG | 4% | 4% | 16%I | 7% |
| 8 - | (8) | 93 | 15 | 14 | 75 | 46 | 64 | 24 | 30 | 20 | 1 | 53 | 20 | 2 | 51 | 24 | 17 | 14 | 15 | - | 35 | 7 | 4 | 28 | 18 | 30 | 12 | 16 | 6 | 48 | 15 | 1 | 41 | 21 |
| | | 17%b | 10% | 16% | 15% | 14% | 15% | 14% | 16% | 18% | 5% | 18%l | 14% | 4% | 19%n | 11% | 13% | 15% | 17% | - | 24%tu | 6% | 6% | 21%w | 10% | 16% | 10% | 16% | 29% | 23%FG | 11%G | 1% | 19%I | 10% |
| 7 - | (7) | 86 | 34 | 7 | 76 | 39 | 54 | 26 | 36 | 12 | 2 | 49 | 21 | 6 | 32 | 44 | 16 | 11 | 9 | 3 | 18 | 18 | 3 | 15 | 24 | 23 | 15 | 15 | 1 | 33 | 17 | 4 | 22 | 31 |
| | | 16%c | 22%cef | 8% | 15% | 12% | 13% | 15% | 20%h | 11% | 10% | 17% | 14% | 11% | 12% | 20%m | 13% | 12% | 10% | 16% | 12% | 16%tl | 4% | 11% | 13% | 12% | 13% | 15% | 5% | 15%G | 12% | 5% | 10% | 15% |
| 6 - | (6) | 64 | 24 | 6 | 50 | 32 | 46 | 22 | 16 | 12 | - | 12 | 33 | 5 | 20 | 30 | 10 | 10 | 11 | 1 | 14 | 16 | 2 | 13 | 19 | 18 | 15 | 12 | 1 | 15 | 29 | 2 | 22 | 23 |
| | | 12% | 15% | 7% | 10% | 10% | 11% | 13% | 9% | 11% | - | 4% | 23%jl | 9% | 8% | 13%m | 8% | 11% | 13% | 5% | 10% | 14%tu | 3% | 10% | 10% | 9% | 13% | 12% | 5% | 7% | 21%EG | 3% | 10% | 11% |
| 5 - | (5) | 56 | 13 | 9 | 46 | 48 | 46 | 16 | 14 | 15 | 1 | 12 | 27 | 7 | 13 | 32 | 19 | 17 | 7 | 5 | 12 | 31 | 5 | 19 | 28 | 21 | 12 | 12 | 1 | 7 | 34 | 5 | 13 | 33 |
| | | 10% | 8% | 10% | 9% | 15%bd | 11% | 9% | 8% | 13% | 5% | 4% | 18%j | 13%j | 5% | 14%m | 15% | 18%q | 8% | 26% | 8% | 28%su | 7% | 14% | 15% | 11% | 10% | 12% | 5% | 3% | 24%EG | 6% | 6% | 16%H |
| 4 - | (4) | 30 | 10 | 4 | 29 | 26 | 31 | 9 | 11 | 7 | 2 | 5 | 19 | 5 | 12 | 17 | 9 | 9 | 4 | 4 | 5 | 14 | 7 | 7 | 18 | 20 | 4 | 5 | 2 | 3 | 19 | 9 | 12 | 19 |
| | | 6% | 6% | 4% | 6% | 8% | 7% | 5% | 6% | 6% | 10% | 2% | 13%j | 9%j | 5% | 8% | 7% | 10% | 5% | 21% | 3% | 13%s | 10% | 5% | 10% | 10%B | 3% | 5% | 10% | 1% | 14%E | 12%E | 6% | 9% |
| 3 - | (3) | 23 | 6 | 8 | 18 | 23 | 14 | 6 | 6 | 5 | 1 | 5 | 10 | 3 | 6 | 12 | 8 | 7 | 7 | 1 | 3 | 7 | 13 | 5 | 18 | 7 | 2 | 5 | - | 3 | 5 | 6 | 4 | 10 |
| | | 4% | 4% | 9%df | 4% | 7%df | 3% | 3% | 3% | 4% | 5% | 2% | 7%j | 6% | 2% | 5% | 6% | 8% | 8% | 5% | 2% | 6% | 19%st | 4% | 10%v | 4% | 2% | 5% | - | 1% | 4% | 8%E | 2% | 5% |
| 2 - | (2) | 19 | 2 | 3 | 10 | 12 | 10 | 4 | 5 | 1 | - | - | 5 | 5 | - | 10 | 2 | 5 | 5 | - | - | 6 | 6 | 1 | 11 | 4 | 2 | 2 | 2 | - | 3 | 7 | 2 | 8 |
| | | 3% | 1% | 3% | 2% | 4% | 2% | 2% | 3% | 1% | - | - | 3%j | 9%j | - | 4%m | 2% | 5% | 6% | - | - | 5%s | 9%s | 1% | 6%v | 2% | 2% | 2% | 10% | - | 2%E | 9%EF | 1% | 4%H |
| 1 - Extremely dissatisfied | (1) | 29 | 4 | 7 | 15 | 31 | 37 | 10 | 4 | 1 | - | 2 | 1 | 12 | 3 | 12 | 16 | 3 | 11 | 1 | 1 | 2 | 28 | 3 | 27 | 21 | 4 | 10 | 2 | 1 | 4 | 32 | 5 | 30 |
| | | 5% | 3% | 8%d | 3% | 10%abd | 9%abd | 6%h | 2% | 1% | - | 1% | 1% | 23%jk | 1% | 5%m | 13%p | 3% | 13%p | 5% | 1% | 2% | 40%st | 2% | 15%v | 11%B | 3% | 10% | 10% | * | 3% | 41%EF | 2% | 14%H |
| Not applicable | | 9 | 3 | 2 | 3 | 6 | 18 | - | 2 | - | 1 | 2 | - | 1 | - | 2 | 2 | 1 | 2 | 1 | 3 | 3 | - | 2 | 4 | 7 | 4 | 6 | 1 | 10 | 3 | 5 | 10 | 7 |
| | | 2% | 2% | 2% | 1% | 2% | 4%ad | - | 1% | - | 5% | 1% | - | 2% | - | 1% | 2% | 1% | 2% | 5% | 2% | 3% | - | 1% | 2% | 4% | 3% | 6% | 5% | 5% | 2% | 6% | 5% | 3% |
| NET: Dissatisfied | (1-3) | 71 | 12 | 18 | 43 | 66 | 61 | 20 | 15 | 7 | 1 | 7 | 16 | 20 | 9 | 34 | 26 | 15 | 23 | 2 | 4 | 15 | 47 | 9 | 56 | 32 | 8 | 17 | 4 | 4 | 12 | 45 | 11 | 48 |
| | | 13%d | 8% | 20%bd | 9% | 20%abdf | 14%bd | 11% | 8% | 6% | 5% | 2% | 11%j | 38%jk | 3% | 15%m | 21% | 16% | 26% | 11% | 3% | 14%s | 67%st | 7% | 30%v | 17%B | 7% | 17%B | 19% | 2% | 9%E | 58%EF | 5% | 23%H |
| NET: Neutral | (4-6) | 150 | 47 | 19 | 125 | 106 | 123 | 47 | 41 | 34 | 3 | 29 | 79 | 17 | 45 | 79 | 38 | 36 | 22 | 10 | 31 | 61 | 14 | 39 | 65 | 59 | 31 | 29 | 4 | 25 | 82 | 16 | 47 | 75 |
| | | 28% | 30% | 21% | 25% | 33%cd | 29% | 27% | 22% | 30% | 15% | 10% | 54%jl | 32%l | 17% | 35%m | 30% | 39% | 25% | 53% | 21% | 55%su | 20% | 29% | 35% | 31% | 27% | 28% | 19% | 12% | 59%EG | 21% | 22% | 36%H |
| NET: Satisfied | (7-10) | 313 | 95 | 50 | 322 | 148 | 229 | 108 | 126 | 73 | 15 | 256 | 51 | 15 | 212 | 108 | 60 | 41 | 41 | 6 | 107 | 32 | 9 | 86 | 60 | 93 | 73 | 51 | 12 | 174 | 43 | 12 | 147 | 78 |
| | | 58%e | 61%e | 56% | 65%aef | 45% | 53%e | 62% | 68% | 64% | 75% | 87%kl | 35% | 28% | 80%n | 48% | 48% | 44% | 47% | 32% | 74%tu | 29%tu | 13% | 63%w | 32% | 49% | 63%AC | 50% | 57% | 82%FG | 31%G | 15% | 68%I | 38% |
| Mean score | | 6.64e | 6.98ef | 6.56 | 7.15acef | 5.94 | 6.49e | 6.91 | 7.21 | 7.27 | 8.11 | 8.26kl | 5.83l | 4.62 | 8.00n | 6.12 | 5.95 | 6.03 | 5.88 | 5.67 | 7.71tu | 5.46u | 3.09 | 7.16w | 5.03 | 6.10 | 7.33AC | 6.25 | 6.50 | 8.13FG | 5.75G | 3.29 | 7.58I | 5.40 |
| Standard error | | 0.11 | 0.18 | 0.31 | 0.11 | 0.15 | 0.13 | 0.19 | 0.17 | 0.21 | 0.55 | 0.10 | 0.16 | 0.40 | 0.12 | 0.16 | 0.25 | 0.25 | 0.32 | 0.58 | 0.16 | 0.18 | 0.29 | 0.19 | 0.20 | 0.20 | 0.23 | 0.27 | 0.71 | 0.12 | 0.16 | 0.33 | 0.16 | 0.19 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 31

**Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Offering compensation or a goodwill payment.**

**Base: All complained about landline service in past 6 months**

| | | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (x) | Repairs and Installation (y) | Service issues (z) | Something else (A) | Satisfied (B) | Neutral (C) | Dissatisfied (D) | Yes (E) | No (F) | Billing and Customer service (G) | Repairs and Installation (H) | Service issues (I) | Something else (J) | Satisfied (K) | Neutral (L) | Dissatisfied (M) | Yes (N) | No (O) |
| Total | | 543 | 157 | 89* | 493 | 326 | 431 | 194 | 179 | 150 | 20** | 294 | 164 | 85* | 285 | 251 | 44* | 58* | 48* | 7** | 93* | 54* | 10** | 79* | 73* | 39* | 21** | 24** | 5** | 46* | 24** | 19** | 43* | 45* |
| 10 - Extremely satisfied | (10) | 73 | 21 | 10 | 76 | 28 | 58 | 30 | 23 | 18 | 2 | 64 | 5 | 4 | 63 | 9 | 6 | 9 | 6 | - | 20 | 1 | - | 17 | 2 | 3 | 4 | 3 | - | 8 | 1 | 1 | 8 | 2 |
| | | 13%e | 13% | 11% | 15%e | 9% | 13%e | 15% | 13% | 12% | 10% | 22%lm | 3% | 5% | 22%o | 4% | 14% | 16% | 13% | - | 22%C | 2% | - | 22%F | 3% | 8% | 19% | 13% | - | 17% | 4% | 5% | 19% | 4% |
| 9 - | (9) | 80 | 17 | 7 | 72 | 37 | 47 | 31 | 32 | 15 | 2 | 67 | 10 | 3 | 54 | 26 | 7 | 5 | 4 | 1 | 17 | - | - | 9 | 7 | 4 | - | 3 | - | 6 | - | 1 | 4 | 3 |
| | | 15% | 11% | 8% | 15% | 11% | 11% | 16% | 18%l | 10% | 10% | 23%lm | 6% | 4% | 19%o | 10% | 16% | 9% | 8% | 14% | 18%C | - | - | 11% | 10% | 10% | - | 13% | - | 13% | - | 5% | 9% | 7% |
| 8 - | (8) | 68 | 23 | 11 | 81 | 37 | 61 | 18 | 29 | 16 | 5 | 52 | 14 | 2 | 38 | 30 | 6 | 11 | 5 | 1 | 16 | 6 | 1 | 10 | 13 | 3 | 2 | 4 | 2 | 7 | 3 | 1 | 9 | 2 |
| | | 13% | 15% | 12% | 16%e | 11% | 14% | 9% | 16%g | 11% | 25% | 18%lm | 9% | 2% | 13% | 12% | 14% | 19% | 10% | 14% | 17% | 11% | 10% | 13% | 18% | 8% | 10% | 17% | 40% | 15% | 13% | 5% | 21% | 4% |
| 7 - | (7) | 57 | 29 | 10 | 72 | 44 | 43 | 16 | 23 | 17 | 1 | 31 | 18 | 8 | 32 | 24 | 8 | 13 | 7 | 1 | 17 | 12 | - | 16 | 13 | 2 | 7 | 1 | - | 5 | 4 | 1 | 4 | 6 |
| | | 10% | 18%af | 11% | 15%af | 13% | 10% | 8% | 13% | 11% | 5% | 11% | 11% | 9% | 11% | 10% | 18% | 22% | 15% | 14% | 18% | 22% | - | 20% | 18% | 5% | 33% | 4% | - | 11% | 17% | 5% | 9% | 13% |
| 6 - | (6) | 55 | 24 | 5 | 58 | 35 | 40 | 14 | 24 | 16 | 1 | 23 | 24 | 8 | 18 | 37 | 6 | 12 | 5 | 1 | 10 | 13 | 1 | 11 | 13 | 4 | 1 | - | - | 2 | 2 | 1 | 2 | 3 |
| | | 10% | 15%cf | 6% | 12% | 11% | 9% | 7% | 13%g | 11% | 5% | 8% | 15%k | 9% | 6% | 15%n | 14% | 21% | 10% | 14% | 11% | 24%B | 10% | 14% | 18% | 10% | 5% | - | - | 4% | 8% | 5% | 5% | 7% |
| 5 - | (5) | 57 | 13 | 9 | 50 | 40 | 35 | 23 | 19 | 12 | 3 | 18 | 31 | 8 | 25 | 30 | 2 | 3 | 8 | - | 4 | 8 | 1 | 5 | 8 | 7 | 1 | 1 | - | 3 | 3 | 3 | 2 | 6 |
| | | 10% | 8% | 10% | 10% | 12% | 8% | 12% | 11% | 8% | 15% | 6% | 19%k | 9% | 9% | 12% | 5% | 5% | 17% | - | 4% | 15%B | 10% | 6% | 11% | 18% | 5% | 4% | - | 7% | 13% | 16% | 5% | 13% |
| 4 - | (4) | 38 | 8 | 5 | 28 | 17 | 30 | 17 | 8 | 11 | 2 | 8 | 23 | 7 | 12 | 26 | 4 | - | 4 | - | 2 | 6 | - | 2 | 5 | - | 2 | 1 | 2 | - | 4 | 1 | - | 5 |
| | | 7% | 5% | 6% | 6% | 5% | 7% | 9% | 4% | 7% | 10% | 3% | 14%k | 8%k | 4% | 10%n | 9%y | - | 8%y | - | 2% | 11%B | - | 3% | 7% | - | 10% | 4% | 40% | - | 17% | 5% | - | 11% |
| 3 - | (3) | 29 | 6 | 5 | 13 | 17 | 17 | 11 | 7 | 11 | - | 8 | 16 | 5 | 12 | 16 | - | 3 | 2 | 1 | - | 4 | 2 | 3 | 2 | 3 | 2 | - | - | 1 | 2 | 2 | 4 | 1 |
| | | 5%d | 4% | 6% | 3% | 5% | 4% | 6% | 4% | 7% | - | 3% | 10%k | 6% | 4% | 6% | - | 5% | 4% | 14% | - | 7%B | 20% | 4% | 3% | 8% | 10% | - | - | 2% | 8% | 11% | 9% | 2% |
| 2 - | (2) | 22 | 4 | 4 | 12 | 17 | 17 | 7 | 5 | 10 | - | 2 | 9 | 11 | 8 | 13 | 1 | 1 | 2 | - | - | 3 | 1 | 1 | 3 | 2 | - | 2 | - | 1 | 2 | 1 | - | 4 |
| | | 4% | 3% | 4% | 2% | 5%d | 4% | 4% | 3% | 7% | - | 1% | 5%k | 13%kl | 3% | 5% | 2% | 2% | 4% | - | - | 6%B | 10% | 1% | 4% | 5% | - | 8% | - | 2% | 8% | 5% | - | 9% |
| 1 - Extremely dissatisfied | (1) | 39 | 6 | 14 | 22 | 38 | 53 | 16 | 6 | 14 | 3 | 6 | 7 | 26 | 9 | 29 | 2 | 1 | 3 | - | 2 | 1 | 3 | 1 | 5 | 9 | - | 4 | 1 | 4 | 3 | 7 | 2 | 12 |
| | | 7% | 4% | 16%abd | 4% | 12%abd | 12%abd | 8%h | 3% | 9%h | 15% | 2% | 4% | 31%kl | 3% | 12%n | 5% | 2% | 6% | - | 2% | 2% | 30% | 1% | 7% | 23% | - | 17% | 20% | 9% | 13% | 37% | 5% | 27% |
| Not applicable | | 25 | 6 | 9 | 9 | 16 | 30 | 11 | 3 | 10 | 1 | 15 | 7 | 3 | 14 | 11 | 2 | - | 2 | 2 | 5 | - | 1 | 4 | 2 | 2 | 2 | 5 | - | 9 | - | - | 8 | 1 |
| | | 5%d | 4% | 10%abd | 2% | 5%d | 7%d | 6%h | 2% | 7%h | 5% | 5% | 4% | 4% | 5% | 4% | 5% | - | 4% | 29% | 5% | - | 10% | 5% | 3% | 5% | 10% | 21% | - | 20% | - | - | 19% | 2% |
| NET: Dissatisfied | (1-3) | 90 | 16 | 23 | 47 | 72 | 87 | 34 | 18 | 35 | 3 | 16 | 32 | 42 | 29 | 58 | 3 | 5 | 7 | 1 | 2 | 8 | 6 | 5 | 10 | 14 | 2 | 6 | 1 | 6 | 7 | 10 | 6 | 17 |
| | | 17%bd | 10% | 26%abd | 10% | 22%abd | 20%bd | 18%h | 10% | 23%h | 15% | 5% | 20%k | 49%kl | 10% | 23%n | 7% | 9% | 15% | 14% | 2% | 15%B | 60% | 6% | 14% | 36% | 10% | 25% | 20% | 13% | 29% | 53% | 14% | 38% |
| NET: Neutral | (4-6) | 150 | 45 | 19 | 136 | 92 | 105 | 54 | 51 | 39 | 6 | 49 | 78 | 23 | 55 | 93 | 12 | 15 | 17 | 1 | 16 | 27 | 2 | 18 | 26 | 11 | 4 | 2 | 2 | 5 | 9 | 5 | 4 | 14 |
| | | 28% | 29% | 21% | 28% | 28% | 24% | 28% | 28% | 26% | 30% | 17% | 48%km | 27%k | 19% | 37%n | 27% | 26% | 35% | 14% | 17% | 50%B | 20% | 23% | 36% | 28% | 19% | 8% | 40% | 11% | 38% | 26% | 9% | 31% |
| NET: Satisfied | (7-10) | 278 | 90 | 38 | 301 | 146 | 209 | 95 | 107 | 66 | 10 | 214 | 47 | 17 | 187 | 89 | 27 | 38 | 22 | 3 | 70 | 19 | 1 | 52 | 35 | 12 | 13 | 11 | 2 | 26 | 8 | 4 | 25 | 13 |
| | | 51% | 57%ce | 43% | 61%acef | 45% | 48% | 49% | 60%gj | 44% | 50% | 73%lm | 29% | 20% | 66%o | 35% | 61% | 66%z | 46% | 43% | 75%C | 35% | 10% | 66%F | 48% | 31% | 62% | 46% | 40% | 57% | 33% | 21% | 58% | 29% |
| Mean score | | 6.43ce | 6.77cef | 5.66 | 6.93acef | 5.86 | 6.15 | 6.37 | 6.93gi | 5.92 | 6.16 | 7.78lm | 5.36m | 3.88 | 7.33o | 5.46 | 6.98 | 7.12z | 6.17 | 6.60 | 7.84C | 5.61 | 3.33 | 7.39F | 6.10 | 5.00 | 6.84 | 5.95 | 5.00 | 7.05 | 4.92 | 3.89 | 7.20 | 4.45 |
| Standard error | | 0.12 | 0.19 | 0.35 | 0.11 | 0.16 | 0.15 | 0.21 | 0.18 | 0.25 | 0.68 | 0.13 | 0.18 | 0.31 | 0.15 | 0.17 | 0.37 | 0.27 | 0.38 | 1.03 | 0.20 | 0.25 | 0.83 | 0.25 | 0.28 | 0.51 | 0.52 | 0.82 | 1.34 | 0.48 | 0.52 | 0.69 | 0.45 | 0.44 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 32

**Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Offering compensation or a goodwill payment.**

**Base: All complained about landline service in past 6 months**

| | | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (x) | Repairs and Installation (g) | Service issues (h) | Something else (i) | Satisfied (j) | Neutral (k) | Dissatisfied (l) | Yes (m) | No (n) | Billing and Customer service (o) | Repairs and Installation (p) | Service issues (q) | Something else (r) | Satisfied (s) | Neutral (t) | Dissatisfied (u) | Yes (v) | No (w) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | | 543 | 157 | 89* | 493 | 326 | 431 | 175 | 184 | 114 | 20** | 294 | 146 | 53* | 266 | 223 | 126 | 93* | 88* | 19** | 145 | 111 | 70* | 136 | 185 | 191 | 116 | 103 | 21** | 213 | 140 | 78* | 215 | 208 |
| 10 - Extremely satisfied | (10) | 73 | 21 | 10 | 76 | 28 | 58 | 24 | 28 | 17 | 7 | 71 | 2 | 3 | 64 | 12 | 10 | 6 | 8 | 4 | 26 | - | 2 | 20 | 6 | 25 | 22 | 7 | 4 | 48 | 4 | 6 | 49 | 9 |
| | | 13%e | 13% | 11% | 15%e | 9% | 13%e | 14% | 15% | 15% | 35% | 24%kl | 1% | 6% | 24%n | 5% | 8% | 6% | 9% | 21% | 18%tu | - | 3% | 15%w | 3% | 13% | 19%C | 7% | 19% | 23%FG | 3% | 8% | 23%I | 4% |
| 9 - | (9) | 80 | 17 | 7 | 72 | 37 | 47 | 25 | 32 | 13 | 2 | 63 | 7 | 2 | 50 | 21 | 12 | 19 | 6 | - | 27 | 6 | 4 | 19 | 17 | 22 | 17 | 6 | 2 | 40 | 6 | 1 | 31 | 16 |
| | | 15% | 11% | 8% | 15% | 11% | 11% | 14% | 17% | 11% | 10% | 21%kl | 5% | 4% | 19%n | 9% | 10% | 20%oq | 7% | - | 19%tu | 5% | 6% | 14% | 9% | 12% | 15%C | 6% | 10% | 19%FG | 4% | 1% | 14%I | 8% |
| 8 - | (8) | 68 | 23 | 11 | 81 | 37 | 61 | 29 | 32 | 19 | 1 | 62 | 17 | 2 | 51 | 29 | 15 | 7 | 15 | - | 28 | 6 | 3 | 19 | 18 | 22 | 22 | 13 | 4 | 44 | 16 | 1 | 38 | 21 |
| | | 13% | 15% | 12% | 16%e | 11% | 14% | 17% | 17% | 17% | 5% | 21%kl | 12% | 4% | 19% | 13% | 12% | 8% | 17% | - | 19%tu | 5% | 4% | 14% | 10% | 12% | 19% | 13% | 19% | 21%FG | 11%G | 1% | 18%I | 10% |
| 7 - | (7) | 57 | 29 | 10 | 72 | 44 | 43 | 24 | 33 | 14 | 1 | 41 | 27 | 4 | 32 | 40 | 17 | 18 | 8 | 1 | 17 | 23 | 4 | 20 | 24 | 19 | 12 | 11 | 1 | 23 | 17 | 3 | 16 | 26 |
| | | 10% | 18%af | 11% | 15%af | 13% | 10% | 14% | 18% | 12% | 5% | 14% | 18% | 8% | 12% | 18% | 13% | 19% | 9% | 5% | 12% | 21%tu | 6% | 15% | 13% | 10% | 10% | 11% | 5% | 11% | 12%G | 4% | 7% | 13% |
| 6 - | (6) | 55 | 24 | 5 | 58 | 35 | 40 | 26 | 21 | 8 | 3 | 24 | 29 | 5 | 25 | 33 | 13 | 17 | 5 | - | 16 | 14 | 5 | 14 | 21 | 14 | 13 | 12 | 1 | 14 | 21 | 5 | 16 | 24 |
| | | 10% | 15%cf | 6% | 12% | 11% | 9% | 15%h | 11% | 7% | 15% | 8% | 20%j | 9% | 9% | 15% | 10% | 18%q | 6% | - | 11% | 13% | 7% | 10% | 11% | 7% | 11% | 12% | 5% | 7% | 15%E | 6% | 7% | 12% |
| 5 - | (5) | 57 | 13 | 9 | 50 | 40 | 35 | 15 | 16 | 17 | 2 | 14 | 29 | 7 | 12 | 38 | 14 | 11 | 10 | 5 | 4 | 29 | 7 | 15 | 25 | 16 | 8 | 10 | 1 | 6 | 26 | 3 | 16 | 18 |
| | | 10% | 8% | 10% | 10% | 12% | 8% | 9% | 9% | 15% | 10% | 5% | 20%j | 13%j | 5% | 17%m | 11% | 12% | 11% | 26% | 3% | 26%su | 10%s | 11% | 14% | 8% | 7% | 10% | 5% | 3% | 19%EG | 4% | 7% | 9% |
| 4 - | (4) | 38 | 8 | 5 | 28 | 17 | 30 | 8 | 8 | 11 | 1 | 4 | 18 | 6 | 7 | 20 | 9 | 3 | 4 | 1 | 6 | 6 | 5 | 8 | 9 | 14 | 7 | 8 | 1 | 8 | 17 | 5 | 10 | 20 |
| | | 7% | 5% | 6% | 6% | 5% | 7% | 5% | 4% | 10% | 5% | 1% | 12%j | 11%j | 3% | 9%m | 7% | 3% | 5% | 5% | 4% | 5% | 7% | 6% | 5% | 7% | 6% | 8% | 5% | 4% | 12%E | 6% | 5% | 10%H |
| 3 - | (3) | 29 | 6 | 5 | 13 | 17 | 17 | 7 | 1 | 5 | - | 1 | 10 | 2 | 6 | 7 | 5 | 3 | 7 | 2 | 2 | 11 | 4 | 4 | 11 | 9 | 3 | 5 | - | 4 | 8 | 5 | 7 | 10 |
| | | 5%d | 4% | 6% | 3% | 5% | 4% | 4%g | 1% | 4%g | - | * | 7%j | 4%j | 2% | 3% | 4% | 3% | 8% | 11% | 1% | 10%s | 6% | 3% | 6% | 5% | 3% | 5% | - | 2% | 6% | 6%E | 3% | 5% |
| 2 - | (2) | 22 | 4 | 4 | 12 | 17 | 17 | 5 | 4 | 3 | - | 4 | 1 | 7 | 5 | 7 | 5 | 5 | 6 | 1 | 3 | 6 | 8 | 4 | 13 | 8 | 3 | 6 | - | 1 | 7 | 9 | 2 | 15 |
| | | 4% | 3% | 4% | 2% | 5%d | 4% | 3% | 2% | 3% | - | 1% | 1% | 13%jk | 2% | 3% | 4% | 5% | 7% | 5% | 2% | 5% | 11%s | 3% | 7% | 4% | 3% | 6% | - | * | 5%E | 12%E | 1% | 7%H |
| 1 - Extremely dissatisfied | (1) | 39 | 6 | 14 | 22 | 38 | 53 | 11 | 7 | 3 | 1 | 2 | 6 | 14 | 8 | 14 | 16 | 4 | 15 | 3 | 5 | 7 | 26 | 5 | 33 | 30 | 7 | 13 | 3 | 4 | 11 | 38 | 10 | 40 |
| | | 7% | 4% | 16%abd | 4% | 12%abd | 12%abd | 6% | 4% | 3% | 5% | 1% | 4%j | 26%jk | 3% | 6% | 13%p | 4% | 17%p | 16% | 3% | 6% | 37%st | 4% | 18%v | 16%B | 6% | 13% | 14% | 2% | 8%E | 49%EF | 5% | 19%H |
| Not applicable | | 25 | 6 | 9 | 9 | 16 | 30 | 1 | 2 | 4 | 2 | 8 | - | 1 | 6 | 2 | 10 | - | 4 | 2 | 11 | 3 | 2 | 8 | 8 | 12 | 2 | 12 | 4 | 21 | 7 | 2 | 20 | 9 |
| | | 5%d | 4% | 10%abd | 2% | 5%d | 7%d | 1% | 1% | 4% | 10% | 3%k | - | 2% | 2% | 1% | 8%p | - | 5%p | 11% | 8% | 3% | 3% | 6% | 4% | 6% | 2% | 12%B | 19% | 10%G | 5% | 3% | 9%I | 4% |
| NET: Dissatisfied | (1-3) | 90 | 16 | 23 | 47 | 72 | 87 | 23 | 12 | 11 | 1 | 7 | 17 | 23 | 19 | 28 | 26 | 12 | 28 | 6 | 10 | 24 | 38 | 13 | 57 | 47 | 13 | 24 | 3 | 9 | 26 | 52 | 19 | 65 |
| | | 17%bd | 10% | 26%abd | 10% | 22%abd | 20%bd | 13%g | 7% | 10% | 5% | 2% | 12%j | 43%jk | 7% | 13%m | 21% | 13% | 32%p | 32% | 7% | 22%s | 54%st | 10% | 31%v | 25%B | 11% | 23%B | 14% | 4% | 19%E | 67%EF | 9% | 31%H |
| NET: Neutral | (4-6) | 150 | 45 | 19 | 136 | 92 | 105 | 49 | 45 | 36 | 6 | 42 | 76 | 18 | 44 | 91 | 36 | 31 | 19 | 6 | 26 | 49 | 17 | 37 | 55 | 44 | 28 | 30 | 3 | 28 | 64 | 13 | 42 | 62 |
| | | 28% | 29% | 21% | 28% | 28% | 24% | 28% | 24% | 32% | 30% | 14% | 52%jl | 34%l | 17% | 41%m | 29% | 33% | 22% | 32% | 18% | 44%su | 24% | 27% | 30% | 23% | 24% | 29% | 14% | 13% | 46%EG | 17% | 20% | 30%H |
| NET: Satisfied | (7-10) | 278 | 90 | 38 | 301 | 146 | 209 | 102 | 125 | 63 | 11 | 237 | 53 | 11 | 197 | 102 | 54 | 50 | 37 | 5 | 98 | 35 | 13 | 78 | 65 | 88 | 73 | 37 | 11 | 155 | 43 | 11 | 134 | 72 |
| | | 51% | 57%ce | 43% | 61%acef | 45% | 48% | 58% | 68%h | 55% | 55% | 81%kl | 36%l | 21% | 74%n | 46% | 43% | 54% | 42% | 26% | 68%tu | 32% | 19% | 57%w | 35% | 46% | 63%AC | 36% | 52% | 73%FG | 31%G | 14% | 62%I | 35% |
| Mean score | | 6.43ce | 6.77cef | 5.66 | 6.93acef | 5.86 | 6.15 | 6.72 | 7.20 | 6.71 | 7.56 | 8.05kl | 5.73l | 4.13 | 7.68n | 6.05 | 5.79 | 6.51q | 5.40 | 5.12 | 7.49tu | 5.26u | 3.63 | 6.87w | 5.11 | 5.87 | 7.03AC | 5.48 | 6.76 | 7.90FG | 5.37G | 3.08 | 7.36I | 5.02 |
| Standard error | | 0.12 | 0.19 | 0.35 | 0.11 | 0.16 | 0.15 | 0.19 | 0.17 | 0.23 | 0.63 | 0.11 | 0.16 | 0.39 | 0.14 | 0.16 | 0.26 | 0.25 | 0.33 | 0.79 | 0.20 | 0.20 | 0.35 | 0.22 | 0.21 | 0.23 | 0.24 | 0.29 | 0.79 | 0.15 | 0.20 | 0.33 | 0.18 | 0.20 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 33

**Q10l: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Willingness to help resolve your issue.**

**Base: All complained about landline service in past 6 months**

| | | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (x) | Repairs and Installation (y) | Service issues (z) | Something else (A) | Satisfied (B) | Neutral (C) | Dissatisfied (D) | Yes (E) | No (F) | Billing and Customer service (G) | Repairs and Installation (H) | Service issues (I) | Something else (J) | Satisfied (K) | Neutral (L) | Dissatisfied (M) | Yes (N) | No (O) |
| Total | | 543 | 157 | 89* | 493 | 326 | 431 | 194 | 179 | 150 | 20** | 294 | 164 | 85* | 285 | 251 | 44* | 58* | 48* | 7** | 93* | 54* | 10** | 79* | 73* | 39* | 21** | 24** | 5** | 46* | 24** | 19** | 43* | 45* |
| 10 - Extremely satisfied | (10) | 102 | 25 | 20 | 83 | 47 | 69 | 38 | 35 | 27 | 2 | 87 | 10 | 5 | 88 | 12 | 8 | 6 | 9 | 2 | 24 | 1 | - | 19 | 5 | 8 | 3 | 7 | 2 | 18 | - | 2 | 18 | 2 |
| | | *19%* | *16%* | *22%* | *17%* | *14%* | *16%* | *20%* | *20%* | *18%* | *10%* | **30%lm** | *6%* | *6%* | **31%o** | *5%* | *18%* | *10%* | *19%* | *29%* | **26%C** | *2%* | *-* | **24%F** | *7%* | *21%* | *14%* | *29%* | *40%* | *39%* | *-* | *11%* | *42%* | *4%* |
| 9 - | (9) | 71 | 25 | 14 | 78 | 41 | 54 | 24 | 25 | 21 | 1 | 57 | 12 | 2 | 47 | 24 | 9 | 11 | 3 | 2 | 21 | 3 | 1 | 13 | 11 | 9 | 3 | 2 | - | 11 | 3 | - | 10 | 4 |
| | | *13%* | *16%* | *16%* | *16%* | *13%* | *13%* | *12%* | *14%* | *14%* | *5%* | **19%lm** | *7%* | *2%* | **16%o** | *10%* | **20%z** | *19%* | *6%* | *29%* | **23%C** | *6%* | *10%* | *16%* | *15%* | *23%* | *14%* | *8%* | *-* | *24%* | *13%* | *-* | *23%* | *9%* |
| 8 - | (8) | 92 | 31 | 8 | 91 | 43 | 74 | 26 | 33 | 29 | 4 | 58 | 29 | 5 | 52 | 40 | 10 | 11 | 9 | 1 | 24 | 7 | - | 16 | 15 | 2 | - | 5 | 1 | 6 | 2 | - | 4 | 4 |
| | | *17%* | **20%c** | *9%* | **18%ce** | *13%* | *17%* | *13%* | *18%* | *19%* | *20%* | **20%m** | **18%m** | *6%* | *18%* | *16%* | *23%* | *19%* | *19%* | *14%* | *26%* | *13%* | *-* | *20%* | *21%* | *5%* | *-* | *21%* | *20%* | *13%* | *8%* | *-* | *9%* | *9%* |
| 7 - | (7) | 76 | 17 | 14 | 64 | 33 | 51 | 28 | 23 | 22 | 3 | 46 | 24 | 6 | 35 | 41 | 4 | 7 | 5 | 1 | 9 | 8 | - | 6 | 10 | 4 | 8 | 2 | - | 7 | 6 | 1 | 5 | 9 |
| | | *14%* | *11%* | *16%* | *13%* | *10%* | *12%* | *14%* | *13%* | *15%* | *15%* | **16%m** | *15%* | *7%* | *12%* | *16%* | *9%* | *12%* | *10%* | *14%* | *10%* | *15%* | *-* | *8%* | *14%* | *10%* | *38%* | *8%* | *-* | *15%* | *25%* | *5%* | *12%* | *20%* |
| 6 - | (6) | 59 | 18 | 11 | 59 | 32 | 37 | 22 | 24 | 12 | 1 | 25 | 30 | 4 | 22 | 37 | 3 | 7 | 8 | - | 5 | 11 | 2 | 10 | 8 | 2 | 4 | 4 | 1 | 3 | 6 | 2 | 1 | 9 |
| | | *11%* | *11%* | *12%* | *12%* | *10%* | *9%* | *11%* | *13%* | *8%* | *5%* | *9%* | **18%km** | *5%* | *8%* | **15%n** | *7%* | *12%* | *17%* | *-* | *5%* | **20%B** | *20%* | *13%* | *11%* | *5%* | *19%* | *17%* | *20%* | *7%* | *25%* | *11%* | *2%* | *20%* |
| 5 - | (5) | 45 | 20 | 2 | 49 | 39 | 41 | 13 | 16 | 11 | 5 | 8 | 28 | 9 | 15 | 29 | 4 | 7 | 9 | - | 2 | 17 | 1 | 7 | 13 | - | 1 | - | 1 | - | 1 | 1 | - | 2 |
| | | **8%c** | **13%c** | *2%* | **10%c** | **12%c** | **10%c** | *7%* | *9%* | *7%* | *25%* | *3%* | **17%k** | **11%k** | *5%* | **12%n** | *9%* | *12%* | *19%* | *-* | *2%* | **31%B** | *10%* | *9%* | *18%* | *-* | *5%* | *-* | *20%* | *-* | *4%* | *5%* | *-* | *4%* |
| 4 - | (4) | 30 | 9 | 6 | 23 | 33 | 23 | 14 | 8 | 8 | - | 7 | 14 | 9 | 10 | 20 | 2 | 6 | 1 | - | 5 | 2 | 2 | 5 | 4 | 3 | 1 | 2 | - | 1 | 2 | 3 | 1 | 5 |
| | | *6%* | *6%* | *7%* | *5%* | **10%adf** | *5%* | *7%* | *4%* | *5%* | *-* | *2%* | **9%k** | **11%k** | *4%* | **8%n** | *5%* | *10%* | *2%* | *-* | *5%* | *4%* | *20%* | *6%* | *5%* | *8%* | *5%* | *8%* | *-* | *2%* | *8%* | *16%* | *2%* | *11%* |
| 3 - | (3) | 30 | 7 | 7 | 19 | 18 | 26 | 13 | 4 | 12 | 1 | 2 | 12 | 16 | 10 | 19 | 2 | 2 | 2 | 1 | 2 | 3 | 2 | 2 | 3 | 6 | 1 | - | - | - | 3 | 4 | 2 | 5 |
| | | *6%* | *4%* | *8%* | *4%* | *6%* | *6%* | **7%h** | *2%* | **8%h** | *5%* | *1%* | **7%k** | **19%kl** | *4%* | **8%n** | *5%* | *3%* | *4%* | *14%* | *2%* | *6%* | *20%* | *3%* | *4%* | *15%* | *5%* | *-* | *-* | *-* | *13%* | *21%* | *5%* | *11%* |
| 2 - | (2) | 12 | 1 | 2 | 10 | 9 | 15 | 5 | 4 | 2 | 1 | 3 | 3 | 6 | 1 | 9 | - | 1 | - | - | - | 1 | - | - | 1 | - | - | 2 | - | - | 1 | 1 | - | 2 |
| | | *2%* | *1%* | *2%* | *2%* | *3%* | *3%* | *3%* | *2%* | *1%* | *5%* | *1%* | *2%* | **7%kl** | *** | **4%n** | *-* | *2%* | *-* | *-* | *-* | *2%* | *-* | *-* | *1%* | *-* | *-* | *8%* | *-* | *-* | *4%* | *5%* | *-* | *4%* |
| 1 - Extremely dissatisfied | (1) | 25 | 3 | 4 | 12 | 27 | 37 | 10 | 7 | 6 | 2 | - | 2 | 23 | 5 | 19 | 2 | - | 1 | - | - | 1 | 2 | - | 3 | 4 | - | - | - | - | - | 4 | 1 | 3 |
| | | *5%* | *2%* | *4%* | *2%* | **8%abd** | **9%abd** | *5%* | *4%* | *4%* | *10%* | *-* | *1%* | **27%kl** | *2%* | **8%n** | *5%* | *-* | *2%* | *-* | *-* | *2%* | *20%* | *-* | *4%* | *10%* | *-* | *-* | *-* | *-* | *-* | *21%* | *2%* | *7%* |
| Not applicable | | 1 | 1 | 1 | 5 | 4 | 4 | 1 | - | - | - | 1 | - | - | - | 1 | - | - | 1 | - | 1 | - | - | 1 | - | 1 | - | - | - | - | - | 1 | 1 | - |
| | | *** | *1%* | *1%* | *1%* | **1%a** | *1%* | *1%* | *-* | *-* | *-* | *** | *-* | *-* | *-* | *** | *-* | *-* | *2%* | *-* | *1%* | *-* | *-* | *1%* | *-* | *3%* | *-* | *-* | *-* | *-* | *-* | *5%* | *2%* | *-* |
| NET: Dissatisfied | (1-3) | 67 | 11 | 13 | 41 | 54 | 78 | 28 | 15 | 20 | 4 | 5 | 17 | 45 | 16 | 47 | 4 | 3 | 3 | 1 | 2 | 5 | 4 | 2 | 7 | 10 | 1 | 2 | - | - | 4 | 9 | 3 | 10 |
| | | **12%d** | *7%* | *15%* | *8%* | **17%bd** | **18%abd** | *14%* | *8%* | *13%* | *20%* | *2%* | **10%k** | **53%kl** | *6%* | **19%n** | *9%* | *5%* | *6%* | *14%* | *2%* | *9%* | *40%* | *3%* | *10%* | *26%* | *5%* | *8%* | *-* | *-* | *17%* | *47%* | *7%* | *22%* |
| NET: Neutral | (4-6) | 134 | 47 | 19 | 131 | 104 | 101 | 49 | 48 | 31 | 6 | 40 | 72 | 22 | 47 | 86 | 9 | 20 | 18 | - | 12 | 30 | 5 | 22 | 25 | 5 | 6 | 6 | 2 | 4 | 9 | 6 | 2 | 16 |
| | | *25%* | *30%* | *21%* | *27%* | **32%af** | *23%* | *25%* | *27%* | *21%* | *30%* | *14%* | **44%km** | **26%k** | *16%* | **34%n** | *20%* | *34%* | *38%* | *-* | *13%* | **56%B** | *50%* | *28%* | *34%* | *13%* | *29%* | *25%* | *40%* | *9%* | *38%* | *32%* | *5%* | *36%* |
| NET: Satisfied | (7-10) | 341 | 98 | 56 | 316 | 164 | 248 | 116 | 116 | 99 | 10 | 248 | 75 | 18 | 222 | 117 | 31 | 35 | 26 | 6 | 78 | 19 | 1 | 54 | 41 | 23 | 14 | 16 | 3 | 42 | 11 | 3 | 37 | 19 |
| | | **63%e** | **62%e** | **63%e** | **64%ef** | *50%* | **58%e** | *60%* | *65%* | *66%* | *50%* | **84%lm** | **46%m** | *21%* | **78%o** | *47%* | *70%* | *60%* | *54%* | *86%* | **84%C** | *35%* | *10%* | *68%* | *56%* | *59%* | *67%* | *67%* | *60%* | *91%* | *46%* | *16%* | *86%* | *42%* |
| Mean score | | **6.95ef** | **7.13ef** | **7.01e** | **7.15ef** | 6.31 | 6.53 | 6.80 | 7.17 | 7.00 | 6.00 | **8.19lm** | **6.27m** | 3.98 | **7.89o** | 5.94 | 7.34 | 6.98 | 6.98 | 8.00 | **8.15C** | 5.93 | 4.20 | **7.67F** | 6.60 | 6.61 | 7.10 | 7.42 | 7.80 | 8.65 | 6.04 | 4.11 | 8.43 | 5.71 |
| Standard error | | 0.11 | 0.18 | 0.29 | 0.10 | 0.15 | 0.14 | 0.19 | 0.18 | 0.21 | 0.61 | 0.10 | 0.16 | 0.30 | 0.13 | 0.16 | 0.37 | 0.28 | 0.32 | 0.93 | 0.19 | 0.24 | 0.77 | 0.23 | 0.27 | 0.52 | 0.41 | 0.51 | 1.02 | 0.22 | 0.41 | 0.66 | 0.34 | 0.36 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 34

**Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Willingness to help resolve your issue.**

**Base: All complained about landline service in past 6 months**

| | | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (x) | Repairs and Installation (g) | Service issues (h) | Something else (i) | Satisfied (j) | Neutral (k) | Dissatisfied (l) | Yes (m) | No (n) | Billing and Customer service (o) | Repairs and Installation (p) | Service issues (q) | Something else (r) | Satisfied (s) | Neutral (t) | Dissatisfied (u) | Yes (v) | No (w) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | | 543 | 157 | 89* | 493 | 326 | 431 | 175 | 184 | 114 | 20** | 294 | 146 | 53* | 266 | 223 | 126 | 93* | 88* | 19** | 145 | 111 | 70* | 136 | 185 | 191 | 116 | 103 | 21** | 213 | 140 | 78* | 215 | 208 |
| 10 - Extremely satisfied | (10) | 102 | 25 | 20 | 83 | 47 | 69 | 25 | 27 | 24 | 7 | 78 | 2 | 3 | 73 | 10 | 21 | 7 | 16 | 3 | 40 | 5 | 2 | 35 | 11 | 27 | 24 | 13 | 5 | 57 | 9 | 3 | 56 | 13 |
| | | 19% | 16% | 22% | 17% | 14% | 16% | 14% | 15% | 21% | 35% | 27%kl | 1% | 6% | 27%n | 4% | 17%p | 8% | 18%p | 16% | 26%tu | 5% | 3% | 26%w | 6% | 14% | 21% | 13% | 24% | 27%FG | 6% | 4% | 26%I | 6% |
| 9 - | (9) | 71 | 25 | 14 | 78 | 41 | 54 | 27 | 32 | 15 | 4 | 68 | 7 | 3 | 54 | 23 | 15 | 18 | 8 | - | 31 | 5 | 5 | 26 | 14 | 26 | 14 | 12 | 2 | 46 | 7 | 1 | 39 | 15 |
| | | 13% | 16% | 16% | 16% | 13% | 13% | 15% | 17% | 13% | 20% | 23%kl | 5% | 6% | 20%n | 10% | 12% | 19% | 9% | - | 21%tu | 5% | 7% | 19%w | 8% | 14% | 12% | 12% | 10% | 22%FG | 5% | 1% | 18%I | 7% |
| 8 - | (8) | 92 | 31 | 8 | 91 | 43 | 74 | 34 | 42 | 14 | 1 | 69 | 19 | 3 | 50 | 40 | 21 | 8 | 13 | 1 | 31 | 10 | 2 | 23 | 20 | 30 | 22 | 19 | 3 | 55 | 15 | 4 | 44 | 28 |
| | | 17% | 20%c | 9% | 18%ce | 13% | 17% | 19% | 23%h | 12% | 5% | 23%kl | 13% | 6% | 19% | 18% | 17% | 9% | 15% | 5% | 21%tu | 9% | 3% | 17% | 11% | 16% | 19% | 18% | 14% | 26%FG | 11% | 5% | 20% | 13% |
| 7 - | (7) | 76 | 17 | 14 | 64 | 33 | 51 | 26 | 20 | 16 | 2 | 35 | 26 | 3 | 26 | 38 | 10 | 13 | 7 | 3 | 15 | 15 | 3 | 12 | 21 | 28 | 10 | 11 | 2 | 26 | 24 | 1 | 19 | 32 |
| | | 14% | 11% | 16% | 13% | 10% | 12% | 15% | 11% | 14% | 10% | 12% | 18%l | 6% | 10% | 17%m | 8% | 14% | 8% | 16% | 10% | 14%u | 4% | 9% | 11% | 15% | 9% | 11% | 10% | 12%G | 17%G | 1% | 9% | 15%H |
| 6 - | (6) | 59 | 18 | 11 | 59 | 32 | 37 | 20 | 21 | 16 | 2 | 23 | 30 | 6 | 29 | 30 | 11 | 12 | 9 | - | 7 | 18 | 7 | 10 | 21 | 14 | 10 | 12 | 1 | 14 | 20 | 3 | 14 | 23 |
| | | 11% | 11% | 12% | 12% | 10% | 9% | 11% | 11% | 14% | 10% | 8% | 21%j | 11% | 11% | 13% | 9% | 13% | 10% | - | 5% | 16%s | 10% | 7% | 11% | 7% | 9% | 12% | 5% | 7% | 14%EG | 4% | 7% | 11% |
| 5 - | (5) | 45 | 20 | 2 | 49 | 39 | 41 | 20 | 14 | 14 | 1 | 13 | 28 | 8 | 15 | 34 | 12 | 12 | 10 | 5 | 10 | 25 | 4 | 12 | 27 | 15 | 16 | 9 | 1 | 4 | 33 | 4 | 19 | 22 |
| | | 8%c | 13%c | 2% | 10%c | 12%c | 10%c | 11% | 8% | 12% | 5% | 4% | 19%j | 15%j | 6% | 15%m | 10% | 13% | 11% | 26% | 7% | 23%su | 6% | 9% | 15% | 8% | 14% | 9% | 5% | 2% | 24%EG | 5% | 9% | 11% |
| 4 - | (4) | 30 | 9 | 6 | 23 | 33 | 23 | 6 | 11 | 5 | 1 | 2 | 14 | 7 | 8 | 15 | 7 | 13 | 9 | 4 | 2 | 19 | 12 | 11 | 20 | 14 | 4 | 5 | - | 3 | 11 | 9 | 7 | 15 |
| | | 6% | 6% | 7% | 5% | 10%adf | 5% | 3% | 6% | 4% | 5% | 1% | 10%j | 13%j | 3% | 7% | 6% | 14%o | 10% | 21% | 1% | 17%s | 17%s | 8% | 11% | 7% | 3% | 5% | - | 1% | 8%E | 12%E | 3% | 7% |
| 3 - | (3) | 30 | 7 | 7 | 19 | 18 | 26 | 6 | 6 | 7 | - | - | 14 | 5 | 5 | 13 | 5 | 6 | 6 | 1 | 3 | 8 | 7 | 3 | 15 | 10 | 6 | 8 | 2 | 3 | 12 | 11 | 7 | 18 |
| | | 6% | 4% | 8% | 4% | 6% | 6% | 3% | 3% | 6% | - | - | 10%j | 9%j | 2% | 6%m | 4% | 6% | 7% | 5% | 2% | 7%s | 10%s | 2% | 8%w | 5% | 5% | 8% | 10% | 1% | 9%E | 14%E | 3% | 9%H |
| 2 - | (2) | 12 | 1 | 2 | 10 | 9 | 15 | 4 | 4 | 1 | 1 | 1 | 3 | 6 | 2 | 8 | 5 | 2 | 2 | - | 1 | 4 | 4 | 3 | 6 | 7 | 4 | 3 | 1 | 2 | 5 | 8 | 3 | 12 |
| | | 2% | 1% | 2% | 2% | 3% | 3% | 2% | 2% | 1% | 5% | * | 2% | 11%jk | 1% | 4%m | 4% | 2% | 2% | - | 1% | 4% | 6%s | 2% | 3% | 4% | 3% | 3% | 5% | 1% | 4% | 10%EF | 1% | 6%H |
| 1 - Extremely dissatisfied | (1) | 25 | 3 | 4 | 12 | 27 | 37 | 6 | 5 | 1 | - | 1 | 2 | 9 | 3 | 9 | 16 | 2 | 8 | 1 | 1 | 2 | 24 | 1 | 26 | 20 | 4 | 9 | 4 | - | 3 | 34 | 6 | 28 |
| | | 5% | 2% | 4% | 2% | 8%abd | 9%abd | 3% | 3% | 1% | - | * | 1% | 17%jk | 1% | 4%m | 13%p | 2% | 9%p | 5% | 1% | 2% | 34%st | 1% | 14%w | 10%B | 3% | 9% | 19% | - | 2%E | 44%EF | 3% | 13%H |
| Not applicable | | 1 | 1 | 1 | 5 | 4 | 4 | 1 | 2 | 1 | 1 | 4 | 1 | - | 1 | 3 | 3 | - | - | 1 | 4 | - | - | - | 4 | - | 2 | 2 | - | 3 | 1 | - | 1 | 2 |
| | | * | 1% | 1% | 1% | 1%a | 1% | 1% | 1% | 1% | 5% | 1% | 1% | - | * | 1% | 2% | - | - | 5% | 3% | - | - | - | 2% | - | 2% | 2% | - | 1% | 1% | - | * | 1% |
| NET: Dissatisfied | (1-3) | 67 | 11 | 13 | 41 | 54 | 78 | 16 | 15 | 9 | 1 | 2 | 19 | 20 | 10 | 30 | 26 | 10 | 16 | 2 | 5 | 14 | 35 | 7 | 47 | 37 | 14 | 20 | 7 | 5 | 20 | 53 | 16 | 58 |
| | | 12%d | 7% | 15% | 8% | 17%bd | 18%abd | 9% | 8% | 8% | 5% | 1% | 13%j | 38%jk | 4% | 13%m | 21% | 11% | 18% | 11% | 3% | 13%s | 50%st | 5% | 25%w | 19% | 12% | 19% | 33% | 2% | 14%E | 68%EF | 7% | 28%H |
| NET: Neutral | (4-6) | 134 | 47 | 19 | 131 | 104 | 101 | 46 | 46 | 35 | 4 | 38 | 72 | 21 | 52 | 79 | 30 | 37 | 28 | 9 | 19 | 62 | 23 | 33 | 68 | 43 | 30 | 26 | 2 | 21 | 64 | 16 | 40 | 60 |
| | | 25% | 30% | 21% | 27% | 32%af | 23% | 26% | 25% | 31% | 20% | 13% | 49%j | 40%j | 20% | 35%m | 24% | 40%o | 32% | 47% | 13% | 56%su | 33%s | 24% | 37%w | 23% | 26% | 25% | 10% | 10% | 46%EG | 21%E | 19% | 29%H |
| NET: Satisfied | (7-10) | 341 | 98 | 56 | 316 | 164 | 248 | 112 | 121 | 69 | 14 | 250 | 54 | 12 | 203 | 111 | 67 | 46 | 44 | 7 | 117 | 35 | 12 | 96 | 66 | 111 | 70 | 55 | 12 | 184 | 55 | 9 | 158 | 88 |
| | | 63%e | 62%e | 63%e | 64%ef | 50% | 58%e | 64% | 66% | 61% | 70% | 85%kl | 37% | 23% | 76%n | 50% | 53% | 49% | 50% | 37% | 81%tu | 32%t | 17% | 71%w | 36% | 58% | 60% | 53% | 57% | 86%FG | 39%G | 12% | 73%I | 42% |
| Mean score | | 6.95ef | 7.13ef | 7.01e | 7.15ef | 6.31 | 6.53 | 7.03 | 7.17 | 7.16 | 7.95 | 8.29kl | 5.81l | 4.57 | 7.93n | 6.21 | 6.33 | 6.40 | 6.31 | 5.78 | 8.11tu | 5.61u | 3.79 | 7.59w | 5.34 | 6.38 | 7.00 | 6.37 | 6.14 | 8.26FG | 5.89G | 3.01 | 7.64I | 5.47 |
| Standard error | | 0.11 | 0.18 | 0.29 | 0.10 | 0.15 | 0.14 | 0.18 | 0.17 | 0.21 | 0.55 | 0.09 | 0.15 | 0.37 | 0.13 | 0.15 | 0.27 | 0.24 | 0.30 | 0.60 | 0.16 | 0.19 | 0.33 | 0.20 | 0.20 | 0.21 | 0.24 | 0.27 | 0.77 | 0.11 | 0.18 | 0.29 | 0.16 | 0.19 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 35

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

**Base: All complained about landline service in past 6 months**

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (x) | Repairs and Installation (y) | Service issues (z) | Something else (A) | Satisfied (B) | Neutral (C) | Dissatisfied (D) | Yes (E) | No (F) | Billing and Customer service (G) | Repairs and Installation (H) | Service issues (I) | Something else (J) | Satisfied (K) | Neutral (L) | Dissatisfied (M) | Yes (N) | No (O) |
| Total | 543 | 157 | 89* | 493 | 326 | 431 | 194 | 179 | 150 | 20** | 294 | 164 | 85* | 285 | 251 | 44* | 58* | 48* | 7** | 93* | 54* | 10** | 79* | 73* | 39* | 21** | 24** | 5** | 46* | 24** | 19** | 43* | 45* |
| Courtesy and politeness of advisors | 363 | 104 | 63 | 323 | 177 | 259 | 128 | 119 | 101 | 15 | 257 | 83 | 23 | 229 | 132 | 29 | 41 | 28 | 6 | 83 | 21 | - | 57 | 43 | 27 | 16 | 17 | 3 | 43 | 11 | 9 | 40 | 23 |
| | 67%ef | 66%e | 71%e | 66%e | 54% | 60% | 66% | 66% | 67% | 75% | 87%lm | 51%m | 27% | 80%o | 53% | 66% | 71% | 58% | 86% | 89%C | 39% | - | 72% | 59% | 69% | 76% | 71% | 60% | 93% | 46% | 47% | 93% | 51% |
| Willingness to help resolve your issue | 341 | 98 | 56 | 316 | 164 | 248 | 116 | 116 | 99 | 10 | 248 | 75 | 18 | 222 | 117 | 31 | 35 | 26 | 6 | 78 | 19 | 1 | 54 | 41 | 23 | 14 | 16 | 3 | 42 | 11 | 3 | 37 | 19 |
| | 63%e | 62%e | 63%e | 64%ef | 50% | 58%e | 60% | 65% | 66% | 50% | 84%lm | 46%m | 21% | 78%o | 47% | 70% | 60% | 54% | 86% | 84%C | 35% | 10% | 68% | 56% | 59% | 67% | 67% | 60% | 91% | 46% | 16% | 86% | 42% |
| Advisor doing what they said they would do | 327 | 100 | 44 | 315 | 169 | 233 | 116 | 113 | 87 | 11 | 240 | 68 | 19 | 212 | 112 | 26 | 42 | 26 | 6 | 74 | 25 | 1 | 59 | 39 | 18 | 9 | 15 | 2 | 37 | 6 | 1 | 32 | 12 |
| | 60%e | 64%cef | 49% | 64%cef | 52% | 54% | 60% | 63% | 58% | 55% | 82%lm | 41%m | 22% | 74%o | 45% | 59% | 72% | 54% | 86% | 80%C | 46% | 10% | 75%F | 53% | 46% | 43% | 63% | 40% | 80% | 25% | 5% | 74% | 27% |
| Ease of finding provider contact details | 321 | 98 | 52 | 315 | 166 | 253 | 112 | 112 | 84 | 13 | 238 | 62 | 21 | 207 | 111 | 27 | 40 | 26 | 5 | 76 | 20 | 2 | 61 | 34 | 25 | 11 | 13 | 3 | 36 | 7 | 9 | 31 | 21 |
| | 59%e | 62%e | 58% | 64%e | 51% | 59%e | 58% | 63% | 56% | 65% | 81%lm | 38%m | 25% | 73%o | 44% | 61% | 69% | 54% | 71% | 82%C | 37% | 20% | 77%F | 47% | 64% | 52% | 54% | 60% | 78% | 29% | 47% | 72% | 47% |
| Logging of query details to avoid having to repeat yourself | 313 | 95 | 50 | 322 | 148 | 229 | 108 | 108 | 85 | 12 | 235 | 65 | 13 | 205 | 106 | 30 | 36 | 26 | 3 | 75 | 17 | 3 | 52 | 40 | 22 | 9 | 16 | 3 | 38 | 7 | 5 | 30 | 20 |
| | 58%e | 61%e | 56% | 65%aef | 45% | 53%e | 56% | 60% | 57% | 60% | 80%lm | 40%m | 15% | 72%o | 42% | 68% | 62% | 54% | 43% | 81%C | 31% | 30% | 66% | 55% | 56% | 43% | 67% | 60% | 83% | 29% | 26% | 70% | 44% |
| Getting the issue resolved to your satisfaction | 303 | 92 | 44 | 308 | 149 | 217 | 116 | 98 | 78 | 11 | 237 | 56 | 10 | 207 | 94 | 27 | 38 | 22 | 5 | 73 | 18 | 1 | 52 | 38 | 19 | 11 | 11 | 3 | 37 | 5 | 2 | 33 | 11 |
| | 56%e | 59%e | 49% | 62%acef | 46% | 50% | 60% | 55% | 52% | 55% | 81%lm | 34%m | 12% | 73%o | 37% | 61% | 66%z | 46% | 71% | 78%C | 33% | 10% | 66% | 52% | 49% | 52% | 46% | 60% | 80% | 21% | 11% | 77% | 24% |
| The time taken to handle your issue | 296 | 91 | 40 | 294 | 138 | 205 | 103 | 105 | 80 | 8 | 231 | 57 | 8 | 199 | 94 | 27 | 31 | 27 | 6 | 68 | 19 | 4 | 56 | 31 | 19 | 9 | 11 | 1 | 33 | 5 | 2 | 30 | 10 |
| | 55%ef | 58%ef | 45% | 60%cef | 42% | 48% | 53% | 59% | 53% | 40% | 79%lm | 35%m | 9% | 70%o | 37% | 61% | 53% | 56% | 86% | 73%C | 35% | 40% | 71%F | 42% | 49% | 43% | 46% | 20% | 72% | 21% | 11% | 70% | 22% |
| Offering compensation or a goodwill payment | 278 | 90 | 38 | 301 | 146 | 209 | 95 | 107 | 66 | 10 | 214 | 47 | 17 | 187 | 89 | 27 | 38 | 22 | 3 | 70 | 19 | 1 | 52 | 35 | 12 | 13 | 11 | 2 | 26 | 8 | 4 | 25 | 13 |
| | 51% | 57%ce | 43% | 61%acef | 45% | 48% | 49% | 60%gl | 44% | 50% | 73%lm | 29% | 20% | 66%o | 35% | 61% | 66%z | 46% | 43% | 75%C | 35% | 10% | 66%F | 48% | 31% | 62% | 46% | 40% | 57% | 33% | 21% | 58% | 29% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 36

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

**Base: All complained about landline service in past 6 months**

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (x) | Repairs and Installation (g) | Service issues (h) | Something else (i) | Satisfied (j) | Neutral (k) | Dissatisfied (l) | Yes (m) | No (n) | Billing and Customer service (o) | Repairs and Installation (p) | Service issues (q) | Something else (r) | Satisfied (s) | Neutral (t) | Dissatisfied (u) | Yes (v) | No (w) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 543 | 157 | 89* | 493 | 326 | 431 | 175 | 184 | 114 | 20** | 294 | 146 | 53* | 266 | 223 | 126 | 93* | 88* | 19** | 145 | 111 | 70* | 136 | 185 | 191 | 116 | 103 | 21** | 213 | 140 | 78* | 215 | 208 |
| Courtesy and politeness of advisors | 363 | 104 | 63 | 323 | 177 | 259 | 113 | 122 | 72 | 16 | 255 | 50 | 18 | 212 | 109 | 70 | 50 | 49 | 8 | 118 | 39 | 20 | 95 | 79 | 109 | 75 | 61 | 14 | 178 | 61 | 20 | 158 | 98 |
| | 67%ef | 66%e | 71%e | 66%e | 54% | 60% | 65% | 66% | 63% | 80% | 87%kl | 34% | 34% | 80%n | 49% | 56% | 54% | 56% | 42% | 81%tu | 35% | 29% | 70%w | 43% | 57% | 65% | 59% | 67% | 84%FG | 44%G | 26% | 73%l | 47% |
| Willingness to help resolve your issue | 341 | 98 | 56 | 316 | 164 | 248 | 112 | 121 | 69 | 14 | 250 | 54 | 12 | 203 | 111 | 67 | 46 | 44 | 7 | 117 | 35 | 12 | 96 | 66 | 111 | 70 | 55 | 12 | 184 | 55 | 9 | 158 | 88 |
| | 63%e | 62%e | 63%e | 64%ef | 50% | 58%e | 64% | 66% | 61% | 70% | 85%kl | 37% | 23% | 76%n | 50% | 53% | 49% | 50% | 37% | 81%tu | 32%u | 17% | 71%w | 36% | 58% | 60% | 53% | 57% | 86%FG | 39%G | 12% | 73%l | 42% |
| Advisor doing what they said they would do | 327 | 100 | 44 | 315 | 169 | 233 | 111 | 124 | 67 | 13 | 253 | 52 | 10 | 208 | 105 | 71 | 48 | 43 | 7 | 118 | 40 | 11 | 93 | 74 | 104 | 71 | 48 | 10 | 179 | 44 | 10 | 156 | 74 |
| | 60%e | 64%cef | 49% | 64%cef | 52% | 54% | 63% | 67% | 59% | 65% | 86%kl | 36%l | 19% | 78%n | 47% | 56% | 52% | 49% | 37% | 81%tu | 36%u | 16% | 68%w | 40% | 54% | 61%C | 47% | 48% | 84%FG | 31%G | 13% | 73%l | 36% |
| Ease of finding provider contact details | 321 | 98 | 52 | 315 | 166 | 253 | 114 | 116 | 72 | 13 | 254 | 45 | 16 | 207 | 106 | 71 | 38 | 51 | 6 | 117 | 32 | 17 | 90 | 74 | 107 | 76 | 56 | 14 | 167 | 57 | 29 | 146 | 102 |
| | 59%e | 62%e | 58% | 64%e | 51% | 59%e | 65% | 63% | 63% | 65% | 86%kl | 31% | 30% | 78%n | 48% | 56%p | 41% | 58%p | 32% | 81%tu | 29% | 24% | 66%w | 40% | 56% | 66% | 54% | 67% | 78%FG | 41% | 37% | 68%l | 49% |
| Logging of query details to avoid having to repeat yourself | 313 | 95 | 50 | 322 | 148 | 229 | 108 | 126 | 73 | 15 | 256 | 51 | 15 | 212 | 108 | 60 | 41 | 41 | 6 | 107 | 32 | 9 | 86 | 60 | 93 | 73 | 51 | 12 | 174 | 43 | 12 | 147 | 78 |
| | 58%e | 61%e | 56% | 65%aef | 45% | 53%e | 62% | 68% | 64% | 75% | 87%kl | 35% | 28% | 80%n | 48% | 48% | 44% | 47% | 32% | 74%tu | 29%u | 13% | 63%w | 32% | 49% | 63%AC | 50% | 57% | 82%FG | 31%G | 15% | 68%l | 38% |
| Getting the issue resolved to your satisfaction | 303 | 92 | 44 | 308 | 149 | 217 | 108 | 115 | 71 | 14 | 243 | 54 | 11 | 211 | 95 | 59 | 45 | 38 | 7 | 117 | 28 | 4 | 93 | 54 | 93 | 64 | 52 | 8 | 176 | 35 | 6 | 151 | 64 |
| | 56%e | 59%e | 49% | 62%acef | 46% | 50% | 62% | 63% | 62% | 70% | 83%kl | 37%l | 21% | 79%n | 43% | 47% | 48% | 43% | 37% | 81%tu | 25%u | 6% | 68%w | 29% | 49% | 55% | 50% | 38% | 83%FG | 25%G | 8% | 70%l | 31% |
| The time taken to handle your issue | 296 | 91 | 40 | 294 | 138 | 205 | 98 | 121 | 60 | 15 | 238 | 46 | 10 | 194 | 97 | 54 | 38 | 39 | 7 | 107 | 27 | 4 | 84 | 51 | 90 | 64 | 43 | 8 | 163 | 35 | 7 | 138 | 66 |
| | 55%ef | 58%ef | 45% | 60%cef | 42% | 48% | 56% | 66%h | 53% | 75% | 81%kl | 32% | 19% | 73%n | 43% | 43% | 41% | 44% | 37% | 74%tu | 24%u | 6% | 62%w | 28% | 47% | 55%C | 42% | 38% | 77%FG | 25%G | 9% | 64%l | 32% |
| Offering compensation or a goodwill payment | 278 | 90 | 38 | 301 | 146 | 209 | 102 | 125 | 63 | 11 | 237 | 53 | 11 | 197 | 102 | 54 | 50 | 37 | 5 | 98 | 35 | 13 | 78 | 65 | 88 | 73 | 37 | 11 | 155 | 43 | 11 | 134 | 72 |
| | 51% | 57%ce | 43% | 61%acef | 45% | 48% | 58% | 68%h | 55% | 55% | 81%kl | 36%l | 21% | 74%n | 46% | 43% | 54% | 42% | 26% | 68%tu | 32% | 19% | 57%w | 35% | 46% | 63%AC | 36% | 52% | 73%FG | 31%G | 14% | 62%l | 35% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 37

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

**Base: All complained about landline service in past 6 months**

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (x) | Repairs and Installation (y) | Service issues (z) | Something else (A) | Satisfied (B) | Neutral (C) | Dissatisfied (D) | Yes (E) | No (F) | Billing and Customer service (G) | Repairs and Installation (H) | Service issues (I) | Something else (J) | Satisfied (K) | Neutral (L) | Dissatisfied (M) | Yes (N) | No (O) |
| Total | 543 | 157 | 89* | 493 | 326 | 431 | 194 | 179 | 150 | 20** | 294 | 164 | 85* | 285 | 251 | 44* | 58* | 48* | 7** | 93* | 54* | 10** | 79* | 73* | 39* | 21** | 24** | 5** | 46* | 24** | 19** | 43* | 45* |
| Completely resolved | 285 | 79 | 43 | 266 | 136 | 215 | 100 | 99 | 78 | 8 | 209 | 53 | 23 | 285 | - | 15 | 35 | 22 | 7 | 54 | 22 | 3 | 79 | - | 16 | 12 | 12 | 3 | 34 | 4 | 5 | 43 | - |
| | 52%e | 50% | 48% | 54%e | 42% | 50%e | 52% | 55% | 52% | 40% | 71%lm | 32% | 27% | 100%o | - | 34% | 60%x | 46% | 100% | 58%C | 41% | 30% | 100%F | - | 41% | 57% | 50% | 60% | 74% | 17% | 26% | 100% | - |
| Partly resolved | 207 | 62 | 34 | 191 | 130 | 150 | 74 | 71 | 55 | 7 | 78 | 94 | 35 | - | 207 | 22 | 18 | 22 | - | 31 | 27 | 4 | - | 62 | 17 | 8 | 7 | 2 | 9 | 14 | 11 | - | 34 |
| | 38% | 39% | 38% | 39% | 40% | 35% | 38% | 40% | 37% | 35% | 27% | 57%km | 41%k | - | 82%n | 50% | 31% | 46% | - | 33% | 50%B | 40% | - | 85%E | 44% | 38% | 29% | 40% | 20% | 58% | 58% | - | 76% |
| Not resolved at all | 44 | 11 | 11 | 32 | 55 | 58 | 18 | 8 | 14 | 4 | 7 | 14 | 23 | - | 44 | 4 | 5 | 2 | - | 4 | 5 | 2 | - | 11 | 6 | 1 | 4 | - | 2 | 6 | 3 | - | 11 |
| | 8% | 7% | 12% | 6% | 17%abd | 13%abd | 9% | 4% | 9% | 20% | 2% | 9%k | 27%kl | - | 18%n | 9% | 9% | 4% | - | 4% | 9% | 20% | - | 15%E | 15% | 5% | 17% | - | 4% | 25% | 16% | - | 24% |
| Don't know | 7 | 5 | 1 | 4 | 5 | 8 | 2 | 1 | 3 | 1 | - | 3 | 4 | - | - | 3 | - | 2 | - | 4 | - | 1 | - | - | - | - | 1 | - | 1 | - | - | - | - |
| | 1% | 3%d | 1% | 1% | 2% | 2% | 1% | 1% | 2% | 5% | - | 2%k | 5%k | - | - | 7%y | - | 4% | - | 4% | - | 10% | - | - | - | - | 4% | - | 2% | - | - | - | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 38

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

**Base: All complained about landline service in past 6 months**

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (x) | Repairs and Installation (g) | Service issues (h) | Something else (i) | Satisfied (j) | Neutral (k) | Dissatisfied (l) | Yes (m) | No (n) | Billing and Customer service (o) | Repairs and Installation (p) | Service issues (q) | Something else (r) | Satisfied (s) | Neutral (t) | Dissatisfied (u) | Yes (v) | No (w) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 543 | 157 | 89* | 493 | 326 | 431 | 175 | 184 | 114 | 20** | 294 | 146 | 53* | 266 | 223 | 126 | 93* | 88* | 19** | 145 | 111 | 70* | 136 | 185 | 191 | 116 | 103 | 21** | 213 | 140 | 78* | 215 | 208 |
| Completely resolved | 285 | 79 | 43 | 266 | 136 | 215 | 94 | 102 | 59 | 11 | 202 | 50 | 14 | 266 | - | 54 | 36 | 39 | 7 | 84 | 41 | 11 | 136 | - | 84 | 67 | 53 | 11 | 142 | 57 | 16 | 215 | - |
| | 52%e | 50% | 48% | 54%e | 42% | 50%e | 54% | 55% | 52% | 55% | 69%kl | 34% | 26% | 100%n | - | 43% | 39% | 44% | 37% | 58%tu | 37%tu | 16% | 100%w | - | 44% | 58%A | 51% | 52% | 67%FG | 41%G | 21% | 100%I | - |
| Partly resolved | 207 | 62 | 34 | 191 | 130 | 150 | 61 | 73 | 49 | 8 | 82 | 88 | 21 | - | 191 | 49 | 40 | 35 | 6 | 50 | 56 | 24 | - | 130 | 74 | 40 | 33 | 3 | 61 | 68 | 21 | - | 150 |
| | 38% | 39% | 38% | 39% | 40% | 35% | 35% | 40% | 43% | 40% | 28% | 60%jl | 40% | - | 86%m | 39% | 43% | 40% | 32% | 34% | 50%su | 34% | - | 70%v | 39% | 34% | 32% | 14% | 29% | 49%EG | 27% | - | 72%H |
| Not resolved at all | 44 | 11 | 11 | 32 | 55 | 58 | 18 | 8 | 5 | 1 | 7 | 8 | 17 | - | 32 | 23 | 15 | 14 | 3 | 9 | 13 | 33 | - | 55 | 31 | 8 | 15 | 4 | 6 | 14 | 38 | - | 58 |
| | 8% | 7% | 12% | 6% | 17%abd | 13%abd | 10%g | 4% | 4% | 5% | 2% | 5% | 32%jk | - | 14%m | 18% | 16% | 16% | 16% | 6% | 12% | 47%st | - | 30%v | 16%B | 7% | 15% | 19% | 3% | 10%E | 49%EF | - | 28%H |
| Don't know | 7 | 5 | 1 | 4 | 5 | 8 | 2 | 1 | 1 | - | 3 | - | 1 | - | - | - | 2 | - | 3 | 2 | 1 | 2 | - | - | 2 | 1 | 2 | 3 | 4 | 1 | 3 | - | - |
| | 1% | 3%d | 1% | 1% | 2% | 2% | 1% | 1% | 1% | - | 1% | - | 2% | - | - | - | 2% | - | 16% | 1% | 1% | 3% | - | - | 1% | 1% | 2% | 14% | 2% | 1% | 4% | - | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 39

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

**Base: All complained about landline service in past 6 months**

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (x) | Repairs and Installation (y) | Service issues (z) | Something else (A) | Satisfied (B) | Neutral (C) | Dissatisfied (D) | Yes (E) | No (F) | Billing and Customer service (G) | Repairs and Installation (H) | Service issues (I) | Something else (J) | Satisfied (K) | Neutral (L) | Dissatisfied (M) | Yes (N) | No (O) |
| Total | 543 | 157 | 89* | 493 | 326 | 431 | 194 | 179 | 150 | 20** | 294 | 164 | 85* | 285 | 251 | 44* | 58* | 48* | 7** | 93* | 54* | 10** | 79* | 73* | 39* | 21** | 24** | 5** | 46* | 24** | 19** | 43* | 45* |
| Yes | 226 | 71 | 26 | 230 | 108 | 165 | 77 | 85 | 59 | 5 | 186 | 29 | 11 | 226 | - | 15 | 31 | 19 | 6 | 49 | 19 | 3 | 71 | - | 7 | 8 | 10 | 1 | 23 | 2 | 1 | 26 | - |
| | 42%ce | 45%ce | 29% | 47%cef | 33% | 38% | 40% | 47% | 39% | 25% | 63%lm | 18% | 13% | 79%o | - | 34% | 53% | 40% | 86% | 53%C | 35% | 30% | 90%F | - | 18% | 38% | 42% | 20% | 50% | 8% | 5% | 60% | - |
| No | 56 | 8 | 17 | 35 | 26 | 48 | 23 | 13 | 18 | 2 | 22 | 23 | 11 | 56 | - | - | 4 | 3 | 1 | 5 | 3 | - | 8 | - | 9 | 4 | 2 | 2 | 11 | 2 | 4 | 17 | - |
| | 10%b | 5% | 19%abdef | 7% | 8% | 11%bd | 12% | 7% | 12% | 10% | 7% | 14%k | 13% | 20%o | - | - | 7% | 6% | 14% | 5% | 6% | - | 10%F | - | 23% | 19% | 8% | 40% | 24% | 8% | 21% | 40% | - |
| Don't know | 3 | - | - | 1 | 2 | 2 | - | 1 | 1 | 1 | 1 | 1 | 1 | 3 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | 1% | - | - | * | 1% | * | - | 1% | 1% | 5% | * | 1% | 1% | 1% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 40

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

**Base: All complained about landline service in past 6 months**

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (x) | Repairs and Installation (g) | Service issues (h) | Something else (i) | Satisfied (j) | Neutral (k) | Dissatisfied (l) | Yes (m) | No (n) | Billing and Customer service (o) | Repairs and Installation (p) | Service issues (q) | Something else (r) | Satisfied (s) | Neutral (t) | Dissatisfied (u) | Yes (v) | No (w) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 543 | 157 | 89* | 493 | 326 | 431 | 175 | 184 | 114 | 20** | 294 | 146 | 53* | 266 | 223 | 126 | 93* | 88* | 19** | 145 | 111 | 70* | 136 | 185 | 191 | 116 | 103 | 21** | 213 | 140 | 78* | 215 | 208 |
| Yes | 226 | 71 | 26 | 230 | 108 | 165 | 85 | 90 | 46 | 9 | 181 | 38 | 11 | 230 | - | 44 | 32 | 28 | 4 | 77 | 24 | 7 | 108 | - | 64 | 55 | 41 | 5 | 114 | 43 | 8 | 165 | - |
| | 42%ce | 45%ce | 29% | 47%cef | 33% | 38% | 49% | 49% | 40% | 45% | 62%kl | 26% | 21% | 86%n | - | 35% | 34% | 32% | 21% | 53%tu | 22%u | 10% | 79%w | - | 34% | 47%A | 40% | 24% | 54%FG | 31%G | 10% | 77%I | - |
| No | 56 | 8 | 17 | 35 | 26 | 48 | 8 | 12 | 13 | 2 | 20 | 12 | 3 | 35 | - | 10 | 2 | 11 | 3 | 7 | 15 | 4 | 26 | - | 20 | 11 | 12 | 5 | 28 | 12 | 8 | 48 | - |
| | 10%b | 5% | 19%abdef | 7% | 8% | 11%bd | 5% | 7% | 11%x | 10% | 7% | 8% | 6% | 13%n | - | 8% | 2% | 13%p | 16% | 5% | 14%s | 6% | 19%w | - | 10% | 9% | 12% | 24% | 13% | 9% | 10% | 22%I | - |
| Don't know | 3 | - | - | 1 | 2 | 2 | 1 | - | - | - | 1 | - | - | 1 | - | - | 2 | - | - | - | 2 | - | 2 | - | - | 1 | - | 1 | - | 2 | - | 2 | - |
| | 1% | - | - | * | 1% | * | 1% | - | - | - | * | - | - | * | - | - | 2% | - | - | - | 2% | - | 1% | - | - | 1% | - | 5% | - | 1% | - | 1% | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 41

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

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

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (x) | Repairs and Installation (y) | Service issues (z) | Something else (A) | Satisfied (B) | Neutral (C) | Dissatisfied (D) | Yes (E) | No (F) | Billing and Customer service (G) | Repairs and Installation (H) | Service issues (I) | Something else (J) | Satisfied (K) | Neutral (L) | Dissatisfied (M) | Yes (N) | No (O) |
| Total | 285 | 79* | 43* | 266 | 136 | 215 | 100 | 99* | 78* | 8** | 209 | 53* | 23** | 285 | -** | 15** | 35* | 22** | 7** | 54* | 22** | 3** | 79* | -** | 16** | 12** | 12** | 3** | 34* | 4** | 5** | 43* | -* |
| Yes | 226 | 71 | 26 | 230 | 108 | 165 | 77 | 85 | 59 | 5 | 186 | 29 | 11 | 226 | - | 15 | 31 | 19 | 6 | 49 | 19 | 3 | 71 | - | 7 | 8 | 10 | 1 | 23 | 2 | 1 | 26 | - |
| | 79%c | 90%acef | 60% | 86%acf | 79%c | 77%c | 77% | 86% | 76% | 63% | 89%l | 55% | 48% | 79% | - | 100% | 89% | 86% | 86% | 91% | 86% | 100% | 90% | - | 44% | 67% | 83% | 33% | 68% | 50% | 20% | 60% | - |
| No | 56 | 8 | 17 | 35 | 26 | 48 | 23 | 13 | 18 | 2 | 22 | 23 | 11 | 56 | - | - | 4 | 3 | 1 | 5 | 3 | - | 8 | - | 9 | 4 | 2 | 2 | 11 | 2 | 4 | 17 | - |
| | 20%d | 10% | 40%abdef | 13% | 19% | 22%bd | 23% | 13% | 23% | 25% | 11% | 43%k | 48% | 20% | - | - | 11% | 14% | 14% | 9% | 14% | - | 10% | - | 56% | 33% | 17% | 67% | 32% | 50% | 80% | 40% | - |
| Don't know | 3 | - | - | 1 | 2 | 2 | - | 1 | 1 | 1 | 1 | 1 | 1 | 3 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | 1% | - | - | * | 1% | 1% | - | 1% | 1% | 13% | * | 2% | 4% | 1% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 42

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

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

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (x) | Repairs and Installation (g) | Service issues (h) | Something else (i) | Satisfied (j) | Neutral (k) | Dissatisfied (l) | Yes (m) | No (n) | Billing and Customer service (o) | Repairs and Installation (p) | Service issues (q) | Something else (r) | Satisfied (s) | Neutral (t) | Dissatisfied (u) | Yes (v) | No (w) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 285 | 79* | 43* | 266 | 136 | 215 | 94* | 102 | 59* | 11** | 202 | 50* | 14** | 266 | -** | 54* | 36* | 39* | 7** | 84* | 41* | 11** | 136 | -** | 84* | 67* | 53* | 11** | 142 | 57* | 16** | 215 | -** |
| Yes | 226 | 71 | 26 | 230 | 108 | 165 | 85 | 90 | 46 | 9 | 181 | 38 | 11 | 230 | - | 44 | 32 | 28 | 4 | 77 | 24 | 7 | 108 | - | 64 | 55 | 41 | 5 | 114 | 43 | 8 | 165 | - |
| | 79%c | 90%acef | 60% | 86%acf | 79%c | 77%c | 90%h | 88% | 78% | 82% | 90%k | 76% | 79% | 86% | - | 81% | 89% | 72% | 57% | 92%t | 59% | 64% | 79% | - | 76% | 82% | 77% | 45% | 80% | 75% | 50% | 77% | - |
| No | 56 | 8 | 17 | 35 | 26 | 48 | 8 | 12 | 13 | 2 | 20 | 12 | 3 | 35 | - | 10 | 2 | 11 | 3 | 7 | 15 | 4 | 26 | - | 20 | 11 | 12 | 5 | 28 | 12 | 8 | 48 | - |
| | 20%d | 10% | 40%abdef | 13% | 19% | 22%bd | 9% | 12% | 22%x | 18% | 10% | 24%j | 21% | 13% | - | 19% | 6% | 28%p | 43% | 8% | 37%s | 36% | 19% | - | 24% | 16% | 23% | 45% | 20% | 21% | 50% | 22% | - |
| Don't know | 3 | - | - | 1 | 2 | 2 | 1 | - | - | - | 1 | - | - | 1 | - | - | 2 | - | - | - | 2 | - | 2 | - | - | 1 | - | 1 | - | 2 | - | 2 | - |
| | 1% | - | - | * | 1% | 1% | 1% | - | - | - | * | - | - | * | - | - | 6% | - | - | - | 5%s | - | 1% | - | - | 1% | - | 9% | - | 4%E | - | 1% | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 43

**Q15: What is your current employment status?**

**Base: All complained about landline service in past 6 months**

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (x) | Repairs and Installation (y) | Service issues (z) | Something else (A) | Satisfied (B) | Neutral (C) | Dissatisfied (D) | Yes (E) | No (F) | Billing and Customer service (G) | Repairs and Installation (H) | Service issues (I) | Something else (J) | Satisfied (K) | Neutral (L) | Dissatisfied (M) | Yes (N) | No (O) |
| Total | 543 | 157 | 89* | 493 | 326 | 431 | 194 | 179 | 150 | 20** | 294 | 164 | 85* | 285 | 251 | 44* | 58* | 48* | 7** | 93* | 54* | 10** | 79* | 73* | 39* | 21** | 24** | 5** | 46* | 24** | 19** | 43* | 45* |
| Employed or self-employed (full-time - 30hrs/wk+) | 315<br>58%ce | 80<br>51% | 38<br>43% | 284<br>58%ce | 136<br>42% | 230<br>53%e | 118<br>61% | 102<br>57% | 86<br>57% | 9<br>45% | 194<br>66%lm | 77<br>47% | 44<br>52% | 188<br>66%o | 126<br>50% | 19<br>43% | 35<br>60% | 24<br>50% | 2<br>29% | 55<br>59%C | 20<br>37% | 5<br>50% | 46<br>58% | 33<br>45% | 16<br>41% | 9<br>43% | 12<br>50% | 1<br>20% | 21<br>46% | 9<br>38% | 8<br>42% | 21<br>49% | 16<br>36% |
| Employed or self-employed (part-time - 8-29 hrs/wk+) | 89<br>16% | 40<br>25%a | 18<br>20% | 95<br>19% | 80<br>25%a | 95<br>22%a | 29<br>15% | 35<br>20% | 19<br>13% | 6<br>30% | 39<br>13% | 39<br>24%km | 11<br>13% | 37<br>13% | 50<br>20%n | 11<br>25% | 12<br>21% | 13<br>27% | 4<br>57% | 18<br>19% | 21<br>39%B | 1<br>10% | 18<br>23% | 18<br>25% | 10<br>26% | 3<br>14% | 5<br>21% | -<br>- | 6<br>13% | 5<br>21% | 7<br>37% | 5<br>12% | 13<br>29% |
| Homemaker | 49<br>9% | 17<br>11% | 18<br>20%abdef | 57<br>12% | 36<br>11% | 46<br>11% | 17<br>9% | 16<br>9% | 13<br>9% | 3<br>15% | 23<br>8% | 21<br>13% | 5<br>6% | 18<br>6% | 30<br>12%n | 7<br>16% | 4<br>7% | 5<br>10% | 1<br>14% | 8<br>9% | 7<br>13% | 2<br>20% | 11<br>14% | 6<br>8% | 4<br>10% | 7<br>33% | 5<br>21% | 2<br>40% | 8<br>17% | 9<br>38% | 1<br>5% | 8<br>19% | 10<br>22% |
| Student / under education | 33<br>6% | 15<br>10%d | 4<br>4% | 25<br>5% | 23<br>7% | 23<br>5% | 10<br>5% | 12<br>7% | 11<br>7% | -<br>- | 11<br>4% | 14<br>9%k | 8<br>9%k | 7<br>2% | 25<br>10%n | 5<br>11% | 7<br>12% | 3<br>6% | -<br>- | 9<br>10% | 4<br>7% | 2<br>20% | 2<br>3% | 13<br>18%E | 2<br>5% | 2<br>10% | -<br>- | -<br>- | 3<br>7% | -<br>- | 1<br>5% | 2<br>5% | 2<br>4% |
| Temporarily not working (unemployed / illness) | 26<br>5% | 5<br>3% | 5<br>6% | 26<br>5% | 26<br>8%bf | 18<br>4% | 6<br>3% | 10<br>6% | 10<br>7% | -<br>- | 13<br>4% | 7<br>4% | 6<br>7% | 18<br>6% | 7<br>3% | 2<br>5% | -<br>- | 3<br>6% | -<br>- | 3<br>3% | 2<br>4% | -<br>- | 2<br>3% | 3<br>4% | 5<br>13% | -<br>- | -<br>- | -<br>- | 4<br>9% | -<br>- | 1<br>5% | 3<br>7% | 2<br>4% |
| Retired | 31<br>6%bd | -<br>- | 6<br>7%bd | 6<br>1% | 25<br>8%bd | 19<br>4%bd | 14<br>7%h | 4<br>2% | 11<br>7%h | 2<br>10% | 14<br>5% | 6<br>4% | 11<br>13%kl | 17<br>6% | 13<br>5% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>5% | -<br>- | 2<br>8% | 2<br>40% | 4<br>9% | 1<br>4% | 1<br>5% | 4<br>9% | 2<br>4% |
| NET: Employed | 404<br>74%ce | 120<br>76%ce | 56<br>63% | 379<br>77%ce | 216<br>66% | 325<br>75%ce | 147<br>76% | 137<br>77% | 105<br>70% | 15<br>75% | 233<br>79%lm | 116<br>71% | 55<br>65% | 225<br>79%o | 176<br>70% | 30<br>68% | 47<br>81% | 37<br>77% | 6<br>86% | 73<br>78% | 41<br>76% | 6<br>60% | 64<br>81% | 51<br>70% | 26<br>67% | 12<br>57% | 17<br>71% | 1<br>20% | 27<br>59% | 14<br>58% | 15<br>79% | 26<br>60% | 29<br>64% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 44

**Q15: What is your current employment status?**

**Base: All complained about landline service in past 6 months**

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (x) | Repairs and Installation (g) | Service issues (h) | Something else (i) | Satisfied (j) | Neutral (k) | Dissatisfied (l) | Yes (m) | No (n) | Billing and Customer service (o) | Repairs and Installation (p) | Service issues (q) | Something else (r) | Satisfied (s) | Neutral (t) | Dissatisfied (u) | Yes (v) | No (w) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 543 | 157 | 89* | 493 | 326 | 431 | 175 | 184 | 114 | 20** | 294 | 146 | 53* | 266 | 223 | 126 | 93* | 88* | 19** | 145 | 111 | 70* | 136 | 185 | 191 | 116 | 103 | 21** | 213 | 140 | 78* | 215 | 208 |
| Employed or self-employed (full-time - 30hrs/wk+) | 315 | 80 | 38 | 284 | 136 | 230 | 103 | 118 | 58 | 5 | 195 | 70 | 19 | 177 | 107 | 53 | 39 | 38 | 6 | 65 | 43 | 28 | 66 | 67 | 92 | 73 | 56 | 9 | 130 | 65 | 35 | 136 | 91 |
| | 58%ce | 51% | 43% | 58%ce | 42% | 53%e | 59% | 64%h | 51% | 25% | 66%kl | 48% | 36% | 67%n | 48% | 42% | 42% | 43% | 32% | 45% | 39% | 40% | 49%w | 36% | 48% | 63%A | 54% | 43% | 61%FG | 46% | 45% | 63%l | 44% |
| Employed or self-employed (part-time - 8-29 hrs/wk+) | 89 | 40 | 18 | 95 | 80 | 95 | 29 | 32 | 30 | 4 | 43 | 36 | 16 | 38 | 56 | 26 | 29 | 21 | 4 | 35 | 32 | 13 | 30 | 50 | 50 | 29 | 13 | 3 | 39 | 36 | 20 | 41 | 53 |
| | 16% | 25%a | 20% | 19% | 25%a | 22%a | 17% | 17% | 26%x | 20% | 15% | 25%j | 30%j | 14% | 25%m | 21% | 31% | 24% | 21% | 24% | 29% | 19% | 22% | 27% | 26%C | 25%C | 13% | 14% | 18% | 26% | 26% | 19% | 25% |
| Homemaker | 49 | 17 | 18 | 57 | 36 | 46 | 26 | 15 | 11 | 5 | 32 | 18 | 7 | 26 | 30 | 16 | 10 | 10 | - | 15 | 11 | 10 | 12 | 24 | 24 | 6 | 13 | 3 | 15 | 19 | 12 | 10 | 34 |
| | 9% | 11% | 20%abdef | 12% | 11% | 11% | 15%g | 8% | 10% | 25% | 11% | 12% | 13% | 10% | 13% | 13% | 11% | 11% | - | 10% | 10% | 14% | 9% | 13% | 13%B | 5% | 13% | 14% | 7% | 14%E | 15%E | 5% | 16%H |
| Student / under education | 33 | 15 | 4 | 25 | 23 | 23 | 7 | 12 | 3 | 3 | 11 | 9 | 5 | 10 | 15 | 5 | 6 | 8 | 4 | 8 | 11 | 4 | 4 | 19 | 7 | 6 | 8 | 2 | 11 | 10 | 2 | 8 | 14 |
| | 6% | 10%d | 4% | 5% | 7% | 5% | 4% | 7% | 3% | 15% | 4% | 6% | 9% | 4% | 7% | 4% | 6% | 9% | 21% | 6% | 10% | 6% | 3% | 10%v | 4% | 5% | 8% | 10% | 5% | 7% | 3% | 4% | 7% |
| Temporarily not working (unemployed / illness) | 26 | 5 | 5 | 26 | 26 | 18 | 10 | 6 | 8 | 2 | 9 | 11 | 6 | 11 | 13 | 14 | 6 | 3 | 3 | 12 | 9 | 5 | 12 | 13 | 8 | 2 | 6 | 2 | 9 | 5 | 4 | 11 | 7 |
| | 5% | 3% | 6% | 5% | 8%bf | 4% | 6% | 3% | 7% | 10% | 3% | 8%j | 11%j | 4% | 6% | 11%q | 6% | 3% | 16% | 8% | 8% | 7% | 9% | 7% | 4% | 2% | 6% | 10% | 4% | 4% | 5% | 5% | 3% |
| Retired | 31 | - | 6 | 6 | 25 | 19 | - | 1 | 4 | 1 | 4 | 2 | - | 4 | 2 | 12 | 3 | 8 | 2 | 10 | 5 | 10 | 12 | 12 | 10 | - | 7 | 2 | 9 | 5 | 5 | 9 | 9 |
| | 6%bd | - | 7%bd | 1% | 8%bd | 4%bd | - | 1% | 4%x | 5% | 1% | 1% | - | 2% | 1% | 10% | 3% | 9% | 11% | 7% | 5% | 14%t | 9% | 6% | 5%B | - | 7%B | 10% | 4% | 4% | 6% | 4% | 4% |
| NET: Employed | 404 | 120 | 56 | 379 | 216 | 325 | 132 | 150 | 88 | 9 | 238 | 106 | 35 | 215 | 163 | 79 | 68 | 59 | 10 | 100 | 75 | 41 | 96 | 117 | 142 | 102 | 69 | 12 | 169 | 101 | 55 | 177 | 144 |
| | 74%ce | 76%ce | 63% | 77%ce | 66% | 75%ce | 75% | 82% | 77% | 45% | 81%kl | 73% | 66% | 81%n | 73% | 63% | 73% | 67% | 53% | 69% | 68% | 59% | 71% | 63% | 74% | 88%AC | 67% | 57% | 79% | 72% | 71% | 82%l | 69% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 45

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

**Base: All complained about landline service in past 6 months**

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (x) | Repairs and Installation (y) | Service issues (z) | Something else (A) | Satisfied (B) | Neutral (C) | Dissatisfied (D) | Yes (E) | No (F) | Billing and Customer service (G) | Repairs and Installation (H) | Service issues (I) | Something else (J) | Satisfied (K) | Neutral (L) | Dissatisfied (M) | Yes (N) | No (O) |
| Total | 543 | 157 | 89* | 493 | 326 | 431 | 194 | 179 | 150 | 20** | 294 | 164 | 85* | 285 | 251 | 44* | 58* | 48* | 7** | 93* | 54* | 10** | 79* | 73* | 39* | 21** | 24** | 5** | 46* | 24** | 19** | 43* | 45* |
| Up to 10,399 Pounds | 60 | 22 | 16 | 66 | 42 | 44 | 23 | 26 | 10 | 1 | 29 | 22 | 9 | 38 | 19 | 7 | 5 | 10 | - | 10 | 8 | 4 | 8 | 12 | 7 | 3 | 5 | 1 | 8 | 4 | 4 | 8 | 8 |
| | 11% | 14% | 18%f | 13% | 13% | 10% | 12% | 15%d | 7% | 5% | 10% | 13% | 11% | 13%c | 8% | 16% | 9% | 21% | - | 11% | 15% | 40% | 10% | 16% | 18% | 14% | 21% | 20% | 17% | 17% | 21% | 19% | 18% |
| 10,400-15,599 Pounds | 60 | 18 | 10 | 78 | 58 | 64 | 21 | 21 | 16 | 2 | 30 | 23 | 7 | 26 | 34 | 6 | 6 | 4 | 2 | 12 | 5 | 1 | 8 | 10 | 6 | 2 | 2 | - | 5 | 3 | 2 | 3 | 7 |
| | 11% | 11% | 11% | 16%a | 18%a | 15% | 11% | 12% | 11% | 10% | 10% | 14% | 8% | 9% | 14% | 14% | 10% | 8% | 29% | 13% | 9% | 10% | 10% | 14% | 15% | 10% | 8% | - | 11% | 13% | 11% | 7% | 16% |
| 15,600-25,999 Pounds | 90 | 40 | 13 | 77 | 89 | 85 | 30 | 38 | 19 | 3 | 37 | 33 | 20 | 38 | 51 | 7 | 17 | 16 | - | 23 | 15 | 2 | 21 | 18 | 4 | 3 | 4 | 2 | 5 | 7 | 1 | 7 | 6 |
| | 17% | 25%acd | 15% | 16% | 27%acdf | 20% | 15% | 21%d | 13% | 15% | 13% | 20%k | 24%k | 13% | 20%n | 16% | 29% | 33% | - | 25% | 28% | 20% | 27% | 25% | 10% | 14% | 17% | 40% | 11% | 29% | 5% | 16% | 13% |
| 26,000-36,399 Pounds | 107 | 23 | 19 | 82 | 48 | 90 | 37 | 29 | 36 | 5 | 63 | 33 | 11 | 57 | 50 | 8 | 8 | 6 | 1 | 9 | 13 | 1 | 7 | 14 | 9 | 4 | 6 | - | 9 | 3 | 7 | 7 | 11 |
| | 20% | 15% | 21% | 17% | 15% | 21%e | 19% | 16% | 24% | 25% | 21% | 20% | 13% | 20% | 20% | 18% | 14% | 13% | 14% | 10% | 24%B | 10% | 9% | 19% | 23% | 19% | 25% | - | 20% | 13% | 37% | 16% | 24% |
| 36,400-51,999 Pounds | 98 | 33 | 11 | 98 | 40 | 63 | 35 | 28 | 32 | 3 | 66 | 21 | 11 | 58 | 39 | 9 | 17 | 5 | 2 | 20 | 11 | 2 | 21 | 12 | 7 | 4 | - | - | 7 | 1 | 3 | 7 | 4 |
| | 18%e | 21%e | 12% | 20%ef | 12% | 15% | 18% | 16% | 21% | 15% | 22%l | 13% | 13% | 20% | 16% | 20% | 29%c | 10% | 29% | 22% | 20% | 20% | 27% | 16% | 18% | 19% | - | - | 15% | 4% | 16% | 16% | 9% |
| 52,000+ | 95 | 15 | 13 | 74 | 27 | 62 | 38 | 29 | 26 | 2 | 58 | 19 | 18 | 52 | 43 | 4 | 5 | 5 | 1 | 13 | 2 | - | 11 | 4 | 4 | 3 | 6 | - | 8 | 4 | 1 | 8 | 5 |
| | 17%be | 10% | 15% | 15%e | 8% | 14%e | 20% | 16% | 17% | 10% | 20%l | 12% | 21%d | 18% | 17% | 9% | 9% | 10% | 14% | 14%C | 4% | - | 14% | 5% | 10% | 14% | 25% | - | 17% | 17% | 5% | 19% | 11% |
| Don't know | 8 | 2 | 5 | 10 | 7 | 8 | 2 | 4 | 2 | - | 1 | 6 | 1 | 3 | 5 | 1 | - | 1 | - | 2 | - | - | - | 2 | 1 | 2 | - | 2 | 2 | 2 | 1 | 1 | 4 |
| | 1% | 1% | 6%adf | 2% | 2% | 2% | 1% | 2% | 1% | - | * | 4%k | 1% | 1% | 2% | 2% | - | 2% | - | 2% | - | - | - | 3% | 3% | 10% | - | 40% | 4% | 8% | 5% | 2% | 9% |
| Would rather not say | 25 | 4 | 2 | 8 | 15 | 15 | 8 | 4 | 9 | 4 | 10 | 7 | 8 | 13 | 10 | 2 | - | 1 | 1 | 4 | - | - | 3 | 1 | 1 | - | 1 | - | 2 | - | - | 2 | - |
| | 5%d | 3% | 2% | 2% | 5%d | 3% | 4% | 2% | 6% | 20% | 3% | 4% | 9%k | 5% | 4% | 5% | - | 2% | 14% | 4% | - | - | 4% | 1% | 3% | - | 4% | - | 4% | - | - | 5% | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 46

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

**Base: All complained about landline service in past 6 months**

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (x) | Repairs and Installation (g) | Service issues (h) | Something else (i) | Satisfied (j) | Neutral (k) | Dissatisfied (l) | Yes (m) | No (n) | Billing and Customer service (o) | Repairs and Installation (p) | Service issues (q) | Something else (r) | Satisfied (s) | Neutral (t) | Dissatisfied (u) | Yes (v) | No (w) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 543 | 157 | 89* | 493 | 326 | 431 | 175 | 184 | 114 | 20** | 294 | 146 | 53* | 266 | 223 | 126 | 93* | 88* | 19** | 145 | 111 | 70* | 136 | 185 | 191 | 116 | 103 | 21** | 213 | 140 | 78* | 215 | 208 |
| Up to 10,399 Pounds | 60 | 22 | 16 | 66 | 42 | 44 | 24 | 21 | 17 | 4 | 34 | 23 | 9 | 33 | 31 | 19 | 10 | 11 | 2 | 20 | 15 | 7 | 19 | 23 | 20 | 13 | 10 | 1 | 19 | 17 | 8 | 23 | 21 |
| | *11%* | *14%* | **18%f** | *13%* | *13%* | *10%* | *14%* | *11%* | *15%* | *20%* | *12%* | *16%* | *17%* | *12%* | *14%* | *15%* | *11%* | *13%* | *11%* | *14%* | *14%* | *10%* | *14%* | *12%* | *10%* | *11%* | *10%* | *5%* | *9%* | *12%* | *10%* | *11%* | *10%* |
| 10,400-15,599 Pounds | 60 | 18 | 10 | 78 | 58 | 64 | 32 | 29 | 17 | - | 44 | 25 | 9 | 41 | 37 | 24 | 16 | 13 | 5 | 26 | 22 | 10 | 23 | 33 | 26 | 20 | 13 | 5 | 30 | 22 | 12 | 27 | 37 |
| | *11%* | *11%* | *11%* | **16%a** | **18%a** | *15%* | *18%* | *16%* | *15%* | - | *15%* | *17%* | *17%* | *15%* | *17%* | *19%* | *17%* | *15%* | *26%* | *18%* | *20%* | *14%* | *17%* | *18%* | *14%* | *17%* | *13%* | *24%* | *14%* | *16%* | *15%* | *13%* | *18%* |
| 15,600-25,999 Pounds | 90 | 40 | 13 | 77 | 89 | 85 | 30 | 27 | 18 | 2 | 49 | 23 | 5 | 35 | 41 | 32 | 28 | 28 | 1 | 38 | 29 | 22 | 37 | 50 | 42 | 24 | 18 | 1 | 47 | 23 | 15 | 45 | 39 |
| | *17%* | **25%acd** | *15%* | *16%* | **27%acdf** | *20%* | *17%* | *15%* | *16%* | *10%* | *17%* | *16%* | *9%* | *13%* | *18%* | *25%* | *30%* | *32%* | *5%* | *26%* | *26%* | *31%* | *27%* | *27%* | *22%* | *21%* | *17%* | *5%* | *22%* | *16%* | *19%* | *21%* | *19%* |
| 26,000-36,399 Pounds | 107 | 23 | 19 | 82 | 48 | 90 | 29 | 34 | 18 | 1 | 48 | 24 | 10 | 48 | 34 | 22 | 14 | 6 | 6 | 26 | 14 | 8 | 16 | 31 | 37 | 24 | 27 | 2 | 41 | 29 | 20 | 45 | 43 |
| | *20%* | *15%* | *21%* | *17%* | *15%* | **21%e** | *17%* | *18%* | *16%* | *5%* | *16%* | *16%* | *19%* | *18%* | *15%* | **17%a** | *15%* | *7%* | *32%* | *18%* | *13%* | *11%* | *12%* | *17%* | *19%* | *21%* | *26%* | *10%* | *19%* | *21%* | *26%* | *21%* | *21%* |
| 36,400-51,999 Pounds | 98 | 33 | 11 | 98 | 40 | 63 | 29 | 40 | 24 | 5 | 66 | 24 | 8 | 57 | 40 | 15 | 10 | 12 | 3 | 16 | 15 | 9 | 21 | 19 | 29 | 14 | 16 | 4 | 35 | 21 | 7 | 35 | 27 |
| | **18%e** | **21%e** | *12%* | **20%ef** | *12%* | *15%* | *17%* | *22%* | *21%* | *25%* | *22%* | *16%* | *15%* | *21%* | *18%* | *12%* | *11%* | *14%* | *16%* | *11%* | *14%* | *13%* | *15%* | *10%* | *15%* | *12%* | *16%* | *19%* | *16%* | *15%* | *9%* | *16%* | *13%* |
| 52,000+ | 95 | 15 | 13 | 74 | 27 | 62 | 22 | 33 | 18 | 1 | 44 | 19 | 11 | 42 | 32 | 8 | 10 | 9 | - | 15 | 6 | 6 | 12 | 15 | 27 | 20 | 14 | 1 | 34 | 21 | 7 | 32 | 30 |
| | **17%be** | *10%* | *15%* | **15%e** | *8%* | **14%e** | *13%* | *18%* | *16%* | *5%* | *15%* | *13%* | *21%* | *16%* | *14%* | *6%* | *11%* | *10%* | - | *10%* | *5%* | *9%* | *9%* | *8%* | *14%* | *17%* | *14%* | *5%* | *16%* | *15%* | *9%* | *15%* | *14%* |
| Don't know | 8 | 2 | 5 | 10 | 7 | 8 | 4 | - | 2 | 4 | 4 | 5 | 1 | 5 | 5 | 1 | 2 | 4 | - | 2 | 3 | 2 | 3 | 4 | 4 | 1 | 1 | 2 | 1 | 3 | 4 | 3 | 5 |
| | *1%* | *1%* | **6%adf** | *2%* | *2%* | *2%* | **2%g** | - | *2%* | *20%* | *1%* | *3%* | *2%* | *2%* | *2%* | *1%* | *2%* | *5%* | - | *1%* | *3%* | *3%* | *2%* | *2%* | *2%* | *1%* | *1%* | *10%* | * | *2%* | **5%E** | *1%* | *2%* |
| Would rather not say | 25 | 4 | 2 | 8 | 15 | 15 | 5 | - | - | 3 | 5 | 3 | - | 5 | 3 | 5 | 3 | 5 | 2 | 2 | 7 | 6 | 5 | 10 | 6 | - | 4 | 5 | 6 | 4 | 5 | 5 | 6 |
| | **5%d** | *3%* | *2%* | *2%* | **5%d** | *3%* | **3%g** | - | - | *15%* | *2%* | *2%* | - | *2%* | *1%* | *4%* | *3%* | *6%* | *11%* | *1%* | **6%s** | **9%s** | *4%* | *5%* | *3%* | - | **4%B** | *24%* | *3%* | *3%* | *6%* | *2%* | *3%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 47

**Q17: Where do you live?**

**Base: All complained about landline service in past 6 months**

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (x) | Repairs and Installation (y) | Service issues (z) | Something else (A) | Satisfied (B) | Neutral (C) | Dissatisfied (D) | Yes (E) | No (F) | Billing and Customer service (G) | Repairs and Installation (H) | Service issues (I) | Something else (J) | Satisfied (K) | Neutral (L) | Dissatisfied (M) | Yes (N) | No (O) |
| Total | 543 | 157 | 89* | 493 | 326 | 431 | 194 | 179 | 150 | 20** | 294 | 164 | 85* | 285 | 251 | 44* | 58* | 48* | 7** | 93* | 54* | 10** | 79* | 73* | 39* | 21** | 24** | 5** | 46* | 24** | 19** | 43* | 45* |
| East Midlands | 40 | 9 | 10 | 39 | 30 | 31 | 12 | 15 | 11 | 2 | 22 | 11 | 7 | 27 | 13 | - | 3 | 4 | 2 | 6 | 3 | - | 7 | 2 | 5 | 2 | 2 | 1 | 6 | 1 | 3 | 6 | 4 |
| | 7% | 6% | 11% | 8% | 9% | 7% | 6% | 8% | 7% | 10% | 7% | 7% | 8% | 9% | 5% | - | 5% | 8% | 29% | 6% | 6% | - | 9% | 3% | 13% | 10% | 8% | 20% | 13% | 4% | 16% | 14% | 9% |
| East of England | 38 | 13 | 11 | 38 | 29 | 24 | 19 | 12 | 7 | - | 18 | 15 | 5 | 19 | 19 | 4 | 6 | 3 | - | 9 | 4 | - | 3 | 10 | 3 | 1 | 6 | 1 | 8 | - | 3 | 6 | 5 |
| | 7% | 8% | 12%f | 8% | 9% | 6% | 10% | 7% | 5% | - | 6% | 9% | 6% | 7% | 8% | 9% | 10% | 6% | - | 10% | 7% | - | 4% | 14%E | 8% | 5% | 25% | 20% | 17% | - | 16% | 14% | 11% |
| London | 121 | 35 | 11 | 109 | 75 | 85 | 39 | 49 | 31 | 2 | 70 | 37 | 14 | 62 | 56 | 12 | 11 | 12 | - | 22 | 11 | 2 | 16 | 17 | 3 | 4 | 4 | - | 4 | 6 | 1 | 4 | 7 |
| | 22%c | 22% | 12% | 22%c | 23%c | 20% | 20% | 27% | 21% | 10% | 24% | 23% | 16% | 22% | 22% | 27% | 19% | 25% | - | 24% | 20% | 20% | 20% | 23% | 8% | 19% | 17% | - | 9% | 25% | 5% | 9% | 16% |
| North East | 32 | 8 | 2 | 20 | 20 | 15 | 10 | 16 | 6 | - | 13 | 12 | 7 | 6 | 26 | 2 | 2 | 4 | - | 5 | 2 | 1 | 4 | 4 | 1 | 1 | - | - | - | 2 | - | 1 | 1 |
| | 6% | 5% | 2% | 4% | 6% | 3% | 5% | 9% | 4% | - | 4% | 7% | 8% | 2% | 10%n | 5% | 3% | 8% | - | 5% | 4% | 10% | 5% | 5% | 3% | 5% | - | - | - | 8% | - | 2% | 2% |
| North West | 52 | 17 | 12 | 64 | 37 | 59 | 22 | 9 | 17 | 4 | 23 | 18 | 11 | 23 | 27 | 3 | 6 | 7 | 1 | 9 | 7 | 1 | 11 | 6 | 7 | 3 | 2 | - | 9 | 2 | 1 | 5 | 6 |
| | 10% | 11% | 13% | 13% | 11% | 14%a | 11%h | 5% | 11%h | 20% | 8% | 11% | 13% | 8% | 11% | 7% | 10% | 15% | 14% | 10% | 13% | 10% | 14% | 8% | 18% | 14% | 8% | - | 20% | 8% | 5% | 12% | 13% |
| Scotland | 29 | 8 | 7 | 25 | 21 | 28 | 12 | 4 | 11 | 2 | 14 | 12 | 3 | 13 | 16 | 3 | 3 | 2 | - | 5 | 2 | 1 | 4 | 4 | 3 | 3 | 1 | - | 5 | - | 2 | 4 | 3 |
| | 5% | 5% | 8% | 5% | 6% | 6% | 6% | 2% | 7%h | 10% | 5% | 7% | 4% | 5% | 6% | 7% | 5% | 4% | - | 5% | 4% | 10% | 5% | 5% | 8% | 14% | 4% | - | 11% | - | 11% | 9% | 7% |
| South East | 68 | 18 | 5 | 47 | 29 | 56 | 19 | 22 | 22 | 5 | 45 | 16 | 7 | 37 | 31 | 2 | 9 | 5 | 2 | 8 | 8 | 2 | 9 | 8 | 3 | 1 | 1 | - | 3 | 1 | 1 | 3 | 2 |
| | 13% | 11% | 6% | 10% | 9% | 13%c | 10% | 12% | 15% | 25% | 15% | 10% | 8% | 13% | 12% | 5% | 16% | 10% | 29% | 9% | 15% | 20% | 11% | 11% | 8% | 5% | 4% | - | 7% | 4% | 5% | 7% | 4% |
| South West | 47 | 14 | 3 | 36 | 20 | 33 | 19 | 12 | 14 | 2 | 26 | 13 | 8 | 26 | 21 | 4 | 6 | 3 | 1 | 10 | 4 | - | 10 | 4 | 1 | 2 | - | - | 1 | 2 | - | - | 3 |
| | 9% | 9% | 3% | 7% | 6% | 8% | 10% | 7% | 9% | 10% | 9% | 8% | 9% | 9% | 8% | 9% | 10% | 6% | 14% | 11% | 7% | - | 13% | 5% | 3% | 10% | - | - | 2% | 8% | - | - | 7% |
| Ulster / Northern Ireland | 10 | 1 | 3 | 11 | - | 2 | 3 | 6 | 1 | - | 6 | 1 | 3 | 6 | 4 | 1 | - | - | - | 1 | - | - | - | 1 | 1 | 1 | - | 1 | 2 | - | 1 | 2 | 1 |
| | 2%e | 1% | 3%ef | 2%ef | - | * | 2% | 3% | 1% | - | 2% | 1% | 4% | 2% | 2% | 2% | - | - | - | 1% | - | - | - | 1% | 3% | 5% | - | 20% | 4% | - | 5% | 5% | 2% |
| Wales | 27 | 9 | 3 | 23 | 14 | 10 | 9 | 10 | 7 | 1 | 14 | 7 | 6 | 16 | 11 | - | 4 | 4 | 1 | 2 | 5 | 2 | 2 | 6 | 1 | 1 | 1 | - | 2 | 1 | - | 3 | - |
| | 5%f | 6%f | 3% | 5% | 4% | 2% | 5% | 6% | 5% | 5% | 5% | 4% | 7% | 6% | 4% | - | 7% | 8% | 14% | 2% | 9% | 20% | 3% | 8% | 3% | 5% | 4% | - | 4% | 4% | - | 7% | - |
| West Midlands | 43 | 9 | 13 | 49 | 22 | 56 | 14 | 15 | 13 | 1 | 21 | 15 | 7 | 27 | 14 | 6 | 2 | 1 | - | 4 | 5 | - | 5 | 4 | 5 | 2 | 5 | 1 | 3 | 8 | 2 | 5 | 8 |
| | 8% | 6% | 15%abe | 10% | 7% | 13%abe | 7% | 8% | 9% | 5% | 7% | 9% | 8% | 9% | 6% | 14%z | 3% | 2% | - | 4% | 9% | - | 6% | 5% | 13% | 10% | 21% | 20% | 7% | 33% | 11% | 12% | 18% |
| Yorks & Humber | 36 | 16 | 9 | 32 | 29 | 32 | 16 | 9 | 10 | 1 | 22 | 7 | 7 | 23 | 13 | 7 | 6 | 3 | - | 12 | 3 | 1 | 8 | 7 | 6 | - | 2 | 1 | 3 | 1 | 5 | 4 | 5 |
| | 7% | 10% | 10% | 6% | 9% | 7% | 8% | 5% | 7% | 5% | 7% | 4% | 8% | 8% | 5% | 16% | 10% | 6% | - | 13% | 6% | 10% | 10% | 10% | 15% | - | 8% | 20% | 7% | 4% | 26% | 9% | 11% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 48

**Q17: Where do you live?**

**Base: All complained about landline service in past 6 months**

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (x) | Repairs and Installation (g) | Service issues (h) | Something else (i) | Satisfied (j) | Neutral (k) | Dissatisfied (l) | Yes (m) | No (n) | Billing and Customer service (o) | Repairs and Installation (p) | Service issues (q) | Something else (r) | Satisfied (s) | Neutral (t) | Dissatisfied (u) | Yes (v) | No (w) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 543 | 157 | 89* | 493 | 326 | 431 | 175 | 184 | 114 | 20** | 294 | 146 | 53* | 266 | 223 | 126 | 93* | 88* | 19** | 145 | 111 | 70* | 136 | 185 | 191 | 116 | 103 | 21** | 213 | 140 | 78* | 215 | 208 |
| East Midlands | 40 | 9 | 10 | 39 | 30 | 31 | 14 | 15 | 8 | 2 | 23 | 8 | 8 | 24 | 14 | 12 | 4 | 11 | 3 | 15 | 10 | 5 | 16 | 14 | 16 | 7 | 7 | 1 | 18 | 10 | 3 | 19 | 12 |
| | 7% | 6% | 11% | 8% | 9% | 7% | 8% | 8% | 7% | 10% | 8% | 5% | 15%k | 9% | 6% | 10% | 4% | 13%p | 16% | 10% | 9% | 7% | 12% | 8% | 8% | 6% | 7% | 5% | 8% | 7% | 4% | 9% | 6% |
| East of England | 38 | 13 | 11 | 38 | 29 | 24 | 14 | 12 | 10 | 2 | 22 | 9 | 7 | 16 | 21 | 9 | 10 | 8 | 2 | 16 | 7 | 6 | 15 | 13 | 9 | 11 | 4 | - | 7 | 10 | 7 | 14 | 10 |
| | 7% | 8% | 12%f | 8% | 9% | 6% | 8% | 7% | 9% | 10% | 7% | 6% | 13% | 6% | 9% | 7% | 11% | 9% | 11% | 11% | 6% | 9% | 11% | 7% | 5% | 9% | 4% | - | 3% | 7% | 9%E | 7% | 5% |
| London | 121 | 35 | 11 | 109 | 75 | 85 | 37 | 42 | 29 | 1 | 73 | 26 | 10 | 64 | 45 | 22 | 26 | 23 | 4 | 33 | 25 | 17 | 30 | 44 | 31 | 22 | 28 | 4 | 37 | 32 | 16 | 42 | 39 |
| | 22%c | 22% | 12% | 22%c | 23%c | 20% | 21% | 23% | 25% | 5% | 25% | 18% | 19% | 24% | 20% | 17% | 28% | 26% | 21% | 23% | 23% | 24% | 22% | 24% | 16% | 19% | 27%A | 19% | 17% | 23% | 21% | 20% | 19% |
| North East | 32 | 8 | 2 | 20 | 20 | 15 | 7 | 9 | 3 | 1 | 9 | 10 | 1 | 8 | 12 | 9 | 5 | 5 | 1 | 2 | 11 | 7 | 9 | 10 | 9 | 1 | 5 | - | 6 | 6 | 3 | 7 | 8 |
| | 6% | 5% | 2% | 4% | 6% | 3% | 4% | 5% | 3% | 5% | 3% | 7% | 2% | 3% | 5% | 7% | 5% | 6% | 5% | 1% | 10%s | 10%s | 7% | 5% | 5% | 1% | 5% | - | 3% | 4% | 4% | 3% | 4% |
| North West | 52 | 17 | 12 | 64 | 37 | 59 | 24 | 27 | 12 | 1 | 36 | 23 | 5 | 32 | 32 | 14 | 12 | 7 | 4 | 16 | 16 | 5 | 15 | 21 | 26 | 13 | 17 | 3 | 28 | 20 | 11 | 29 | 28 |
| | 10% | 11% | 13% | 13% | 11% | 14%a | 14% | 15% | 11% | 5% | 12% | 16% | 9% | 12% | 14% | 11% | 13% | 8% | 21% | 11% | 14% | 7% | 11% | 11% | 14% | 11% | 17% | 14% | 13% | 14% | 14% | 13% | 13% |
| Scotland | 29 | 8 | 7 | 25 | 21 | 28 | 10 | 6 | 8 | 1 | 13 | 7 | 5 | 10 | 15 | 13 | 4 | 4 | - | 15 | 3 | 3 | 9 | 12 | 14 | 6 | 8 | - | 16 | 6 | 6 | 12 | 15 |
| | 5% | 5% | 8% | 5% | 6% | 6% | 6% | 3% | 7% | 5% | 4% | 5% | 9% | 4% | 7% | 10% | 4% | 5% | - | 10%t | 3% | 4% | 7% | 6% | 7% | 5% | 8% | - | 8% | 4% | 8% | 6% | 7% |
| South East | 68 | 18 | 5 | 47 | 29 | 56 | 17 | 12 | 11 | 7 | 32 | 13 | 2 | 23 | 24 | 13 | 9 | 4 | 3 | 11 | 12 | 6 | 10 | 19 | 19 | 15 | 15 | 7 | 27 | 19 | 10 | 29 | 27 |
| | 13% | 11% | 6% | 10% | 9% | 13%c | 10% | 7% | 10% | 35% | 11% | 9% | 4% | 9% | 11% | 10% | 10% | 5% | 16% | 8% | 11% | 9% | 7% | 10% | 10% | 13% | 15% | 33% | 13% | 14% | 13% | 13% | 13% |
| South West | 47 | 14 | 3 | 36 | 20 | 33 | 10 | 15 | 9 | 2 | 23 | 11 | 2 | 20 | 15 | 10 | 3 | 6 | 1 | 9 | 7 | 4 | 10 | 10 | 14 | 9 | 7 | 3 | 18 | 9 | 6 | 15 | 18 |
| | 9% | 9% | 3% | 7% | 6% | 8% | 6% | 8% | 8% | 10% | 8% | 8% | 4% | 8% | 7% | 8% | 3% | 7% | 5% | 6% | 6% | 6% | 7% | 5% | 7% | 8% | 7% | 14% | 8% | 6% | 8% | 7% | 9% |
| Ulster / Northern Ireland | 10 | 1 | 3 | 11 | - | 2 | 5 | 3 | 3 | - | 5 | 3 | 3 | 5 | 6 | - | - | - | - | - | - | - | - | - | 2 | - | - | - | - | 1 | 1 | - | 2 |
| | 2%e | 1% | 3%ef | 2%ef | - | * | 3% | 2% | 3% | - | 2% | 2% | 6% | 2% | 3% | - | - | - | - | - | - | - | - | - | 1% | - | - | - | - | 1% | 1% | - | 1% |
| Wales | 27 | 9 | 3 | 23 | 14 | 10 | 8 | 8 | 6 | 1 | 12 | 8 | 3 | 15 | 8 | 8 | 2 | 4 | - | 6 | 6 | 2 | 3 | 11 | 5 | 2 | 2 | 1 | 4 | 3 | 3 | 4 | 6 |
| | 5%f | 6%f | 3% | 5% | 4% | 2% | 5% | 4% | 5% | 5% | 4% | 5% | 6% | 6% | 4% | 6% | 2% | 5% | - | 4% | 5% | 3% | 2% | 6% | 3% | 2% | 2% | 5% | 2% | 2% | 4% | 2% | 3% |
| West Midlands | 43 | 9 | 13 | 49 | 22 | 56 | 16 | 21 | 10 | 2 | 28 | 16 | 5 | 26 | 22 | 6 | 10 | 6 | - | 11 | 5 | 6 | 9 | 12 | 30 | 17 | 7 | 2 | 30 | 18 | 8 | 25 | 31 |
| | 8% | 6% | 15%abe | 10% | 7% | 13%abe | 9% | 11% | 9% | 10% | 10% | 11% | 9% | 10% | 10% | 5% | 11% | 7% | - | 8% | 5% | 9% | 7% | 6% | 16%C | 15% | 7% | 10% | 14% | 13% | 10% | 12% | 15% |
| Yorks & Humber | 36 | 16 | 9 | 32 | 29 | 32 | 13 | 14 | 5 | - | 18 | 12 | 2 | 23 | 9 | 10 | 8 | 10 | 1 | 11 | 9 | 9 | 10 | 19 | 16 | 13 | 3 | - | 22 | 6 | 4 | 19 | 12 |
| | 7% | 10% | 10% | 6% | 9% | 7% | 7% | 8% | 4% | - | 6% | 8% | 4% | 9%t | 4% | 8% | 9% | 11% | 5% | 8% | 8% | 13% | 7% | 10% | 8% | 11%C | 3% | - | 10%F | 4% | 5% | 9% | 6% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 49

**Q18: Are you...?**

**Base: All complained about landline service in past 6 months**

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (x) | Repairs and Installation (y) | Service issues (z) | Something else (A) | Satisfied (B) | Neutral (C) | Dissatisfied (D) | Yes (E) | No (F) | Billing and Customer service (G) | Repairs and Installation (H) | Service issues (I) | Something else (J) | Satisfied (K) | Neutral (L) | Dissatisfied (M) | Yes (N) | No (O) |
| Total | 543 | 157 | 89* | 493 | 326 | 431 | 194 | 179 | 150 | 20** | 294 | 164 | 85* | 285 | 251 | 44* | 58* | 48* | 7** | 93* | 54* | 10** | 79* | 73* | 39* | 21** | 24** | 5** | 46* | 24** | 19** | 43* | 45* |
| Male | 245 | 60 | 31 | 215 | 128 | 174 | 89 | 78 | 70 | 8 | 136 | 70 | 39 | 130 | 110 | 15 | 23 | 21 | 1 | 38 | 19 | 3 | 33 | 25 | 16 | 5 | 9 | 1 | 14 | 11 | 6 | 12 | 19 |
| | *45%* | *38%* | *35%* | *44%* | *39%* | *40%* | *46%* | *44%* | *47%* | *40%* | *46%* | *43%* | *46%* | *46%* | *44%* | *34%* | *40%* | *44%* | *14%* | *41%* | *35%* | *30%* | *42%* | *34%* | *41%* | *24%* | *38%* | *20%* | *30%* | *46%* | *32%* | *28%* | *42%* |
| Female | 298 | 97 | 58 | 278 | 198 | 257 | 105 | 101 | 80 | 12 | 158 | 94 | 46 | 155 | 141 | 29 | 35 | 27 | 6 | 55 | 35 | 7 | 46 | 48 | 23 | 16 | 15 | 4 | 32 | 13 | 13 | 31 | 26 |
| | *55%* | *62%* | *65%* | *56%* | *61%* | *60%* | *54%* | *56%* | *53%* | *60%* | *54%* | *57%* | *54%* | *54%* | *56%* | *66%* | *60%* | *56%* | *86%* | *59%* | *65%* | *70%* | *58%* | *66%* | *59%* | *76%* | *63%* | *80%* | *70%* | *54%* | *68%* | *72%* | *58%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 50

**Q18: Are you...?**

**Base: All complained about landline service in past 6 months**

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (x) | Repairs and Installation (g) | Service issues (h) | Something else (i) | Satisfied (j) | Neutral (k) | Dissatisfied (l) | Yes (m) | No (n) | Billing and Customer service (o) | Repairs and Installation (p) | Service issues (q) | Something else (r) | Satisfied (s) | Neutral (t) | Dissatisfied (u) | Yes (v) | No (w) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 543 | 157 | 89* | 493 | 326 | 431 | 175 | 184 | 114 | 20** | 294 | 146 | 53* | 266 | 223 | 126 | 93* | 88* | 19** | 145 | 111 | 70* | 136 | 185 | 191 | 116 | 103 | 21** | 213 | 140 | 78* | 215 | 208 |
| Male | 245 | 60 | 31 | 215 | 128 | 174 | 71 | 89 | 49 | 6 | 130 | 65 | 20 | 123 | 91 | 50 | 38 | 33 | 7 | 50 | 44 | 34 | 52 | 74 | 75 | 49 | 41 | 9 | 90 | 51 | 33 | 91 | 79 |
| | *45%* | *38%* | *35%* | *44%* | *39%* | *40%* | *41%* | *48%* | *43%* | *30%* | *44%* | *45%* | *38%* | *46%* | *41%* | *40%* | *41%* | *38%* | *37%* | *34%* | *40%* | *49%s* | *38%* | *40%* | *39%* | *42%* | *40%* | *43%* | *42%* | *36%* | *42%* | *42%* | *38%* |
| Female | 298 | 97 | 58 | 278 | 198 | 257 | 104 | 95 | 65 | 14 | 164 | 81 | 33 | 143 | 132 | 76 | 55 | 55 | 12 | 95 | 67 | 36 | 84 | 111 | 116 | 67 | 62 | 12 | 123 | 89 | 45 | 124 | 129 |
| | *55%* | *62%* | *65%* | *56%* | *61%* | *60%* | *59%* | *52%* | *57%* | *70%* | *56%* | *55%* | *62%* | *54%* | *59%* | *60%* | *59%* | *63%* | *63%* | *66%u* | *60%* | *51%* | *62%* | *60%* | *61%* | *58%* | *60%* | *57%* | *58%* | *64%* | *58%* | *58%* | *62%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 51

**Q19: What is your age?**

**Base: All complained about landline service in past 6 months**

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (x) | Repairs and Installation (y) | Service issues (z) | Something else (A) | Satisfied (B) | Neutral (C) | Dissatisfied (D) | Yes (E) | No (F) | Billing and Customer service (G) | Repairs and Installation (H) | Service issues (I) | Something else (J) | Satisfied (K) | Neutral (L) | Dissatisfied (M) | Yes (N) | No (O) |
| Total | 543 | 157 | 89* | 493 | 326 | 431 | 194 | 179 | 150 | 20** | 294 | 164 | 85* | 285 | 251 | 44* | 58* | 48* | 7** | 93* | 54* | 10** | 79* | 73* | 39* | 21** | 24** | 5** | 46* | 24** | 19** | 43* | 45* |
| 16 - 17 | 5 | 1 | - | - | 2 | 2 | 2 | - | 2 | 1 | - | 2 | 3 | - | 4 | 1 | - | - | - | - | 1 | - | - | 1 | - | - | - | - | - | - | - | - | - |
| | 1%d | 1% | - | - | 1% | * | 1% | - | 1% | 5% | - | 1% | 4%k | - | 2%n | 2% | - | - | - | - | 2% | - | - | 1% | - | - | - | - | - | - | - | - | - |
| 18 - 24 | 105 | 44 | 13 | 126 | 79 | 102 | 34 | 41 | 29 | 1 | 51 | 40 | 14 | 51 | 52 | 11 | 21 | 10 | 2 | 27 | 14 | 3 | 17 | 26 | 3 | 6 | 4 | - | 6 | 5 | 2 | 5 | 8 |
| | 19% | 28%ac | 15% | 26%ac | 24% | 24% | 18% | 23% | 19% | 5% | 17% | 24% | 16% | 18% | 21% | 25% | 36% | 21% | 29% | 29% | 26% | 30% | 22% | 36% | 8% | 29% | 17% | - | 13% | 21% | 11% | 12% | 18% |
| 25 - 34 | 205 | 63 | 29 | 204 | 120 | 144 | 78 | 62 | 58 | 7 | 113 | 66 | 26 | 100 | 104 | 20 | 19 | 22 | 2 | 36 | 24 | 3 | 31 | 30 | 11 | 11 | 6 | 1 | 13 | 11 | 5 | 10 | 18 |
| | 38% | 40% | 33% | 41%f | 37% | 33% | 40% | 35% | 39% | 35% | 38% | 40% | 31% | 35% | 41% | 45% | 33% | 46% | 29% | 39% | 44% | 30% | 39% | 41% | 28% | 52% | 25% | 20% | 28% | 46% | 26% | 23% | 40% |
| 35 - 44 | 130 | 32 | 16 | 106 | 56 | 83 | 41 | 51 | 31 | 7 | 80 | 29 | 21 | 72 | 55 | 7 | 14 | 10 | 1 | 18 | 11 | 3 | 19 | 11 | 8 | 3 | 4 | 1 | 11 | 3 | 2 | 10 | 6 |
| | 24%e | 20% | 18% | 22% | 17% | 19% | 21% | 28% | 21% | 35% | 27%l | 18% | 25% | 25% | 22% | 16% | 24% | 21% | 14% | 19% | 20% | 30% | 24% | 15% | 21% | 14% | 17% | 20% | 24% | 13% | 11% | 23% | 13% |
| 45 - 54 | 43 | 11 | 12 | 39 | 30 | 54 | 17 | 14 | 11 | 1 | 24 | 10 | 9 | 31 | 12 | 3 | 2 | 4 | 2 | 8 | 2 | 1 | 8 | 3 | 6 | 1 | 5 | - | 4 | 2 | 6 | 7 | 5 |
| | 8% | 7% | 13% | 8% | 9% | 13%ad | 9% | 8% | 7% | 5% | 8% | 6% | 11% | 11%o | 5% | 7% | 3% | 8% | 29% | 9% | 4% | 10% | 10% | 4% | 15% | 5% | 21% | - | 9% | 8% | 32% | 16% | 11% |
| 55 - 64 | 27 | 6 | 11 | 13 | 16 | 25 | 10 | 6 | 10 | 1 | 13 | 11 | 3 | 16 | 11 | 2 | 2 | 2 | - | 4 | 2 | - | 4 | 2 | 7 | - | 3 | 1 | 7 | 1 | 3 | 7 | 4 |
| | 5% | 4% | 12%abdef | 3% | 5% | 6%d | 5% | 3% | 7% | 5% | 4% | 7% | 4% | 6% | 4% | 5% | 3% | 4% | - | 4% | 4% | - | 5% | 3% | 18% | - | 13% | 20% | 15% | 4% | 16% | 16% | 9% |
| 65 + | 28 | - | 8 | 5 | 23 | 21 | 12 | 5 | 9 | 2 | 13 | 6 | 9 | 15 | 13 | - | - | - | - | - | - | - | - | - | 4 | - | 2 | 2 | 5 | 2 | 1 | 4 | 4 |
| | 5%bd | - | 9%bd | 1% | 7%bd | 5%bd | 6% | 3% | 6% | 10% | 4% | 4% | 11%kl | 5% | 5% | - | - | - | - | - | - | - | - | - | 10% | - | 8% | 40% | 11% | 8% | 5% | 9% | 9% |
| NET: 16-34 | 315 | 108 | 42 | 330 | 201 | 248 | 114 | 103 | 89 | 9 | 164 | 108 | 43 | 151 | 160 | 32 | 40 | 32 | 4 | 63 | 39 | 6 | 48 | 57 | 14 | 17 | 10 | 1 | 19 | 16 | 7 | 15 | 26 |
| | 58% | 69%acf | 47% | 67%acf | 62%c | 58% | 59% | 58% | 59% | 45% | 56% | 66%km | 51% | 53% | 64%n | 73% | 69% | 67% | 57% | 68% | 72% | 60% | 61% | 78%E | 36% | 81% | 42% | 20% | 41% | 67% | 37% | 35% | 58% |
| NET: 36-54 | 173 | 43 | 28 | 145 | 86 | 137 | 58 | 65 | 42 | 8 | 104 | 39 | 30 | 103 | 67 | 10 | 16 | 14 | 3 | 26 | 13 | 4 | 27 | 14 | 14 | 4 | 9 | 1 | 15 | 5 | 8 | 17 | 11 |
| | 32% | 27% | 31% | 29% | 26% | 32% | 30% | 36% | 28% | 40% | 35%l | 24% | 35% | 36%o | 27% | 23% | 28% | 29% | 43% | 28% | 24% | 40% | 34%F | 19% | 36% | 19% | 38% | 20% | 33% | 21% | 42% | 40% | 24% |
| NET: 55+ | 55 | 6 | 19 | 18 | 39 | 46 | 22 | 11 | 19 | 3 | 26 | 17 | 12 | 31 | 24 | 2 | 2 | 2 | - | 4 | 2 | - | 4 | 2 | 11 | - | 5 | 3 | 12 | 3 | 4 | 11 | 8 |
| | 10%bd | 4% | 21%abdef | 4% | 12%bd | 11%bd | 11% | 6% | 13%h | 15% | 9% | 10% | 14% | 11% | 10% | 5% | 3% | 4% | - | 4% | 4% | - | 5% | 3% | 28% | - | 21% | 60% | 26% | 13% | 21% | 26% | 18% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 52

**Q19: What is your age?**

**Base: All complained about landline service in past 6 months**

| | Supplier | | | | | | SKY Issue | | | | SKY Satisfaction | | | SKY Resolved | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (x) | Repairs and Installation (g) | Service issues (h) | Something else (i) | Satisfied (j) | Neutral (k) | Dissatisfied (l) | Yes (m) | No (n) |
| Total | 543 | 157 | 89* | 493 | 326 | 431 | 175 | 184 | 114 | 20** | 294 | 146 | 53* | 266 | 223 |
| 16 - 17 | 5 | 1 | - | - | 2 | 2 | - | - | - | - | - | - | - | - | - |
| | 1%d | 1% | - | - | 1% | * | - | - | - | - | - | - | - | - | - |
| 18 - 24 | 105 | 44 | 13 | 126 | 79 | 102 | 42 | 47 | 32 | 5 | 59 | 46 | 21 | 61 | 65 |
| | 19% | 28%ac | 15% | 26%ac | 24% | 24% | 24% | 26% | 28% | 25% | 20% | 32%j | 40%j | 23% | 29% |
| 25 - 34 | 205 | 63 | 29 | 204 | 120 | 144 | 72 | 82 | 45 | 5 | 126 | 65 | 13 | 108 | 93 |
| | 38% | 40% | 33% | 41%f | 37% | 33% | 41% | 45% | 39% | 25% | 43%l | 45%l | 25% | 41% | 42% |
| 35 - 44 | 130 | 32 | 16 | 106 | 56 | 83 | 40 | 41 | 18 | 7 | 70 | 24 | 12 | 64 | 41 |
| | 24%e | 20% | 18% | 22% | 17% | 19% | 23% | 22% | 16% | 35% | 24% | 16% | 23% | 24% | 18% |
| 45 - 54 | 43 | 11 | 12 | 39 | 30 | 54 | 16 | 8 | 13 | 2 | 26 | 7 | 6 | 23 | 16 |
| | 8% | 7% | 13% | 8% | 9% | 13%ad | 9% | 4% | 11%g | 10% | 9% | 5% | 11% | 9% | 7% |
| 55 - 64 | 27 | 6 | 11 | 13 | 16 | 25 | 4 | 5 | 3 | 1 | 9 | 3 | 1 | 7 | 6 |
| | 5% | 4% | 12%abdef | 3% | 5% | 6%d | 2% | 3% | 3% | 5% | 3% | 2% | 2% | 3% | 3% |
| 65 + | 28 | - | 8 | 5 | 23 | 21 | 1 | 1 | 3 | - | 4 | 1 | - | 3 | 2 |
| | 5%bd | - | 9%bd | 1% | 7%bd | 5%bd | 1% | 1% | 3% | - | 1% | 1% | - | 1% | 1% |
| NET: 16-34 | 315 | 108 | 42 | 330 | 201 | 248 | 114 | 129 | 77 | 10 | 185 | 111 | 34 | 169 | 158 |
| | 58% | 69%acf | 47% | 67%acf | 62%c | 58% | 65% | 70% | 68% | 50% | 63% | 76%j | 64% | 64% | 71% |
| NET: 36-54 | 173 | 43 | 28 | 145 | 86 | 137 | 56 | 49 | 31 | 9 | 96 | 31 | 18 | 87 | 57 |
| | 32% | 27% | 31% | 29% | 26% | 32% | 32% | 27% | 27% | 45% | 33%k | 21% | 34% | 33% | 26% |
| NET: 55+ | 55 | 6 | 19 | 18 | 39 | 46 | 5 | 6 | 6 | 1 | 13 | 4 | 1 | 10 | 8 |
| | 10%bd | 4% | 21%abdef | 4% | 12%bd | 11%bd | 3% | 3% | 5% | 5% | 4% | 3% | 2% | 4% | 4% |

| | TALK TALK Issue | | | | TALK TALK Satisfaction | | | TALK TALK Resolved | |
|---|---|---|---|---|---|---|---|---|---|
| | Billing and Customer service (o) | Repairs and Installation (p) | Service issues (q) | Something else (r) | Satisfied (s) | Neutral (t) | Dissatisfied (u) | Yes (v) | No (w) |
| Total | 126 | 93* | 88* | 19** | 145 | 111 | 70* | 136 | 185 |
| 16 - 17 | 1 | 1 | - | - | 1 | - | 1 | 1 | 1 |
| | 1% | 1% | - | - | 1% | - | 1% | 1% | 1% |
| 18 - 24 | 23 | 28 | 22 | 6 | 29 | 35 | 15 | 23 | 55 |
| | 18% | 30%o | 25% | 32% | 20% | 32%s | 21% | 17% | 30%w |
| 25 - 34 | 47 | 42 | 27 | 4 | 64 | 37 | 19 | 55 | 62 |
| | 37% | 45%q | 31% | 21% | 44%u | 33% | 27% | 40% | 34% |
| 35 - 44 | 20 | 12 | 22 | 2 | 21 | 21 | 14 | 23 | 33 |
| | 16% | 13% | 25%p | 11% | 14% | 19% | 20% | 17% | 18% |
| 45 - 54 | 15 | 6 | 6 | 3 | 13 | 10 | 7 | 14 | 16 |
| | 12% | 6% | 7% | 16% | 9% | 9% | 10% | 10% | 9% |
| 55 - 64 | 9 | 1 | 4 | 2 | 8 | 5 | 3 | 10 | 6 |
| | 7%p | 1% | 5% | 11% | 6% | 5% | 4% | 7% | 3% |
| 65 + | 11 | 3 | 7 | 2 | 9 | 3 | 11 | 10 | 12 |
| | 9% | 3% | 8% | 11% | 6% | 3% | 16%st | 7% | 6% |
| NET: 16-34 | 71 | 71 | 49 | 10 | 94 | 72 | 35 | 79 | 118 |
| | 56% | 76%oq | 56% | 53% | 65%u | 65%u | 50% | 58% | 64% |
| NET: 36-54 | 35 | 18 | 28 | 5 | 34 | 31 | 21 | 37 | 49 |
| | 28% | 19% | 32% | 26% | 23% | 28% | 30% | 27% | 26% |
| NET: 55+ | 20 | 4 | 11 | 4 | 17 | 8 | 14 | 20 | 18 |
| | 16%p | 4% | 13%p | 21% | 12% | 7% | 20%t | 15% | 10% |

| | VIRGIN MEDIA Issue | | | | VIRGIN MEDIA Satisfaction | | | VIRGIN MEDIA Resolved | |
|---|---|---|---|---|---|---|---|---|---|
| | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 191 | 116 | 103 | 21** | 213 | 140 | 78* | 215 | 208 |
| 16 - 17 | 1 | - | 1 | - | 1 | 1 | - | - | 2 |
| | 1% | - | 1% | - | * | 1% | - | - | 1% |
| 18 - 24 | 39 | 29 | 28 | 6 | 43 | 45 | 14 | 49 | 50 |
| | 20% | 25% | 27% | 29% | 20% | 32%EG | 18% | 23% | 24% |
| 25 - 34 | 61 | 45 | 35 | 3 | 79 | 47 | 18 | 71 | 71 |
| | 32% | 39% | 34% | 14% | 37%G | 34% | 23% | 33% | 34% |
| 35 - 44 | 37 | 25 | 17 | 4 | 44 | 26 | 13 | 46 | 36 |
| | 19% | 22% | 17% | 19% | 21% | 19% | 17% | 21% | 17% |
| 45 - 54 | 26 | 14 | 10 | 4 | 25 | 12 | 17 | 24 | 30 |
| | 14% | 12% | 10% | 19% | 12% | 9% | 22%EF | 11% | 14% |
| 55 - 64 | 16 | 2 | 5 | 2 | 11 | 3 | 11 | 12 | 12 |
| | 8%B | 2% | 5% | 10% | 5% | 2% | 14%EF | 6% | 6% |
| 65 + | 11 | 1 | 7 | 2 | 10 | 6 | 5 | 13 | 7 |
| | 6%B | 1% | 7%B | 10% | 5% | 4% | 6% | 6% | 3% |
| NET: 16-34 | 101 | 74 | 64 | 9 | 123 | 93 | 32 | 120 | 123 |
| | 53% | 64% | 62% | 43% | 58%G | 66%G | 41% | 56% | 59% |
| NET: 36-54 | 63 | 39 | 27 | 8 | 69 | 38 | 30 | 70 | 66 |
| | 33% | 34% | 26% | 38% | 32% | 27% | 38% | 33% | 32% |
| NET: 55+ | 27 | 3 | 12 | 4 | 21 | 9 | 16 | 25 | 19 |
| | 14%B | 3% | 12%B | 19% | 10% | 6% | 21%EF | 12% | 9% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 53

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

**Base: All complained about landline service in past 6 months**

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (x) | Repairs and Installation (y) | Service issues (z) | Something else (A) | Satisfied (B) | Neutral (C) | Dissatisfied (D) | Yes (E) | No (F) | Billing and Customer service (G) | Repairs and Installation (H) | Service issues (I) | Something else (J) | Satisfied (K) | Neutral (L) | Dissatisfied (M) | Yes (N) | No (O) |
| Total | 543 | 157 | 89* | 493 | 326 | 431 | 194 | 179 | 150 | 20** | 294 | 164 | 85* | 285 | 251 | 44* | 58* | 48* | 7** | 93* | 54* | 10** | 79* | 73* | 39* | 21** | 24** | 5** | 46* | 24** | 19** | 43* | 45* |
| A | 79 | 18 | 8 | 82 | 38 | 51 | 30 | 27 | 20 | 2 | 45 | 18 | 16 | 38 | 39 | 3 | 9 | 6 | - | 13 | 2 | 3 | 14 | 4 | 2 | 4 | 2 | - | 6 | 1 | 1 | 7 | - |
| | *15%* | *11%* | *9%* | **17%ef** | *12%* | *12%* | *15%* | *15%* | *13%* | *10%* | *15%* | *11%* | *19%* | *13%* | *16%* | *7%* | *16%* | *13%* | - | **14%C** | *4%* | *30%* | **18%F** | *5%* | *5%* | *19%* | *8%* | - | *13%* | *4%* | *5%* | *16%* | - |
| B | 141 | 32 | 25 | 105 | 59 | 100 | 54 | 46 | 38 | 3 | 74 | 46 | 21 | 82 | 58 | 6 | 15 | 11 | - | 19 | 11 | 2 | 17 | 15 | 12 | 7 | 5 | 1 | 12 | 8 | 5 | 12 | 13 |
| | **26%e** | *20%* | **28%e** | *21%* | *18%* | *23%* | *28%* | *26%* | *25%* | *15%* | *25%* | *28%* | *25%* | *29%* | *23%* | *14%* | *26%* | *23%* | - | *20%* | *20%* | *20%* | *22%* | *21%* | *31%* | *33%* | *21%* | *20%* | *26%* | *33%* | *26%* | *28%* | *29%* |
| C1 | 123 | 41 | 23 | 121 | 86 | 107 | 45 | 37 | 38 | 3 | 68 | 35 | 20 | 61 | 61 | 11 | 18 | 10 | 2 | 21 | 17 | 3 | 15 | 24 | 12 | 3 | 7 | 1 | 11 | 5 | 7 | 10 | 13 |
| | *23%* | *26%* | *26%* | *25%* | *26%* | *25%* | *23%* | *21%* | *25%* | *15%* | *23%* | *21%* | *24%* | *21%* | *24%* | *25%* | *31%* | *21%* | *29%* | *23%* | *31%* | *30%* | *19%* | *33%* | *31%* | *14%* | *29%* | *20%* | *24%* | *21%* | *37%* | *23%* | *29%* |
| C2 | 95 | 37 | 9 | 91 | 65 | 79 | 29 | 34 | 25 | 7 | 60 | 25 | 10 | 55 | 39 | 11 | 12 | 10 | 4 | 24 | 12 | 1 | 17 | 18 | 4 | 2 | 3 | - | 4 | 3 | 2 | 2 | 7 |
| | *17%* | **24%c** | *10%* | *18%* | **20%c** | *18%* | *15%* | *19%* | *17%* | *35%* | *20%* | *15%* | *12%* | *19%* | *16%* | *25%* | *21%* | *21%* | *57%* | *26%* | *22%* | *10%* | *22%* | *25%* | *10%* | *10%* | *13%* | - | *9%* | *13%* | *11%* | *5%* | *16%* |
| D | 36 | 11 | 9 | 29 | 24 | 52 | 11 | 9 | 12 | 4 | 20 | 12 | 4 | 22 | 13 | 5 | 2 | 3 | 1 | 7 | 3 | 1 | 7 | 3 | 3 | 4 | 1 | 1 | 4 | 2 | 3 | 3 | 6 |
| | *7%* | *7%* | *10%* | *6%* | *7%* | **12%ade** | *6%* | *5%* | *8%* | *20%* | *7%* | *7%* | *5%* | *8%* | *5%* | *11%* | *3%* | *6%* | *14%* | *8%* | *6%* | *10%* | *9%* | *4%* | *8%* | *19%* | *4%* | *20%* | *9%* | *8%* | *16%* | *7%* | *13%* |
| E | 69 | 18 | 15 | 65 | 54 | 42 | 25 | 26 | 17 | 1 | 27 | 28 | 14 | 27 | 41 | 8 | 2 | 8 | - | 9 | 9 | - | 9 | 9 | 6 | 1 | 6 | 2 | 9 | 5 | 1 | 9 | 6 |
| | *13%* | *11%* | *17%* | *13%* | **17%f** | *10%* | *13%* | *15%* | *11%* | *5%* | *9%* | **17%k** | *16%* | *9%* | **16%n** | **18%y** | *3%* | **17%y** | - | *10%* | *17%* | - | *11%* | *12%* | *15%* | *5%* | *25%* | *40%* | *20%* | *21%* | *5%* | *21%* | *13%* |
| NET: AB | 220 | 50 | 33 | 187 | 97 | 151 | 84 | 73 | 58 | 5 | 119 | 64 | 37 | 120 | 97 | 9 | 24 | 17 | - | 32 | 13 | 5 | 31 | 19 | 14 | 11 | 7 | 1 | 18 | 9 | 6 | 19 | 13 |
| | **41%be** | *32%* | *37%* | **38%e** | *30%* | *35%* | *43%* | *41%* | *39%* | *25%* | *40%* | *39%* | *44%* | *42%* | *39%* | *20%* | **41%x** | *35%* | - | *34%* | *24%* | *50%* | *39%* | *26%* | *36%* | *52%* | *29%* | *20%* | *39%* | *38%* | *32%* | *44%* | *29%* |
| NET: ABC1 | 343 | 91 | 56 | 308 | 183 | 258 | 129 | 110 | 96 | 8 | 187 | 99 | 57 | 181 | 158 | 20 | 42 | 27 | 2 | 53 | 30 | 8 | 46 | 43 | 26 | 14 | 14 | 2 | 29 | 14 | 13 | 29 | 26 |
| | **63%e** | *58%* | *63%* | *62%* | *56%* | *60%* | *66%* | *61%* | *64%* | *40%* | *64%* | *60%* | *67%* | *64%* | *63%* | *45%* | **72%x** | *56%* | *29%* | *57%* | *56%* | *80%* | *58%* | *59%* | *67%* | *67%* | *58%* | *40%* | *63%* | *58%* | *68%* | *67%* | *58%* |
| NET: C2DE | 200 | 66 | 33 | 185 | 143 | 173 | 65 | 69 | 54 | 12 | 107 | 65 | 28 | 104 | 93 | 24 | 16 | 21 | 5 | 40 | 24 | 2 | 33 | 30 | 13 | 7 | 10 | 3 | 17 | 10 | 6 | 14 | 19 |
| | *37%* | *42%* | *37%* | *38%* | **44%a** | *40%* | *34%* | *39%* | *36%* | *60%* | *36%* | *40%* | *33%* | *36%* | *37%* | **55%y** | *28%* | *44%* | *71%* | *43%* | *44%* | *20%* | *42%* | *41%* | *33%* | *33%* | *42%* | *60%* | *37%* | *42%* | *32%* | *33%* | *42%* |
| NET: DE | 105 | 29 | 24 | 94 | 78 | 94 | 36 | 35 | 29 | 5 | 47 | 40 | 18 | 49 | 54 | 13 | 4 | 11 | 1 | 16 | 12 | 1 | 16 | 12 | 9 | 5 | 7 | 3 | 13 | 7 | 4 | 12 | 12 |
| | *19%* | *18%* | *27%* | *19%* | *24%* | *22%* | *19%* | *20%* | *19%* | *25%* | *16%* | **24%k** | *21%* | *17%* | *22%* | **30%y** | *7%* | **23%y** | *14%* | *17%* | *22%* | *10%* | *20%* | *16%* | *23%* | *24%* | *29%* | *60%* | *28%* | *29%* | *21%* | *28%* | *27%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 54

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

**Base: All complained about landline service in past 6 months**

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (x) | Repairs and Installation (g) | Service issues (h) | Something else (i) | Satisfied (j) | Neutral (k) | Dissatisfied (l) | Yes (m) | No (n) | Billing and Customer service (o) | Repairs and Installation (p) | Service issues (q) | Something else (r) | Satisfied (s) | Neutral (t) | Dissatisfied (u) | Yes (v) | No (w) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 543 | 157 | 89* | 493 | 326 | 431 | 175 | 184 | 114 | 20** | 294 | 146 | 53* | 266 | 223 | 126 | 93* | 88* | 19** | 145 | 111 | 70* | 136 | 185 | 191 | 116 | 103 | 21** | 213 | 140 | 78* | 215 | 208 |
| A | 79 | 18 | 8 | 82 | 38 | 51 | 22 | 43 | 17 | - | 54 | 20 | 8 | 45 | 37 | 11 | 19 | 6 | 2 | 17 | 17 | 4 | 21 | 15 | 20 | 16 | 14 | 1 | 32 | 14 | 5 | 32 | 17 |
| | 15% | 11% | 9% | 17%ef | 12% | 12% | 13% | 23%x | 15% | - | 18% | 14% | 15% | 17% | 17% | 9% | 20%oq | 7% | 11% | 12% | 15% | 6% | 15%w | 8% | 10% | 14% | 14% | 5% | 15% | 10% | 6% | 15%l | 8% |
| B | 141 | 32 | 25 | 105 | 59 | 100 | 34 | 47 | 22 | 2 | 66 | 32 | 7 | 57 | 48 | 29 | 15 | 13 | 2 | 28 | 16 | 15 | 23 | 36 | 48 | 27 | 23 | 2 | 59 | 20 | 21 | 47 | 53 |
| | 26%e | 20% | 28%e | 21% | 18% | 23% | 19% | 26% | 19% | 10% | 22% | 22% | 13% | 21% | 22% | 23% | 16% | 15% | 11% | 19% | 14% | 21% | 17% | 19% | 25% | 23% | 22% | 10% | 28%F | 14% | 27%F | 22% | 25% |
| C1 | 123 | 41 | 23 | 121 | 86 | 107 | 48 | 40 | 28 | 5 | 72 | 35 | 14 | 60 | 61 | 30 | 17 | 30 | 9 | 38 | 28 | 20 | 26 | 57 | 40 | 30 | 28 | 9 | 41 | 45 | 21 | 49 | 54 |
| | 23% | 26% | 26% | 25% | 26% | 25% | 27% | 22% | 25% | 25% | 24% | 24% | 26% | 23% | 27% | 24% | 18% | 34%p | 47% | 26% | 25% | 29% | 19% | 31%v | 21% | 26% | 27% | 43% | 19% | 32%E | 27% | 23% | 26% |
| C2 | 95 | 37 | 9 | 91 | 65 | 79 | 35 | 30 | 25 | 1 | 54 | 31 | 6 | 57 | 34 | 19 | 24 | 18 | 4 | 28 | 23 | 14 | 35 | 30 | 32 | 25 | 17 | 5 | 40 | 27 | 12 | 44 | 34 |
| | 17% | 24%c | 10% | 18% | 20%c | 18% | 20% | 16% | 22% | 5% | 18% | 21% | 11% | 21% | 15% | 15% | 26% | 20% | 21% | 19% | 21% | 20% | 26%w | 16% | 17% | 22% | 17% | 24% | 19% | 19% | 15% | 20% | 16% |
| D | 36 | 11 | 9 | 29 | 24 | 52 | 17 | 5 | 5 | 2 | 18 | 7 | 4 | 14 | 14 | 11 | 6 | 7 | - | 12 | 8 | 4 | 12 | 12 | 30 | 11 | 10 | 1 | 24 | 19 | 9 | 25 | 26 |
| | 7% | 7% | 10% | 6% | 7% | 12%ade | 10%g | 3% | 4% | 10% | 6% | 5% | 8% | 5% | 6% | 9% | 6% | 8% | - | 8% | 7% | 6% | 9% | 6% | 16% | 9% | 10% | 5% | 11% | 14% | 12% | 12% | 13% |
| E | 69 | 18 | 15 | 65 | 54 | 42 | 19 | 19 | 17 | 10 | 30 | 21 | 14 | 33 | 29 | 26 | 12 | 14 | 2 | 22 | 19 | 13 | 19 | 35 | 21 | 7 | 11 | 3 | 17 | 15 | 10 | 18 | 24 |
| | 13% | 11% | 17% | 13% | 17%f | 10% | 11% | 10% | 15% | 50% | 10% | 14% | 26%d | 12% | 13% | 21% | 13% | 16% | 11% | 15% | 17% | 19% | 14% | 19% | 11% | 6% | 11% | 14% | 8% | 11% | 13% | 8% | 12% |
| NET: AB | 220 | 50 | 33 | 187 | 97 | 151 | 56 | 90 | 39 | 2 | 120 | 52 | 15 | 102 | 85 | 40 | 34 | 19 | 4 | 45 | 33 | 19 | 44 | 51 | 68 | 43 | 37 | 3 | 91 | 34 | 26 | 79 | 70 |
| | 41%be | 32% | 37% | 38%e | 30% | 35% | 32% | 49%xh | 34% | 10% | 41% | 36% | 28% | 38% | 38% | 32% | 37%q | 22% | 21% | 31% | 30% | 27% | 32% | 28% | 36% | 37% | 36% | 14% | 43%F | 24% | 33% | 37% | 34% |
| NET: ABC1 | 343 | 91 | 56 | 308 | 183 | 258 | 104 | 130 | 67 | 7 | 192 | 87 | 29 | 162 | 146 | 70 | 51 | 49 | 13 | 83 | 61 | 39 | 70 | 108 | 108 | 73 | 65 | 12 | 132 | 79 | 47 | 128 | 124 |
| | 63%e | 58% | 63% | 62% | 56% | 60% | 59% | 71%xh | 59% | 35% | 65% | 60% | 55% | 61% | 65% | 56% | 55% | 56% | 68% | 57% | 55% | 56% | 51% | 58% | 57% | 63% | 63% | 57% | 62% | 56% | 60% | 60% | 60% |
| NET: C2DE | 200 | 66 | 33 | 185 | 143 | 173 | 71 | 54 | 47 | 13 | 102 | 59 | 24 | 104 | 77 | 56 | 42 | 39 | 6 | 62 | 50 | 31 | 66 | 77 | 83 | 43 | 38 | 9 | 81 | 61 | 31 | 87 | 84 |
| | 37% | 42% | 37% | 38% | 44%a | 40% | 41%g | 29% | 41%g | 65% | 35% | 40% | 45% | 39% | 35% | 44% | 45% | 44% | 32% | 43% | 45% | 44% | 49% | 42% | 43% | 37% | 37% | 43% | 38% | 44% | 40% | 40% | 40% |
| NET: DE | 105 | 29 | 24 | 94 | 78 | 94 | 36 | 24 | 22 | 12 | 48 | 28 | 18 | 47 | 43 | 37 | 18 | 21 | 2 | 34 | 27 | 17 | 31 | 47 | 51 | 18 | 21 | 4 | 41 | 34 | 19 | 43 | 50 |
| | 19% | 18% | 27% | 19% | 24% | 22% | 21% | 13% | 19% | 60% | 16% | 19% | 34%jk | 18% | 19% | 29% | 19% | 24% | 11% | 23% | 24% | 24% | 23% | 25% | 27%B | 16% | 20% | 19% | 19% | 24% | 24% | 20% | 24% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 55

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

**Base: All complained about landline service in past 6 months**

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (x) | Repairs and Installation (y) | Service issues (z) | Something else (A) | Satisfied (B) | Neutral (C) | Dissatisfied (D) | Yes (E) | No (F) | Billing and Customer service (G) | Repairs and Installation (H) | Service issues (I) | Something else (J) | Satisfied (K) | Neutral (L) | Dissatisfied (M) | Yes (N) | No (O) |
| Total | 543 | 157 | 89* | 493 | 326 | 431 | 194 | 179 | 150 | 20** | 294 | 164 | 85* | 285 | 251 | 44* | 58* | 48* | 7** | 93* | 54* | 10** | 79* | 73* | 39* | 21** | 24** | 5** | 46* | 24** | 19** | 43* | 45* |
| A city or large town (including suburbs) | 281 | 88 | 34 | 284 | 176 | 271 | 104 | 96 | 72 | 9 | 166 | 76 | 39 | 159 | 121 | 21 | 35 | 28 | 4 | 53 | 27 | 8 | 48 | 38 | 13 | 10 | 10 | 1 | 14 | 14 | 6 | 16 | 18 |
| | 52%c | 56%c | 38% | 58%c | 54%c | 63%ace | 54% | 54% | 48% | 45% | 56%l | 46% | 46% | 56% | 48% | 48% | 60% | 58% | 57% | 57% | 50% | 80% | 61% | 52% | 33% | 48% | 42% | 20% | 30% | 58% | 32% | 37% | 40% |
| A small town | 173 | 51 | 32 | 165 | 128 | 137 | 66 | 54 | 46 | 7 | 92 | 59 | 22 | 80 | 90 | 17 | 17 | 14 | 3 | 31 | 20 | - | 23 | 26 | 14 | 8 | 7 | 3 | 19 | 7 | 6 | 17 | 15 |
| | 32% | 32% | 36% | 33% | 39%af | 32% | 34% | 30% | 31% | 35% | 31% | 36% | 26% | 28% | 36% | 39% | 29% | 29% | 43% | 33% | 37% | - | 29% | 36% | 36% | 38% | 29% | 60% | 41% | 29% | 32% | 40% | 33% |
| A village, hamlet or isolated dwelling in the countryside | 84 | 17 | 23 | 43 | 22 | 21 | 23 | 27 | 30 | 4 | 35 | 26 | 23 | 44 | 37 | 5 | 6 | 6 | - | 9 | 7 | 1 | 8 | 8 | 12 | 3 | 7 | 1 | 13 | 3 | 7 | 10 | 12 |
| | 15%def | 11%f | 26%abdef | 9%f | 7% | 5% | 12% | 15% | 20%g | 20% | 12% | 16% | 27%kl | 15% | 15% | 11% | 10% | 13% | - | 10% | 13% | 10% | 10% | 11% | 31% | 14% | 29% | 20% | 28% | 13% | 37% | 23% | 27% |
| Prefer not to say | 5 | 1 | - | 1 | - | 2 | 1 | 2 | 2 | - | 1 | 3 | 1 | 2 | 3 | 1 | - | - | - | - | - | 1 | - | 1 | - | - | - | - | - | - | - | - | - |
| | 1% | 1% | - | * | - | * | 1% | 1% | 1% | - | * | 2% | 1% | 1% | 1% | 2% | - | - | - | - | - | 10% | - | 1% | - | - | - | - | - | - | - | - | - |
| NET: Urban | 454 | 139 | 66 | 449 | 304 | 408 | 170 | 150 | 118 | 16 | 258 | 135 | 61 | 239 | 211 | 38 | 52 | 42 | 7 | 84 | 47 | 8 | 71 | 64 | 27 | 18 | 17 | 4 | 33 | 21 | 12 | 33 | 33 |
| | 84%c | 89%c | 74% | 91%ac | 93%ac | 95%abcd | 88%l | 84% | 79% | 80% | 88%m | 82% | 72% | 84% | 84% | 86% | 90% | 88% | 100% | 90% | 87% | 80% | 90% | 88% | 69% | 86% | 71% | 80% | 72% | 88% | 63% | 77% | 73% |
| NET: Rural | 84 | 17 | 23 | 43 | 22 | 21 | 23 | 27 | 30 | 4 | 35 | 26 | 23 | 44 | 37 | 5 | 6 | 6 | - | 9 | 7 | 1 | 8 | 8 | 12 | 3 | 7 | 1 | 13 | 3 | 7 | 10 | 12 |
| | 15%def | 11%f | 26%abdef | 9%f | 7% | 5% | 12% | 15% | 20%g | 20% | 12% | 16% | 27%kl | 15% | 15% | 11% | 10% | 13% | - | 10% | 13% | 10% | 10% | 11% | 31% | 14% | 29% | 20% | 28% | 13% | 37% | 23% | 27% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 56

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

**Base: All complained about landline service in past 6 months**

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (x) | Repairs and Installation (g) | Service issues (h) | Something else (i) | Satisfied (j) | Neutral (k) | Dissatisfied (l) | Yes (m) | No (n) | Billing and Customer service (o) | Repairs and Installation (p) | Service issues (q) | Something else (r) | Satisfied (s) | Neutral (t) | Dissatisfied (u) | Yes (v) | No (w) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 543 | 157 | 89* | 493 | 326 | 431 | 175 | 184 | 114 | 20** | 294 | 146 | 53* | 266 | 223 | 126 | 93* | 88* | 19** | 145 | 111 | 70* | 136 | 185 | 191 | 116 | 103 | 21** | 213 | 140 | 78* | 215 | 208 |
| A city or large town (including suburbs) | 281 | 88 | 34 | 284 | 176 | 271 | 101 | 106 | 70 | 7 | 185 | 70 | 29 | 167 | 115 | 67 | 54 | 45 | 10 | 79 | 57 | 40 | 80 | 94 | 123 | 70 | 70 | 8 | 142 | 79 | 50 | 149 | 118 |
| | 52%c | 56%c | 38% | 58%c | 54%c | 63%ace | 58% | 58% | 61% | 35% | 63%k | 48% | 55% | 63%n | 52% | 53% | 58% | 51% | 53% | 54% | 51% | 57% | 59% | 51% | 64% | 60% | 68% | 38% | 67% | 56% | 64% | 69%l | 57% |
| A small town | 173 | 51 | 32 | 165 | 128 | 137 | 58 | 62 | 35 | 10 | 89 | 61 | 15 | 81 | 83 | 45 | 38 | 38 | 7 | 56 | 48 | 24 | 46 | 79 | 60 | 38 | 29 | 10 | 60 | 53 | 24 | 56 | 78 |
| | 32% | 32% | 36% | 33% | 39%af | 32% | 33% | 34% | 31% | 50% | 30% | 42%j | 28% | 30% | 37% | 36% | 41% | 43% | 37% | 39% | 43% | 34% | 34% | 43% | 31% | 33% | 28% | 48% | 28% | 38% | 31% | 26% | 38%H |
| A village, hamlet or isolated dwelling in the countryside | 84 | 17 | 23 | 43 | 22 | 21 | 15 | 16 | 9 | 3 | 19 | 15 | 9 | 17 | 25 | 14 | 1 | 5 | 2 | 10 | 6 | 6 | 10 | 12 | 8 | 7 | 4 | 2 | 10 | 7 | 4 | 9 | 11 |
| | 15%def | 11%f | 26%abdef | 9%f | 7% | 5% | 9% | 9% | 8% | 15% | 6% | 10% | 17%j | 6% | 11% | 11%p | 1% | 6% | 11% | 7% | 5% | 9% | 7% | 6% | 4% | 6% | 4% | 10% | 5% | 5% | 5% | 4% | 5% |
| Prefer not to say | 5 | 1 | - | 1 | - | 2 | 1 | - | - | - | 1 | - | - | 1 | - | - | - | - | - | - | - | - | - | - | - | 1 | - | 1 | 1 | 1 | - | 1 | 1 |
| | 1% | 1% | - | * | - | * | 1% | - | - | - | * | - | - | * | - | - | - | - | - | - | - | - | - | - | - | 1% | - | 5% | * | 1% | - | * | * |
| NET: Urban | 454 | 139 | 66 | 449 | 304 | 408 | 159 | 168 | 105 | 17 | 274 | 131 | 44 | 248 | 198 | 112 | 92 | 83 | 17 | 135 | 105 | 64 | 126 | 173 | 183 | 108 | 99 | 18 | 202 | 132 | 74 | 205 | 196 |
| | 84%c | 89%c | 74% | 91%ac | 93%ac | 95%abcd | 91% | 91% | 92% | 85% | 93%l | 90% | 83% | 93% | 89% | 89% | 99%o | 94% | 89% | 93% | 95% | 91% | 93% | 94% | 96% | 93% | 96% | 86% | 95% | 94% | 95% | 95% | 94% |
| NET: Rural | 84 | 17 | 23 | 43 | 22 | 21 | 15 | 16 | 9 | 3 | 19 | 15 | 9 | 17 | 25 | 14 | 1 | 5 | 2 | 10 | 6 | 6 | 10 | 12 | 8 | 7 | 4 | 2 | 10 | 7 | 4 | 9 | 11 |
| | 15%def | 11%f | 26%abdef | 9%f | 7% | 5% | 9% | 9% | 8% | 15% | 6% | 10% | 17%j | 6% | 11% | 11%p | 1% | 6% | 11% | 7% | 5% | 9% | 7% | 6% | 4% | 6% | 4% | 10% | 5% | 5% | 5% | 4% | 5% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 57

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

**Base: All complained about landline service in past 6 months**

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (x) | Repairs and Installation (y) | Service issues (z) | Something else (A) | Satisfied (B) | Neutral (C) | Dissatisfied (D) | Yes (E) | No (F) | Billing and Customer service (G) | Repairs and Installation (H) | Service issues (I) | Something else (J) | Satisfied (K) | Neutral (L) | Dissatisfied (M) | Yes (N) | No (O) |
| Total | 543 | 157 | 89* | 493 | 326 | 431 | 194 | 179 | 150 | 20** | 294 | 164 | 85* | 285 | 251 | 44* | 58* | 48* | 7** | 93* | 54* | 10** | 79* | 73* | 39* | 21** | 24** | 5** | 46* | 24** | 19** | 43* | 45* |
| Small (1-2 people) | 175 | 50 | 36 | 153 | 133 | 169 | 67 | 48 | 52 | 8 | 91 | 53 | 31 | 91 | 80 | 15 | 17 | 16 | 2 | 26 | 20 | 4 | 26 | 21 | 17 | 4 | 12 | 3 | 17 | 12 | 7 | 17 | 18 |
| | *32%* | *32%* | *40%* | *31%* | *41%ad* | *39%ad* | *35%* | *27%* | *35%* | *40%* | *31%* | *32%* | *36%* | *32%* | *32%* | *34%* | *29%* | *33%* | *29%* | *28%* | *37%* | *40%* | *33%* | *29%* | *44%* | *19%* | *50%* | *60%* | *37%* | *50%* | *37%* | *40%* | *40%* |
| Medium (3-4 people) | 279 | 78 | 44 | 252 | 143 | 187 | 99 | 98 | 71 | 11 | 160 | 78 | 41 | 144 | 134 | 21 | 29 | 24 | 4 | 47 | 26 | 5 | 40 | 38 | 19 | 15 | 9 | 1 | 24 | 9 | 11 | 22 | 22 |
| | *51%ef* | *50%* | *49%* | *51%ef* | *44%* | *43%* | *51%* | *55%* | *47%* | *55%* | *54%* | *48%* | *48%* | *51%* | *53%* | *48%* | *50%* | *50%* | *57%* | *51%* | *48%* | *50%* | *51%* | *52%* | *49%* | *71%* | *38%* | *20%* | *52%* | *38%* | *58%* | *51%* | *49%* |
| Large (5+ people) | 89 | 29 | 9 | 88 | 50 | 75 | 28 | 33 | 27 | 1 | 43 | 33 | 13 | 50 | 37 | 8 | 12 | 8 | 1 | 20 | 8 | 1 | 13 | 14 | 3 | 2 | 3 | 1 | 5 | 3 | 1 | 4 | 5 |
| | *16%* | *18%* | *10%* | *18%* | *15%* | *17%* | *14%* | *18%* | *18%* | *5%* | *15%* | *20%* | *15%* | *18%* | *15%* | *18%* | *21%* | *17%* | *14%* | *22%* | *15%* | *10%* | *16%* | *19%* | *8%* | *10%* | *13%* | *20%* | *11%* | *13%* | *5%* | *9%* | *11%* |
| Sigma | 543 | 157 | 89 | 493 | 326 | 431 | 194 | 179 | 150 | 20 | 294 | 164 | 85 | 285 | 251 | 44 | 58 | 48 | 7 | 93 | 54 | 10 | 79 | 73 | 39 | 21 | 24 | 5 | 46 | 24 | 19 | 43 | 45 |
| | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 58

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

**Base: All complained about landline service in past 6 months**

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (x) | Repairs and Installation (g) | Service issues (h) | Something else (i) | Satisfied (j) | Neutral (k) | Dissatisfied (l) | Yes (m) | No (n) | Billing and Customer service (o) | Repairs and Installation (p) | Service issues (q) | Something else (r) | Satisfied (s) | Neutral (t) | Dissatisfied (u) | Yes (v) | No (w) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 543 | 157 | 89* | 493 | 326 | 431 | 175 | 184 | 114 | 20** | 294 | 146 | 53* | 266 | 223 | 126 | 93* | 88* | 19** | 145 | 111 | 70* | 136 | 185 | 191 | 116 | 103 | 21** | 213 | 140 | 78* | 215 | 208 |
| Small (1-2 people) | 175 | 50 | 36 | 153 | 133 | 169 | 48 | 58 | 42 | 5 | 89 | 44 | 20 | 79 | 72 | 59 | 32 | 35 | 7 | 62 | 39 | 32 | 57 | 73 | 81 | 36 | 41 | 11 | 82 | 51 | 36 | 86 | 80 |
| | *32%* | *32%* | *40%* | *31%* | *41%ad* | *39%ad* | *27%* | *32%* | *37%* | *25%* | *30%* | *30%* | *38%* | *30%* | *32%* | *47%* | *34%* | *40%* | *37%* | *43%* | *35%* | *46%* | *42%* | *39%* | *42%B* | *31%* | *40%* | *52%* | *38%* | *36%* | *46%* | *40%* | *38%* |
| Medium (3-4 people) | 279 | 78 | 44 | 252 | 143 | 187 | 88 | 92 | 59 | 13 | 160 | 70 | 22 | 145 | 106 | 48 | 48 | 38 | 9 | 62 | 53 | 28 | 51 | 90 | 78 | 60 | 43 | 6 | 103 | 57 | 27 | 100 | 85 |
| | *51%ef* | *50%* | *49%* | *51%ef* | *44%* | *43%* | *50%* | *50%* | *52%* | *65%* | *54%* | *48%* | *42%* | *55%* | *48%* | *38%* | *52%c* | *43%* | *47%* | *43%* | *48%* | *40%* | *38%* | *49%w* | *41%* | *52%* | *42%* | *29%* | *48%G* | *41%* | *35%* | *47%* | *41%* |
| Large (5+ people) | 89 | 29 | 9 | 88 | 50 | 75 | 39 | 34 | 13 | 2 | 45 | 32 | 11 | 42 | 45 | 19 | 13 | 15 | 3 | 21 | 19 | 10 | 28 | 22 | 32 | 20 | 19 | 4 | 28 | 32 | 15 | 29 | 43 |
| | *16%* | *18%* | *10%* | *18%* | *15%* | *17%* | *22%h* | *18%* | *11%* | *10%* | *15%* | *22%* | *21%* | *16%* | *20%* | *15%* | *14%* | *17%* | *16%* | *14%* | *17%* | *14%* | *21%w* | *12%* | *17%* | *17%* | *18%* | *19%* | *13%* | *23%E* | *19%* | *13%* | *21%* |
| Sigma | 543 | 157 | 89 | 493 | 326 | 431 | 175 | 184 | 114 | 20 | 294 | 146 | 53 | 266 | 223 | 126 | 93 | 88 | 19 | 145 | 111 | 70 | 136 | 185 | 191 | 116 | 103 | 21 | 213 | 140 | 78 | 215 | 208 |
| | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 59

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

**Base: All complained about landline service in past 6 months**

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (x) | Repairs and Installation (y) | Service issues (z) | Something else (A) | Satisfied (B) | Neutral (C) | Dissatisfied (D) | Yes (E) | No (F) | Billing and Customer service (G) | Repairs and Installation (H) | Service issues (I) | Something else (J) | Satisfied (K) | Neutral (L) | Dissatisfied (M) | Yes (N) | No (O) |
| Total | 543 | 157 | 89* | 493 | 326 | 431 | 194 | 179 | 150 | 20** | 294 | 164 | 85* | 285 | 251 | 44* | 58* | 48* | 7** | 93* | 54* | 10** | 79* | 73* | 39* | 21** | 24** | 5** | 46* | 24** | 19** | 43* | 45* |
| 1 | 162 | 45 | 28 | 166 | 88 | 131 | 56 | 59 | 39 | 8 | 92 | 50 | 20 | 95 | 65 | 14 | 15 | 14 | 2 | 27 | 15 | 3 | 23 | 21 | 15 | 8 | 4 | 1 | 15 | 6 | 7 | 13 | 15 |
| | *30%* | *29%* | *31%* | **34%e** | *27%* | *30%* | *29%* | *33%* | *26%* | *40%* | *31%* | *30%* | *24%* | *33%* | *26%* | *32%* | *26%* | *29%* | *29%* | *29%* | *28%* | *30%* | *29%* | *29%* | *38%* | *38%* | *17%* | *20%* | *33%* | *25%* | *37%* | *30%* | *33%* |
| 2 | 124 | 41 | 15 | 120 | 49 | 80 | 43 | 44 | 32 | 5 | 77 | 32 | 15 | 67 | 56 | 7 | 17 | 15 | 2 | 24 | 15 | 2 | 22 | 17 | 4 | 5 | 6 | - | 9 | 3 | 3 | 7 | 8 |
| | **23%e** | **26%ef** | *17%* | **24%ef** | *15%* | *19%* | *22%* | *25%* | *21%* | *25%* | *26%* | *20%* | *18%* | *24%* | *22%* | *16%* | *29%* | *31%* | *29%* | *26%* | *28%* | *20%* | *28%* | *23%* | *10%* | *24%* | *25%* | - | *20%* | *13%* | *16%* | *16%* | *18%* |
| 3 | 28 | 12 | 5 | 39 | 24 | 31 | 9 | 12 | 7 | - | 16 | 8 | 4 | 15 | 13 | 3 | 5 | 4 | - | 5 | 6 | 1 | 6 | 6 | 2 | - | 2 | 1 | 3 | 2 | - | 2 | 3 |
| | *5%* | *8%* | *6%* | *8%* | *7%* | *7%* | *5%* | *7%* | *5%* | - | *5%* | *5%* | *5%* | *5%* | *5%* | *7%* | *9%* | *8%* | - | *5%* | *11%* | *10%* | *8%* | *8%* | *5%* | - | *8%* | *20%* | *7%* | *8%* | - | *5%* | *7%* |
| 4 | 7 | 3 | 1 | 6 | 4 | 8 | 3 | 1 | 3 | - | 3 | 4 | - | 2 | 5 | 1 | 1 | - | 1 | 2 | 1 | - | 1 | 2 | - | 1 | - | - | 1 | - | - | 1 | - |
| | *1%* | *2%* | *1%* | *1%* | *1%* | *2%* | *2%* | *1%* | *2%* | - | *1%* | *2%* | - | *1%* | *2%* | *2%* | *2%* | - | *14%* | *2%* | *2%* | - | *1%* | *3%* | - | *5%* | - | - | *2%* | - | - | *2%* | - |
| 5+ | 7 | 1 | - | 6 | 5 | 3 | 3 | 2 | 2 | - | 1 | 2 | 4 | 1 | 5 | - | 1 | - | - | 1 | - | - | 1 | - | - | - | - | - | - | - | - | - | - |
| | *1%* | *1%* | - | *1%* | *2%* | *1%* | *2%* | *1%* | *1%* | - | * | *1%* | **5%k** | * | *2%* | - | *2%* | - | - | *1%* | - | - | *1%* | - | - | - | - | - | - | - | - | - | - |
| No children in household | 215 | 55 | 40 | 156 | 156 | 178 | 80 | 61 | 67 | 7 | 105 | 68 | 42 | 105 | 107 | 19 | 19 | 15 | 2 | 34 | 17 | 4 | 26 | 27 | 18 | 7 | 12 | 3 | 18 | 13 | 9 | 20 | 19 |
| | **40%d** | *35%* | **45%d** | *32%* | **48%abd** | **41%d** | *41%* | *34%* | *45%* | *35%* | *36%* | *41%* | **49%k** | *37%* | *43%* | *43%* | *33%* | *31%* | *29%* | *37%* | *31%* | *40%* | *33%* | *37%* | *46%* | *33%* | *50%* | *60%* | *39%* | *54%* | *47%* | *47%* | *42%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 60

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

**Base: All complained about landline service in past 6 months**

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (x) | Repairs and Installation (g) | Service issues (h) | Something else (i) | Satisfied (j) | Neutral (k) | Dissatisfied (l) | Yes (m) | No (n) | Billing and Customer service (o) | Repairs and Installation (p) | Service issues (q) | Something else (r) | Satisfied (s) | Neutral (t) | Dissatisfied (u) | Yes (v) | No (w) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 543 | 157 | 89* | 493 | 326 | 431 | 175 | 184 | 114 | 20** | 294 | 146 | 53* | 266 | 223 | 126 | 93* | 88* | 19** | 145 | 111 | 70* | 136 | 185 | 191 | 116 | 103 | 21** | 213 | 140 | 78* | 215 | 208 |
| 1 | 162 | 45 | 28 | 166 | 88 | 131 | 56 | 70 | 36 | 4 | 93 | 52 | 21 | 98 | 68 | 27 | 33 | 23 | 5 | 42 | 31 | 15 | 38 | 47 | 54 | 40 | 32 | 5 | 68 | 44 | 19 | 69 | 60 |
| | *30%* | *29%* | *31%* | **34%e** | *27%* | *30%* | *32%* | *38%* | *32%* | *20%* | *32%* | *36%* | *40%* | *37%* | *30%* | *21%* | **35%o** | *26%* | *26%* | *29%* | *28%* | *21%* | *28%* | *25%* | *28%* | *34%* | *31%* | *24%* | *32%* | *31%* | *24%* | *32%* | *29%* |
| 2 | 124 | 41 | 15 | 120 | 49 | 80 | 42 | 41 | 30 | 7 | 82 | 31 | 7 | 66 | 53 | 21 | 15 | 10 | 3 | 19 | 16 | 14 | 18 | 31 | 31 | 30 | 15 | 4 | 41 | 28 | 11 | 36 | 43 |
| | **23%e** | **26%ef** | *17%* | **24%ef** | *15%* | *19%* | *24%* | *22%* | *26%* | *35%* | **28%l** | *21%* | *13%* | *25%* | *24%* | *17%* | *16%* | *11%* | *16%* | *13%* | *14%* | *20%* | *13%* | *17%* | *16%* | **26%AC** | *15%* | *19%* | *19%* | *20%* | *14%* | *17%* | *21%* |
| 3 | 28 | 12 | 5 | 39 | 24 | 31 | 18 | 14 | 6 | 1 | 20 | 14 | 5 | 19 | 19 | 9 | 7 | 6 | 2 | 9 | 11 | 4 | 12 | 11 | 14 | 7 | 9 | 1 | 13 | 12 | 6 | 15 | 14 |
| | *5%* | *8%* | *6%* | *8%* | *7%* | *7%* | *10%* | *8%* | *5%* | *5%* | *7%* | *10%* | *9%* | *7%* | *9%* | *7%* | *8%* | *7%* | *11%* | *6%* | *10%* | *6%* | *9%* | *6%* | *7%* | *6%* | *9%* | *5%* | *6%* | *9%* | *8%* | *7%* | *7%* |
| 4 | 7 | 3 | 1 | 6 | 4 | 8 | 4 | 1 | - | 1 | 2 | 2 | 2 | 1 | 5 | 1 | 2 | 1 | - | 2 | 1 | 1 | 3 | 1 | 4 | 3 | 1 | - | 4 | 3 | 1 | 4 | 4 |
| | *1%* | *2%* | *1%* | *1%* | *1%* | *2%* | *2%* | *1%* | *-* | *5%* | *1%* | *1%* | *4%* | *** | *2%* | *1%* | *2%* | *1%* | *-* | *1%* | *1%* | *1%* | *2%* | *1%* | *2%* | *3%* | *1%* | *-* | *2%* | *2%* | *1%* | *2%* | *2%* |
| 5+ | 7 | 1 | - | 6 | 5 | 3 | 2 | 3 | 1 | - | 3 | 1 | 2 | 1 | 5 | 1 | 2 | 2 | - | 1 | 2 | 2 | 2 | 3 | 1 | - | 2 | - | 2 | - | 1 | - | 3 |
| | *1%* | *1%* | *-* | *1%* | *2%* | *1%* | *1%* | *2%* | *1%* | *-* | *1%* | *1%* | *4%* | *** | *2%* | *1%* | *2%* | *2%* | *-* | *1%* | *2%* | *3%* | *1%* | *2%* | *1%* | *-* | *2%* | *-* | *1%* | *-* | *1%* | *-* | *1%* |
| No children in household | 215 | 55 | 40 | 156 | 156 | 178 | 53 | 55 | 41 | 7 | 94 | 46 | 16 | 81 | 73 | 67 | 34 | 46 | 9 | 72 | 50 | 34 | 63 | 92 | 87 | 36 | 44 | 11 | 85 | 53 | 40 | 91 | 84 |
| | **40%d** | *35%* | **45%d** | *32%* | **48%abd** | **41%d** | *30%* | *30%* | *36%* | *35%* | *32%* | *32%* | *30%* | *30%* | *33%* | **53%p** | *37%* | **52%p** | *47%* | *50%* | *45%* | *49%* | *46%* | *50%* | **46%B** | *31%* | *43%* | *52%* | *40%* | *38%* | *51%* | *42%* | *40%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 61

**QHH4: ADULTS IN HOUSEHOLD.**

**Base: All complained about landline service in past 6 months**

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (x) | Repairs and Installation (y) | Service issues (z) | Something else (A) | Satisfied (B) | Neutral (C) | Dissatisfied (D) | Yes (E) | No (F) | Billing and Customer service (G) | Repairs and Installation (H) | Service issues (I) | Something else (J) | Satisfied (K) | Neutral (L) | Dissatisfied (M) | Yes (N) | No (O) |
| Total | 543 | 157 | 89* | 493 | 326 | 431 | 194 | 179 | 150 | 20** | 294 | 164 | 85* | 285 | 251 | 44* | 58* | 48* | 7** | 93* | 54* | 10** | 79* | 73* | 39* | 21** | 24** | 5** | 46* | 24** | 19** | 43* | 45* |
| None | 2 | 1 | - | - | 2 | - | 2 | - | - | - | - | 1 | 1 | - | 2 | 1 | - | - | - | - | 1 | - | - | 1 | - | - | - | - | - | - | - | - | - |
| | * | 1% | - | - | 1% | - | 1% | - | - | - | - | 1% | 1% | - | 1% | 2% | - | - | - | - | 2% | - | - | 1% | - | - | - | - | - | - | - | - | - |
| 1 | 105 | 39 | 24 | 119 | 82 | 96 | 38 | 34 | 27 | 6 | 56 | 33 | 16 | 50 | 52 | 12 | 15 | 10 | 2 | 16 | 18 | 5 | 22 | 14 | 7 | 5 | 9 | 3 | 13 | 5 | 6 | 13 | 10 |
| | 19% | 25% | 27% | 24% | 25%a | 22% | 20% | 19% | 18% | 30% | 19% | 20% | 19% | 18% | 21% | 27% | 26% | 21% | 29% | 17% | 33%B | 50% | 28% | 19% | 18% | 24% | 38% | 60% | 28% | 21% | 32% | 30% | 22% |
| 2 | 299 | 82 | 47 | 269 | 175 | 244 | 114 | 92 | 83 | 10 | 170 | 85 | 44 | 163 | 133 | 20 | 29 | 30 | 3 | 50 | 29 | 3 | 41 | 41 | 25 | 9 | 12 | 1 | 24 | 15 | 8 | 21 | 26 |
| | 55% | 52% | 53% | 55% | 54% | 57% | 59% | 51% | 55% | 50% | 58% | 52% | 52% | 57% | 53% | 45% | 50% | 63% | 43% | 54% | 54% | 30% | 52% | 56% | 64% | 43% | 50% | 20% | 52% | 63% | 42% | 49% | 58% |
| 3 | 72 | 20 | 12 | 58 | 33 | 50 | 21 | 29 | 19 | 3 | 41 | 19 | 12 | 35 | 37 | 7 | 6 | 5 | 2 | 17 | 2 | 1 | 10 | 8 | 5 | 5 | 2 | - | 6 | 3 | 3 | 7 | 5 |
| | 13% | 13% | 13% | 12% | 10% | 12% | 11% | 16% | 13% | 15% | 14% | 12% | 14% | 12% | 15% | 16% | 10% | 10% | 29% | 18%C | 4% | 10% | 13% | 11% | 13% | 24% | 8% | - | 13% | 13% | 16% | 16% | 11% |
| 4 | 36 | 6 | 3 | 27 | 18 | 27 | 11 | 12 | 12 | 1 | 19 | 9 | 8 | 21 | 14 | 2 | 4 | - | - | 3 | 3 | - | 2 | 4 | - | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 2 |
| | 7% | 4% | 3% | 5% | 6% | 6% | 6% | 7% | 8% | 5% | 6% | 5% | 9% | 7% | 6% | 5% | 7% | - | - | 3% | 6% | - | 3% | 5% | - | 5% | 4% | 20% | 2% | 4% | 5% | 2% | 4% |
| 5+ | 29 | 9 | 3 | 20 | 16 | 14 | 8 | 12 | 9 | - | 8 | 17 | 4 | 16 | 13 | 2 | 4 | 3 | - | 7 | 1 | 1 | 4 | 5 | 2 | 1 | - | - | 2 | - | 1 | 1 | 2 |
| | 5% | 6% | 3% | 4% | 5% | 3% | 4% | 7% | 6% | - | 3% | 10%k | 5% | 6% | 5% | 5% | 7% | 6% | - | 8% | 2% | 10% | 5% | 7% | 5% | 5% | - | - | 4% | - | 5% | 2% | 4% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 62

**QHH4: ADULTS IN HOUSEHOLD.**

**Base: All complained about landline service in past 6 months**

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (x) | Repairs and Installation (g) | Service issues (h) | Something else (i) | Satisfied (j) | Neutral (k) | Dissatisfied (l) | Yes (m) | No (n) | Billing and Customer service (o) | Repairs and Installation (p) | Service issues (q) | Something else (r) | Satisfied (s) | Neutral (t) | Dissatisfied (u) | Yes (v) | No (w) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 543 | 157 | 89* | 493 | 326 | 431 | 175 | 184 | 114 | 20** | 294 | 146 | 53* | 266 | 223 | 126 | 93* | 88* | 19** | 145 | 111 | 70* | 136 | 185 | 191 | 116 | 103 | 21** | 213 | 140 | 78* | 215 | 208 |
| None | 2 | 1 | - | - | 2 | - | - | - | - | - | - | - | - | - | - | 1 | 1 | - | - | 1 | - | 1 | 1 | 1 | - | - | - | - | - | - | - | - | - |
| | * | 1% | - | - | 1% | - | - | - | - | - | - | - | - | - | - | 1% | 1% | - | - | 1% | - | 1% | 1% | 1% | - | - | - | - | - | - | - | - | - |
| 1 | 105 | 39 | 24 | 119 | 82 | 96 | 36 | 46 | 31 | 6 | 67 | 35 | 17 | 64 | 53 | 36 | 19 | 22 | 5 | 39 | 22 | 21 | 33 | 46 | 46 | 26 | 19 | 5 | 48 | 31 | 17 | 51 | 44 |
| | 19% | 25% | 27% | 24% | 25%a | 22% | 21% | 25% | 27% | 30% | 23% | 24% | 32% | 24% | 24% | 29% | 20% | 25% | 26% | 27% | 20% | 30% | 24% | 25% | 24% | 22% | 18% | 24% | 23% | 22% | 22% | 24% | 21% |
| 2 | 299 | 82 | 47 | 269 | 175 | 244 | 98 | 100 | 63 | 8 | 168 | 76 | 25 | 142 | 125 | 68 | 53 | 44 | 10 | 76 | 63 | 36 | 74 | 99 | 105 | 69 | 60 | 10 | 129 | 72 | 43 | 127 | 112 |
| | 55% | 52% | 53% | 55% | 54% | 57% | 56% | 54% | 55% | 40% | 57% | 52% | 47% | 53% | 56% | 54% | 57% | 50% | 53% | 52% | 57% | 51% | 54% | 54% | 55% | 59% | 58% | 48% | 61% | 51% | 55% | 59% | 54% |
| 3 | 72 | 20 | 12 | 58 | 33 | 50 | 21 | 22 | 12 | 3 | 34 | 20 | 4 | 32 | 26 | 9 | 13 | 9 | 2 | 14 | 13 | 6 | 12 | 21 | 25 | 9 | 14 | 2 | 23 | 18 | 9 | 25 | 24 |
| | 13% | 13% | 13% | 12% | 10% | 12% | 12% | 12% | 11% | 15% | 12% | 14% | 8% | 12% | 12% | 7% | 14% | 10% | 11% | 10% | 12% | 9% | 9% | 11% | 13% | 8% | 14% | 10% | 11% | 13% | 12% | 12% | 12% |
| 4 | 36 | 6 | 3 | 27 | 18 | 27 | 11 | 9 | 4 | 3 | 15 | 7 | 5 | 19 | 8 | 5 | 4 | 8 | 1 | 7 | 8 | 3 | 7 | 11 | 8 | 7 | 9 | 3 | 9 | 12 | 6 | 6 | 20 |
| | 7% | 4% | 3% | 5% | 6% | 6% | 6% | 5% | 4% | 15% | 5% | 5% | 9% | 7% | 4% | 4% | 4% | 9% | 5% | 5% | 7% | 4% | 5% | 6% | 4% | 6% | 9% | 14% | 4% | 9% | 8% | 3% | 10%H |
| 5+ | 29 | 9 | 3 | 20 | 16 | 14 | 9 | 7 | 4 | - | 10 | 8 | 2 | 9 | 11 | 7 | 3 | 5 | 1 | 8 | 5 | 3 | 9 | 7 | 7 | 5 | 1 | 1 | 4 | 7 | 3 | 6 | 8 |
| | 5% | 6% | 3% | 4% | 5% | 3% | 5% | 4% | 4% | - | 3% | 5% | 4% | 3% | 5% | 6% | 3% | 6% | 5% | 6% | 5% | 4% | 7% | 4% | 4% | 4% | 1% | 5% | 2% | 5% | 4% | 3% | 4% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 63

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

**Base: All complained about landline service in past 6 months**

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (x) | Repairs and Installation (y) | Service issues (z) | Something else (A) | Satisfied (B) | Neutral (C) | Dissatisfied (D) | Yes (E) | No (F) | Billing and Customer service (G) | Repairs and Installation (H) | Service issues (I) | Something else (J) | Satisfied (K) | Neutral (L) | Dissatisfied (M) | Yes (N) | No (O) |
| Total | 543 | 157 | 89* | 493 | 326 | 431 | 194 | 179 | 150 | 20** | 294 | 164 | 85* | 285 | 251 | 44* | 58* | 48* | 7** | 93* | 54* | 10** | 79* | 73* | 39* | 21** | 24** | 5** | 46* | 24** | 19** | 43* | 45* |
| Hearing | 38 | 10 | 5 | 41 | 21 | 37 | 14 | 14 | 8 | 2 | 23 | 13 | 2 | 23 | 15 | 5 | 2 | 3 | - | 6 | 3 | 1 | 6 | 4 | 4 | - | 1 | - | 2 | 2 | 1 | 1 | 4 |
| | 7% | 6% | 6% | 8% | 6% | 9% | 7% | 8% | 5% | 10% | 8% | 8% | 2% | 8% | 6% | 11% | 3% | 6% | - | 6% | 6% | 10% | 8% | 5% | 10% | - | 4% | - | 4% | 8% | 5% | 2% | 9% |
| Eyesight | 49 | 19 | 9 | 51 | 39 | 36 | 16 | 19 | 12 | 2 | 28 | 16 | 5 | 24 | 25 | 6 | 7 | 6 | - | 9 | 9 | 1 | 5 | 13 | 5 | 3 | - | 1 | 2 | 6 | 1 | 2 | 7 |
| | 9% | 12% | 10% | 10% | 12% | 8% | 8% | 11% | 8% | 10% | 10% | 10% | 6% | 8% | 10% | 14% | 12% | 13% | - | 10% | 17% | 10% | 6% | 18%E | 13% | 14% | - | 20% | 4% | 25% | 5% | 5% | 16% |
| Mobility | 55 | 14 | 10 | 47 | 30 | 43 | 17 | 19 | 12 | 7 | 32 | 12 | 11 | 27 | 26 | 3 | 7 | 4 | - | 5 | 9 | - | 6 | 8 | 6 | - | 2 | 2 | 6 | 2 | 2 | 6 | 4 |
| | 10% | 9% | 11% | 10% | 9% | 10% | 9% | 11% | 8% | 35% | 11% | 7% | 13% | 9% | 10% | 7% | 12% | 8% | - | 5% | 17%B | - | 8% | 11% | 15% | - | 8% | 40% | 13% | 8% | 11% | 14% | 9% |
| Dexterity | 49 | 15 | 6 | 44 | 30 | 36 | 20 | 16 | 11 | 2 | 23 | 19 | 7 | 23 | 25 | 5 | 7 | 3 | - | 8 | 6 | 1 | 6 | 9 | 3 | 1 | 2 | - | 4 | 1 | 1 | 5 | 1 |
| | 9% | 10% | 7% | 9% | 9% | 8% | 10% | 9% | 7% | 10% | 8% | 12% | 8% | 8% | 10% | 11% | 12% | 6% | - | 9% | 11% | 10% | 8% | 12% | 8% | 5% | 8% | - | 9% | 4% | 5% | 12% | 2% |
| Breathing | 60 | 13 | 5 | 33 | 26 | 35 | 22 | 23 | 14 | 1 | 32 | 20 | 8 | 31 | 29 | 4 | 7 | 2 | - | 9 | 3 | 1 | 5 | 8 | 2 | 2 | 1 | - | 3 | 1 | 1 | 3 | 2 |
| | 11%d | 8% | 6% | 7% | 8% | 8% | 11% | 13% | 9% | 5% | 11% | 12% | 9% | 11% | 12% | 9% | 12% | 4% | - | 10% | 6% | 10% | 6% | 11% | 5% | 10% | 4% | - | 7% | 4% | 5% | 7% | 4% |
| Mental abilities | 48 | 21 | 7 | 53 | 38 | 36 | 18 | 16 | 10 | 4 | 23 | 17 | 8 | 24 | 24 | 7 | 10 | 4 | - | 12 | 6 | 3 | 9 | 12 | 3 | 2 | 2 | - | 5 | 2 | - | 4 | 3 |
| | 9% | 13% | 8% | 11% | 12% | 8% | 9% | 9% | 7% | 20% | 8% | 10% | 9% | 8% | 10% | 16% | 17% | 8% | - | 13% | 11% | 30% | 11% | 16% | 8% | 10% | 8% | - | 11% | 8% | - | 9% | 7% |
| Social/behavioural | 41 | 20 | 6 | 51 | 37 | 31 | 13 | 19 | 8 | 1 | 21 | 13 | 7 | 19 | 22 | 4 | 7 | 9 | - | 11 | 8 | 1 | 14 | 6 | 4 | 2 | - | - | 2 | 4 | - | 1 | 5 |
| | 8% | 13%ai | 7% | 10% | 11%f | 7% | 7% | 11% | 5% | 5% | 7% | 8% | 8% | 7% | 9% | 9% | 12% | 19% | - | 12% | 15% | 10% | 18% | 8% | 10% | 10% | - | - | 4% | 17% | - | 2% | 11% |
| Your mental health | 101 | 38 | 13 | 90 | 73 | 88 | 38 | 34 | 25 | 4 | 48 | 35 | 18 | 47 | 53 | 11 | 17 | 10 | - | 18 | 17 | 3 | 22 | 16 | 6 | 2 | 4 | 1 | 9 | 2 | 2 | 9 | 4 |
| | 19% | 24% | 15% | 18% | 22% | 20% | 20% | 19% | 17% | 20% | 16% | 21% | 21% | 16% | 21% | 25% | 29% | 21% | - | 19% | 31% | 30% | 28% | 22% | 15% | 10% | 17% | 20% | 20% | 8% | 11% | 21% | 9% |
| Other illnesses/ conditions which impact or limit your daily activities/ the work you do | 39 | 9 | 10 | 23 | 26 | 32 | 11 | 15 | 9 | 4 | 20 | 12 | 7 | 19 | 19 | 4 | 4 | 1 | - | 5 | 4 | - | 6 | 3 | 4 | 2 | 2 | 2 | 6 | 1 | 3 | 8 | 2 |
| | 7% | 6% | 11%d | 5% | 8% | 7% | 6% | 8% | 6% | 20% | 7% | 7% | 8% | 7% | 8% | 9% | 7% | 2% | - | 5% | 7% | - | 8% | 4% | 10% | 10% | 8% | 40% | 13% | 4% | 16% | 19% | 4% |
| Prefer not to say | 4 | 3 | 1 | 7 | 3 | 4 | 1 | 2 | 1 | - | 1 | 1 | 2 | - | 3 | 2 | - | 1 | - | 3 | - | - | 1 | 1 | - | - | 1 | - | - | 1 | - | - | 1 |
| | 1% | 2% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | - | * | 1% | 2% | - | 1% | 5% | - | 2% | - | 3% | - | - | 1% | 1% | - | - | 4% | - | - | 4% | - | - | 2% |
| Don't know | 4 | 4 | 2 | 9 | 7 | 6 | 1 | 2 | 1 | - | 2 | 1 | 1 | 1 | 3 | - | 1 | 2 | 1 | 3 | 1 | - | 2 | 2 | 1 | - | - | 1 | 1 | 1 | - | 1 | 1 |
| | 1% | 3% | 2% | 2% | 2% | 1% | 1% | 1% | 1% | - | 1% | 1% | 1% | * | 1% | - | 2% | 4% | 14% | 3% | 2% | - | 3% | 3% | 3% | - | - | 20% | 2% | 4% | - | 2% | 2% |
| Nothing | 212 | 40 | 33 | 143 | 103 | 144 | 74 | 60 | 70 | 8 | 126 | 55 | 31 | 121 | 89 | 10 | 11 | 16 | 3 | 30 | 8 | 2 | 22 | 17 | 15 | 6 | 12 | - | 16 | 6 | 11 | 17 | 16 |
| | 39%bde | 25% | 37% | 29% | 32% | 33% | 38% | 34% | 47%h | 40% | 43% | 34% | 36% | 42% | 35% | 23% | 19% | 33% | 43% | 32%C | 15% | 20% | 28% | 23% | 38% | 29% | 50% | - | 35% | 25% | 58% | 40% | 36% |
| NET: Any illness, health problem or disability | 281 | 93 | 42 | 284 | 188 | 236 | 101 | 102 | 68 | 10 | 142 | 95 | 44 | 140 | 137 | 27 | 38 | 28 | - | 45 | 41 | 7 | 44 | 48 | 19 | 12 | 9 | 2 | 21 | 15 | 6 | 19 | 23 |
| | 52% | 59% | 47% | 58% | 58% | 55% | 52% | 57%d | 45% | 50% | 48% | 58%k | 52% | 49% | 55% | 61% | 66% | 58% | - | 48% | 76%B | 70% | 56% | 66% | 49% | 57% | 38% | 40% | 46% | 63% | 32% | 44% | 51% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - x/y/z/A - B/C/D - E/F - G/H/I/J - K/L/M - M/N
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 64

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

**Base: All complained about landline service in past 6 months**

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (c) | Sky (d) | TalkTalk (e) | Virgin Media (f) | Billing and Customer service (x) | Repairs and Installation (g) | Service issues (h) | Something else (i) | Satisfied (j) | Neutral (k) | Dissatisfied (l) | Yes (m) | No (n) | Billing and Customer service (o) | Repairs and Installation (p) | Service issues (q) | Something else (r) | Satisfied (s) | Neutral (t) | Dissatisfied (u) | Yes (v) | No (w) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 543 | 157 | 89* | 493 | 326 | 431 | 175 | 184 | 114 | 20** | 294 | 146 | 53* | 266 | 223 | 126 | 93* | 88* | 19** | 145 | 111 | 70* | 136 | 185 | 191 | 116 | 103 | 21** | 213 | 140 | 78* | 215 | 208 |
| Hearing | 38 | 10 | 5 | 41 | 21 | 37 | 19 | 9 | 11 | 2 | 21 | 13 | 7 | 22 | 18 | 10 | 6 | 2 | 3 | 11 | 4 | 6 | 9 | 11 | 15 | 9 | 11 | 2 | 18 | 12 | 7 | 21 | 15 |
| | 7% | 6% | 6% | 8% | 6% | 9% | 11%g | 5% | 10% | 10% | 7% | 9% | 13% | 8% | 8% | 8% | 6% | 2% | 16% | 8% | 4% | 9% | 7% | 6% | 8% | 8% | 11% | 10% | 8% | 9% | 9% | 10% | 7% |
| Eyesight | 49 | 19 | 9 | 51 | 39 | 36 | 19 | 20 | 9 | 3 | 33 | 14 | 4 | 28 | 22 | 16 | 15 | 8 | - | 20 | 10 | 9 | 15 | 23 | 16 | 12 | 8 | - | 13 | 17 | 6 | 20 | 16 |
| | 9% | 12% | 10% | 10% | 12% | 8% | 11% | 11% | 8% | 15% | 11% | 10% | 8% | 11% | 10% | 13% | 16% | 9% | - | 14% | 9% | 13% | 11% | 12% | 8% | 10% | 8% | - | 6% | 12%E | 8% | 9% | 8% |
| Mobility | 55 | 14 | 10 | 47 | 30 | 43 | 13 | 24 | 9 | 1 | 26 | 15 | 6 | 22 | 25 | 9 | 9 | 12 | - | 11 | 10 | 9 | 11 | 19 | 16 | 11 | 11 | 5 | 19 | 14 | 10 | 21 | 22 |
| | 10% | 9% | 11% | 10% | 9% | 10% | 7% | 13% | 8% | 5% | 9% | 10% | 11% | 8% | 11% | 7% | 10% | 14% | - | 8% | 9% | 13% | 8% | 10% | 8% | 9% | 11% | 24% | 9% | 10% | 13% | 10% | 11% |
| Dexterity | 49 | 15 | 6 | 44 | 30 | 36 | 18 | 17 | 8 | 1 | 28 | 14 | 2 | 24 | 20 | 14 | 7 | 9 | - | 18 | 6 | 6 | 15 | 15 | 12 | 12 | 10 | 2 | 16 | 9 | 11 | 14 | 22 |
| | 9% | 10% | 7% | 9% | 9% | 8% | 10% | 9% | 7% | 5% | 10% | 10% | 4% | 9% | 9% | 11% | 8% | 10% | - | 12% | 5% | 9% | 11% | 8% | 6% | 10% | 10% | 10% | 8% | 6% | 14% | 7% | 11% |
| Breathing | 60 | 13 | 5 | 33 | 26 | 35 | 7 | 18 | 6 | 2 | 17 | 11 | 5 | 17 | 16 | 9 | 6 | 9 | 2 | 12 | 6 | 8 | 15 | 11 | 14 | 9 | 7 | 5 | 9 | 18 | 8 | 16 | 19 |
| | 11%d | 8% | 6% | 7% | 8% | 8% | 4% | 10%x | 5% | 10% | 6% | 8% | 9% | 6% | 7% | 7% | 6% | 10% | 11% | 8% | 5% | 11% | 11% | 6% | 7% | 8% | 7% | 24% | 4% | 13%E | 10% | 7% | 9% |
| Mental abilities | 48 | 21 | 7 | 53 | 38 | 36 | 12 | 22 | 18 | 1 | 33 | 16 | 4 | 28 | 25 | 12 | 12 | 14 | - | 19 | 10 | 9 | 18 | 20 | 15 | 6 | 11 | 4 | 10 | 19 | 7 | 14 | 22 |
| | 9% | 13% | 8% | 11% | 12% | 8% | 7% | 12% | 16%x | 5% | 11% | 11% | 8% | 11% | 11% | 10% | 13% | 16% | - | 13% | 9% | 13% | 13% | 11% | 8% | 5% | 11% | 19% | 5% | 14%E | 9% | 7% | 11% |
| Social/behavioural | 41 | 20 | 6 | 51 | 37 | 31 | 13 | 27 | 10 | 1 | 33 | 14 | 4 | 25 | 26 | 14 | 11 | 10 | 2 | 16 | 14 | 7 | 14 | 22 | 15 | 11 | 3 | 2 | 13 | 13 | 5 | 13 | 18 |
| | 8% | 13%ad | 7% | 10% | 11%d | 7% | 7% | 15%x | 9% | 5% | 11% | 10% | 8% | 9% | 12% | 11% | 12% | 11% | 11% | 11% | 13% | 10% | 10% | 12% | 8% | 9%C | 3% | 10% | 6% | 9% | 6% | 6% | 9% |
| Your mental health | 101 | 38 | 13 | 90 | 73 | 88 | 31 | 37 | 19 | 3 | 51 | 27 | 12 | 51 | 39 | 31 | 22 | 17 | 3 | 32 | 25 | 16 | 29 | 43 | 44 | 15 | 23 | 6 | 36 | 31 | 21 | 43 | 44 |
| | 19% | 24% | 15% | 18% | 22% | 20% | 18% | 20% | 17% | 15% | 17% | 18% | 23% | 19% | 17% | 25% | 24% | 19% | 16% | 22% | 23% | 23% | 21% | 23% | 23%B | 13% | 22% | 29% | 17% | 22% | 27% | 20% | 21% |
| Other illnesses/ conditions which impact or limit your daily activities/ the work you do | 39 | 9 | 10 | 23 | 26 | 32 | 6 | 8 | 6 | 3 | 13 | 8 | 2 | 11 | 12 | 11 | 8 | 7 | - | 14 | 7 | 5 | 11 | 15 | 14 | 5 | 11 | 2 | 11 | 9 | 12 | 13 | 18 |
| | 7% | 6% | 11%d | 5% | 8% | 7% | 3% | 4% | 5% | 15% | 4% | 5% | 4% | 4% | 5% | 9% | 9% | 8% | - | 10% | 6% | 7% | 8% | 8% | 7% | 4% | 11% | 10% | 5% | 6% | 15%EF | 6% | 9% |
| Prefer not to say | 4 | 3 | 1 | 7 | 3 | 4 | 3 | 3 | 1 | - | 4 | 2 | 1 | 5 | 2 | - | - | - | 3 | - | 3 | - | 2 | 1 | - | 1 | 2 | 1 | 2 | 2 | - | 2 | 2 |
| | 1% | 2% | 1% | 1% | 1% | 1% | 2% | 2% | 1% | - | 1% | 1% | 2% | 2% | 1% | - | - | - | 16% | - | 3%e | - | 1% | 1% | - | 1% | 2% | 5% | 1% | 1% | - | 1% | 1% |
| Don't know | 4 | 4 | 2 | 9 | 7 | 6 | 3 | 4 | - | 2 | 7 | 1 | 1 | 7 | 1 | 3 | 1 | 2 | 1 | 3 | 3 | 1 | 5 | 2 | 1 | 4 | - | 1 | 4 | 2 | - | 3 | 2 |
| | 1% | 3% | 2% | 2% | 2% | 1% | 2% | 2% | - | 10% | 2% | 1% | 2% | 3% | * | 2% | 1% | 2% | 5% | 2% | 3% | 1% | 4% | 1% | 1% | 3% | - | 5% | 2% | 1% | - | 1% | 1% |
| Nothing | 212 | 40 | 33 | 143 | 103 | 144 | 55 | 43 | 39 | 6 | 91 | 42 | 10 | 87 | 56 | 46 | 24 | 32 | 1 | 49 | 29 | 25 | 47 | 56 | 69 | 37 | 34 | 4 | 85 | 37 | 22 | 83 | 60 |
| | 39%bde | 25% | 37% | 29% | 32% | 33% | 31% | 23% | 34%g | 30% | 31% | 29% | 19% | 33% | 25% | 37% | 26% | 36% | 5% | 34% | 26% | 36% | 35% | 30% | 36% | 32% | 33% | 19% | 40%F | 26% | 28% | 39%l | 29% |
| NET: Any illness, health problem or disability | 281 | 93 | 42 | 284 | 188 | 236 | 95 | 119 | 63 | 7 | 162 | 86 | 36 | 142 | 140 | 66 | 64 | 48 | 10 | 84 | 64 | 40 | 73 | 111 | 105 | 63 | 56 | 12 | 101 | 86 | 49 | 110 | 123 |
| | 52% | 59% | 47% | 58% | 58% | 55% | 54% | 65%x | 55% | 35% | 55% | 59% | 68% | 53% | 63%m | 52% | 69%o | 55% | 53% | 58% | 58% | 57% | 54% | 60% | 55% | 54% | 54% | 57% | 47% | 61%E | 63%E | 51% | 59% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - x/g/h/i - j/k/l - m/n - o/p/q/r - s/t/u - v/w - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 1

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

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

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 632 | 204 | 214 | 611 | 539 | 697 | 176 | 137 | 292 | 27** | 359 | 176 | 97* | 318 | 309 | 55* | 64* | 76* | 9** | 135 | 43* | 26** | 112 | 88* | 67* | 38* | 100 | 9** | 104 | 69* | 41* | 103 | 110 |
| The service not performing as it should | 292<br>46%b | 76<br>37% | 100<br>47% | 313<br>51%b | 268<br>50%b | 322<br>46%b | -<br>- | -<br>- | 292<br>100%gh | -<br>- | 168<br>47% | 76<br>43% | 48<br>49% | 143<br>45% | 147<br>48% | -<br>- | -<br>- | 76<br>100%pq | -<br>- | 53<br>39% | 15<br>35% | 8<br>31% | 42<br>38% | 32<br>36% | -<br>- | -<br>- | 100<br>100%AB | -<br>- | 55<br>53% | 29<br>42% | 16<br>39% | 44<br>43% | 55<br>50% |
| A billing, pricing or payment issue | 127<br>20% | 37<br>18% | 54<br>25% | 117<br>19% | 111<br>21% | 175<br>25%abc | 127<br>72%hi | -<br>- | -<br>- | -<br>- | 73<br>20% | 42<br>24%m | 12<br>12% | 58<br>18% | 69<br>22% | 37<br>67%qr | -<br>- | -<br>- | -<br>- | 24<br>18% | 9<br>21% | 4<br>15% | 22<br>20% | 15<br>17% | 54<br>81%BC | -<br>- | -<br>- | -<br>- | 30<br>29% | 12<br>17% | 12<br>29% | 30<br>29% | 24<br>22% |
| A problem with a repair to the service | 72<br>11%f | 34<br>17%acdef | 11<br>5% | 65<br>11%f | 49<br>9% | 75<br>11%f | -<br>- | 72<br>53%gi | -<br>- | -<br>- | 40<br>11% | 20<br>11% | 12<br>12% | 42<br>13% | 30<br>10% | -<br>- | 34<br>53%pr | -<br>- | -<br>- | 24<br>18% | 5<br>12% | 5<br>19% | 18<br>16% | 16<br>18% | -<br>- | 11<br>29%AC | -<br>- | -<br>- | 3<br>3% | 7<br>10%E | 1<br>2% | 5<br>5% | 6<br>5% |
| A problem relating to the installation or set up of your service | 65<br>10% | 30<br>15%ce | 27<br>13% | 56<br>9% | 55<br>10% | 63<br>9% | -<br>- | 65<br>47%gi | -<br>- | -<br>- | 47<br>13%m | 16<br>9%m | 2<br>2% | 45<br>14%c | 20<br>6% | -<br>- | 30<br>47%pr | -<br>- | -<br>- | 18<br>13% | 8<br>19% | 4<br>15% | 17<br>15% | 13<br>15% | -<br>- | 27<br>71%AC | -<br>- | -<br>- | 7<br>7% | 14<br>20%E | 6<br>15% | 14<br>14% | 13<br>12% |
| Dissatisfaction with customer service from a previous occasion or contact | 49<br>8% | 18<br>9% | 13<br>6% | 38<br>6% | 33<br>6% | 37<br>5% | 49<br>28%hi | -<br>- | -<br>- | -<br>- | 16<br>4% | 16<br>9%k | 17<br>18%kl | 15<br>5% | 33<br>11%n | 18<br>33%qr | -<br>- | -<br>- | -<br>- | 9<br>7% | 4<br>9% | 5<br>19% | 9<br>8% | 9<br>10% | 13<br>19%BC | -<br>- | -<br>- | -<br>- | 4<br>4% | 6<br>9% | 3<br>7% | 5<br>5% | 8<br>7% |
| Or something else | 27<br>4% | 9<br>4% | 9<br>4% | 22<br>4% | 23<br>4% | 25<br>4% | -<br>- | -<br>- | -<br>- | 27<br>100% | 15<br>4% | 6<br>3% | 6<br>6% | 15<br>5% | 10<br>3% | -<br>- | -<br>- | -<br>- | 9<br>100% | 7<br>5% | 2<br>5% | -<br>- | 4<br>4% | 3<br>3% | -<br>- | -<br>- | -<br>- | 9<br>100% | 5<br>5% | 1<br>1% | 3<br>7% | 5<br>5% | 4<br>4% |
| SUMMARY:<br>Billing and Customer service | 176<br>28% | 55<br>27% | 67<br>31% | 155<br>25% | 144<br>27% | 212<br>30%c | 176<br>100%hi | -<br>- | -<br>- | -<br>- | 89<br>25% | 58<br>33%k | 29<br>30% | 73<br>23% | 102<br>33%n | 55<br>100%qr | -<br>- | -<br>- | -<br>- | 33<br>24% | 13<br>30% | 9<br>35% | 31<br>28% | 24<br>27% | 67<br>100%BC | -<br>- | -<br>- | -<br>- | 34<br>33% | 18<br>26% | 15<br>37% | 35<br>34% | 32<br>29% |
| Repairs and Installation | 137<br>22% | 64<br>31%acdef | 38<br>18% | 121<br>20% | 104<br>19% | 138<br>20% | -<br>- | 137<br>100%gi | -<br>- | -<br>- | 87<br>24%m | 36<br>20% | 14<br>14% | 87<br>27%c | 50<br>16% | -<br>- | 64<br>100%pr | -<br>- | -<br>- | 42<br>31% | 13<br>30% | 9<br>35% | 35<br>31% | 29<br>33% | -<br>- | 38<br>100%AC | -<br>- | -<br>- | 10<br>10% | 21<br>30%E | 7<br>17% | 19<br>18% | 19<br>17% |
| Service Issues | 292<br>46%b | 76<br>37% | 100<br>47% | 313<br>51%b | 268<br>50%b | 322<br>46%b | -<br>- | -<br>- | 292<br>100%gh | -<br>- | 168<br>47% | 76<br>43% | 48<br>49% | 143<br>45% | 147<br>48% | -<br>- | -<br>- | 76<br>100%pq | -<br>- | 53<br>39% | 15<br>35% | 8<br>31% | 42<br>38% | 32<br>36% | -<br>- | -<br>- | 100<br>100%AB | -<br>- | 55<br>53% | 29<br>42% | 16<br>39% | 44<br>43% | 55<br>50% |
| Something else | 27<br>4% | 9<br>4% | 9<br>4% | 22<br>4% | 23<br>4% | 25<br>4% | -<br>- | -<br>- | -<br>- | 27<br>100% | 15<br>4% | 6<br>3% | 6<br>6% | 15<br>5% | 10<br>3% | -<br>- | -<br>- | -<br>- | 9<br>100% | 7<br>5% | 2<br>5% | -<br>- | 4<br>4% | 3<br>3% | -<br>- | -<br>- | -<br>- | 9<br>100% | 5<br>5% | 1<br>1% | 3<br>7% | 5<br>5% | 4<br>4% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 2

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

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

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | PLUSNET (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 632 | 204 | 214 | 611 | 539 | 697 | 155 | 121 | 313 | 22** | 376 | 173 | 62* | 331 | 273 | 144 | 104 | 268 | 23** | 236 | 179 | 124 | 229 | 305 | 212 | 138 | 322 | 25** | 318 | 236 | 143 | 338 | 350 |
| The service not performing as it should | 292 | 76 | 100 | 313 | 268 | 322 | - | - | 313 | - | 186 | 97 | 30 | 156 | 152 | - | - | 268 | - | 111 | 84 | 73 | 107 | 160 | - | - | 322 | - | 137 | 108 | 77 | 146 | 171 |
| | 46%b | 37% | 47% | 51%b | 50%b | 46%b | - | - | 100%AB | - | 49% | 56% | 48% | 47% | 56%H | - | - | 100%gh | - | 47% | 47% | 59%kl | 47% | 52% | - | - | 100%pq | - | 43% | 46% | 54%t | 43% | 49% |
| A billing, pricing or payment issue | 127 | 37 | 54 | 117 | 111 | 175 | 117 | - | - | - | 72 | 30 | 15 | 75 | 41 | 111 | - | - | - | 57 | 36 | 18 | 52 | 58 | 175 | - | - | - | 88 | 53 | 34 | 97 | 76 |
| | 20% | 18% | 25% | 19% | 21% | 25%abc | 75%BC | - | - | - | 19% | 17% | 24% | 23%l | 15% | 77%hi | - | - | - | 24%m | 20% | 15% | 23% | 19% | 83%qr | - | - | - | 28% | 22% | 24% | 29%x | 22% |
| A problem with a repair to the service | 72 | 34 | 11 | 65 | 49 | 75 | - | 65 | - | - | 44 | 16 | 5 | 39 | 26 | - | 49 | - | - | 20 | 20 | 9 | 24 | 23 | - | 75 | - | - | 36 | 27 | 12 | 38 | 36 |
| | 11%f | 17%acdef | 5% | 11%f | 9% | 11%f | - | 54%AC | - | - | 12% | 9% | 8% | 12% | 10% | - | 47%gi | - | - | 8% | 11% | 7% | 10% | 8% | - | 54%pr | - | - | 11% | 11% | 8% | 11% | 10% |
| A problem relating to the installation or set up of your service | 65 | 30 | 27 | 56 | 55 | 63 | - | 56 | - | - | 36 | 16 | 4 | 30 | 26 | - | 55 | - | - | 25 | 20 | 10 | 22 | 32 | - | 63 | - | - | 35 | 22 | 6 | 30 | 32 |
| | 10% | 15%ce | 13% | 9% | 10% | 9% | - | 46%AC | - | - | 10% | 9% | 6% | 9% | 10% | - | 53%gi | - | - | 11% | 11% | 8% | 10% | 10% | - | 46%pr | - | - | 11%w | 9% | 4% | 9% | 9% |
| Dissatisfaction with customer service from a previous occasion or contact | 49 | 18 | 13 | 38 | 33 | 37 | 38 | - | - | - | 21 | 9 | 8 | 19 | 19 | 33 | - | - | - | 12 | 11 | 10 | 10 | 23 | 37 | - | - | - | 13 | 15 | 9 | 11 | 26 |
| | 8% | 9% | 6% | 6% | 6% | 5% | 25%BC | - | - | - | 6% | 5% | 13%EF | 6% | 7% | 23%hi | - | - | - | 5% | 6% | 8% | 4% | 8% | 17%qr | - | - | - | 4% | 6% | 6% | 3% | 7%w |
| Or something else | 27 | 9 | 9 | 22 | 23 | 25 | - | - | - | 22 | 17 | 5 | - | 12 | 9 | - | - | - | 23 | 11 | 8 | 4 | 14 | 9 | - | - | - | 25 | 9 | 11 | 5 | 16 | 9 |
| | 4% | 4% | 4% | 4% | 4% | 4% | - | - | - | 100% | 5% | 3% | - | 4% | 3% | - | - | - | 100% | 5% | 4% | 3% | 6% | 3% | - | - | - | 100% | 3% | 5% | 3% | 5% | 3% |
| SUMMARY: Billing and Customer service | 176 | 55 | 67 | 155 | 144 | 212 | 155 | - | - | - | 93 | 39 | 23 | 94 | 60 | 144 | - | - | - | 69 | 47 | 28 | 62 | 81 | 212 | - | - | - | 101 | 68 | 43 | 108 | 102 |
| | 28% | 27% | 31% | 25% | 27% | 30%c | 100%BC | - | - | - | 25% | 23% | 37%EF | 28% | 22% | 100%hi | - | - | - | 29% | 26% | 23% | 27% | 27% | 100%qr | - | - | - | 32% | 29% | 30% | 32% | 29% |
| Repairs and Installation | 137 | 64 | 38 | 121 | 104 | 138 | - | 121 | - | - | 80 | 32 | 9 | 69 | 52 | - | 104 | - | - | 45 | 40 | 19 | 46 | 55 | - | 138 | - | - | 71 | 49 | 18 | 68 | 68 |
| | 22% | 31%acdef | 18% | 20% | 19% | 20% | - | 100%AC | - | - | 21% | 18% | 15% | 21% | 19% | - | 100%gi | - | - | 19% | 22% | 15% | 20% | 18% | - | 100%pr | - | - | 22%w | 21%w | 13% | 20% | 19% |
| Service Issues | 292 | 76 | 100 | 313 | 268 | 322 | - | - | 313 | - | 186 | 97 | 30 | 156 | 152 | - | - | 268 | - | 111 | 84 | 73 | 107 | 160 | - | - | 322 | - | 137 | 108 | 77 | 146 | 171 |
| | 46%b | 37% | 47% | 51%b | 50%b | 46%b | - | - | 100%AB | - | 49% | 56% | 48% | 47% | 56%H | - | - | 100%gh | - | 47% | 47% | 59%kl | 47% | 52% | - | - | 100%pq | - | 43% | 46% | 54%t | 43% | 49% |
| Something else | 27 | 9 | 9 | 22 | 23 | 25 | - | - | - | 22 | 17 | 5 | - | 12 | 9 | - | - | - | 23 | 11 | 8 | 4 | 14 | 9 | - | - | - | 25 | 9 | 11 | 5 | 16 | 9 |
| | 4% | 4% | 4% | 4% | 4% | 4% | - | - | - | 100% | 5% | 3% | - | 4% | 3% | - | - | - | 100% | 5% | 4% | 3% | 6% | 3% | - | - | - | 100% | 3% | 5% | 3% | 5% | 3% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 3

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

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

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 176 | 55* | 67* | 155 | 144 | 212 | 176 | -** | -** | -** | 89* | 58* | 29** | 73* | 102 | 55* | -** | -** | -** | 33* | 13** | 9** | 31* | 24** | 67* | -** | -** | -** | 34* | 18** | 15** | 35* | 32* |
| Bill was a lot higher than expected | 58<br>*33%* | 14<br>*25%* | 17<br>*25%* | 50<br>*32%* | 48<br>*33%* | 106<br>**50%abcdf** | 58<br>*33%* | -<br>- | -<br>- | -<br>- | 34<br>*38%* | 16<br>*28%* | 8<br>*28%* | 26<br>*36%* | 32<br>*31%* | 14<br>*25%* | -<br>- | -<br>- | -<br>- | 10<br>*30%* | 3<br>*23%* | 1<br>*11%* | 8<br>*26%* | 6<br>*25%* | 17<br>*25%* | -<br>- | -<br>- | -<br>- | 13<br>*38%* | 2<br>*11%* | 2<br>*13%* | 10<br>*29%* | 7<br>*22%* |
| Bill contained items I shouldn't have been charged for | 33<br>**19%c** | 8<br>*15%* | 8<br>*12%* | 16<br>*10%* | 20<br>*14%* | 26<br>*12%* | 33<br>*19%* | -<br>- | -<br>- | -<br>- | 17<br>*19%* | 12<br>*21%* | 4<br>*14%* | 16<br>*22%* | 17<br>*17%* | 8<br>*15%* | -<br>- | -<br>- | -<br>- | 4<br>*12%* | 2<br>*15%* | 2<br>*22%* | 4<br>*13%* | 4<br>*17%* | 8<br>*12%* | -<br>- | -<br>- | -<br>- | 4<br>*12%* | 2<br>*11%* | 2<br>*13%* | 5<br>*14%* | 3<br>*9%* |
| Payment issues (including setting up/making a payment, non-direct debit charges) | 30<br>*17%* | 8<br>*15%* | 10<br>*15%* | 15<br>*10%* | 20<br>*14%* | 29<br>*14%* | 30<br>*17%* | -<br>- | -<br>- | -<br>- | 18<br>*20%* | 8<br>*14%* | 4<br>*14%* | 15<br>*21%* | 15<br>*15%* | 8<br>*15%* | -<br>- | -<br>- | -<br>- | 6<br>*18%* | 1<br>*8%* | 1<br>*11%* | 4<br>*13%* | 4<br>*17%* | 10<br>*15%* | -<br>- | -<br>- | -<br>- | 3<br>*9%* | 3<br>*17%* | 4<br>*27%* | 7<br>*20%* | 3<br>*9%* |
| Bill was inaccurate | 29<br>*16%* | 5<br>*9%* | 16<br>**24%b** | 45<br>**29%abe** | 29<br>*20%* | 38<br>*18%* | 29<br>*16%* | -<br>- | -<br>- | -<br>- | 16<br>*18%* | 9<br>*16%* | 4<br>*14%* | 14<br>*19%* | 15<br>*15%* | 5<br>*9%* | -<br>- | -<br>- | -<br>- | 3<br>*9%* | 2<br>*15%* | -<br>- | 4<br>*13%* | 1<br>*4%* | 16<br>*24%* | -<br>- | -<br>- | -<br>- | 5<br>*15%* | 7<br>*39%* | 4<br>*27%* | 6<br>*17%* | 10<br>*31%* |
| Took too long to resolve issue | 24<br>**14%e** | 6<br>*11%* | 5<br>*7%* | 13<br>*8%* | 18<br>**13%e** | 10<br>*5%* | 24<br>*14%* | -<br>- | -<br>- | -<br>- | 8<br>*9%* | 9<br>*16%* | 7<br>*24%* | 10<br>*14%* | 14<br>*14%* | 6<br>*11%* | -<br>- | -<br>- | -<br>- | 3<br>*9%* | 1<br>*8%* | 2<br>*22%* | 3<br>*10%* | 3<br>*13%* | 5<br>*7%* | -<br>- | -<br>- | -<br>- | -<br>- | 4<br>*22%* | 1<br>*7%* | 2<br>*6%* | 3<br>*9%* |
| Getting a refund, credit note or cashback | 19<br>*11%* | 9<br>*16%* | 14<br>**21%ade** | 17<br>*11%* | 13<br>*9%* | 20<br>*9%* | 19<br>*11%* | -<br>- | -<br>- | -<br>- | 11<br>*12%* | 6<br>*10%* | 2<br>*7%* | 5<br>*7%* | 14<br>*14%* | 9<br>*16%* | -<br>- | -<br>- | -<br>- | 6<br>*18%* | 2<br>*15%* | 1<br>*11%* | 6<br>*19%* | 3<br>*13%* | 14<br>*21%* | -<br>- | -<br>- | -<br>- | 9<br>*26%* | 1<br>*6%* | 4<br>*27%* | 8<br>*23%* | 6<br>*19%* |
| Didn't do what they said they would do | 17<br>**10%f** | 5<br>*9%* | 1<br>*1%* | 14<br>**9%f** | 13<br>**9%f** | 12<br>*6%* | 17<br>*10%* | -<br>- | -<br>- | -<br>- | 8<br>*9%* | 2<br>*3%* | 7<br>*24%* | 8<br>*11%* | 9<br>*9%* | 5<br>*9%* | -<br>- | -<br>- | -<br>- | 2<br>*6%* | 1<br>*8%* | 2<br>*22%* | 3<br>*10%* | 2<br>*8%* | 1<br>*1%* | -<br>- | -<br>- | -<br>- | 1<br>*3%* | -<br>- | -<br>- | 1<br>*3%* | -<br>- |
| The format of the bill | 17<br>*10%* | 7<br>*13%* | 3<br>*4%* | 9<br>*6%* | 14<br>*10%* | 14<br>*7%* | 17<br>*10%* | -<br>- | -<br>- | -<br>- | 9<br>*10%* | 7<br>*12%* | 1<br>*3%* | 9<br>*12%* | 8<br>*8%* | 7<br>*13%* | -<br>- | -<br>- | -<br>- | 7<br>*21%* | -<br>- | -<br>- | 4<br>*13%* | 3<br>*13%* | 3<br>*4%* | -<br>- | -<br>- | -<br>- | 3<br>*9%* | -<br>- | -<br>- | 2<br>*6%* | 1<br>*3%* |
| Gave incorrect information | 15<br>**9%e** | 5<br>*9%* | 2<br>*3%* | 10<br>*6%* | 7<br>*5%* | 7<br>*3%* | 15<br>*9%* | -<br>- | -<br>- | -<br>- | 5<br>*6%* | 4<br>*7%* | 6<br>*21%* | 9<br>*12%* | 6<br>*6%* | 5<br>*9%* | -<br>- | -<br>- | -<br>- | 3<br>*9%* | 1<br>*8%* | 1<br>*11%* | 2<br>*6%* | 3<br>*13%* | 2<br>*3%* | -<br>- | -<br>- | -<br>- | 1<br>*3%* | -<br>- | 1<br>*7%* | -<br>- | 2<br>*6%* |
| Rude/dismissive | 14<br>*8%* | 4<br>*7%* | 3<br>*4%* | 5<br>*3%* | 9<br>*6%* | 12<br>*6%* | 14<br>*8%* | -<br>- | -<br>- | -<br>- | 3<br>*3%* | 4<br>*7%* | 7<br>*24%* | 5<br>*7%* | 9<br>*9%* | 4<br>*7%* | -<br>- | -<br>- | -<br>- | 1<br>*3%* | 1<br>*8%* | 2<br>*22%* | 1<br>*3%* | 3<br>*13%* | 3<br>*4%* | -<br>- | -<br>- | -<br>- | 2<br>*6%* | -<br>- | 1<br>*7%* | 2<br>*6%* | 1<br>*3%* |
| Unable to get through to anyone | 10<br>*6%* | 3<br>*5%* | 2<br>*3%* | 10<br>*6%* | 15<br>**10%e** | 6<br>*3%* | 10<br>*6%* | -<br>- | -<br>- | -<br>- | 2<br>*2%* | 3<br>*5%* | 5<br>*17%* | 2<br>*3%* | 8<br>*8%* | 3<br>*5%* | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>*15%* | 1<br>*11%* | 1<br>*3%* | 2<br>*8%* | 2<br>*3%* | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>*11%* | -<br>- | 1<br>*3%* | 1<br>*3%* |
| Unable to get through to relevant person | 9<br>*5%* | 8<br>**15%adef** | 1<br>*1%* | 11<br>*7%* | 8<br>*6%* | 10<br>*5%* | 9<br>*5%* | -<br>- | -<br>- | -<br>- | 2<br>*2%* | 4<br>*7%* | 3<br>*10%* | 3<br>*4%* | 5<br>*5%* | 8<br>*15%* | -<br>- | -<br>- | -<br>- | 5<br>*15%* | 1<br>*8%* | 2<br>*22%* | 4<br>*13%* | 4<br>*17%* | 1<br>*1%* | -<br>- | -<br>- | -<br>- | 1<br>*3%* | -<br>- | -<br>- | -<br>- | 1<br>*3%* |
| Pre-pay credit lost or not credited to card | 2<br>*1%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>*1%* | -<br>- | -<br>- | -<br>- | 1<br>*1%* | 1<br>*2%* | -<br>- | 1<br>*1%* | 1<br>*1%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Costs of international and roaming calls | 1<br>*1%* | 2<br>**4%de** | -<br>- | 1<br>*1%* | -<br>- | -<br>- | 1<br>*1%* | -<br>- | -<br>- | -<br>- | -<br>- | 1<br>*2%* | -<br>- | -<br>- | 1<br>*1%* | 2<br>*4%* | -<br>- | -<br>- | -<br>- | 2<br>*6%* | -<br>- | -<br>- | 2<br>*6%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| A different issue | 9<br>*5%* | -<br>- | 6<br>**9%bc** | 3<br>*2%* | 11<br>**8%bc** | 13<br>*6%* | 9<br>*5%* | -<br>- | -<br>- | -<br>- | 7<br>*8%* | 2<br>*3%* | -<br>- | 6<br>*8%* | 3<br>*3%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 6<br>*9%* | -<br>- | -<br>- | -<br>- | 3<br>*9%* | -<br>- | 3<br>*20%* | 3<br>*9%* | 3<br>*9%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 4

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

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

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | PLUSNET (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 176 | 55* | 67* | 155 | 144 | 212 | 155 | -** | -** | -** | 93* | 39* | 23** | 94* | 60* | 144 | -** | -** | -** | 69* | 47* | 28** | 62* | 81* | 212 | -** | -** | -** | 101 | 68* | 43* | 108 | 102 |
| Bill was a lot higher than expected | 58<br>33% | 14<br>25% | 17<br>25% | 50<br>32% | 48<br>33% | 106<br>50%abcdf | 50<br>32% | -<br>- | -<br>- | -<br>- | 31<br>33% | 11<br>28% | 8<br>35% | 30<br>32% | 19<br>32% | 48<br>33% | -<br>- | -<br>- | -<br>- | 25<br>36% | 17<br>36% | 6<br>21% | 26<br>42% | 22<br>27% | 106<br>50% | -<br>- | -<br>- | -<br>- | 52<br>51% | 35<br>51% | 19<br>44% | 58<br>54% | 46<br>45% |
| Bill contained items I shouldn't have been charged for | 33<br>19%c | 8<br>15% | 8<br>12% | 16<br>10% | 20<br>14% | 26<br>12% | 16<br>10% | -<br>- | -<br>- | -<br>- | 12<br>13% | 3<br>8% | 1<br>4% | 13<br>14%l | 2<br>3% | 20<br>14% | -<br>- | -<br>- | -<br>- | 11<br>16% | 4<br>9% | 5<br>18% | 12<br>19% | 8<br>10% | 26<br>12% | -<br>- | -<br>- | -<br>- | 10<br>10% | 8<br>12% | 8<br>19% | 13<br>12% | 13<br>13% |
| Payment issues (including setting up/making a payment, non-direct debit charges) | 30<br>17% | 8<br>15% | 10<br>15% | 15<br>10% | 20<br>14% | 29<br>14% | 15<br>10% | -<br>- | -<br>- | -<br>- | 7<br>8% | 3<br>8% | 5<br>22% | 8<br>9% | 7<br>12% | 20<br>14% | -<br>- | -<br>- | -<br>- | 13<br>19% | 5<br>11% | 2<br>7% | 7<br>11% | 13<br>16% | 29<br>14% | -<br>- | -<br>- | -<br>- | 10<br>10% | 12<br>18% | 7<br>16% | 14<br>13% | 15<br>15% |
| Bill was inaccurate | 29<br>16% | 5<br>9% | 16<br>24%b | 45<br>29%abe | 29<br>20% | 38<br>18% | 45<br>29% | -<br>- | -<br>- | -<br>- | 26<br>28% | 13<br>33% | 6<br>26% | 26<br>28% | 18<br>30% | 29<br>20% | -<br>- | -<br>- | -<br>- | 12<br>17% | 11<br>23% | 6<br>21% | 15<br>24% | 13<br>16% | 38<br>18% | -<br>- | -<br>- | -<br>- | 16<br>16% | 12<br>18% | 10<br>23% | 22<br>20% | 16<br>16% |
| Took too long to resolve issue | 24<br>14%e | 6<br>11% | 5<br>7% | 13<br>8% | 18<br>13%e | 10<br>5% | 13<br>8% | -<br>- | -<br>- | -<br>- | 5<br>5% | 3<br>8% | 5<br>22% | 5<br>5% | 8<br>13% | 18<br>13% | -<br>- | -<br>- | -<br>- | 7<br>10% | 5<br>11% | 6<br>21% | 6<br>10% | 12<br>15% | 10<br>5% | -<br>- | -<br>- | -<br>- | 6<br>6% | 1<br>1% | 3<br>7% | 4<br>4% | 6<br>6% |
| Getting a refund, credit note or cashback | 19<br>11% | 9<br>16% | 14<br>21%ade | 17<br>11% | 13<br>9% | 20<br>9% | 17<br>11% | -<br>- | -<br>- | -<br>- | 7<br>8% | 6<br>15% | 4<br>17% | 13<br>14% | 4<br>7% | 13<br>9% | -<br>- | -<br>- | -<br>- | 6<br>9% | 3<br>6% | 4<br>14% | 4<br>6% | 8<br>10% | 20<br>9% | -<br>- | -<br>- | -<br>- | 6<br>6% | 8<br>12% | 6<br>14% | 8<br>7% | 11<br>11% |
| Didn't do what they said they would do | 17<br>10%f | 5<br>9% | 1<br>1% | 14<br>9%f | 13<br>9%f | 12<br>6% | 14<br>9% | -<br>- | -<br>- | -<br>- | 6<br>6% | 1<br>3% | 7<br>30% | 4<br>4% | 10<br>17%H | 13<br>9% | -<br>- | -<br>- | -<br>- | 6<br>9% | 4<br>9% | 3<br>11% | 5<br>8% | 8<br>10% | 12<br>6% | -<br>- | -<br>- | -<br>- | 5<br>5% | 5<br>7% | 2<br>5% | 2<br>2% | 10<br>10%w |
| The format of the bill | 17<br>10% | 7<br>13% | 3<br>4% | 9<br>6% | 14<br>10% | 14<br>7% | 9<br>6% | -<br>- | -<br>- | -<br>- | 7<br>8% | -<br>- | 2<br>9% | 7<br>7% | 2<br>3% | 14<br>10% | -<br>- | -<br>- | -<br>- | 12<br>17%l | 1<br>2% | 1<br>4% | 7<br>11% | 7<br>9% | 14<br>7% | -<br>- | -<br>- | -<br>- | 7<br>7% | 4<br>6% | 3<br>7% | 7<br>6% | 7<br>7% |
| Gave incorrect information | 15<br>9%e | 5<br>9% | 2<br>3% | 10<br>6% | 7<br>5% | 7<br>3% | 10<br>6% | -<br>- | -<br>- | -<br>- | 5<br>5% | 4<br>10% | 1<br>4% | 4<br>4% | 6<br>10% | 7<br>5% | -<br>- | -<br>- | -<br>- | 1<br>1% | 1<br>2% | 5<br>18% | 1<br>2% | 6<br>7% | 7<br>3% | -<br>- | -<br>- | -<br>- | 2<br>2% | 3<br>4% | 2<br>5% | 2<br>2% | 5<br>5% |
| Rude/dismissive | 14<br>8% | 4<br>7% | 3<br>4% | 5<br>3% | 9<br>6% | 12<br>6% | 5<br>3% | -<br>- | -<br>- | -<br>- | 3<br>3% | 1<br>3% | 1<br>4% | 3<br>3% | 2<br>3% | 9<br>6% | -<br>- | -<br>- | -<br>- | 2<br>3% | 2<br>4% | 5<br>18% | 3<br>5% | 6<br>7% | 12<br>6% | -<br>- | -<br>- | -<br>- | 4<br>4% | 3<br>4% | 5<br>12% | 3<br>3% | 9<br>9% |
| Unable to get through to anyone | 10<br>6% | 3<br>5% | 2<br>3% | 10<br>6% | 15<br>10%e | 6<br>3% | 10<br>6% | -<br>- | -<br>- | -<br>- | 6<br>6% | 2<br>5% | 2<br>9% | 6<br>6% | 4<br>7% | 15<br>10% | -<br>- | -<br>- | -<br>- | 4<br>6% | 4<br>9% | 7<br>25% | 4<br>6% | 11<br>14% | 6<br>3% | -<br>- | -<br>- | -<br>- | 3<br>3% | 2<br>3% | 1<br>2% | 2<br>2% | 4<br>4% |
| Unable to get through to relevant person | 9<br>5% | 8<br>15%adef | 1<br>1% | 11<br>7% | 8<br>6% | 10<br>5% | 11<br>7% | -<br>- | -<br>- | -<br>- | 8<br>9% | 1<br>3% | 2<br>9% | 8<br>9% | 3<br>5% | 8<br>6% | -<br>- | -<br>- | -<br>- | 2<br>3% | -<br>- | 6<br>21% | 1<br>2% | 7<br>9% | 10<br>5% | -<br>- | -<br>- | -<br>- | 2<br>2% | 6<br>9%t | 2<br>5% | 3<br>3% | 7<br>7% |
| Pre-pay credit lost or not credited to card | 2<br>1% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Costs of international and roaming calls | 1<br>1% | 2<br>4%de | -<br>- | 1<br>1% | -<br>- | -<br>- | 1<br>1% | -<br>- | -<br>- | -<br>- | 1<br>1% | -<br>- | -<br>- | 1<br>1% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| A different issue | 9<br>5% | -<br>- | 6<br>9%bc | 3<br>2% | 11<br>8%bc | 13<br>6% | 3<br>2% | -<br>- | -<br>- | -<br>- | 2<br>2% | -<br>- | 1<br>4% | 2<br>2% | 1<br>2% | 11<br>8% | -<br>- | -<br>- | -<br>- | 5<br>7% | 2<br>4% | 4<br>14% | 6<br>10% | 5<br>6% | 13<br>6% | -<br>- | -<br>- | -<br>- | 7<br>7% | 3<br>4% | 3<br>7% | 7<br>6% | 6<br>6% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 5

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

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

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 292 | 76* | 100 | 313 | 268 | 322 | -** | -** | 292 | -** | 168 | 76* | 48* | 143 | 147 | -** | -** | 76* | -** | 53* | 15** | 8** | 42* | 32* | -** | -** | 100 | -** | 55* | 29** | 16** | 44* | 55* |
| Connection speed slower than advertised or led to expect | 172<br>59%e | 40<br>53% | 52<br>52% | 186<br>59%e | 141<br>53%e | 134<br>42% | -<br>- | -<br>- | 172<br>59% | -<br>- | 100<br>60% | 47<br>62% | 25<br>52% | 80<br>56% | 90<br>61% | -<br>- | -<br>- | 40<br>53% | -<br>- | 26<br>49% | 10<br>67% | 4<br>50% | 21<br>50% | 18<br>56% | -<br>- | -<br>- | 52<br>52% | -<br>- | 29<br>53% | 13<br>45% | 10<br>63% | 23<br>52% | 29<br>53% |
| Service is not consistently available | 100<br>34% | 28<br>37% | 39<br>39% | 91<br>29% | 94<br>35% | 121<br>38%c | -<br>- | -<br>- | 100<br>34% | -<br>- | 49<br>29% | 30<br>39% | 21<br>44% | 41<br>29% | 59<br>40%n | -<br>- | -<br>- | 28<br>37% | -<br>- | 18<br>34% | 7<br>47% | 3<br>38% | 12<br>29% | 16<br>50% | -<br>- | -<br>- | 39<br>39% | -<br>- | 17<br>31% | 15<br>52% | 7<br>44% | 13<br>30% | 26<br>47% |
| Complete loss of service | 89<br>30% | 27<br>36% | 33<br>33% | 99<br>32% | 99<br>37% | 145<br>45%acdf | -<br>- | -<br>- | 89<br>30% | -<br>- | 49<br>29% | 18<br>24% | 22<br>46%kl | 44<br>31% | 45<br>31% | -<br>- | -<br>- | 27<br>36% | -<br>- | 18<br>34% | 6<br>40% | 3<br>38% | 16<br>38% | 11<br>34% | -<br>- | -<br>- | 33<br>33% | -<br>- | 20<br>36% | 9<br>31% | 4<br>25% | 15<br>34% | 18<br>33% |
| Problems with voice over internet (VOIP) telephone calls | 23<br>8% | 10<br>13%e | 6<br>6% | 22<br>7% | 21<br>8% | 18<br>6% | -<br>- | -<br>- | 23<br>8% | -<br>- | 15<br>9% | 4<br>5% | 4<br>8% | 13<br>9% | 10<br>7% | -<br>- | -<br>- | 10<br>13% | -<br>- | 6<br>11% | 1<br>7% | 3<br>38% | 4<br>10% | 5<br>16% | -<br>- | -<br>- | 6<br>6% | -<br>- | 4<br>7% | 2<br>7% | -<br>- | 3<br>7% | 2<br>4% |
| Poor line quality | 14<br>5%e | 1<br>1% | 5<br>5%e | 10<br>3% | 7<br>3% | 5<br>2% | -<br>- | -<br>- | 14<br>5% | -<br>- | 8<br>5% | -<br>- | 6<br>13%l | 7<br>5% | 7<br>5% | -<br>- | -<br>- | 1<br>1% | -<br>- | 1<br>2% | -<br>- | -<br>- | -<br>- | 1<br>3% | -<br>- | -<br>- | 5<br>5% | -<br>- | 3<br>5% | 1<br>3% | 1<br>6% | 3<br>7% | 2<br>4% |
| Unable to get certain channels/content | 12<br>4%f | -<br>- | -<br>- | 8<br>3% | 6<br>2% | 7<br>2% | -<br>- | -<br>- | 12<br>4% | -<br>- | 6<br>4% | 3<br>4% | 3<br>6% | 5<br>3% | 7<br>5% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Poor picture quality | 8<br>3%c | -<br>- | -<br>- | 3<br>1% | 6<br>2% | 2<br>1% | -<br>- | -<br>- | 8<br>3% | -<br>- | 2<br>1% | 3<br>4% | 3<br>6%k | 3<br>2% | 5<br>3% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Unable to access 4G service | 4<br>1%c | 3<br>4%cdef | -<br>- | -<br>- | -<br>- | 2<br>1% | -<br>- | -<br>- | 4<br>1% | -<br>- | 3<br>2% | 1<br>1% | -<br>- | 3<br>2% | 1<br>1% | -<br>- | -<br>- | 3<br>4% | -<br>- | 1<br>2% | 1<br>7% | 1<br>13% | 1<br>2% | 2<br>6% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Text or voice mails delivered late | 1<br>* | 2<br>3%acd | -<br>- | -<br>- | -<br>- | 2<br>1% | -<br>- | -<br>- | 1<br>* | -<br>- | 1<br>1% | -<br>- | -<br>- | 1<br>1% | -<br>- | -<br>- | -<br>- | 2<br>3% | -<br>- | 2<br>4% | -<br>- | -<br>- | 1<br>2% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Problems with calls being disconnected during a call or not connected at all | 1<br>* | 2<br>3%acd | -<br>- | -<br>- | -<br>- | 3<br>1% | -<br>- | -<br>- | 1<br>* | -<br>- | 1<br>1% | -<br>- | -<br>- | 1<br>1% | -<br>- | -<br>- | -<br>- | 2<br>3% | -<br>- | -<br>- | 1<br>7% | 1<br>13% | -<br>- | 2<br>6% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Poor outside reception/ coverage | 1<br>* | 1<br>1%c | -<br>- | -<br>- | -<br>- | 2<br>1% | -<br>- | -<br>- | 1<br>* | -<br>- | 1<br>1% | -<br>- | -<br>- | 1<br>1% | -<br>- | -<br>- | -<br>- | 1<br>1% | -<br>- | -<br>- | 1<br>7% | -<br>- | -<br>- | 1<br>3% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Poor indoor reception/coverage | 1<br>* | 2<br>3%acd | -<br>- | -<br>- | -<br>- | 4<br>1%c | -<br>- | -<br>- | 1<br>* | -<br>- | 1<br>1% | -<br>- | -<br>- | 1<br>1% | -<br>- | -<br>- | -<br>- | 2<br>3% | -<br>- | 1<br>2% | -<br>- | 1<br>13% | -<br>- | 2<br>6% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| A different issue (please describe it briefly in your own words) | 8<br>3% | 1<br>1% | 2<br>2% | 5<br>2% | 12<br>4%c | 10<br>3% | -<br>- | -<br>- | 8<br>3% | -<br>- | 7<br>4% | -<br>- | 1<br>2% | 5<br>3% | 3<br>2% | -<br>- | -<br>- | 1<br>1% | -<br>- | -<br>- | 1<br>7% | -<br>- | -<br>- | 1<br>3% | -<br>- | -<br>- | 2<br>2% | -<br>- | 1<br>2% | 1<br>3% | -<br>- | 2<br>5% | -<br>- |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 6

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

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

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | PLUSNET (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 292 | 76* | 100 | 313 | 268 | 322 | -** | -** | 313 | -** | 186 | 97* | 30* | 156 | 152 | -** | -** | 268 | -** | 111 | 84* | 73* | 107 | 160 | -** | -** | 322 | -** | 137 | 108 | 77* | 146 | 171 |
| Connection speed slower than advertised or led to expect | 172<br>59%e | 40<br>53% | 52<br>52% | 186<br>59%e | 141<br>53%e | 134<br>42% | -<br>- | -<br>- | 186<br>59% | -<br>- | 119<br>64% | 51<br>53% | 16<br>53% | 85<br>54% | 99<br>65% | -<br>- | -<br>- | 141<br>53% | -<br>- | 53<br>48% | 39<br>46% | 49<br>67%kl | 41<br>38% | 100<br>63%n | -<br>- | -<br>- | 134<br>42% | -<br>- | 52<br>38% | 49<br>45% | 33<br>43% | 46<br>32% | 87<br>51%w |
| Service is not consistently available | 100<br>34% | 28<br>37% | 39<br>39% | 91<br>29% | 94<br>35% | 121<br>38%c | -<br>- | -<br>- | 91<br>29% | -<br>- | 46<br>25% | 34<br>35% | 11<br>37% | 39<br>25% | 50<br>33% | -<br>- | -<br>- | 94<br>35% | -<br>- | 29<br>26% | 29<br>35% | 36<br>49%k | 26<br>24% | 68<br>43%n | -<br>- | -<br>- | 121<br>38% | -<br>- | 41<br>30% | 45<br>42% | 35<br>45%t | 43<br>29% | 77<br>45%w |
| Complete loss of service | 89<br>30% | 27<br>36% | 33<br>33% | 99<br>32% | 99<br>37% | 145<br>45%acdf | -<br>- | -<br>- | 99<br>32% | -<br>- | 62<br>33% | 23<br>24% | 14<br>47%F | 62<br>40%l | 36<br>24% | -<br>- | -<br>- | 99<br>37% | -<br>- | 36<br>32% | 33<br>39% | 30<br>41% | 44<br>41% | 54<br>34% | -<br>- | -<br>- | 145<br>45% | -<br>- | 63<br>46% | 49<br>45% | 33<br>43% | 71<br>49% | 71<br>42% |
| Problems with voice over internet (VOIP) telephone calls | 23<br>8% | 10<br>13%e | 6<br>6% | 22<br>7% | 21<br>8% | 18<br>6% | -<br>- | -<br>- | 22<br>7% | -<br>- | 15<br>8% | 7<br>7% | -<br>- | 13<br>8% | 9<br>6% | -<br>- | -<br>- | 21<br>8% | -<br>- | 15<br>14%l | 2<br>2% | 4<br>5% | 10<br>9% | 11<br>7% | -<br>- | -<br>- | 18<br>6% | -<br>- | 10<br>7% | 5<br>5% | 3<br>4% | 12<br>8% | 6<br>4% |
| Poor line quality | 14<br>5%e | 1<br>1% | 5<br>5%e | 10<br>3% | 7<br>3% | 5<br>2% | -<br>- | -<br>- | 10<br>3% | -<br>- | 7<br>4% | 3<br>3% | -<br>- | 5<br>3% | 5<br>3% | -<br>- | -<br>- | 7<br>3% | -<br>- | 3<br>3% | 2<br>2% | 2<br>3% | 5<br>5% | 2<br>1% | -<br>- | -<br>- | 5<br>2% | -<br>- | 3<br>2% | -<br>- | 2<br>3% | 1<br>1% | 4<br>2% |
| Unable to get certain channels/content | 12<br>4%f | -<br>- | -<br>- | 8<br>3% | 6<br>2% | 7<br>2% | -<br>- | -<br>- | 8<br>3% | -<br>- | 3<br>2% | 2<br>2% | 3<br>10%E | 3<br>2% | 5<br>3% | -<br>- | -<br>- | 6<br>2% | -<br>- | 1<br>1% | 4<br>5% | 1<br>1% | 3<br>3% | 3<br>2% | -<br>- | -<br>- | 7<br>2% | -<br>- | 2<br>1% | 2<br>2% | 3<br>4% | 4<br>3% | 3<br>2% |
| Poor picture quality | 8<br>3%e | -<br>- | -<br>- | 3<br>1% | 6<br>2% | 2<br>1% | -<br>- | -<br>- | 3<br>1% | -<br>- | 3<br>2% | -<br>- | -<br>- | 2<br>1% | 1<br>1% | -<br>- | -<br>- | 6<br>2% | -<br>- | 1<br>1% | 3<br>4% | 2<br>3% | 3<br>3% | 3<br>2% | -<br>- | -<br>- | 2<br>1% | -<br>- | 1<br>1% | -<br>- | 1<br>1% | 1<br>1% | 1<br>1% |
| Unable to access 4G service | 4<br>1%c | 3<br>4%cdef | -<br>- | -<br>- | -<br>- | 2<br>1% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>1% | -<br>- | -<br>- | 1<br>1% | 1<br>1% | 1<br>1% | 1<br>1% |
| Text or voice mails delivered late | 1<br>* | 2<br>3%acd | -<br>- | -<br>- | -<br>- | 2<br>1% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>1% | -<br>- | 2<br>1% | -<br>- | -<br>- | 2<br>1% | -<br>- |
| Problems with calls being disconnected during a call or not connected at all | 1<br>* | 2<br>3%acd | -<br>- | -<br>- | -<br>- | 3<br>1% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 3<br>1% | -<br>- | 1<br>1% | 1<br>1% | 1<br>1% | 2<br>1% | 1<br>1% |
| Poor outside reception/ coverage | 1<br>* | 1<br>1%c | -<br>- | -<br>- | -<br>- | 2<br>1% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>1% | -<br>- | 1<br>1% | -<br>- | 1<br>1% | -<br>- | 2<br>1% |
| Poor indoor reception/coverage | 1<br>* | 2<br>3%acd | -<br>- | -<br>- | -<br>- | 4<br>1%c | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 4<br>1% | -<br>- | 3<br>2% | -<br>- | 1<br>1% | 2<br>1% | 2<br>1% |
| A different issue (please describe it briefly in your own words) | 8<br>3% | 1<br>1% | 2<br>2% | 5<br>2% | 12<br>4%c | 10<br>3% | -<br>- | -<br>- | 5<br>2% | -<br>- | 3<br>2% | 1<br>1% | 1<br>3% | 1<br>1% | 4<br>3% | -<br>- | -<br>- | 12<br>4% | -<br>- | 6<br>5% | 2<br>2% | 4<br>5% | 5<br>5% | 7<br>4% | -<br>- | -<br>- | 10<br>3% | -<br>- | 4<br>3% | 1<br>1% | 5<br>6%tu | 5<br>3% | 4<br>2% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 7

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

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

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 137 | 64* | 38* | 121 | 104 | 138 | -** | 137 | -** | -** | 87* | 36* | 14** | 87* | 50* | -** | 64* | -** | -** | 42* | 13** | 9** | 35* | 29** | -** | 38* | -** | -** | 10** | 21** | 7** | 19** | 19** |
| Time taken to repair a fault | 28 | 10 | 1 | 20 | 21 | 38 | - | 28 | - | - | 14 | 6 | 8 | 18 | 10 | - | 10 | - | - | 7 | 2 | 1 | 5 | 5 | - | 1 | - | - | - | 1 | - | 1 | - |
| | 20%f | 16%f | 3% | 17%f | 20%f | 28%cf | - | 20% | - | - | 16% | 17% | 57% | 21% | 20% | - | 16% | - | - | 17% | 15% | 11% | 14% | 17% | - | 3% | - | - | - | 5% | - | 5% | - |
| Time taken to install the service | 27 | 7 | 8 | 14 | 20 | 15 | - | 27 | - | - | 19 | 7 | 1 | 20 | 7 | - | 7 | - | - | 4 | 1 | 2 | 6 | 1 | - | 8 | - | - | 1 | 3 | 4 | 4 | 4 |
| | 20%e | 11% | 21% | 12% | 19% | 11% | - | 20% | - | - | 22% | 19% | 7% | 23% | 14% | - | 11% | - | - | 10% | 8% | 22% | 17% | 3% | - | 21% | - | - | 10% | 14% | 57% | 21% | 21% |
| Arranging an appointment for an engineer visit | 20 | 10 | 3 | 18 | 17 | 24 | - | 20 | - | - | 13 | 5 | 2 | 14 | 6 | - | 10 | - | - | 9 | - | 1 | 5 | 5 | - | 3 | - | - | 2 | 1 | - | 1 | 2 |
| | 15% | 16% | 8% | 15% | 16% | 17% | - | 15% | - | - | 15% | 14% | 14% | 16% | 12% | - | 16% | - | - | 21% | - | 11% | 14% | 17% | - | 8% | - | - | 20% | 5% | - | 5% | 11% |
| Arranging an installation | 19 | 6 | 8 | 13 | 13 | 22 | - | 19 | - | - | 14 | 5 | - | 13 | 6 | - | 6 | - | - | 3 | 3 | - | 4 | 2 | - | 8 | - | - | 2 | 6 | - | 3 | 5 |
| | 14% | 9% | 21% | 11% | 13% | 16% | - | 14% | - | - | 16% | 14% | - | 15% | 12% | - | 9% | - | - | 7% | 23% | - | 11% | 7% | - | 21% | - | - | 20% | 29% | - | 16% | 26% |
| Switching issues (e.g. problems trying to switch or problems porting your number) | 19 | 13 | 9 | 19 | 18 | 20 | - | 19 | - | - | 14 | 5 | - | 14 | 5 | - | 13 | - | - | 10 | 2 | 1 | 7 | 6 | - | 9 | - | - | 2 | 4 | 3 | 6 | 3 |
| | 14% | 20% | 24% | 16% | 17% | 14% | - | 14% | - | - | 16% | 14% | - | 16% | 10% | - | 20% | - | - | 24% | 15% | 11% | 20% | 21% | - | 24% | - | - | 20% | 19% | 43% | 32% | 16% |
| Missed/moved repair appointment | 18 | 7 | 3 | 13 | 6 | 13 | - | 18 | - | - | 8 | 6 | 4 | 7 | 11 | - | 7 | - | - | 7 | - | - | 5 | 2 | - | 3 | - | - | 2 | - | 1 | 2 | 1 |
| | 13% | 11% | 8% | 11% | 6% | 9% | - | 13% | - | - | 9% | 17% | 29% | 8% | 22%n | - | 11% | - | - | 17% | - | - | 14% | 7% | - | 8% | - | - | 20% | - | 14% | 11% | 5% |
| Damage to property during installation | 15 | 10 | 2 | 12 | 4 | 18 | - | 15 | - | - | 13 | 2 | - | 8 | 7 | - | 10 | - | - | 6 | 3 | 1 | 5 | 5 | - | 2 | - | - | - | 2 | - | 1 | 1 |
| | 11%d | 16%d | 5% | 10% | 4% | 13%d | - | 11% | - | - | 15% | 6% | - | 9% | 14% | - | 16% | - | - | 14% | 23% | 11% | 14% | 17% | - | 5% | - | - | - | 10% | - | 5% | 5% |
| Missed/ moved installation appointment | 14 | 4 | 6 | 13 | 17 | 10 | - | 14 | - | - | 11 | 3 | - | 9 | 5 | - | 4 | - | - | 3 | 1 | - | 4 | - | - | 6 | - | - | 2 | 3 | 1 | 3 | 3 |
| | 10% | 6% | 16% | 11% | 16%e | 7% | - | 10% | - | - | 13% | 8% | - | 10% | 10% | - | 6% | - | - | 7% | 8% | - | 11% | - | - | 16% | - | - | 20% | 14% | 14% | 16% | 16% |
| Complaining about an engineer | 13 | 7 | 2 | 16 | 9 | 10 | - | 13 | - | - | 7 | 2 | 4 | 10 | 3 | - | 7 | - | - | 3 | 3 | 1 | 4 | 3 | - | 2 | - | - | - | 2 | - | 2 | - |
| | 9% | 11% | 5% | 13% | 9% | 7% | - | 9% | - | - | 8% | 6% | 29% | 11% | 6% | - | 11% | - | - | 7% | 23% | 11% | 11% | 10% | - | 5% | - | - | - | 10% | - | 11% | - |
| Damage to property during repair | 8 | 11 | 3 | 18 | 7 | 11 | - | 8 | - | - | 6 | 1 | 1 | 5 | 3 | - | 11 | - | - | 8 | 1 | 2 | 4 | 7 | - | 3 | - | - | - | 3 | - | - | 3 |
| | 6% | 17%ad | 8% | 15%a | 7% | 8% | - | 6% | - | - | 7% | 3% | 7% | 6% | 6% | - | 17% | - | - | 19% | 8% | 22% | 11% | 24% | - | 8% | - | - | - | 14% | - | - | 16% |
| A different issue | 15 | - | 2 | 4 | 6 | 4 | - | 15 | - | - | 9 | 3 | 3 | 7 | 8 | - | - | - | - | - | - | - | - | - | - | 2 | - | - | 1 | - | 1 | 1 | 1 |
| | 11%bce | - | 5% | 3% | 6% | 3% | - | 11% | - | - | 10% | 8% | 21% | 8% | 16% | - | - | - | - | - | - | - | - | - | - | 5% | - | - | 10% | - | 14% | 5% | 5% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 8

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

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

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | PLUSNET (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 137 | 64* | 38* | 121 | 104 | 138 | -** | 121 | -** | -** | 80* | 32* | 9** | 69* | 52* | -** | 104 | -** | -** | 45* | 40* | 19** | 46* | 55* | -** | 138 | -** | -** | 71* | 49* | 18** | 68* | 68* |
| Time taken to repair a fault | 28 | 10 | 1 | 20 | 21 | 38 | - | 20 | - | - | 13 | 7 | - | 13 | 7 | - | 21 | - | - | 10 | 7 | 4 | 11 | 10 | - | 38 | - | - | 14 | 18 | 6 | 17 | 20 |
| | 20%f | 16%f | 3% | 17%f | 20%f | 28%cf | - | 17% | - | - | 16% | 22% | - | 19% | 13% | - | 20% | - | - | 22% | 18% | 21% | 24% | 18% | - | 28% | - | - | 20% | 37%ef | 33% | 25% | 29% |
| Time taken to install the service | 27 | 7 | 8 | 14 | 20 | 15 | - | 14 | - | - | 10 | 3 | 1 | 9 | 5 | - | 20 | - | - | 10 | 7 | 3 | 10 | 9 | - | 15 | - | - | 8 | 7 | - | 8 | 6 |
| | 20%e | 11% | 21% | 12% | 19% | 11% | - | 12% | - | - | 13% | 9% | 11% | 13% | 10% | - | 19% | - | - | 22% | 18% | 16% | 22% | 16% | - | 11% | - | - | 11% | 14% | - | 12% | 9% |
| Arranging an appointment for an engineer visit | 20 | 10 | 3 | 18 | 17 | 24 | - | 18 | - | - | 13 | 4 | 1 | 14 | 4 | - | 17 | - | - | 6 | 8 | 3 | 10 | 6 | - | 24 | - | - | 10 | 9 | 5 | 10 | 13 |
| | 15% | 16% | 8% | 15% | 16% | 17% | - | 15% | - | - | 16% | 13% | 11% | 20% | 8% | - | 16% | - | - | 13% | 20% | 16% | 22% | 11% | - | 17% | - | - | 14% | 18% | 28% | 15% | 19% |
| Arranging an installation | 19 | 6 | 8 | 13 | 13 | 22 | - | 13 | - | - | 8 | 5 | - | 7 | 6 | - | 13 | - | - | 6 | 4 | 3 | 7 | 6 | - | 22 | - | - | 13 | 7 | 2 | 12 | 10 |
| | 14% | 9% | 21% | 11% | 13% | 16% | - | 11% | - | - | 10% | 16% | - | 10% | 12% | - | 13% | - | - | 13% | 10% | 16% | 15% | 11% | - | 16% | - | - | 18% | 14% | 11% | 18% | 15% |
| Switching issues (e.g. problems trying to switch or problems porting your number) | 19 | 13 | 9 | 19 | 18 | 20 | - | 19 | - | - | 14 | 3 | 2 | 9 | 10 | - | 18 | - | - | 7 | 10 | 1 | 8 | 10 | - | 20 | - | - | 10 | 6 | 4 | 10 | 10 |
| | 14% | 20% | 24% | 16% | 17% | 14% | - | 16% | - | - | 18% | 9% | 22% | 13% | 19% | - | 17% | - | - | 16% | 25% | 5% | 17% | 18% | - | 14% | - | - | 14% | 12% | 22% | 15% | 15% |
| Missed/moved repair appointment | 18 | 7 | 3 | 13 | 6 | 13 | - | 13 | - | - | 12 | - | 1 | 7 | 6 | - | 6 | - | - | 2 | 4 | - | 3 | 3 | - | 13 | - | - | 7 | 5 | 1 | 7 | 6 |
| | 13% | 11% | 8% | 11% | 6% | 9% | - | 11% | - | - | 15%F | - | 11% | 10% | 12% | - | 6% | - | - | 4% | 10% | - | 7% | 5% | - | 9% | - | - | 10% | 10% | 6% | 10% | 9% |
| Damage to property during installation | 15 | 10 | 2 | 12 | 4 | 18 | - | 12 | - | - | 8 | 3 | 1 | 5 | 7 | - | 4 | - | - | 2 | 1 | 1 | 2 | 2 | - | 18 | - | - | 10 | 7 | 1 | 4 | 14 |
| | 11%d | 16%d | 5% | 10% | 4% | 13%d | - | 10% | - | - | 10% | 9% | 11% | 7% | 13% | - | 4% | - | - | 4% | 3% | 5% | 4% | 4% | - | 13% | - | - | 14% | 14% | 6% | 6% | 21%w |
| Missed/ moved installation appointment | 14 | 4 | 6 | 13 | 17 | 10 | - | 13 | - | - | 9 | 3 | 1 | 7 | 6 | - | 17 | - | - | 9 | 5 | 3 | 6 | 11 | - | 10 | - | - | 6 | 4 | - | 5 | 5 |
| | 10% | 6% | 16% | 11% | 16%e | 7% | - | 11% | - | - | 11% | 9% | 11% | 10% | 12% | - | 16% | - | - | 20% | 13% | 16% | 13% | 20% | - | 7% | - | - | 8% | 8% | - | 7% | 7% |
| Complaining about an engineer | 13 | 7 | 2 | 16 | 9 | 10 | - | 16 | - | - | 10 | 5 | 1 | 10 | 6 | - | 9 | - | - | 5 | 3 | 1 | 5 | 4 | - | 10 | - | - | 3 | 5 | 2 | 3 | 7 |
| | 9% | 11% | 5% | 13% | 9% | 7% | - | 13% | - | - | 13% | 16% | 11% | 14% | 12% | - | 9% | - | - | 11% | 8% | 5% | 11% | 7% | - | 7% | - | - | 4% | 10% | 11% | 4% | 10% |
| Damage to property during repair | 8 | 11 | 3 | 18 | 7 | 11 | - | 18 | - | - | 12 | 3 | 3 | 13 | 5 | - | 7 | - | - | 3 | 3 | 1 | 4 | 3 | - | 11 | - | - | 8 | 2 | 1 | 7 | 4 |
| | 6% | 17%ad | 8% | 15%a | 7% | 8% | - | 15% | - | - | 15% | 9% | 33% | 19% | 10% | - | 7% | - | - | 7% | 8% | 5% | 9% | 5% | - | 8% | - | - | 11% | 4% | 6% | 10% | 6% |
| A different issue | 15 | - | 2 | 4 | 6 | 4 | - | 4 | - | - | 2 | 2 | - | 1 | 3 | - | 6 | - | - | 1 | 2 | 3 | 1 | 4 | - | 4 | - | - | 3 | - | 1 | 3 | 1 |
| | 11%bce | - | 5% | 3% | 6% | 3% | - | 3% | - | - | 3% | 6% | - | 1% | 6% | - | 6% | - | - | 2% | 5% | 16% | 2% | 7% | - | 3% | - | - | 4% | - | 6% | 4% | 1% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 9

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

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

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 27** | 9** | 9** | 22** | 23** | 25** | -** | -** | -** | 27** | 15** | 6** | 6** | 15** | 10** | -** | -** | -** | 9** | 7** | 2** | -** | 4** | 3** | -** | -** | -** | 9** | 5** | 1** | 3** | 5** | 4** |
| Complaining about the terms of your contract | 7<br>*26%* | 2<br>*22%* | 1<br>*11%* | 3<br>*14%* | 3<br>*13%* | 4<br>*16%* | -<br>- | -<br>- | -<br>- | 7<br>*26%* | 3<br>*20%* | 2<br>*33%* | 2<br>*33%* | 4<br>*27%* | 3<br>*30%* | -<br>- | -<br>- | -<br>- | 2<br>*22%* | 1<br>*14%* | 1<br>*50%* | -<br>- | 1<br>*25%* | 1<br>*33%* | -<br>- | -<br>- | -<br>- | 1<br>*11%* | 1<br>*20%* | -<br>- | -<br>- | 1<br>*20%* | -<br>- |
| Service not performing as advertised or as told in store/over the phone | 7<br>*26%* | 1<br>*11%* | -<br>- | 7<br>*32%* | 5<br>*22%* | 7<br>*28%* | -<br>- | -<br>- | -<br>- | 7<br>*26%* | 3<br>*20%* | 3<br>*50%* | 1<br>*17%* | 3<br>*20%* | 3<br>*30%* | -<br>- | -<br>- | -<br>- | 1<br>*11%* | -<br>- | 1<br>*50%* | -<br>- | -<br>- | 1<br>*33%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Change to your package or service (upgrading or downgrading your service) | 4<br>*15%* | 3<br>*33%* | 1<br>*11%* | 8<br>*36%* | 4<br>*17%* | 8<br>*32%* | -<br>- | -<br>- | -<br>- | 4<br>*15%* | 4<br>*27%* | -<br>- | -<br>- | 3<br>*20%* | 1<br>*10%* | -<br>- | -<br>- | -<br>- | 3<br>*33%* | 1<br>*14%* | 2<br>*100%* | -<br>- | 1<br>*25%* | 2<br>*67%* | -<br>- | -<br>- | -<br>- | 1<br>*11%* | 1<br>*20%* | -<br>- | -<br>- | 1<br>*20%* | -<br>- |
| Switching issues (e.g. problems trying to switch or problems porting your number) | 3<br>*11%* | 1<br>*11%* | 1<br>*11%* | 4<br>*18%* | 4<br>*17%* | 3<br>*12%* | -<br>- | -<br>- | -<br>- | 3<br>*11%* | 2<br>*13%* | -<br>- | 1<br>*17%* | 3<br>*20%* | -<br>- | -<br>- | -<br>- | -<br>- | 1<br>*11%* | 1<br>*14%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 1<br>*11%* | 1<br>*20%* | -<br>- | -<br>- | 1<br>*20%* | -<br>- |
| Keeping your mobile phone number when changing suppliers | -<br>- | 1<br>*11%* | -<br>- | 1<br>*5%* | -<br>- | 1<br>*4%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 1<br>*11%* | 1<br>*14%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| A different issue (please describe it briefly in your own words) | 6<br>*22%* | 3<br>*33%* | 6<br>*67%* | 1<br>*5%* | 8<br>*35%* | 10<br>*40%* | -<br>- | -<br>- | -<br>- | 6<br>*22%* | 3<br>*20%* | 1<br>*17%* | 2<br>*33%* | 2<br>*13%* | 3<br>*30%* | -<br>- | -<br>- | -<br>- | 3<br>*33%* | 3<br>*43%* | -<br>- | -<br>- | 2<br>*50%* | 1<br>*33%* | -<br>- | -<br>- | -<br>- | 6<br>*67%* | 2<br>*40%* | 1<br>*100%* | 3<br>*100%* | 2<br>*40%* | 4<br>*100%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 10

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

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

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | PLUSNET (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 27** | 9** | 9** | 22** | 23** | 25** | -** | -** | -** | 22** | 17** | 5** | -** | 12** | 9** | -** | -** | -** | 23** | 11** | 8** | 4** | 14** | 9** | -** | -** | -** | 25** | 9** | 11** | 5** | 16** | 9** |
| Complaining about the terms of your contract | 7<br>*26%* | 2<br>*22%* | 1<br>*11%* | 3<br>*14%* | 3<br>*13%* | 4<br>*16%* | -<br>- | -<br>- | -<br>- | 3<br>*14%* | 3<br>*18%* | -<br>- | -<br>- | 2<br>*17%* | 1<br>*11%* | -<br>- | -<br>- | -<br>- | 3<br>*13%* | 3<br>*27%* | -<br>- | -<br>- | 2<br>*14%* | 1<br>*11%* | -<br>- | -<br>- | -<br>- | 4<br>*16%* | 1<br>*11%* | 1<br>*9%* | 2<br>*40%* | 2<br>*13%* | 2<br>*22%* |
| Service not performing as advertised or as told in store/over the phone | 7<br>*26%* | 1<br>*11%* | -<br>- | 7<br>*32%* | 5<br>*22%* | 7<br>*28%* | -<br>- | -<br>- | -<br>- | 7<br>*32%* | 5<br>*29%* | 2<br>*40%* | -<br>- | 3<br>*25%* | 3<br>*33%* | -<br>- | -<br>- | -<br>- | 5<br>*22%* | -<br>- | 5<br>*63%* | -<br>- | 2<br>*14%* | 3<br>*33%* | -<br>- | -<br>- | -<br>- | 7<br>*28%* | 3<br>*33%* | 2<br>*18%* | 2<br>*40%* | 4<br>*25%* | 3<br>*33%* |
| Change to your package or service (upgrading or downgrading your service) | 4<br>*15%* | 3<br>*33%* | 1<br>*11%* | 8<br>*36%* | 4<br>*17%* | 8<br>*32%* | -<br>- | -<br>- | -<br>- | 8<br>*36%* | 6<br>*35%* | 2<br>*40%* | -<br>- | 5<br>*42%* | 2<br>*22%* | -<br>- | -<br>- | -<br>- | 4<br>*17%* | 3<br>*27%* | -<br>- | 1<br>*25%* | 2<br>*14%* | 2<br>*22%* | -<br>- | -<br>- | -<br>- | 8<br>*32%* | 4<br>*44%* | 2<br>*18%* | 2<br>*40%* | 6<br>*38%* | 2<br>*22%* |
| Switching issues (e.g. problems trying to switch or problems porting your number) | 3<br>*11%* | 1<br>*11%* | 1<br>*11%* | 4<br>*18%* | 4<br>*17%* | 3<br>*12%* | -<br>- | -<br>- | -<br>- | 4<br>*18%* | 3<br>*18%* | 1<br>*20%* | -<br>- | 2<br>*17%* | 2<br>*22%* | -<br>- | -<br>- | -<br>- | 4<br>*17%* | 4<br>*36%* | -<br>- | -<br>- | 2<br>*14%* | 2<br>*22%* | -<br>- | -<br>- | -<br>- | 3<br>*12%* | 1<br>*11%* | -<br>- | 2<br>*40%* | -<br>- | 3<br>*33%* |
| Keeping your mobile phone number when changing suppliers | -<br>- | 1<br>*11%* | -<br>- | 1<br>*5%* | -<br>- | 1<br>*4%* | -<br>- | -<br>- | -<br>- | 1<br>*5%* | 1<br>*6%* | -<br>- | -<br>- | 1<br>*8%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 1<br>*4%* | -<br>- | 1<br>*9%* | -<br>- | 1<br>*6%* | -<br>- |
| A different issue (please describe it briefly in your own words) | 6<br>*22%* | 3<br>*33%* | 6<br>*67%* | 1<br>*5%* | 8<br>*35%* | 10<br>*40%* | -<br>- | -<br>- | -<br>- | 1<br>*5%* | 1<br>*6%* | -<br>- | -<br>- | -<br>- | 1<br>*11%* | -<br>- | -<br>- | -<br>- | 8<br>*35%* | 2<br>*18%* | 3<br>*38%* | 3<br>*75%* | 6<br>*43%* | 2<br>*22%* | -<br>- | -<br>- | -<br>- | 10<br>*40%* | 2<br>*22%* | 5<br>*45%* | 3<br>*60%* | 7<br>*44%* | 3<br>*33%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 11

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

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

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 632 | 204 | 214 | 611 | 539 | 697 | 176 | 137 | 292 | 27** | 359 | 176 | 97* | 318 | 309 | 55* | 64* | 76* | 9** | 135 | 43* | 26** | 112 | 88* | 67* | 38* | 100 | 9** | 104 | 69* | 41* | 103 | 110 |
| Only/mainly on the phone | 331 | 95 | 108 | 366 | 273 | 467 | 87 | 63 | 165 | 16 | 195 | 84 | 52 | 175 | 155 | 18 | 24 | 48 | 5 | 71 | 14 | 10 | 59 | 35 | 28 | 14 | 61 | 5 | 50 | 31 | 27 | 50 | 58 |
| | 52% | 47% | 50% | 60%abdf | 51% | 67%abcdf | 49% | 46% | 57%h | 59% | 54% | 48% | 54% | 55% | 50% | 33% | 38% | 63%pq | 56% | 53%u | 33% | 38% | 53% | 40% | 42% | 37% | 61%AB | 56% | 48% | 45% | 66%F | 49% | 53% |
| Only/mainly via webchat | 96 | 13 | 39 | 66 | 112 | 44 | 31 | 12 | 50 | 3 | 53 | 23 | 20 | 41 | 55 | 4 | 3 | 6 | - | 8 | 1 | 4 | 6 | 7 | 19 | 6 | 13 | 1 | 23 | 12 | 4 | 23 | 16 |
| | 15%bce | 6% | 18%bce | 11%e | 21%abce | 6% | 18%h | 9% | 17%h | 11% | 15% | 13% | 21% | 13% | 18% | 7% | 5% | 8% | - | 6% | 2% | 15% | 5% | 8% | 28%C | 16% | 13% | 11% | 22% | 17% | 10% | 22% | 15% |
| Only/mainly via email | 60 | 24 | 13 | 43 | 38 | 44 | 16 | 17 | 26 | 1 | 28 | 25 | 7 | 35 | 24 | 8 | 9 | 6 | 1 | 16 | 6 | 2 | 14 | 9 | 3 | 4 | 5 | 1 | 5 | 6 | 2 | 5 | 8 |
| | 9%e | 12%cdef | 6% | 7% | 7% | 6% | 9% | 12% | 9% | 4% | 8% | 14%k | 7% | 11% | 8% | 15% | 14% | 8% | 11% | 12% | 14% | 8% | 13% | 10% | 4% | 11% | 5% | 11% | 5% | 9% | 5% | 5% | 7% |
| Only/mainly via web form | 39 | 15 | 12 | 35 | 38 | 36 | 11 | 11 | 16 | 1 | 23 | 12 | 4 | 20 | 18 | 6 | 7 | 2 | - | 8 | 6 | 1 | 6 | 9 | 4 | 1 | 6 | 1 | 8 | 2 | 2 | 7 | 5 |
| | 6% | 7% | 6% | 6% | 7% | 5% | 6% | 8% | 5% | 4% | 6% | 7% | 4% | 6% | 6% | 11% | 11%r | 3% | - | 6% | 14% | 4% | 5% | 10% | 6% | 3% | 6% | 11% | 8% | 3% | 5% | 7% | 5% |
| Only/mainly via mobile application | 28 | 13 | 9 | 30 | 36 | 37 | 11 | 8 | 7 | 2 | 15 | 12 | 1 | 11 | 17 | 4 | 3 | 5 | 1 | 6 | 4 | 3 | 9 | 3 | 3 | 4 | 1 | 1 | 5 | 3 | 1 | 5 | 4 |
| | 4% | 6% | 4% | 5% | 7% | 5% | 6%l | 6% | 2% | 7% | 4% | 7%m | 1% | 3% | 6% | 7% | 5% | 7% | 11% | 4% | 9% | 12% | 8% | 3% | 4% | 11%C | 1% | 11% | 5% | 4% | 2% | 5% | 4% |
| Only/mainly by social media | 27 | 12 | 13 | 30 | 15 | 26 | 5 | 11 | 11 | - | 17 | 7 | 3 | 13 | 14 | 5 | 5 | 2 | - | 7 | 4 | 1 | 5 | 7 | 4 | 3 | 6 | - | 6 | 5 | 2 | 6 | 7 |
| | 4% | 6%d | 6%d | 5% | 3% | 4% | 3% | 8%g | 4% | - | 5% | 4% | 3% | 4% | 5% | 9% | 8% | 3% | - | 5% | 9% | 4% | 4% | 8% | 6% | 8% | 6% | - | 6% | 7% | 5% | 6% | 6% |
| Only/mainly by letter | 25 | 9 | 9 | 16 | 11 | 18 | 9 | 6 | 10 | - | 16 | 6 | 3 | 13 | 12 | 1 | 3 | 5 | - | 5 | 2 | 2 | - | 8 | 4 | 3 | 2 | - | 3 | 5 | 1 | 5 | 4 |
| | 4% | 4% | 4% | 3% | 2% | 3% | 5% | 4% | 3% | - | 4% | 3% | 3% | 4% | 4% | 2% | 5% | 7% | - | 4% | 5% | 8% | - | 9%w | 6% | 8% | 2% | - | 3% | 7% | 2% | 5% | 4% |
| Only/mainly in store | 18 | 19 | 10 | 20 | 13 | 17 | 4 | 8 | 5 | 1 | 11 | 3 | 4 | 8 | 10 | 7 | 9 | 2 | 1 | 11 | 5 | 3 | 11 | 8 | 2 | 3 | 5 | - | 3 | 5 | 2 | 2 | 8 |
| | 3% | 9%acde | 5% | 3% | 2% | 2% | 2% | 6%l | 2% | 4% | 3% | 2% | 4% | 3% | 3% | 13%r | 14%r | 3% | 11% | 8% | 12% | 12% | 10% | 9% | 3% | 8% | 5% | - | 3% | 7% | 5% | 2% | 7% |
| Only/mainly via another contact method | 1 | 1 | - | 1 | 1 | 4 | - | - | 1 | - | - | - | 1 | - | 1 | 1 | - | - | - | - | 1 | - | - | 1 | - | - | - | - | - | - | - | - | - |
| | * | * | - | * | * | 1% | - | - | * | - | - | - | 1% | - | * | 2% | - | - | - | - | 2% | - | - | 1% | - | - | - | - | - | - | - | - | - |
| Don't know | 7 | 3 | 1 | 4 | 2 | 4 | 2 | 1 | 1 | 3 | 1 | 4 | 2 | 2 | 3 | 1 | 1 | - | 1 | 3 | - | - | 2 | 1 | - | - | 1 | - | 1 | - | - | - | - |
| | 1% | 1% | * | 1% | * | 1% | 1% | 1% | * | 11% | * | 2%k | 2% | 1% | 1% | 2% | 2% | - | 11% | 2% | - | - | 2% | 1% | - | - | 1% | - | 1% | - | - | - | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 12

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

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

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | PLUSNET (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 632 | 204 | 214 | 611 | 539 | 697 | 155 | 121 | 313 | 22** | 376 | 173 | 62* | 331 | 273 | 144 | 104 | 268 | 23** | 236 | 179 | 124 | 229 | 305 | 212 | 138 | 322 | 25** | 318 | 236 | 143 | 338 | 350 |
| Only/mainly on the phone | 331<br>52% | 95<br>47% | 108<br>50% | 366<br>60%abdf | 273<br>51% | 467<br>67%abcdf | 88<br>57% | 56<br>46% | 210<br>67%AB | 12<br>55% | 227<br>60% | 99<br>57% | 40<br>65% | 199<br>60% | 162<br>59% | 69<br>48% | 42<br>40% | 150<br>56%h | 12<br>52% | 107<br>45% | 85<br>47% | 81<br>65%kl | 118<br>52% | 154<br>50% | 155<br>73%q | 63<br>46% | 231<br>72%q | 18<br>72% | 205<br>64% | 152<br>64% | 110<br>77%tu | 229<br>68% | 234<br>67% |
| Only/mainly via webchat | 96<br>15%bce | 13<br>6% | 39<br>18%bce | 66<br>11%e | 112<br>21%abce | 44<br>6% | 17<br>11% | 13<br>11% | 35<br>11% | 1<br>5% | 42<br>11% | 16<br>9% | 8<br>13% | 30<br>9% | 36<br>13% | 31<br>22% | 14<br>13% | 63<br>24%h | 4<br>17% | 54<br>23% | 34<br>19% | 24<br>19% | 45<br>20% | 66<br>22% | 15<br>7% | 8<br>6% | 19<br>6% | 2<br>8% | 25<br>8% | 13<br>6% | 6<br>4% | 21<br>6% | 22<br>6% |
| Only/mainly via email | 60<br>9%e | 24<br>12%cdef | 13<br>6% | 43<br>7% | 38<br>7% | 44<br>6% | 11<br>7% | 11<br>9% | 20<br>6% | 1<br>5% | 28<br>7% | 11<br>6% | 4<br>6% | 25<br>8% | 18<br>7% | 11<br>8%i | 16<br>15%l | 8<br>3% | 3<br>13% | 19<br>8% | 15<br>8% | 4<br>3% | 18<br>8% | 20<br>7% | 9<br>4% | 10<br>7% | 23<br>7% | 2<br>8% | 20<br>6% | 13<br>6% | 11<br>8% | 23<br>7% | 21<br>6% |
| Only/mainly via web form | 39<br>6% | 15<br>7% | 12<br>6% | 35<br>6% | 38<br>7% | 36<br>5% | 8<br>5% | 9<br>7% | 17<br>5% | 1<br>5% | 19<br>5% | 12<br>7% | 4<br>6% | 15<br>5% | 20<br>7% | 9<br>6% | 7<br>7% | 19<br>7% | 3<br>13% | 17<br>7% | 14<br>8% | 7<br>6% | 16<br>7% | 21<br>7% | 9<br>4% | 6<br>4% | 21<br>7% | -<br>- | 16<br>5% | 14<br>6% | 6<br>4% | 22<br>7% | 13<br>4% |
| Only/mainly via mobile application | 28<br>4% | 13<br>6% | 9<br>4% | 30<br>5% | 36<br>7% | 37<br>5% | 8<br>5% | 8<br>7% | 13<br>4% | 1<br>5% | 20<br>5% | 10<br>6% | -<br>- | 19<br>6% | 11<br>4% | 10<br>7% | 10<br>10% | 15<br>6% | 1<br>4% | 20<br>8% | 12<br>7% | 4<br>3% | 17<br>7% | 18<br>6% | 11<br>5% | 19<br>14%pr | 7<br>2% | -<br>- | 23<br>7%v | 12<br>5% | 2<br>1% | 18<br>5% | 19<br>5% |
| Only/mainly by social media | 27<br>4% | 12<br>6%d | 13<br>6%d | 30<br>5% | 15<br>3% | 26<br>4% | 8<br>5% | 9<br>7% | 11<br>4% | 2<br>9% | 16<br>4% | 10<br>6% | 4<br>6% | 16<br>5% | 12<br>4% | 6<br>4% | 5<br>5% | 4<br>1% | -<br>- | 5<br>2% | 9<br>5%m | 1<br>1% | 4<br>2% | 11<br>4% | 5<br>2% | 14<br>10%pr | 7<br>2% | -<br>- | 13<br>4% | 10<br>4% | 3<br>2% | 10<br>3% | 15<br>4% |
| Only/mainly by letter | 25<br>4% | 9<br>4% | 9<br>4% | 16<br>3% | 11<br>2% | 18<br>3% | 9<br>6%C | 5<br>4%C | 2<br>1% | -<br>- | 9<br>2% | 6<br>3% | 1<br>2% | 13<br>4%l | 3<br>1% | 3<br>2% | 4<br>4% | 4<br>1% | -<br>- | 7<br>3% | 4<br>2% | -<br>- | 4<br>2% | 7<br>2% | 2<br>1% | 10<br>7%pr | 5<br>2% | 1<br>4% | 8<br>3% | 9<br>4% | 1<br>1% | 6<br>2% | 10<br>3% |
| Only/mainly in store | 18<br>3% | 19<br>9%acde | 10<br>5% | 20<br>3% | 13<br>2% | 17<br>2% | 5<br>3% | 10<br>8%C | 3<br>1% | 2<br>9% | 13<br>3% | 6<br>3% | 1<br>2% | 13<br>4% | 7<br>3% | 5<br>3% | 5<br>5%l | 3<br>1% | -<br>- | 7<br>3% | 5<br>3% | 1<br>1% | 6<br>3% | 7<br>2% | 4<br>2% | 7<br>5% | 6<br>2% | -<br>- | 7<br>2% | 7<br>3% | 3<br>2% | 4<br>1% | 13<br>4%w |
| Only/mainly via another contact method | 1<br>* | 1<br>* | -<br>- | 1<br>* | 1<br>* | 4<br>1% | -<br>- | -<br>- | 1<br>* | -<br>- | -<br>- | 1<br>1% | -<br>- | -<br>- | 1<br>* | -<br>- | -<br>- | 1<br>* | -<br>- | -<br>- | 1<br>1% | -<br>- | -<br>- | 1<br>* | 1<br>* | -<br>- | 2<br>1% | 1<br>4% | 1<br>* | 3<br>1% | -<br>- | 2<br>1% | 2<br>1% |
| Don't know | 7<br>1% | 3<br>1% | 1<br>* | 4<br>1% | 2<br>* | 4<br>1% | 1<br>1% | -<br>- | 1<br>* | 2<br>9% | 2<br>1% | 2<br>1% | -<br>- | 1<br>* | 3<br>1% | -<br>- | 1<br>1% | 1<br>* | -<br>- | -<br>- | -<br>- | 2<br>2% | 1<br>* | -<br>- | 1<br>* | 1<br>1% | 1<br>* | 1<br>4% | -<br>- | 3<br>1%t | 1<br>1% | 3<br>1% | 1<br>* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 13

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

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

| | | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | Plusnet (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | | 632 | 204 | 214 | 611 | 539 | 697 | 176 | 137 | 292 | 27** | 359 | 176 | 97* | 318 | 309 | 55* | 64* | 76* | 9** | 135 | 43* | 26** | 112 | 88* | 67* | 38* | 100 | 9** | 104 | 69* | 41* | 103 | 110 |
| 10 - Extremely satisfied | (10) | 86 | 39 | 29 | 106 | 49 | 66 | 27 | 17 | 34 | 8 | 86 | - | - | 74 | 12 | 15 | 10 | 11 | 3 | 39 | - | - | 31 | 7 | 8 | 3 | 15 | 3 | 29 | - | - | 24 | 4 |
| | | 14%de | 19%de | 14% | 17%de | 9% | 9% | 15% | 12% | 12% | 30% | 24%lm | - | - | 23%o | 4% | 27% | 16% | 14% | 33% | 29%u | - | - | 28%x | 8% | 12% | 8% | 15% | 33% | 28%FG | - | - | 23%l | 4% |
| 9 - | (9) | 35 | 20 | 17 | 61 | 38 | 49 | 4 | 13 | 17 | 1 | 35 | - | - | 29 | 6 | 7 | 6 | 5 | 2 | 20 | - | - | 14 | 6 | 5 | 3 | 8 | 1 | 17 | - | - | 13 | 4 |
| | | 6% | 10%a | 8% | 10%a | 7% | 7% | 2% | 9%g | 6% | 4% | 10%lm | - | - | 9%o | 2% | 13% | 9% | 7% | 22% | 15%u | - | - | 13% | 7% | 7% | 8% | 8% | 11% | 16%FG | - | - | 13%l | 4% |
| 8 - | (8) | 132 | 33 | 38 | 107 | 69 | 102 | 31 | 31 | 66 | 4 | 132 | - | - | 94 | 38 | 5 | 13 | 14 | 1 | 33 | - | - | 19 | 13 | 15 | 4 | 18 | 1 | 38 | - | - | 31 | 7 |
| | | 21%de | 16% | 18% | 18%d | 13% | 15% | 18% | 23% | 23% | 15% | 37%lm | - | - | 30%o | 12% | 9% | 20% | 18% | 11% | 24%u | - | - | 17% | 15% | 22% | 11% | 18% | 11% | 37%FG | - | - | 30%l | 6% |
| 7 - | (7) | 106 | 43 | 20 | 102 | 80 | 101 | 27 | 26 | 51 | 2 | 106 | - | - | 56 | 50 | 6 | 13 | 23 | 1 | 43 | - | - | 22 | 19 | 6 | - | 14 | - | 20 | - | - | 7 | 13 |
| | | 17%f | 21%def | 9% | 17%f | 15%f | 14% | 15% | 19% | 17% | 7% | 30%lm | - | - | 18% | 16% | 11% | 20% | 30%p | 11% | 32%u | - | - | 20% | 22% | 9% | - | 14%B | - | 19%FG | - | - | 7% | 12% |
| 6 - | (6) | 69 | 20 | 24 | 75 | 48 | 99 | 28 | 16 | 23 | 2 | - | 69 | - | 24 | 44 | 6 | 6 | 7 | 1 | - | 20 | - | 7 | 13 | 7 | 7 | 10 | - | - | 24 | - | 8 | 16 |
| | | 11% | 10% | 11% | 12% | 9% | 14%d | 16%d | 12% | 8% | 7% | - | 39%km | - | 8% | 14%n | 11% | 9% | 9% | 11% | - | 47%t | - | 6% | 15%w | 10% | 18% | 10% | - | - | 35%EG | - | 8% | 15% |
| 5 - | (5) | 62 | 13 | 30 | 57 | 88 | 81 | 15 | 11 | 33 | 3 | - | 62 | - | 20 | 40 | 6 | 4 | 2 | 1 | - | 13 | - | 4 | 9 | 10 | 9 | 10 | 1 | - | 30 | - | 10 | 20 |
| | | 10% | 6% | 14%b | 9% | 16%abce | 12%b | 9% | 8% | 11% | 11% | - | 35%km | - | 6% | 13%n | 11% | 6% | 3% | 11% | - | 30%t | - | 4% | 10% | 15% | 24%C | 10% | 11% | - | 43%EG | - | 10% | 18% |
| 4 - | (4) | 45 | 10 | 15 | 41 | 43 | 56 | 15 | 9 | 20 | 1 | - | 45 | - | 6 | 39 | 1 | 3 | 6 | - | - | 10 | - | 4 | 6 | 1 | 5 | 9 | - | - | 15 | - | 4 | 11 |
| | | 7% | 5% | 7% | 7% | 8% | 8% | 9% | 7% | 7% | 4% | - | 26%km | - | 2% | 13%n | 2% | 5% | 8% | - | - | 23%t | - | 4% | 7% | 1% | 13%A | 9%A | - | - | 22%EG | - | 4% | 10% |
| 3 - | (3) | 29 | 11 | 17 | 27 | 37 | 49 | 6 | 6 | 17 | - | - | - | 29 | 4 | 25 | 5 | 4 | 2 | - | - | - | 11 | 6 | 5 | 7 | 3 | 6 | 1 | - | - | 17 | 2 | 15 |
| | | 5% | 5% | 8%c | 4% | 7% | 7%c | 3% | 4% | 6% | - | - | - | 30%kl | 1% | 8%n | 9% | 6% | 3% | - | - | - | 42% | 5% | 6% | 10% | 8% | 6% | 11% | - | - | 41%EF | 2% | 14%H |
| 2 - | (2) | 21 | 7 | 10 | 7 | 15 | 27 | 8 | 1 | 10 | 2 | - | - | 21 | 3 | 17 | 2 | 3 | 2 | - | - | - | 7 | 3 | 4 | 2 | 2 | 5 | 1 | - | - | 10 | 2 | 8 |
| | | 3%c | 3%c | 5%c | 1% | 3%c | 4%c | 5%h | 1% | 3% | 7% | - | - | 22%kl | 1% | 6%n | 4% | 5% | 3% | - | - | - | 27% | 3% | 5% | 3% | 5% | 5% | 11% | - | - | 24%EF | 2% | 7% |
| 1 - Extremely dissatisfied | (1) | 47 | 8 | 14 | 28 | 72 | 67 | 15 | 7 | 21 | 4 | - | - | 47 | 8 | 38 | 2 | 2 | 4 | - | - | - | 8 | 2 | 6 | 6 | 2 | 5 | 1 | - | - | 14 | 2 | 12 |
| | | 7%c | 4% | 7% | 5% | 13%abcef | 10%bc | 9% | 5% | 7% | 15% | - | - | 48%kl | 3% | 12%n | 4% | 3% | 5% | - | - | - | 31% | 2% | 7% | 9% | 5% | 5% | 11% | - | - | 34%EF | 2% | 11%H |
| NET: Dissatisfied | (1-3) | 97 | 26 | 41 | 62 | 124 | 143 | 29 | 14 | 48 | 6 | - | - | 97 | 15 | 80 | 9 | 9 | 8 | - | - | - | 26 | 11 | 15 | 15 | 7 | 16 | 3 | - | - | 41 | 6 | 35 |
| | | 15%c | 13% | 19%c | 10% | 23%abc | 21%abc | 16% | 10% | 16% | 22% | - | - | 100%kl | 5% | 26%n | 16% | 14% | 11% | - | - | - | 100% | 10% | 17% | 22% | 18% | 16% | 33% | - | - | 100%EF | 6% | 32%H |
| NET: Neutral | (4-6) | 176 | 43 | 69 | 173 | 179 | 236 | 58 | 36 | 76 | 6 | - | 176 | - | 50 | 123 | 13 | 13 | 15 | 2 | - | 43 | - | 15 | 28 | 18 | 21 | 29 | 1 | - | 69 | - | 22 | 47 |
| | | 28% | 21% | 32%b | 28%b | 33%ab | 34%abc | 33% | 26% | 26% | 22% | - | 100%km | - | 16% | 40%n | 24% | 20% | 20% | 22% | - | 100%t | - | 13% | 32%w | 27% | 55%AC | 29% | 11% | - | 100%EG | - | 21% | 43%H |
| NET: Satisfied | (7-10) | 359 | 135 | 104 | 376 | 236 | 318 | 89 | 87 | 168 | 15 | 359 | - | - | 253 | 106 | 33 | 42 | 53 | 7 | 135 | - | - | 86 | 45 | 34 | 10 | 55 | 5 | 104 | - | - | 75 | 28 |
| | | 57%def | 66%adef | 49% | 62%def | 44% | 46% | 51% | 64%g | 58% | 56% | 100%lm | - | - | 80%o | 34% | 60% | 66% | 70% | 78% | 100%u | - | - | 77%x | 51% | 51%B | 26% | 55%B | 56% | 100%FG | - | - | 73%l | 25% |
| Mean score | | 6.41de | 6.94adef | 6.20d | 6.88adef | 5.67 | 5.90 | 6.22 | 6.80g | 6.35 | 6.44 | 8.28lm | 5.14m | 1.81 | 7.67o | 5.16 | 7.02 | 6.83 | 6.82 | 8.22 | 8.41u | 5.23 | 2.12 | 7.55x | 6.10 | 6.18 | 5.55 | 6.43 | 6.44 | 8.53FG | 5.13G | 2.07 | 7.57l | 4.87 |
| Standard error | | 0.10 | 0.17 | 0.18 | 0.10 | 0.12 | 0.10 | 0.20 | 0.20 | 0.15 | 0.64 | 0.06 | 0.06 | 0.09 | 0.11 | 0.14 | 0.37 | 0.31 | 0.27 | 0.62 | 0.10 | 0.12 | 0.17 | 0.22 | 0.26 | 0.33 | 0.40 | 0.26 | 1.24 | 0.11 | 0.09 | 0.14 | 0.22 | 0.23 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 14

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

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

| | | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | PLUSNET (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 632 | 204 | 214 | 611 | 539 | 697 | 155 | 121 | 313 | 22** | 376 | 173 | 62* | 331 | 273 | 144 | 104 | 268 | 23** | 236 | 179 | 124 | 229 | 305 | 212 | 138 | 322 | 25** | 318 | 236 | 143 | 338 | 350 |
| 10 - Extremely satisfied | (10) | 86 | 39 | 29 | 106 | 49 | 66 | 25 | 21 | 49 | 11 | 106 | - | - | 94 | 12 | 18 | 11 | 16 | 4 | 49 | - | - | 42 | 7 | 25 | 15 | 24 | 2 | 66 | - | - | 58 | 8 |
| | | 14%de | 19%de | 14% | 17%de | 9% | 9% | 16% | 17% | 16% | 50% | 28%FG | - | - | 28%I | 4% | 13%l | 11% | 6% | 17% | 21%lm | - | - | 18%o | 2% | 12% | 11% | 7% | 8% | 21%uv | - | - | 17%x | 2% |
| 9 - | (9) | 35 | 20 | 17 | 61 | 38 | 49 | 17 | 12 | 30 | 2 | 61 | - | - | 49 | 12 | 12 | 6 | 20 | - | 38 | - | - | 25 | 13 | 9 | 14 | 26 | - | 49 | - | - | 38 | 11 |
| | | 6% | 10%a | 8% | 10%a | 7% | 7% | 11% | 10% | 10% | 9% | 16%FG | - | - | 15%I | 4% | 8% | 6% | 7% | - | 16%lm | - | - | 11%o | 4% | 4% | 10%p | 8% | - | 15%uv | - | - | 11%x | 3% |
| 8 - | (8) | 132 | 33 | 38 | 107 | 69 | 102 | 23 | 28 | 52 | 4 | 107 | - | - | 64 | 41 | 13 | 13 | 39 | 4 | 69 | - | - | 51 | 18 | 32 | 19 | 47 | 4 | 102 | - | - | 76 | 25 |
| | | 21%de | 16% | 18% | 18%d | 13% | 15% | 15% | 23% | 17% | 18% | 28%FG | - | - | 19% | 15% | 9% | 13% | 15% | 17% | 29%lm | - | - | 22%o | 6% | 15% | 14% | 15% | 16% | 32%uv | - | - | 22%x | 7% |
| 7 - | (7) | 106 | 43 | 20 | 102 | 80 | 101 | 28 | 19 | 55 | - | 102 | - | - | 60 | 42 | 26 | 15 | 36 | 3 | 80 | - | - | 40 | 39 | 35 | 23 | 40 | 3 | 101 | - | - | 63 | 37 |
| | | 17%f | 21%def | 9% | 17%f | 15%f | 14% | 18% | 16% | 18% | - | 27%FG | - | - | 18% | 15% | 18% | 14% | 13% | 13% | 34%lm | - | - | 17% | 13% | 17% | 17% | 12% | 12% | 32%uv | - | - | 19%x | 11% |
| 6 - | (6) | 69 | 20 | 24 | 75 | 48 | 99 | 15 | 13 | 45 | 2 | - | 75 | - | 27 | 44 | 11 | 10 | 26 | 1 | - | 48 | - | 21 | 27 | 30 | 19 | 45 | 5 | - | 99 | - | 39 | 60 |
| | | 11% | 10% | 11% | 12% | 9% | 14%d | 10% | 11% | 14% | 9% | - | 43%EG | - | 8% | 16%H | 8% | 10% | 10% | 4% | - | 27%km | - | 9% | 9% | 14% | 14% | 14% | 20% | - | 42%tv | - | 12% | 17%w |
| 5 - | (5) | 62 | 13 | 30 | 57 | 88 | 81 | 11 | 14 | 31 | 1 | - | 57 | - | 16 | 40 | 23 | 21 | 38 | 6 | - | 88 | - | 31 | 57 | 21 | 20 | 36 | 4 | - | 81 | - | 32 | 47 |
| | | 10% | 6% | 14%b | 9% | 16%abce | 12%b | 7% | 12% | 10% | 5% | - | 33%EG | - | 5% | 15%H | 16% | 20% | 14% | 26% | - | 49%km | - | 14% | 19% | 10% | 14% | 11% | 16% | - | 34%tv | - | 9% | 13% |
| 4 - | (4) | 45 | 10 | 15 | 41 | 43 | 56 | 13 | 5 | 21 | 2 | - | 41 | - | 12 | 29 | 13 | 9 | 20 | 1 | - | 43 | - | 8 | 35 | 17 | 10 | 27 | 2 | - | 56 | - | 9 | 46 |
| | | 7% | 5% | 7% | 7% | 8% | 8% | 8% | 4% | 7% | 9% | - | 24%EG | - | 4% | 11%H | 9% | 9% | 7% | 4% | - | 24%km | - | 3% | 11%n | 8% | 7% | 8% | 8% | - | 24%tv | - | 3% | 13%w |
| 3 - | (3) | 29 | 11 | 17 | 27 | 37 | 49 | 9 | 6 | 12 | - | - | - | 27 | 6 | 21 | 6 | 1 | 29 | 1 | - | - | 37 | 5 | 32 | 10 | 8 | 30 | 1 | - | - | 49 | 12 | 36 |
| | | 5% | 5% | 8%c | 4% | 7% | 7%c | 6% | 5% | 4% | - | - | - | 44%EF | 2% | 8%H | 4% | 1% | 11%gh | 4% | - | - | 30%kl | 2% | 10%n | 5% | 6% | 9%p | 4% | - | - | 34%tu | 4% | 10%w |
| 2 - | (2) | 21 | 7 | 10 | 7 | 15 | 27 | 2 | 2 | 3 | - | - | - | 7 | 1 | 6 | 6 | 5 | 3 | 1 | - | - | 15 | 1 | 13 | 6 | 4 | 17 | - | - | - | 27 | 5 | 20 |
| | | 3%c | 3%c | 5%c | 1% | 3%c | 4%c | 1% | 2% | 1% | - | - | - | 11%EF | * | 2%H | 4%i | 5%i | 1% | 4% | - | - | 12%kl | * | 4%n | 3% | 3% | 5% | - | - | - | 19%tu | 1% | 6%w |
| 1 - Extremely dissatisfied | (1) | 47 | 8 | 14 | 28 | 72 | 67 | 12 | 1 | 15 | - | - | - | 28 | 2 | 26 | 16 | 13 | 41 | 2 | - | - | 72 | 5 | 64 | 27 | 6 | 30 | 4 | - | - | 67 | 6 | 60 |
| | | 7%c | 4% | 7% | 5% | 13%abce f | 10%bc | 8%B | 1% | 5% | - | - | - | 45%EF | 1% | 10%H | 11% | 13% | 15% | 9% | - | - | 58%kl | 2% | 21%n | 13%q | 4% | 9% | 16% | - | - | 47%tu | 2% | 17%w |
| NET: Dissatisfied | (1-3) | 97 | 26 | 41 | 62 | 124 | 143 | 23 | 9 | 30 | - | - | - | 62 | 9 | 53 | 28 | 19 | 73 | 4 | - | - | 124 | 11 | 109 | 43 | 18 | 77 | 5 | - | - | 143 | 23 | 116 |
| | | 15%c | 13% | 19%c | 10% | 23%abc | 21%abc | 15% | 7% | 10% | - | - | - | 100%EF | 3% | 19%H | 19% | 18% | 27% | 17% | - | - | 100%kl | 5% | 36%n | 20% | 13% | 24%q | 20% | - | - | 100%tu | 7% | 33%w |
| NET: Neutral | (4-6) | 176 | 43 | 69 | 173 | 179 | 236 | 39 | 32 | 97 | 5 | - | 173 | - | 55 | 113 | 47 | 40 | 84 | 8 | - | 179 | - | 60 | 119 | 68 | 49 | 108 | 11 | - | 236 | - | 80 | 153 |
| | | 28% | 21% | 32%b | 28%b | 33%ab | 34%abc | 25% | 26% | 31% | 23% | - | 100%EG | - | 17% | 41%H | 33% | 38% | 31% | 35% | - | 100%km | - | 26% | 39%n | 32% | 36% | 34% | 44% | - | 100%tv | - | 24% | 44%w |
| NET: Satisfied | (7-10) | 359 | 135 | 104 | 376 | 236 | 318 | 93 | 80 | 186 | 17 | 376 | - | - | 267 | 107 | 69 | 45 | 111 | 11 | 236 | - | - | 158 | 77 | 101 | 71 | 137 | 9 | 318 | - | - | 235 | 81 |
| | | 57%def | 66%adef | 49% | 62%def | 44% | 46% | 60% | 66% | 59% | 77% | 100%FG | - | - | 81%I | 39% | 48% | 43% | 41% | 48% | 100%lm | - | - | 69%o | 25% | 48% | 51% | 43% | 36% | 100%uv | - | - | 70%x | 23% |
| Mean score | | 6.41de | 6.94ade f | 6.20d | 6.88ade f | 5.67 | 5.90 | 6.60 | 7.16 | 6.80 | 8.41 | 8.45FG | 5.20G | 1.98 | 7.93I | 5.61 | 5.92 | 5.77 | 5.46 | 6.09 | 8.24lm | 5.03m | 1.72 | 7.28o | 4.51 | 5.92 | 6.38r | 5.72 | 5.52 | 8.25uv | 5.18v | 1.87 | 7.26x | 4.64 |
| Standard error | | 0.10 | 0.17 | 0.18 | 0.10 | 0.12 | 0.10 | 0.21 | 0.20 | 0.13 | 0.44 | 0.06 | 0.06 | 0.12 | 0.11 | 0.14 | 0.23 | 0.27 | 0.17 | 0.58 | 0.07 | 0.05 | 0.08 | 0.14 | 0.15 | 0.19 | 0.20 | 0.15 | 0.53 | 0.06 | 0.05 | 0.07 | 0.12 | 0.13 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 15

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

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

| | | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | Plusnet (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | | 318 | 112 | 103 | 331 | 229 | 338 | 73* | 87* | 143 | 15** | 253 | 50* | 15** | 318 | -** | 31* | 35* | 42* | 4** | 86* | 15** | 11** | 112 | -** | 35* | 19** | 44* | 5** | 75* | 22** | 6** | 103 | -** |
| 10 - Extremely satisfied | (10) | 74 | 31 | 24 | 94 | 42 | 58 | 20 | 15 | 31 | 8 | 74 | - | - | 74 | - | 12 | 7 | 10 | 2 | 31 | - | - | 31 | - | 7 | 3 | 12 | 2 | 24 | - | - | 24 | - |
| | | 23% | 28%de | 23% | 28%de | 18% | 17% | 27% | 17% | 22% | 53% | 29%l | - | - | 23% | - | 39% | 20% | 24% | 50% | 36% | - | - | 28% | - | 20% | 16% | 27% | 40% | 32% | - | - | 23% | - |
| 9 - | (9) | 29 | 14 | 13 | 49 | 25 | 38 | 3 | 10 | 15 | 1 | 29 | - | - | 29 | - | 5 | 4 | 4 | 1 | 14 | - | - | 14 | - | 4 | 2 | 6 | 1 | 13 | - | - | 13 | - |
| | | 9% | 13% | 13% | 15%a | 11% | 11% | 4% | 11% | 10% | 7% | 11%l | - | - | 9% | - | 16% | 11% | 10% | 25% | 16% | - | - | 13% | - | 11% | 11% | 14% | 20% | 17% | - | - | 13% | - |
| 8 - | (8) | 94 | 19 | 31 | 64 | 51 | 76 | 17 | 24 | 51 | 2 | 94 | - | - | 94 | - | 3 | 7 | 8 | 1 | 19 | - | - | 19 | - | 14 | 3 | 13 | 1 | 31 | - | - | 31 | - |
| | | 30%bce | 17% | 30%bc | 19% | 22% | 22% | 23% | 28% | 36% | 13% | 37%l | - | - | 30% | - | 10% | 20% | 19% | 25% | 22% | - | - | 17% | - | 40% | 16% | 30% | 20% | 41% | - | - | 30% | - |
| 7 - | (7) | 56 | 22 | 7 | 60 | 40 | 63 | 16 | 16 | 22 | 2 | 56 | - | - | 56 | - | 2 | 6 | 14 | - | 22 | - | - | 22 | - | 2 | - | 5 | - | 7 | - | - | 7 | - |
| | | 18%f | 20%f | 7% | 18%f | 17%f | 19%f | 22% | 18% | 15% | 13% | 22%l | - | - | 18% | - | 6% | 17% | 33%p | - | 26% | - | - | 20% | - | 6% | - | 11% | - | 9% | - | - | 7% | - |
| 6 - | (6) | 24 | 7 | 8 | 27 | 21 | 39 | 8 | 8 | 7 | 1 | - | 24 | - | 24 | - | 3 | 2 | 2 | - | - | 7 | - | 7 | - | 2 | 4 | 2 | - | - | 8 | - | 8 | - |
| | | 8% | 6% | 8% | 8% | 9% | 12% | 11% | 9% | 5% | 7% | - | 48%k | - | 8% | - | 10% | 6% | 5% | - | - | 47% | - | 6% | - | 6% | 21% | 5% | - | - | 36% | - | 8% | - |
| 5 - | (5) | 20 | 4 | 10 | 16 | 31 | 32 | 5 | 8 | 7 | - | - | 20 | - | 20 | - | 2 | 2 | - | - | - | 4 | - | 4 | - | 3 | 3 | 4 | - | - | 10 | - | 10 | - |
| | | 6% | 4% | 10% | 5% | 14%abc | 9%bc | 7% | 9% | 5% | - | - | 40%k | - | 6% | - | 6% | 6% | - | - | - | 27% | - | 4% | - | 9% | 16% | 9% | - | - | 45% | - | 10% | - |
| 4 - | (4) | 6 | 4 | 4 | 12 | 8 | 9 | 1 | 1 | 4 | - | - | 6 | - | 6 | - | - | 2 | 2 | - | - | 4 | - | 4 | - | - | 2 | 2 | - | - | 4 | - | 4 | - |
| | | 2% | 4% | 4% | 4% | 3% | 3% | 1% | 1% | 3% | - | - | 12%k | - | 2% | - | - | 6% | 5% | - | - | 27% | - | 4% | - | - | 11% | 5% | - | - | 18% | - | 4% | - |
| 3 - | (3) | 4 | 6 | 2 | 6 | 5 | 12 | - | 3 | 1 | - | - | - | 4 | 4 | - | 3 | 2 | 1 | - | - | - | 6 | 6 | - | 2 | - | - | - | - | - | 2 | 2 | - |
| | | 1% | 5%ac | 2% | 2% | 2% | 4% | - | 3% | 1% | - | - | - | 27% | 1% | - | 10% | 6% | 2% | - | - | - | 55% | 5% | - | 6% | - | - | - | - | - | 33% | 2% | - |
| 2 - | (2) | 3 | 3 | 2 | 1 | 1 | 5 | 1 | - | 1 | 1 | - | - | 3 | 3 | - | 1 | 2 | - | - | - | - | 3 | 3 | - | 1 | 1 | - | - | - | - | 2 | 2 | - |
| | | 1% | 3%c | 2% | * | * | 1% | 1% | - | 1% | 7% | - | - | 20% | 1% | - | 3% | 6% | - | - | - | - | 27% | 3% | - | 3% | 5% | - | - | - | - | 33% | 2% | - |
| 1 - Extremely dissatisfied | (1) | 8 | 2 | 2 | 2 | 5 | 6 | 2 | 2 | 4 | - | - | - | 8 | 8 | - | - | 1 | 1 | - | - | - | 2 | 2 | - | - | 1 | - | 1 | - | - | 2 | 2 | - |
| | | 3%c | 2% | 2% | 1% | 2% | 2% | 3% | 2% | 3% | - | - | - | 53% | 3% | - | - | 3% | 2% | - | - | - | 18% | 2% | - | - | 5% | - | 20% | - | - | 33% | 2% | - |
| NET: Dissatisfied | (1-3) | 15 | 11 | 6 | 9 | 11 | 23 | 3 | 5 | 6 | 1 | - | - | 15 | 15 | - | 4 | 5 | 2 | - | - | - | 11 | 11 | - | 3 | 2 | - | 1 | - | - | 6 | 6 | - |
| | | 5% | 10%c | 6% | 3% | 5% | 7%c | 4% | 6% | 4% | 7% | - | - | 100% | 5% | - | 13% | 14% | 5% | - | - | - | 100% | 10% | - | 9% | 11% | - | 20% | - | - | 100% | 6% | - |
| NET: Neutral | (4-6) | 50 | 15 | 22 | 55 | 60 | 80 | 14 | 17 | 18 | 1 | - | 50 | - | 50 | - | 5 | 6 | 4 | - | - | 15 | - | 15 | - | 5 | 9 | 8 | - | - | 22 | - | 22 | - |
| | | 16% | 13% | 21% | 17% | 26%abc | 24%abc | 19% | 20% | 13% | 7% | - | 100%k | - | 16% | - | 16% | 17% | 10% | - | - | 100% | - | 13% | - | 14% | 47% | 18% | - | - | 100% | - | 21% | - |
| NET: Satisfied | (7-10) | 253 | 86 | 75 | 267 | 158 | 235 | 56 | 65 | 119 | 13 | 253 | - | - | 253 | - | 22 | 24 | 36 | 4 | 86 | - | - | 86 | - | 27 | 8 | 36 | 4 | 75 | - | - | 75 | - |
| | | 80%de | 77% | 73% | 81%de | 69% | 70% | 77% | 75% | 83% | 87% | 100%l | - | - | 80% | - | 71% | 69% | 86% | 100% | 100% | - | - | 77% | - | 77% | 42% | 82% | 80% | 100% | - | - | 73% | - |
| Mean score | | 7.67de | 7.55 | 7.57 | 7.93de | 7.28 | 7.26 | 7.62 | 7.44 | 7.76 | 8.47 | 8.48l | 5.36 | 1.73 | 7.67 | - | 7.81 | 7.00 | 7.67 | 9.25 | 8.63 | 5.20 | 2.36 | 7.55 | - | 7.63 | 6.42 | 8.02 | 7.60 | 8.72 | 5.18 | 2.00 | 7.57 | - |
| Standard error | | 0.11 | 0.22 | 0.22 | 0.11 | 0.14 | 0.12 | 0.24 | 0.22 | 0.17 | 0.58 | 0.07 | 0.10 | 0.23 | 0.11 | - | 0.46 | 0.44 | 0.31 | 0.48 | 0.13 | 0.22 | 0.24 | 0.22 | - | 0.36 | 0.61 | 0.27 | 1.69 | 0.12 | 0.16 | 0.37 | 0.22 | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 16

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

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

| | | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | PLUSNET (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 318 | 112 | 103 | 331 | 229 | 338 | 94* | 69* | 156 | 12** | 267 | 55* | 9** | 331 | -** | 62* | 46* | 107 | 14** | 158 | 60* | 11** | 229 | -** | 108 | 68* | 146 | 16** | 235 | 80* | 23** | 338 | -** |
| 10 - Extremely satisfied | (10) | 74 | 31 | 24 | 94 | 42 | 58 | 24 | 18 | 43 | 9 | 94 | - | - | 94 | - | 16 | 10 | 12 | 4 | 42 | - | - | 42 | - | 23 | 12 | 22 | 1 | 58 | - | - | 58 | - |
| | | 23% | 28%de | 23% | 28%de | 18% | 17% | 26% | 26% | 28% | 75% | 35%F | - | - | 28% | - | 26%l | 22% | 11% | 29% | 27%l | - | - | 18% | - | 21% | 18% | 15% | 6% | 25%u | - | - | 17% | - |
| 9 - | (9) | 29 | 14 | 13 | 49 | 25 | 38 | 17 | 10 | 22 | - | 49 | - | - | 49 | - | 5 | 3 | 17 | - | 25 | - | - | 25 | - | 8 | 7 | 23 | - | 38 | - | - | 38 | - |
| | | 9% | 13% | 13% | 15%a | 11% | 11% | 18% | 14% | 14% | - | 18%F | - | - | 15% | - | 8% | 7% | 16% | - | 16%l | - | - | 11% | - | 7% | 10% | 16%p | - | 16%u | - | - | 11% | - |
| 8 - | (8) | 94 | 19 | 31 | 64 | 51 | 76 | 16 | 15 | 31 | 2 | 64 | - | - | 64 | - | 9 | 11 | 28 | 3 | 51 | - | - | 51 | - | 22 | 12 | 38 | 4 | 76 | - | - | 76 | - |
| | | 30%bce | 17% | 30%bc | 19% | 22% | 22% | 17% | 22% | 20% | 17% | 24%F | - | - | 19% | - | 15% | 24% | 26% | 21% | 32%l | - | - | 22% | - | 20% | 18% | 26% | 25% | 32%u | - | - | 22% | - |
| 7 - | (7) | 56 | 22 | 7 | 60 | 40 | 63 | 15 | 13 | 32 | - | 60 | - | - | 60 | - | 15 | 7 | 17 | 1 | 40 | - | - | 40 | - | 24 | 14 | 22 | 3 | 63 | - | - | 63 | - |
| | | 18%f | 20%f | 7% | 18%f | 17%f | 19%f | 16% | 19% | 21% | - | 22%F | - | - | 18% | - | 24% | 15% | 16% | 7% | 25%l | - | - | 17% | - | 22% | 21% | 15% | 19% | 27%u | - | - | 19% | - |
| 6 - | (6) | 24 | 7 | 8 | 27 | 21 | 39 | 6 | 5 | 15 | 1 | - | 27 | - | 27 | - | 6 | 5 | 9 | 1 | - | 21 | - | 21 | - | 14 | 8 | 16 | 1 | - | 39 | - | 39 | - |
| | | 8% | 6% | 8% | 8% | 9% | 12% | 6% | 7% | 10% | 8% | - | 49%E | - | 8% | - | 10% | 11% | 8% | 7% | - | 35%jk | - | 9% | - | 13% | 12% | 11% | 6% | - | 49%t | - | 12% | - |
| 5 - | (5) | 20 | 4 | 10 | 16 | 31 | 32 | 4 | 4 | 8 | - | - | 16 | - | 16 | - | 8 | 7 | 12 | 4 | - | 31 | - | 31 | - | 9 | 8 | 11 | 4 | - | 32 | - | 32 | - |
| | | 6% | 4% | 10% | 5% | 14%abc | 9%bc | 4% | 6% | 5% | - | - | 29%E | - | 5% | - | 13% | 15% | 11% | 29% | - | 52%jk | - | 14% | - | 8% | 12% | 8% | 25% | - | 40%t | - | 9% | - |
| 4 - | (4) | 6 | 4 | 4 | 12 | 8 | 9 | 7 | 2 | 3 | - | - | 12 | - | 12 | - | 2 | 1 | 5 | - | - | 8 | - | 8 | - | 2 | 1 | 5 | 1 | - | 9 | - | 9 | - |
| | | 2% | 4% | 4% | 4% | 3% | 3% | 7%C | 3% | 2% | - | - | 22%E | - | 4% | - | 3% | 2% | 5% | - | - | 13%jk | - | 3% | - | 2% | 1% | 3% | 6% | - | 11%t | - | 3% | - |
| 3 - | (3) | 4 | 6 | 2 | 6 | 5 | 12 | 3 | 2 | 1 | - | - | - | 6 | 6 | - | 1 | - | 4 | - | - | - | 5 | 5 | - | 2 | 3 | 7 | - | - | - | 12 | 12 | - |
| | | 1% | 5%ac | 2% | 2% | 2% | 4% | 3% | 3% | 1% | - | - | - | 67% | 2% | - | 2% | - | 4% | - | - | - | 45% | 2% | - | 2% | 4% | 5% | - | - | - | 52% | 4% | - |
| 2 - | (2) | 3 | 3 | 2 | 1 | 1 | 5 | 1 | - | - | - | - | - | 1 | 1 | - | - | 1 | - | - | - | - | 1 | 1 | - | 1 | 2 | 2 | - | - | - | 5 | 5 | - |
| | | 1% | 3%c | 2% | * | * | 1% | 1% | - | - | - | - | - | 11% | * | - | - | 2% | - | - | - | - | 9% | * | - | 1% | 3% | 1% | - | - | - | 22% | 1% | - |
| 1 - Extremely dissatisfied | (1) | 8 | 2 | 2 | 2 | 5 | 6 | 1 | - | 1 | - | - | - | 2 | 2 | - | - | 1 | 3 | 1 | - | - | 5 | 5 | - | 3 | 1 | - | 2 | - | - | 6 | 6 | - |
| | | 3%c | 2% | 2% | 1% | 2% | 2% | 1% | - | 1% | - | - | - | 22% | 1% | - | - | 2% | 3% | 7% | - | - | 45% | 2% | - | 3%r | 1% | - | 13% | - | - | 26% | 2% | - |
| NET: Dissatisfied | (1-3) | 15 | 11 | 6 | 9 | 11 | 23 | 5 | 2 | 2 | - | - | - | 9 | 9 | - | 1 | 2 | 7 | 1 | - | - | 11 | 11 | - | 6 | 6 | 9 | 2 | - | - | 23 | 23 | - |
| | | 5% | 10%c | 6% | 3% | 5% | 7%c | 5% | 3% | 1% | - | - | - | 100% | 3% | - | 2% | 4% | 7% | 7% | - | - | 100% | 5% | - | 6% | 9% | 6% | 13% | - | - | 100% | 7% | - |
| NET: Neutral | (4-6) | 50 | 15 | 22 | 55 | 60 | 80 | 17 | 11 | 26 | 1 | - | 55 | - | 55 | - | 16 | 13 | 26 | 5 | - | 60 | - | 60 | - | 25 | 17 | 32 | 6 | - | 80 | - | 80 | - |
| | | 16% | 13% | 21% | 17% | 26%abc | 24%abc | 18% | 16% | 17% | 8% | - | 100%E | - | 17% | - | 26% | 28% | 24% | 36% | - | 100%jk | - | 26% | - | 23% | 25% | 22% | 38% | - | 100%t | - | 24% | - |
| NET: Satisfied | (7-10) | 253 | 86 | 75 | 267 | 158 | 235 | 72 | 56 | 128 | 11 | 267 | - | - | 267 | - | 45 | 31 | 74 | 8 | 158 | - | - | 158 | - | 77 | 45 | 105 | 8 | 235 | - | - | 235 | - |
| | | 80%de | 77% | 73% | 81%de | 69% | 70% | 77% | 81% | 82% | 92% | 100%F | - | - | 81% | - | 73% | 67% | 69% | 57% | 100%l | - | - | 69% | - | 71% | 66% | 72% | 50% | 100%u | - | - | 70% | - |
| Mean score | | 7.67de | 7.55 | 7.57 | 7.93de | 7.28 | 7.26 | 7.68 | 7.90 | 7.99 | 9.33 | 8.66F | 5.27 | 2.44 | 7.93 | - | 7.56 | 7.30 | 7.15 | 7.00 | 8.44l | 5.22 | 2.00 | 7.28 | - | 7.35 | 7.10 | 7.40 | 5.94 | 8.39u | 5.38 | 2.26 | 7.26 | - |
| Standard error | | 0.11 | 0.22 | 0.22 | 0.11 | 0.14 | 0.12 | 0.23 | 0.22 | 0.14 | 0.38 | 0.07 | 0.11 | 0.29 | 0.11 | - | 0.24 | 0.32 | 0.20 | 0.71 | 0.09 | 0.09 | 0.30 | 0.14 | - | 0.20 | 0.27 | 0.16 | 0.62 | 0.07 | 0.08 | 0.18 | 0.12 | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 17

**Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Ease of finding provider contact details.**

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

| | | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | Plusnet (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | | 632 | 204 | 214 | 611 | 539 | 697 | 176 | 137 | 292 | 27** | 359 | 176 | 97* | 318 | 309 | 55* | 64* | 76* | 9** | 135 | 43* | 26** | 112 | 88* | 67* | 38* | 100 | 9** | 104 | 69* | 41* | 103 | 110 |
| 10 - Extremely satisfied | (10) | 96 | 49 | 46 | 125 | 82 | 130 | 19 | 22 | 46 | 9 | 84 | 9 | 3 | 74 | 22 | 15 | 13 | 19 | 2 | 42 | 5 | 2 | 37 | 11 | 11 | 9 | 21 | 5 | 35 | 5 | 6 | 30 | 16 |
| | | 15% | 24%ad | 21%ad | 20%ad | 15% | 19% | 11% | 16% | 16% | 33% | 23%lm | 5% | 3% | 23%o | 7% | 27% | 20% | 25% | 22% | 31%u | 12% | 8% | 33%x | 13% | 16% | 24% | 21% | 56% | 34%FG | 7% | 15% | 29%I | 15% |
| 9 - | (9) | 79 | 27 | 26 | 92 | 50 | 75 | 21 | 16 | 41 | 1 | 64 | 10 | 5 | 42 | 37 | 7 | 9 | 10 | 1 | 24 | 1 | 2 | 17 | 10 | 12 | 1 | 12 | 1 | 21 | 3 | 2 | 19 | 7 |
| | | 13% | 13% | 12% | 15%de | 9% | 11% | 12% | 12% | 14% | 4% | 18%lm | 6% | 5% | 13% | 12% | 13% | 14% | 13% | 11% | 18%u | 2% | 8% | 15% | 11% | 18%B | 3% | 12% | 11% | 20%FG | 4% | 5% | 18%I | 6% |
| 8 - | (8) | 113 | 36 | 46 | 110 | 98 | 124 | 26 | 30 | 54 | 3 | 94 | 15 | 4 | 72 | 41 | 4 | 10 | 18 | 4 | 28 | 5 | 3 | 19 | 15 | 13 | 8 | 24 | 1 | 26 | 14 | 6 | 22 | 24 |
| | | 18% | 18% | 21% | 18% | 18% | 18% | 15% | 22% | 18% | 11% | 26%lm | 9% | 4% | 23%o | 13% | 7% | 16% | 24%p | 44% | 21% | 12% | 12% | 17% | 17% | 19% | 21% | 24% | 11% | 25% | 20% | 15% | 21% | 22% |
| 7 - | (7) | 108 | 28 | 25 | 84 | 72 | 101 | 26 | 18 | 61 | 3 | 57 | 40 | 11 | 51 | 57 | 8 | 6 | 14 | - | 19 | 8 | 1 | 15 | 13 | 6 | 4 | 15 | - | 12 | 12 | 1 | 14 | 11 |
| | | 17% | 14% | 12% | 14% | 13% | 14% | 15% | 13% | 21% | 11% | 16% | 23%m | 11% | 16% | 18% | 15% | 9% | 18% | - | 14% | 19% | 4% | 13% | 15% | 9% | 11% | 15% | - | 12% | 17%G | 2% | 14% | 10% |
| 6 - | (6) | 72 | 20 | 16 | 69 | 63 | 60 | 21 | 19 | 29 | 3 | 31 | 30 | 11 | 36 | 36 | 6 | 7 | 6 | 1 | 8 | 9 | 3 | 7 | 12 | 5 | 4 | 7 | - | 3 | 9 | 4 | 5 | 11 |
| | | 11% | 10% | 7% | 11% | 12% | 9% | 12% | 14% | 10% | 11% | 9% | 17%k | 11% | 11% | 12% | 11% | 11% | 8% | 11% | 6% | 21%t | 12% | 6% | 14% | 7% | 11% | 7% | - | 3% | 13%E | 10% | 5% | 10% |
| 5 - | (5) | 72 | 15 | 16 | 53 | 60 | 78 | 28 | 13 | 25 | 6 | 14 | 41 | 17 | 19 | 51 | 5 | 6 | 3 | 1 | 6 | 6 | 3 | 6 | 9 | 7 | 3 | 6 | - | 2 | 14 | - | 6 | 10 |
| | | 11% | 7% | 7% | 9% | 11% | 11% | 16%d | 9% | 9% | 22% | 4% | 23%k | 18%k | 6% | 17%n | 9% | 9% | 4% | 11% | 4% | 14%t | 12% | 5% | 10% | 10% | 8% | 6% | - | 2% | 20%EG | - | 6% | 9% |
| 4 - | (4) | 32 | 12 | 15 | 27 | 34 | 40 | 13 | 6 | 11 | 2 | 10 | 15 | 7 | 12 | 20 | 4 | 5 | 3 | - | 4 | 6 | 2 | 4 | 8 | 6 | 5 | 4 | - | 1 | 7 | 7 | 4 | 11 |
| | | 5% | 6% | 7% | 4% | 6% | 6% | 7% | 4% | 4% | 7% | 3% | 9%k | 7%k | 4% | 6% | 7% | 8% | 4% | - | 3% | 14%t | 8% | 4% | 9% | 9% | 13% | 4% | - | 1% | 10%E | 17%E | 4% | 10% |
| 3 - | (3) | 27 | 4 | 13 | 19 | 31 | 35 | 9 | 8 | 10 | - | 3 | 11 | 13 | 5 | 21 | 1 | 3 | - | - | 1 | 3 | - | 2 | 2 | 5 | 3 | 5 | - | 1 | 4 | 8 | 2 | 11 |
| | | 4% | 2% | 6%b | 3% | 6%bc | 5% | 5% | 6% | 3% | - | 1% | 6%k | 13%kl | 2% | 7%n | 2% | 5% | - | - | 1% | 7%t | - | 2% | 2% | 7% | 8% | 5% | - | 1% | 6% | 20%EF | 2% | 10%H |
| 2 - | (2) | 11 | 6 | 4 | 5 | 17 | 14 | 4 | 3 | 4 | - | - | 1 | 10 | 1 | 9 | 2 | 3 | 1 | - | - | - | 6 | 1 | 5 | 1 | - | 2 | 1 | - | - | 4 | - | 4 |
| | | 2% | 3%c | 2% | 1% | 3%c | 2% | 2% | 2% | 1% | - | - | 1% | 10%kl | * | 3%n | 4% | 5% | 1% | - | - | - | 23% | 1% | 6% | 1% | - | 2% | 11% | - | - | 10%EF | - | 4% |
| 1 - Extremely dissatisfied | (1) | 22 | 4 | 5 | 26 | 28 | 33 | 9 | 2 | 11 | - | 2 | 4 | 16 | 6 | 15 | 2 | 2 | - | - | - | - | 4 | 1 | 3 | 1 | 1 | 3 | - | 1 | 1 | 3 | 1 | 4 |
| | | 3% | 2% | 2% | 4% | 5% | 5% | 5% | 1% | 4% | - | 1% | 2% | 16%kl | 2% | 5%n | 4% | 3% | - | - | - | - | 15% | 1% | 3% | 1% | 3% | 3% | - | 1% | 1% | 7%E | 1% | 4% |
| Not applicable | | - | 3 | 2 | 1 | 4 | 7 | - | - | - | - | - | - | - | - | - | 1 | - | 2 | - | 3 | - | - | 3 | - | - | - | 1 | 1 | 2 | - | - | - | 1 |
| | | - | 1%ac | 1%a | * | 1%a | 1%a | - | - | - | - | - | - | - | - | - | 2% | - | 3% | - | 2% | - | - | 3% | - | - | - | 1% | 11% | 2% | - | - | - | 1% |
| NET: Dissatisfied | (1-3) | 60 | 14 | 22 | 50 | 76 | 82 | 22 | 13 | 25 | - | 5 | 16 | 39 | 12 | 45 | 5 | 8 | 1 | - | 1 | 3 | 10 | 4 | 10 | 7 | 4 | 10 | 1 | 2 | 5 | 15 | 3 | 19 |
| | | 9% | 7% | 10% | 8% | 14%abc | 12%bc | 13% | 9% | 9% | - | 1% | 9%k | 40%kl | 4% | 15%n | 9%r | 13%r | 1% | - | 1% | 7%t | 38% | 4% | 11%w | 10% | 11% | 10% | 11% | 2% | 7% | 37%EF | 3% | 17%H |
| NET: Neutral | (4-6) | 176 | 47 | 47 | 149 | 157 | 178 | 62 | 38 | 65 | 11 | 55 | 86 | 35 | 67 | 107 | 15 | 18 | 12 | 2 | 18 | 21 | 8 | 17 | 29 | 18 | 12 | 17 | - | 6 | 30 | 11 | 15 | 32 |
| | | 28% | 23% | 22% | 24% | 29%f | 26% | 35%d | 28% | 22% | 41% | 15% | 49%km | 36%k | 21% | 35%n | 27% | 28% | 16% | 22% | 13% | 49%t | 31% | 15% | 33%w | 27% | 32% | 17% | - | 6% | 43%E | 27%E | 15% | 29%H |
| NET: Satisfied | (7-10) | 396 | 140 | 143 | 411 | 302 | 430 | 92 | 86 | 202 | 16 | 299 | 74 | 23 | 239 | 157 | 34 | 38 | 61 | 7 | 113 | 19 | 8 | 88 | 49 | 42 | 22 | 72 | 7 | 94 | 34 | 15 | 85 | 58 |
| | | 63%d | 69%d | 67%d | 67%de | 56% | 62%d | 52% | 63% | 69%g | 59% | 83%lm | 42%m | 24% | 75%o | 51% | 62% | 59% | 80%pq | 78% | 84%u | 44% | 31% | 79%x | 56% | 63% | 58% | 72% | 78% | 90%FG | 49% | 37% | 83%I | 53% |
| Mean score | | 6.92d | 7.40ade | 7.19d | 7.26ade | 6.59 | 6.88d | 6.43 | 7.04g | 7.12g | 7.41 | 8.01lm | 6.05m | 4.52 | 7.65o | 6.24 | 7.17 | 6.91 | 7.93q | 8.00 | 8.26u | 6.33 | 4.85 | 8.05x | 6.58 | 7.03 | 6.84 | 7.32 | 8.63 | 8.50FG | 6.35G | 5.37 | 8.04I | 6.39 |
| Standard error | | 0.09 | 0.17 | 0.17 | 0.10 | 0.11 | 0.10 | 0.18 | 0.19 | 0.13 | 0.43 | 0.09 | 0.15 | 0.26 | 0.11 | 0.13 | 0.36 | 0.33 | 0.21 | 0.55 | 0.15 | 0.31 | 0.60 | 0.20 | 0.26 | 0.30 | 0.41 | 0.24 | 0.98 | 0.16 | 0.24 | 0.47 | 0.19 | 0.25 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 18

**Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Ease of finding provider contact details.**

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

| | | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | PLUSNET (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 632 | 204 | 214 | 611 | 539 | 697 | 155 | 121 | 313 | 22** | 376 | 173 | 62* | 331 | 273 | 144 | 104 | 268 | 23** | 236 | 179 | 124 | 229 | 305 | 212 | 138 | 322 | 25** | 318 | 236 | 143 | 338 | 350 |
| 10 - Extremely satisfied | (10) | 96 | 49 | 46 | 125 | 82 | 130 | 31 | 30 | 56 | 8 | 112 | 10 | 3 | 97 | 28 | 20 | 15 | 40 | 7 | 58 | 13 | 11 | 53 | 29 | 37 | 22 | 68 | 3 | 99 | 18 | 13 | 95 | 35 |
| | | 15% | 24%ad | 21%ad | 20%ad | 15% | 19% | 20% | 25% | 18% | 36% | 30%FG | 6% | 5% | 29%l | 10% | 14% | 14% | 15% | 30% | 25%lm | 7% | 9% | 23%o | 10% | 17% | 16% | 21% | 12% | 31%uv | 8% | 9% | 28%x | 10% |
| 9 - | (9) | 79 | 27 | 26 | 92 | 50 | 75 | 19 | 16 | 54 | 3 | 73 | 15 | 4 | 58 | 33 | 13 | 8 | 24 | 5 | 39 | 8 | 3 | 27 | 23 | 22 | 17 | 32 | 4 | 55 | 14 | 6 | 46 | 28 |
| | | 13% | 13% | 12% | 15%de | 9% | 11% | 12% | 13% | 17% | 14% | 19%FG | 9% | 6% | 18% | 12% | 9% | 8% | 9% | 22% | 17%lm | 4% | 2% | 12% | 8% | 10% | 12% | 10% | 16% | 17%uv | 6% | 4% | 14%x | 8% |
| 8 - | (8) | 113 | 36 | 46 | 110 | 98 | 124 | 27 | 22 | 58 | 3 | 84 | 23 | 3 | 69 | 38 | 27 | 18 | 51 | 2 | 59 | 29 | 10 | 50 | 47 | 44 | 20 | 57 | 3 | 70 | 40 | 14 | 75 | 48 |
| | | 18% | 18% | 21% | 18% | 18% | 18% | 17% | 18% | 19% | 14% | 22%FG | 13% | 5% | 21%l | 14% | 19% | 17% | 19% | 9% | 25%lm | 16%m | 8% | 22% | 15% | 21% | 14% | 18% | 12% | 22%v | 17% | 10% | 22%x | 14% |
| 7 - | (7) | 108 | 28 | 25 | 84 | 72 | 101 | 17 | 17 | 48 | 2 | 54 | 26 | 4 | 41 | 43 | 23 | 9 | 39 | 1 | 42 | 25 | 5 | 41 | 31 | 30 | 22 | 45 | 4 | 43 | 45 | 13 | 38 | 60 |
| | | 17% | 14% | 12% | 14% | 13% | 14% | 11% | 14% | 15% | 9% | 14% | 15% | 6% | 12% | 16% | 16% | 9% | 15% | 4% | 18%m | 14%m | 4% | 18%o | 10% | 14% | 16% | 14% | 16% | 14% | 19%v | 9% | 11% | 17%w |
| 6 - | (6) | 72 | 20 | 16 | 69 | 63 | 60 | 17 | 14 | 35 | 3 | 27 | 37 | 5 | 25 | 42 | 11 | 19 | 32 | 1 | 24 | 33 | 6 | 22 | 40 | 14 | 13 | 29 | 4 | 21 | 29 | 10 | 30 | 29 |
| | | 11% | 10% | 7% | 11% | 12% | 9% | 11% | 12% | 11% | 14% | 7% | 21%EG | 8% | 8% | 15%H | 8% | 18%d | 12% | 4% | 10% | 18%km | 5% | 10% | 13% | 7% | 9% | 9% | 16% | 7% | 12%t | 7% | 9% | 8% |
| 5 - | (5) | 72 | 15 | 16 | 53 | 60 | 78 | 17 | 9 | 24 | 3 | 8 | 31 | 14 | 16 | 37 | 20 | 14 | 22 | 4 | 7 | 36 | 17 | 18 | 42 | 24 | 23 | 29 | 2 | 17 | 49 | 12 | 25 | 51 |
| | | 11% | 7% | 7% | 9% | 11% | 11% | 11% | 7% | 8% | 14% | 2% | 18%E | 23%E | 5% | 14%H | 14% | 13% | 8% | 17% | 3% | 20%k | 14%k | 8% | 14%n | 11% | 17%r | 9% | 8% | 5% | 21%tv | 8% | 7% | 15%w |
| 4 - | (4) | 32 | 12 | 15 | 27 | 34 | 40 | 8 | 6 | 13 | - | 7 | 16 | 4 | 11 | 16 | 10 | 6 | 17 | 1 | 2 | 23 | 9 | 8 | 25 | 13 | 8 | 17 | 2 | 5 | 20 | 15 | 12 | 28 |
| | | 5% | 6% | 7% | 4% | 6% | 6% | 5% | 5% | 4% | - | 2% | 9%E | 6%E | 3% | 6% | 7% | 6% | 6% | 4% | 1% | 13%k | 7%k | 3% | 8%n | 6% | 6% | 5% | 8% | 2% | 8%t | 10%t | 4% | 8%w |
| 3 - | (3) | 27 | 4 | 13 | 19 | 31 | 35 | 7 | 2 | 10 | - | 7 | 7 | 5 | 8 | 11 | 4 | 8 | 19 | - | 1 | 7 | 23 | 4 | 26 | 9 | 7 | 19 | - | 3 | 11 | 21 | 8 | 27 |
| | | 4% | 2% | 6%b | 3% | 6%bc | 5% | 5% | 2% | 3% | - | 2% | 4% | 8%E | 2% | 4% | 3% | 8% | 7% | - | * | 4%k | 19%kl | 2% | 9%n | 4% | 5% | 6% | - | 1% | 5%t | 15%tu | 2% | 8%w |
| 2 - | (2) | 11 | 6 | 4 | 5 | 17 | 14 | 1 | 1 | 3 | - | - | 2 | 3 | 1 | 4 | 4 | 3 | 9 | 1 | - | 3 | 14 | 3 | 14 | 6 | 1 | 7 | - | 1 | 3 | 10 | 3 | 11 |
| | | 2% | 3%c | 2% | 1% | 3%c | 2% | 1% | 1% | 1% | - | - | 1%E | 5%E | * | 1% | 3% | 3% | 3% | 4% | - | 2%k | 11%kl | 1% | 5%n | 3% | 1% | 2% | - | * | 1% | 7%tu | 1% | 3%w |
| 1 - Extremely dissatisfied | (1) | 22 | 4 | 5 | 26 | 28 | 33 | 10 | 4 | 12 | - | 3 | 6 | 17 | 4 | 21 | 12 | 2 | 14 | - | 2 | 2 | 24 | 1 | 27 | 11 | 4 | 16 | 2 | 1 | 4 | 28 | 2 | 31 |
| | | 3% | 2% | 2% | 4% | 5% | 5% | 6% | 3% | 4% | - | 1% | 3%E | 27%EF | 1% | 8%H | 8%h | 2% | 5% | - | 1% | 1% | 19%kl | * | 9%n | 5% | 3% | 5% | 8% | * | 2% | 20%tu | 1% | 9%w |
| Not applicable | | - | 3 | 2 | 1 | 4 | 7 | 1 | - | - | - | 1 | - | - | 1 | - | - | 2 | 1 | 1 | 2 | - | 2 | 2 | 1 | 2 | 1 | 3 | 1 | 3 | 3 | 1 | 4 | 2 |
| | | - | 1%ac | 1%a | * | 1%a | 1%a | 1% | - | - | - | * | - | - | * | - | - | 2% | * | 4% | 1% | - | 2% | 1% | * | 1% | 1% | 1% | 4% | 1% | 1% | 1% | 1% | 1% |
| NET: Dissatisfied | (1-3) | 60 | 14 | 22 | 50 | 76 | 82 | 18 | 7 | 25 | - | 10 | 15 | 25 | 13 | 36 | 20 | 13 | 42 | 1 | 3 | 12 | 61 | 8 | 67 | 26 | 12 | 42 | 2 | 5 | 18 | 59 | 13 | 69 |
| | | 9% | 7% | 10% | 8% | 14%abc | 12%bc | 12% | 6% | 8% | - | 3% | 9%E | 40%EF | 4% | 13%H | 14% | 13% | 16% | 4% | 1% | 7%k | 49%kl | 3% | 22%n | 12% | 9% | 13% | 8% | 2% | 8%t | 41%tu | 4% | 20%w |
| NET: Neutral | (4-6) | 176 | 47 | 47 | 149 | 157 | 178 | 42 | 29 | 72 | 6 | 42 | 84 | 23 | 52 | 95 | 41 | 39 | 71 | 6 | 33 | 92 | 32 | 48 | 107 | 51 | 44 | 75 | 8 | 43 | 98 | 37 | 67 | 108 |
| | | 28% | 23% | 22% | 24% | 29%f | 26% | 27% | 24% | 23% | 27% | 11% | 49%E | 37%E | 16% | 35%H | 28% | 38%l | 26% | 26% | 14% | 51%km | 26%k | 21% | 35%n | 24% | 32% | 23% | 32% | 14% | 42%tv | 26%t | 20% | 31%w |
| NET: Satisfied | (7-10) | 396 | 140 | 143 | 411 | 302 | 430 | 94 | 85 | 216 | 16 | 323 | 74 | 14 | 265 | 142 | 83 | 50 | 154 | 15 | 198 | 75 | 29 | 171 | 130 | 133 | 81 | 202 | 14 | 267 | 117 | 46 | 254 | 171 |
| | | 63%d | 69%d | 67%d | 67%de | 56% | 62%d | 61% | 70% | 69% | 73% | 86%FG | 43%G | 23% | 80%l | 52% | 58% | 48% | 57% | 65% | 84%lm | 42%m | 23% | 75%o | 43% | 63% | 59% | 63% | 56% | 84%uv | 50%v | 32% | 75%x | 49% |
| Mean score | | 6.92d | 7.40ade | 7.19d | 7.26ade | 6.59 | 6.88d | 6.94 | 7.47 | 7.27 | 8.09 | 8.22FG | 6.20G | 4.39 | 7.98l | 6.39 | 6.47 | 6.56 | 6.58 | 7.73 | 8.07lm | 6.19m | 4.34 | 7.63o | 5.83 | 6.84 | 6.85 | 6.94 | 6.75 | 8.22uv | 6.36v | 4.77 | 7.83x | 5.98 |
| Standard error | | 0.09 | 0.17 | 0.17 | 0.10 | 0.11 | 0.10 | 0.21 | 0.21 | 0.13 | 0.41 | 0.09 | 0.16 | 0.36 | 0.11 | 0.15 | 0.22 | 0.24 | 0.16 | 0.52 | 0.11 | 0.15 | 0.26 | 0.13 | 0.15 | 0.18 | 0.20 | 0.15 | 0.52 | 0.10 | 0.13 | 0.25 | 0.11 | 0.14 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 19

**Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Ease of getting through to the right person (PHONE).**

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

| | | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | Plusnet (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | | 331 | 95* | 108 | 366 | 273 | 467 | 87* | 63* | 165 | 16** | 195 | 84* | 52* | 175 | 155 | 18** | 24** | 48* | 5** | 71* | 14** | 10** | 59* | 35* | 28** | 14** | 61* | 5** | 50* | 31* | 27** | 50* | 58* |
| 10 - Extremely satisfied | (10) | 41 | 22 | 16 | 71 | 27 | 51 | 9 | 5 | 21 | 6 | 37 | 3 | 1 | 32 | 9 | 5 | 5 | 11 | 1 | 20 | 2 | - | 20 | 2 | 4 | 3 | 8 | 1 | 14 | - | 2 | 12 | 4 |
| | | 12% | 23%ade | 15% | 19%ade | 10% | 11% | 10% | 8% | 13% | 38% | 19%lm | 4% | 2% | 18%o | 6% | 28% | 21% | 23% | 20% | 28% | 14% | - | 34%x | 6% | 14% | 21% | 13% | 20% | 28%F | - | 7% | 24%l | 7% |
| 9 - | (9) | 27 | 8 | 11 | 41 | 19 | 30 | 4 | 6 | 17 | - | 26 | 1 | - | 22 | 5 | 2 | 2 | 3 | 1 | 8 | - | - | 5 | 3 | 3 | 1 | 7 | - | 8 | 3 | - | 8 | 3 |
| | | 8% | 8% | 10% | 11%e | 7% | 6% | 5% | 10% | 10% | - | 13%lm | 1% | - | 13%o | 3% | 11% | 8% | 6% | 20% | 11% | - | - | 8% | 9% | 11% | 7% | 11% | - | 16% | 10% | - | 16% | 5% |
| 8 - | (8) | 62 | 24 | 23 | 57 | 40 | 70 | 15 | 13 | 31 | 3 | 52 | 9 | 1 | 40 | 22 | 3 | 5 | 14 | 2 | 21 | 1 | 2 | 13 | 10 | 7 | 1 | 13 | 2 | 15 | 4 | 4 | 13 | 10 |
| | | 19% | 25%cde | 21% | 16% | 15% | 15% | 17% | 21% | 19% | 19% | 27%lm | 11% | 2% | 23%o | 14% | 17% | 21% | 29% | 40% | 30% | 7% | 20% | 22% | 29% | 25% | 7% | 21% | 40% | 30% | 13% | 15% | 26% | 17% |
| 7 - | (7) | 47 | 14 | 10 | 47 | 29 | 63 | 8 | 14 | 24 | 1 | 31 | 12 | 4 | 29 | 18 | 2 | 4 | 8 | - | 10 | 2 | 2 | 8 | 6 | 2 | 1 | 7 | - | 7 | 2 | 1 | 4 | 6 |
| | | 14% | 15% | 9% | 13% | 11% | 13% | 9% | 22%g | 15% | 6% | 16% | 14% | 8% | 17% | 12% | 11% | 17% | 17% | - | 14% | 14% | 20% | 14% | 17% | 7% | 7% | 11% | - | 14% | 6% | 4% | 8% | 10% |
| 6 - | (6) | 46 | 11 | 9 | 46 | 27 | 36 | 11 | 9 | 26 | - | 27 | 16 | 3 | 22 | 24 | 3 | 3 | 4 | 1 | 5 | 5 | 1 | 6 | 5 | 1 | 1 | 6 | 1 | 1 | 6 | 2 | 2 | 7 |
| | | 14%e | 12% | 8% | 13%e | 10% | 8% | 13% | 14% | 16% | - | 14% | 19%m | 6% | 13% | 15% | 17% | 13% | 8% | 20% | 7% | 36% | 10% | 10% | 14% | 4% | 7% | 10% | 20% | 2% | 19%E | 7% | 4% | 12% |
| 5 - | (5) | 32 | 3 | 11 | 45 | 34 | 63 | 12 | 4 | 13 | 3 | 9 | 15 | 8 | 13 | 18 | 1 | - | 2 | - | 2 | - | 1 | 1 | 2 | 4 | 1 | 5 | 1 | 3 | 6 | 2 | 2 | 9 |
| | | 10%b | 3% | 10% | 12%b | 12%b | 13%b | 14% | 6% | 8% | 19% | 5% | 18%k | 15%k | 7% | 12% | 6% | - | 4% | - | 3% | - | 10% | 2% | 6% | 14% | 7% | 8% | 20% | 6% | 19% | 7% | 4% | 16% |
| 4 - | (4) | 33 | 6 | 9 | 18 | 34 | 34 | 13 | 5 | 15 | - | 3 | 19 | 11 | 5 | 28 | 1 | 2 | 3 | - | 2 | 3 | 1 | 1 | 5 | 2 | - | 7 | - | 2 | 4 | 3 | 3 | 6 |
| | | 10%c | 6% | 8% | 5% | 12%ce | 7% | 15% | 8% | 9% | - | 2% | 23%k | 21%k | 3% | 18%n | 6% | 8% | 6% | - | 3% | 21% | 10% | 2% | 14%w | 7% | - | 11% | - | 4% | 13% | 11% | 6% | 10% |
| 3 - | (3) | 13 | 2 | 6 | 16 | 16 | 28 | 2 | 1 | 9 | 1 | 6 | 3 | 4 | 5 | 8 | 1 | 1 | - | - | - | 1 | 1 | 2 | - | 2 | 1 | 3 | - | - | 3 | 3 | 1 | 5 |
| | | 4% | 2% | 6% | 4% | 6% | 6% | 2% | 2% | 5% | 6% | 3% | 4% | 8% | 3% | 5% | 6% | 4% | - | - | - | 7% | 10% | 3% | - | 7% | 7% | 5% | - | - | 10%E | 11% | 2% | 9% |
| 2 - | (2) | 13 | 1 | 4 | 12 | 12 | 32 | 5 | 2 | 5 | 1 | 1 | 3 | 9 | 2 | 11 | - | 1 | - | - | - | - | 1 | - | 1 | 1 | 2 | 1 | - | - | - | 4 | 1 | 3 |
| | | 4% | 1% | 4% | 3% | 4% | 7%bc | 6% | 3% | 3% | 6% | 1% | 4% | 17%kl | 1% | 7%n | - | 4% | - | - | - | - | 10% | - | 3% | 4% | 14% | 2% | - | - | - | 15% | 2% | 5% |
| 1 - Extremely dissatisfied | (1) | 16 | 1 | 9 | 13 | 35 | 57 | 8 | 4 | 3 | 1 | 2 | 3 | 11 | 4 | 12 | - | 1 | - | - | - | - | 1 | - | 1 | 2 | 3 | 4 | - | - | 3 | 6 | 4 | 5 |
| | | 5% | 1% | 8%bc | 4% | 13%abc | 12%abc | 9%d | 6% | 2% | 6% | 1% | 4% | 21%kl | 2% | 8%n | - | 4% | - | - | - | - | 10% | - | 3% | 7% | 21% | 7% | - | - | 10%E | 22% | 8% | 9% |
| Not applicable | | 1 | 3 | - | - | - | 3 | - | - | 1 | - | 1 | - | - | 1 | - | - | - | 3 | - | 3 | - | - | 3 | - | - | - | - | - | - | - | - | - | - |
| | | * | 3%acde | - | - | - | 1% | - | - | 1% | - | 1% | - | - | 1% | - | - | - | 6% | - | 4% | - | - | 5% | - | - | - | - | - | - | - | - | - | - |
| NET: Dissatisfied | (1-3) | 42 | 4 | 19 | 41 | 63 | 117 | 15 | 7 | 17 | 3 | 9 | 9 | 24 | 11 | 31 | 1 | 3 | - | - | - | 1 | 3 | 2 | 2 | 5 | 6 | 8 | - | - | 6 | 13 | 6 | 13 |
| | | 13%b | 4% | 18%b | 11%b | 23%abc | 25%abc | 17% | 11% | 10% | 19% | 5% | 11% | 46%kl | 6% | 20%n | 6% | 13% | - | - | - | 7% | 30% | 3% | 6% | 18% | 43% | 13% | - | - | 19%E | 48% | 12% | 22% |
| NET: Neutral | (4-6) | 111 | 20 | 29 | 109 | 95 | 133 | 36 | 18 | 54 | 3 | 39 | 50 | 22 | 40 | 70 | 5 | 5 | 9 | 1 | 9 | 8 | 3 | 8 | 12 | 7 | 2 | 18 | 2 | 6 | 16 | 7 | 7 | 22 |
| | | 34%b | 21% | 27% | 30% | 35%b | 28% | 41% | 29% | 33% | 19% | 20% | 60%k | 42%k | 23% | 45%n | 28% | 21% | 19% | 20% | 13% | 57% | 30% | 14% | 34%w | 25% | 14% | 30% | 40% | 12% | 52%E | 26% | 14% | 38%H |
| NET: Satisfied | (7-10) | 177 | 68 | 60 | 216 | 115 | 214 | 36 | 38 | 93 | 10 | 146 | 25 | 6 | 123 | 54 | 12 | 16 | 36 | 4 | 59 | 5 | 4 | 46 | 21 | 16 | 6 | 35 | 3 | 44 | 9 | 7 | 37 | 23 |
| | | 53%de | 72%acde f | 56%d | 59%de | 42% | 46% | 41% | 60%g | 56%g | 63% | 75%lm | 30%m | 12% | 70%o | 35% | 67% | 67% | 75% | 80% | 83% | 36% | 40% | 78% | 60% | 57% | 43% | 57% | 60% | 88%F | 29% | 26% | 74%l | 40% |
| Mean score | | 6.45de | 7.57acd ef | 6.42de | 6.89ade | 5.64 | 5.72 | 5.79 | 6.52 | 6.71g | 7.00 | 7.62lm | 5.48m | 3.63 | 7.36o | 5.43 | 7.56 | 7.00 | 7.80 | 8.20 | 8.21 | 6.21 | 5.10 | 8.14x | 6.63 | 6.46 | 5.36 | 6.56 | 7.40 | 8.20F | 5.39 | 4.30 | 7.34l | 5.62 |
| Standard error | | 0.14 | 0.22 | 0.27 | 0.13 | 0.17 | 0.13 | 0.28 | 0.30 | 0.18 | 0.78 | 0.14 | 0.22 | 0.30 | 0.16 | 0.20 | 0.52 | 0.53 | 0.26 | 0.66 | 0.19 | 0.57 | 0.80 | 0.25 | 0.36 | 0.53 | 0.98 | 0.33 | 0.87 | 0.23 | 0.41 | 0.57 | 0.39 | 0.34 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 20

**Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Ease of getting through to the right person (PHONE).**

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

| | | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | PLUSNET (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 331 | 95* | 108 | 366 | 273 | 467 | 88* | 56* | 210 | 12** | 227 | 99* | 40* | 199 | 162 | 69* | 42* | 150 | 12** | 107 | 85* | 81* | 118 | 154 | 155 | 63* | 231 | 18** | 205 | 152 | 110 | 229 | 234 |
| 10 - Extremely satisfied | (10) | 41 | 22 | 16 | 71 | 27 | 51 | 19 | 12 | 35 | 5 | 68 | 2 | 1 | 59 | 12 | 6 | 8 | 11 | 2 | 21 | 3 | 3 | 21 | 6 | 20 | 10 | 21 | - | 44 | 5 | 2 | 41 | 10 |
| | | 12% | 23%ade | 15% | 19%ade | 10% | 11% | 22% | 21% | 17% | 42% | 30%FG | 2% | 3% | 30%l | 7% | 9% | 19%l | 7% | 17% | 20%lm | 4% | 4% | 18%o | 4% | 13% | 16% | 9% | - | 21%uv | 3% | 2% | 18%x | 4% |
| 9 - | (9) | 27 | 8 | 11 | 41 | 19 | 30 | 10 | 4 | 24 | 3 | 35 | 5 | 1 | 28 | 12 | 1 | 6 | 11 | 1 | 14 | 5 | - | 15 | 4 | 8 | 3 | 17 | 2 | 25 | 5 | - | 24 | 6 |
| | | 8% | 8% | 10% | 11%e | 7% | 6% | 11% | 7% | 11% | 25% | 15%FG | 5% | 3% | 14%l | 7% | 1% | 14%g | 7% | 8% | 13%m | 6%m | - | 13%o | 3% | 5% | 5% | 7% | 11% | 12%uv | 3% | - | 10%x | 3% |
| 8 - | (8) | 62 | 24 | 23 | 57 | 40 | 70 | 11 | 13 | 32 | 1 | 49 | 7 | 1 | 39 | 17 | 8 | 4 | 26 | 2 | 32 | 8 | - | 23 | 17 | 20 | 8 | 39 | 3 | 53 | 13 | 4 | 42 | 27 |
| | | 19% | 25%cde | 21% | 16% | 15% | 15% | 13% | 23% | 15% | 8% | 22%FG | 7% | 3% | 20%l | 10% | 12% | 10% | 17% | 17% | 30%lm | 9%m | - | 19% | 11% | 13% | 13% | 17% | 17% | 26%uv | 9% | 4% | 18%x | 12% |
| 7 - | (7) | 47 | 14 | 10 | 47 | 29 | 63 | 11 | 5 | 30 | 1 | 25 | 18 | 4 | 21 | 24 | 6 | 3 | 19 | 1 | 17 | 11 | 1 | 16 | 12 | 20 | 7 | 35 | 1 | 38 | 22 | 3 | 43 | 19 |
| | | 14% | 15% | 9% | 13% | 11% | 13% | 13% | 9% | 14% | 8% | 11% | 18% | 10% | 11% | 15% | 9% | 7% | 13% | 8% | 16%m | 13%m | 1% | 14% | 8% | 13% | 11% | 15% | 6% | 19%v | 14%v | 3% | 19%x | 8% |
| 6 - | (6) | 46 | 11 | 9 | 46 | 27 | 36 | 13 | 6 | 26 | 1 | 26 | 17 | 3 | 16 | 29 | 7 | 2 | 16 | 2 | 13 | 12 | 2 | 17 | 10 | 11 | 4 | 20 | 1 | 14 | 18 | 4 | 16 | 20 |
| | | 14%e | 12% | 8% | 13%e | 10% | 8% | 15% | 11% | 12% | 8% | 11% | 17% | 8% | 8% | 18%H | 10% | 5% | 11% | 17% | 12%m | 14%m | 2% | 14%o | 6% | 7% | 6% | 9% | 6% | 7% | 12%v | 4% | 7% | 9% |
| 5 - | (5) | 32 | 3 | 11 | 45 | 34 | 63 | 8 | 5 | 31 | 1 | 17 | 23 | 5 | 20 | 25 | 13 | 7 | 12 | 2 | 7 | 19 | 8 | 9 | 25 | 26 | 13 | 21 | 3 | 19 | 35 | 9 | 28 | 34 |
| | | 10%b | 3% | 10% | 12%b | 12%b | 13%b | 9% | 9% | 15% | 8% | 7% | 23%E | 13% | 10% | 15% | 19%l | 17% | 8% | 17% | 7% | 22%km | 10% | 8% | 16%n | 17%r | 21%r | 9% | 17% | 9% | 23%tv | 8% | 12% | 15% |
| 4 - | (4) | 33 | 6 | 9 | 18 | 34 | 34 | 3 | 4 | 11 | - | 3 | 11 | 4 | 9 | 9 | 11 | 5 | 17 | 1 | 2 | 15 | 17 | 5 | 29 | 8 | 5 | 18 | 3 | 5 | 20 | 9 | 11 | 22 |
| | | 10%c | 6% | 8% | 5% | 12%ce | 7% | 3% | 7% | 5% | - | 1% | 11%E | 10%E | 5% | 6% | 16% | 12% | 11% | 8% | 2% | 18%k | 21%k | 4% | 19%n | 5% | 8% | 8% | 17% | 2% | 13%t | 8%t | 5% | 9% |
| 3 - | (3) | 13 | 2 | 6 | 16 | 16 | 28 | 3 | 3 | 10 | - | 2 | 9 | 5 | 4 | 12 | 3 | - | 13 | - | - | 8 | 8 | 6 | 10 | 5 | 2 | 20 | 1 | 2 | 14 | 12 | 8 | 20 |
| | | 4% | 2% | 6% | 4% | 6% | 6% | 3% | 5% | 5% | - | 1% | 9%E | 13%E | 2% | 7%H | 4% | - | 9% | - | - | 9%k | 10%k | 5% | 6% | 3% | 3% | 9%p | 6% | 1% | 9%t | 11%t | 3% | 9%w |
| 2 - | (2) | 13 | 1 | 4 | 12 | 12 | 32 | 5 | 2 | 5 | - | - | 6 | 6 | 3 | 9 | 1 | 2 | 8 | 1 | 1 | 3 | 8 | 3 | 9 | 13 | 3 | 16 | - | - | 14 | 18 | 6 | 26 |
| | | 4% | 1% | 4% | 3% | 4% | 7%bc | 6% | 4% | 2% | - | - | 6%E | 15%E | 2% | 6%H | 1% | 5% | 5% | 8% | 1% | 4% | 10%k | 3% | 6% | 8% | 5% | 7% | - | - | 9%t | 16%t | 3% | 11%w |
| 1 - Extremely dissatisfied | (1) | 16 | 1 | 9 | 13 | 35 | 57 | 5 | 2 | 6 | - | 2 | 1 | 10 | - | 13 | 13 | 5 | 17 | - | - | 1 | 34 | 3 | 32 | 23 | 7 | 23 | 4 | 2 | 6 | 49 | 7 | 50 |
| | | 5% | 1% | 8%bc | 4% | 13%abc | 12%abc | 6% | 4% | 3% | - | 1% | 1% | 25%EF | - | 8%H | 19% | 12% | 11% | - | - | 1% | 42%kl | 3% | 21%n | 15% | 11% | 10% | 22% | 1% | 4% | 45%tu | 3% | 21%w |
| Not applicable | | 1 | 3 | - | - | - | 3 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 | 1 | 1 | - | 3 | - | - | 3 | - |
| | | * | 3%acde | - | - | - | 1% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1% | 2% | * | - | 1% | - | - | 1% | - |
| NET: Dissatisfied | (1-3) | 42 | 4 | 19 | 41 | 63 | 117 | 13 | 7 | 21 | - | 4 | 16 | 21 | 7 | 34 | 17 | 7 | 38 | 1 | 1 | 12 | 50 | 12 | 51 | 41 | 12 | 59 | 5 | 4 | 34 | 79 | 21 | 96 |
| | | 13%b | 4% | 18%b | 11%b | 23%abc | 25%abc | 15% | 13% | 10% | - | 2% | 16%E | 53%EF | 4% | 21%H | 25% | 17% | 25% | 8% | 1% | 14%k | 62%kl | 10% | 33%n | 26% | 19% | 26% | 28% | 2% | 22%t | 72%tu | 9% | 41%w |
| NET: Neutral | (4-6) | 111 | 20 | 29 | 109 | 95 | 133 | 24 | 15 | 68 | 2 | 46 | 51 | 12 | 45 | 63 | 31 | 14 | 45 | 5 | 22 | 46 | 27 | 31 | 64 | 45 | 22 | 59 | 7 | 38 | 73 | 22 | 55 | 76 |
| | | 34%b | 21% | 27% | 30% | 35%b | 28% | 27% | 27% | 32% | 17% | 20% | 52%EG | 30% | 23% | 39%H | 45%l | 33% | 30% | 42% | 21% | 54%km | 33% | 26% | 42%n | 29% | 35% | 26% | 39% | 19% | 48%tv | 20% | 24% | 32%w |
| NET: Satisfied | (7-10) | 177 | 68 | 60 | 216 | 115 | 214 | 51 | 34 | 121 | 10 | 177 | 32 | 7 | 147 | 65 | 21 | 21 | 67 | 6 | 84 | 27 | 4 | 75 | 39 | 68 | 28 | 112 | 6 | 160 | 45 | 9 | 150 | 62 |
| | | 53%de | 72%acdef | 56%d | 59%de | 42% | 46% | 58% | 61% | 58% | 83% | 78%FG | 32% | 18% | 74%l | 40% | 30% | 50%g | 45%g | 50% | 79%lm | 32%m | 5% | 64%o | 25% | 44% | 44% | 48% | 33% | 78%uv | 30%v | 8% | 66%x | 26% |
| Mean score | | 6.45de | 7.57acdef | 6.42de | 6.89ade | 5.64 | 5.72 | 6.81 | 6.91 | 6.82 | 8.58 | 8.03FG | 5.54G | 3.78 | 7.79l | 5.77 | 5.07 | 6.26g | 5.64 | 6.67 | 7.79lm | 5.58m | 2.85 | 7.08o | 4.53 | 5.61 | 5.94 | 5.79 | 4.94 | 7.73uv | 5.21v | 2.72 | 7.02x | 4.46 |
| Standard error | | 0.14 | 0.22 | 0.27 | 0.13 | 0.17 | 0.13 | 0.29 | 0.35 | 0.16 | 0.50 | 0.12 | 0.20 | 0.40 | 0.15 | 0.20 | 0.33 | 0.47 | 0.22 | 0.71 | 0.16 | 0.22 | 0.24 | 0.22 | 0.21 | 0.24 | 0.36 | 0.18 | 0.66 | 0.13 | 0.18 | 0.21 | 0.16 | 0.18 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 21

**Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**The time taken to handle your issue.**

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

| | | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | Plusnet (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | | 632 | 204 | 214 | 611 | 539 | 697 | 176 | 137 | 292 | 27** | 359 | 176 | 97* | 318 | 309 | 55* | 64* | 76* | 9** | 135 | 43* | 26** | 112 | 88* | 67* | 38* | 100 | 9** | 104 | 69* | 41* | 103 | 110 |
| 10 - Extremely satisfied | (10) | 74 | 37 | 28 | 89 | 42 | 68 | 15 | 18 | 36 | 5 | 70 | 2 | 2 | 60 | 14 | 11 | 8 | 13 | 5 | 32 | 3 | 2 | 30 | 5 | 10 | 5 | 10 | 3 | 25 | 2 | 1 | 24 | 4 |
| | | 12%d | 18%ade | 13%d | 15%de | 8% | 10% | 9% | 13% | 12% | 19% | 19%lm | 1% | 2% | 19%o | 5% | 20% | 13% | 17% | 56% | 24%tu | 7% | 8% | 27%x | 6% | 15% | 13% | 10% | 33% | 24%FG | 3% | 2% | 23%I | 4% |
| 9 - | (9) | 58 | 21 | 21 | 80 | 35 | 61 | 15 | 15 | 25 | 3 | 53 | 5 | - | 43 | 14 | 5 | 6 | 10 | - | 18 | 1 | 2 | 12 | 8 | 10 | 2 | 9 | - | 17 | 4 | - | 13 | 8 |
| | | 9% | 10% | 10% | 13%ade | 6% | 9% | 9% | 11% | 9% | 11% | 15%lm | 3% | - | 14%o | 5% | 9% | 9% | 13% | - | 13%tu | 2% | 8% | 11% | 9% | 15% | 5% | 9% | - | 16%FG | 6% | - | 13% | 7% |
| 8 - | (8) | 104 | 37 | 37 | 91 | 76 | 95 | 30 | 22 | 45 | 7 | 86 | 13 | 5 | 65 | 38 | 9 | 11 | 14 | 3 | 33 | 4 | - | 20 | 16 | 10 | 8 | 17 | 2 | 26 | 8 | 3 | 22 | 15 |
| | | 16% | 18% | 17% | 15% | 14% | 14% | 17% | 16% | 15% | 26% | 24%lm | 7% | 5% | 20%o | 12% | 16% | 17% | 18% | 33% | 24%tu | 9% | - | 18% | 18% | 15% | 21% | 17% | 22% | 25%FG | 12% | 7% | 21% | 14% |
| 7 - | (7) | 95 | 31 | 31 | 99 | 68 | 78 | 26 | 20 | 48 | 1 | 69 | 24 | 2 | 56 | 39 | 4 | 11 | 16 | - | 22 | 6 | 3 | 19 | 12 | 8 | 6 | 17 | - | 19 | 12 | - | 17 | 14 |
| | | 15%e | 15% | 14% | 16%e | 13% | 11% | 15% | 15% | 16% | 4% | 19%m | 14%m | 2% | 18% | 13% | 7% | 17% | 21%p | - | 16% | 14% | 12% | 17% | 14% | 12% | 16% | 17% | - | 18%G | 17%G | - | 17% | 13% |
| 6 - | (6) | 85 | 25 | 15 | 71 | 42 | 79 | 18 | 19 | 45 | 3 | 37 | 41 | 7 | 35 | 50 | 6 | 10 | 8 | 1 | 17 | 6 | 2 | 14 | 11 | 6 | 1 | 8 | - | 5 | 9 | 1 | 4 | 11 |
| | | 13%df | 12% | 7% | 12%d | 8% | 11%d | 10% | 14% | 15% | 11% | 10% | 23%km | 7% | 11% | 16% | 11% | 16% | 11% | 11% | 13% | 14% | 8% | 13% | 13% | 9% | 3% | 8% | - | 5% | 13% | 2% | 4% | 10% |
| 5 - | (5) | 66 | 21 | 20 | 56 | 88 | 86 | 20 | 15 | 28 | 3 | 24 | 36 | 6 | 25 | 41 | 6 | 11 | 4 | - | 6 | 11 | 4 | 9 | 12 | 7 | 4 | 8 | 1 | 5 | 12 | 3 | 9 | 11 |
| | | 10% | 10% | 9% | 9% | 16%abcef | 12% | 11% | 11% | 10% | 11% | 7% | 20%km | 6% | 8% | 13%n | 11% | 17%r | 5% | - | 4% | 26%t | 15% | 8% | 14% | 10% | 11% | 8% | 11% | 5% | 17%E | 7% | 9% | 10% |
| 4 - | (4) | 37 | 9 | 13 | 47 | 43 | 60 | 11 | 9 | 16 | 1 | 8 | 21 | 8 | 12 | 25 | 5 | 2 | 2 | - | 2 | 5 | 2 | 4 | 5 | 4 | 2 | 7 | - | 4 | 5 | 4 | 3 | 10 |
| | | 6% | 4% | 6% | 8% | 8% | 9%b | 6% | 7% | 5% | 4% | 2% | 12%k | 8%k | 4% | 8%n | 9% | 3% | 3% | - | 1% | 12%t | 8% | 4% | 6% | 6% | 5% | 7% | - | 4% | 7% | 10% | 3% | 9% |
| 3 - | (3) | 33 | 7 | 14 | 28 | 46 | 51 | 13 | 6 | 14 | - | 7 | 16 | 10 | 7 | 26 | 6 | - | 1 | - | 2 | 2 | 3 | 1 | 6 | 2 | 1 | 10 | 1 | 1 | 6 | 7 | 2 | 12 |
| | | 5% | 3% | 7% | 5% | 9%abc | 7%bc | 7% | 4% | 5% | - | 2% | 9%k | 10%k | 2% | 8%n | 11%qr | - | 1% | - | 1% | 5% | 12% | 1% | 7%w | 3% | 3% | 10% | 11% | 1% | 9%E | 17%E | 2% | 11%H |
| 2 - | (2) | 23 | 5 | 9 | 16 | 27 | 42 | 5 | 6 | 11 | 1 | 1 | 9 | 13 | 6 | 16 | 1 | - | 4 | - | - | 1 | 4 | - | 5 | 4 | - | 5 | - | - | 4 | 5 | 2 | 7 |
| | | 4% | 2% | 4% | 3% | 5%c | 6%abc | 3% | 4% | 4% | 4% | * | 5%k | 13%kl | 2% | 5%n | 2% | - | 5% | - | - | 2% | 15% | - | 6%w | 6% | - | 5% | - | - | 6%E | 12%E | 2% | 6% |
| 1 - Extremely dissatisfied | (1) | 57 | 8 | 24 | 33 | 71 | 73 | 23 | 7 | 24 | 3 | 4 | 9 | 44 | 9 | 46 | 2 | 4 | 2 | - | - | 4 | 4 | 1 | 7 | 6 | 9 | 8 | 1 | - | 7 | 17 | 7 | 17 |
| | | 9%bc | 4% | 11%bc | 5% | 13%abc | 10%bc | 13%h | 5% | 8% | 11% | 1% | 5%k | 45%kl | 3% | 15%n | 4% | 6% | 3% | - | - | 9%t | 15% | 1% | 8%w | 9% | 24%AC | 8% | 11% | - | 10%E | 41%EF | 7% | 15%H |
| Not applicable | | - | 3 | 2 | 1 | 1 | 4 | - | - | - | - | - | - | - | - | - | - | 1 | 2 | - | 3 | - | - | 2 | 1 | - | - | 1 | 1 | 2 | - | - | - | 1 |
| | | - | 1%acd | 1%a | * | * | 1% | - | - | - | - | - | - | - | - | - | - | 2% | 3% | - | 2% | - | - | 2% | 1% | - | - | 1% | 11% | 2% | - | - | - | 1% |
| NET: Dissatisfied | (1-3) | 113 | 20 | 47 | 77 | 144 | 166 | 41 | 19 | 49 | 4 | 12 | 34 | 67 | 22 | 88 | 9 | 4 | 7 | - | 2 | 7 | 11 | 2 | 18 | 12 | 10 | 23 | 2 | 1 | 17 | 29 | 11 | 36 |
| | | 18%bc | 10% | 22%bc | 13% | 27%abc | 24%abc | 23%h | 14% | 17% | 15% | 3% | 19%k | 69%kl | 7% | 28%n | 16% | 6% | 9% | - | 1% | 16%t | 42% | 2% | 20%w | 18% | 26% | 23% | 22% | 1% | 25%E | 71%EF | 11% | 33%H |
| NET: Neutral | (4-6) | 188 | 55 | 48 | 174 | 173 | 225 | 49 | 43 | 89 | 7 | 69 | 98 | 21 | 72 | 116 | 17 | 23 | 14 | 1 | 25 | 22 | 8 | 27 | 28 | 17 | 7 | 23 | 1 | 14 | 26 | 8 | 16 | 32 |
| | | 30%f | 27% | 22% | 28% | 32%f | 32%f | 28% | 31% | 30% | 26% | 19% | 56%km | 22% | 23% | 38%n | 31% | 36%r | 18% | 11% | 19% | 51%t | 31% | 24% | 32% | 25% | 18% | 23% | 11% | 13% | 38%EG | 20% | 16% | 29%H |
| NET: Satisfied | (7-10) | 331 | 126 | 117 | 359 | 221 | 302 | 86 | 75 | 154 | 16 | 278 | 44 | 9 | 224 | 105 | 29 | 36 | 53 | 8 | 105 | 14 | 7 | 81 | 41 | 38 | 21 | 53 | 5 | 87 | 26 | 4 | 76 | 41 |
| | | 52%de | 62%ade | 55%de | 59%ade | 41% | 43% | 49% | 55% | 53% | 59% | 77%lm | 25%m | 9% | 70%o | 34% | 53% | 56% | 70% | 89% | 78%tu | 33% | 27% | 72%x | 47% | 57% | 55% | 53% | 56% | 84%FG | 38%G | 10% | 74%I | 37% |
| Mean score | | 6.25de | 6.98adef | 6.17d | 6.68adef | 5.48 | 5.76 | 5.86 | 6.52g | 6.31 | 6.74 | 7.66lm | 5.24m | 2.87 | 7.31o | 5.19 | 6.60 | 6.76 | 7.20 | 8.89 | 7.92u | 5.49 | 4.62 | 7.73x | 5.92 | 6.46 | 5.79 | 6.06 | 6.88 | 8.02FG | 5.38G | 2.90 | 7.28I | 5.12 |
| Standard error | | 0.11 | 0.17 | 0.20 | 0.10 | 0.12 | 0.11 | 0.21 | 0.22 | 0.15 | 0.56 | 0.10 | 0.15 | 0.24 | 0.13 | 0.15 | 0.36 | 0.29 | 0.27 | 0.48 | 0.15 | 0.36 | 0.56 | 0.19 | 0.28 | 0.35 | 0.52 | 0.27 | 1.23 | 0.17 | 0.30 | 0.37 | 0.25 | 0.26 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 22

**Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**The time taken to handle your issue.**

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

| | | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | PLUSNET (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 632 | 204 | 214 | 611 | 539 | 697 | 155 | 121 | 313 | 22** | 376 | 173 | 62* | 331 | 273 | 144 | 104 | 268 | 23** | 236 | 179 | 124 | 229 | 305 | 212 | 138 | 322 | 25** | 318 | 236 | 143 | 338 | 350 |
| 10 - Extremely satisfied | (10) | 74 | 37 | 28 | 89 | 42 | 68 | 23 | 21 | 39 | 6 | 85 | 2 | 2 | 77 | 12 | 11 | 9 | 17 | 5 | 39 | 2 | 1 | 36 | 6 | 26 | 19 | 23 | - | 61 | 6 | 1 | 60 | 8 |
| | | 12%d | 18%ade | 13%d | 15%de | 8% | 10% | 15% | 17% | 12% | 27% | 23%FG | 1% | 3% | 23%l | 4% | 8% | 9% | 6% | 22% | 17%lm | 1% | 1% | 16%o | 2% | 12%r | 14%r | 7% | - | 19%uv | 3% | 1% | 18%x | 2% |
| 9 - | (9) | 58 | 21 | 21 | 80 | 35 | 61 | 24 | 24 | 29 | 3 | 70 | 9 | 1 | 55 | 25 | 12 | 11 | 12 | - | 30 | 4 | 1 | 20 | 15 | 18 | 17 | 23 | 3 | 53 | 6 | 2 | 47 | 14 |
| | | 9% | 10% | 10% | 13%ade | 6% | 9% | 15%C | 20%C | 9% | 14% | 19%FG | 5% | 2% | 17%l | 9% | 8% | 11%l | 4% | - | 13%lm | 2% | 1% | 9% | 5% | 8% | 12% | 7% | 12% | 17%uv | 3% | 1% | 14%x | 4% |
| 8 - | (8) | 104 | 37 | 37 | 91 | 76 | 95 | 22 | 15 | 50 | 4 | 79 | 12 | - | 57 | 34 | 19 | 12 | 40 | 5 | 66 | 8 | 2 | 49 | 26 | 29 | 25 | 38 | 3 | 74 | 20 | 1 | 63 | 30 |
| | | 16% | 18% | 17% | 15% | 14% | 14% | 14% | 12% | 16% | 18% | 21%FG | 7%G | - | 17% | 12% | 13% | 12% | 15% | 22% | 28%lm | 4% | 2% | 21%o | 9% | 14% | 18% | 12% | 12% | 23%uv | 8%v | 1% | 19%x | 9% |
| 7 - | (7) | 95 | 31 | 31 | 99 | 68 | 78 | 26 | 16 | 54 | 3 | 63 | 32 | 4 | 56 | 43 | 17 | 15 | 34 | 2 | 41 | 26 | 1 | 38 | 30 | 26 | 11 | 39 | 2 | 54 | 20 | 4 | 49 | 29 |
| | | 15%e | 15% | 14% | 16%e | 13% | 11% | 17% | 13% | 17% | 14% | 17%G | 18%G | 6% | 17% | 16% | 12% | 14% | 13% | 9% | 17%m | 15%m | 1% | 17%o | 10% | 12% | 8% | 12% | 8% | 17%uv | 8%v | 3% | 14%x | 8% |
| 6 - | (6) | 85 | 25 | 15 | 71 | 42 | 79 | 14 | 14 | 42 | 1 | 29 | 37 | 5 | 33 | 35 | 14 | 8 | 20 | - | 23 | 16 | 3 | 19 | 23 | 26 | 11 | 40 | 2 | 31 | 42 | 6 | 29 | 48 |
| | | 13%df | 12% | 7% | 12%d | 8% | 11%d | 9% | 12% | 13% | 5% | 8% | 21%EG | 8% | 10% | 13% | 10% | 8% | 7% | - | 10%m | 9%m | 2% | 8% | 8% | 12% | 8% | 12% | 8% | 10%v | 18%tv | 4% | 9% | 14%w |
| 5 - | (5) | 66 | 21 | 20 | 56 | 88 | 86 | 10 | 9 | 34 | 3 | 22 | 28 | 6 | 15 | 39 | 27 | 20 | 37 | 4 | 22 | 62 | 4 | 30 | 58 | 22 | 20 | 38 | 6 | 18 | 59 | 9 | 35 | 50 |
| | | 10% | 10% | 9% | 9% | 16%abcef | 12% | 6% | 7% | 11% | 14% | 6% | 16%E | 10% | 5% | 14%H | 19% | 19% | 14% | 17% | 9%m | 35%km | 3% | 13% | 19% | 10% | 14% | 12% | 24% | 6% | 25%tv | 6% | 10% | 14% |
| 4 - | (4) | 37 | 9 | 13 | 47 | 43 | 60 | 13 | 8 | 24 | 2 | 16 | 22 | 9 | 19 | 27 | 11 | 10 | 22 | - | 7 | 27 | 9 | 11 | 31 | 16 | 13 | 28 | 3 | 13 | 37 | 10 | 20 | 39 |
| | | 6% | 4% | 6% | 8% | 8% | 9%b | 8% | 7% | 8% | 9% | 4% | 13%E | 15%E | 6% | 10% | 8% | 10% | 8% | - | 3% | 15%km | 7% | 5% | 10%n | 8% | 9% | 9% | 12% | 4% | 16%tv | 7% | 6% | 11%w |
| 3 - | (3) | 33 | 7 | 14 | 28 | 46 | 51 | 8 | 6 | 14 | - | 6 | 15 | 7 | 8 | 20 | 8 | 7 | 29 | 2 | 5 | 25 | 16 | 12 | 33 | 12 | 6 | 32 | 1 | 8 | 24 | 19 | 16 | 33 |
| | | 5% | 3% | 7% | 5% | 9%abc | 7%bc | 5% | 5% | 4% | - | 2% | 9%E | 11%E | 2% | 7%H | 6% | 7% | 11% | 9% | 2% | 14%k | 13%k | 5% | 11%n | 6% | 4% | 10%q | 4% | 3% | 10%t | 13%t | 5% | 9%w |
| 2 - | (2) | 23 | 5 | 9 | 16 | 27 | 42 | 4 | 3 | 9 | - | 2 | 6 | 8 | 5 | 10 | 7 | 4 | 13 | 3 | 1 | 5 | 21 | 8 | 18 | 11 | 5 | 26 | - | 2 | 13 | 27 | 7 | 35 |
| | | 4% | 2% | 4% | 3% | 5%c | 6%abc | 3% | 2% | 3% | - | 1% | 3%E | 13%EF | 2% | 4% | 5% | 4% | 5% | 13% | * | 3%k | 17%kl | 3% | 6% | 5% | 4% | 8% | - | 1% | 6%t | 19%tu | 2% | 10%w |
| 1 - Extremely dissatisfied | (1) | 57 | 8 | 24 | 33 | 71 | 73 | 11 | 5 | 17 | - | 3 | 10 | 20 | 5 | 28 | 18 | 7 | 44 | 2 | 2 | 4 | 65 | 6 | 65 | 25 | 10 | 33 | 5 | 2 | 8 | 63 | 11 | 61 |
| | | 9%bc | 4% | 11%bc | 5% | 13%abc | 10%bc | 7% | 4% | 5% | - | 1% | 6%E | 32%EF | 2% | 10%H | 13% | 7% | 16%h | 9% | 1% | 2% | 52%kl | 3% | 21%n | 12% | 7% | 10% | 20% | 1% | 3%t | 44%tu | 3% | 17%w |
| Not applicable | | - | 3 | 2 | 1 | 1 | 4 | - | - | 1 | - | 1 | - | - | 1 | - | - | 1 | - | - | - | - | 1 | - | - | 1 | 1 | 2 | - | 2 | 1 | 1 | 1 | 3 |
| | | - | 1%acd | 1%a | * | * | 1% | - | - | * | - | * | - | - | * | - | - | 1% | - | - | - | - | 1% | - | - | * | 1% | 1% | - | 1% | * | 1% | * | 1% |
| NET: Dissatisfied | (1-3) | 113 | 20 | 47 | 77 | 144 | 166 | 23 | 14 | 40 | - | 11 | 31 | 35 | 18 | 58 | 33 | 18 | 86 | 7 | 8 | 34 | 102 | 26 | 116 | 48 | 21 | 91 | 6 | 12 | 45 | 109 | 34 | 129 |
| | | 18%bc | 10% | 22%bc | 13% | 27%abc | 24%abc | 15% | 12% | 13% | - | 3% | 18%E | 56%EF | 5% | 21%H | 23% | 17% | 32%h | 30% | 3% | 19%k | 82%kl | 11% | 38%n | 23% | 15% | 28%q | 24% | 4% | 19%t | 76%tu | 10% | 37%w |
| NET: Neutral | (4-6) | 188 | 55 | 48 | 174 | 173 | 225 | 37 | 31 | 100 | 6 | 67 | 87 | 20 | 67 | 101 | 52 | 38 | 79 | 4 | 52 | 105 | 16 | 60 | 112 | 64 | 44 | 106 | 11 | 62 | 138 | 25 | 84 | 137 |
| | | 30%f | 27% | 22% | 28% | 32%f | 32%f | 24% | 26% | 32% | 27% | 18% | 50%EG | 32%E | 20% | 37%H | 36% | 37% | 29% | 17% | 22%m | 59%km | 13% | 26% | 37%n | 30% | 32% | 33% | 44% | 19% | 58%tv | 17% | 25% | 39%w |
| NET: Satisfied | (7-10) | 331 | 126 | 117 | 359 | 221 | 302 | 95 | 76 | 172 | 16 | 297 | 55 | 7 | 245 | 114 | 59 | 47 | 103 | 12 | 176 | 40 | 5 | 143 | 77 | 99 | 72 | 123 | 8 | 242 | 52 | 8 | 219 | 81 |
| | | 52%de | 62%ade | 55%de | 59%ade | 41% | 43% | 61% | 63% | 55% | 73% | 79%FG | 32%G | 11% | 74%l | 42% | 41% | 45% | 38% | 52% | 75%lm | 22%m | 4% | 62%o | 25% | 47% | 52%r | 38% | 32% | 76%uv | 22%v | 6% | 65%x | 23% |
| Mean score | | 6.25de | 6.98adef | 6.17d | 6.68adef | 5.48 | 5.76 | 6.66 | 7.01 | 6.49 | 7.68 | 7.80FG | 5.42G | 3.39 | 7.58l | 5.64 | 5.61 | 5.96i | 5.17 | 6.00 | 7.50lm | 5.06m | 2.20 | 6.83o | 4.48 | 5.92r | 6.39r | 5.43 | 5.08 | 7.64uv | 5.17v | 2.53 | 7.04x | 4.53 |
| Standard error | | 0.11 | 0.17 | 0.20 | 0.10 | 0.12 | 0.11 | 0.21 | 0.23 | 0.14 | 0.44 | 0.10 | 0.16 | 0.31 | 0.12 | 0.15 | 0.23 | 0.25 | 0.17 | 0.66 | 0.12 | 0.13 | 0.16 | 0.16 | 0.15 | 0.20 | 0.23 | 0.15 | 0.54 | 0.11 | 0.13 | 0.17 | 0.13 | 0.14 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 23

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

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

| | | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | Plusnet (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | | 632 | 204 | 214 | 611 | 539 | 697 | 176 | 137 | 292 | 27** | 359 | 176 | 97* | 318 | 309 | 55* | 64* | 76* | 9** | 135 | 43* | 26** | 112 | 88* | 67* | 38* | 100 | 9** | 104 | 69* | 41* | 103 | 110 |
| 10 - Extremely satisfied | (10) | 81 | 37 | 33 | 107 | 44 | 74 | 21 | 19 | 34 | 7 | 78 | 2 | 1 | 69 | 12 | 14 | 8 | 11 | 4 | 35 | - | 2 | 33 | 3 | 13 | 6 | 10 | 4 | 30 | 1 | 2 | 29 | 4 |
| | | 13%d | 18%de | 15%d | 18%ade | 8% | 11% | 12% | 14% | 12% | 26% | 22%lm | 1% | 1% | 22%o | 4% | 25% | 13% | 14% | 44% | 26%tu | - | 8% | 29%x | 3% | 19% | 16% | 10% | 44% | 29%FG | 1% | 5% | 28%I | 4% |
| 9 - | (9) | 64 | 28 | 20 | 73 | 46 | 70 | 17 | 10 | 35 | 2 | 58 | 6 | - | 52 | 12 | 7 | 9 | 9 | 3 | 23 | 3 | 2 | 16 | 11 | 8 | 3 | 9 | - | 19 | 1 | - | 17 | 3 |
| | | 10% | 14%d | 9% | 12% | 9% | 10% | 10% | 7% | 12% | 7% | 16%lm | 3% | - | 16%o | 4% | 13% | 14% | 12% | 33% | 17% | 7% | 8% | 14% | 13% | 12% | 8% | 9% | - | 18%FG | 1% | - | 17%I | 3% |
| 8 - | (8) | 105 | 43 | 40 | 96 | 73 | 86 | 28 | 29 | 45 | 3 | 94 | 11 | - | 75 | 30 | 6 | 17 | 20 | - | 35 | 8 | - | 21 | 21 | 10 | 7 | 22 | 1 | 28 | 11 | 1 | 23 | 17 |
| | | 17%e | 21%de | 19%e | 16% | 14% | 12% | 16% | 21% | 15% | 11% | 26%lm | 6%m | - | 24%o | 10% | 11% | 27%p | 26%p | - | 26% | 19% | - | 19% | 24% | 15% | 18% | 22% | 11% | 27%G | 16%G | 2% | 22% | 15% |
| 7 - | (7) | 93 | 29 | 16 | 87 | 70 | 96 | 21 | 24 | 46 | 2 | 60 | 31 | 2 | 46 | 47 | 9 | 7 | 13 | - | 22 | 5 | 2 | 22 | 7 | 2 | 1 | 13 | - | 8 | 8 | - | 5 | 11 |
| | | 15%f | 14%f | 7% | 14%f | 13%f | 14%f | 12% | 18% | 16% | 7% | 17%m | 18%m | 2% | 14% | 15% | 16% | 11% | 17% | - | 16% | 12% | 8% | 20%x | 8% | 3% | 3% | 13%A | - | 8% | 12%G | - | 5% | 10% |
| 6 - | (6) | 73 | 18 | 25 | 72 | 53 | 86 | 19 | 18 | 32 | 4 | 30 | 34 | 9 | 28 | 44 | 5 | 4 | 8 | 1 | 7 | 8 | 3 | 5 | 13 | 8 | 7 | 9 | 1 | 9 | 14 | 2 | 10 | 15 |
| | | 12% | 9% | 12% | 12% | 10% | 12% | 11% | 13% | 11% | 15% | 8% | 19%km | 9% | 9% | 14%n | 9% | 6% | 11% | 11% | 5% | 19%t | 12% | 4% | 15%w | 12% | 18% | 9% | 11% | 9% | 20%EG | 5% | 10% | 14% |
| 5 - | (5) | 66 | 19 | 17 | 69 | 71 | 82 | 22 | 15 | 27 | 2 | 24 | 36 | 6 | 25 | 39 | 7 | 7 | 4 | 1 | 5 | 10 | 4 | 5 | 13 | 9 | 3 | 5 | - | 3 | 14 | - | 7 | 10 |
| | | 10% | 9% | 8% | 11% | 13%f | 12% | 13% | 11% | 9% | 7% | 7% | 20%km | 6% | 8% | 13%n | 13% | 11% | 5% | 11% | 4% | 23%t | 15% | 4% | 15%w | 13% | 8% | 5% | - | 3% | 20%EG | - | 7% | 9% |
| 4 - | (4) | 38 | 11 | 19 | 32 | 37 | 48 | 14 | 6 | 15 | 3 | 8 | 25 | 5 | 9 | 29 | 2 | 6 | 3 | - | 3 | 3 | 5 | 5 | 6 | 7 | 3 | 9 | - | 3 | 8 | 8 | 3 | 16 |
| | | 6% | 5% | 9% | 5% | 7% | 7% | 8% | 4% | 5% | 11% | 2% | 14%km | 5% | 3% | 9%n | 4% | 9% | 4% | - | 2% | 7% | 19% | 4% | 7% | 10% | 8% | 9% | - | 3% | 12%E | 20%E | 3% | 15%H |
| 3 - | (3) | 26 | 6 | 13 | 25 | 34 | 48 | 6 | 6 | 13 | 1 | 3 | 14 | 9 | 4 | 22 | 2 | 3 | 1 | - | 2 | 3 | 1 | - | 6 | - | 5 | 7 | 1 | - | 7 | 6 | 5 | 8 |
| | | 4% | 3% | 6% | 4% | 6% | 7%abc | 3% | 4% | 4% | 4% | 1% | 8%k | 9%k | 1% | 7%n | 4% | 5% | 1% | - | 1% | 7% | 4% | - | 7%w | - | 13%A | 7%A | 11% | - | 10%E | 15%E | 5% | 7% |
| 2 - | (2) | 32 | 5 | 7 | 17 | 34 | 29 | 9 | 4 | 18 | 1 | 2 | 11 | 19 | 5 | 26 | 2 | 1 | 2 | - | 1 | 2 | 2 | 2 | 3 | 3 | - | 4 | - | - | 2 | 5 | 1 | 6 |
| | | 5%c | 2% | 3% | 3% | 6%bc | 4% | 5% | 3% | 6% | 4% | 1% | 6%k | 20%kl | 2% | 8%n | 4% | 2% | 3% | - | 1% | 5% | 8% | 2% | 3% | 4% | - | 4% | - | - | 3% | 12%E | 1% | 5% |
| 1 - Extremely dissatisfied | (1) | 54 | 6 | 21 | 33 | 74 | 78 | 19 | 6 | 27 | 2 | 2 | 6 | 46 | 5 | 48 | 1 | 2 | 3 | - | - | 1 | 5 | 1 | 5 | 7 | 3 | 10 | 1 | 1 | 3 | 17 | 2 | 19 |
| | | 9%bc | 3% | 10%bc | 5% | 14%abc | 11%bc | 11%h | 4% | 9% | 7% | 1% | 3%k | 47%kl | 2% | 16%n | 2% | 3% | 4% | - | - | 2% | 19% | 1% | 6% | 10% | 8% | 10% | 11% | 1% | 4% | 41%EF | 2% | 17%H |
| Not applicable | | - | 2 | 3 | - | 3 | - | - | - | - | - | - | - | - | - | - | - | - | 2 | - | 2 | - | - | 2 | - | - | - | 2 | 1 | 3 | - | - | 1 | 1 |
| | | - | 1%ace | 1%ace | - | 1%e | - | - | - | - | - | - | - | - | - | - | - | - | 3% | - | 1% | - | - | 2% | - | - | - | 2% | 11% | 3% | - | - | 1% | 1% |
| NET: Dissatisfied | (1-3) | 112 | 17 | 41 | 75 | 142 | 155 | 34 | 16 | 58 | 4 | 7 | 31 | 74 | 14 | 96 | 5 | 6 | 6 | - | 3 | 6 | 8 | 3 | 14 | 10 | 8 | 21 | 2 | 1 | 12 | 28 | 8 | 33 |
| | | 18%bc | 8% | 19%bc | 12% | 26%abcf | 22%abc | 19% | 12% | 20%h | 15% | 2% | 18%k | 76%kl | 4% | 31%n | 9% | 9% | 8% | - | 2% | 14%t | 31% | 3% | 16%w | 15% | 21% | 21% | 22% | 1% | 17%E | 68%EF | 8% | 30%H |
| NET: Neutral | (4-6) | 177 | 48 | 61 | 173 | 161 | 216 | 55 | 39 | 74 | 9 | 62 | 95 | 20 | 62 | 112 | 14 | 17 | 15 | 2 | 15 | 21 | 12 | 15 | 32 | 24 | 13 | 23 | 1 | 15 | 36 | 10 | 20 | 41 |
| | | 28% | 24% | 29% | 28% | 30% | 31%b | 31% | 28% | 25% | 33% | 17% | 54%km | 21% | 19% | 36%n | 25% | 27% | 20% | 22% | 11% | 49%t | 46% | 13% | 36%w | 36% | 34% | 23% | 11% | 14% | 52%EG | 24% | 19% | 37%H |
| NET: Satisfied | (7-10) | 343 | 137 | 109 | 363 | 233 | 326 | 87 | 82 | 160 | 14 | 290 | 50 | 3 | 242 | 101 | 36 | 41 | 53 | 7 | 115 | 16 | 6 | 92 | 42 | 33 | 17 | 54 | 5 | 85 | 21 | 3 | 74 | 35 |
| | | 54%de | 67%acdef | 51% | 59%def | 43% | 47% | 49% | 60% | 55% | 52% | 81%lm | 28%m | 3% | 76%o | 33% | 65% | 64% | 70% | 78% | 85%tu | 37% | 23% | 82%x | 48% | 49% | 45% | 54% | 56% | 82%FG | 30%G | 7% | 72%I | 32% |
| Mean score | | 6.32de | 7.18adef | 6.29d | 6.79adef | 5.58 | 5.92d | 6.07 | 6.71g | 6.25 | 6.63 | 7.86lm | 5.30m | 2.46 | 7.66o | 4.98 | 7.24 | 6.91 | 7.19 | 8.67 | 8.11u | 5.81 | 4.69 | 7.96x | 6.16 | 6.42 | 6.24 | 6.14 | 7.25 | 8.25FG | 5.46G | 2.85 | 7.73I | 4.94 |
| Standard error | | 0.11 | 0.17 | 0.20 | 0.10 | 0.12 | 0.11 | 0.21 | 0.20 | 0.16 | 0.56 | 0.09 | 0.15 | 0.20 | 0.12 | 0.15 | 0.33 | 0.30 | 0.26 | 0.62 | 0.15 | 0.31 | 0.55 | 0.19 | 0.26 | 0.36 | 0.45 | 0.28 | 1.26 | 0.17 | 0.24 | 0.37 | 0.23 | 0.26 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 24

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

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

| | | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | PLUSNET (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 632 | 204 | 214 | 611 | 539 | 697 | 155 | 121 | 313 | 22** | 376 | 173 | 62* | 331 | 273 | 144 | 104 | 268 | 23** | 236 | 179 | 124 | 229 | 305 | 212 | 138 | 322 | 25** | 318 | 236 | 143 | 338 | 350 |
| 10 - Extremely satisfied | (10) | 81 | 37 | 33 | 107 | 44 | 74 | 29 | 18 | 53 | 7 | 104 | 1 | 2 | 96 | 11 | 14 | 9 | 17 | 4 | 41 | 2 | 1 | 38 | 6 | 23 | 17 | 30 | 4 | 68 | 6 | - | 69 | 5 |
| | | 13%d | 18%de | 15%d | 18%ade | 8% | 11% | 19% | 15% | 17% | 32% | 28%FG | 1% | 3% | 29%l | 4% | 10% | 9% | 6% | 17% | 17%lm | 1% | 1% | 17%o | 2% | 11% | 12% | 9% | 16% | 21%uv | 3% | - | 20%x | 1% |
| 9 - | (9) | 64 | 28 | 20 | 73 | 46 | 70 | 23 | 17 | 31 | 2 | 68 | 2 | 3 | 60 | 12 | 12 | 12 | 21 | 1 | 39 | 7 | - | 30 | 16 | 17 | 20 | 31 | 2 | 63 | 6 | 1 | 53 | 16 |
| | | 10% | 14%d | 9% | 12% | 9% | 10% | 15% | 14% | 10% | 9% | 18%FG | 1% | 5% | 18%l | 4% | 8% | 12% | 8% | 4% | 17%lm | 4%m | - | 13%o | 5% | 8% | 14% | 10% | 8% | 20%uv | 3% | 1% | 16%x | 5% |
| 8 - | (8) | 105 | 43 | 40 | 96 | 73 | 86 | 15 | 19 | 56 | 6 | 80 | 16 | - | 62 | 33 | 18 | 13 | 39 | 3 | 59 | 12 | 2 | 51 | 22 | 29 | 18 | 34 | 5 | 66 | 19 | 1 | 64 | 21 |
| | | 17%e | 21%de | 19%e | 16% | 14% | 12% | 10% | 16% | 18%A | 27% | 21%FG | 9%G | - | 19%l | 12% | 13% | 13% | 15% | 13% | 25%lm | 7%m | 2% | 22%o | 7% | 14% | 13% | 11% | 20% | 21%uv | 8%v | 1% | 19%x | 6% |
| 7 - | (7) | 93 | 29 | 16 | 87 | 70 | 96 | 16 | 19 | 49 | 3 | 62 | 22 | 3 | 46 | 40 | 17 | 16 | 34 | 3 | 43 | 26 | 1 | 41 | 29 | 29 | 22 | 44 | 1 | 65 | 26 | 5 | 56 | 39 |
| | | 15%f | 14%f | 7% | 14%f | 13%f | 14%f | 10% | 16% | 16% | 14% | 16%G | 13% | 5% | 14% | 15% | 12% | 15% | 13% | 13% | 18%m | 15%m | 1% | 18%o | 10% | 14% | 16% | 14% | 4% | 20%uv | 11%v | 3% | 17%x | 11% |
| 6 - | (6) | 73 | 18 | 25 | 72 | 53 | 86 | 25 | 13 | 34 | - | 27 | 38 | 7 | 20 | 50 | 20 | 10 | 23 | - | 28 | 25 | - | 23 | 29 | 24 | 13 | 42 | 7 | 24 | 55 | 7 | 39 | 46 |
| | | 12% | 9% | 12% | 12% | 10% | 12% | 16% | 11% | 11% | - | 7% | 22%E | 11% | 6% | 18%H | 14% | 10% | 9% | - | 12%m | 14%m | - | 10% | 10% | 11% | 9% | 13% | 28% | 8% | 23%tv | 5% | 12% | 13% |
| 5 - | (5) | 66 | 19 | 17 | 69 | 71 | 82 | 16 | 15 | 35 | 3 | 18 | 47 | 4 | 28 | 40 | 23 | 16 | 28 | 4 | 14 | 51 | 6 | 21 | 50 | 25 | 21 | 36 | - | 17 | 56 | 9 | 21 | 60 |
| | | 10% | 9% | 8% | 11% | 13%f | 12% | 10% | 12% | 11% | 14% | 5% | 27%EG | 6% | 8% | 15%H | 16% | 15% | 10% | 17% | 6% | 28%km | 5% | 9% | 16%n | 12% | 15% | 11% | - | 5% | 24%tv | 6% | 6% | 17%w |
| 4 - | (4) | 38 | 11 | 19 | 32 | 37 | 48 | 11 | 7 | 14 | - | 11 | 18 | 3 | 11 | 21 | 9 | 11 | 16 | 1 | 5 | 20 | 12 | 8 | 28 | 14 | 6 | 28 | - | 7 | 35 | 6 | 12 | 35 |
| | | 6% | 5% | 9% | 5% | 7% | 7% | 7% | 6% | 4% | - | 3% | 10%E | 5% | 3% | 8%H | 6% | 11% | 6% | 4% | 2% | 11%k | 10%k | 3% | 9%n | 7% | 4% | 9% | - | 2% | 15%tv | 4% | 4% | 10%w |
| 3 - | (3) | 26 | 6 | 13 | 25 | 34 | 48 | 4 | 5 | 15 | 1 | 3 | 13 | 9 | 3 | 22 | 5 | 2 | 24 | 3 | 2 | 20 | 12 | 7 | 27 | 13 | 9 | 26 | - | 3 | 22 | 23 | 12 | 34 |
| | | 4% | 3% | 6% | 4% | 6% | 7%abc | 3% | 4% | 5% | 5% | 1% | 8%E | 15%E | 1% | 8%H | 3% | 2% | 9%gh | 13% | 1% | 11%k | 10%k | 3% | 9%n | 6% | 7% | 8% | - | 1% | 9%t | 16%tu | 4% | 10%w |
| 2 - | (2) | 32 | 5 | 7 | 17 | 34 | 29 | 5 | 4 | 8 | - | 2 | 11 | 4 | 4 | 13 | 10 | 6 | 17 | 1 | 3 | 7 | 24 | 5 | 27 | 10 | 2 | 17 | - | - | 7 | 22 | 3 | 26 |
| | | 5%c | 2% | 3% | 3% | 6%bc | 4% | 3% | 3% | 3% | - | 1% | 6%E | 6%E | 1% | 5%H | 7% | 6% | 6% | 4% | 1% | 4% | 19%kl | 2% | 9%n | 5% | 1% | 5% | - | - | 3%t | 15%tu | 1% | 7%w |
| 1 - Extremely dissatisfied | (1) | 54 | 6 | 21 | 33 | 74 | 78 | 11 | 4 | 18 | - | 1 | 5 | 27 | 1 | 31 | 16 | 7 | 49 | 2 | 1 | 8 | 65 | 4 | 70 | 28 | 10 | 34 | 6 | 5 | 4 | 69 | 9 | 68 |
| | | 9%bc | 3% | 10%bc | 5% | 14%abc | 11%bc | 7% | 3% | 6% | - | * | 3%E | 44%EF | * | 11%H | 11% | 7% | 18%h | 9% | * | 4%k | 52%kl | 2% | 23%n | 13% | 7% | 11% | 24% | 2% | 2% | 48%tu | 3% | 19%w |
| Not applicable | | - | 2 | 3 | - | 3 | - | - | - | - | - | - | - | - | - | - | - | 2 | - | 1 | 1 | 1 | 1 | 1 | 1 | - | - | - | - | - | - | - | - | - |
| | | - | 1%ace | 1%ace | - | 1%e | - | - | - | - | - | - | - | - | - | - | - | 2%i | - | 4% | * | 1% | 1% | * | * | - | - | - | - | - | - | - | - | - |
| NET: Dissatisfied | (1-3) | 112 | 17 | 41 | 75 | 142 | 155 | 20 | 13 | 41 | 1 | 6 | 29 | 40 | 8 | 66 | 31 | 15 | 90 | 6 | 6 | 35 | 101 | 16 | 124 | 51 | 21 | 77 | 6 | 8 | 33 | 114 | 24 | 128 |
| | | 18%bc | 8% | 19%bc | 12% | 26%abcf | 22%abc | 13% | 11% | 13% | 5% | 2% | 17%E | 65%EF | 2% | 24%H | 22% | 14% | 34%gh | 26% | 3% | 20%k | 81%kl | 7% | 41%n | 24%q | 15% | 24%q | 24% | 3% | 14%t | 80%tu | 7% | 37%w |
| NET: Neutral | (4-6) | 177 | 48 | 61 | 173 | 161 | 216 | 52 | 35 | 83 | 3 | 56 | 103 | 14 | 59 | 111 | 52 | 37 | 67 | 5 | 47 | 96 | 18 | 52 | 107 | 63 | 40 | 106 | 7 | 48 | 146 | 22 | 72 | 141 |
| | | 28% | 24% | 29% | 28% | 30% | 31%b | 34% | 29% | 27% | 14% | 15% | 60%EG | 23% | 18% | 41%H | 36%l | 36%l | 25% | 22% | 20% | 54%km | 15% | 23% | 35%n | 30% | 29% | 33% | 28% | 15% | 62%tv | 15% | 21% | 40%w |
| NET: Satisfied | (7-10) | 343 | 137 | 109 | 363 | 233 | 326 | 83 | 73 | 189 | 18 | 314 | 41 | 8 | 264 | 96 | 61 | 50 | 111 | 11 | 182 | 47 | 4 | 160 | 73 | 98 | 77 | 139 | 12 | 262 | 57 | 7 | 242 | 81 |
| | | 54%de | 67%acde f | 51% | 59%def | 43% | 47% | 54% | 60% | 60% | 82% | 84%FG | 24% | 13% | 80%l | 35% | 42% | 48% | 41% | 48% | 77%lm | 26%m | 3% | 70%o | 24% | 46% | 56%r | 43% | 48% | 82%uv | 24%v | 5% | 72%x | 23% |
| Mean score | | 6.32de | 7.18ade f | 6.29d | 6.79ade f | 5.58 | 5.92d | 6.68 | 6.83 | 6.75 | 7.95 | 8.07FG | 5.27G | 3.29 | 7.98l | 5.38 | 5.78 | 6.11i | 5.25 | 5.95 | 7.68lm | 5.21m | 2.11 | 7.26o | 4.36 | 5.80 | 6.49pr | 5.74 | 6.12 | 7.86uv | 5.43v | 2.41 | 7.42x | 4.49 |
| Standard error | | 0.11 | 0.17 | 0.20 | 0.10 | 0.12 | 0.11 | 0.22 | 0.22 | 0.14 | 0.43 | 0.09 | 0.14 | 0.34 | 0.11 | 0.15 | 0.23 | 0.25 | 0.18 | 0.64 | 0.12 | 0.15 | 0.15 | 0.14 | 0.15 | 0.20 | 0.22 | 0.15 | 0.65 | 0.10 | 0.12 | 0.16 | 0.12 | 0.13 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 25

**Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Courtesy and politeness of advisors.**

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

| | | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | Plusnet (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | | 632 | 204 | 214 | 611 | 539 | 697 | 176 | 137 | 292 | 27** | 359 | 176 | 97* | 318 | 309 | 55* | 64* | 76* | 9** | 135 | 43* | 26** | 112 | 88* | 67* | 38* | 100 | 9** | 104 | 69* | 41* | 103 | 110 |
| 10 - Extremely satisfied | (10) | 119 | 56 | 63 | 166 | 84 | 115 | 27 | 28 | 57 | 7 | 109 | 4 | 6 | 92 | 27 | 15 | 12 | 23 | 6 | 49 | 4 | 3 | 42 | 12 | 20 | 10 | 30 | 3 | 50 | 9 | 4 | 43 | 20 |
| | | 19% | 27%ade | 29%ade | 27%ade | 16% | 16% | 15% | 20% | 20% | 26% | 30%lm | 2% | 6% | 29%o | 9% | 27% | 19% | 30% | 67% | 36%u | 9% | 12% | 38%x | 14% | 30% | 26% | 30% | 33% | 48%FG | 13% | 10% | 42%I | 18% |
| 9 - | (9) | 85 | 23 | 32 | 99 | 57 | 84 | 16 | 20 | 47 | 2 | 74 | 9 | 2 | 56 | 29 | 5 | 10 | 8 | - | 20 | 2 | 1 | 15 | 8 | 9 | 5 | 16 | 2 | 20 | 7 | 5 | 19 | 13 |
| | | 13% | 11% | 15% | 16%de | 11% | 12% | 9% | 15% | 16%g | 7% | 21%lm | 5% | 2% | 18%o | 9% | 9% | 16% | 11% | - | 15% | 5% | 4% | 13% | 9% | 13% | 13% | 16% | 22% | 19% | 10% | 12% | 18% | 12% |
| 8 - | (8) | 129 | 41 | 33 | 101 | 81 | 106 | 37 | 23 | 63 | 6 | 86 | 34 | 9 | 67 | 62 | 8 | 8 | 24 | 1 | 34 | 7 | - | 22 | 17 | 9 | 3 | 21 | - | 16 | 14 | 3 | 15 | 18 |
| | | 20%de | 20% | 15% | 17% | 15% | 15% | 21% | 17% | 22% | 22% | 24%m | 19%m | 9% | 21% | 20% | 15% | 13% | 32%pq | 11% | 25% | 16% | - | 20% | 19% | 13% | 8% | 21% | - | 15% | 20% | 7% | 15% | 16% |
| 7 - | (7) | 98 | 27 | 20 | 84 | 68 | 100 | 20 | 21 | 54 | 3 | 48 | 40 | 10 | 41 | 57 | 4 | 14 | 7 | 2 | 16 | 8 | 3 | 15 | 12 | 6 | 4 | 10 | - | 5 | 11 | 4 | 7 | 13 |
| | | 16%f | 13% | 9% | 14% | 13% | 14% | 11% | 15% | 18%g | 11% | 13% | 23%km | 10% | 13% | 18% | 7% | 22%pr | 9% | 22% | 12% | 19% | 12% | 13% | 14% | 9% | 11% | 10% | - | 5% | 16%E | 10% | 7% | 12% |
| 6 - | (6) | 65 | 11 | 17 | 57 | 70 | 73 | 20 | 19 | 24 | 2 | 20 | 36 | 9 | 25 | 39 | 5 | 3 | 3 | - | 7 | 3 | 1 | 3 | 8 | 3 | 5 | 9 | - | 6 | 8 | 3 | 8 | 9 |
| | | 10%b | 5% | 8% | 9% | 13%bc | 10%b | 11% | 14% | 8% | 7% | 6% | 20%km | 9% | 8% | 13%n | 9% | 5% | 4% | - | 5% | 7% | 4% | 3% | 9% | 4% | 13% | 9% | - | 6% | 12% | 7% | 8% | 8% |
| 5 - | (5) | 51 | 20 | 19 | 48 | 63 | 89 | 24 | 10 | 12 | 5 | 10 | 29 | 12 | 15 | 34 | 8 | 7 | 5 | - | 3 | 10 | 7 | 9 | 11 | 9 | 4 | 5 | 1 | 4 | 11 | 4 | 7 | 12 |
| | | 8% | 10% | 9% | 8% | 12%ac | 13%ac | 14%l | 7% | 4% | 19% | 3% | 16%k | 12%k | 5% | 11%n | 15% | 11% | 7% | - | 2% | 23%t | 27% | 8% | 13% | 13% | 11% | 5% | 11% | 4% | 16%E | 10% | 7% | 11% |
| 4 - | (4) | 26 | 12 | 12 | 23 | 31 | 32 | 10 | 6 | 9 | 1 | 8 | 6 | 12 | 11 | 15 | 6 | 4 | 2 | - | 1 | 7 | 4 | 2 | 10 | 4 | 4 | 4 | - | - | 6 | 6 | 3 | 9 |
| | | 4% | 6% | 6% | 4% | 6% | 5% | 6% | 4% | 3% | 4% | 2% | 3% | 12%kl | 3% | 5% | 11% | 6% | 3% | - | 1% | 16%t | 15% | 2% | 11%w | 6% | 11% | 4% | - | - | 9%E | 15%E | 3% | 8% |
| 3 - | (3) | 21 | 6 | 10 | 14 | 26 | 33 | 8 | 2 | 11 | - | 1 | 9 | 11 | 2 | 17 | 2 | 4 | - | - | 2 | - | 4 | 1 | 5 | 4 | 1 | 4 | 1 | - | 2 | 8 | 1 | 9 |
| | | 3% | 3% | 5% | 2% | 5%c | 5%c | 5% | 1% | 4% | - | * | 5%k | 11%k | 1% | 6%n | 4% | 6%r | - | - | 1% | - | 15% | 1% | 6% | 6% | 3% | 4% | 11% | - | 3% | 20%EF | 1% | 8%H |
| 2 - | (2) | 15 | 5 | 1 | 2 | 22 | 16 | 4 | 6 | 4 | 1 | 1 | 4 | 10 | 5 | 10 | 1 | 2 | 2 | - | - | 2 | 3 | - | 5 | - | 1 | - | - | - | 1 | - | - | 1 |
| | | 2%c | 2%c | * | * | 4%cf | 2%c | 2% | 4% | 1% | 4% | * | 2%k | 10%kl | 2% | 3% | 2% | 3% | 3% | - | - | 5%t | 12% | - | 6%w | - | 3% | - | - | - | 1% | - | - | 1% |
| 1 - Extremely dissatisfied | (1) | 20 | - | 3 | 11 | 31 | 39 | 10 | 2 | 8 | - | 1 | 3 | 16 | 3 | 17 | - | - | - | - | - | - | - | - | - | 1 | 1 | - | 1 | - | - | 3 | - | 3 |
| | | 3%b | - | 1% | 2% | 6%abcf | 6%abcf | 6% | 1% | 3% | - | * | 2% | 16%kl | 1% | 6%n | - | - | - | - | - | - | - | - | - | 1% | 3% | - | 11% | - | - | 7%EF | - | 3% |
| Not applicable | | 3 | 3 | 4 | 6 | 6 | 10 | - | - | 3 | - | 1 | 2 | - | 1 | 2 | 1 | - | 2 | - | 3 | - | - | 3 | - | 2 | - | 1 | 1 | 3 | - | 1 | - | 3 |
| | | * | 1% | 2% | 1% | 1% | 1% | - | - | 1% | - | * | 1% | - | * | 1% | 2% | - | 3% | - | 2% | - | - | 3% | - | 3% | - | 1% | 11% | 3% | - | 2% | - | 3% |
| NET: Dissatisfied | (1-3) | 56 | 11 | 14 | 27 | 79 | 88 | 22 | 10 | 23 | 1 | 3 | 16 | 37 | 10 | 44 | 3 | 6 | 2 | - | 2 | 2 | 7 | 1 | 10 | 5 | 3 | 4 | 2 | - | 3 | 11 | 1 | 13 |
| | | 9%c | 5% | 7% | 4% | 15%abcf | 13%abcf | 13% | 7% | 8% | 4% | 1% | 9%k | 38%kl | 3% | 14%n | 5% | 9% | 3% | - | 1% | 5% | 27% | 1% | 11%w | 7% | 8% | 4% | 22% | - | 4%E | 27%EF | 1% | 12%H |
| NET: Neutral | (4-6) | 142 | 43 | 48 | 128 | 164 | 194 | 54 | 35 | 45 | 8 | 38 | 71 | 33 | 51 | 88 | 19 | 14 | 10 | - | 11 | 20 | 12 | 14 | 29 | 16 | 13 | 18 | 1 | 10 | 25 | 13 | 18 | 30 |
| | | 22% | 21% | 22% | 21% | 30%abcf | 28%ac | 31%l | 26%l | 15% | 30% | 11% | 40%k | 34%k | 16% | 28%n | 35%r | 22% | 13% | - | 8% | 47%t | 46% | 13% | 33%w | 24% | 34%C | 18% | 11% | 10% | 36%E | 32%E | 17% | 27% |
| NET: Satisfied | (7-10) | 431 | 147 | 148 | 450 | 290 | 405 | 100 | 92 | 221 | 18 | 317 | 87 | 27 | 256 | 175 | 32 | 44 | 62 | 9 | 119 | 21 | 7 | 94 | 49 | 44 | 22 | 77 | 5 | 91 | 41 | 16 | 84 | 64 |
| | | 68%de | 72%de | 69%de | 74%ade | 54% | 58% | 57% | 67% | 76%g | 67% | 88%lm | 49%m | 28% | 81%o | 57% | 58% | 69% | 82%p | 100% | 88%u | 49% | 27% | 84%x | 56% | 66% | 58% | 77%B | 56% | 88%FG | 59%G | 39% | 82%I | 58% |
| Mean score | | 7.21de | 7.59ade | 7.63ade | 7.73ade | 6.55 | 6.75 | 6.66 | 7.29g | 7.49g | 7.41 | 8.35lm | 6.30m | 4.65 | 8.00o | 6.44 | 7.20 | 7.14 | 8.08pq | 9.11 | 8.49u | 6.28 | 5.19 | 8.35x | 6.59 | 7.49 | 7.08 | 7.97B | 7.13 | 8.90FG | 6.91G | 5.65 | 8.43I | 6.86 |
| Standard error | | 0.09 | 0.16 | 0.16 | 0.09 | 0.11 | 0.10 | 0.19 | 0.20 | 0.13 | 0.43 | 0.08 | 0.14 | 0.27 | 0.11 | 0.14 | 0.33 | 0.29 | 0.22 | 0.45 | 0.14 | 0.32 | 0.48 | 0.17 | 0.25 | 0.30 | 0.42 | 0.20 | 1.27 | 0.14 | 0.25 | 0.43 | 0.18 | 0.24 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 26

**Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Courtesy and politeness of advisors.**

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

| | | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | PLUSNET (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 632 | 204 | 214 | 611 | 539 | 697 | 155 | 121 | 313 | 22** | 376 | 173 | 62* | 331 | 273 | 144 | 104 | 268 | 23** | 236 | 179 | 124 | 229 | 305 | 212 | 138 | 322 | 25** | 318 | 236 | 143 | 338 | 350 |
| 10 - Extremely satisfied | (10) | 119 | 56 | 63 | 166 | 84 | 115 | 41 | 27 | 90 | 8 | 147 | 12 | 7 | 124 | 42 | 19 | 16 | 45 | 4 | 66 | 10 | 8 | 61 | 23 | 46 | 22 | 46 | 1 | 95 | 16 | 4 | 89 | 25 |
| | | 19% | 27%ade | 29%ade | 27%ade | 16% | 16% | 26% | 22% | 29% | 36% | 39%FG | 7% | 11% | 37%l | 15% | 13% | 15% | 17% | 17% | 28%lm | 6% | 6% | 27%o | 8% | 22%r | 16% | 14% | 4% | 30%uv | 7% | 3% | 26%x | 7% |
| 9 - | (9) | 85 | 23 | 32 | 99 | 57 | 84 | 22 | 20 | 53 | 4 | 78 | 17 | 4 | 68 | 30 | 15 | 10 | 31 | 1 | 43 | 11 | 3 | 31 | 25 | 16 | 20 | 43 | 5 | 62 | 17 | 5 | 54 | 30 |
| | | 13% | 11% | 15% | 16%de | 11% | 12% | 14% | 17% | 17% | 18% | 21%FG | 10% | 6% | 21%l | 11% | 10% | 10% | 12% | 4% | 18%lm | 6% | 2% | 14%o | 8% | 8% | 14%p | 13%p | 20% | 19%uv | 7% | 3% | 16%x | 9% |
| 8 - | (8) | 129 | 41 | 33 | 101 | 81 | 106 | 28 | 29 | 41 | 3 | 63 | 30 | 8 | 50 | 51 | 19 | 15 | 42 | 5 | 54 | 23 | 4 | 44 | 37 | 30 | 20 | 52 | 4 | 60 | 36 | 10 | 68 | 37 |
| | | 20%de | 20% | 15% | 17% | 15% | 15% | 18% | 24%C | 13% | 14% | 17% | 17% | 13% | 15% | 19% | 13% | 14% | 16% | 22% | 23%lm | 13%m | 3% | 19%o | 12% | 14% | 14% | 16% | 16% | 19%v | 15%v | 7% | 20%x | 11% |
| 7 - | (7) | 98 | 27 | 20 | 84 | 68 | 100 | 20 | 13 | 47 | 4 | 42 | 35 | 7 | 39 | 42 | 20 | 19 | 27 | 2 | 33 | 28 | 7 | 38 | 30 | 28 | 17 | 51 | 4 | 48 | 34 | 18 | 41 | 57 |
| | | 16%f | 13% | 9% | 14% | 13% | 14% | 13% | 11% | 15% | 18% | 11% | 20%E | 11% | 12% | 15% | 14% | 18%l | 10% | 9% | 14%m | 16%m | 6% | 17%o | 10% | 13% | 12% | 16% | 16% | 15% | 14% | 13% | 12% | 16% |
| 6 - | (6) | 65 | 11 | 17 | 57 | 70 | 73 | 15 | 10 | 32 | - | 23 | 31 | 3 | 21 | 35 | 17 | 10 | 40 | 3 | 21 | 39 | 10 | 20 | 50 | 17 | 20 | 31 | 5 | 28 | 38 | 7 | 32 | 40 |
| | | 10%b | 5% | 8% | 9% | 13%bc | 10%b | 10% | 8% | 10% | - | 6% | 18%EG | 5% | 6% | 13%H | 12% | 10% | 15% | 13% | 9% | 22%km | 8% | 9% | 16%n | 8% | 14% | 10% | 20% | 9% | 16%tv | 5% | 9% | 11% |
| 5 - | (5) | 51 | 20 | 19 | 48 | 63 | 89 | 11 | 12 | 23 | 2 | 14 | 27 | 7 | 17 | 31 | 19 | 9 | 30 | 5 | 9 | 36 | 18 | 17 | 46 | 26 | 22 | 40 | 1 | 13 | 56 | 20 | 26 | 61 |
| | | 8% | 10% | 9% | 8% | 12%ac | 13%ac | 7% | 10% | 7% | 9% | 4% | 16%E | 11%E | 5% | 11%H | 13% | 9% | 11% | 22% | 4% | 20%k | 15%k | 7% | 15%n | 12% | 16% | 12% | 4% | 4% | 24%tv | 14%t | 8% | 17%w |
| 4 - | (4) | 26 | 12 | 12 | 23 | 31 | 32 | 6 | 4 | 12 | 1 | 7 | 9 | 7 | 7 | 16 | 7 | 11 | 12 | 1 | 6 | 14 | 11 | 7 | 23 | 14 | 4 | 13 | 1 | 3 | 17 | 12 | 6 | 26 |
| | | 4% | 6% | 6% | 4% | 6% | 5% | 4% | 3% | 4% | 5% | 2% | 5%E | 11%E | 2% | 6%H | 5% | 11%l | 4% | 4% | 3% | 8%k | 9%k | 3% | 8%n | 7% | 3% | 4% | 4% | 1% | 7%t | 8%t | 2% | 7%w |
| 3 - | (3) | 21 | 6 | 10 | 14 | 26 | 33 | 6 | 3 | 5 | - | - | 8 | 6 | 2 | 12 | 3 | 7 | 16 | - | 1 | 9 | 16 | 5 | 21 | 10 | 6 | 16 | 1 | 1 | 11 | 21 | 8 | 25 |
| | | 3% | 3% | 5% | 2% | 5%c | 5%c | 4% | 2% | 2% | - | - | 5%E | 10%E | 1% | 4%H | 2% | 7% | 6% | - | * | 5%k | 13%kl | 2% | 7%n | 5% | 4% | 5% | 4% | * | 5%t | 15%tu | 2% | 7%w |
| 2 - | (2) | 15 | 5 | 1 | 2 | 22 | 16 | 1 | 1 | - | - | - | - | 2 | 1 | 1 | 8 | 3 | 10 | 1 | - | 5 | 17 | 3 | 18 | 7 | 2 | 7 | - | 2 | 4 | 10 | 2 | 13 |
| | | 2%c | 2%c | * | * | 4%cf | 2%c | 1% | 1% | - | - | - | - | 3%EF | * | * | 6% | 3% | 4% | 4% | - | 3%k | 14%kl | 1% | 6%n | 3% | 1% | 2% | - | 1% | 2% | 7%tu | 1% | 4%w |
| 1 - Extremely dissatisfied | (1) | 20 | - | 3 | 11 | 31 | 39 | 5 | 2 | 4 | - | - | 2 | 9 | - | 10 | 14 | 3 | 14 | - | 1 | 2 | 28 | 2 | 29 | 18 | 2 | 16 | 3 | 2 | 5 | 32 | 9 | 29 |
| | | 3%b | - | 1% | 2% | 6%abcf | 6%abcf | 3% | 2% | 1% | - | - | 1%E | 15%EF | - | 4%H | 10%h | 3% | 5% | - | * | 1% | 23%kl | 1% | 10%n | 8%q | 1% | 5% | 12% | 1% | 2% | 22%tu | 3% | 8%w |
| Not applicable | | 3 | 3 | 4 | 6 | 6 | 10 | - | - | 6 | - | 2 | 2 | 2 | 2 | 3 | 3 | 1 | 1 | 1 | 2 | 2 | 2 | 1 | 3 | - | 3 | 7 | - | 4 | 2 | 4 | 3 | 7 |
| | | * | 1% | 2% | 1% | 1% | 1% | - | - | 2% | - | 1% | 1% | 3%E | 1% | 1% | 2% | 1% | * | 4% | 1% | 1% | 2% | * | 1% | - | 2%p | 2%p | - | 1% | 1% | 3% | 1% | 2% |
| NET: Dissatisfied | (1-3) | 56 | 11 | 14 | 27 | 79 | 88 | 12 | 6 | 9 | - | - | 10 | 17 | 3 | 23 | 25 | 13 | 40 | 1 | 2 | 16 | 61 | 10 | 68 | 35 | 10 | 39 | 4 | 5 | 20 | 63 | 19 | 67 |
| | | 9%c | 5% | 7% | 4% | 15%abcf | 13%abcf | 8%C | 5% | 3% | - | - | 6%E | 27%EF | 1% | 8%H | 17% | 13% | 15% | 4% | 1% | 9%k | 49%kl | 4% | 22%n | 17%q | 7% | 12% | 16% | 2% | 8%t | 44%tu | 6% | 19%w |
| NET: Neutral | (4-6) | 142 | 43 | 48 | 128 | 164 | 194 | 32 | 26 | 67 | 3 | 44 | 67 | 17 | 45 | 82 | 43 | 30 | 82 | 9 | 36 | 89 | 39 | 44 | 119 | 57 | 46 | 84 | 7 | 44 | 111 | 39 | 64 | 127 |
| | | 22% | 21% | 22% | 21% | 30%abcf | 28%ac | 21% | 21% | 21% | 14% | 12% | 39%E | 27%E | 14% | 30%H | 30% | 29% | 31% | 39% | 15% | 50%km | 31%k | 19% | 39%n | 27% | 33% | 26% | 28% | 14% | 47%tv | 27%t | 19% | 36%w |
| NET: Satisfied | (7-10) | 431 | 147 | 148 | 450 | 290 | 405 | 111 | 89 | 231 | 19 | 330 | 94 | 26 | 281 | 165 | 73 | 60 | 145 | 12 | 196 | 72 | 22 | 174 | 115 | 120 | 79 | 192 | 14 | 265 | 103 | 37 | 252 | 149 |
| | | 68%de | 72%de | 69%de | 74%ade | 54% | 58% | 72% | 74% | 74% | 86% | 88%FG | 54% | 42% | 85%l | 60% | 51% | 58% | 54% | 52% | 83%lm | 40%m | 18% | 76%o | 38% | 57% | 57% | 60% | 56% | 83%uv | 44%v | 26% | 75%x | 43% |
| Mean score | | 7.21de | 7.59ade | 7.63ade | 7.73ade | 6.55 | 6.75 | 7.52 | 7.62 | 7.84 | 8.27 | 8.57FG | 6.67G | 5.52 | 8.43l | 6.92 | 6.25 | 6.62 | 6.64 | 6.91 | 8.18lm | 6.15m | 4.03 | 7.73o | 5.67 | 6.56 | 7.03 | 6.78 | 6.40 | 8.21uv | 6.24v | 4.29 | 7.73x | 5.81 |
| Standard error | | 0.09 | 0.16 | 0.16 | 0.09 | 0.11 | 0.10 | 0.19 | 0.19 | 0.12 | 0.40 | 0.08 | 0.14 | 0.38 | 0.10 | 0.14 | 0.23 | 0.24 | 0.16 | 0.47 | 0.11 | 0.15 | 0.24 | 0.14 | 0.15 | 0.19 | 0.19 | 0.14 | 0.53 | 0.10 | 0.13 | 0.23 | 0.12 | 0.14 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 27

**Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Advisor doing what they said they would do.**

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

| | | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | Plusnet (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | | 632 | 204 | 214 | 611 | 539 | 697 | 176 | 137 | 292 | 27** | 359 | 176 | 97* | 318 | 309 | 55* | 64* | 76* | 9** | 135 | 43* | 26** | 112 | 88* | 67* | 38* | 100 | 9** | 104 | 69* | 41* | 103 | 110 |
| 10 - Extremely satisfied | (10) | 111 | 54 | 41 | 134 | 73 | 98 | 25 | 23 | 56 | 7 | 103 | 5 | 3 | 97 | 14 | 14 | 14 | 22 | 4 | 47 | 4 | 3 | 40 | 12 | 11 | 4 | 22 | 4 | 38 | 3 | - | 31 | 10 |
| | | 18% | 26%ade | 19% | 22%de | 14% | 14% | 14% | 17% | 19% | 26% | 29%lm | 3% | 3% | 31%o | 5% | 25% | 22% | 29% | 44% | 35%u | 9% | 12% | 36%x | 14% | 16% | 11% | 22% | 44% | 37%FG | 4% | - | 30%I | 9% |
| 9 - | (9) | 69 | 32 | 32 | 79 | 46 | 72 | 17 | 11 | 39 | 2 | 60 | 8 | 1 | 43 | 26 | 9 | 9 | 12 | 2 | 30 | 1 | 1 | 23 | 9 | 11 | 7 | 14 | - | 25 | 5 | 2 | 22 | 10 |
| | | 11% | 16%de | 15%d | 13%d | 9% | 10% | 10% | 8% | 13% | 7% | 17%lm | 5% | 1% | 14%o | 8% | 16% | 14% | 16% | 22% | 22%u | 2% | 4% | 21% | 10% | 16% | 18% | 14% | - | 24%FG | 7% | 5% | 21%I | 9% |
| 8 - | (8) | 121 | 30 | 32 | 120 | 80 | 89 | 35 | 29 | 54 | 3 | 94 | 23 | 4 | 69 | 52 | 4 | 11 | 14 | 1 | 27 | 2 | 1 | 17 | 12 | 9 | 4 | 19 | - | 15 | 16 | 1 | 14 | 18 |
| | | 19%e | 15% | 15% | 20%de | 15% | 13% | 20% | 21% | 18% | 11% | 26%lm | 13%m | 4% | 22% | 17% | 7% | 17% | 18% | 11% | 20%u | 5% | 4% | 15% | 14% | 13% | 11% | 19% | - | 14%G | 23%G | 2% | 14% | 16% |
| 7 - | (7) | 86 | 21 | 25 | 76 | 74 | 102 | 21 | 24 | 38 | 3 | 54 | 28 | 4 | 49 | 37 | 8 | 4 | 9 | - | 14 | 6 | 1 | 10 | 11 | 10 | 3 | 11 | 1 | 10 | 13 | 2 | 12 | 13 |
| | | 14% | 10% | 12% | 12% | 14% | 15% | 12% | 18% | 13% | 11% | 15%m | 16%m | 4% | 15% | 12% | 15% | 6% | 12% | - | 10% | 14% | 4% | 9% | 13% | 15% | 8% | 11% | 11% | 10% | 19%G | 5% | 12% | 12% |
| 6 - | (6) | 58 | 23 | 19 | 56 | 51 | 68 | 14 | 11 | 29 | 4 | 18 | 34 | 6 | 16 | 40 | 9 | 9 | 3 | 2 | 7 | 15 | 1 | 6 | 17 | 4 | 4 | 10 | 1 | 6 | 11 | 2 | 8 | 11 |
| | | 9% | 11% | 9% | 9% | 9% | 10% | 8% | 8% | 10% | 15% | 5% | 19%km | 6% | 5% | 13%n | 16%r | 14%r | 4% | 22% | 5% | 35%t | 4% | 5% | 19%w | 6% | 11% | 10% | 11% | 6% | 16%E | 5% | 8% | 10% |
| 5 - | (5) | 57 | 18 | 23 | 49 | 68 | 80 | 19 | 13 | 23 | 2 | 12 | 34 | 11 | 19 | 38 | 4 | 9 | 5 | - | 4 | 10 | 4 | 9 | 9 | 9 | 5 | 8 | 1 | 3 | 11 | 9 | 5 | 18 |
| | | 9% | 9% | 11% | 8% | 13%ac | 11%c | 11% | 9% | 8% | 7% | 3% | 19%k | 11%k | 6% | 12%n | 7% | 14% | 7% | - | 3% | 23%t | 15% | 8% | 10% | 13% | 13% | 8% | 11% | 3% | 16%E | 22%E | 5% | 16%H |
| 4 - | (4) | 40 | 8 | 6 | 32 | 43 | 36 | 15 | 12 | 10 | 3 | 8 | 24 | 8 | 11 | 28 | 2 | 3 | 3 | - | 3 | 1 | 4 | 2 | 5 | 1 | 2 | 3 | - | - | 3 | 3 | 1 | 5 |
| | | 6%f | 4% | 3% | 5% | 8%ef | 5% | 9%l | 9%l | 3% | 11% | 2% | 14%k | 8%k | 3% | 9%n | 4% | 5% | 4% | - | 2% | 2% | 15% | 2% | 6% | 1% | 5% | 3% | - | - | 4%E | 7%E | 1% | 5% |
| 3 - | (3) | 28 | 5 | 4 | 26 | 21 | 40 | 9 | 6 | 13 | - | 5 | 10 | 13 | 5 | 23 | 1 | 3 | 1 | - | 1 | 2 | 2 | 1 | 4 | 1 | - | 3 | - | - | 1 | 3 | 1 | 3 |
| | | 4% | 2% | 2% | 4% | 4% | 6%f | 5% | 4% | 4% | - | 1% | 6%k | 13%kl | 2% | 7%n | 2% | 5% | 1% | - | 1% | 5% | 8% | 1% | 5% | 1% | - | 3% | - | - | 1% | 7%E | 1% | 3% |
| 2 - | (2) | 21 | 5 | 5 | 7 | 24 | 24 | 5 | 2 | 13 | 1 | 3 | 5 | 13 | 2 | 18 | 3 | 1 | 1 | - | - | 1 | 4 | 1 | 4 | - | 2 | 3 | - | - | 1 | 4 | 1 | 4 |
| | | 3%c | 2% | 2% | 1% | 4%c | 3%c | 3% | 1% | 4% | 4% | 1% | 3% | 13%kl | 1% | 6%n | 5% | 2% | 1% | - | - | 2% | 15% | 1% | 5% | - | 5% | 3% | - | - | 1% | 10%EF | 1% | 4% |
| 1 - Extremely dissatisfied | (1) | 38 | 6 | 18 | 20 | 55 | 67 | 16 | 5 | 15 | 2 | 1 | 4 | 33 | 6 | 31 | 1 | 1 | 4 | - | - | 1 | 5 | 1 | 5 | 9 | 7 | 2 | - | 2 | 2 | 14 | 6 | 12 |
| | | 6%c | 3% | 8%bc | 3% | 10%abc | 10%abc | 9% | 4% | 5% | 7% | * | 2%k | 34%kl | 2% | 10%n | 2% | 2% | 5% | - | - | 2% | 19% | 1% | 6% | 13%C | 18%C | 2% | - | 2% | 3% | 34%EF | 6% | 11% |
| Not applicable | | 3 | 2 | 9 | 12 | 4 | 21 | - | 1 | 2 | - | 1 | 1 | 1 | 1 | 2 | - | - | 2 | - | 2 | - | - | 2 | - | 2 | - | 5 | 2 | 5 | 3 | 1 | 2 | 6 |
| | | * | 1% | 4%abd | 2%a | 1% | 3%ad | - | 1% | 1% | - | * | 1% | 1% | * | 1% | - | - | 3% | - | 1% | - | - | 2% | - | 3% | - | 5% | 22% | 5% | 4% | 2% | 2% | 5% |
| NET: Dissatisfied | (1-3) | 87 | 16 | 27 | 53 | 100 | 131 | 30 | 13 | 41 | 3 | 9 | 19 | 59 | 13 | 72 | 5 | 5 | 6 | - | 1 | 4 | 11 | 3 | 13 | 10 | 9 | 8 | - | 2 | 4 | 21 | 8 | 19 |
| | | 14%bc | 8% | 13% | 9% | 19%abc | 19%abcf | 17% | 9% | 14% | 11% | 3% | 11%k | 61%kl | 4% | 23%n | 9% | 8% | 8% | - | 1% | 9%t | 42% | 3% | 15%w | 15% | 24%C | 8% | - | 2% | 6% | 51%EF | 8% | 17%H |
| NET: Neutral | (4-6) | 155 | 49 | 48 | 137 | 162 | 184 | 48 | 36 | 62 | 9 | 38 | 92 | 25 | 46 | 106 | 15 | 21 | 11 | 2 | 14 | 26 | 9 | 17 | 31 | 14 | 11 | 21 | 2 | 9 | 25 | 14 | 34 | 34 |
| | | 25% | 24% | 22% | 22% | 30%acf | 26% | 27% | 26% | 21% | 33% | 11% | 52%km | 26%k | 14% | 34%n | 27% | 33%r | 14% | 22% | 10% | 60%t | 35% | 15% | 35%w | 21% | 29% | 21% | 22% | 9% | 36%E | 34%E | 14% | 31%H |
| NET: Satisfied | (7-10) | 387 | 137 | 130 | 409 | 273 | 361 | 98 | 87 | 187 | 15 | 311 | 64 | 12 | 258 | 129 | 35 | 38 | 57 | 7 | 118 | 13 | 6 | 90 | 44 | 41 | 18 | 66 | 5 | 88 | 37 | 5 | 79 | 51 |
| | | 61%de | 67%de | 61%de | 67%ade | 51% | 52% | 56% | 64% | 64% | 56% | 87%lm | 36%m | 12% | 81%o | 42% | 64% | 59% | 75% | 78% | 87%u | 30% | 23% | 80%x | 50% | 61% | 47% | 66%B | 56% | 85%FG | 54%G | 12% | 77%I | 46% |
| Mean score | | 6.77de | 7.46adef | 6.94de | 7.29ade | 6.14 | 6.27 | 6.38 | 6.88 | 6.96g | 6.78 | 8.16lm | 5.81m | 3.33 | 7.92o | 5.63 | 7.29 | 7.19 | 7.66 | 8.67 | 8.50u | 6.05 | 4.42 | 8.25x | 6.43 | 6.71 | 5.89 | 7.41B | 8.29 | 8.57FG | 6.58G | 3.50 | 7.84I | 6.06 |
| Standard error | | 0.10 | 0.17 | 0.19 | 0.10 | 0.12 | 0.11 | 0.21 | 0.21 | 0.15 | 0.55 | 0.09 | 0.15 | 0.25 | 0.12 | 0.15 | 0.33 | 0.30 | 0.29 | 0.55 | 0.14 | 0.30 | 0.59 | 0.19 | 0.27 | 0.36 | 0.51 | 0.24 | 0.84 | 0.18 | 0.24 | 0.39 | 0.24 | 0.27 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 28

**Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Advisor doing what they said they would do.**

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

| | | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | PLUSNET (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 632 | 204 | 214 | 611 | 539 | 697 | 155 | 121 | 313 | 22** | 376 | 173 | 62* | 331 | 273 | 144 | 104 | 268 | 23** | 236 | 179 | 124 | 229 | 305 | 212 | 138 | 322 | 25** | 318 | 236 | 143 | 338 | 350 |
| 10 - Extremely satisfied | (10) | 111 | 54 | 41 | 134 | 73 | 98 | 36 | 28 | 62 | 8 | 131 | 1 | 2 | 114 | 20 | 23 | 13 | 32 | 5 | 61 | 8 | 4 | 54 | 19 | 37 | 21 | 37 | 3 | 86 | 10 | 2 | 87 | 11 |
| | | 18% | 26%ade | 19% | 22%de | 14% | 14% | 23% | 23% | 20% | 36% | 35%FG | 1% | 3% | 34%l | 7% | 16% | 13% | 12% | 22% | 26%lm | 4% | 3% | 24%o | 6% | 17% | 15% | 11% | 12% | 27%uv | 4% | 1% | 26%x | 3% |
| 9 - | (9) | 69 | 32 | 32 | 79 | 46 | 72 | 23 | 12 | 41 | 3 | 65 | 13 | 1 | 55 | 23 | 11 | 11 | 24 | - | 38 | 7 | 1 | 30 | 16 | 22 | 16 | 29 | 5 | 67 | 3 | 2 | 54 | 17 |
| | | 11% | 16%de | 15%d | 13%d | 9% | 10% | 15% | 10% | 13% | 14% | 17%FG | 8% | 2% | 17%l | 8% | 8% | 11% | 9% | - | 16%lm | 4% | 1% | 13%o | 5% | 10% | 12% | 9% | 20% | 21%uv | 1% | 1% | 16%x | 5% |
| 8 - | (8) | 121 | 30 | 32 | 120 | 80 | 89 | 23 | 32 | 61 | 4 | 89 | 31 | - | 67 | 52 | 18 | 13 | 43 | 6 | 57 | 20 | 3 | 48 | 31 | 25 | 13 | 47 | 4 | 62 | 21 | 6 | 60 | 28 |
| | | 19%e | 15% | 15% | 20%de | 15% | 13% | 15% | 26%A | 19% | 18% | 24%G | 18%G | - | 20% | 19% | 13% | 13% | 16% | 26% | 24%lm | 11%m | 2% | 21%o | 10% | 12% | 9% | 15% | 16% | 19%uv | 9% | 4% | 18%x | 8% |
| 7 - | (7) | 86 | 21 | 25 | 76 | 74 | 102 | 18 | 13 | 40 | 5 | 49 | 24 | 3 | 35 | 40 | 18 | 18 | 36 | 2 | 37 | 33 | 4 | 36 | 37 | 31 | 24 | 45 | 2 | 43 | 56 | 3 | 50 | 50 |
| | | 14% | 10% | 12% | 12% | 14% | 15% | 12% | 11% | 13% | 23% | 13% | 14% | 5% | 11% | 15% | 13% | 17% | 13% | 9% | 16%m | 18%m | 3% | 16% | 12% | 15% | 17% | 14% | 8% | 14%v | 24%tv | 2% | 15% | 14% |
| 6 - | (6) | 58 | 23 | 19 | 56 | 51 | 68 | 14 | 12 | 29 | 1 | 17 | 35 | 4 | 24 | 30 | 15 | 11 | 24 | 1 | 22 | 24 | 5 | 16 | 35 | 13 | 14 | 39 | 2 | 23 | 39 | 6 | 18 | 50 |
| | | 9% | 11% | 9% | 9% | 9% | 10% | 9% | 10% | 9% | 5% | 5% | 20%EG | 6% | 7% | 11% | 10% | 11% | 9% | 4% | 9% | 13%m | 4% | 7% | 11% | 6% | 10% | 12%p | 8% | 7% | 17%tv | 4% | 5% | 14%w |
| 5 - | (5) | 57 | 18 | 23 | 49 | 68 | 80 | 12 | 7 | 29 | 1 | 8 | 32 | 9 | 17 | 31 | 15 | 14 | 35 | 4 | 10 | 48 | 10 | 24 | 44 | 27 | 19 | 33 | 1 | 19 | 47 | 14 | 24 | 55 |
| | | 9% | 9% | 11% | 8% | 13%ac | 11%c | 8% | 6% | 9% | 5% | 2% | 18%E | 15%E | 5% | 11%H | 10% | 13% | 13% | 17% | 4% | 27%km | 8% | 10% | 14% | 13% | 14% | 10% | 4% | 6% | 20%tv | 10% | 7% | 16%w |
| 4 - | (4) | 40 | 8 | 6 | 32 | 43 | 36 | 9 | 6 | 17 | - | 5 | 18 | 9 | 9 | 23 | 13 | 8 | 20 | 2 | 8 | 20 | 15 | 8 | 34 | 9 | 9 | 16 | 2 | 6 | 22 | 8 | 14 | 22 |
| | | 6%f | 4% | 3% | 5% | 8%ef | 5% | 6% | 5% | 5% | - | 1% | 10%E | 15%E | 3% | 8%H | 9% | 8% | 7% | 9% | 3% | 11%k | 12%kl | 3% | 11%n | | 4% | 7% | 5% | 8% | 2% | 9%t | 6%t | 4% | 6% |
| 3 - | (3) | 28 | 5 | 4 | 26 | 21 | 40 | 9 | 5 | 12 | - | 5 | 14 | 7 | 8 | 18 | 4 | 5 | 12 | - | 1 | 10 | 10 | 5 | 16 | 10 | 9 | 21 | - | 4 | 17 | 19 | 14 | 25 |
| | | 4% | 2% | 2% | 4% | 4% | 6%f | 6% | 4% | 4% | - | 1% | 8%E | 11%E | 2% | 7%H | 3% | 5% | 4% | - | * | 6%k | 8%k | 2% | 5% | 5% | 7% | 7% | - | 1% | 7%t | 13%t | 4% | 7% |
| 2 - | (2) | 21 | 5 | 5 | 7 | 24 | 24 | 2 | 1 | 4 | - | - | - | 7 | - | 7 | 6 | 4 | 13 | 1 | 1 | 4 | 19 | 5 | 17 | 9 | 3 | 12 | - | 1 | 6 | 17 | 2 | 21 |
| | | 3%c | 2% | 2% | 1% | 4%c | 3%c | 1% | 1% | 1% | - | - | - | 11%EF | - | 3%H | 4% | 4% | 5% | 4% | * | 2% | 15%kl | 2% | 6% | 4% | 2% | 4% | - | * | 3%t | 12%tu | 1% | 6%w |
| 1 - Extremely dissatisfied | (1) | 38 | 6 | 18 | 20 | 55 | 67 | 8 | 3 | 9 | - | 1 | 2 | 17 | - | 20 | 19 | 6 | 28 | 2 | 1 | 1 | 53 | 3 | 52 | 27 | 8 | 30 | 2 | 1 | 9 | 57 | 7 | 59 |
| | | 6%c | 3% | 8%bc | 3% | 10%abc | 10%abc | 5% | 2% | 3% | - | * | 1% | 27%EF | - | 7%H | 13% | 6% | 10% | 9% | * | 1% | 43%kl | 1% | 17%n | 13%q | 6% | 9% | 8% | * | 4%t | 40%tu | 2% | 17%w |
| Not applicable | | 3 | 2 | 9 | 12 | 4 | 21 | 1 | 2 | 9 | - | 6 | 3 | 3 | 2 | 9 | 2 | 1 | 1 | - | - | 4 | - | - | 4 | 2 | 2 | 13 | 4 | 6 | 6 | 9 | 8 | 12 |
| | | * | 1% | 4%abd | 2%a | 1% | 3%ad | 1% | 2% | 3% | - | 2% | 2% | 5% | 1% | 3%H | 1% | 1% | * | - | - | 2%k | - | - | 1% | 1% | 1% | 4%p | 16% | 2% | 3% | 6%t | 2% | 3% |
| NET: Dissatisfied | (1-3) | 87 | 16 | 27 | 53 | 100 | 131 | 19 | 9 | 25 | - | 6 | 16 | 31 | 8 | 45 | 29 | 15 | 53 | 3 | 3 | 15 | 82 | 13 | 85 | 46 | 20 | 63 | 2 | 6 | 32 | 93 | 23 | 105 |
| | | 14%bc | 8% | 13% | 9% | 19%abc | 19%abcf | 12% | 7% | 8% | - | 2% | 9%E | 50%EF | 2% | 16%H | 20% | 14% | 20% | 13% | 1% | 8%k | 66%kl | 6% | 28%n | 22% | 14% | 20% | 8% | 2% | 14%t | 65%tu | 7% | 30%w |
| NET: Neutral | (4-6) | 155 | 49 | 48 | 137 | 162 | 184 | 35 | 25 | 75 | 2 | 30 | 85 | 22 | 50 | 84 | 43 | 33 | 79 | 7 | 40 | 92 | 30 | 48 | 113 | 49 | 42 | 88 | 5 | 48 | 108 | 28 | 56 | 127 |
| | | 25% | 24% | 22% | 22% | 30%acf | 26% | 23% | 21% | 24% | 9% | 8% | 49%E | 35%E | 15% | 31%H | 30% | 32% | 29% | 30% | 17% | 51%km | 24% | 21% | 37%n | 23% | 30% | 27% | 20% | 15% | 46%tv | 20% | 17% | 36%w |
| NET: Satisfied | (7-10) | 387 | 137 | 130 | 409 | 273 | 361 | 100 | 85 | 204 | 20 | 334 | 69 | 6 | 271 | 135 | 70 | 55 | 135 | 13 | 193 | 68 | 12 | 168 | 103 | 115 | 74 | 158 | 14 | 258 | 90 | 13 | 251 | 106 |
| | | 61%de | 67%de | 61%de | 67%ade | 51% | 52% | 65% | 70% | 65% | 91% | 89%FG | 40%G | 10% | 82%l | 49% | 49% | 53% | 50% | 57% | 82%lm | 38%m | 10% | 73%o | 34% | 54% | 54% | 49% | 56% | 81%uv | 38%v | 9% | 74%x | 30% |
| Mean score | | 6.77de | 7.46ade f | 6.94de | 7.29ade | 6.14 | 6.27 | 7.12 | 7.45 | 7.23 | 8.41 | 8.45FG | 6.05G | 3.51 | 8.22l | 6.13 | 6.05 | 6.37 | 6.07 | 6.52 | 8.00lm | 5.93m | 2.92 | 7.52o | 5.12 | 6.23 | 6.49 | 6.16 | 7.05 | 8.12uv | 5.72v | 2.93 | 7.65x | 4.96 |
| Standard error | | 0.10 | 0.17 | 0.19 | 0.10 | 0.12 | 0.11 | 0.21 | 0.21 | 0.14 | 0.33 | 0.08 | 0.14 | 0.31 | 0.10 | 0.15 | 0.25 | 0.25 | 0.17 | 0.59 | 0.12 | 0.14 | 0.21 | 0.14 | 0.16 | 0.21 | 0.22 | 0.16 | 0.59 | 0.10 | 0.13 | 0.20 | 0.12 | 0.14 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 29

**Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Logging of query details to avoid having to repeat yourself.**

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

| | | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | Plusnet (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | | 632 | 204 | 214 | 611 | 539 | 697 | 176 | 137 | 292 | 27** | 359 | 176 | 97* | 318 | 309 | 55* | 64* | 76* | 9** | 135 | 43* | 26** | 112 | 88* | 67* | 38* | 100 | 9** | 104 | 69* | 41* | 103 | 110 |
| 10 - Extremely satisfied | (10) | 78 | 45 | 38 | 118 | 53 | 73 | 18 | 17 | 36 | 7 | 72 | 5 | 1 | 65 | 13 | 11 | 12 | 18 | 4 | 38 | 4 | 3 | 37 | 7 | 9 | 6 | 20 | 3 | 33 | 3 | 2 | 27 | 11 |
| | | 12% | 22%ade | 18%ade | 19%ade | 10% | 10% | 10% | 12% | 12% | 26% | 20%lm | 3% | 1% | 20%o | 4% | 20% | 19% | 24% | 44% | 28%u | 9% | 12% | 33%x | 8% | 13% | 16% | 20% | 33% | 32%FG | 4% | 5% | 26%I | 10% |
| 9 - | (9) | 67 | 24 | 30 | 71 | 36 | 64 | 19 | 16 | 32 | - | 55 | 9 | 3 | 41 | 26 | 7 | 7 | 8 | 2 | 21 | 2 | 1 | 13 | 10 | 11 | 5 | 14 | - | 26 | 4 | - | 22 | 8 |
| | | 11%d | 12%d | 14%de | 12%d | 7% | 9% | 11% | 12% | 11% | - | 15%lm | 5% | 3% | 13% | 8% | 13% | 11% | 11% | 22% | 16% | 5% | 4% | 12% | 11% | 16% | 13% | 14% | - | 25%FG | 6% | - | 21%I | 7% |
| 8 - | (8) | 101 | 25 | 28 | 109 | 75 | 89 | 20 | 27 | 50 | 4 | 83 | 15 | 3 | 70 | 31 | 8 | 9 | 8 | - | 20 | 3 | 2 | 16 | 9 | 10 | 5 | 10 | 3 | 17 | 8 | 3 | 19 | 9 |
| | | 16% | 12% | 13% | 18%e | 14% | 13% | 11% | 20%g | 17% | 15% | 23%lm | 9% | 3% | 22%o | 10% | 15% | 14% | 11% | - | 15% | 7% | 8% | 14% | 10% | 15% | 13% | 10% | 33% | 16% | 12% | 7% | 18%I | 8% |
| 7 - | (7) | 92 | 40 | 25 | 91 | 67 | 85 | 26 | 24 | 38 | 4 | 62 | 27 | 3 | 48 | 44 | 8 | 15 | 17 | - | 29 | 9 | 2 | 19 | 20 | 3 | 4 | 18 | - | 10 | 14 | 1 | 12 | 13 |
| | | 15% | 20%def | 12% | 15% | 12% | 12% | 15% | 18% | 13% | 15% | 17%m | 15%m | 3% | 15% | 14% | 15% | 23% | 22% | - | 21% | 21% | 8% | 17% | 23% | 4% | 11% | 18%A | - | 10% | 20%EG | 2% | 12% | 12% |
| 6 - | (6) | 78 | 25 | 17 | 59 | 57 | 78 | 25 | 15 | 37 | 1 | 36 | 38 | 4 | 29 | 49 | 6 | 11 | 7 | 1 | 12 | 10 | 3 | 12 | 13 | 4 | 4 | 8 | 1 | 5 | 11 | 1 | 1 | 16 |
| | | 12% | 12% | 8% | 10% | 11% | 11% | 14% | 11% | 13% | 4% | 10% | 22%km | 4% | 9% | 16%n | 11% | 17% | 9% | 11% | 9% | 23%t | 12% | 11% | 15% | 6% | 11% | 8% | 11% | 5% | 16%EG | 2% | 1% | 15%H |
| 5 - | (5) | 58 | 13 | 21 | 58 | 65 | 89 | 18 | 9 | 27 | 4 | 20 | 29 | 9 | 21 | 35 | 6 | 2 | 4 | 1 | 4 | 6 | 3 | 5 | 8 | 9 | 2 | 9 | 1 | 3 | 11 | 7 | 6 | 15 |
| | | 9% | 6% | 10% | 9% | 12%b | 13%ab | 10% | 7% | 9% | 15% | 6% | 16%k | 9% | 7% | 11%n | 11% | 3% | 5% | 11% | 3% | 14%t | 12% | 4% | 9% | 13% | 5% | 9% | 11% | 3% | 16%E | 17%E | 6% | 14% |
| 4 - | (4) | 51 | 8 | 12 | 35 | 51 | 51 | 20 | 11 | 16 | 4 | 9 | 27 | 15 | 17 | 34 | - | 4 | 4 | - | 2 | 4 | 2 | 2 | 6 | 5 | 3 | 4 | - | 2 | 7 | 3 | 2 | 10 |
| | | 8%b | 4% | 6% | 6% | 9%bc | 7% | 11%I | 8% | 5% | 15% | 3% | 15%k | 15%k | 5% | 11%n | - | 6% | 5% | - | 1% | 9%t | 8% | 2% | 7% | 7% | 8% | 4% | - | 2% | 10%E | 7% | 2% | 9%H |
| 3 - | (3) | 29 | 5 | 10 | 22 | 27 | 42 | 10 | 3 | 16 | - | 8 | 8 | 13 | 8 | 21 | 3 | 1 | 1 | - | 1 | 2 | 2 | - | 5 | 2 | 3 | 5 | - | 1 | 3 | 6 | 1 | 9 |
| | | 5% | 2% | 5% | 4% | 5% | 6%bc | 6% | 2% | 5% | - | 2% | 5% | 13%kl | 3% | 7%n | 5% | 2% | 1% | - | 1% | 5% | 8% | - | 6%w | 3% | 8% | 5% | - | 1% | 4% | 15%E | 1% | 8%H |
| 2 - | (2) | 19 | 6 | 7 | 11 | 28 | 19 | 3 | 4 | 11 | 1 | 1 | 8 | 10 | 2 | 15 | 1 | 2 | 3 | - | 1 | 3 | 2 | 2 | 4 | 4 | - | 3 | - | - | 2 | 5 | 1 | 6 |
| | | 3% | 3% | 3% | 2% | 5%ce | 3% | 2% | 3% | 4% | 4% | * | 5%k | 10%kl | 1% | 5%n | 2% | 3% | 4% | - | 1% | 7%t | 8% | 2% | 5% | 6% | - | 3% | - | - | 3% | 12%E | 1% | 5% |
| 1 - Extremely dissatisfied | (1) | 40 | 6 | 16 | 22 | 71 | 78 | 14 | 7 | 17 | 2 | 1 | 4 | 35 | 6 | 33 | 2 | 1 | 3 | - | - | - | 6 | - | 6 | 6 | 6 | 3 | 1 | 2 | 2 | 12 | 6 | 10 |
| | | 6%c | 3% | 7%bc | 4% | 13%abcf | 11%abc | 8% | 5% | 6% | 7% | * | 2%k | 36%kl | 2% | 11%n | 4% | 2% | 4% | - | - | - | 23% | - | 7%w | 9% | 16%C | 3% | 11% | 2% | 3% | 29%EF | 6% | 9% |
| Not applicable | | 19 | 7 | 10 | 15 | 9 | 29 | 3 | 4 | 12 | - | 12 | 6 | 1 | 11 | 8 | 3 | - | 3 | 1 | 7 | - | - | 6 | - | 4 | - | 6 | - | 5 | 4 | 1 | 6 | 3 |
| | | 3% | 3% | 5%d | 2% | 2% | 4%d | 2% | 3% | 4% | - | 3% | 3% | 1% | 3% | 3% | 5% | - | 4% | 11% | 5% | - | - | 5%x | - | 6% | - | 6% | - | 5% | 6% | 2% | 6% | 3% |
| NET: Dissatisfied | (1-3) | 88 | 17 | 33 | 55 | 126 | 139 | 27 | 14 | 44 | 3 | 10 | 20 | 58 | 16 | 69 | 6 | 4 | 7 | - | 2 | 5 | 10 | 2 | 15 | 12 | 9 | 11 | 1 | 3 | 7 | 23 | 8 | 25 |
| | | 14%bc | 8% | 15%bc | 9% | 23%abcf | 20%abc | 15% | 10% | 15% | 11% | 3% | 11%k | 60%kl | 5% | 22%n | 11% | 6% | 9% | - | 1% | 12%t | 38% | 2% | 17%w | 18% | 24% | 11% | 11% | 3% | 10%E | 56%EF | 8% | 23%H |
| NET: Neutral | (4-6) | 187 | 46 | 50 | 152 | 173 | 218 | 63 | 35 | 80 | 9 | 65 | 94 | 28 | 67 | 118 | 12 | 17 | 15 | 2 | 18 | 20 | 8 | 19 | 27 | 18 | 9 | 21 | 2 | 10 | 29 | 11 | 9 | 41 |
| | | 30% | 23% | 23% | 25% | 32%bcf | 31%bcf | 36% | 26% | 27% | 33% | 18% | 53%km | 29%k | 21% | 38%n | 22% | 27% | 20% | 22% | 13% | 47%t | 31% | 17% | 31%w | 27% | 24% | 21% | 22% | 10% | 42%E | 27%E | 9% | 37%H |
| NET: Satisfied | (7-10) | 338 | 134 | 121 | 389 | 231 | 311 | 83 | 84 | 156 | 15 | 272 | 56 | 10 | 224 | 114 | 34 | 43 | 51 | 6 | 108 | 18 | 8 | 85 | 46 | 33 | 20 | 62 | 6 | 86 | 29 | 6 | 80 | 41 |
| | | 53%de | 66%ade | 57%de | 64%ade | 43% | 45% | 47% | 61%g | 53% | 56% | 76%lm | 32%m | 10% | 70%o | 37% | 62% | 67% | 67% | 67% | 80%u | 42% | 31% | 76%x | 52% | 49% | 53% | 62% | 67% | 83%FG | 42%G | 15% | 78%I | 37% |
| Mean score | | 6.46de | 7.24ade f | 6.69de | 7.08ade | 5.66 | 5.95 | 6.14 | 6.77g | 6.51 | 6.52 | 7.76lm | 5.68m | 3.18 | 7.48o | 5.49 | 7.15 | 7.19 | 7.19 | 8.63 | 8.10u | 6.12 | 4.85 | 8.08x | 6.17 | 6.33 | 6.16 | 7.07 | 7.33 | 8.36FG | 6.03G | 3.60 | 7.82I | 5.65 |
| Standard error | | 0.10 | 0.17 | 0.20 | 0.10 | 0.12 | 0.11 | 0.20 | 0.21 | 0.15 | 0.55 | 0.10 | 0.15 | 0.24 | 0.12 | 0.15 | 0.34 | 0.27 | 0.29 | 0.71 | 0.15 | 0.32 | 0.61 | 0.18 | 0.27 | 0.37 | 0.50 | 0.26 | 0.99 | 0.19 | 0.26 | 0.41 | 0.25 | 0.26 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 30

**Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Logging of query details to avoid having to repeat yourself.**

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

| | | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | PLUSNET (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 632 | 204 | 214 | 611 | 539 | 697 | 155 | 121 | 313 | 22** | 376 | 173 | 62* | 331 | 273 | 144 | 104 | 268 | 23** | 236 | 179 | 124 | 229 | 305 | 212 | 138 | 322 | 25** | 318 | 236 | 143 | 338 | 350 |
| 10 - Extremely satisfied | (10) | 78 | 45 | 38 | 118 | 53 | 73 | 35 | 22 | 53 | 8 | 109 | 6 | 3 | 92 | 26 | 18 | 8 | 23 | 4 | 43 | 5 | 5 | 34 | 18 | 26 | 17 | 29 | 1 | 66 | 7 | - | 65 | 8 |
| | | 12% | 22%ade | 18%ade | 19%ade | 10% | 10% | 23% | 18% | 17% | 36% | 29%FG | 3% | 5% | 28%l | 10% | 13% | 8% | 9% | 17% | 18%lm | 3% | 4% | 15%o | 6% | 12% | 12% | 9% | 4% | 21%uv | 3%v | - | 19%x | 2% |
| 9 - | (9) | 67 | 24 | 30 | 71 | 36 | 64 | 22 | 18 | 26 | 5 | 62 | 7 | 2 | 53 | 17 | 9 | 14 | 12 | 1 | 34 | 2 | - | 27 | 9 | 21 | 13 | 27 | 3 | 49 | 11 | 4 | 45 | 19 |
| | | 11%d | 12%d | 14%de | 12%d | 7% | 9% | 14%C | 15%C | 8% | 23% | 16%FG | 4% | 3% | 16%l | 6% | 6% | 13%l | 4% | 4% | 14%lm | 1% | - | 12%o | 3% | 10% | 9% | 8% | 12% | 15%uv | 5% | 3% | 13%x | 5% |
| 8 - | (8) | 101 | 25 | 28 | 109 | 75 | 89 | 14 | 26 | 67 | 2 | 84 | 21 | 4 | 74 | 35 | 23 | 12 | 35 | 5 | 61 | 14 | - | 51 | 24 | 31 | 17 | 36 | 5 | 70 | 18 | 1 | 66 | 23 |
| | | 16% | 12% | 13% | 18%e | 14% | 13% | 9% | 21%A | 21%A | 9% | 22%FG | 12% | 6% | 22%l | 13% | 16% | 12% | 13% | 22% | 26%lm | 8%m | - | 22%o | 8% | 15% | 12% | 11% | 20% | 22%uv | 8%v | 1% | 20%x | 7% |
| 7 - | (7) | 92 | 40 | 25 | 91 | 67 | 85 | 20 | 21 | 46 | 4 | 54 | 36 | 1 | 39 | 51 | 17 | 14 | 36 | - | 34 | 29 | 4 | 35 | 32 | 21 | 21 | 40 | 3 | 54 | 29 | 2 | 45 | 39 |
| | | 15% | 20%def | 12% | 15% | 12% | 12% | 13% | 17% | 15% | 18% | 14%G | 21%G | 2% | 12% | 19%H | 12% | 13% | 13% | - | 14%m | 16%m | 3% | 15% | 10% | 10% | 15% | 12% | 12% | 17%v | 12%v | 1% | 13% | 11% |
| 6 - | (6) | 78 | 25 | 17 | 59 | 57 | 78 | 17 | 9 | 32 | 1 | 25 | 27 | 7 | 24 | 33 | 15 | 9 | 31 | 2 | 30 | 25 | 2 | 25 | 32 | 23 | 17 | 37 | 1 | 30 | 43 | 5 | 37 | 40 |
| | | 12% | 12% | 8% | 10% | 11% | 11% | 11% | 7% | 10% | 5% | 7% | 16%E | 11% | 7% | 12%H | 10% | 9% | 12% | 9% | 13%m | 14%m | 2% | 11% | 10% | 11% | 12% | 11% | 4% | 9%v | 18%tv | 3% | 11% | 11% |
| 5 - | (5) | 58 | 13 | 21 | 58 | 65 | 89 | 11 | 13 | 33 | 1 | 16 | 36 | 6 | 20 | 37 | 19 | 16 | 26 | 4 | 12 | 44 | 9 | 21 | 44 | 22 | 21 | 46 | - | 16 | 58 | 15 | 24 | 62 |
| | | 9% | 6% | 10% | 9% | 12%b | 13%ab | 7% | 11% | 11% | 5% | 4% | 21%E | 10% | 6% | 14%H | 13% | 15% | 10% | 17% | 5% | 25%km | 7% | 9% | 14% | 10% | 15% | 14% | - | 5% | 25%tv | 10%t | 7% | 18%w |
| 4 - | (4) | 51 | 8 | 12 | 35 | 51 | 51 | 13 | 5 | 16 | 1 | 12 | 19 | 4 | 16 | 19 | 11 | 17 | 23 | - | 9 | 29 | 13 | 15 | 34 | 15 | 10 | 24 | 2 | 11 | 25 | 15 | 18 | 32 |
| | | 8%b | 4% | 6% | 6% | 9%bc | 7% | 8% | 4% | 5% | 5% | 3% | 11%E | 6% | 5% | 7% | 8% | 16%gl | 9% | - | 4% | 16%k | 10%k | 7% | 11% | 7% | 7% | 7% | 8% | 3% | 11%t | 10%t | 5% | 9% |
| 3 - | (3) | 29 | 5 | 10 | 22 | 27 | 42 | 8 | 2 | 12 | - | 4 | 11 | 7 | 5 | 17 | 4 | 5 | 16 | 2 | 6 | 5 | 16 | 6 | 20 | 9 | 7 | 24 | 2 | 3 | 20 | 19 | 7 | 35 |
| | | 5% | 2% | 5% | 4% | 5% | 6%bc | 5% | 2% | 4% | - | 1% | 6%E | 11%E | 2% | 6%H | 3% | 5% | 6% | 9% | 3% | 3% | 13%kl | 3% | 7%n | 4% | 5% | 7% | 8% | 1% | 8%t | 13%t | 2% | 10%w |
| 2 - | (2) | 19 | 6 | 7 | 11 | 28 | 19 | 1 | 3 | 7 | - | 1 | 2 | 8 | 1 | 10 | 4 | - | 23 | 1 | 2 | 12 | 14 | 6 | 22 | 3 | 2 | 14 | - | - | 5 | 14 | 2 | 17 |
| | | 3% | 3% | 3% | 2% | 5%ce | 3% | 1% | 2% | 2% | - | * | 1% | 13%EF | * | 4%H | 3% | - | 9%gh | 4% | 1% | 7%k | 11%kl | 3% | 7%n | 1% | 1% | 4% | - | - | 2%t | 10%tu | 1% | 5%w |
| 1 - Extremely dissatisfied | (1) | 40 | 6 | 16 | 22 | 71 | 78 | 12 | 2 | 8 | - | - | 5 | 17 | 2 | 19 | 21 | 8 | 39 | 3 | - | 13 | 58 | 6 | 65 | 32 | 10 | 31 | 5 | 6 | 11 | 61 | 14 | 63 |
| | | 6%c | 3% | 7%bc | 4% | 13%abcf | 11%abc | 8%BC | 2% | 3% | - | - | 3%E | 27%EF | 1% | 7%H | 15% | 8% | 15% | 13% | - | 7%k | 47%kl | 3% | 21%n | 15%q | 7% | 10% | 20% | 2% | 5% | 43%tu | 4% | 18%w |
| Not applicable | | 19 | 7 | 10 | 15 | 9 | 29 | 2 | - | 13 | - | 9 | 3 | 3 | 5 | 9 | 3 | 1 | 4 | 1 | 5 | 1 | 3 | 3 | 5 | 9 | 3 | 14 | 3 | 13 | 9 | 7 | 15 | 12 |
| | | 3% | 3% | 5%d | 2% | 2% | 4%d | 1% | - | 4%B | - | 2% | 2% | 5% | 2% | 3% | 2% | 1% | 1% | 4% | 2% | 1% | 2% | 1% | 2% | 4% | 2% | 4% | 12% | 4% | 4% | 5% | 4% | 3% |
| NET: Dissatisfied | (1-3) | 88 | 17 | 33 | 55 | 126 | 139 | 21 | 7 | 27 | - | 5 | 18 | 32 | 8 | 46 | 29 | 13 | 78 | 6 | 8 | 30 | 88 | 18 | 107 | 44 | 19 | 69 | 7 | 9 | 36 | 94 | 23 | 115 |
| | | 14%bc | 8% | 15%bc | 9% | 23%abcf | 20%abc | 14%B | 6% | 9% | - | 1% | 10%E | 52%EF | 2% | 17%H | 20% | 13% | 29%gh | 26% | 3% | 17%k | 71%kl | 8% | 35%n | 21% | 14% | 21% | 28% | 3% | 15%t | 66%tu | 7% | 33%w |
| NET: Neutral | (4-6) | 187 | 46 | 50 | 152 | 173 | 218 | 41 | 27 | 81 | 3 | 53 | 82 | 17 | 60 | 89 | 45 | 42 | 80 | 6 | 51 | 98 | 24 | 61 | 110 | 60 | 48 | 107 | 3 | 57 | 126 | 35 | 79 | 134 |
| | | 30% | 23% | 23% | 25% | 32%bcf | 31%bcf | 26% | 22% | 26% | 14% | 14% | 47%EG | 27%E | 18% | 33%H | 31% | 40% | 30% | 26% | 22% | 55%km | 19% | 27% | 36%n | 28% | 35% | 33% | 12% | 18% | 53%tv | 24% | 23% | 38%w |
| NET: Satisfied | (7-10) | 338 | 134 | 121 | 389 | 231 | 311 | 91 | 87 | 192 | 19 | 309 | 70 | 10 | 258 | 129 | 67 | 48 | 106 | 10 | 172 | 50 | 9 | 147 | 83 | 99 | 68 | 132 | 12 | 239 | 65 | 7 | 221 | 89 |
| | | 53%de | 66%ade | 57%de | 64%ade | 43% | 45% | 59% | 72%AC | 61% | 86% | 82%FG | 40%G | 16% | 78%l | 47% | 47% | 46% | 40% | 43% | 73%lm | 28%m | 7% | 64%o | 27% | 47% | 49% | 41% | 48% | 75%uv | 28%v | 5% | 65%x | 25% |
| Mean score | | 6.46de | 7.24ade f | 6.69de | 7.08ade | 5.66 | 5.95 | 6.84 | 7.36 | 7.00 | 8.36 | 8.15FG | 5.90G | 3.88 | 7.94l | 6.06 | 5.91 | 6.07l | 5.34 | 6.00 | 7.62lm | 5.17m | 2.65 | 7.02o | 4.65 | 6.00 | 6.31 | 5.78 | 5.59 | 7.73uv | 5.48v | 2.71 | 7.28x | 4.70 |
| Standard error | | 0.10 | 0.17 | 0.20 | 0.10 | 0.12 | 0.11 | 0.22 | 0.20 | 0.13 | 0.38 | 0.09 | 0.15 | 0.37 | 0.11 | 0.15 | 0.24 | 0.25 | 0.18 | 0.67 | 0.12 | 0.16 | 0.20 | 0.15 | 0.16 | 0.21 | 0.22 | 0.15 | 0.68 | 0.11 | 0.14 | 0.18 | 0.13 | 0.14 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 31

**Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Offering compensation or a goodwill payment.**

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

| | | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | Plusnet (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | | 632 | 204 | 214 | 611 | 539 | 697 | 176 | 137 | 292 | 27** | 359 | 176 | 97* | 318 | 309 | 55* | 64* | 76* | 9** | 135 | 43* | 26** | 112 | 88* | 67* | 38* | 100 | 9** | 104 | 69* | 41* | 103 | 110 |
| 10 - Extremely satisfied | (10) | 65 | 40 | 26 | 87 | 42 | 66 | 20 | 10 | 29 | 6 | 59 | 4 | 2 | 52 | 13 | 12 | 9 | 16 | 3 | 37 | 1 | 2 | 33 | 5 | 11 | 7 | 4 | 4 | 24 | 1 | 1 | 23 | 3 |
| | | 10% | 20%adef | 12% | 14%ade | 8% | 9% | 11% | 7% | 10% | 22% | 16%lm | 2% | 2% | 16%o | 4% | 22% | 14% | 21% | 33% | 27%u | 2% | 8% | 29%x | 6% | 16%C | 18%C | 4% | 44% | 23%FG | 1% | 2% | 22%l | 3% |
| 9 - | (9) | 71 | 27 | 14 | 63 | 27 | 49 | 22 | 20 | 29 | - | 58 | 11 | 2 | 45 | 25 | 12 | 10 | 4 | 1 | 25 | 2 | - | 16 | 11 | 5 | 3 | 6 | - | 12 | 2 | - | 11 | 3 |
| | | 11%def | 13%def | 7% | 10%de | 5% | 7% | 13% | 15% | 10% | - | 16%lm | 6% | 2% | 14%o | 8% | 22%r | 16%r | 5% | 11% | 19%u | 5% | - | 14% | 13% | 7% | 8% | 6% | - | 12%FG | 3% | - | 11%l | 3% |
| 8 - | (8) | 86 | 23 | 18 | 72 | 48 | 62 | 21 | 26 | 34 | 5 | 71 | 13 | 2 | 56 | 30 | 4 | 10 | 7 | 2 | 16 | 6 | 1 | 14 | 8 | 6 | 2 | 9 | 1 | 10 | 5 | 3 | 9 | 9 |
| | | 14%def | 11% | 8% | 12% | 9% | 9% | 12% | 19%d | 12% | 19% | 20%lm | 7% | 2% | 18%o | 10% | 7% | 16% | 9% | 22% | 12% | 14% | 4% | 13% | 9% | 9% | 5% | 9% | 11% | 10% | 7% | 7% | 9% | 8% |
| 7 - | (7) | 70 | 24 | 14 | 70 | 44 | 71 | 23 | 20 | 25 | 2 | 43 | 23 | 4 | 40 | 30 | 6 | 9 | 9 | - | 17 | 6 | 1 | 14 | 10 | 4 | 7 | 3 | - | 3 | 7 | 4 | 7 | 7 |
| | | 11% | 12% | 7% | 11%d | 8% | 10% | 13% | 15% | 9% | 7% | 12%m | 13%m | 4% | 13% | 10% | 11% | 14% | 12% | - | 13% | 14% | 4% | 13% | 11% | 6% | 18%AC | 3% | - | 3% | 10%E | 10% | 7% | 6% |
| 6 - | (6) | 53 | 16 | 20 | 57 | 34 | 60 | 13 | 16 | 23 | 1 | 19 | 26 | 8 | 26 | 27 | 3 | 7 | 5 | 1 | 9 | 6 | 1 | 7 | 9 | 7 | 4 | 9 | - | 10 | 10 | - | 6 | 14 |
| | | 8% | 8% | 9% | 9% | 6% | 9% | 7% | 12% | 8% | 4% | 5% | 15%k | 8% | 8% | 9% | 5% | 11% | 7% | 11% | 7% | 14% | 4% | 6% | 10% | 10% | 11% | 9% | - | 10%G | 14%G | - | 6% | 13% |
| 5 - | (5) | 61 | 20 | 24 | 62 | 62 | 71 | 19 | 15 | 23 | 4 | 25 | 28 | 8 | 22 | 37 | 7 | 7 | 6 | - | 4 | 9 | 7 | 10 | 10 | 5 | 6 | 13 | - | 8 | 12 | 4 | 9 | 15 |
| | | 10% | 10% | 11% | 10% | 12% | 10% | 11% | 11% | 8% | 15% | 7% | 16%k | 8% | 7% | 12%n | 13% | 11% | 8% | - | 3% | 21%d | 27% | 9% | 11% | 7% | 16% | 13% | - | 8% | 17% | 10% | 9% | 14% |
| 4 - | (4) | 36 | 14 | 6 | 30 | 38 | 43 | 11 | 8 | 15 | 2 | 16 | 15 | 5 | 8 | 28 | 5 | 9 | - | - | 4 | 4 | 6 | 3 | 11 | 2 | 1 | 3 | - | 2 | 2 | 2 | 1 | 5 |
| | | 6% | 7% | 3% | 5% | 7%d | 6% | 6% | 6% | 5% | 7% | 4% | 9% | 5% | 3% | 9%n | 9%r | 14%r | - | - | 3% | 9% | 23% | 3% | 13%w | 3% | 3% | 3% | - | 2% | 3% | 5% | 1% | 5% |
| 3 - | (3) | 31 | 8 | 12 | 43 | 37 | 39 | 6 | 4 | 21 | - | 9 | 17 | 5 | 15 | 16 | 1 | 1 | 5 | 1 | 2 | 5 | 1 | 2 | 6 | 3 | 4 | 4 | 1 | 3 | 5 | 4 | 6 | 6 |
| | | 5% | 4% | 6% | 7% | 7% | 6% | 3% | 3% | 7% | - | 3% | 10%k | 5% | 5% | 5% | 2% | 2% | 7% | 11% | 1% | 12%d | 4% | 2% | 7% | 4% | 11% | 4% | 11% | 3% | 7% | 10% | 6% | 5% |
| 2 - | (2) | 35 | 5 | 9 | 21 | 40 | 36 | 8 | 5 | 22 | - | 7 | 14 | 14 | 7 | 27 | 1 | 1 | 3 | - | 3 | - | 2 | 1 | 3 | 4 | - | 5 | - | - | 8 | 1 | 2 | 7 |
| | | 6% | 2% | 4% | 3% | 7%abc | 5% | 5% | 4% | 8% | - | 2% | 8%k | 14%k | 2% | 9%n | 2% | 2% | 4% | - | 2% | - | 8% | 1% | 3% | 6% | - | 5% | - | - | 12%E | 2% | 2% | 6% |
| 1 - Extremely dissatisfied | (1) | 74 | 14 | 39 | 66 | 119 | 141 | 22 | 7 | 40 | 5 | 11 | 21 | 42 | 14 | 60 | 1 | 1 | 12 | - | 6 | 3 | 5 | 1 | 13 | 12 | 3 | 23 | 1 | 8 | 10 | 21 | 8 | 31 |
| | | 12% | 7% | 18%abc | 11% | 22%abc | 20%abc | 13%h | 5% | 14%h | 19% | 3% | 12%k | 43%kl | 4% | 19%n | 2% | 2% | 16%pq | - | 4% | 7% | 19% | 1% | 15%w | 18% | 8% | 23%B | 11% | 8% | 14% | 51%EF | 8% | 28%H |
| Not applicable | | 50 | 13 | 32 | 40 | 48 | 59 | 11 | 6 | 31 | 2 | 41 | 4 | 5 | 33 | 16 | 3 | - | 9 | 1 | 12 | 1 | - | 11 | 2 | 8 | 1 | 21 | 2 | 24 | 7 | 1 | 21 | 10 |
| | | 8% | 6% | 15%abcde | 7% | 9% | 8% | 6% | 4% | 11%h | 7% | 11%l | 2% | 5% | 10%o | 5% | 5% | - | 12%q | 11% | 9% | 2% | - | 10%x | 2% | 12% | 3% | 21%B | 22% | 23%FG | 10% | 2% | 20%l | 9% |
| NET: Dissatisfied | (1-3) | 140 | 27 | 60 | 130 | 196 | 216 | 36 | 16 | 83 | 5 | 27 | 52 | 61 | 36 | 103 | 3 | 3 | 20 | 1 | 11 | 8 | 8 | 4 | 22 | 19 | 7 | 32 | 2 | 11 | 23 | 26 | 16 | 44 |
| | | 22%b | 13% | 28%bc | 21%b | 36%abce f | 31%abc | 20%h | 12% | 28%h | 19% | 8% | 30%k | 63%kl | 11% | 33%n | 5% | 5% | 26%pq | 11% | 8% | 19% | 31% | 4% | 25%w | 28% | 18% | 32% | 22% | 11% | 33%E | 63%EF | 16% | 40%H |
| NET: Neutral | (4-6) | 150 | 50 | 50 | 149 | 134 | 174 | 43 | 39 | 61 | 7 | 60 | 69 | 21 | 56 | 92 | 15 | 23 | 11 | 1 | 17 | 19 | 14 | 20 | 30 | 14 | 11 | 25 | - | 20 | 24 | 6 | 16 | 34 |
| | | 24% | 25% | 23% | 24% | 25% | 25% | 24% | 28% | 21% | 26% | 17% | 39%km | 22% | 18% | 30%n | 27% | 36%r | 14% | 11% | 13% | 44%d | 54% | 18% | 34%w | 21% | 29% | 25% | - | 19% | 35%EG | 15% | 16% | 31%H |
| NET: Satisfied | (7-10) | 292 | 114 | 72 | 292 | 161 | 248 | 86 | 76 | 117 | 13 | 231 | 51 | 10 | 193 | 98 | 34 | 38 | 36 | 6 | 95 | 15 | 4 | 77 | 34 | 26 | 19 | 22 | 5 | 49 | 15 | 8 | 50 | 22 |
| | | 46%def | 56%acdef | 34% | 48%def | 30% | 36%d | 49% | 55%d | 40% | 48% | 64%lm | 29%m | 10% | 61%o | 32% | 62% | 59% | 47% | 67% | 70%u | 35% | 15% | 69%x | 39% | 39%C | 50%C | 22% | 56% | 47%FG | 22% | 20% | 49%l | 20% |
| Mean score | | 5.96def | 6.78acdef | 5.41d | 6.15def | 4.75 | 5.19d | 6.06 | 6.56i | 5.59 | 6.12 | 7.35lm | 5.00m | 2.99 | 7.10o | 4.87 | 7.33r | 6.91 | 6.09 | 8.00 | 7.72u | 5.55 | 4.31 | 7.89x | 5.44 | 5.68C | 6.35C | 4.59 | 7.43 | 7.18FG | 4.61G | 3.13 | 6.89l | 4.20 |
| Standard error | | 0.12 | 0.20 | 0.24 | 0.12 | 0.14 | 0.12 | 0.23 | 0.21 | 0.19 | 0.65 | 0.13 | 0.19 | 0.26 | 0.15 | 0.17 | 0.34 | 0.28 | 0.41 | 0.87 | 0.23 | 0.34 | 0.50 | 0.21 | 0.30 | 0.43 | 0.45 | 0.34 | 1.45 | 0.32 | 0.32 | 0.43 | 0.33 | 0.28 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 32

**Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Offering compensation or a goodwill payment.**

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

| | | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | PLUSNET (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 632 | 204 | 214 | 611 | 539 | 697 | 155 | 121 | 313 | 22** | 376 | 173 | 62* | 331 | 273 | 144 | 104 | 268 | 23** | 236 | 179 | 124 | 229 | 305 | 212 | 138 | 322 | 25** | 318 | 236 | 143 | 338 | 350 |
| 10 - Extremely satisfied | (10) | 65 | 40 | 26 | 87 | 42 | 66 | 26 | 22 | 31 | 8 | 85 | - | 2 | 78 | 9 | 10 | 13 | 17 | 2 | 36 | 3 | 3 | 31 | 11 | 27 | 17 | 18 | 4 | 59 | 5 | 2 | 57 | 9 |
| | | 10% | 20%adef | 12% | 14%ade | 8% | 9% | 17%C | 18%C | 10% | 36% | 23%FG | - | 3%F | 24%l | 3% | 7% | 13% | 6% | 9% | 15%lm | 2% | 2% | 14%o | 4% | 13%r | 12%r | 6% | 16% | 19%uv | 2% | 1% | 17%x | 3% |
| 9 - | (9) | 71 | 27 | 14 | 63 | 27 | 49 | 21 | 19 | 19 | 4 | 55 | 5 | 3 | 46 | 16 | 8 | 10 | 8 | 1 | 19 | 8 | - | 16 | 11 | 13 | 14 | 19 | 3 | 44 | 4 | 1 | 35 | 14 |
| | | 11%def | 13%def | 7% | 10%de | 5% | 7% | 14%C | 16%C | 6% | 18% | 15%FG | 3% | 5% | 14%l | 6% | 6% | 10%l | 3% | 4% | 8%m | 4%m | - | 7% | 4% | 6% | 10% | 6% | 12% | 14%uv | 2% | 1% | 10%x | 4% |
| 8 - | (8) | 86 | 23 | 18 | 72 | 48 | 62 | 18 | 16 | 36 | 2 | 56 | 13 | 3 | 51 | 21 | 14 | 17 | 15 | 2 | 39 | 7 | 2 | 31 | 17 | 21 | 21 | 17 | 3 | 47 | 9 | 6 | 43 | 18 |
| | | 14%def | 11% | 8% | 12% | 9% | 9% | 12% | 13% | 12% | 9% | 15%FG | 8% | 5% | 15%l | 8% | 10% | 16%l | 6% | 9% | 17%lm | 4% | 2% | 14%o | 6% | 10%r | 15%r | 5% | 12% | 15%uv | 4% | 4% | 13%x | 5% |
| 7 - | (7) | 70 | 24 | 14 | 70 | 44 | 71 | 17 | 17 | 32 | 4 | 49 | 19 | 2 | 43 | 27 | 14 | 11 | 19 | - | 26 | 15 | 3 | 26 | 18 | 24 | 18 | 29 | - | 41 | 25 | 5 | 38 | 32 |
| | | 11% | 12% | 7% | 11%f | 8% | 10% | 11% | 14% | 10% | 18% | 13%G | 11% | 3% | 13% | 10% | 10% | 11% | 7% | - | 11%m | 8%m | 2% | 11%o | 6% | 11% | 13% | 9% | - | 13%v | 11%v | 3% | 11% | 9% |
| 6 - | (6) | 53 | 16 | 20 | 57 | 34 | 60 | 11 | 8 | 37 | 1 | 27 | 28 | 2 | 30 | 25 | 11 | 8 | 14 | 1 | 17 | 14 | 3 | 19 | 15 | 15 | 20 | 24 | 1 | 20 | 36 | 4 | 30 | 30 |
| | | 8% | 8% | 9% | 9% | 6% | 9% | 7% | 7% | 12% | 5% | 7% | 16%EG | 3% | 9% | 9% | 8% | 8% | 5% | 4% | 7% | 8%m | 2% | 8% | 5% | 7% | 14%pr | 7% | 4% | 6% | 15%tv | 3% | 9% | 9% |
| 5 - | (5) | 61 | 20 | 24 | 62 | 62 | 71 | 17 | 16 | 27 | 2 | 24 | 33 | 5 | 23 | 39 | 20 | 12 | 26 | 4 | 16 | 41 | 5 | 24 | 38 | 21 | 19 | 30 | 1 | 18 | 47 | 6 | 22 | 47 |
| | | 10% | 10% | 11% | 10% | 12% | 10% | 11% | 13% | 9% | 9% | 6% | 19%EG | 8% | 7% | 14%H | 14% | 12% | 10% | 17% | 7% | 23%km | 4% | 10% | 12% | 10% | 14% | 9% | 4% | 6% | 20%tv | 4% | 7% | 13%w |
| 4 - | (4) | 36 | 14 | 6 | 30 | 38 | 43 | 9 | 6 | 15 | - | 11 | 14 | 5 | 6 | 23 | 11 | 7 | 19 | 1 | 12 | 19 | 7 | 11 | 26 | 13 | 8 | 21 | 1 | 11 | 29 | 3 | 16 | 27 |
| | | 6% | 7% | 3% | 5% | 7%f | 6% | 6% | 5% | 5% | - | 3% | 8%E | 8%E | 2% | 8%H | 8% | 7% | 7% | 4% | 5% | 11%k | 6% | 5% | 9% | 6% | 6% | 7% | 4% | 3% | 12%tv | 2% | 5% | 8% |
| 3 - | (3) | 31 | 8 | 12 | 43 | 37 | 39 | 8 | 5 | 29 | 1 | 14 | 22 | 7 | 14 | 29 | 9 | 9 | 19 | - | 7 | 15 | 15 | 10 | 27 | 10 | 3 | 26 | - | 10 | 20 | 9 | 11 | 27 |
| | | 5% | 4% | 6% | 7% | 7% | 6% | 5% | 4% | 9% | 5% | 4% | 13%E | 11%E | 4% | 11%H | 6% | 9% | 7% | - | 3% | 8%k | 12%k | 4% | 9%n | 5% | 2% | 8%q | - | 3% | 8%t | 6% | 3% | 8%w |
| 2 - | (2) | 35 | 5 | 9 | 21 | 40 | 36 | 6 | 4 | 11 | - | 8 | 10 | 3 | 5 | 14 | 11 | 2 | 24 | 3 | 11 | 15 | 14 | 12 | 27 | 8 | 4 | 24 | - | 7 | 14 | 15 | 14 | 22 |
| | | 6% | 2% | 4% | 3% | 7%abc | 5% | 4% | 3% | 4% | - | 2% | 6%E | 5% | 2% | 5%H | 8%h | 2% | 9%h | 13% | 5% | 8% | 11%k | 5% | 9% | 4% | 3% | 7% | - | 2% | 6%t | 10%t | 4% | 6% |
| 1 - Extremely dissatisfied | (1) | 74 | 14 | 39 | 66 | 119 | 141 | 16 | 6 | 44 | - | 14 | 25 | 27 | 14 | 52 | 23 | 10 | 83 | 3 | 16 | 33 | 70 | 17 | 100 | 40 | 11 | 85 | 5 | 19 | 36 | 86 | 29 | 110 |
| | | 12% | 7% | 18%abc | 11% | 22%abc | 20%abc | 10% | 5% | 14%B | - | 4% | 14%E | 44%EF | 4% | 19%H | 16% | 10% | 31%gh | 13% | 7% | 18%k | 56%kl | 7% | 33%n | 19%q | 8% | 26%pq | 20% | 6% | 15%t | 60%tu | 9% | 31%w |
| Not applicable | | 50 | 13 | 32 | 40 | 48 | 59 | 6 | 2 | 32 | - | 33 | 4 | 3 | 21 | 18 | 13 | 5 | 24 | 6 | 37 | 9 | 2 | 32 | 15 | 20 | 3 | 29 | 7 | 42 | 11 | 6 | 43 | 14 |
| | | 8% | 6% | 15%abcde | 7% | 9% | 8% | 4% | 2% | 10%AB | - | 9%F | 2% | 5% | 6% | 7% | 9% | 5% | 9% | 26% | 16%lm | 5% | 2% | 14%o | 5% | 9%q | 2% | 9%q | 28% | 13%uv | 5% | 4% | 13%x | 4% |
| NET: Dissatisfied | (1-3) | 140 | 27 | 60 | 130 | 196 | 216 | 30 | 15 | 84 | 1 | 36 | 57 | 37 | 33 | 95 | 43 | 21 | 126 | 6 | 34 | 63 | 99 | 39 | 154 | 58 | 18 | 135 | 5 | 36 | 70 | 110 | 54 | 159 |
| | | 22%b | 13% | 28%bc | 21%b | 36%abcef | 31%abc | 19% | 12% | 27%B | 5% | 10% | 33%E | 60%EF | 10% | 35%H | 30% | 20% | 47%gh | 26% | 14% | 35%k | 80%kl | 17% | 50%n | 27%q | 13% | 42%pq | 20% | 11% | 30%t | 77%tu | 16% | 45%w |
| NET: Neutral | (4-6) | 150 | 50 | 50 | 149 | 134 | 174 | 37 | 30 | 79 | 3 | 62 | 75 | 12 | 59 | 87 | 42 | 27 | 59 | 6 | 45 | 74 | 15 | 54 | 79 | 49 | 47 | 75 | 3 | 49 | 112 | 13 | 68 | 104 |
| | | 24% | 25% | 23% | 24% | 25% | 25% | 24% | 25% | 25% | 14% | 16% | 43%EG | 19% | 18% | 32%H | 29% | 26% | 22% | 26% | 19% | 41%km | 12% | 24% | 26% | 23% | 34%pr | 23% | 12% | 15% | 47%tv | 9% | 20% | 30%w |
| NET: Satisfied | (7-10) | 292 | 114 | 72 | 292 | 161 | 248 | 82 | 74 | 118 | 18 | 245 | 37 | 10 | 218 | 73 | 46 | 51 | 59 | 5 | 120 | 33 | 8 | 104 | 57 | 85 | 70 | 83 | 10 | 191 | 43 | 14 | 173 | 73 |
| | | 46%def | 56%acdef | 34% | 48%def | 30% | 36%d | 53%C | 61%C | 38% | 82% | 65%FG | 21% | 16% | 66%l | 27% | 32%l | 49%gj | 22% | 22% | 51%lm | 18%m | 6% | 45%o | 19% | 40%r | 51%r | 26% | 40% | 60%uv | 18%v | 10% | 51%x | 21% |
| Mean score | | 5.96def | 6.78acdef | 5.41d | 6.15def | 4.75 | 5.19d | 6.38C | 6.88C | 5.56 | 8.14 | 7.39FG | 4.63G | 3.32 | 7.38l | 4.69 | 5.07i | 6.16gl | 3.99 | 4.94 | 6.60lm | 4.33m | 2.30 | 6.26o | 3.76 | 5.50r | 6.41pr | 4.37 | 6.17 | 7.12uv | 4.55v | 2.34 | 6.57x | 3.99 |
| Standard error | | 0.12 | 0.20 | 0.24 | 0.12 | 0.14 | 0.12 | 0.24 | 0.24 | 0.18 | 0.43 | 0.14 | 0.18 | 0.37 | 0.14 | 0.17 | 0.25 | 0.28 | 0.19 | 0.77 | 0.20 | 0.19 | 0.19 | 0.20 | 0.16 | 0.23 | 0.22 | 0.18 | 0.87 | 0.16 | 0.15 | 0.20 | 0.17 | 0.15 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 33

**Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Willingness to help resolve your issue.**

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

| | | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | Plusnet (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | | 632 | 204 | 214 | 611 | 539 | 697 | 176 | 137 | 292 | 27** | 359 | 176 | 97* | 318 | 309 | 55* | 64* | 76* | 9** | 135 | 43* | 26** | 112 | 88* | 67* | 38* | 100 | 9** | 104 | 69* | 41* | 103 | 110 |
| 10 - Extremely satisfied | (10) | 106 | 54 | 46 | 133 | 71 | 96 | 24 | 24 | 52 | 6 | 96 | 6 | 4 | 93 | 13 | 18 | 9 | 22 | 5 | 46 | 6 | 2 | 41 | 12 | 16 | 4 | 21 | 5 | 44 | 1 | 1 | 37 | 9 |
| | | 17% | 26%ade | 21%de | 22%ade | 13% | 14% | 14% | 18% | 18% | 22% | 27%lm | 3% | 4% | 29%o | 4% | 33%q | 14% | 29%q | 56% | 34%u | 14% | 8% | 37%x | 14% | 24% | 11% | 21% | 56% | 42%FG | 1% | 2% | 36%I | 8% |
| 9 - | (9) | 85 | 27 | 27 | 88 | 57 | 72 | 27 | 13 | 40 | 5 | 73 | 11 | 1 | 50 | 35 | 6 | 13 | 7 | 1 | 25 | 1 | 1 | 16 | 11 | 12 | 5 | 10 | - | 21 | 6 | - | 18 | 9 |
| | | 13% | 13% | 13% | 14%e | 11% | 10% | 15% | 9% | 14% | 19% | 20%lm | 6%m | 1% | 16% | 11% | 11% | 20% | 9% | 11% | 19%u | 2% | 4% | 14% | 13% | 18% | 13% | 10% | - | 20%FG | 9% | - | 17%I | 8% |
| 8 - | (8) | 122 | 38 | 36 | 109 | 77 | 112 | 29 | 31 | 59 | 3 | 90 | 32 | - | 75 | 47 | 9 | 13 | 15 | 1 | 31 | 6 | 1 | 17 | 19 | 8 | 5 | 23 | - | 21 | 13 | 2 | 16 | 20 |
| | | 19%d | 19% | 17% | 18% | 14% | 16% | 16% | 23% | 20% | 11% | 25%m | 18%m | - | 24%o | 15% | 16% | 20% | 20% | 11% | 23% | 14% | 4% | 15% | 22% | 12% | 13% | 23% | - | 20%G | 19%G | 5% | 16% | 18% |
| 7 - | (7) | 82 | 28 | 28 | 95 | 76 | 94 | 22 | 22 | 36 | 2 | 44 | 28 | 10 | 36 | 45 | 5 | 9 | 14 | - | 19 | 7 | 2 | 17 | 10 | 6 | 9 | 13 | - | 7 | 17 | 4 | 11 | 17 |
| | | 13% | 14% | 13% | 16% | 14% | 13% | 13% | 16% | 12% | 7% | 12% | 16% | 10% | 11% | 15% | 9% | 14% | 18% | - | 14% | 16% | 8% | 15% | 11% | 9% | 24%A | 13% | - | 7% | 25%E | 10% | 11% | 15% |
| 6 - | (6) | 69 | 14 | 17 | 62 | 57 | 79 | 15 | 19 | 30 | 5 | 34 | 28 | 7 | 31 | 37 | 5 | 3 | 5 | 1 | 6 | 6 | 2 | 7 | 7 | 4 | 6 | 6 | 1 | 2 | 12 | 3 | 8 | 9 |
| | | 11% | 7% | 8% | 10% | 11% | 11% | 9% | 14% | 10% | 19% | 9% | 16%km | 7% | 10% | 12% | 9% | 5% | 7% | 11% | 4% | 14%t | 8% | 6% | 8% | 6% | 16% | 6% | 11% | 2% | 17%E | 7% | 8% | 8% |
| 5 - | (5) | 57 | 15 | 23 | 42 | 58 | 71 | 21 | 9 | 24 | 3 | 13 | 33 | 11 | 13 | 43 | 5 | 5 | 5 | - | 2 | 8 | 5 | 9 | 6 | 7 | 5 | 11 | - | 5 | 13 | 5 | 7 | 16 |
| | | 9% | 7% | 11% | 7% | 11%c | 10%c | 12% | 7% | 8% | 11% | 4% | 19%k | 11%k | 4% | 14%n | 9% | 8% | 7% | - | 1% | 19%t | 19% | 8% | 7% | 10% | 13% | 11% | - | 5% | 19%E | 12% | 7% | 15% |
| 4 - | (4) | 31 | 14 | 13 | 33 | 40 | 44 | 9 | 6 | 15 | 1 | 4 | 20 | 7 | 5 | 26 | 3 | 9 | 1 | 1 | 4 | 6 | 4 | 2 | 12 | 5 | 1 | 7 | - | 1 | 4 | 8 | 3 | 10 |
| | | 5% | 7% | 6% | 5% | 7% | 6% | 5% | 4% | 5% | 4% | 1% | 11%k | 7%k | 2% | 8%n | 5% | 14%r | 1% | 11% | 3% | 14%t | 15% | 2% | 14%w | 7% | 3% | 7% | - | 1% | 6% | 20%EF | 3% | 9% |
| 3 - | (3) | 26 | 4 | 7 | 19 | 31 | 34 | 11 | 3 | 12 | - | 2 | 9 | 15 | 6 | 20 | 1 | 1 | 2 | - | - | 3 | 1 | - | 4 | 2 | 1 | 3 | 1 | - | 2 | 5 | 2 | 5 |
| | | 4% | 2% | 3% | 3% | 6%bc | 5% | 6% | 2% | 4% | - | 1% | 5%k | 15%kl | 2% | 6%n | 2% | 2% | 3% | - | - | 7%t | 4% | - | 5%w | 3% | 3% | 3% | 11% | - | 3% | 12%E | 2% | 5% |
| 2 - | (2) | 12 | 3 | 3 | 7 | 17 | 35 | 3 | 3 | 6 | - | - | 4 | 8 | 3 | 8 | 1 | 1 | 1 | - | - | - | 3 | 1 | 2 | 2 | - | 1 | - | 1 | - | 2 | - | 3 |
| | | 2% | 1% | 1% | 1% | 3%c | 5%abcf | 2% | 2% | 2% | - | - | 2%k | 8%kl | 1% | 3% | 2% | 2% | 1% | - | - | - | 12% | 1% | 2% | 3% | - | 1% | - | 1% | - | 5% | - | 3% |
| 1 - Extremely dissatisfied | (1) | 37 | 5 | 12 | 18 | 53 | 55 | 14 | 6 | 15 | 2 | 1 | 4 | 32 | 4 | 33 | 2 | 1 | 2 | - | - | - | 5 | - | 5 | 5 | 2 | 4 | 1 | - | 1 | 11 | 1 | 11 |
| | | 6%c | 2% | 6% | 3% | 10%abc | 8%bc | 8% | 4% | 5% | 7% | * | 2%k | 33%kl | 1% | 11%n | 4% | 2% | 3% | - | - | - | 19% | - | 6%w | 7% | 5% | 4% | 11% | - | 1% | 27%EF | 1% | 10%H |
| Not applicable | | 5 | 2 | 2 | 5 | 2 | 5 | 1 | 1 | 3 | - | 2 | 1 | 2 | 2 | 2 | - | - | 2 | - | 2 | - | - | 2 | - | - | - | 1 | 1 | 2 | - | - | - | 1 |
| | | 1% | 1% | 1% | 1% | * | 1% | 1% | 1% | 1% | - | 1% | 1% | 2% | 1% | 1% | - | - | 3% | - | 1% | - | - | 2% | - | - | - | 1% | 11% | 2% | - | - | - | 1% |
| NET: Dissatisfied | (1-3) | 75 | 12 | 22 | 44 | 101 | 124 | 28 | 12 | 33 | 2 | 3 | 17 | 55 | 13 | 61 | 4 | 3 | 5 | - | - | 3 | 9 | 1 | 11 | 9 | 3 | 8 | 2 | 1 | 3 | 18 | 3 | 19 |
| | | 12%bc | 6% | 10% | 7% | 19%abcf | 18%abcf | 16% | 9% | 11% | 7% | 1% | 10%k | 57%kl | 4% | 20%n | 7% | 5% | 7% | - | - | 7%t | 35% | 1% | 13%w | 13% | 8% | 8% | 22% | 1% | 4% | 44%EF | 3% | 17%H |
| NET: Neutral | (4-6) | 157 | 43 | 53 | 137 | 155 | 194 | 45 | 34 | 69 | 9 | 51 | 81 | 25 | 49 | 106 | 13 | 17 | 11 | 2 | 12 | 20 | 11 | 18 | 25 | 16 | 12 | 24 | 1 | 8 | 29 | 16 | 18 | 35 |
| | | 25% | 21% | 25% | 22% | 29%bc | 28%c | 26% | 25% | 24% | 33% | 14% | 46%km | 26%k | 15% | 34%n | 24% | 27% | 14% | 22% | 9% | 47%t | 42% | 16% | 28%w | 24% | 32% | 24% | 11% | 8% | 42%E | 39%E | 17% | 32%H |
| NET: Satisfied | (7-10) | 395 | 147 | 137 | 425 | 281 | 374 | 102 | 90 | 187 | 16 | 303 | 77 | 15 | 254 | 140 | 38 | 44 | 58 | 7 | 121 | 20 | 6 | 91 | 52 | 42 | 23 | 67 | 5 | 93 | 37 | 7 | 82 | 55 |
| | | 63%de | 72%ade | 64%de | 70%ade | 52% | 54% | 58% | 66% | 64% | 59% | 84%lm | 44%m | 15% | 80%o | 45% | 69% | 69% | 76% | 78% | 90%u | 47% | 23% | 81%x | 59% | 63% | 61% | 67% | 56% | 89%FG | 54%G | 17% | 80%I | 50% |
| Mean score | | 6.92de | 7.53ade f | 7.05de | 7.36ade | 6.23 | 6.35 | 6.59 | 7.08 | 7.01 | 7.19 | 8.23lm | 6.07m | 3.55 | 8.01o | 5.82 | 7.55 | 7.17 | 7.70 | 8.56 | 8.48u | 6.40 | 4.54 | 8.24x | 6.61 | 6.99 | 6.79 | 7.16 | 7.50 | 8.72FG | 6.48G | 3.88 | 8.15I | 6.02 |
| Standard error | | 0.10 | 0.16 | 0.18 | 0.09 | 0.12 | 0.10 | 0.20 | 0.20 | 0.15 | 0.50 | 0.08 | 0.15 | 0.26 | 0.11 | 0.15 | 0.34 | 0.28 | 0.26 | 0.73 | 0.13 | 0.32 | 0.55 | 0.18 | 0.28 | 0.35 | 0.36 | 0.24 | 1.31 | 0.16 | 0.20 | 0.38 | 0.20 | 0.25 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 34

**Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Willingness to help resolve your issue.**

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

| | | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | EE (b) | PLUSNET (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 632 | 204 | 214 | 611 | 539 | 697 | 155 | 121 | 313 | 22** | 376 | 173 | 62* | 331 | 273 | 144 | 104 | 268 | 23** | 236 | 179 | 124 | 229 | 305 | 212 | 138 | 322 | 25** | 318 | 236 | 143 | 338 | 350 |
| 10 - Extremely satisfied | (10) | 106 | 54 | 46 | 133 | 71 | 96 | 37 | 20 | 68 | 8 | 126 | 5 | 2 | 110 | 23 | 23 | 12 | 31 | 5 | 55 | 12 | 4 | 56 | 15 | 33 | 18 | 40 | 5 | 83 | 13 | - | 82 | 12 |
| | | 17% | 26%ade | 21%de | 22%ade | 13% | 14% | 24% | 17% | 22% | 36% | 34%FG | 3% | 3% | 33%l | 8% | 16% | 12% | 12% | 22% | 23%lm | 7% | 3% | 24%o | 5% | 16% | 13% | 12% | 20% | 26%uv | 6%v | - | 24%x | 3% |
| 9 - | (9) | 85 | 27 | 27 | 88 | 57 | 72 | 20 | 19 | 45 | 4 | 77 | 9 | 2 | 65 | 22 | 15 | 18 | 23 | 1 | 44 | 9 | 4 | 37 | 20 | 20 | 17 | 32 | 3 | 59 | 9 | 4 | 51 | 20 |
| | | 13% | 13% | 13% | 14%e | 11% | 10% | 13% | 16% | 14% | 18% | 20%FG | 5% | 3% | 20%l | 8% | 10% | 17%l | 9% | 4% | 19%lm | 5% | 3% | 16%o | 7% | 9% | 12% | 10% | 12% | 19%uv | 4% | 3% | 15%x | 6% |
| 8 - | (8) | 122 | 38 | 36 | 109 | 77 | 112 | 25 | 26 | 55 | 3 | 78 | 26 | 5 | 66 | 42 | 22 | 11 | 39 | 5 | 57 | 16 | 4 | 46 | 30 | 37 | 23 | 48 | 4 | 79 | 27 | 6 | 80 | 32 |
| | | 19%d | 19% | 17% | 18% | 14% | 16% | 16% | 21% | 18% | 14% | 21%G | 15% | 8% | 20% | 15% | 15% | 11% | 15% | 22% | 24%lm | 9% | 3% | 20%o | 10% | 17% | 17% | 15% | 16% | 25%uv | 11%v | 4% | 24%x | 9% |
| 7 - | (7) | 82 | 28 | 28 | 95 | 76 | 94 | 25 | 19 | 49 | 2 | 51 | 39 | 5 | 39 | 56 | 15 | 16 | 43 | 2 | 41 | 32 | 3 | 42 | 34 | 29 | 16 | 46 | 3 | 48 | 40 | 6 | 42 | 50 |
| | | 13% | 14% | 13% | 16% | 14% | 13% | 16% | 16% | 16% | 9% | 14% | 23%EG | 8% | 12% | 21%H | 10% | 15% | 16% | 9% | 17%m | 18%m | 2% | 18%o | 11% | 14% | 12% | 14% | 12% | 15%v | 17%v | 4% | 12% | 14% |
| 6 - | (6) | 69 | 14 | 17 | 62 | 57 | 79 | 13 | 13 | 35 | 1 | 21 | 37 | 4 | 23 | 36 | 17 | 10 | 30 | - | 17 | 33 | 7 | 12 | 44 | 13 | 24 | 38 | 4 | 24 | 46 | 9 | 29 | 50 |
| | | 11% | 7% | 8% | 10% | 11% | 11% | 8% | 11% | 11% | 5% | 6% | 21%EG | 6% | 7% | 13%H | 12% | 10% | 11% | - | 7% | 18%km | 6% | 5% | 14%n | 6% | 17%p | 12%p | 16% | 8% | 19%tv | 6% | 9% | 14%w |
| 5 - | (5) | 57 | 15 | 23 | 42 | 58 | 71 | 6 | 9 | 26 | 1 | 13 | 22 | 7 | 16 | 26 | 16 | 15 | 23 | 4 | 13 | 37 | 8 | 18 | 40 | 24 | 17 | 29 | 1 | 15 | 44 | 12 | 21 | 49 |
| | | 9% | 7% | 11% | 7% | 11%c | 10%c | 4% | 7% | 8% | 5% | 3% | 13%E | 11%E | 5% | 10%H | 11% | 14% | 9% | 17% | 6% | 21%km | 6% | 8% | 13% | 11% | 12% | 9% | 4% | 5% | 19%tv | 8% | 6% | 14%w |
| 4 - | (4) | 31 | 14 | 13 | 33 | 40 | 44 | 11 | 7 | 12 | 3 | 4 | 22 | 7 | 5 | 28 | 6 | 8 | 24 | 2 | 5 | 21 | 14 | 11 | 28 | 11 | 8 | 25 | - | 2 | 30 | 12 | 6 | 37 |
| | | 5% | 7% | 6% | 5% | 7% | 6% | 7% | 6% | 4% | 14% | 1% | 13%E | 11%E | 2% | 10%H | 4% | 8% | 9% | 9% | 2% | 12%k | 11%kl | 5% | 9% | 5% | 6% | 8% | - | 1% | 13%t | 8%t | 2% | 11%w |
| 3 - | (3) | 26 | 4 | 7 | 19 | 31 | 34 | 6 | 4 | 9 | - | 1 | 10 | 8 | 3 | 16 | 7 | 6 | 16 | 2 | 3 | 11 | 17 | 1 | 30 | 9 | 4 | 21 | - | 3 | 12 | 19 | 10 | 23 |
| | | 4% | 2% | 3% | 3% | 6%bc | 5% | 4% | 3% | 3% | - | * | 6%E | 13%E | 1% | 6%H | 5% | 6% | 6% | 9% | 1% | 6%k | 14%kl | * | 10%n | 4% | 3% | 7% | - | 1% | 5%t | 13%tu | 3% | 7%w |
| 2 - | (2) | 12 | 3 | 3 | 7 | 17 | 35 | 3 | 1 | 3 | - | 2 | - | 5 | 2 | 5 | 6 | 2 | 9 | - | 1 | 2 | 14 | 1 | 15 | 10 | 7 | 17 | 1 | 1 | 7 | 27 | 6 | 29 |
| | | 2% | 1% | 1% | 1% | 3%c | 5%abcf | 2% | 1% | 1% | - | 1% | - | 8%EF | 1% | 2% | 4% | 2% | 3% | - | * | 1% | 11%kl | * | 5%n | 5% | 5% | 5% | 4% | * | 3%t | 19%tu | 2% | 8%w |
| 1 - Extremely dissatisfied | (1) | 37 | 5 | 12 | 18 | 53 | 55 | 8 | 2 | 8 | - | - | 3 | 15 | - | 17 | 17 | 5 | 29 | 2 | - | 5 | 48 | 5 | 48 | 25 | 3 | 23 | 4 | 1 | 6 | 48 | 7 | 47 |
| | | 6%c | 2% | 6% | 3% | 10%abc | 8%bc | 5% | 2% | 3% | - | - | 2%E | 24%EF | - | 6%H | 12% | 5% | 11% | 9% | - | 3%k | 39%kl | 2% | 16%n | 12%q | 2% | 7%q | 16% | * | 3%t | 34%tu | 2% | 13%w |
| Not applicable | | 5 | 2 | 2 | 5 | 2 | 5 | 1 | 1 | 3 | - | 3 | - | 2 | 2 | 2 | - | 1 | 1 | - | - | 1 | 1 | - | 1 | 1 | 1 | 3 | - | 3 | 2 | - | 4 | 1 |
| | | 1% | 1% | 1% | 1% | * | 1% | 1% | 1% | 1% | - | 1% | - | 3%F | 1% | 1% | - | 1% | 1% | - | - | 1% | 1% | - | * | * | 1% | 1% | - | 1% | 1% | - | 1% | * |
| NET: Dissatisfied | (1-3) | 75 | 12 | 22 | 44 | 101 | 124 | 17 | 7 | 20 | - | 3 | 13 | 28 | 5 | 38 | 30 | 13 | 54 | 4 | 4 | 18 | 79 | 7 | 93 | 44 | 14 | 61 | 5 | 5 | 25 | 94 | 23 | 99 |
| | | 12%bc | 6% | 10% | 7% | 19%abcf | 18%abcf | 11% | 6% | 6% | - | 1% | 8%E | 45%EF | 2% | 14%H | 21% | 13% | 20% | 17% | 2% | 10%k | 64%kl | 3% | 30%n | 21%q | 10% | 19%q | 20% | 2% | 11%t | 66%tu | 7% | 28%w |
| NET: Neutral | (4-6) | 157 | 43 | 53 | 137 | 155 | 194 | 30 | 29 | 73 | 5 | 38 | 81 | 18 | 44 | 90 | 39 | 33 | 77 | 6 | 35 | 91 | 29 | 41 | 112 | 48 | 49 | 92 | 5 | 41 | 120 | 33 | 56 | 136 |
| | | 25% | 21% | 25% | 22% | 29%bc | 28%c | 19% | 24% | 23% | 23% | 10% | 47%EG | 29%E | 13% | 33%H | 27% | 32% | 29% | 26% | 15% | 51%km | 23%k | 18% | 37%n | 23% | 36%p | 29% | 20% | 13% | 51%tv | 23%t | 17% | 39%w |
| NET: Satisfied | (7-10) | 395 | 147 | 137 | 425 | 281 | 374 | 107 | 84 | 217 | 17 | 332 | 79 | 14 | 280 | 143 | 75 | 57 | 136 | 13 | 197 | 69 | 15 | 181 | 99 | 119 | 74 | 166 | 15 | 269 | 89 | 16 | 255 | 114 |
| | | 63%de | 72%ade | 64%de | 70%ade | 52% | 54% | 69% | 69% | 69% | 77% | 88%FG | 46%G | 23% | 85%l | 52% | 52% | 55% | 51% | 57% | 83%lm | 39%m | 12% | 79%o | 32% | 56% | 54% | 52% | 60% | 85%uv | 38%v | 11% | 75%x | 33% |
| Mean score | | 6.92de | 7.53ade f | 7.05de | 7.36ade | 6.23 | 6.35 | 7.20 | 7.32 | 7.41 | 8.05 | 8.44FG | 6.16G | 4.15 | 8.32l | 6.23 | 6.26 | 6.56 | 6.05 | 6.48 | 8.00lm | 5.97m | 3.20 | 7.73o | 5.11 | 6.27 | 6.71 | 6.23 | 6.60 | 8.15uv | 5.89v | 3.13 | 7.68x | 5.08 |
| Standard error | | 0.10 | 0.16 | 0.18 | 0.09 | 0.12 | 0.10 | 0.21 | 0.19 | 0.13 | 0.46 | 0.08 | 0.14 | 0.35 | 0.09 | 0.15 | 0.24 | 0.25 | 0.17 | 0.61 | 0.11 | 0.15 | 0.23 | 0.14 | 0.15 | 0.20 | 0.20 | 0.15 | 0.62 | 0.09 | 0.13 | 0.19 | 0.12 | 0.14 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 35

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

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

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 632 | 204 | 214 | 611 | 539 | 697 | 176 | 137 | 292 | 27** | 359 | 176 | 97* | 318 | 309 | 55* | 64* | 76* | 9** | 135 | 43* | 26** | 112 | 88* | 67* | 38* | 100 | 9** | 104 | 69* | 41* | 103 | 110 |
| Courtesy and politeness of advisors | 431 | 147 | 148 | 450 | 290 | 405 | 100 | 92 | 221 | 18 | 317 | 87 | 27 | 256 | 175 | 32 | 44 | 62 | 9 | 119 | 21 | 7 | 94 | 49 | 44 | 22 | 77 | 5 | 91 | 41 | 16 | 84 | 64 |
| | 68%de | 72%de | 69%de | 74%ade | 54% | 58% | 57% | 67% | 76%g | 67% | 88%lm | 49%m | 28% | 81%o | 57% | 58% | 69% | 82%p | 100% | 88%u | 49% | 27% | 84%x | 56% | 66% | 58% | 77%B | 56% | 88%FG | 59%G | 39% | 82%l | 58% |
| Ease of finding provider contact details | 396 | 140 | 143 | 411 | 302 | 430 | 92 | 86 | 202 | 16 | 299 | 74 | 23 | 239 | 157 | 34 | 38 | 61 | 7 | 113 | 19 | 8 | 88 | 49 | 42 | 22 | 72 | 7 | 94 | 34 | 15 | 85 | 58 |
| | 63%d | 69%d | 67%d | 67%de | 56% | 62%d | 52% | 63% | 69%g | 59% | 83%lm | 42%m | 24% | 75%o | 51% | 62% | 59% | 80%pq | 78% | 84%u | 44% | 31% | 79%x | 56% | 63% | 58% | 72% | 78% | 90%FG | 49% | 37% | 83%l | 53% |
| Willingness to help resolve your issue | 395 | 147 | 137 | 425 | 281 | 374 | 102 | 90 | 187 | 16 | 303 | 77 | 15 | 254 | 140 | 38 | 44 | 58 | 7 | 121 | 20 | 6 | 91 | 52 | 42 | 23 | 67 | 5 | 93 | 37 | 7 | 82 | 55 |
| | 63%de | 72%ade | 64%de | 70%ade | 52% | 54% | 58% | 66% | 64% | 59% | 84%lm | 44%m | 15% | 80%o | 45% | 69% | 69% | 76% | 78% | 90%u | 47% | 23% | 81%x | 59% | 63% | 61% | 67% | 56% | 89%FG | 54%G | 17% | 80%l | 50% |
| Advisor doing what they said they would do | 387 | 137 | 130 | 409 | 273 | 361 | 98 | 87 | 187 | 15 | 311 | 64 | 12 | 258 | 129 | 35 | 38 | 57 | 7 | 118 | 13 | 6 | 90 | 44 | 41 | 18 | 66 | 5 | 88 | 37 | 5 | 79 | 51 |
| | 61%de | 67%de | 61%de | 67%ade | 51% | 52% | 56% | 64% | 64% | 56% | 87%lm | 36%m | 12% | 81%o | 42% | 64% | 59% | 75% | 78% | 87%u | 30% | 23% | 80%x | 50% | 61% | 47% | 66%B | 56% | 85%FG | 54%G | 12% | 77%l | 46% |
| Getting the issue resolved to your satisfaction | 343 | 137 | 109 | 363 | 233 | 326 | 87 | 82 | 160 | 14 | 290 | 50 | 3 | 242 | 101 | 36 | 41 | 53 | 7 | 115 | 16 | 6 | 92 | 42 | 33 | 17 | 54 | 5 | 85 | 21 | 3 | 74 | 35 |
| | 54%de | 67%acdef | 51% | 59%def | 43% | 47% | 49% | 60% | 55% | 52% | 81%lm | 28%m | 3% | 76%o | 33% | 65% | 64% | 70% | 78% | 85%u | 37% | 23% | 82%x | 48% | 49% | 45% | 54% | 56% | 82%FG | 30%G | 7% | 72%l | 32% |
| Logging of query details to avoid having to repeat yourself | 338 | 134 | 121 | 389 | 231 | 311 | 83 | 84 | 156 | 15 | 272 | 56 | 10 | 224 | 114 | 34 | 43 | 51 | 6 | 108 | 18 | 8 | 85 | 46 | 33 | 20 | 62 | 6 | 86 | 29 | 6 | 80 | 41 |
| | 53%de | 66%ade | 57%de | 64%ade | 43% | 45% | 47% | 61%g | 53% | 56% | 76%lm | 32%m | 10% | 70%o | 37% | 62% | 67% | 67% | 67% | 80%u | 42% | 31% | 76%x | 52% | 49% | 53% | 62% | 67% | 83%FG | 42%G | 15% | 78%l | 37% |
| The time taken to handle your issue | 331 | 126 | 117 | 359 | 221 | 302 | 86 | 75 | 154 | 16 | 278 | 44 | 9 | 224 | 105 | 29 | 36 | 53 | 8 | 105 | 14 | 7 | 81 | 41 | 38 | 21 | 53 | 5 | 87 | 26 | 4 | 76 | 41 |
| | 52%de | 62%ade | 55%de | 59%ade | 41% | 43% | 49% | 55% | 53% | 59% | 77%lm | 25%m | 9% | 70%o | 34% | 53% | 56% | 70% | 89% | 78%u | 33% | 27% | 72%x | 47% | 57% | 55% | 53% | 56% | 84%FG | 38%G | 10% | 74%l | 37% |
| Offering compensation or a goodwill payment | 292 | 114 | 72 | 292 | 161 | 248 | 86 | 76 | 117 | 13 | 231 | 51 | 10 | 193 | 98 | 34 | 38 | 36 | 6 | 95 | 15 | 4 | 77 | 34 | 26 | 19 | 22 | 5 | 49 | 15 | 8 | 50 | 22 |
| | 46%def | 56%acdef | 34% | 48%def | 30% | 36%d | 49% | 55%d | 40% | 48% | 64%lm | 29%m | 10% | 61%o | 32% | 62% | 59% | 47% | 67% | 70%u | 35% | 15% | 69%x | 39% | 39%C | 50%C | 22% | 56% | 47%FG | 22% | 20% | 49%l | 20% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 36

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

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

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | PLUSNET (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 632 | 204 | 214 | 611 | 539 | 697 | 155 | 121 | 313 | 22** | 376 | 173 | 62* | 331 | 273 | 144 | 104 | 268 | 23** | 236 | 179 | 124 | 229 | 305 | 212 | 138 | 322 | 25** | 318 | 236 | 143 | 338 | 350 |
| Courtesy and politeness of advisors | 431 | 147 | 148 | 450 | 290 | 405 | 111 | 89 | 231 | 19 | 330 | 94 | 26 | 281 | 165 | 73 | 60 | 145 | 12 | 196 | 72 | 22 | 174 | 115 | 120 | 79 | 192 | 14 | 265 | 103 | 37 | 252 | 149 |
| | 68%de | 72%de | 69%de | 74%ade | 54% | 58% | 72% | 74% | 74% | 86% | 88%FG | 54% | 42% | 85%l | 60% | 51% | 58% | 54% | 52% | 83%lm | 40%m | 18% | 76%o | 38% | 57% | 57% | 60% | 56% | 83%uv | 44%v | 26% | 75%x | 43% |
| Ease of finding provider contact details | 396 | 140 | 143 | 411 | 302 | 430 | 94 | 85 | 216 | 16 | 323 | 74 | 14 | 265 | 142 | 83 | 50 | 154 | 15 | 198 | 75 | 29 | 171 | 130 | 133 | 81 | 202 | 14 | 267 | 117 | 46 | 254 | 171 |
| | 63%d | 69%d | 67%d | 67%de | 56% | 62%d | 61% | 70% | 69% | 73% | 86%FG | 43%G | 23% | 80%l | 52% | 58% | 48% | 57% | 65% | 84%lm | 42%m | 23% | 75%o | 43% | 63% | 59% | 63% | 56% | 84%uv | 50%v | 32% | 75%x | 49% |
| Willingness to help resolve your issue | 395 | 147 | 137 | 425 | 281 | 374 | 107 | 84 | 217 | 17 | 332 | 79 | 14 | 280 | 143 | 75 | 57 | 136 | 13 | 197 | 69 | 15 | 181 | 99 | 119 | 74 | 166 | 15 | 269 | 89 | 16 | 255 | 114 |
| | 63%de | 72%ade | 64%de | 70%ade | 52% | 54% | 69% | 69% | 69% | 77% | 88%FG | 46%G | 23% | 85%l | 52% | 52% | 55% | 51% | 57% | 83%lm | 39%m | 12% | 79%o | 32% | 56% | 54% | 52% | 60% | 85%uv | 38%v | 11% | 75%x | 33% |
| Advisor doing what they said they would do | 387 | 137 | 130 | 409 | 273 | 361 | 100 | 85 | 204 | 20 | 334 | 69 | 6 | 271 | 135 | 70 | 55 | 135 | 13 | 193 | 68 | 12 | 168 | 103 | 115 | 74 | 158 | 14 | 258 | 90 | 13 | 251 | 106 |
| | 61%de | 67%de | 61%de | 67%ade | 51% | 52% | 65% | 70% | 65% | 91% | 89%FG | 40%G | 10% | 82%l | 49% | 49% | 53% | 50% | 57% | 82%lm | 38%m | 10% | 73%o | 34% | 54% | 54% | 49% | 56% | 81%uv | 38%v | 9% | 74%x | 30% |
| Getting the issue resolved to your satisfaction | 343 | 137 | 109 | 363 | 233 | 326 | 83 | 73 | 189 | 18 | 314 | 41 | 8 | 264 | 96 | 61 | 50 | 111 | 11 | 182 | 47 | 4 | 160 | 73 | 98 | 77 | 139 | 12 | 262 | 57 | 7 | 242 | 81 |
| | 54%de | 67%acdef | 51% | 59%def | 43% | 47% | 54% | 60% | 60% | 82% | 84%FG | 24% | 13% | 80%l | 35% | 42% | 48% | 41% | 48% | 77%lm | 26%m | 3% | 70%o | 24% | 46% | 56%r | 43% | 48% | 82%uv | 24%v | 5% | 72%x | 23% |
| Logging of query details to avoid having to repeat yourself | 338 | 134 | 121 | 389 | 231 | 311 | 91 | 87 | 192 | 19 | 309 | 70 | 10 | 258 | 129 | 67 | 48 | 106 | 10 | 172 | 50 | 9 | 147 | 83 | 99 | 68 | 132 | 12 | 239 | 65 | 7 | 221 | 89 |
| | 53%de | 66%ade | 57%de | 64%ade | 43% | 45% | 59% | 72%AC | 61% | 86% | 82%FG | 40%G | 16% | 78%l | 47% | 47% | 46% | 40% | 43% | 73%lm | 28%m | 7% | 64%o | 27% | 47% | 49% | 41% | 48% | 75%uv | 28%v | 5% | 65%x | 25% |
| The time taken to handle your issue | 331 | 126 | 117 | 359 | 221 | 302 | 95 | 76 | 172 | 16 | 297 | 55 | 7 | 245 | 114 | 59 | 47 | 103 | 12 | 176 | 40 | 5 | 143 | 77 | 99 | 72 | 123 | 8 | 242 | 52 | 8 | 219 | 81 |
| | 52%de | 62%ade | 55%de | 59%ade | 41% | 43% | 61% | 63% | 55% | 73% | 79%FG | 32%G | 11% | 74%l | 42% | 41% | 45% | 38% | 52% | 75%lm | 22%m | 4% | 62%o | 25% | 47% | 52%r | 38% | 32% | 76%uv | 22%v | 6% | 65%x | 23% |
| Offering compensation or a goodwill payment | 292 | 114 | 72 | 292 | 161 | 248 | 82 | 74 | 118 | 18 | 245 | 37 | 10 | 218 | 73 | 46 | 51 | 59 | 5 | 120 | 33 | 8 | 104 | 57 | 85 | 70 | 83 | 10 | 191 | 43 | 14 | 173 | 73 |
| | 46%def | 56%acdef | 34% | 48%def | 30% | 36%d | 53%C | 61%C | 38% | 82% | 65%FG | 21% | 16% | 66%l | 27% | 32%i | 49%gi | 22% | 22% | 51%lm | 18%m | 6% | 45%o | 19% | 40%r | 51%r | 26% | 40% | 60%uv | 18%v | 10% | 51%x | 21% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 37

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

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

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 632 | 204 | 214 | 611 | 539 | 697 | 176 | 137 | 292 | 27** | 359 | 176 | 97* | 318 | 309 | 55* | 64* | 76* | 9** | 135 | 43* | 26** | 112 | 88* | 67* | 38* | 100 | 9** | 104 | 69* | 41* | 103 | 110 |
| Completely resolved | 318 | 112 | 103 | 331 | 229 | 338 | 73 | 87 | 143 | 15 | 253 | 50 | 15 | 318 | - | 31 | 35 | 42 | 4 | 86 | 15 | 11 | 112 | - | 35 | 19 | 44 | 5 | 75 | 22 | 6 | 103 | - |
| | 50%d | 55%d | 48% | 54%de | 42% | 48%d | 41% | 64%gl | 49% | 56% | 70%lm | 28%m | 15% | 100%o | - | 56% | 55% | 55% | 44% | 64%u | 35% | 42% | 100%x | - | 52% | 50% | 44% | 56% | 72%FG | 32%G | 15% | 100%l | - |
| Partly resolved | 236 | 70 | 69 | 205 | 211 | 249 | 81 | 42 | 106 | 7 | 100 | 100 | 36 | - | 236 | 21 | 23 | 23 | 3 | 43 | 20 | 7 | - | 70 | 21 | 15 | 33 | - | 21 | 35 | 13 | - | 69 |
| | 37% | 34% | 32% | 34% | 39%c | 36% | 46%hi | 31% | 36% | 26% | 28% | 57%km | 37% | - | 76%n | 38% | 36% | 30% | 33% | 32% | 47% | 27% | - | 80%w | 31% | 39% | 33% | - | 20% | 51%E | 32% | - | 63%H |
| Not resolved at all | 73 | 18 | 41 | 68 | 94 | 101 | 21 | 8 | 41 | 3 | 6 | 23 | 44 | - | 73 | 3 | 6 | 9 | - | 2 | 8 | 8 | - | 18 | 11 | 4 | 22 | 4 | 7 | 12 | 22 | - | 41 |
| | 12% | 9% | 19%abc | 11% | 17%abc | 14%b | 12% | 6% | 14%h | 11% | 2% | 13%k | 45%kl | - | 24%n | 5% | 9% | 12% | - | 1% | 19%t | 31% | - | 20%w | 16% | 11% | 22% | 44% | 7% | 17%E | 54%EF | - | 37%H |
| Don't know | 5 | 4 | 1 | 7 | 5 | 9 | 1 | - | 2 | 2 | - | 3 | 2 | - | - | - | - | 2 | 2 | 4 | - | - | - | - | - | - | 1 | - | 1 | - | - | - | - |
| | 1% | 2% | * | 1% | 1% | 1% | 1% | - | 1% | 7% | - | 2%k | 2%k | - | - | - | - | 3% | 22% | 3% | - | - | - | - | - | - | 1% | - | 1% | - | - | - | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 38

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

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

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | PLUSNET (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 632 | 204 | 214 | 611 | 539 | 697 | 155 | 121 | 313 | 22** | 376 | 173 | 62* | 331 | 273 | 144 | 104 | 268 | 23** | 236 | 179 | 124 | 229 | 305 | 212 | 138 | 322 | 25** | 318 | 236 | 143 | 338 | 350 |
| Completely resolved | 318 | 112 | 103 | 331 | 229 | 338 | 94 | 69 | 156 | 12 | 267 | 55 | 9 | 331 | - | 62 | 46 | 107 | 14 | 158 | 60 | 11 | 229 | - | 108 | 68 | 146 | 16 | 235 | 80 | 23 | 338 | - |
| | 50%d | 55%d | 48% | 54%de | 42% | 48%d | 61%G | 57% | 50% | 55% | 71%FG | 32%G | 15% | 100%I | - | 43% | 44% | 40% | 61% | 67%lm | 34%m | 9% | 100%o | - | 51% | 49% | 45% | 64% | 74%uv | 34%v | 16% | 100%x | - |
| Partly resolved | 236 | 70 | 69 | 205 | 211 | 249 | 43 | 42 | 112 | 8 | 96 | 88 | 21 | - | 205 | 54 | 46 | 104 | 7 | 71 | 96 | 44 | - | 211 | 68 | 59 | 117 | 5 | 71 | 130 | 48 | - | 249 |
| | 37% | 34% | 32% | 34% | 39%c | 36% | 28% | 35% | 36% | 36% | 26% | 51%EG | 34% | - | 75%H | 38% | 44% | 39% | 30% | 30% | 54%km | 35% | - | 69%n | 32% | 43%p | 36% | 20% | 22% | 55%tv | 34%t | - | 71%w |
| Not resolved at all | 73 | 18 | 41 | 68 | 94 | 101 | 17 | 10 | 40 | 1 | 11 | 25 | 32 | - | 68 | 27 | 9 | 56 | 2 | 6 | 23 | 65 | - | 94 | 34 | 9 | 54 | 4 | 10 | 23 | 68 | - | 101 |
| | 12% | 9% | 19%abc | 11% | 17%abc | 14%b | 11% | 8% | 13% | 5% | 3% | 14%E | 52%EF | - | 25%H | 19%h | 9% | 21%h | 9% | 3% | 13%k | 52%kl | - | 31%n | 16%q | 7% | 17%q | 16% | 3% | 10%t | 48%tu | - | 29%w |
| Don't know | 5 | 4 | 1 | 7 | 5 | 9 | 1 | - | 5 | 1 | 2 | 5 | - | - | - | 1 | 3 | 1 | - | 1 | - | 4 | - | - | 2 | 2 | 5 | - | 2 | 3 | 4 | - | - |
| | 1% | 2% | * | 1% | 1% | 1% | 1% | - | 2% | 5% | 1% | 3%E | - | - | - | 1% | 3% | * | - | * | - | 3%kl | - | - | 1% | 1% | 2% | - | 1% | 1% | 3% | - | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 39

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

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

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 632 | 204 | 214 | 611 | 539 | 697 | 176 | 137 | 292 | 27** | 359 | 176 | 97* | 318 | 309 | 55* | 64* | 76* | 9** | 135 | 43* | 26** | 112 | 88* | 67* | 38* | 100 | 9** | 104 | 69* | 41* | 103 | 110 |
| Yes | 242 | 92 | 70 | 261 | 152 | 244 | 58 | 71 | 99 | 14 | 201 | 33 | 8 | 242 | - | 26 | 30 | 32 | 4 | 70 | 13 | 9 | 92 | - | 25 | 12 | 30 | 3 | 57 | 13 | - | 70 | - |
| | 38%d | 45%def | 33% | 43%def | 28% | 35%d | 33% | 52%gi | 34% | 52% | 56%lm | 19%m | 8% | 76%o | - | 47% | 47% | 42% | 44% | 52%tu | 30% | 35% | 82%x | - | 37% | 32% | 30% | 33% | 55%FG | 19%G | - | 68%l | - |
| No | 75 | 20 | 31 | 69 | 72 | 89 | 14 | 16 | 44 | 1 | 51 | 17 | 7 | 75 | - | 5 | 5 | 10 | - | 16 | 2 | 2 | 20 | - | 10 | 7 | 12 | 2 | 17 | 8 | 6 | 31 | - |
| | 12% | 10% | 14% | 11% | 13% | 13% | 8% | 12% | 15%q | 4% | 14% | 10% | 7% | 24%o | - | 9% | 8% | 13% | - | 12% | 5% | 8% | 18%x | - | 15% | 18% | 12% | 22% | 16% | 12% | 15% | 30%l | - |
| Don't know | 1 | - | 2 | 1 | 5 | 5 | 1 | - | - | - | 1 | - | - | 1 | - | - | - | - | - | - | - | - | - | - | - | - | 2 | - | 1 | 1 | - | 2 | - |
| | * | - | 1% | * | 1% | 1% | 1% | - | - | - | * | - | - | * | - | - | - | - | - | - | - | - | - | - | - | - | 2% | - | 1% | 1% | - | 2% | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 40

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

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

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | PLUSNET (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 632 | 204 | 214 | 611 | 539 | 697 | 155 | 121 | 313 | 22** | 376 | 173 | 62* | 331 | 273 | 144 | 104 | 268 | 23** | 236 | 179 | 124 | 229 | 305 | 212 | 138 | 322 | 25** | 318 | 236 | 143 | 338 | 350 |
| Yes | 242 | 92 | 70 | 261 | 152 | 244 | 87 | 56 | 106 | 12 | 222 | 35 | 4 | 261 | - | 46 | 35 | 58 | 13 | 118 | 33 | 1 | 152 | - | 78 | 57 | 102 | 7 | 187 | 50 | 7 | 244 | - |
| | 38%d | 45%def | 33% | 43%def | 28% | 35%d | 56%C | 46%C | 34% | 55% | 59%FG | 20%G | 6% | 79%l | - | 32%i | 34%i | 22% | 57% | 50%lm | 18%m | 1% | 66%o | - | 37% | 41%r | 32% | 28% | 59%uv | 21%v | 5% | 72%x | - |
| No | 75 | 20 | 31 | 69 | 72 | 89 | 7 | 13 | 49 | - | 44 | 20 | 5 | 69 | - | 16 | 8 | 47 | 1 | 38 | 24 | 10 | 72 | - | 30 | 8 | 43 | 8 | 45 | 29 | 15 | 89 | - |
| | 12% | 10% | 14% | 11% | 13% | 13% | 5% | 11%A | 16%A | - | 12% | 12% | 8% | 21%l | - | 11% | 8% | 18%h | 4% | 16%m | 13% | 8% | 31%o | - | 14%q | 6% | 13%q | 32% | 14% | 12% | 10% | 26%x | - |
| Don't know | 1 | - | 2 | 1 | 5 | 5 | - | - | 1 | - | 1 | - | - | 1 | - | - | 3 | 2 | - | 2 | 3 | - | 5 | - | - | 3 | 1 | 1 | 3 | 1 | 1 | 5 | - |
| | * | - | 1% | * | 1% | 1% | - | - | * | - | * | - | - | * | - | - | 3%g | 1% | - | 1% | 2% | - | 2%o | - | - | 2%pr | * | 4% | 1% | * | 1% | 1%x | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 41

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

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

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 318 | 112 | 103 | 331 | 229 | 338 | 73* | 87* | 143 | 15** | 253 | 50* | 15** | 318 | -** | 31* | 35* | 42* | 4** | 86* | 15** | 11** | 112 | -** | 35* | 19** | 44* | 5** | 75* | 22** | 6** | 103 | -** |
| Yes | 242 | 92 | 70 | 261 | 152 | 244 | 58 | 71 | 99 | 14 | 201 | 33 | 8 | 242 | - | 26 | 30 | 32 | 4 | 70 | 13 | 9 | 92 | - | 25 | 12 | 30 | 3 | 57 | 13 | - | 70 | - |
| | 76%d | 82%def | 68% | 79%def | 66% | 72% | 79% | 82%d | 69% | 93% | 79%d | 66% | 53% | 76% | - | 84% | 86% | 76% | 100% | 81% | 87% | 82% | 82% | - | 71% | 63% | 68% | 60% | 76% | 59% | - | 68% | - |
| No | 75 | 20 | 31 | 69 | 72 | 89 | 14 | 16 | 44 | 1 | 51 | 17 | 7 | 75 | - | 5 | 5 | 10 | - | 16 | 2 | 2 | 20 | - | 10 | 7 | 12 | 2 | 17 | 8 | 6 | 31 | - |
| | 24% | 18% | 30%b | 21% | 31%abc | 26% | 19% | 18% | 31%h | 7% | 20% | 34%k | 47% | 24% | - | 16% | 14% | 24% | - | 19% | 13% | 18% | 18% | - | 29% | 37% | 27% | 40% | 23% | 36% | 100% | 30% | - |
| Don't know | 1 | - | 2 | 1 | 5 | 5 | 1 | - | - | - | 1 | - | - | 1 | - | - | - | - | - | - | - | - | - | - | - | - | 2 | - | 1 | 1 | - | 2 | - |
| | * | - | 2% | * | 2%ac | 1% | 1% | - | - | - | * | - | - | * | - | - | - | - | - | - | - | - | - | - | - | - | 5% | - | 1% | 5% | - | 2% | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 42

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

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

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | PLUSNET (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 318 | 112 | 103 | 331 | 229 | 338 | 94* | 69* | 156 | 12** | 267 | 55* | 9** | 331 | -** | 62* | 46* | 107 | 14** | 158 | 60* | 11** | 229 | -** | 108 | 68* | 146 | 16** | 235 | 80* | 23** | 338 | -** |
| Yes | 242 | 92 | 70 | 261 | 152 | 244 | 87 | 56 | 106 | 12 | 222 | 35 | 4 | 261 | - | 46 | 35 | 58 | 13 | 118 | 33 | 1 | 152 | - | 78 | 57 | 102 | 7 | 187 | 50 | 7 | 244 | - |
| | 76%d | 82%def | 68% | 79%def | 66% | 72% | 93%BC | 81%C | 68% | 100% | 83%F | 64% | 44% | 79% | - | 74%i | 76%i | 54% | 93% | 75%l | 55% | 9% | 66% | - | 72% | 84%r | 70% | 44% | 80%u | 63% | 30% | 72% | - |
| No | 75 | 20 | 31 | 69 | 72 | 89 | 7 | 13 | 49 | - | 44 | 20 | 5 | 69 | - | 16 | 8 | 47 | 1 | 38 | 24 | 10 | 72 | - | 30 | 8 | 43 | 8 | 45 | 29 | 15 | 89 | - |
| | 24% | 18% | 30%b | 21% | 31%abc | 26% | 7% | 19%A | 31%A | - | 16% | 36%E | 56% | 21% | - | 26% | 17% | 44%gh | 7% | 24% | 40%k | 91% | 31% | - | 28%q | 12% | 29%q | 50% | 19% | 36%t | 65% | 26% | - |
| Don't know | 1 | - | 2 | 1 | 5 | 5 | - | - | 1 | - | 1 | - | - | 1 | - | - | 3 | 2 | - | 2 | 3 | - | 5 | - | - | 3 | 1 | 1 | 3 | 1 | 1 | 5 | - |
| | * | - | 2% | * | 2%ac | 1% | - | - | 1% | - | * | - | - | * | - | - | 7%g | 2% | - | 1% | 5% | - | 2% | - | - | 4%p | 1% | 6% | 1% | 1% | 4% | 1% | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 43

**Q15: What is your current employment status?**

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

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 632 | 204 | 214 | 611 | 539 | 697 | 176 | 137 | 292 | 27** | 359 | 176 | 97* | 318 | 309 | 55* | 64* | 76* | 9** | 135 | 43* | 26** | 112 | 88* | 67* | 38* | 100 | 9** | 104 | 69* | 41* | 103 | 110 |
| Employed or self-employed (full-time - 30hrs/wk+) | 345 | 111 | 92 | 367 | 266 | 351 | 103 | 78 | 153 | 11 | 201 | 94 | 50 | 175 | 167 | 28 | 42 | 38 | 3 | 85 | 15 | 11 | 65 | 45 | 33 | 15 | 42 | 2 | 50 | 22 | 20 | 49 | 43 |
| | 55%f | 54%f | 43% | 60%def | 49% | 50% | 59% | 57% | 52% | 41% | 56% | 53% | 52% | 55% | 54% | 51% | 66% | 50% | 33% | 63%u | 35% | 42% | 58% | 51% | 49% | 39% | 42% | 22% | 48%F | 32% | 49% | 48% | 39% |
| Employed or self-employed (part-time - 8-29 hrs/wk+) | 125 | 41 | 44 | 103 | 97 | 142 | 32 | 29 | 55 | 9 | 63 | 43 | 19 | 57 | 67 | 13 | 15 | 11 | 2 | 27 | 9 | 5 | 21 | 18 | 12 | 10 | 20 | 2 | 17 | 17 | 10 | 17 | 27 |
| | 20% | 20% | 21% | 17% | 18% | 20% | 18% | 21% | 19% | 33% | 18% | 24% | 20% | 18% | 22% | 24% | 23% | 14% | 22% | 20% | 21% | 19% | 19% | 20% | 18% | 26% | 20% | 22% | 16% | 25% | 24% | 17% | 25% |
| Homemaker | 57 | 17 | 19 | 64 | 50 | 77 | 14 | 16 | 24 | 3 | 37 | 13 | 7 | 29 | 27 | 4 | 1 | 11 | 1 | 7 | 8 | 2 | 8 | 8 | 3 | 7 | 9 | - | 8 | 7 | 4 | 7 | 12 |
| | 9% | 8% | 9% | 10% | 9% | 11% | 8% | 12% | 8% | 11% | 10% | 7% | 7% | 9% | 9% | 7% | 2% | 14%q | 11% | 5% | 19%t | 8% | 7% | 9% | 4% | 16%A | 9% | - | 8% | 10% | 10% | 7% | 11% |
| Student / under education | 35 | 17 | 21 | 32 | 40 | 44 | 8 | 4 | 22 | 1 | 12 | 17 | 6 | 17 | 18 | 5 | 5 | 6 | 1 | 7 | 4 | 6 | 9 | 8 | 2 | 6 | 11 | 2 | 5 | 13 | 3 | 10 | 11 |
| | 6% | 8% | 10%ac | 5% | 7% | 6% | 5% | 3% | 8% | 4% | 3% | 10%k | 6% | 5% | 6% | 9% | 8% | 8% | 11% | 5% | 9% | 23% | 8% | 9% | 3% | 16%A | 11% | 22% | 5% | 19%E | 7% | 10% | 10% |
| Temporarily not working (unemployed / illness) | 33 | 12 | 16 | 31 | 46 | 46 | 8 | 5 | 19 | 1 | 23 | 6 | 4 | 18 | 15 | 3 | 1 | 6 | 2 | 5 | 5 | 2 | 6 | 6 | 11 | - | 4 | 1 | 9 | 6 | 1 | 9 | 7 |
| | 5% | 6% | 7% | 5% | 9%ac | 7% | 5% | 4% | 7% | 4% | 6% | 3% | 4% | 6% | 5% | 5% | 2% | 8% | 22% | 4% | 12% | 8% | 5% | 7% | 16%BC | - | 4% | 11% | 9% | 9% | 2% | 9% | 6% |
| Retired | 37 | 6 | 22 | 14 | 40 | 37 | 11 | 5 | 19 | 2 | 23 | 3 | 11 | 22 | 15 | 2 | - | 4 | - | 4 | 2 | - | 3 | 3 | 6 | - | 14 | 2 | 15 | 4 | 3 | 11 | 10 |
| | 6%c | 3% | 10%abce | 2% | 7%bc | 5%c | 6% | 4% | 7% | 7% | 6%l | 2% | 11%l | 7% | 5% | 4% | - | 5% | - | 3% | 5% | - | 3% | 3% | 9% | - | 14%B | 22% | 14% | 6% | 7% | 11% | 9% |
| NET: Employed | 470 | 152 | 136 | 470 | 363 | 493 | 135 | 107 | 208 | 20 | 264 | 137 | 69 | 232 | 234 | 41 | 57 | 49 | 5 | 112 | 24 | 16 | 86 | 63 | 45 | 25 | 62 | 4 | 67 | 39 | 30 | 66 | 70 |
| | 74%df | 75%f | 64% | 77%def | 67% | 71%f | 77% | 78% | 71% | 74% | 74% | 78% | 71% | 73% | 76% | 75% | 89%pr | 64% | 56% | 83%u | 56% | 62% | 77% | 72% | 67% | 66% | 62% | 44% | 64% | 57% | 73% | 64% | 64% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 44

**Q15: What is your current employment status?**

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

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | PLUSNET (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 632 | 204 | 214 | 611 | 539 | 697 | 155 | 121 | 313 | 22** | 376 | 173 | 62* | 331 | 273 | 144 | 104 | 268 | 23** | 236 | 179 | 124 | 229 | 305 | 212 | 138 | 322 | 25** | 318 | 236 | 143 | 338 | 350 |
| Employed or self-employed (full-time - 30hrs/wk+) | 345 | 111 | 92 | 367 | 266 | 351 | 95 | 77 | 183 | 12 | 243 | 89 | 35 | 212 | 150 | 69 | 54 | 139 | 4 | 109 | 89 | 68 | 105 | 161 | 100 | 80 | 161 | 10 | 176 | 102 | 73 | 188 | 159 |
| | 55%f | 54%f | 43% | 60%def | 49% | 50% | 61% | 64% | 58% | 55% | 65%F | 51% | 56% | 64%l | 55% | 48% | 52% | 52% | 17% | 46% | 50% | 55% | 46% | 53% | 47% | 58%p | 50% | 40% | 55%u | 43% | 51% | 56%x | 45% |
| Employed or self-employed (part-time - 8-29 hrs/wk+) | 125 | 41 | 44 | 103 | 97 | 142 | 24 | 18 | 59 | 2 | 55 | 36 | 12 | 53 | 50 | 28 | 22 | 41 | 6 | 50 | 33 | 14 | 46 | 49 | 47 | 28 | 63 | 4 | 56 | 58 | 28 | 56 | 85 |
| | 20% | 20% | 21% | 17% | 18% | 20% | 15% | 15% | 19% | 9% | 15% | 21% | 19% | 16% | 18% | 19% | 21% | 15% | 26% | 21%m | 18% | 11% | 20% | 16% | 22% | 20% | 20% | 16% | 18% | 25%t | 20% | 17% | 24%w |
| Homemaker | 57 | 17 | 19 | 64 | 50 | 77 | 20 | 13 | 26 | 5 | 35 | 22 | 7 | 32 | 32 | 16 | 12 | 19 | 3 | 29 | 15 | 6 | 23 | 27 | 30 | 11 | 33 | 3 | 37 | 23 | 17 | 34 | 41 |
| | 9% | 8% | 9% | 10% | 9% | 11% | 13% | 11% | 8% | 23% | 9% | 13% | 11% | 10% | 12% | 11% | 12% | 7% | 13% | 12%m | 8% | 5% | 10% | 9% | 14% | 8% | 10% | 12% | 12% | 10% | 12% | 10% | 12% |
| Student / under education | 35 | 17 | 21 | 32 | 40 | 44 | 5 | 6 | 20 | 1 | 18 | 11 | 3 | 10 | 21 | 8 | 7 | 23 | 2 | 17 | 16 | 7 | 19 | 20 | 7 | 13 | 21 | 3 | 18 | 26 | - | 24 | 20 |
| | 6% | 8% | 10%ac | 5% | 7% | 6% | 3% | 5% | 6% | 5% | 5% | 6% | 5% | 3% | 8%H | 6% | 7% | 9% | 9% | 7% | 9% | 6% | 8% | 7% | 3% | 9%p | 7% | 12% | 6%v | 11%tv | - | 7% | 6% |
| Temporarily not working (unemployed / illness) | 33 | 12 | 16 | 31 | 46 | 46 | 8 | 4 | 17 | 2 | 18 | 9 | 4 | 18 | 12 | 13 | 6 | 23 | 4 | 14 | 15 | 17 | 19 | 26 | 15 | 4 | 23 | 4 | 19 | 16 | 11 | 20 | 24 |
| | 5% | 6% | 7% | 5% | 9%ac | 7% | 5% | 3% | 5% | 9% | 5% | 5% | 6% | 5% | 4% | 9% | 6% | 9% | 17% | 6% | 8% | 14%k | 8% | 9% | 7% | 3% | 7% | 16% | 6% | 7% | 8% | 6% | 7% |
| Retired | 37 | 6 | 22 | 14 | 40 | 37 | 3 | 3 | 8 | - | 7 | 6 | 1 | 6 | 8 | 10 | 3 | 23 | 4 | 17 | 11 | 12 | 17 | 22 | 13 | 2 | 21 | 1 | 12 | 11 | 14 | 16 | 21 |
| | 6%c | 3% | 10%abce | 2% | 7%bc | 5%c | 2% | 2% | 3% | - | 2% | 3% | 2% | 2% | 3% | 7% | 3% | 9% | 17% | 7% | 6% | 10% | 7% | 7% | 6%q | 1% | 7%q | 4% | 4% | 5% | 10%t | 5% | 6% |
| NET: Employed | 470 | 152 | 136 | 470 | 363 | 493 | 119 | 95 | 242 | 14 | 298 | 125 | 47 | 265 | 200 | 97 | 76 | 180 | 10 | 159 | 122 | 82 | 151 | 210 | 147 | 108 | 224 | 14 | 232 | 160 | 101 | 244 | 244 |
| | 74%df | 75%f | 64% | 77%def | 67% | 71%f | 77% | 79% | 77% | 64% | 79% | 72% | 76% | 80%l | 73% | 67% | 73% | 67% | 43% | 67% | 68% | 66% | 66% | 69% | 69% | 78% | 70% | 56% | 73% | 68% | 71% | 72% | 70% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 45

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

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

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 632 | 204 | 214 | 611 | 539 | 697 | 176 | 137 | 292 | 27** | 359 | 176 | 97* | 318 | 309 | 55* | 64* | 76* | 9** | 135 | 43* | 26** | 112 | 88* | 67* | 38* | 100 | 9** | 104 | 69* | 41* | 103 | 110 |
| Up to 10,399 Pounds | 65 | 26 | 30 | 45 | 83 | 74 | 20 | 18 | 25 | 2 | 39 | 19 | 7 | 38 | 26 | 8 | 7 | 8 | 3 | 13 | 8 | 5 | 12 | 14 | 13 | 3 | 11 | 3 | 17 | 5 | 8 | 19 | 11 |
| | 10% | 13%c | 14%c | 7% | 15%ace | 11%c | 11% | 13% | 9% | 7% | 11% | 11% | 7% | 12% | 8% | 15% | 11% | 11% | 33% | 10% | 19% | 19% | 11% | 16% | 19% | 8% | 11% | 33% | 16% | 7% | 20% | 18% | 10% |
| 10,400-15,599 Pounds | 54 | 31 | 29 | 92 | 88 | 72 | 19 | 14 | 20 | 1 | 26 | 21 | 7 | 19 | 34 | 9 | 13 | 7 | 2 | 19 | 8 | 4 | 16 | 15 | 10 | 9 | 10 | - | 11 | 15 | 3 | 10 | 19 |
| | 9% | 15%a | 14%a | 15%ae | 16%ae | 10% | 11% | 10% | 7% | 4% | 7% | 12% | 7% | 6% | 11%n | 16% | 20% | 9% | 22% | 14% | 19% | 15% | 14% | 17% | 15% | 24%C | 10% | - | 11% | 22%E | 7% | 10% | 17% |
| 15,600-25,999 Pounds | 115 | 35 | 36 | 102 | 137 | 140 | 29 | 34 | 45 | 7 | 58 | 35 | 22 | 57 | 57 | 8 | 13 | 14 | - | 21 | 12 | 2 | 20 | 15 | 9 | 7 | 20 | - | 15 | 15 | 6 | 13 | 23 |
| | 18% | 17% | 17% | 17% | 25%abcefr | 20% | 16% | 25%i | 15% | 26% | 16% | 20% | 23% | 18% | 18% | 15% | 20% | 18% | - | 16% | 28% | 8% | 18% | 17% | 13% | 18% | 20% | - | 14% | 22% | 15% | 13% | 21% |
| 26,000-36,399 Pounds | 121 | 43 | 33 | 120 | 78 | 135 | 39 | 20 | 59 | 3 | 68 | 36 | 17 | 58 | 63 | 11 | 7 | 23 | 2 | 28 | 5 | 10 | 16 | 25 | 10 | 3 | 18 | 2 | 19 | 8 | 6 | 15 | 18 |
| | 19%d | 21%d | 15% | 20%d | 14% | 19%d | 22% | 15% | 20% | 11% | 19% | 20% | 18% | 18% | 20% | 20% | 11% | 30%q | 22% | 21% | 12% | 38% | 14% | 28%w | 15% | 8% | 18% | 22% | 18% | 12% | 15% | 15% | 16% |
| 36,400-51,999 Pounds | 122 | 41 | 40 | 129 | 85 | 124 | 28 | 21 | 69 | 4 | 79 | 26 | 17 | 59 | 61 | 11 | 17 | 12 | 1 | 31 | 8 | 2 | 28 | 12 | 10 | 4 | 25 | 1 | 22 | 10 | 8 | 18 | 22 |
| | 19% | 20% | 19% | 21%d | 16% | 18% | 16% | 15% | 24%gh | 15% | 22%l | 15% | 18% | 19% | 20% | 20% | 27% | 16% | 11% | 23% | 19% | 8% | 25%x | 14% | 15% | 11% | 25% | 11% | 21% | 14% | 20% | 17% | 20% |
| 52,000+ | 120 | 23 | 28 | 91 | 43 | 101 | 32 | 24 | 58 | 6 | 71 | 29 | 20 | 67 | 53 | 6 | 7 | 9 | 1 | 20 | 1 | 2 | 17 | 5 | 7 | 10 | 10 | 1 | 13 | 9 | 6 | 16 | 11 |
| | 19%bdef | 11% | 13%d | 15%d | 8% | 14%d | 18% | 18% | 20% | 22% | 20% | 16% | 21% | 21% | 17% | 11% | 11% | 12% | 11% | 15%u | 2% | 8% | 15%x | 6% | 10% | 26%AC | 10% | 11% | 13% | 13% | 15% | 16% | 10% |
| Don't know | 10 | 3 | 7 | 9 | 5 | 18 | 3 | 3 | 2 | 2 | 1 | 6 | 3 | 5 | 5 | 1 | - | 2 | - | 2 | 1 | - | 2 | 1 | 2 | 1 | 3 | 1 | 1 | 4 | 2 | 4 | 3 |
| | 2% | 1% | 3%d | 1% | 1% | 3%d | 2% | 2% | 1% | 7% | * | 3%k | 3%k | 2% | 2% | 2% | - | 3% | - | 1% | 2% | - | 2% | 1% | 3% | 3% | 3% | 11% | 1% | 6% | 5% | 4% | 3% |
| Would rather not say | 25 | 2 | 11 | 23 | 20 | 33 | 6 | 3 | 14 | 2 | 17 | 4 | 4 | 15 | 10 | 1 | - | 1 | - | 1 | - | 1 | 1 | 1 | 6 | 1 | 3 | 1 | 6 | 3 | 2 | 8 | 3 |
| | 4%b | 1% | 5%b | 4%b | 4% | 5%b | 3% | 2% | 5% | 7% | 5% | 2% | 4% | 5% | 3% | 2% | - | 1% | - | 1% | - | 4% | 1% | 1% | 9% | 3% | 3% | 11% | 6% | 4% | 5% | 8% | 3% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 46

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

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

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | PLUSNET (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 632 | 204 | 214 | 611 | 539 | 697 | 155 | 121 | 313 | 22** | 376 | 173 | 62* | 331 | 273 | 144 | 104 | 268 | 23** | 236 | 179 | 124 | 229 | 305 | 212 | 138 | 322 | 25** | 318 | 236 | 143 | 338 | 350 |
| Up to 10,399 Pounds | 65 | 26 | 30 | 45 | 83 | 74 | 12 | 10 | 20 | 3 | 23 | 15 | 7 | 23 | 22 | 15 | 28 | 36 | 4 | 34 | 28 | 21 | 35 | 46 | 26 | 18 | 26 | 4 | 32 | 30 | 12 | 36 | 36 |
| | *10%* | 13%c | 14%c | *7%* | 15%ace | 11%c | *8%* | *8%* | *6%* | *14%* | *6%* | *9%* | *11%* | *7%* | *8%* | *10%* | 27%gj | *13%* | *17%* | *14%* | *16%* | *17%* | *15%* | *15%* | *12%* | *13%* | *8%* | *16%* | *10%* | *13%* | *8%* | *11%* | *10%* |
| 10,400-15,599 Pounds | 54 | 31 | 29 | 92 | 88 | 72 | 28 | 21 | 43 | - | 56 | 25 | 11 | 51 | 39 | 25 | 17 | 40 | 6 | 42 | 30 | 16 | 36 | 52 | 28 | 17 | 21 | 6 | 31 | 27 | 14 | 34 | 38 |
| | *9%* | 15%a | 14%a | 15%ae | 16%ae | *10%* | *18%* | *17%* | *14%* | - | *15%* | *14%* | *18%* | *15%* | *14%* | *17%* | *16%* | *15%* | *26%* | *18%* | *17%* | *13%* | *16%* | *17%* | 13%r | 12%r | *7%* | *24%* | *10%* | *11%* | *10%* | *10%* | *11%* |
| 15,600-25,999 Pounds | 115 | 35 | 36 | 102 | 137 | 140 | 29 | 22 | 48 | 3 | 59 | 30 | 13 | 48 | 51 | 41 | 26 | 67 | 3 | 64 | 50 | 23 | 57 | 79 | 44 | 27 | 66 | 3 | 63 | 54 | 23 | 64 | 76 |
| | *18%* | *17%* | *17%* | *17%* | 25%abcdf | *20%* | *19%* | *18%* | *15%* | *14%* | *16%* | *17%* | *21%* | *15%* | *19%* | *28%* | *25%* | *25%* | *13%* | *27%* | *28%* | *19%* | *25%* | *26%* | *21%* | *20%* | *20%* | *12%* | *20%* | *23%* | *16%* | *19%* | *22%* |
| 26,000-36,399 Pounds | 121 | 43 | 33 | 120 | 78 | 135 | 27 | 22 | 68 | 3 | 73 | 34 | 13 | 71 | 49 | 21 | 6 | 46 | 5 | 37 | 16 | 25 | 36 | 42 | 39 | 27 | 65 | 4 | 61 | 34 | 40 | 59 | 73 |
| | 19%d | 21%d | *15%* | 20%d | *14%* | 19%d | *17%* | *18%* | *22%* | *14%* | *19%* | *20%* | *21%* | *21%* | *18%* | 15%h | *6%* | 17%h | *22%* | 16%l | *9%* | 20%l | *16%* | *14%* | *18%* | *20%* | *20%* | *16%* | *19%* | *14%* | 28%tu | *17%* | *21%* |
| 36,400-51,999 Pounds | 122 | 41 | 40 | 129 | 85 | 124 | 31 | 25 | 66 | 7 | 93 | 29 | 7 | 73 | 56 | 27 | 16 | 40 | 2 | 30 | 34 | 21 | 36 | 47 | 34 | 23 | 65 | 2 | 63 | 43 | 18 | 66 | 58 |
| | *19%* | *20%* | *19%* | 21%d | *16%* | *18%* | *20%* | *21%* | *21%* | *32%* | 25%FG | *17%* | *11%* | *22%* | *21%* | *19%* | *15%* | *15%* | *9%* | *13%* | *19%* | *17%* | *16%* | *15%* | *16%* | *17%* | *20%* | *8%* | *20%* | *18%* | *13%* | *20%* | *17%* |
| 52,000+ | 120 | 23 | 28 | 91 | 43 | 101 | 20 | 19 | 50 | 2 | 57 | 26 | 8 | 49 | 41 | 8 | 8 | 26 | 1 | 22 | 9 | 12 | 17 | 26 | 29 | 18 | 51 | 3 | 45 | 35 | 21 | 56 | 44 |
| | 19%bdef | *11%* | 13%d | 15%d | *8%* | 14%d | *13%* | *16%* | *16%* | *9%* | *15%* | *15%* | *13%* | *15%* | *15%* | *6%* | *8%* | *10%* | *4%* | *9%* | *5%* | *10%* | *7%* | *9%* | *14%* | *13%* | *16%* | *12%* | *14%* | *15%* | *15%* | *17%* | *13%* |
| Don't know | 10 | 3 | 7 | 9 | 5 | 18 | 2 | - | 6 | 1 | 4 | 4 | 1 | 3 | 6 | 3 | - | 2 | - | 1 | 3 | 1 | 3 | 2 | 4 | 3 | 11 | - | 5 | 6 | 7 | 3 | 12 |
| | *2%* | *1%* | 3%d | *1%* | *1%* | 3%d | *1%* | - | *2%* | *5%* | *1%* | *2%* | *2%* | *1%* | *2%* | *2%* | - | *1%* | - | * | *2%* | *1%* | *1%* | *1%* | *2%* | *2%* | *3%* | - | *2%* | *3%* | 5%t | *1%* | 3%w |
| Would rather not say | 25 | 2 | 11 | 23 | 20 | 33 | 6 | 2 | 12 | 3 | 11 | 10 | 2 | 13 | 9 | 4 | 3 | 11 | 2 | 6 | 9 | 5 | 9 | 11 | 8 | 5 | 17 | 3 | 18 | 7 | 8 | 20 | 13 |
| | 4%b | *1%* | 5%b | 4%b | *4%* | 5%b | *4%* | *2%* | *4%* | *14%* | *3%* | *6%* | *3%* | *4%* | *3%* | *3%* | *3%* | *4%* | *9%* | *3%* | *5%* | *4%* | *4%* | *4%* | *4%* | *4%* | *5%* | *12%* | *6%* | *3%* | *6%* | *6%* | *4%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 47

**Q17: Where do you live?**

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

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 632 | 204 | 214 | 611 | 539 | 697 | 176 | 137 | 292 | 27** | 359 | 176 | 97* | 318 | 309 | 55* | 64* | 76* | 9** | 135 | 43* | 26** | 112 | 88* | 67* | 38* | 100 | 9** | 104 | 69* | 41* | 103 | 110 |
| East Midlands | 37 | 14 | 16 | 36 | 57 | 52 | 14 | 4 | 18 | 1 | 21 | 6 | 10 | 19 | 18 | 5 | 3 | 4 | 2 | 10 | 3 | 1 | 7 | 7 | 5 | 2 | 8 | 1 | 7 | 3 | 6 | 5 | 11 |
| | 6% | 7% | 7% | 6% | 11%ac | 7% | 8% | 3% | 6% | 4% | 6% | 3% | 10%l | 6% | 6% | 9% | 5% | 5% | 22% | 7% | 7% | 4% | 6% | 8% | 7% | 5% | 8% | 11% | 7% | 4% | 15% | 5% | 10% |
| East of England | 48 | 14 | 23 | 38 | 32 | 35 | 17 | 6 | 24 | 1 | 26 | 16 | 6 | 21 | 27 | 5 | 4 | 5 | - | 7 | 4 | 3 | 8 | 6 | 5 | 3 | 15 | - | 9 | 8 | 6 | 10 | 13 |
| | 8% | 7% | 11%cde | 6% | 6% | 5% | 10% | 4% | 8% | 4% | 7% | 9% | 6% | 7% | 9% | 9% | 6% | 7% | - | 5% | 9% | 12% | 7% | 7% | 7% | 8% | 15% | - | 9% | 12% | 15% | 10% | 12% |
| London | 116 | 57 | 19 | 95 | 90 | 140 | 38 | 34 | 41 | 3 | 66 | 39 | 11 | 67 | 49 | 17 | 19 | 20 | 1 | 41 | 8 | 8 | 32 | 22 | 6 | 8 | 4 | 1 | 7 | 8 | 4 | 7 | 12 |
| | 18%f | 28%acdef | 9% | 16%f | 17%f | 20%cf | 22%l | 25%l | 14% | 11% | 18% | 22%m | 11% | 21% | 16% | 31% | 30% | 26% | 11% | 30% | 19% | 31% | 29% | 25% | 9% | 21%C | 4% | 11% | 7% | 12% | 10% | 7% | 11% |
| North East | 28 | 12 | 9 | 22 | 31 | 33 | 7 | 9 | 10 | 2 | 16 | 7 | 5 | 8 | 18 | 1 | 3 | 7 | 1 | 7 | 4 | 1 | 6 | 6 | 3 | 4 | 2 | - | 3 | 6 | - | 3 | 6 |
| | 4% | 6% | 4% | 4% | 6% | 5% | 4% | 7% | 3% | 7% | 4% | 4% | 5% | 3% | 6%n | 2% | 5% | 9% | 11% | 5% | 9% | 4% | 5% | 7% | 4% | 11%C | 2% | - | 3% | 9% | - | 3% | 5% |
| North West | 62 | 23 | 30 | 84 | 69 | 89 | 21 | 12 | 27 | 2 | 31 | 20 | 11 | 32 | 29 | 7 | 3 | 13 | - | 15 | 6 | 2 | 13 | 10 | 11 | 4 | 14 | 1 | 15 | 11 | 4 | 12 | 17 |
| | 10% | 11% | 14% | 14%a | 13% | 13% | 12% | 9% | 9% | 7% | 9% | 11% | 11% | 10% | 9% | 13% | 5% | 17%c | - | 11% | 14% | 8% | 12% | 11% | 16% | 11% | 14% | 11% | 14% | 16% | 10% | 12% | 15% |
| Scotland | 45 | 9 | 18 | 43 | 40 | 36 | 11 | 7 | 24 | 3 | 21 | 12 | 12 | 22 | 23 | 1 | 4 | 4 | - | 6 | 2 | 1 | 5 | 4 | 7 | 3 | 8 | - | 8 | 4 | 6 | 9 | 9 |
| | 7% | 4% | 8% | 7% | 7% | 5% | 6% | 5% | 8% | 11% | 6% | 7% | 12%k | 7% | 7% | 2% | 6% | 5% | - | 4% | 5% | 4% | 4% | 5% | 10% | 8% | 8% | - | 8% | 6% | 15% | 9% | 8% |
| South East | 83 | 15 | 24 | 91 | 47 | 96 | 14 | 19 | 44 | 6 | 52 | 27 | 4 | 42 | 40 | 4 | 4 | 5 | 2 | 9 | 3 | 3 | 7 | 7 | 8 | 4 | 11 | 1 | 11 | 8 | 5 | 9 | 15 |
| | 13%bd | 7% | 11% | 15%bd | 9% | 14%bd | 8% | 14% | 15%g | 22% | 14%m | 15%m | 4% | 13% | 13% | 7% | 6% | 7% | 22% | 7% | 7% | 12% | 6% | 8% | 12% | 11% | 11% | 11% | 11% | 12% | 12% | 9% | 14% |
| South West | 54 | 18 | 19 | 39 | 46 | 40 | 16 | 10 | 25 | 3 | 32 | 11 | 11 | 26 | 28 | 4 | 6 | 7 | 1 | 11 | 5 | 2 | 12 | 6 | 8 | 1 | 10 | - | 11 | 7 | 1 | 14 | 5 |
| | 9%e | 9% | 9% | 6% | 9% | 6% | 9% | 7% | 9% | 11% | 9% | 6% | 11% | 8% | 9% | 7% | 9% | 9% | 11% | 8% | 12% | 8% | 11% | 7% | 12% | 3% | 10% | - | 11% | 10% | 2% | 14%l | 5% |
| Ulster / Northern Ireland | 13 | 1 | 1 | 14 | 9 | 9 | 5 | 2 | 4 | 2 | 7 | 2 | 4 | 7 | 6 | - | - | 1 | - | - | 1 | - | - | 1 | - | - | 1 | - | - | 1 | - | 1 | - |
| | 2% | * | * | 2% | 2% | 1% | 3% | 1% | 1% | 7% | 2% | 1% | 4% | 2% | 2% | - | - | 1% | - | - | 2% | - | - | 1% | - | - | 1% | - | - | 1% | - | 1% | - |
| Wales | 49 | 14 | 14 | 36 | 26 | 23 | 11 | 12 | 24 | 2 | 27 | 10 | 12 | 29 | 19 | 2 | 7 | 3 | 2 | 8 | 3 | 3 | 8 | 6 | 3 | 1 | 8 | 2 | 10 | 4 | - | 10 | 4 |
| | 8%de | 7%e | 7%e | 6%e | 5% | 3% | 6% | 9% | 8% | 7% | 8% | 6% | 12% | 9% | 6% | 4% | 11% | 4% | 22% | 6% | 7% | 12% | 7% | 7% | 4% | 3% | 8% | 22% | 10%G | 6% | - | 10% | 4% |
| West Midlands | 53 | 13 | 18 | 60 | 43 | 83 | 10 | 14 | 28 | 1 | 29 | 15 | 9 | 19 | 34 | 5 | 4 | 4 | - | 9 | 3 | 1 | 6 | 7 | 5 | 5 | 7 | 1 | 8 | 7 | 3 | 10 | 8 |
| | 8% | 6% | 8% | 10% | 8% | 12%abd | 6% | 10% | 10% | 4% | 8% | 9% | 9% | 6% | 11%n | 9% | 6% | 5% | - | 7% | 7% | 4% | 5% | 8% | 7% | 13% | 7% | 11% | 8% | 10% | 7% | 10% | 7% |
| Yorks & Humber | 44 | 14 | 23 | 53 | 49 | 61 | 12 | 8 | 23 | 1 | 31 | 11 | 2 | 26 | 18 | 4 | 7 | 3 | - | 12 | 1 | 1 | 8 | 6 | 6 | 3 | 12 | 2 | 15 | 2 | 6 | 13 | 10 |
| | 7% | 7% | 11% | 9% | 9% | 9% | 7% | 6% | 8% | 4% | 9%m | 6% | 2% | 8% | 6% | 7% | 11% | 4% | - | 9% | 2% | 4% | 7% | 7% | 9% | 8% | 12% | 22% | 14%F | 3% | 15%F | 13% | 9% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 48

**Q17: Where do you live?**

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

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | PLUSNET (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 632 | 204 | 214 | 611 | 539 | 697 | 155 | 121 | 313 | 22** | 376 | 173 | 62* | 331 | 273 | 144 | 104 | 268 | 23** | 236 | 179 | 124 | 229 | 305 | 212 | 138 | 322 | 25** | 318 | 236 | 143 | 338 | 350 |
| East Midlands | 37 | 14 | 16 | 36 | 57 | 52 | 10 | 9 | 16 | 1 | 20 | 10 | 6 | 17 | 18 | 15 | 12 | 29 | 1 | 33 | 16 | 8 | 28 | 27 | 17 | 10 | 24 | 1 | 23 | 17 | 12 | 20 | 31 |
| | 6% | 7% | 7% | 6% | 11%ac | 7% | 6% | 7% | 5% | 5% | 5% | 6% | 10% | 5% | 7% | 10% | 12% | 11% | 4% | 14%m | 9% | 6% | 12% | 9% | 8% | 7% | 7% | 4% | 7% | 7% | 8% | 6% | 9% |
| East of England | 48 | 14 | 23 | 38 | 32 | 35 | 9 | 13 | 15 | 1 | 23 | 12 | 3 | 20 | 18 | 8 | 8 | 14 | 2 | 18 | 3 | 11 | 14 | 17 | 9 | 6 | 20 | - | 17 | 11 | 7 | 19 | 16 |
| | 8% | 7% | 11%cde | 6% | 6% | 5% | 6% | 11%C | 5% | 5% | 6% | 7% | 5% | 6% | 7% | 6% | 8% | 5% | 9% | 8%l | 2% | 9%l | 6% | 6% | 4% | 4% | 6% | - | 5% | 5% | 5% | 6% | 5% |
| London | 116 | 57 | 19 | 95 | 90 | 140 | 24 | 25 | 44 | 2 | 63 | 25 | 7 | 56 | 37 | 24 | 24 | 38 | 4 | 37 | 34 | 19 | 34 | 55 | 31 | 44 | 62 | 3 | 63 | 50 | 27 | 81 | 57 |
| | 18%f | 28%acdef | 9% | 16%f | 17%f | 20%cf | 15% | 21% | 14% | 9% | 17% | 14% | 11% | 17% | 14% | 17% | 23%l | 14% | 17% | 16% | 19% | 15% | 15% | 18% | 15% | 32%pr | 19% | 12% | 20% | 21% | 19% | 24%x | 16% |
| North East | 28 | 12 | 9 | 22 | 31 | 33 | 4 | 6 | 12 | - | 14 | 6 | 2 | 13 | 9 | 9 | 5 | 17 | - | 9 | 15 | 7 | 16 | 15 | 11 | 7 | 13 | 2 | 13 | 11 | 9 | 17 | 15 |
| | 4% | 6% | 4% | 4% | 6% | 5% | 3% | 5% | 4% | - | 4% | 3% | 3% | 4% | 3% | 6% | 5% | 6% | - | 4% | 8%k | 6% | 7% | 5% | 5% | 5% | 4% | 8% | 4% | 5% | 6% | 5% | 4% |
| North West | 62 | 23 | 30 | 84 | 69 | 89 | 23 | 16 | 43 | 2 | 54 | 22 | 8 | 49 | 35 | 18 | 15 | 36 | - | 27 | 24 | 18 | 25 | 44 | 35 | 14 | 38 | 2 | 51 | 26 | 12 | 40 | 48 |
| | 10% | 11% | 14% | 14%a | 13% | 13% | 15% | 13% | 14% | 9% | 14% | 13% | 13% | 15% | 13% | 13% | 14% | 13% | - | 11% | 13% | 15% | 11% | 14% | 17% | 10% | 12% | 8% | 16%v | 11% | 8% | 12% | 14% |
| Scotland | 45 | 9 | 18 | 43 | 40 | 36 | 13 | 5 | 25 | - | 28 | 8 | 7 | 24 | 18 | 11 | 7 | 21 | 1 | 13 | 16 | 11 | 15 | 25 | 14 | 4 | 17 | 1 | 17 | 8 | 11 | 16 | 18 |
| | 7% | 4% | 8% | 7% | 7% | 5% | 8% | 4% | 8% | - | 7% | 5% | 11% | 7% | 7% | 8% | 7% | 8% | 4% | 6% | 9% | 9% | 7% | 8% | 7% | 3% | 5% | 4% | 5% | 3% | 8% | 5% | 5% |
| South East | 83 | 15 | 24 | 91 | 47 | 96 | 19 | 12 | 55 | 5 | 54 | 28 | 9 | 51 | 39 | 11 | 9 | 22 | 5 | 22 | 10 | 15 | 22 | 25 | 26 | 14 | 47 | 9 | 41 | 38 | 17 | 49 | 47 |
| | 13%bd | 7% | 11% | 15%bd | 9% | 14%bd | 12% | 10% | 18%B | 23% | 14% | 16% | 15% | 15% | 14% | 8% | 9% | 8% | 22% | 9% | 6% | 12%d | 10% | 8% | 12% | 10% | 15% | 36% | 13% | 16% | 12% | 14% | 13% |
| South West | 54 | 18 | 19 | 39 | 46 | 40 | 9 | 7 | 22 | 1 | 25 | 13 | 1 | 24 | 15 | 15 | 5 | 24 | 2 | 21 | 14 | 11 | 19 | 26 | 11 | 5 | 23 | 1 | 17 | 15 | 8 | 18 | 21 |
| | 9%e | 9% | 9% | 6% | 9% | 6% | 6% | 6% | 7% | 5% | 7% | 8% | 2% | 7% | 5% | 10% | 5% | 9% | 9% | 9% | 8% | 9% | 8% | 9% | 5% | 4% | 7% | 4% | 5% | 6% | 6% | 5% | 6% |
| Ulster / Northern Ireland | 13 | 1 | 1 | 14 | 9 | 9 | 6 | 1 | 7 | - | 11 | 1 | 2 | 6 | 8 | 2 | 3 | 3 | 1 | 4 | 4 | 1 | 3 | 6 | 3 | 1 | 5 | - | 3 | 3 | 3 | 2 | 7 |
| | 2% | * | * | 2% | 2% | 1% | 4% | 1% | 2% | - | 3% | 1% | 3% | 2% | 3% | 1% | 3% | 1% | 4% | 2% | 2% | 1% | 1% | 2% | 1% | 1% | 2% | - | 1% | 1% | 2% | 1% | 2% |
| Wales | 49 | 14 | 14 | 36 | 26 | 23 | 9 | 7 | 16 | 4 | 21 | 9 | 6 | 14 | 22 | 4 | 2 | 19 | 1 | 14 | 7 | 5 | 9 | 17 | 6 | 5 | 12 | - | 6 | 7 | 10 | 8 | 14 |
| | 8%de | 7%e | 7%e | 6%e | 5% | 3% | 6% | 6% | 5% | 18% | 6% | 5% | 10% | 4% | 8%H | 3% | 2% | 7% | 4% | 6% | 4% | 4% | 4% | 6% | 3% | 4% | 4% | - | 2% | 3% | 7%t | 2% | 4% |
| West Midlands | 53 | 13 | 18 | 60 | 43 | 83 | 12 | 13 | 32 | 3 | 35 | 20 | 5 | 34 | 26 | 14 | 6 | 21 | 2 | 19 | 18 | 6 | 24 | 19 | 29 | 17 | 34 | 3 | 40 | 28 | 15 | 37 | 46 |
| | 8% | 6% | 8% | 10% | 8% | 12%abd | 8% | 11% | 10% | 14% | 9% | 12% | 8% | 10% | 10% | 10% | 6% | 8% | 9% | 8% | 10% | 5% | 10% | 6% | 14% | 12% | 11% | 12% | 13% | 12% | 10% | 11% | 13% |
| Yorks & Humber | 44 | 14 | 23 | 53 | 49 | 61 | 17 | 7 | 26 | 3 | 28 | 19 | 6 | 23 | 28 | 13 | 8 | 24 | 4 | 19 | 18 | 12 | 20 | 29 | 20 | 11 | 27 | 3 | 27 | 22 | 12 | 31 | 30 |
| | 7% | 7% | 11% | 9% | 9% | 9% | 11% | 6% | 8% | 14% | 7% | 11% | 10% | 7% | 10% | 9% | 8% | 9% | 17% | 8% | 10% | 10% | 9% | 10% | 9% | 8% | 8% | 12% | 8% | 9% | 8% | 9% | 9% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 49

**Q18: Are you...?**

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

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 632 | 204 | 214 | 611 | 539 | 697 | 176 | 137 | 292 | 27** | 359 | 176 | 97* | 318 | 309 | 55* | 64* | 76* | 9** | 135 | 43* | 26** | 112 | 88* | 67* | 38* | 100 | 9** | 104 | 69* | 41* | 103 | 110 |
| Male | 262 | 77 | 94 | 211 | 205 | 284 | 88 | 61 | 104 | 9 | 151 | 75 | 36 | 142 | 117 | 19 | 29 | 25 | 4 | 47 | 19 | 11 | 42 | 33 | 29 | 19 | 40 | 6 | 47 | 30 | 17 | 49 | 44 |
| | 41%c | 38% | 44%c | 35% | 38% | 41%c | 50%l | 45% | 36% | 33% | 42% | 43% | 37% | 45% | 38% | 35% | 45% | 33% | 44% | 35% | 44% | 42% | 38% | 38% | 43% | 50% | 40% | 67% | 45% | 43% | 41% | 48% | 40% |
| Female | 370 | 127 | 120 | 400 | 334 | 413 | 88 | 76 | 188 | 18 | 208 | 101 | 61 | 176 | 192 | 36 | 35 | 51 | 5 | 88 | 24 | 15 | 70 | 55 | 38 | 19 | 60 | 3 | 57 | 39 | 24 | 54 | 66 |
| | 59% | 62% | 56% | 65%aef | 62% | 59% | 50% | 55% | 64%g | 67% | 58% | 57% | 63% | 55% | 62% | 65% | 55% | 67% | 56% | 65% | 56% | 58% | 63% | 63% | 57% | 50% | 60% | 33% | 55% | 57% | 59% | 52% | 60% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 50

**Q18: Are you...?**

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

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | PLUSNET (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 632 | 204 | 214 | 611 | 539 | 697 | 155 | 121 | 313 | 22** | 376 | 173 | 62* | 331 | 273 | 144 | 104 | 268 | 23** | 236 | 179 | 124 | 229 | 305 | 212 | 138 | 322 | 25** | 318 | 236 | 143 | 338 | 350 |
| Male | 262 | 77 | 94 | 211 | 205 | 284 | 50 | 40 | 111 | 10 | 131 | 62 | 18 | 118 | 92 | 54 | 40 | 105 | 6 | 89 | 69 | 47 | 87 | 115 | 89 | 64 | 120 | 11 | 136 | 87 | 61 | 150 | 130 |
| | 41%c | 38% | 44%c | 35% | 38% | 41%c | 32% | 33% | 35% | 45% | 35% | 36% | 29% | 36% | 34% | 38% | 38% | 39% | 26% | 38% | 39% | 38% | 38% | 38% | 42% | 46% | 37% | 44% | 43% | 37% | 43% | 44% | 37% |
| Female | 370 | 127 | 120 | 400 | 334 | 413 | 105 | 81 | 202 | 12 | 245 | 111 | 44 | 213 | 181 | 90 | 64 | 163 | 17 | 147 | 110 | 77 | 142 | 190 | 123 | 74 | 202 | 14 | 182 | 149 | 82 | 188 | 220 |
| | 59% | 62% | 56% | 65%aef | 62% | 59% | 68% | 67% | 65% | 55% | 65% | 64% | 71% | 64% | 66% | 63% | 62% | 61% | 74% | 62% | 61% | 62% | 62% | 62% | 58% | 54% | 63% | 56% | 57% | 63% | 57% | 56% | 63% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 51

**Q19: What is your age?**

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

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 632 | 204 | 214 | 611 | 539 | 697 | 176 | 137 | 292 | 27** | 359 | 176 | 97* | 318 | 309 | 55* | 64* | 76* | 9** | 135 | 43* | 26** | 112 | 88* | 67* | 38* | 100 | 9** | 104 | 69* | 41* | 103 | 110 |
| 16 - 17 | 2 | - | 3 | 3 | 2 | 1 | - | 1 | 1 | - | - | 2 | - | 1 | 1 | - | - | - | - | - | - | - | - | - | - | - | 2 | 1 | 2 | - | 1 | 1 | 1 |
| | * | - | 1%e | * | * | * | - | 1% | * | - | - | 1%k | - | * | * | - | - | - | - | - | - | - | - | - | - | - | 2% | 11% | 2% | - | 2% | 1% | 1% |
| 18 - 24 | 114 | 61 | 41 | 120 | 124 | 162 | 41 | 22 | 47 | 4 | 52 | 53 | 9 | 55 | 58 | 17 | 24 | 17 | 3 | 37 | 15 | 9 | 20 | 39 | 14 | 8 | 18 | 1 | 15 | 20 | 6 | 17 | 24 |
| | 18% | 30%acf | 19% | 20% | 23%a | 23%a | 23% | 16% | 16% | 15% | 14% | 30%km | 9% | 17% | 19% | 31% | 38% | 22% | 33% | 27% | 35% | 35% | 18% | 44%w | 21% | 21% | 18% | 11% | 14% | 29%E | 15% | 17% | 22% |
| 25 - 34 | 214 | 71 | 49 | 248 | 195 | 242 | 66 | 48 | 97 | 3 | 117 | 60 | 37 | 99 | 113 | 21 | 19 | 31 | - | 44 | 15 | 12 | 42 | 29 | 14 | 13 | 21 | 1 | 18 | 20 | 11 | 16 | 33 |
| | 34%f | 35%f | 23% | 41%aef | 36%f | 35%f | 38% | 35% | 33% | 11% | 33% | 34% | 38% | 31% | 37% | 38% | 30% | 41% | - | 33% | 35% | 46% | 38% | 33% | 21% | 34% | 21% | 11% | 17% | 29% | 27% | 16% | 30%H |
| 35 - 44 | 159 | 40 | 37 | 128 | 98 | 125 | 33 | 41 | 73 | 12 | 104 | 31 | 24 | 85 | 72 | 11 | 15 | 12 | 2 | 27 | 10 | 3 | 26 | 13 | 13 | 10 | 14 | - | 20 | 10 | 7 | 18 | 19 |
| | 25%def | 20% | 17% | 21% | 18% | 18% | 19% | 30%g | 25% | 44% | 29%i | 18% | 25% | 27% | 23% | 20% | 23% | 16% | 22% | 20% | 23% | 12% | 23% | 15% | 19% | 26% | 14% | - | 19% | 14% | 17% | 17% | 17% |
| 45 - 54 | 61 | 16 | 35 | 67 | 43 | 91 | 13 | 14 | 30 | 4 | 40 | 13 | 8 | 37 | 24 | 4 | 3 | 6 | 3 | 14 | 1 | 1 | 12 | 4 | 8 | 7 | 19 | 1 | 14 | 11 | 10 | 21 | 14 |
| | 10% | 8% | 16%abcd | 11% | 8% | 13%bd | 7% | 10% | 10% | 15% | 11% | 7% | 8% | 12% | 8% | 7% | 5% | 8% | 33% | 10% | 2% | 4% | 11% | 5% | 12% | 18% | 19% | 11% | 13% | 16% | 24% | 20% | 13% |
| 55 - 64 | 43 | 8 | 33 | 31 | 38 | 43 | 13 | 6 | 22 | 2 | 24 | 11 | 8 | 20 | 23 | - | 3 | 4 | 1 | 7 | - | 1 | 7 | - | 12 | - | 17 | 4 | 25 | 5 | 3 | 22 | 11 |
| | 7% | 4% | 15%abcde | 5% | 7% | 6% | 7% | 4% | 8% | 7% | 7% | 6% | 8% | 6% | 7% | - | 5% | 5% | 11% | 5% | - | 4% | 6%x | - | 18%B | - | 17%B | 44% | 24%FG | 7% | 7% | 21%I | 10% |
| 65 + | 39 | 8 | 16 | 14 | 39 | 33 | 10 | 5 | 22 | 2 | 22 | 6 | 11 | 21 | 18 | 2 | - | 6 | - | 6 | 2 | - | 5 | 3 | 6 | - | 9 | 1 | 10 | 3 | 3 | 8 | 8 |
| | 6%c | 4% | 7%c | 2% | 7%c | 5%c | 6% | 4% | 8% | 7% | 6% | 3% | 11%d | 7% | 6% | 4% | - | 8%d | - | 4% | 5% | - | 4% | 3% | 9% | - | 9% | 11% | 10% | 4% | 7% | 8% | 7% |
| NET: 16-34 | 330 | 132 | 93 | 371 | 321 | 405 | 107 | 71 | 145 | 7 | 169 | 115 | 46 | 155 | 172 | 38 | 43 | 48 | 3 | 81 | 30 | 21 | 62 | 68 | 28 | 21 | 41 | 3 | 35 | 40 | 18 | 34 | 58 |
| | 52%f | 65%af | 43% | 61%af | 60%af | 58%af | 61%i | 52% | 50% | 26% | 47% | 65%km | 47% | 49% | 56% | 69% | 67% | 63% | 33% | 60% | 70% | 81% | 55% | 77%w | 42% | 55% | 41% | 33% | 34% | 58%E | 44% | 33% | 53%H |
| NET: 36-54 | 220 | 56 | 72 | 195 | 141 | 216 | 46 | 55 | 103 | 16 | 144 | 44 | 32 | 122 | 96 | 15 | 18 | 18 | 5 | 41 | 11 | 4 | 38 | 17 | 21 | 17 | 33 | 1 | 34 | 21 | 17 | 39 | 33 |
| | 35%d | 27% | 34%d | 32%d | 26% | 31% | 26% | 40%g | 35%g | 59% | 40%i | 25% | 33% | 38% | 31% | 27% | 28% | 24% | 56% | 30% | 26% | 15% | 34%x | 19% | 31% | 45% | 33% | 11% | 33% | 30% | 41% | 38% | 30% |
| NET: 55+ | 82 | 16 | 49 | 45 | 77 | 76 | 23 | 11 | 44 | 4 | 46 | 17 | 19 | 41 | 41 | 2 | 3 | 10 | 1 | 13 | 2 | 1 | 12 | 3 | 18 | - | 26 | 5 | 35 | 8 | 6 | 30 | 19 |
| | 13%bc | 8% | 23%abcde | 7% | 14%bc | 11%c | 13% | 8% | 15%h | 15% | 13% | 10% | 20%l | 13% | 13% | 4% | 5% | 13% | 11% | 10% | 5% | 4% | 11% | 3% | 27%B | - | 26%B | 56% | 34%FG | 12% | 15% | 29%I | 17% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 52

**Q19: What is your age?**

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

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | PLUSNET (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 632 | 204 | 214 | 611 | 539 | 697 | 155 | 121 | 313 | 22** | 376 | 173 | 62* | 331 | 273 | 144 | 104 | 268 | 23** | 236 | 179 | 124 | 229 | 305 | 212 | 138 | 322 | 25** | 318 | 236 | 143 | 338 | 350 |
| 16 - 17 | 2<br>* | -<br>- | 3<br>1%e | 3<br>* | 2<br>* | 1<br>* | 1<br>1% | 1<br>1% | 1<br>* | -<br>- | 1<br>* | 1<br>1% | 1<br>2% | 1<br>* | 2<br>1% | 1<br>1% | -<br>- | 1<br>* | -<br>- | 1<br>* | -<br>- | 1<br>1% | 1<br>* | 1<br>* | -<br>- | -<br>- | 1<br>* | -<br>- | -<br>- | -<br>- | 1<br>1% | -<br>- | -<br>- |
| 18 - 24 | 114<br>18% | 61<br>30%acf | 41<br>19% | 120<br>20% | 124<br>23%a | 162<br>23%a | 33<br>21% | 26<br>21% | 57<br>18% | 4<br>18% | 66<br>18% | 39<br>23% | 15<br>24% | 54<br>16% | 63<br>23%H | 30<br>21% | 26<br>25% | 64<br>24% | 4<br>17% | 51<br>22% | 55<br>31%km | 18<br>15% | 49<br>21% | 74<br>24% | 41<br>19% | 46<br>33%pr | 70<br>22% | 5<br>20% | 71<br>22% | 70<br>30%v | 21<br>15% | 76<br>22% | 84<br>24% |
| 25 - 34 | 214<br>34%f | 71<br>35%f | 49<br>23% | 248<br>41%aef | 195<br>36%f | 242<br>35%f | 64<br>41% | 59<br>49%C | 115<br>37% | 10<br>45% | 164<br>44% | 64<br>37% | 20<br>32% | 145<br>44% | 100<br>37% | 58<br>40% | 49<br>47%l | 86<br>32% | 2<br>9% | 91<br>39% | 56<br>31% | 48<br>39% | 83<br>36% | 111<br>36% | 81<br>38% | 51<br>37% | 105<br>33% | 5<br>20% | 129<br>41%v | 77<br>33% | 36<br>25% | 124<br>37% | 117<br>33% |
| 35 - 44 | 159<br>25%def | 40<br>20% | 37<br>17% | 128<br>21% | 98<br>18% | 125<br>18% | 29<br>19% | 24<br>20% | 69<br>22% | 6<br>27% | 81<br>22% | 36<br>21% | 11<br>18% | 75<br>23% | 53<br>19% | 26<br>18% | 19<br>18% | 47<br>18% | 6<br>26% | 44<br>19% | 27<br>15% | 27<br>22% | 43<br>19% | 54<br>18% | 39<br>18% | 22<br>16% | 61<br>19% | 3<br>12% | 55<br>17% | 40<br>17% | 30<br>21% | 58<br>17% | 65<br>19% |
| 45 - 54 | 61<br>10% | 16<br>8% | 35<br>16%abcd | 67<br>11% | 43<br>8% | 91<br>13%bd | 15<br>10% | 8<br>7% | 42<br>13%B | 2<br>9% | 37<br>10% | 20<br>12% | 10<br>16% | 31<br>9% | 36<br>13% | 11<br>8% | 5<br>5% | 23<br>9% | 4<br>17% | 12<br>5% | 20<br>11%k | 11<br>9% | 15<br>7% | 28<br>9% | 25<br>12% | 14<br>10% | 44<br>14% | 8<br>32% | 36<br>11% | 26<br>11% | 29<br>20%tu | 41<br>12% | 48<br>14% |
| 55 - 64 | 43<br>7% | 8<br>4% | 33<br>15%abcde | 31<br>5% | 38<br>7% | 43<br>6% | 10<br>6% | 2<br>2% | 19<br>6% | -<br>- | 19<br>5% | 9<br>5% | 3<br>5% | 18<br>5% | 13<br>5% | 9<br>6% | 2<br>2% | 23<br>9%h | 4<br>17% | 22<br>9% | 10<br>6% | 6<br>5% | 21<br>9% | 16<br>5% | 12<br>6% | 2<br>1% | 27<br>8%q | 2<br>8% | 16<br>5% | 12<br>5% | 15<br>10%tu | 20<br>6% | 22<br>6% |
| 65 + | 39<br>6%c | 8<br>4% | 16<br>7%c | 14<br>2% | 39<br>7%c | 33<br>5%c | 3<br>2% | 1<br>1% | 10<br>3% | -<br>- | 8<br>2% | 4<br>2% | 2<br>3% | 7<br>2% | 6<br>2% | 9<br>6% | 3<br>3% | 24<br>9%h | 3<br>13% | 15<br>6% | 11<br>6% | 13<br>10% | 17<br>7% | 21<br>7% | 14<br>7% | 3<br>2% | 14<br>4% | 2<br>8% | 11<br>3% | 11<br>5% | 11<br>8%t | 19<br>6% | 14<br>4% |
| NET: 16-34 | 330<br>52%f | 132<br>65%af | 93<br>43% | 371<br>61%af | 321<br>60%af | 405<br>58%af | 98<br>63% | 86<br>71%C | 173<br>55% | 14<br>64% | 231<br>61% | 104<br>60% | 36<br>58% | 200<br>60% | 165<br>60% | 89<br>62% | 75<br>72%l | 151<br>56% | 6<br>26% | 143<br>61% | 111<br>62% | 67<br>54% | 133<br>58% | 186<br>61% | 122<br>58% | 97<br>70%pr | 176<br>55% | 10<br>40% | 200<br>63%v | 147<br>62%v | 58<br>41% | 200<br>59% | 201<br>57% |
| NET: 36-54 | 220<br>35%d | 56<br>27% | 72<br>34%d | 195<br>32%d | 141<br>26% | 216<br>31% | 44<br>28% | 32<br>26% | 111<br>35% | 8<br>36% | 118<br>31% | 56<br>32% | 21<br>34% | 106<br>32% | 89<br>33% | 37<br>26% | 24<br>23% | 70<br>26% | 10<br>43% | 56<br>24% | 47<br>26% | 38<br>31% | 58<br>25% | 82<br>27% | 64<br>30% | 36<br>26% | 105<br>33% | 11<br>44% | 91<br>29% | 66<br>28% | 59<br>41%tu | 99<br>29% | 113<br>32% |
| NET: 55+ | 82<br>13%bc | 16<br>8% | 49<br>23%abcde | 45<br>7% | 77<br>14%bc | 76<br>11%c | 13<br>8%B | 3<br>2% | 29<br>9%B | -<br>- | 27<br>7% | 13<br>8% | 5<br>8% | 25<br>8% | 19<br>7% | 18<br>13%h | 5<br>5% | 47<br>18%h | 7<br>30% | 37<br>16% | 21<br>12% | 19<br>15% | 38<br>17% | 37<br>12% | 26<br>12%q | 5<br>4% | 41<br>13%q | 4<br>16% | 27<br>8% | 23<br>10% | 26<br>18%tu | 39<br>12% | 36<br>10% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 53

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

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

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 632 | 204 | 214 | 611 | 539 | 697 | 176 | 137 | 292 | 27** | 359 | 176 | 97* | 318 | 309 | 55* | 64* | 76* | 9** | 135 | 43* | 26** | 112 | 88* | 67* | 38* | 100 | 9** | 104 | 69* | 41* | 103 | 110 |
| A | 70 | 26 | 16 | 63 | 32 | 52 | 21 | 18 | 29 | 2 | 41 | 14 | 15 | 28 | 41 | 6 | 10 | 9 | 1 | 22 | 3 | 1 | 16 | 9 | 4 | 7 | 4 | 1 | 10 | 2 | 4 | 12 | 4 |
| | 11%de | 13%de | 7% | 10%d | 6% | 7% | 12% | 13% | 10% | 7% | 11% | 8% | 15% | 9% | 13% | 11% | 16% | 12% | 11% | 16% | 7% | 4% | 14% | 10% | 6% | 18%AC | 4% | 11% | 10% | 3% | 10% | 12% | 4% |
| B | 164 | 43 | 51 | 133 | 106 | 165 | 39 | 34 | 83 | 8 | 93 | 45 | 26 | 83 | 81 | 13 | 18 | 12 | - | 31 | 7 | 5 | 22 | 21 | 15 | 8 | 28 | - | 24 | 17 | 10 | 21 | 30 |
| | 26%d | 21% | 24% | 22% | 20% | 24% | 22% | 25% | 28% | 30% | 26% | 26% | 27% | 26% | 26% | 24% | 28% | 16% | - | 23% | 16% | 19% | 20% | 24% | 22% | 21% | 28% | - | 23% | 25% | 24% | 20% | 27% |
| C1 | 180 | 57 | 59 | 176 | 160 | 212 | 52 | 38 | 87 | 3 | 102 | 56 | 22 | 94 | 85 | 19 | 13 | 23 | 2 | 32 | 15 | 10 | 33 | 23 | 17 | 7 | 29 | 6 | 30 | 17 | 12 | 30 | 28 |
| | 28% | 28% | 28% | 29% | 30% | 30% | 30% | 28% | 30% | 11% | 28% | 32% | 23% | 30% | 28% | 35% | 20% | 30% | 22% | 24% | 35% | 38% | 29% | 26% | 25% | 18% | 29% | 67% | 29% | 25% | 29% | 29% | 25% |
| C2 | 119 | 47 | 37 | 119 | 106 | 113 | 39 | 25 | 49 | 6 | 64 | 36 | 19 | 59 | 59 | 9 | 16 | 20 | 2 | 31 | 9 | 7 | 27 | 19 | 9 | 5 | 22 | 1 | 17 | 13 | 7 | 14 | 23 |
| | 19% | 23%e | 17% | 19% | 20% | 16% | 22% | 18% | 17% | 22% | 18% | 20% | 20% | 19% | 19% | 16% | 25% | 26% | 22% | 23% | 21% | 27% | 24% | 22% | 13% | 13% | 22% | 11% | 16% | 19% | 17% | 14% | 21% |
| D | 36 | 15 | 20 | 62 | 49 | 79 | 12 | 3 | 16 | 5 | 18 | 12 | 6 | 15 | 20 | 4 | 4 | 5 | 2 | 11 | 3 | 1 | 6 | 8 | 7 | 6 | 7 | - | 8 | 9 | 3 | 10 | 10 |
| | 6% | 7% | 9% | 10%a | 9%a | 11%a | 7% | 2% | 5% | 19% | 5% | 7% | 6% | 5% | 6% | 7% | 6% | 7% | 22% | 8% | 7% | 4% | 5% | 9% | 10% | 16% | 7% | - | 8% | 13% | 7% | 10% | 9% |
| E | 63 | 16 | 31 | 58 | 86 | 76 | 13 | 19 | 28 | 3 | 41 | 13 | 9 | 39 | 23 | 4 | 3 | 7 | 2 | 8 | 6 | 2 | 8 | 8 | 15 | 5 | 10 | 1 | 15 | 11 | 5 | 16 | 15 |
| | 10% | 8% | 14%bc | 9% | 16%abce | 11% | 7% | 14% | 10% | 11% | 11% | 7% | 9% | 12%o | 7% | 7% | 5% | 9% | 22% | 6% | 14% | 8% | 7% | 9% | 22%C | 13% | 10% | 11% | 14% | 16% | 12% | 16% | 14% |
| NET: AB | 234 | 69 | 67 | 196 | 138 | 217 | 60 | 52 | 112 | 10 | 134 | 59 | 41 | 111 | 122 | 19 | 28 | 21 | 1 | 53 | 10 | 6 | 38 | 30 | 19 | 15 | 32 | 1 | 34 | 19 | 14 | 33 | 34 |
| | 37%de | 34%d | 31% | 32%d | 26% | 31%d | 34% | 38% | 38% | 37% | 37% | 34% | 42% | 35% | 39% | 35% | 44%r | 28% | 11% | 39% | 23% | 23% | 34% | 34% | 28% | 39% | 32% | 11% | 33% | 28% | 34% | 32% | 31% |
| NET: ABC1 | 414 | 126 | 126 | 372 | 298 | 429 | 112 | 90 | 199 | 13 | 236 | 115 | 63 | 205 | 207 | 38 | 41 | 44 | 3 | 85 | 25 | 16 | 71 | 53 | 36 | 22 | 61 | 7 | 64 | 36 | 26 | 63 | 62 |
| | 66%d | 62% | 59% | 61% | 55% | 62%d | 64% | 66% | 68% | 48% | 66% | 65% | 65% | 64% | 67% | 69% | 64% | 58% | 33% | 63% | 58% | 62% | 63% | 60% | 54% | 58% | 61% | 78% | 62% | 52% | 63% | 61% | 56% |
| NET: C2DE | 218 | 78 | 88 | 239 | 241 | 268 | 64 | 47 | 93 | 14 | 123 | 61 | 34 | 113 | 102 | 17 | 23 | 32 | 6 | 50 | 18 | 10 | 41 | 35 | 31 | 16 | 39 | 2 | 40 | 33 | 15 | 40 | 48 |
| | 34% | 38% | 41% | 39% | 45%ae | 38% | 36% | 34% | 32% | 52% | 34% | 35% | 35% | 36% | 33% | 31% | 36% | 42% | 67% | 37% | 42% | 38% | 37% | 40% | 46% | 42% | 39% | 22% | 38% | 48% | 37% | 39% | 44% |
| NET: DE | 99 | 31 | 51 | 120 | 135 | 155 | 25 | 22 | 44 | 8 | 59 | 25 | 15 | 54 | 43 | 8 | 7 | 12 | 4 | 19 | 9 | 3 | 14 | 16 | 22 | 11 | 17 | 1 | 23 | 20 | 8 | 26 | 25 |
| | 16% | 15% | 24%ab | 20% | 25%abc | 22%ab | 14% | 16% | 15% | 30% | 16% | 14% | 15% | 17% | 14% | 15% | 11% | 16% | 44% | 14% | 21% | 12% | 13% | 18% | 33%C | 29% | 17% | 11% | 22% | 29% | 20% | 25% | 23% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 54

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

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

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | PLUSNET (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 632 | 204 | 214 | 611 | 539 | 697 | 155 | 121 | 313 | 22** | 376 | 173 | 62* | 331 | 273 | 144 | 104 | 268 | 23** | 236 | 179 | 124 | 229 | 305 | 212 | 138 | 322 | 25** | 318 | 236 | 143 | 338 | 350 |
| A | 70 | 26 | 16 | 63 | 32 | 52 | 25 | 20 | 17 | 1 | 40 | 15 | 8 | 37 | 26 | 5 | 11 | 14 | 2 | 16 | 9 | 7 | 17 | 13 | 14 | 21 | 17 | - | 29 | 16 | 7 | 33 | 19 |
| | 11%de | 13%de | 7% | 10%d | 6% | 7% | 16%C | 17%C | 5% | 5% | 11% | 9% | 13% | 11% | 10% | 3% | 11%g | 5% | 9% | 7% | 5% | 6% | 7% | 4% | 7% | 15%pr | 5% | - | 9% | 7% | 5% | 10%x | 5% |
| B | 164 | 43 | 51 | 133 | 106 | 165 | 27 | 28 | 74 | 4 | 92 | 31 | 10 | 75 | 56 | 27 | 20 | 56 | 3 | 44 | 41 | 21 | 40 | 65 | 47 | 37 | 80 | 1 | 83 | 53 | 29 | 84 | 79 |
| | 26%d | 21% | 24% | 22% | 20% | 24% | 17% | 23% | 24% | 18% | 24% | 18% | 16% | 23% | 21% | 19% | 19% | 21% | 13% | 19% | 23% | 17% | 17% | 21% | 22% | 27% | 25% | 4% | 26% | 22% | 20% | 25% | 23% |
| C1 | 180 | 57 | 59 | 176 | 160 | 212 | 41 | 25 | 104 | 6 | 100 | 58 | 18 | 83 | 90 | 46 | 24 | 87 | 3 | 74 | 43 | 43 | 57 | 103 | 60 | 38 | 101 | 13 | 80 | 84 | 48 | 91 | 118 |
| | 28% | 28% | 28% | 29% | 30% | 30% | 26% | 21% | 33%B | 27% | 27% | 34% | 29% | 25% | 33%H | 32% | 23% | 32% | 13% | 31% | 24% | 35%l | 25% | 34%n | 28% | 28% | 31% | 52% | 25% | 36%t | 34% | 27% | 34% |
| C2 | 119 | 47 | 37 | 119 | 106 | 113 | 34 | 25 | 57 | 3 | 78 | 32 | 9 | 68 | 50 | 27 | 22 | 51 | 6 | 42 | 36 | 28 | 51 | 54 | 27 | 25 | 55 | 6 | 50 | 35 | 28 | 49 | 63 |
| | 19% | 23%e | 17% | 19% | 20% | 16% | 22% | 21% | 18% | 14% | 21% | 18% | 15% | 21% | 18% | 19% | 21% | 19% | 26% | 18% | 20% | 23% | 22% | 18% | 13% | 18% | 17% | 24% | 16% | 15% | 20% | 14% | 18% |
| D | 36 | 15 | 20 | 62 | 49 | 79 | 15 | 9 | 37 | 1 | 35 | 17 | 10 | 37 | 25 | 16 | 6 | 26 | 1 | 24 | 20 | 5 | 26 | 23 | 34 | 6 | 37 | 2 | 39 | 25 | 15 | 50 | 28 |
| | 6% | 7% | 9% | 10%a | 9%a | 11%a | 10% | 7% | 12% | 5% | 9% | 10% | 16% | 11% | 9% | 11% | 6% | 10% | 4% | 10%m | 11%m | 4% | 11% | 8% | 16%q | 4% | 11%q | 8% | 12% | 11% | 10% | 15%x | 8% |
| E | 63 | 16 | 31 | 58 | 86 | 76 | 13 | 14 | 24 | 7 | 31 | 20 | 7 | 31 | 26 | 23 | 21 | 34 | 8 | 36 | 30 | 20 | 38 | 47 | 30 | 11 | 32 | 3 | 37 | 23 | 16 | 31 | 43 |
| | 10% | 8% | 14%bc | 9% | 16%abce | 11% | 8% | 12% | 8% | 32% | 8% | 12% | 11% | 9% | 10% | 16% | 20% | 13% | 35% | 15% | 17% | 16% | 17% | 15% | 14% | 8% | 10% | 12% | 12% | 10% | 11% | 9% | 12% |
| NET: AB | 234 | 69 | 67 | 196 | 138 | 217 | 52 | 48 | 91 | 5 | 132 | 46 | 18 | 112 | 82 | 32 | 31 | 70 | 5 | 60 | 50 | 28 | 57 | 78 | 61 | 58 | 97 | 1 | 112 | 69 | 36 | 117 | 98 |
| | 37%de | 34%d | 31% | 32%d | 26% | 31%d | 34% | 40%C | 29% | 23% | 35%F | 27% | 29% | 34% | 30% | 22% | 30% | 26% | 22% | 25% | 28% | 23% | 25% | 26% | 29% | 42%pr | 30% | 4% | 35%v | 29% | 25% | 35% | 28% |
| NET: ABC1 | 414 | 126 | 126 | 372 | 298 | 429 | 93 | 73 | 195 | 11 | 232 | 104 | 36 | 195 | 172 | 78 | 55 | 157 | 8 | 134 | 93 | 71 | 114 | 181 | 121 | 96 | 198 | 14 | 192 | 153 | 84 | 208 | 216 |
| | 66%d | 62% | 59% | 61% | 55% | 62%d | 60% | 60% | 62% | 50% | 62% | 60% | 58% | 59% | 63% | 54% | 53% | 59% | 35% | 57% | 52% | 57% | 50% | 59%n | 57% | 70%p | 61% | 56% | 60% | 65% | 59% | 62% | 62% |
| NET: C2DE | 218 | 78 | 88 | 239 | 241 | 268 | 62 | 48 | 118 | 11 | 144 | 69 | 26 | 136 | 101 | 66 | 49 | 111 | 15 | 102 | 86 | 53 | 115 | 124 | 91 | 42 | 124 | 11 | 126 | 83 | 59 | 130 | 134 |
| | 34% | 38% | 41% | 39% | 45%ae | 38% | 40% | 40% | 38% | 50% | 38% | 40% | 42% | 41% | 37% | 46% | 47% | 41% | 65% | 43% | 48% | 43% | 50%o | 41% | 43%q | 30% | 39% | 44% | 40% | 35% | 41% | 38% | 38% |
| NET: DE | 99 | 31 | 51 | 120 | 135 | 155 | 28 | 23 | 61 | 8 | 66 | 37 | 17 | 68 | 51 | 39 | 27 | 60 | 9 | 60 | 50 | 25 | 64 | 70 | 64 | 17 | 69 | 5 | 76 | 48 | 31 | 81 | 71 |
| | 16% | 15% | 24%ab | 20% | 25%abc | 22%ab | 18% | 19% | 19% | 36% | 18% | 21% | 27% | 21% | 19% | 27% | 26% | 22% | 39% | 25% | 28% | 20% | 28% | 23% | 30%qr | 12% | 21%q | 20% | 24% | 20% | 22% | 24% | 20% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 55

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

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

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 632 | 204 | 214 | 611 | 539 | 697 | 176 | 137 | 292 | 27** | 359 | 176 | 97* | 318 | 309 | 55* | 64* | 76* | 9** | 135 | 43* | 26** | 112 | 88* | 67* | 38* | 100 | 9** | 104 | 69* | 41* | 103 | 110 |
| A city or large town (including suburbs) | 295<br>47% | 112<br>55%af | 85<br>40% | 332<br>54%af | 303<br>56%af | 460<br>66%abcdf | 89<br>51% | 75<br>55%i | 121<br>41% | 10<br>37% | 180<br>50% | 77<br>44% | 38<br>39% | 160<br>50% | 134<br>43% | 35<br>64% | 37<br>58% | 37<br>49% | 3<br>33% | 77<br>57% | 22<br>51% | 13<br>50% | 64<br>57% | 47<br>53% | 24<br>36% | 20<br>53% | 38<br>38% | 3<br>33% | 46<br>44% | 27<br>39% | 12<br>29% | 49<br>48%l | 36<br>33% |
| A small town | 212<br>34%e | 66<br>32% | 82<br>38%e | 211<br>35%e | 192<br>36%e | 197<br>28% | 63<br>36% | 37<br>27% | 99<br>34% | 13<br>48% | 116<br>32% | 66<br>38% | 30<br>31% | 95<br>30% | 115<br>37% | 16<br>29% | 21<br>33% | 26<br>34% | 3<br>33% | 43<br>32% | 15<br>35% | 8<br>31% | 35<br>31% | 28<br>32% | 28<br>42% | 17<br>45% | 36<br>36% | 1<br>11% | 37<br>36% | 32<br>46% | 13<br>32% | 39<br>38% | 43<br>39% |
| A village, hamlet or isolated dwelling in the countryside | 118<br>19%bcdel | 24<br>2%e | 46<br>21%bcde | 64<br>10%e | 43<br>8%e | 36<br>5% | 23<br>13% | 24<br>18% | 68<br>23%g | 3<br>11% | 60<br>17% | 31<br>18% | 27<br>28%kl | 58<br>18% | 58<br>19% | 4<br>7% | 6<br>9% | 12<br>16% | 2<br>22% | 14<br>10% | 6<br>14% | 4<br>15% | 11<br>10% | 13<br>15% | 15<br>22%B | 1<br>3% | 25<br>25%B | 5<br>56% | 21<br>20% | 10<br>14% | 15<br>37%EF | 15<br>15% | 30<br>27%H |
| Prefer not to say | 7<br>1% | 2<br>1% | 1<br>* | 4<br>1% | 1<br>* | 4<br>1% | 1<br>1% | 1<br>1% | 4<br>1% | 1<br>4% | 3<br>1% | 2<br>1% | 2<br>2% | 5<br>2% | 2<br>1% | -<br>- | -<br>- | 1<br>1% | 1<br>11% | 1<br>1% | -<br>- | 1<br>4% | 2<br>2% | -<br>- | -<br>- | -<br>- | 1<br>1% | -<br>- | -<br>- | -<br>- | 1<br>2% | -<br>- | 1<br>1% |
| NET: Urban | 507<br>80% | 178<br>87%af | 167<br>78% | 543<br>89%af | 495<br>92%af | 657<br>94%abcf | 152<br>86%l | 112<br>82% | 220<br>75% | 23<br>85% | 296<br>82%m | 143<br>81%m | 68<br>70% | 255<br>80% | 249<br>81% | 51<br>93% | 58<br>91% | 63<br>83% | 6<br>67% | 120<br>89% | 37<br>86% | 21<br>81% | 99<br>88% | 75<br>85% | 52<br>78% | 37<br>97%AC | 74<br>74% | 4<br>44% | 83<br>80%G | 59<br>86%G | 25<br>61% | 88<br>85%l | 79<br>72% |
| NET: Rural | 118<br>19%bcdel | 24<br>2%e | 46<br>21%bcde | 64<br>10%e | 43<br>8%e | 36<br>5% | 23<br>13% | 24<br>18% | 68<br>23%g | 3<br>11% | 60<br>17% | 31<br>18% | 27<br>28%kl | 58<br>18% | 58<br>19% | 4<br>7% | 6<br>9% | 12<br>16% | 2<br>22% | 14<br>10% | 6<br>14% | 4<br>15% | 11<br>10% | 13<br>15% | 15<br>22%B | 1<br>3% | 25<br>25%B | 5<br>56% | 21<br>20% | 10<br>14% | 15<br>37%EF | 15<br>15% | 30<br>27%H |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 56

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

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

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | PLUSNET (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 632 | 204 | 214 | 611 | 539 | 697 | 155 | 121 | 313 | 22** | 376 | 173 | 62* | 331 | 273 | 144 | 104 | 268 | 23** | 236 | 179 | 124 | 229 | 305 | 212 | 138 | 322 | 25** | 318 | 236 | 143 | 338 | 350 |
| A city or large town (including suburbs) | 295<br>47% | 112<br>55%af | 85<br>40% | 332<br>54%af | 303<br>56%af | 460<br>66%abcdf | 90<br>58% | 63<br>52% | 170<br>54% | 9<br>41% | 212<br>56% | 89<br>51% | 31<br>50% | 189<br>57% | 137<br>50% | 82<br>57% | 63<br>61% | 142<br>53% | 16<br>70% | 128<br>54% | 100<br>56% | 75<br>60% | 127<br>55% | 173<br>57% | 132<br>62% | 97<br>70% | 219<br>68% | 12<br>48% | 220<br>69% | 146<br>62% | 94<br>66% | 230<br>68% | 225<br>64% |
| A small town | 212<br>34%e | 66<br>32% | 82<br>38%e | 211<br>35%e | 192<br>36%e | 197<br>28% | 41<br>26% | 48<br>40%A | 113<br>36%A | 9<br>41% | 126<br>34% | 63<br>36% | 22<br>35% | 109<br>33% | 101<br>37% | 44<br>31% | 34<br>33% | 109<br>41%g | 5<br>22% | 89<br>38% | 61<br>34% | 42<br>34% | 87<br>38% | 104<br>34% | 66<br>31% | 39<br>28% | 83<br>26% | 9<br>36% | 87<br>27% | 71<br>30% | 39<br>27% | 92<br>27% | 101<br>29% |
| A village, hamlet or isolated dwelling in the countryside | 118<br>19%bcde | 24<br>12%e | 46<br>21%bcde | 64<br>10%e | 43<br>8%e | 36<br>5% | 23<br>15% | 10<br>8% | 28<br>9% | 3<br>14% | 36<br>10% | 19<br>11% | 9<br>15% | 31<br>9% | 33<br>12% | 18<br>13%l | 6<br>6% | 17<br>6% | 2<br>9% | 19<br>8% | 17<br>9% | 7<br>6% | 15<br>7% | 27<br>9% | 13<br>6%q | 2<br>1% | 18<br>6%q | 3<br>12% | 9<br>3% | 17<br>7%t | 10<br>7%t | 13<br>4% | 23<br>7% |
| Prefer not to say | 7<br>1% | 2<br>1% | 1<br>* | 4<br>1% | 1<br>* | 4<br>1% | 1<br>1% | -<br>- | 2<br>1% | 1<br>5% | 2<br>1% | 2<br>1% | -<br>- | 2<br>1% | 2<br>1% | -<br>- | 1<br>1% | -<br>- | -<br>- | -<br>- | 1<br>1% | -<br>- | -<br>- | 1<br>* | 1<br>* | -<br>- | 2<br>1% | 1<br>4% | 2<br>1% | 2<br>1% | -<br>- | 3<br>1% | 1<br>* |
| NET: Urban | 507<br>80% | 178<br>87%af | 167<br>78% | 543<br>89%af | 495<br>92%af | 657<br>94%abcf | 131<br>85% | 111<br>92% | 283<br>90% | 18<br>82% | 338<br>90% | 152<br>88% | 53<br>85% | 298<br>90% | 238<br>87% | 126<br>88% | 97<br>93% | 251<br>94%g | 21<br>91% | 217<br>92% | 161<br>90% | 117<br>94% | 214<br>93% | 277<br>91% | 198<br>93% | 136<br>99%pr | 302<br>94% | 21<br>84% | 307<br>97%u | 217<br>92% | 133<br>93% | 322<br>95% | 326<br>93% |
| NET: Rural | 118<br>19%bcde | 24<br>12%e | 46<br>21%bcde | 64<br>10%e | 43<br>8%e | 36<br>5% | 23<br>15% | 10<br>8% | 28<br>9% | 3<br>14% | 36<br>10% | 19<br>11% | 9<br>15% | 31<br>9% | 33<br>12% | 18<br>13%l | 6<br>6% | 17<br>6% | 2<br>9% | 19<br>8% | 17<br>9% | 7<br>6% | 15<br>7% | 27<br>9% | 13<br>6%q | 2<br>1% | 18<br>6%q | 3<br>12% | 9<br>3% | 17<br>7%t | 10<br>7%t | 13<br>4% | 23<br>7% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 57

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

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

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 632 | 204 | 214 | 611 | 539 | 697 | 176 | 137 | 292 | 27** | 359 | 176 | 97* | 318 | 309 | 55* | 64* | 76* | 9** | 135 | 43* | 26** | 112 | 88* | 67* | 38* | 100 | 9** | 104 | 69* | 41* | 103 | 110 |
| Small (1-2 people) | 214 | 79 | 99 | 180 | 229 | 245 | 66 | 44 | 95 | 9 | 121 | 55 | 38 | 103 | 109 | 18 | 25 | 32 | 4 | 55 | 15 | 9 | 43 | 36 | 38 | 10 | 46 | 5 | 50 | 33 | 16 | 51 | 48 |
| | *34%* | **39%c** | **46%ace** | *29%* | **42%ace** | **35%c** | *38%* | *32%* | *33%* | *33%* | *34%* | *31%* | *39%* | *32%* | *35%* | *33%* | *39%* | *42%* | *44%* | *41%* | *35%* | *35%* | *38%* | *41%* | **57%B** | *26%* | **46%B** | *56%* | *48%* | *48%* | *39%* | *50%* | *44%* |
| Medium (3-4 people) | 314 | 100 | 87 | 331 | 232 | 326 | 85 | 68 | 148 | 13 | 184 | 85 | 45 | 161 | 152 | 29 | 29 | 37 | 5 | 69 | 20 | 11 | 56 | 41 | 23 | 21 | 43 | - | 43 | 24 | 20 | 40 | 46 |
| | **50%df** | *49%* | *41%* | **54%def** | *43%* | *47%* | *48%* | *50%* | *51%* | *48%* | *51%* | *48%* | *46%* | *51%* | *49%* | *53%* | *45%* | *49%* | *56%* | *51%* | *47%* | *42%* | *50%* | *47%* | *34%* | **55%A** | *43%* | - | *41%* | *35%* | *49%* | *39%* | *42%* |
| Large (5+ people) | 104 | 25 | 28 | 100 | 78 | 126 | 25 | 25 | 49 | 5 | 54 | 36 | 14 | 54 | 48 | 8 | 10 | 7 | - | 11 | 8 | 6 | 13 | 11 | 6 | 7 | 11 | 4 | 11 | 12 | 5 | 12 | 16 |
| | *16%* | *12%* | *13%* | *16%* | *14%* | *18%* | *14%* | *18%* | *17%* | *19%* | *15%* | *20%* | *14%* | *17%* | *16%* | *15%* | *16%* | *9%* | - | *8%* | *19%* | *23%* | *12%* | *13%* | *9%* | *18%* | *11%* | *44%* | *11%* | *17%* | *12%* | *12%* | *15%* |
| Sigma | 632 | 204 | 214 | 611 | 539 | 697 | 176 | 137 | 292 | 27 | 359 | 176 | 97 | 318 | 309 | 55 | 64 | 76 | 9 | 135 | 43 | 26 | 112 | 88 | 67 | 38 | 100 | 9 | 104 | 69 | 41 | 103 | 110 |
| | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 58

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

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

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | PLUSNET (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 632 | 204 | 214 | 611 | 539 | 697 | 155 | 121 | 313 | 22** | 376 | 173 | 62* | 331 | 273 | 144 | 104 | 268 | 23** | 236 | 179 | 124 | 229 | 305 | 212 | 138 | 322 | 25** | 318 | 236 | 143 | 338 | 350 |
| Small (1-2 people) | 214 | 79 | 99 | 180 | 229 | 245 | 47 | 36 | 95 | 2 | 103 | 52 | 25 | 97 | 80 | 56 | 41 | 121 | 11 | 96 | 77 | 56 | 92 | 133 | 92 | 46 | 99 | 8 | 103 | 82 | 60 | 111 | 130 |
| | *34%* | **39%c** | **46%ace** | *29%* | **42%ace** | **35%c** | *30%* | *30%* | *30%* | *9%* | *27%* | *30%* | **40%E** | *29%* | *29%* | *39%* | *39%* | *45%* | *48%* | *41%* | *43%* | *45%* | *40%* | *44%* | **43%r** | *33%* | *31%* | *32%* | *32%* | *35%* | **42%t** | *33%* | *37%* |
| Medium (3-4 people) | 314 | 100 | 87 | 331 | 232 | 326 | 80 | 64 | 169 | 18 | 204 | 101 | 26 | 183 | 144 | 65 | 46 | 112 | 9 | 105 | 77 | 50 | 99 | 133 | 88 | 61 | 163 | 14 | 155 | 108 | 63 | 159 | 164 |
| | **50%df** | *49%* | *41%* | **54%def** | *43%* | *47%* | *52%* | *53%* | *54%* | *82%* | *54%* | **58%G** | *42%* | *55%* | *53%* | *45%* | *44%* | *42%* | *39%* | *44%* | *43%* | *40%* | *43%* | *44%* | *42%* | *44%* | **51%p** | *56%* | *49%* | *46%* | *44%* | *47%* | *47%* |
| Large (5+ people) | 104 | 25 | 28 | 100 | 78 | 126 | 28 | 21 | 49 | 2 | 69 | 20 | 11 | 51 | 49 | 23 | 17 | 35 | 3 | 35 | 25 | 18 | 38 | 39 | 32 | 31 | 60 | 3 | 60 | 46 | 20 | 68 | 56 |
| | *16%* | *12%* | *13%* | *16%* | *14%* | *18%* | *18%* | *17%* | *16%* | *9%* | **18%F** | *12%* | *18%* | *15%* | *18%* | *16%* | *16%* | *13%* | *13%* | *15%* | *14%* | *15%* | *17%* | *13%* | *15%* | *22%* | *19%* | *12%* | *19%* | *19%* | *14%* | *20%* | *16%* |
| Sigma | 632 | 204 | 214 | 611 | 539 | 697 | 155 | 121 | 313 | 22 | 376 | 173 | 62 | 331 | 273 | 144 | 104 | 268 | 23 | 236 | 179 | 124 | 229 | 305 | 212 | 138 | 322 | 25 | 318 | 236 | 143 | 338 | 350 |
| | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 59

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

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

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 632 | 204 | 214 | 611 | 539 | 697 | 176 | 137 | 292 | 27** | 359 | 176 | 97* | 318 | 309 | 55* | 64* | 76* | 9** | 135 | 43* | 26** | 112 | 88* | 67* | 38* | 100 | 9** | 104 | 69* | 41* | 103 | 110 |
| 1 | 159 | 74 | 53 | 184 | 138 | 190 | 44 | 36 | 71 | 8 | 98 | 36 | 25 | 84 | 75 | 19 | 30 | 21 | 4 | 53 | 14 | 7 | 41 | 32 | 17 | 13 | 23 | - | 23 | 18 | 12 | 25 | 28 |
| | 25% | 36%adef | 25% | 30% | 26% | 27% | 25% | 26% | 24% | 30% | 27% | 20% | 26% | 26% | 24% | 35% | 47%t | 28% | 44% | 39% | 33% | 27% | 37% | 36% | 25% | 34% | 23% | - | 22% | 26% | 29% | 24% | 25% |
| 2 | 138 | 34 | 34 | 137 | 96 | 120 | 39 | 36 | 55 | 8 | 74 | 41 | 23 | 68 | 68 | 10 | 9 | 15 | - | 17 | 9 | 8 | 19 | 14 | 9 | 9 | 16 | - | 16 | 10 | 8 | 14 | 19 |
| | 22%e | 17% | 16% | 22%ef | 18% | 17% | 22% | 26% | 19% | 30% | 21% | 23% | 24% | 21% | 22% | 18% | 14% | 20% | - | 13% | 21% | 31% | 17% | 16% | 13% | 24% | 16% | - | 15% | 14% | 20% | 14% | 17% |
| 3 | 48 | 7 | 16 | 41 | 26 | 49 | 11 | 12 | 25 | - | 29 | 14 | 5 | 23 | 25 | 3 | 3 | 1 | - | 3 | 3 | 1 | 2 | 5 | - | 5 | 8 | 3 | 8 | 6 | 2 | 6 | 10 |
| | 8%b | 3% | 7% | 7% | 5% | 7% | 6% | 9% | 9% | - | 8% | 8% | 5% | 7% | 8% | 5% | 5% | 1% | - | 2% | 7% | 4% | 2% | 6% | - | 13%A | 8%A | 33% | 8% | 9% | 5% | 6% | 9% |
| 4 | 7 | - | 2 | 19 | 7 | 14 | 2 | 2 | 3 | - | 4 | 3 | - | 5 | 2 | - | - | - | - | - | - | - | - | - | 1 | - | 1 | - | - | 2 | - | - | 2 |
| | 1% | - | 1% | 3%abd | 1% | 2%b | 1% | 1% | 1% | - | 1% | 2% | - | 2% | 1% | - | - | - | - | - | - | - | - | - | 1% | - | 1% | - | - | 3% | - | - | 2% |
| 5+ | 9 | 2 | 1 | 6 | 3 | 9 | 2 | 1 | 5 | 1 | 3 | 2 | 4 | 3 | 5 | 1 | - | 1 | - | 2 | - | - | 1 | 1 | 1 | - | - | - | - | - | 1 | 1 | - |
| | 1% | 1% | * | 1% | 1% | 1% | 1% | 1% | 2% | 4% | 1% | 1% | 4%k | 1% | 2% | 2% | - | 1% | - | 1% | - | - | 1% | 1% | 1% | - | - | - | - | - | 2% | 1% | - |
| No children in household | 271 | 87 | 108 | 224 | 269 | 315 | 78 | 50 | 133 | 10 | 151 | 80 | 40 | 135 | 134 | 22 | 22 | 38 | 5 | 60 | 17 | 10 | 49 | 36 | 39 | 11 | 52 | 6 | 57 | 33 | 18 | 57 | 51 |
| | 43%c | 43% | 50%c | 37% | 50%ac | 45%c | 44% | 36% | 46% | 37% | 42% | 45% | 41% | 42% | 43% | 40% | 34% | 50% | 56% | 44% | 40% | 38% | 44% | 41% | 58%B | 29% | 52%B | 67% | 55% | 48% | 44% | 55% | 46% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 60

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

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

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | PLUSNET (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 632 | 204 | 214 | 611 | 539 | 697 | 155 | 121 | 313 | 22** | 376 | 173 | 62* | 331 | 273 | 144 | 104 | 268 | 23** | 236 | 179 | 124 | 229 | 305 | 212 | 138 | 322 | 25** | 318 | 236 | 143 | 338 | 350 |
| 1 | 159 | 74 | 53 | 184 | 138 | 190 | 45 | 43 | 90 | 6 | 116 | 49 | 19 | 109 | 73 | 28 | 31 | 73 | 6 | 66 | 40 | 32 | 61 | 77 | 53 | 45 | 84 | 8 | 101 | 58 | 31 | 103 | 85 |
| | 25% | 36%adef | 25% | 30% | 26% | 27% | 29% | 36% | 29% | 27% | 31% | 28% | 31% | 33% | 27% | 19% | 30% | 27% | 26% | 28% | 22% | 26% | 27% | 25% | 25% | 33% | 26% | 32% | 32%v | 25% | 22% | 30% | 24% |
| 2 | 138 | 34 | 34 | 137 | 96 | 120 | 39 | 25 | 65 | 8 | 84 | 41 | 12 | 71 | 65 | 33 | 23 | 37 | 3 | 46 | 29 | 21 | 43 | 53 | 29 | 25 | 60 | 6 | 62 | 41 | 17 | 57 | 62 |
| | 22%e | 17% | 16% | 22%ef | 18% | 17% | 25% | 21% | 21% | 36% | 22% | 24% | 19% | 21% | 24% | 23%l | 22% | 14% | 13% | 19% | 16% | 17% | 19% | 17% | 14% | 18% | 19% | 24% | 19%v | 17% | 12% | 17% | 18% |
| 3 | 48 | 7 | 16 | 41 | 26 | 49 | 9 | 10 | 21 | 1 | 28 | 10 | 3 | 27 | 14 | 8 | 6 | 12 | - | 13 | 10 | 3 | 15 | 11 | 16 | 10 | 22 | 1 | 21 | 19 | 9 | 22 | 26 |
| | 8%b | 3% | 7% | 7% | 5% | 7% | 6% | 8% | 7% | 5% | 7% | 6% | 5% | 8% | 5% | 6% | 6% | 4% | - | 6% | 6% | 2% | 7% | 4% | 8% | 7% | 7% | 4% | 7% | 8% | 6% | 7% | 7% |
| 4 | 7 | - | 2 | 19 | 7 | 14 | 5 | 1 | 12 | 1 | 14 | 3 | 2 | 7 | 12 | 4 | 1 | 2 | - | 2 | 1 | 4 | 4 | 3 | 6 | 3 | 5 | - | 8 | 4 | 2 | 9 | 5 |
| | 1% | - | 1% | 3%abd | 1% | 2%b | 3% | 1% | 4% | 5% | 4% | 2% | 3% | 2% | 4% | 3% | 1% | 1% | - | 1% | 1% | 3% | 2% | 1% | 3% | 2% | 2% | - | 3% | 2% | 1% | 3% | 1% |
| 5+ | 9 | 2 | 1 | 6 | 3 | 9 | 2 | 1 | 3 | - | 2 | 2 | 2 | 1 | 5 | - | 1 | 2 | - | - | 1 | 2 | 1 | 1 | 4 | - | 5 | - | 1 | 6 | 2 | 3 | 6 |
| | 1% | 1% | * | 1% | 1% | 1% | 1% | 1% | 1% | - | 1% | 1% | 3%E | * | 2% | - | 1% | 1% | - | - | 1% | 2% | * | * | 2% | - | 2% | - | * | 3%t | 1% | 1% | 2% |
| No children in household | 271 | 87 | 108 | 224 | 269 | 315 | 55 | 41 | 122 | 6 | 132 | 68 | 24 | 116 | 104 | 71 | 42 | 142 | 14 | 109 | 98 | 62 | 105 | 160 | 104 | 55 | 146 | 10 | 125 | 108 | 82 | 144 | 166 |
| | 43%c | 43% | 50%c | 37% | 50%ac | 45%c | 35% | 34% | 39% | 27% | 35% | 39% | 39% | 35% | 38% | 49% | 40% | 53%h | 61% | 46% | 55% | 50% | 46% | 52% | 49% | 40% | 45% | 40% | 39% | 46% | 57%tu | 43% | 47% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 61

**QHH4: ADULTS IN HOUSEHOLD.**

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

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 632 | 204 | 214 | 611 | 539 | 697 | 176 | 137 | 292 | 27** | 359 | 176 | 97* | 318 | 309 | 55* | 64* | 76* | 9** | 135 | 43* | 26** | 112 | 88* | 67* | 38* | 100 | 9** | 104 | 69* | 41* | 103 | 110 |
| None | - | - | - | - | - | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | - | - | - | - | - | * | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 1 | 111 | 41 | 59 | 103 | 138 | 128 | 38 | 30 | 38 | 5 | 69 | 28 | 14 | 55 | 54 | 11 | 13 | 14 | 3 | 27 | 9 | 5 | 14 | 27 | 21 | 9 | 27 | 2 | 27 | 20 | 12 | 34 | 24 |
| | 18% | 20% | 28%ace | 17% | 26%ace | 18% | 22%i | 22%i | 13% | 19% | 19% | 16% | 14% | 17% | 17% | 20% | 20% | 18% | 33% | 20% | 21% | 19% | 13% | 31%w | 31% | 24% | 27% | 22% | 26% | 29% | 29% | 33% | 22% |
| 2 | 374 | 111 | 118 | 363 | 281 | 383 | 103 | 78 | 177 | 16 | 215 | 96 | 63 | 192 | 180 | 29 | 34 | 46 | 2 | 80 | 19 | 12 | 71 | 39 | 35 | 22 | 56 | 5 | 61 | 37 | 20 | 50 | 68 |
| | 59%d | 54% | 55% | 59%d | 52% | 55% | 59% | 57% | 61% | 59% | 60% | 55% | 65% | 60% | 58% | 53% | 53% | 61% | 22% | 59% | 44% | 46% | 63%x | 44% | 52% | 58% | 56% | 56% | 59% | 54% | 49% | 49% | 62% |
| 3 | 77 | 32 | 23 | 85 | 57 | 96 | 21 | 14 | 38 | 4 | 39 | 25 | 13 | 33 | 43 | 10 | 9 | 10 | 3 | 20 | 8 | 4 | 16 | 14 | 5 | 5 | 12 | 1 | 9 | 8 | 6 | 12 | 11 |
| | 12% | 16% | 11% | 14% | 11% | 14% | 12% | 10% | 13% | 15% | 11% | 14% | 13% | 10% | 14% | 18% | 14% | 13% | 33% | 15% | 19% | 15% | 14% | 16% | 7% | 13% | 12% | 11% | 9% | 12% | 15% | 12% | 10% |
| 4 | 44 | 15 | 9 | 47 | 37 | 66 | 9 | 6 | 28 | 1 | 24 | 15 | 5 | 22 | 22 | 5 | 4 | 5 | 1 | 6 | 6 | 3 | 9 | 5 | 3 | 2 | 4 | - | 4 | 3 | 2 | 5 | 4 |
| | 7% | 7% | 4% | 8% | 7% | 9%f | 5% | 4% | 10% | 4% | 7% | 9% | 5% | 7% | 7% | 9% | 6% | 7% | 11% | 4% | 14%t | 12% | 8% | 6% | 4% | 5% | 4% | - | 4% | 4% | 5% | 5% | 4% |
| 5+ | 26 | 5 | 5 | 13 | 26 | 23 | 5 | 9 | 11 | 1 | 12 | 12 | 2 | 16 | 10 | - | 4 | 1 | - | 2 | 1 | 2 | 2 | 3 | 3 | - | 1 | 1 | 3 | 1 | 1 | 2 | 3 |
| | 4%c | 2% | 2% | 2% | 5%c | 3% | 3% | 7% | 4% | 4% | 3% | 7% | 2% | 5% | 3% | - | 6% | 1% | - | 1% | 2% | 8% | 2% | 3% | 4% | - | 1% | 11% | 3% | 1% | 2% | 2% | 3% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 62

**QHH4: ADULTS IN HOUSEHOLD.**

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

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | PLUSNET (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 632 | 204 | 214 | 611 | 539 | 697 | 155 | 121 | 313 | 22** | 376 | 173 | 62* | 331 | 273 | 144 | 104 | 268 | 23** | 236 | 179 | 124 | 229 | 305 | 212 | 138 | 322 | 25** | 318 | 236 | 143 | 338 | 350 |
| None | - | - | - | - | - | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 | - | - | - | 1 | - | - |
| | - | - | - | - | - | * | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | * | - | - | - | *1%* | - | - |
| 1 | 111 | 41 | 59 | 103 | 138 | 128 | 28 | 22 | 51 | 2 | 60 | 28 | 15 | 60 | 43 | 32 | 30 | 69 | 7 | 55 | 46 | 37 | 58 | 77 | 50 | 28 | 44 | 6 | 56 | 52 | 20 | 61 | 65 |
| | *18%* | *20%* | **28%ace** | *17%* | **26%ace** | *18%* | *18%* | *18%* | *16%* | *9%* | *16%* | *16%* | *24%* | *18%* | *16%* | *22%* | *29%* | *26%* | *30%* | *23%* | *26%* | *30%* | *25%* | *25%* | **24%r** | *20%* | *14%* | *24%* | *18%* | *22%* | *14%* | *18%* | *19%* |
| 2 | 374 | 111 | 118 | 363 | 281 | 383 | 87 | 71 | 192 | 13 | 227 | 102 | 34 | 197 | 161 | 81 | 53 | 138 | 9 | 129 | 89 | 63 | 120 | 159 | 122 | 75 | 174 | 12 | 185 | 116 | 82 | 186 | 193 |
| | **59%d** | *54%* | *55%* | **59%d** | *52%* | *55%* | *56%* | *59%* | *61%* | *59%* | *60%* | *59%* | *55%* | *60%* | *59%* | *56%* | *51%* | *51%* | *39%* | *55%* | *50%* | *51%* | *52%* | *52%* | *58%* | *54%* | *54%* | *48%* | **58%u** | *49%* | *57%* | *55%* | *55%* |
| 3 | 77 | 32 | 23 | 85 | 57 | 96 | 25 | 17 | 38 | 5 | 48 | 27 | 10 | 41 | 43 | 11 | 12 | 29 | 5 | 22 | 22 | 13 | 20 | 37 | 20 | 14 | 57 | 5 | 37 | 36 | 23 | 45 | 51 |
| | *12%* | *16%* | *11%* | *14%* | *11%* | *14%* | *16%* | *14%* | *12%* | *23%* | *13%* | *16%* | *16%* | *12%* | *16%* | *8%* | *12%* | *11%* | *22%* | *9%* | *12%* | *10%* | *9%* | *12%* | *9%* | *10%* | **18%pq** | *20%* | *12%* | *15%* | *16%* | *13%* | *15%* |
| 4 | 44 | 15 | 9 | 47 | 37 | 66 | 11 | 7 | 27 | 2 | 32 | 13 | 2 | 25 | 21 | 13 | 4 | 20 | - | 18 | 14 | 5 | 19 | 18 | 12 | 12 | 40 | 2 | 30 | 23 | 13 | 34 | 31 |
| | *7%* | *7%* | *4%* | *8%* | *7%* | **9%f** | *7%* | *6%* | *9%* | *9%* | *9%* | *8%* | *3%* | *8%* | *8%* | *9%* | *4%* | *7%* | - | *8%* | *8%* | *4%* | *8%* | *6%* | *6%* | *9%* | **12%p** | *8%* | *9%* | *10%* | *9%* | *10%* | *9%* |
| 5+ | 26 | 5 | 5 | 13 | 26 | 23 | 4 | 4 | 5 | - | 9 | 3 | 1 | 8 | 5 | 7 | 5 | 12 | 2 | 12 | 8 | 6 | 12 | 14 | 8 | 9 | 6 | - | 10 | 9 | 4 | 12 | 10 |
| | **4%c** | *2%* | *2%* | *2%* | **5%c** | *3%* | *3%* | *3%* | *2%* | - | *2%* | *2%* | *2%* | *2%* | *2%* | *5%* | *5%* | *4%* | *9%* | *5%* | *4%* | *5%* | *5%* | *5%* | *4%* | **7%r** | *2%* | - | *3%* | *4%* | *3%* | *4%* | *3%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 63

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

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

| | Supplier | | | | | | BT | | | | | | | | | EE | | | | | | | | | PLUSNET | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | Plusnet (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) |
| Total | 632 | 204 | 214 | 611 | 539 | 697 | 176 | 137 | 292 | 27** | 359 | 176 | 97* | 318 | 309 | 55* | 64* | 76* | 9** | 135 | 43* | 26** | 112 | 88* | 67* | 38* | 100 | 9** | 104 | 69* | 41* | 103 | 110 |
| Hearing | 39<br>*6%* | 10<br>*5%* | 12<br>*6%* | 31<br>*5%* | 33<br>*6%* | 38<br>*5%* | 14<br>*8%* | 6<br>*4%* | 16<br>*5%* | 3<br>*11%* | 21<br>*6%* | 14<br>*8%* | 4<br>*4%* | 19<br>*6%* | 19<br>*6%* | 5<br>*9%* | 2<br>*3%* | 2<br>*3%* | 1<br>*11%* | 7<br>*5%* | 3<br>*7%* | -<br>*-* | 3<br>*3%* | 6<br>*7%* | 4<br>*6%* | -<br>*-* | 7<br>*7%* | 1<br>*11%* | 4<br>*4%* | 6<br>*9%* | 2<br>*5%* | 6<br>*6%* | 6<br>*5%* |
| Eyesight | 43<br>*7%* | 26<br>**13%acef** | 10<br>*5%* | 49<br>*8%* | 55<br>**10%af** | 51<br>*7%* | 13<br>*7%* | 11<br>*8%* | 18<br>*6%* | 1<br>*4%* | 28<br>*8%* | 11<br>*6%* | 4<br>*4%* | 21<br>*7%* | 22<br>*7%* | 5<br>*9%* | 9<br>*14%* | 10<br>*13%* | 2<br>*22%* | 16<br>*12%* | 8<br>*19%* | 2<br>*8%* | 14<br>*13%* | 10<br>*11%* | 2<br>*3%* | 1<br>*3%* | 6<br>*6%* | 1<br>*11%* | 3<br>*3%* | 4<br>*6%* | 3<br>*7%* | 4<br>*4%* | 6<br>*5%* |
| Mobility | 53<br>*8%* | 13<br>*6%* | 18<br>*8%* | 50<br>*8%* | 48<br>*9%* | 51<br>*7%* | 17<br>*10%* | 9<br>*7%* | 24<br>*8%* | 3<br>*11%* | 31<br>*9%* | 13<br>*7%* | 9<br>*9%* | 27<br>*8%* | 25<br>*8%* | 2<br>*4%* | 5<br>*8%* | 4<br>*5%* | 2<br>*22%* | 7<br>*5%* | 5<br>*12%* | 1<br>*4%* | 5<br>*4%* | 8<br>*9%* | 5<br>*7%* | 1<br>*3%* | 11<br>*11%* | 1<br>*11%* | 8<br>*8%* | 5<br>*7%* | 5<br>*12%* | 9<br>*9%* | 9<br>*8%* |
| Dexterity | 30<br>*5%* | 13<br>*6%* | 11<br>*5%* | 37<br>*6%* | 39<br>*7%* | 34<br>*5%* | 10<br>*6%* | 8<br>*6%* | 11<br>*4%* | 1<br>*4%* | 21<br>*6%* | 6<br>*3%* | 3<br>*3%* | 19<br>*6%* | 11<br>*4%* | 3<br>*5%* | 5<br>*8%* | 3<br>*4%* | 2<br>*22%* | 8<br>*6%* | 3<br>*7%* | 2<br>*8%* | 4<br>*4%* | 8<br>*9%* | 2<br>*3%* | 4<br>*11%* | 5<br>*5%* | -<br>*-* | 6<br>*6%* | 4<br>*6%* | 1<br>*2%* | 6<br>*6%* | 5<br>*5%* |
| Breathing | 50<br>*8%* | 13<br>*6%* | 18<br>*8%* | 40<br>*7%* | 57<br>**11%ce** | 43<br>*6%* | 12<br>*7%* | 17<br>*12%* | 20<br>*7%* | 1<br>*4%* | 22<br>*6%* | 18<br>*10%* | 10<br>*10%* | 23<br>*7%* | 26<br>*8%* | 3<br>*5%* | 6<br>*9%* | 4<br>*5%* | -<br>*-* | 8<br>*6%* | 4<br>*9%* | 1<br>*4%* | 5<br>*4%* | 8<br>*9%* | 5<br>*7%* | 4<br>*11%* | 9<br>*9%* | -<br>*-* | 10<br>**10%G** | 8<br>**12%G** | -<br>*-* | 11<br>*11%* | 6<br>*5%* |
| Mental abilities | 51<br>*8%* | 15<br>*7%* | 13<br>*6%* | 49<br>*8%* | 44<br>*8%* | 50<br>*7%* | 16<br>*9%* | 15<br>*11%* | 18<br>*6%* | 2<br>*7%* | 33<br>*9%* | 13<br>*7%* | 5<br>*5%* | 28<br>*9%* | 22<br>*7%* | 5<br>*9%* | 3<br>*5%* | 6<br>*8%* | 1<br>*11%* | 7<br>*5%* | 6<br>*14%* | 2<br>*8%* | 7<br>*6%* | 8<br>*9%* | 4<br>*6%* | 3<br>*8%* | 5<br>*5%* | 1<br>*11%* | 7<br>*7%* | 5<br>*7%* | 1<br>*2%* | 10<br>**10%l** | 3<br>*3%* |
| Social/behavioural | 40<br>*6%* | 20<br>**10%c** | 12<br>*6%* | 33<br>*5%* | 37<br>*7%* | 41<br>*6%* | 13<br>*7%* | 12<br>*9%* | 15<br>*5%* | -<br>*-* | 21<br>*6%* | 16<br>*9%* | 3<br>*3%* | 17<br>*5%* | 23<br>*7%* | 3<br>*5%* | 12<br>**19%pr** | 5<br>*7%* | -<br>*-* | 12<br>*9%* | 5<br>*12%* | 3<br>*12%* | 11<br>*10%* | 9<br>*10%* | 2<br>*3%* | 6<br>**16%AC** | 4<br>*4%* | -<br>*-* | 4<br>*4%* | 7<br>*10%* | 1<br>*2%* | 5<br>*5%* | 7<br>*6%* |
| Your mental health | 136<br>*22%* | 40<br>*20%* | 44<br>*21%* | 147<br>*24%* | 157<br>**29%abf** | 175<br>*25%* | 35<br>*20%* | 26<br>*19%* | 68<br>*23%* | 7<br>*26%* | 71<br>*20%* | 40<br>*23%* | 25<br>*26%* | 64<br>*20%* | 70<br>*23%* | 10<br>*18%* | 11<br>*17%* | 18<br>*24%* | 1<br>*11%* | 27<br>*20%* | 8<br>*19%* | 5<br>*19%* | 23<br>*21%* | 16<br>*18%* | 13<br>*19%* | 3<br>*8%* | 24<br>**24%B** | 4<br>*44%* | 21<br>*20%* | 14<br>*20%* | 9<br>*22%* | 21<br>*20%* | 23<br>*21%* |
| Other illnesses/ conditions which impact or limit your daily activities/ the work you do | 44<br>*7%* | 11<br>*5%* | 19<br>*9%* | 42<br>*7%* | 43<br>*8%* | 46<br>*7%* | 17<br>*10%* | 7<br>*5%* | 16<br>*5%* | 4<br>*15%* | 22<br>*6%* | 9<br>*5%* | 13<br>**13%kl** | 17<br>*5%* | 26<br>*8%* | 2<br>*4%* | 4<br>*6%* | 5<br>*7%* | -<br>*-* | 6<br>*4%* | 4<br>*9%* | 1<br>*4%* | 7<br>*6%* | 4<br>*5%* | 4<br>*6%* | 2<br>*5%* | 12<br>*12%* | 1<br>*11%* | 9<br>*9%* | 5<br>*7%* | 5<br>*12%* | 10<br>*10%* | 9<br>*8%* |
| Prefer not to say | 6<br>*1%* | 2<br>*1%* | 3<br>*1%* | 4<br>*1%* | 8<br>*1%* | 7<br>*1%* | -<br>*-* | -<br>*-* | 4<br>*1%* | 2<br>*7%* | 4<br>*1%* | 1<br>*1%* | 1<br>*1%* | 3<br>*1%* | 3<br>*1%* | 1<br>*2%* | -<br>*-* | 1<br>*1%* | -<br>*-* | 2<br>*1%* | -<br>*-* | -<br>*-* | 1<br>*1%* | 1<br>*1%* | 1<br>*1%* | 1<br>*3%* | 1<br>*1%* | -<br>*-* | 2<br>*2%* | 1<br>*1%* | -<br>*-* | 2<br>*2%* | 1<br>*1%* |
| Don't know | 4<br>*1%* | 3<br>*1%* | 2<br>*1%* | 7<br>*1%* | 4<br>*1%* | 9<br>*1%* | 2<br>*1%* | 1<br>*1%* | 1<br>*** | -<br>*-* | 2<br>*1%* | 2<br>*1%* | -<br>*-* | 2<br>*1%* | 2<br>*1%* | -<br>*-* | 2<br>*3%* | 1<br>*1%* | -<br>*-* | 3<br>*2%* | -<br>*-* | -<br>*-* | 2<br>*2%* | 1<br>*1%* | 1<br>*1%* | -<br>*-* | 1<br>*1%* | -<br>*-* | 1<br>*1%* | 1<br>*1%* | -<br>*-* | -<br>*-* | 2<br>*2%* |
| Nothing | 291<br>**46%d** | 83<br>*41%* | 89<br>*42%* | 263<br>*43%* | 214<br>*40%* | 305<br>*44%* | 72<br>*41%* | 58<br>*42%* | 149<br>**51%g** | 12<br>*44%* | 177<br>*49%* | 75<br>*43%* | 39<br>*40%* | 156<br>*49%* | 134<br>*43%* | 24<br>*44%* | 19<br>*30%* | 36<br>**47%q** | 4<br>*44%* | 59<br>*44%* | 14<br>*33%* | 10<br>*38%* | 56<br>**50%x** | 27<br>*31%* | 30<br>*45%* | 15<br>*39%* | 43<br>*43%* | 1<br>*11%* | 52<br>**50%F** | 19<br>*28%* | 18<br>*44%* | 51<br>**50%l** | 38<br>*35%* |
| NET: Any illness, health problem or disability | 276<br>*44%* | 97<br>*48%* | 102<br>*48%* | 289<br>*47%* | 280<br>**52%e** | 331<br>*47%* | 82<br>*47%* | 63<br>*46%* | 120<br>*41%* | 11<br>*41%* | 150<br>*42%* | 82<br>*47%* | 44<br>*45%* | 129<br>*41%* | 144<br>*47%* | 23<br>*42%* | 35<br>*55%* | 36<br>*47%* | 3<br>*33%* | 59<br>*44%* | 26<br>*60%* | 12<br>*46%* | 46<br>*41%* | 48<br>*55%* | 29<br>*43%* | 19<br>*50%* | 49<br>*49%* | 5<br>*56%* | 43<br>*41%* | 42<br>**61%E** | 17<br>*41%* | 45<br>*44%* | 56<br>*51%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 64

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

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

| | Supplier | | | | | | SKY | | | | | | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | EE (b) | PLUSNET (f) | Sky (c) | TalkTalk (d) | Virgin Media (e) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 632 | 204 | 214 | 611 | 539 | 697 | 155 | 121 | 313 | 22** | 376 | 173 | 62* | 331 | 273 | 144 | 104 | 268 | 23** | 236 | 179 | 124 | 229 | 305 | 212 | 138 | 322 | 25** | 318 | 236 | 143 | 338 | 350 |
| Hearing | 39 | 10 | 12 | 31 | 33 | 38 | 12 | 7 | 10 | 2 | 18 | 7 | 6 | 19 | 12 | 12 | 3 | 18 | - | 14 | 8 | 11 | 10 | 22 | 11 | 5 | 22 | - | 15 | 16 | 7 | 18 | 19 |
| | 6% | 5% | 6% | 5% | 6% | 5% | 8%C | 6% | 3% | 9% | 5% | 4% | 10% | 6% | 4% | 8% | 3% | 7% | - | 6% | 4% | 9% | 4% | 7% | 5% | 4% | 7% | - | 5% | 7% | 5% | 5% | 5% |
| Eyesight | 43 | 26 | 10 | 49 | 55 | 51 | 12 | 13 | 22 | 2 | 28 | 16 | 5 | 26 | 23 | 18 | 12 | 25 | - | 24 | 10 | 21 | 21 | 33 | 18 | 11 | 21 | 1 | 17 | 24 | 10 | 25 | 25 |
| | 7% | 13%acef | 5% | 8% | 10%af | 7% | 8% | 11% | 7% | 9% | 7% | 9% | 8% | 8% | 8% | 13% | 12% | 9% | - | 10% | 6% | 17%d | 9% | 11% | 8% | 8% | 7% | 4% | 5% | 10%d | 7% | 7% | 7% |
| Mobility | 53 | 13 | 18 | 50 | 48 | 51 | 13 | 14 | 22 | 1 | 29 | 16 | 5 | 27 | 22 | 9 | 13 | 24 | 2 | 20 | 15 | 13 | 19 | 27 | 14 | 10 | 24 | 3 | 26 | 14 | 11 | 27 | 23 |
| | 8% | 6% | 8% | 8% | 9% | 7% | 8% | 12% | 7% | 5% | 8% | 9% | 8% | 8% | 8% | 6% | 13% | 9% | 9% | 8% | 8% | 10% | 8% | 9% | 7% | 7% | 7% | 12% | 8% | 6% | 8% | 8% | 7% |
| Dexterity | 30 | 13 | 11 | 37 | 39 | 34 | 12 | 12 | 12 | 1 | 25 | 11 | 1 | 24 | 12 | 11 | 13 | 14 | 1 | 19 | 11 | 9 | 15 | 24 | 8 | 8 | 16 | 2 | 14 | 10 | 10 | 17 | 16 |
| | 5% | 6% | 5% | 6% | 7% | 5% | 8% | 10%C | 4% | 5% | 7% | 6% | 2% | 7% | 4% | 8% | 13%i | 5% | 4% | 8% | 6% | 7% | 7% | 8% | 4% | 6% | 5% | 8% | 4% | 4% | 7% | 5% | 5% |
| Breathing | 50 | 13 | 18 | 40 | 57 | 43 | 11 | 11 | 16 | 2 | 23 | 14 | 3 | 16 | 22 | 11 | 8 | 34 | 4 | 24 | 20 | 13 | 27 | 30 | 13 | 8 | 18 | 4 | 15 | 15 | 13 | 19 | 23 |
| | 8% | 6% | 8% | 7% | 11%ce | 6% | 7% | 9% | 5% | 9% | 6% | 8% | 5% | 5% | 8% | 8% | 8% | 13% | 17% | 10% | 11% | 10% | 12% | 10% | 6% | 6% | 6% | 16% | 5% | 6% | 9% | 6% | 7% |
| Mental abilities | 51 | 15 | 13 | 49 | 44 | 50 | 16 | 14 | 18 | 1 | 27 | 17 | 5 | 28 | 21 | 15 | 11 | 18 | - | 19 | 14 | 11 | 17 | 27 | 17 | 13 | 19 | 1 | 20 | 20 | 10 | 17 | 31 |
| | 8% | 7% | 6% | 8% | 8% | 7% | 10% | 12%C | 6% | 5% | 7% | 10% | 8% | 8% | 8% | 10% | 11% | 7% | - | 8% | 8% | 9% | 7% | 9% | 8% | 9% | 6% | 4% | 6% | 8% | 7% | 5% | 9%w |
| Social/behavioural | 40 | 20 | 12 | 33 | 37 | 41 | 10 | 8 | 14 | 1 | 19 | 10 | 4 | 23 | 10 | 9 | 13 | 15 | - | 13 | 13 | 11 | 16 | 21 | 18 | 11 | 11 | 1 | 15 | 20 | 6 | 17 | 24 |
| | 6% | 10%c | 6% | 5% | 7% | 6% | 6% | 7% | 4% | 5% | 5% | 6% | 6% | 7% | 4% | 6% | 13%i | 6% | - | 6% | 7% | 9% | 7% | 7% | 8%r | 8%r | 3% | 4% | 5% | 8% | 4% | 5% | 7% |
| Your mental health | 136 | 40 | 44 | 147 | 157 | 175 | 33 | 29 | 83 | 2 | 75 | 50 | 22 | 77 | 69 | 45 | 26 | 76 | 10 | 63 | 53 | 41 | 66 | 91 | 56 | 30 | 84 | 5 | 68 | 60 | 47 | 75 | 99 |
| | 22% | 20% | 21% | 24% | 29%abf | 25% | 21% | 24% | 27% | 9% | 20% | 29%E | 35%E | 23% | 25% | 31% | 25% | 28% | 43% | 27% | 30% | 33% | 29% | 30% | 26% | 22% | 26% | 20% | 21% | 25% | 33%t | 22% | 28% |
| Other illnesses/ conditions which impact or limit your daily activities/ the work you do | 44 | 11 | 19 | 42 | 43 | 46 | 9 | 9 | 24 | - | 26 | 12 | 4 | 20 | 20 | 12 | 5 | 24 | 2 | 17 | 11 | 15 | 16 | 26 | 18 | 5 | 21 | 2 | 17 | 16 | 13 | 19 | 26 |
| | 7% | 5% | 9% | 7% | 8% | 7% | 6% | 7% | 8% | - | 7% | 7% | 6% | 6% | 7% | 8% | 5% | 9% | 9% | 7% | 6% | 12% | 7% | 9% | 8% | 4% | 7% | 8% | 5% | 7% | 9% | 6% | 7% |
| Prefer not to say | 6 | 2 | 3 | 4 | 8 | 7 | 2 | 1 | 1 | - | 1 | 3 | - | 2 | 2 | 1 | 2 | 4 | 1 | 2 | 5 | 1 | 3 | 5 | - | 2 | 4 | 1 | 4 | 1 | 2 | 3 | 4 |
| | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | * | - | * | 2% | - | 1% | 1% | 1% | 2% | 1% | 4% | 1% | 3% | 1% | 1% | 2% | - | 1% | 1% | 4% | 1% | * | 1% | 1% | 1% |
| Don't know | 4 | 3 | 2 | 7 | 4 | 9 | 1 | 2 | 2 | 2 | 4 | 3 | - | 5 | 2 | 1 | - | 1 | 2 | 3 | 1 | - | 2 | 2 | 3 | 3 | 2 | 1 | 5 | 4 | - | 3 | 6 |
| | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 2% | 1% | 9% | 1% | 2% | - | 2% | 1% | 1% | - | * | 9% | 1% | 1% | - | 1% | 1% | 1% | 2% | 1% | 4% | 2% | 2% | - | 1% | 2% |
| Nothing | 291 | 83 | 89 | 263 | 214 | 305 | 64 | 41 | 148 | 10 | 177 | 62 | 24 | 153 | 108 | 52 | 32 | 122 | 8 | 102 | 69 | 43 | 99 | 114 | 87 | 59 | 152 | 7 | 151 | 94 | 60 | 169 | 132 |
| | 46%d | 41% | 42% | 43% | 40% | 44% | 41% | 34% | 47%B | 45% | 47%F | 36% | 39% | 46% | 40% | 36% | 31% | 46%h | 35% | 43% | 39% | 35% | 43% | 37% | 41% | 43% | 47% | 28% | 47% | 40% | 42% | 50%x | 38% |
| NET: Any illness, health problem or disability | 276 | 97 | 102 | 289 | 280 | 331 | 78 | 67 | 140 | 4 | 161 | 94 | 34 | 145 | 141 | 80 | 60 | 129 | 11 | 117 | 93 | 70 | 115 | 162 | 108 | 67 | 145 | 11 | 137 | 118 | 76 | 142 | 186 |
| | 44% | 48% | 48% | 47% | 52%a | 47% | 50% | 55%C | 45% | 18% | 43% | 54%E | 55% | 44% | 52% | 56% | 58% | 48% | 48% | 50% | 52% | 56% | 50% | 53% | 51% | 49% | 45% | 44% | 43% | 50% | 53%t | 42% | 53%w |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 1

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

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

| | Supplier | | | | BT | | | | | | | | | SKY | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 682 | 300 | 492 | 98* | 95* | 92* | 15** | 171 | 88* | 41* | 153 | 145 | 284 | 172 | 189 | 37* | 411 | 180 | 91* | 376 | 294 |
| The service not performing as it should | 92<br>*31%* | 189<br>*28%* | 77<br>*26%* | 139<br>*28%* | -<br>- | -<br>- | 92<br>100%gh | -<br>- | 51<br>*30%* | 26<br>*30%* | 15<br>*37%* | 47<br>*31%* | 44<br>*30%* | -<br>- | -<br>- | 189<br>100%pqs | -<br>- | 117<br>*28%* | 49<br>*27%* | 23<br>*25%* | 103<br>*27%* | 81<br>*28%* |
| A billing, pricing or payment issue | 77<br>*26%* | 231<br>34%ac | 66<br>*22%* | 164<br>33%ac | 77<br>79%hi | -<br>- | -<br>- | -<br>- | 40<br>*23%* | 28<br>*32%* | 9<br>*22%* | 40<br>*26%* | 36<br>*25%* | 231<br>81%qrs | -<br>- | -<br>- | -<br>- | 147<br>36%u | 47<br>*26%* | 37<br>41%u | 130<br>*35%* | 97<br>*33%* |
| A problem relating to the installation or set up of your service | 60<br>20%bd | 96<br>*14%* | 73<br>24%bd | 62<br>*13%* | -<br>- | 60<br>63%gi | -<br>- | -<br>- | 37<br>*22%* | 16<br>*18%* | 7<br>*17%* | 33<br>*22%* | 27<br>*19%* | -<br>- | 96<br>56%prs | -<br>- | -<br>- | 56<br>*14%* | 31<br>*17%* | 9<br>*10%* | 56<br>*15%* | 40<br>*14%* |
| A problem with a repair to the service | 35<br>*12%* | 76<br>*11%* | 56<br>19%abd | 66<br>*13%* | -<br>- | 35<br>37%gi | -<br>- | -<br>- | 24<br>*14%* | 7<br>*8%* | 4<br>*10%* | 18<br>*12%* | 17<br>*12%* | -<br>- | 76<br>44%prs | -<br>- | -<br>- | 42<br>*10%* | 26<br>*14%* | 8<br>*9%* | 41<br>*11%* | 35<br>*12%* |
| Dissatisfaction with customer service from a previous occasion or contact | 21<br>*7%* | 53<br>*8%* | 22<br>*7%* | 36<br>*7%* | 21<br>21%hi | -<br>- | -<br>- | -<br>- | 11<br>*6%* | 8<br>*9%* | 2<br>*5%* | 10<br>*7%* | 11<br>*8%* | 53<br>19%qrs | -<br>- | -<br>- | -<br>- | 26<br>*6%* | 16<br>*9%* | 11<br>*12%* | 24<br>*6%* | 28<br>*10%* |
| Or something else | 15<br>5%c | 37<br>5%c | 6<br>*2%* | 25<br>5%c | -<br>- | -<br>- | -<br>- | 15<br>*100%* | 8<br>*5%* | 3<br>*3%* | 4<br>*10%* | 5<br>*3%* | 10<br>*7%* | -<br>- | -<br>- | -<br>- | 37<br>100%pqr | 23<br>*6%* | 11<br>*6%* | 3<br>*3%* | 22<br>*6%* | 13<br>*4%* |
| SUMMARY:<br>Billing and Customer service | 98<br>*33%* | 284<br>42%ac | 88<br>*29%* | 200<br>41%ac | 98<br>100%hi | -<br>- | -<br>- | -<br>- | 51<br>*30%* | 36<br>*41%* | 11<br>*27%* | 50<br>*33%* | 47<br>*32%* | 284<br>100%qrs | -<br>- | -<br>- | -<br>- | 173<br>*42%* | 63<br>*35%* | 48<br>53%u | 154<br>*41%* | 125<br>*43%* |
| Repairs and Installation | 95<br>32%b | 172<br>*25%* | 129<br>43%abd | 128<br>*26%* | -<br>- | 95<br>100%gi | -<br>- | -<br>- | 61<br>*36%* | 23<br>*26%* | 11<br>*27%* | 51<br>*33%* | 44<br>*30%* | -<br>- | 172<br>100%prs | -<br>- | -<br>- | 98<br>*24%* | 57<br>32%tv | 17<br>*19%* | 97<br>*26%* | 75<br>*26%* |
| Service Issues | 92<br>*31%* | 189<br>*28%* | 77<br>*26%* | 139<br>*28%* | -<br>- | -<br>- | 92<br>100%gh | -<br>- | 51<br>*30%* | 26<br>*30%* | 15<br>*37%* | 47<br>*31%* | 44<br>*30%* | -<br>- | -<br>- | 189<br>100%pqs | -<br>- | 117<br>*28%* | 49<br>*27%* | 23<br>*25%* | 103<br>*27%* | 81<br>*28%* |
| Something else | 15<br>5%c | 37<br>5%c | 6<br>*2%* | 25<br>5%c | -<br>- | -<br>- | -<br>- | 15<br>*100%* | 8<br>*5%* | 3<br>*3%* | 4<br>*10%* | 5<br>*3%* | 10<br>*7%* | -<br>- | -<br>- | -<br>- | 37<br>100%pqr | 23<br>*6%* | 11<br>*6%* | 3<br>*3%* | 22<br>*6%* | 13<br>*4%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 2

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

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

| | Supplier | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 682 | 300 | 492 | 88* | 129 | 77* | 6** | 127 | 121 | 52* | 127 | 168 | 200 | 128 | 139 | 25** | 232 | 157 | 103 | 212 | 273 |
| The service not performing as it should | 92<br>*31%* | 189<br>*28%* | 77<br>*26%* | 139<br>*28%* | -<br>- | -<br>- | 77<br>100%gh | -<br>- | 35<br>*28%* | 29<br>*24%* | 13<br>*25%* | 37<br>*29%* | 40<br>*24%* | -<br>- | -<br>- | 139<br>100%pq | -<br>- | 70<br>*30%* | 47<br>*30%* | 22<br>*21%* | 69<br>*33%* | 67<br>*25%* |
| A billing, pricing or payment issue | 77<br>*26%* | 231<br>34%ac | 66<br>*22%* | 164<br>33%ac | 66<br>75%hi | -<br>- | -<br>- | -<br>- | 29<br>*23%* | 25<br>*21%* | 12<br>*23%* | 35<br>*28%* | 31<br>*18%* | 164<br>82%qr | -<br>- | -<br>- | -<br>- | 83<br>*36%* | 45<br>*29%* | 36<br>*35%* | 68<br>*32%* | 93<br>*34%* |
| A problem relating to the installation or set up of your service | 60<br>20%bd | 96<br>*14%* | 73<br>24%bd | 62<br>*13%* | -<br>- | 73<br>57%gi | -<br>- | -<br>- | 27<br>*21%* | 34<br>*28%* | 12<br>*23%* | 28<br>*22%* | 44<br>*26%* | -<br>- | 62<br>48%pr | -<br>- | -<br>- | 28<br>*12%* | 23<br>*15%* | 11<br>*11%* | 22<br>*10%* | 39<br>*14%* |
| A problem with a repair to the service | 35<br>*12%* | 76<br>*11%* | 56<br>19%abd | 66<br>*13%* | -<br>- | 56<br>43%gi | -<br>- | -<br>- | 24<br>*19%* | 23<br>*19%* | 9<br>*17%* | 20<br>*16%* | 33<br>*20%* | -<br>- | 66<br>52%pr | -<br>- | -<br>- | 28<br>*12%* | 26<br>*17%* | 12<br>*12%* | 26<br>*12%* | 40<br>*15%* |
| Dissatisfaction with customer service from a previous occasion or contact | 21<br>*7%* | 53<br>*8%* | 22<br>*7%* | 36<br>*7%* | 22<br>25%hi | -<br>- | -<br>- | -<br>- | 9<br>*7%* | 9<br>*7%* | 4<br>*8%* | 5<br>*4%* | 17<br>10%n | 36<br>18%qr | -<br>- | -<br>- | -<br>- | 11<br>*5%* | 10<br>*6%* | 15<br>15%tu | 12<br>*6%* | 24<br>*9%* |
| Or something else | 15<br>5%c | 37<br>5%c | 6<br>*2%* | 25<br>5%c | -<br>- | -<br>- | -<br>- | 6<br>*100%* | 3<br>*2%* | 1<br>*1%* | 2<br>*4%* | 2<br>*2%* | 3<br>*2%* | -<br>- | -<br>- | -<br>- | 25<br>*100%* | 12<br>*5%* | 6<br>*4%* | 7<br>*7%* | 15<br>*7%* | 10<br>*4%* |
| SUMMARY:<br>Billing and Customer service | 98<br>*33%* | 284<br>42%ac | 88<br>*29%* | 200<br>41%ac | 88<br>100%hi | -<br>- | -<br>- | -<br>- | 38<br>*30%* | 34<br>*28%* | 16<br>*31%* | 40<br>*31%* | 48<br>*29%* | 200<br>100%qr | -<br>- | -<br>- | -<br>- | 94<br>*41%* | 55<br>*35%* | 51<br>50%u | 80<br>*38%* | 117<br>*43%* |
| Repairs and Installation | 95<br>32%b | 172<br>*25%* | 129<br>43%abd | 128<br>*26%* | -<br>- | 129<br>100%gi | -<br>- | -<br>- | 51<br>*40%* | 57<br>*47%* | 21<br>*40%* | 48<br>*38%* | 77<br>*46%* | -<br>- | 128<br>100%pr | -<br>- | -<br>- | 56<br>*24%* | 49<br>*31%* | 23<br>*22%* | 48<br>*23%* | 79<br>*29%* |
| Service Issues | 92<br>*31%* | 189<br>*28%* | 77<br>*26%* | 139<br>*28%* | -<br>- | -<br>- | 77<br>100%gh | -<br>- | 35<br>*28%* | 29<br>*24%* | 13<br>*25%* | 37<br>*29%* | 40<br>*24%* | -<br>- | -<br>- | 139<br>100%pq | -<br>- | 70<br>*30%* | 47<br>*30%* | 22<br>*21%* | 69<br>*33%* | 67<br>*25%* |
| Something else | 15<br>5%c | 37<br>5%c | 6<br>*2%* | 25<br>5%c | -<br>- | -<br>- | -<br>- | 6<br>*100%* | 3<br>*2%* | 1<br>*1%* | 2<br>*4%* | 2<br>*2%* | 3<br>*2%* | -<br>- | -<br>- | -<br>- | 25<br>*100%* | 12<br>*5%* | 6<br>*4%* | 7<br>*7%* | 15<br>*7%* | 10<br>*4%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 3

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

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

| | Supplier | | | | BT | | | | | | | | | SKY | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 98* | 284 | 88* | 200 | 98* | -** | -** | -** | 51* | 36* | 11** | 50* | 47* | 284 | -** | -** | -** | 173 | 63* | 48* | 154 | 125 |
| Bill was a lot higher than expected | 35<br>36%c | 109<br>38%c | 18<br>20% | 91<br>46%c | 35<br>36% | -<br>- | -<br>- | -<br>- | 22<br>43%l | 7<br>19% | 6<br>55% | 18<br>36% | 17<br>36% | 109<br>38% | -<br>- | -<br>- | -<br>- | 71<br>41% | 20<br>32% | 18<br>38% | 63<br>41% | 44<br>35% |
| Bill contained items I shouldn't have been charged for | 21<br>21%d | 50<br>18% | 19<br>22%d | 25<br>13% | 21<br>21% | -<br>- | -<br>- | -<br>- | 10<br>20% | 8<br>22% | 3<br>27% | 10<br>20% | 11<br>23% | 50<br>18% | -<br>- | -<br>- | -<br>- | 35<br>20% | 9<br>14% | 6<br>13% | 28<br>18% | 20<br>16% |
| Payment issues (including setting up/making a payment, non-direct debit charges) | 21<br>21% | 38<br>13% | 13<br>15% | 29<br>15% | 21<br>21% | -<br>- | -<br>- | -<br>- | 8<br>16% | 12<br>33% | 1<br>9% | 10<br>20% | 10<br>21% | 38<br>13% | -<br>- | -<br>- | -<br>- | 21<br>12% | 8<br>13% | 9<br>19% | 20<br>13% | 18<br>14% |
| Bill was inaccurate | 20<br>20% | 47<br>17% | 26<br>30%b | 39<br>20% | 20<br>20% | -<br>- | -<br>- | -<br>- | 12<br>24% | 5<br>14% | 3<br>27% | 8<br>16% | 12<br>26% | 47<br>17% | -<br>- | -<br>- | -<br>- | 33<br>19% | 6<br>10% | 8<br>17% | 27<br>18% | 20<br>16% |
| Getting a refund, credit note or cashback | 19<br>19%bd | 31<br>11% | 12<br>14% | 17<br>9% | 19<br>19% | -<br>- | -<br>- | -<br>- | 12<br>24% | 6<br>17% | 1<br>9% | 14<br>28%c | 5<br>11% | 31<br>11% | -<br>- | -<br>- | -<br>- | 22<br>13% | 3<br>5% | 6<br>13% | 22<br>14% | 9<br>7% |
| Took too long to resolve issue | 9<br>9%d | 29<br>10%d | 8<br>9% | 7<br>4% | 9<br>9% | -<br>- | -<br>- | -<br>- | 6<br>12% | 2<br>6% | 1<br>9% | 5<br>10% | 4<br>9% | 29<br>10% | -<br>- | -<br>- | -<br>- | 12<br>7% | 10<br>16%t | 7<br>15% | 13<br>8% | 15<br>12% |
| The format of the bill | 7<br>7% | 26<br>9% | 10<br>11% | 13<br>7% | 7<br>7% | -<br>- | -<br>- | -<br>- | 4<br>8% | 3<br>8% | -<br>- | 5<br>10% | 2<br>4% | 26<br>9% | -<br>- | -<br>- | -<br>- | 16<br>9% | 7<br>11% | 3<br>6% | 12<br>8% | 13<br>10% |
| Didn't do what they said they would do | 6<br>6% | 10<br>4% | 10<br>11%b | 12<br>6% | 6<br>6% | -<br>- | -<br>- | -<br>- | 4<br>8% | 1<br>3% | 1<br>9% | 3<br>6% | 3<br>6% | 10<br>4% | -<br>- | -<br>- | -<br>- | 4<br>2% | 1<br>2% | 5<br>10%tu | 3<br>2% | 7<br>6% |
| Unable to get through to relevant person | 6<br>6% | 9<br>3% | 5<br>6% | 11<br>6% | 6<br>6% | -<br>- | -<br>- | -<br>- | -<br>- | 4<br>11%k | 2<br>18% | -<br>- | 6<br>13%n | 9<br>3% | -<br>- | -<br>- | -<br>- | 4<br>2% | 3<br>5% | 2<br>4% | 4<br>3% | 5<br>4% |
| Rude/dismissive | 6<br>6% | 12<br>4% | 5<br>6% | 12<br>6% | 6<br>6% | -<br>- | -<br>- | -<br>- | 3<br>6% | 2<br>6% | 1<br>9% | 3<br>6% | 3<br>6% | 12<br>4% | -<br>- | -<br>- | -<br>- | 6<br>3% | 4<br>6% | 2<br>4% | 6<br>4% | 6<br>5% |
| Gave incorrect information | 5<br>5% | 13<br>5% | 5<br>6% | 10<br>5% | 5<br>5% | -<br>- | -<br>- | -<br>- | 2<br>4% | 2<br>6% | 1<br>9% | 3<br>6% | 2<br>4% | 13<br>5% | -<br>- | -<br>- | -<br>- | 9<br>5% | 2<br>3% | 2<br>4% | 8<br>5% | 5<br>4% |
| Unable to get through to anyone | 3<br>3% | 14<br>5% | 6<br>7% | 7<br>4% | 3<br>3% | -<br>- | -<br>- | -<br>- | 1<br>2% | 1<br>3% | 1<br>9% | 1<br>2% | 2<br>4% | 14<br>5% | -<br>- | -<br>- | -<br>- | 4<br>2% | 7<br>11%t | 3<br>6% | 4<br>3% | 9<br>7% |
| Pre-pay credit lost or not credited to card | 1<br>1% | -<br>- | -<br>- | -<br>- | 1<br>1% | -<br>- | -<br>- | -<br>- | -<br>- | 1<br>3% | -<br>- | -<br>- | 1<br>2% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Costs of international and roaming calls | -<br>- | -<br>- | -<br>- | 1<br>1% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| A different issue | 1<br>1% | 13<br>5% | 2<br>2% | 13<br>7%a | 1<br>1% | -<br>- | -<br>- | -<br>- | 1<br>2% | -<br>- | -<br>- | 1<br>2% | -<br>- | 13<br>5% | -<br>- | -<br>- | -<br>- | 8<br>5% | 3<br>5% | 2<br>4% | 9<br>6% | 4<br>3% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 4

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

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

| | Supplier | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 98* | 284 | 88* | 200 | 88* | -** | -** | -** | 38* | 34* | 16** | 40* | 48* | 200 | -** | -** | -** | 94* | 55* | 51* | 80* | 117 |
| Bill was a lot higher than expected | 35<br>36%c | 109<br>38%c | 18<br>20% | 91<br>46%c | 18<br>20% | -<br>- | -<br>- | -<br>- | 10<br>26% | 4<br>12% | 4<br>25% | 10<br>25% | 8<br>17% | 91<br>46% | -<br>- | -<br>- | -<br>- | 44<br>47% | 24<br>44% | 23<br>45% | 42<br>53% | 48<br>41% |
| Bill contained items I shouldn't have been charged for | 21<br>21%d | 50<br>18% | 19<br>22%d | 25<br>13% | 19<br>22% | -<br>- | -<br>- | -<br>- | 10<br>26% | 4<br>12% | 5<br>31% | 11<br>28% | 8<br>17% | 25<br>13% | -<br>- | -<br>- | -<br>- | 8<br>9% | 8<br>15% | 9<br>18% | 10<br>13% | 15<br>13% |
| Payment issues (including setting up/making a payment, non-direct debit charges) | 21<br>21% | 38<br>13% | 13<br>15% | 29<br>15% | 13<br>15% | -<br>- | -<br>- | -<br>- | 6<br>16% | 5<br>15% | 2<br>13% | 7<br>18% | 6<br>13% | 29<br>15% | -<br>- | -<br>- | -<br>- | 17<br>18%v | 9<br>16% | 3<br>6% | 12<br>15% | 16<br>14% |
| Bill was inaccurate | 20<br>20% | 47<br>17% | 26<br>30%b | 39<br>20% | 26<br>30% | -<br>- | -<br>- | -<br>- | 11<br>29% | 11<br>32% | 4<br>25% | 14<br>35% | 12<br>25% | 39<br>20% | -<br>- | -<br>- | -<br>- | 14<br>15% | 12<br>22% | 13<br>25% | 14<br>18% | 24<br>21% |
| Getting a refund, credit note or cashback | 19<br>19%bd | 31<br>11% | 12<br>14% | 17<br>9% | 12<br>14% | -<br>- | -<br>- | -<br>- | 5<br>13% | 4<br>12% | 3<br>19% | 9<br>23%c | 3<br>6% | 17<br>9% | -<br>- | -<br>- | -<br>- | 8<br>9% | 3<br>5% | 6<br>12% | 2<br>3% | 14<br>12%w |
| Took too long to resolve issue | 9<br>9%d | 29<br>10%d | 8<br>9% | 7<br>4% | 8<br>9% | -<br>- | -<br>- | -<br>- | 4<br>11% | 1<br>3% | 3<br>19% | 3<br>8% | 5<br>10% | 7<br>4% | -<br>- | -<br>- | -<br>- | 3<br>3% | 1<br>2% | 3<br>6% | 3<br>4% | 4<br>3% |
| The format of the bill | 7<br>7% | 26<br>9% | 10<br>11% | 13<br>7% | 10<br>11% | -<br>- | -<br>- | -<br>- | 7<br>18% | 3<br>9% | -<br>- | 4<br>10% | 6<br>13% | 13<br>7% | -<br>- | -<br>- | -<br>- | 6<br>6% | 5<br>9% | 2<br>4% | 5<br>6% | 8<br>7% |
| Didn't do what they said they would do | 6<br>6% | 10<br>4% | 10<br>11%b | 12<br>6% | 10<br>11% | -<br>- | -<br>- | -<br>- | 3<br>8% | 6<br>18% | 1<br>6% | 2<br>5% | 8<br>17% | 12<br>6% | -<br>- | -<br>- | -<br>- | 4<br>4% | 1<br>2% | 7<br>14%tu | 4<br>5% | 8<br>7% |
| Unable to get through to relevant person | 6<br>6% | 9<br>3% | 5<br>6% | 11<br>6% | 5<br>6% | -<br>- | -<br>- | -<br>- | 2<br>5% | -<br>- | 3<br>19% | 2<br>5% | 3<br>6% | 11<br>6% | -<br>- | -<br>- | -<br>- | 2<br>2% | 6<br>11%t | 3<br>6% | 3<br>4% | 8<br>7% |
| Rude/dismissive | 6<br>6% | 12<br>4% | 5<br>6% | 12<br>6% | 5<br>6% | -<br>- | -<br>- | -<br>- | 3<br>8% | 1<br>3% | 1<br>6% | 3<br>8% | 2<br>4% | 12<br>6% | -<br>- | -<br>- | -<br>- | 3<br>3% | 3<br>5% | 6<br>12%t | 4<br>5% | 8<br>7% |
| Gave incorrect information | 5<br>5% | 13<br>5% | 5<br>6% | 10<br>5% | 5<br>6% | -<br>- | -<br>- | -<br>- | 1<br>3% | 3<br>9% | 1<br>6% | 1<br>3% | 4<br>8% | 10<br>5% | -<br>- | -<br>- | -<br>- | 3<br>3% | 3<br>5% | 4<br>8% | 5<br>6% | 5<br>4% |
| Unable to get through to anyone | 3<br>3% | 14<br>5% | 6<br>7% | 7<br>4% | 6<br>7% | -<br>- | -<br>- | -<br>- | 3<br>8% | 2<br>6% | 1<br>6% | 1<br>3% | 5<br>10% | 7<br>4% | -<br>- | -<br>- | -<br>- | 1<br>1% | 1<br>2% | 5<br>10%t | 1<br>1% | 6<br>5% |
| Pre-pay credit lost or not credited to card | 1<br>1% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Costs of international and roaming calls | -<br>- | -<br>- | -<br>- | 1<br>1% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 1<br>1% | -<br>- | -<br>- | -<br>- | 1<br>1% | -<br>- | -<br>- | 1<br>1% | -<br>- |
| A different issue | 1<br>1% | 13<br>5% | 2<br>2% | 13<br>7%a | 2<br>2% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>13% | -<br>- | 2<br>4% | 13<br>7% | -<br>- | -<br>- | -<br>- | 8<br>9% | 3<br>5% | 2<br>4% | 8<br>10% | 5<br>4% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 5

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

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

| | Supplier | | | | BT | | | | | | | | | SKY | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 92* | 189 | 77* | 139 | -** | -** | 92* | -** | 51* | 26** | 15** | 47* | 44* | -** | -** | 189 | -** | 117 | 49* | 23** | 103 | 81* |
| Unable to get certain channels/content | 43<br>47%bd | 55<br>29% | 30<br>39% | 39<br>28% | -<br>- | -<br>- | 43<br>47% | -<br>- | 25<br>49% | 13<br>50% | 5<br>33% | 20<br>43% | 22<br>50% | -<br>- | -<br>- | 55<br>29% | -<br>- | 31<br>26% | 16<br>33% | 8<br>35% | 29<br>28% | 23<br>28% |
| Complete loss of service | 33<br>36% | 71<br>38% | 23<br>30% | 57<br>41% | -<br>- | -<br>- | 33<br>36% | -<br>- | 18<br>35% | 10<br>38% | 5<br>33% | 17<br>36% | 16<br>36% | -<br>- | -<br>- | 71<br>38% | -<br>- | 45<br>38% | 17<br>35% | 9<br>39% | 42<br>41% | 27<br>33% |
| Service is not consistently available | 31<br>34% | 54<br>29% | 22<br>29% | 39<br>28% | -<br>- | -<br>- | 31<br>34% | -<br>- | 15<br>29% | 10<br>38% | 6<br>40% | 13<br>28% | 17<br>39% | -<br>- | -<br>- | 54<br>29% | -<br>- | 30<br>26% | 13<br>27% | 11<br>48% | 25<br>24% | 27<br>33% |
| Poor picture quality | 23<br>25%d | 35<br>19% | 26<br>34%bd | 15<br>11% | -<br>- | -<br>- | 23<br>25% | -<br>- | 12<br>24% | 6<br>23% | 5<br>33% | 11<br>23% | 11<br>25% | -<br>- | -<br>- | 35<br>19% | -<br>- | 29<br>25%u | 5<br>10% | 1<br>4% | 16<br>16% | 19<br>23% |
| Connection speed slower than advertised or led to expect | 18<br>20%b | 19<br>10% | 8<br>10% | 16<br>12% | -<br>- | -<br>- | 18<br>20% | -<br>- | 9<br>18% | 6<br>23% | 3<br>20% | 8<br>17% | 10<br>23% | -<br>- | -<br>- | 19<br>10% | -<br>- | 13<br>11% | 4<br>8% | 2<br>9% | 10<br>10% | 9<br>11% |
| Problems with voice over internet (VOIP) telephone calls | 7<br>8%bd | 2<br>1% | 3<br>4% | 3<br>2% | -<br>- | -<br>- | 7<br>8% | -<br>- | 5<br>10% | -<br>- | 2<br>13% | 5<br>11% | 2<br>5% | -<br>- | -<br>- | 2<br>1% | -<br>- | 2<br>2% | -<br>- | -<br>- | 2<br>2% | -<br>- |
| Poor line quality | 2<br>2% | 6<br>3% | 1<br>1% | 5<br>4% | -<br>- | -<br>- | 2<br>2% | -<br>- | -<br>- | -<br>- | 2<br>13% | 1<br>2% | 1<br>2% | -<br>- | -<br>- | 6<br>3% | -<br>- | 5<br>4% | 1<br>2% | -<br>- | 4<br>4% | 2<br>2% |
| Unable to access 4G service | 1<br>1% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 1<br>1% | -<br>- | 1<br>2% | -<br>- | -<br>- | 1<br>2% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Text or voice mails delivered late | 1<br>1% | -<br>- | -<br>- | 1<br>1% | -<br>- | -<br>- | 1<br>1% | -<br>- | 1<br>2% | -<br>- | -<br>- | 1<br>2% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Problems with calls being disconnected during a call or not connected at all | 1<br>1% | -<br>- | -<br>- | 2<br>1% | -<br>- | -<br>- | 1<br>1% | -<br>- | 1<br>2% | -<br>- | -<br>- | 1<br>2% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Poor indoor reception/coverage | 1<br>1% | -<br>- | -<br>- | 2<br>1% | -<br>- | -<br>- | 1<br>1% | -<br>- | 1<br>2% | -<br>- | -<br>- | 1<br>2% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Poor outside reception/ coverage | 1<br>1% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 1<br>1% | -<br>- | 1<br>2% | -<br>- | -<br>- | 1<br>2% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| A different issue (please describe it briefly in your own words) | 2<br>2% | 9<br>5% | 1<br>1% | 5<br>4% | -<br>- | -<br>- | 2<br>2% | -<br>- | 2<br>4% | -<br>- | -<br>- | 1<br>2% | 1<br>2% | -<br>- | -<br>- | 9<br>5% | -<br>- | 8<br>7% | 1<br>2% | -<br>- | 8<br>8%x | 1<br>1% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 6

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

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

| | Supplier | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 92* | 189 | 77* | 139 | -** | -** | 77* | -** | 35* | 29** | 13** | 37* | 40* | -** | -** | 139 | -** | 70* | 47* | 22** | 69* | 67* |
| Unable to get certain channels/content | 43<br>47%bd | 55<br>29% | 30<br>39% | 39<br>28% | -<br>- | -<br>- | 30<br>39% | -<br>- | 12<br>34% | 14<br>48% | 4<br>31% | 19<br>51%c | 11<br>28% | -<br>- | -<br>- | 39<br>28% | -<br>- | 21<br>30% | 13<br>28% | 5<br>23% | 19<br>28% | 19<br>28% |
| Complete loss of service | 33<br>36% | 71<br>38% | 23<br>30% | 57<br>41% | -<br>- | -<br>- | 23<br>30% | -<br>- | 12<br>34% | 5<br>17% | 6<br>46% | 11<br>30% | 12<br>30% | -<br>- | -<br>- | 57<br>41% | -<br>- | 27<br>39% | 18<br>38% | 12<br>55% | 29<br>42% | 26<br>39% |
| Service is not consistently available | 31<br>34% | 54<br>29% | 22<br>29% | 39<br>28% | -<br>- | -<br>- | 22<br>29% | -<br>- | 13<br>37% | 6<br>21% | 3<br>23% | 10<br>27% | 12<br>30% | -<br>- | -<br>- | 39<br>28% | -<br>- | 16<br>23% | 14<br>30% | 9<br>41% | 14<br>20% | 25<br>37%w |
| Poor picture quality | 23<br>25%d | 35<br>19% | 26<br>34%bd | 15<br>11% | -<br>- | -<br>- | 26<br>34% | -<br>- | 10<br>29% | 11<br>38% | 5<br>38% | 13<br>35% | 13<br>33% | -<br>- | -<br>- | 15<br>11% | -<br>- | 9<br>13% | 4<br>9% | 2<br>9% | 9<br>13% | 6<br>9% |
| Connection speed slower than advertised or led to expect | 18<br>20%b | 19<br>10% | 8<br>10% | 16<br>12% | -<br>- | -<br>- | 8<br>10% | -<br>- | 2<br>6% | 4<br>14% | 2<br>15% | 3<br>8% | 5<br>13% | -<br>- | -<br>- | 16<br>12% | -<br>- | 4<br>6% | 6<br>13% | 6<br>27% | 5<br>7% | 11<br>16% |
| Problems with voice over internet (VOIP) telephone calls | 7<br>8%bd | 2<br>1% | 3<br>4% | 3<br>2% | -<br>- | -<br>- | 3<br>4% | -<br>- | 1<br>3% | 1<br>3% | 1<br>8% | 2<br>5% | 1<br>3% | -<br>- | -<br>- | 3<br>2% | -<br>- | 3<br>4% | -<br>- | -<br>- | 3<br>4% | -<br>- |
| Poor line quality | 2<br>2% | 6<br>3% | 1<br>1% | 5<br>4% | -<br>- | -<br>- | 1<br>1% | -<br>- | 1<br>3% | -<br>- | -<br>- | 1<br>3% | -<br>- | -<br>- | -<br>- | 5<br>4% | -<br>- | 2<br>3% | 1<br>2% | 2<br>9% | 1<br>1% | 4<br>6% |
| Unable to access 4G service | 1<br>1% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Text or voice mails delivered late | 1<br>1% | -<br>- | -<br>- | 1<br>1% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 1<br>1% | -<br>- | 1<br>1% | -<br>- | -<br>- | 1<br>1% | -<br>- |
| Problems with calls being disconnected during a call or not connected at all | 1<br>1% | -<br>- | -<br>- | 2<br>1% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>1% | -<br>- | 1<br>1% | 1<br>2% | -<br>- | 2<br>3% | -<br>- |
| Poor indoor reception/coverage | 1<br>1% | -<br>- | -<br>- | 2<br>1% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>1% | -<br>- | 2<br>3% | -<br>- | -<br>- | 2<br>3% | -<br>- |
| Poor outside reception/ coverage | 1<br>1% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| A different issue (please describe it briefly in your own words) | 2<br>2% | 9<br>5% | 1<br>1% | 5<br>4% | -<br>- | -<br>- | 1<br>1% | -<br>- | -<br>- | 1<br>3% | -<br>- | -<br>- | 1<br>3% | -<br>- | -<br>- | 5<br>4% | -<br>- | 3<br>4% | 1<br>2% | 1<br>5% | 3<br>4% | 2<br>3% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 7

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

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

| | Supplier | | | | BT | | | | | | | | | SKY | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 95* | 172 | 129 | 128 | -** | 95* | -** | -** | 61* | 23** | 11** | 51* | 44* | -** | 172 | -** | -** | 98* | 57* | 17** | 97* | 75* |
| Time taken to install the service | 23<br>*24%* | 34<br>*20%* | 20<br>*16%* | 18<br>*14%* | -<br>- | 23<br>*24%* | -<br>- | -<br>- | 16<br>*26%* | 5<br>*22%* | 2<br>*18%* | 13<br>*25%* | 10<br>*23%* | -<br>- | 34<br>*20%* | -<br>- | -<br>- | 23<br>*23%* | 8<br>*14%* | 3<br>*18%* | 17<br>*18%* | 17<br>*23%* |
| Missed/ moved installation appointment | 18<br>**19%d** | 18<br>*10%* | 21<br>**16%d** | 9<br>*7%* | -<br>- | 18<br>*19%* | -<br>- | -<br>- | 13<br>*21%* | 4<br>*17%* | 1<br>*9%* | 10<br>*20%* | 8<br>*18%* | -<br>- | 18<br>*10%* | -<br>- | -<br>- | 11<br>*11%* | 4<br>*7%* | 3<br>*18%* | 11<br>*11%* | 7<br>*9%* |
| Damage to property during installation | 18<br>*19%* | 18<br>*10%* | 14<br>*11%* | 15<br>*12%* | -<br>- | 18<br>*19%* | -<br>- | -<br>- | 16<br>*26%* | 2<br>*9%* | -<br>- | 9<br>*18%* | 9<br>*20%* | -<br>- | 18<br>*10%* | -<br>- | -<br>- | 12<br>*12%* | 5<br>*9%* | 1<br>*6%* | 11<br>*11%* | 7<br>*9%* |
| Switching issues (e.g. problems trying to switch or problems porting your number) | 16<br>*17%* | 28<br>*16%* | 24<br>*19%* | 22<br>*17%* | -<br>- | 16<br>*17%* | -<br>- | -<br>- | 10<br>*16%* | 4<br>*17%* | 2<br>*18%* | 10<br>*20%* | 6<br>*14%* | -<br>- | 28<br>*16%* | -<br>- | -<br>- | 15<br>*15%* | 10<br>*18%* | 3<br>*18%* | 15<br>*15%* | 13<br>*17%* |
| Arranging an installation | 15<br>*16%* | 29<br>*17%* | 26<br>*20%* | 17<br>*13%* | -<br>- | 15<br>*16%* | -<br>- | -<br>- | 10<br>*16%* | 5<br>*22%* | -<br>- | 11<br>*22%* | 4<br>*9%* | -<br>- | 29<br>*17%* | -<br>- | -<br>- | 19<br>*19%* | 7<br>*12%* | 3<br>*18%* | 20<br>*21%* | 9<br>*12%* |
| Damage to property during repair | 13<br>*14%* | 21<br>*12%* | 10<br>*8%* | 12<br>*9%* | -<br>- | 13<br>*14%* | -<br>- | -<br>- | 10<br>*16%* | 2<br>*9%* | 1<br>*9%* | 6<br>*12%* | 7<br>*16%* | -<br>- | 21<br>*12%* | -<br>- | -<br>- | 11<br>*11%* | 8<br>*14%* | 2<br>*12%* | 14<br>*14%* | 7<br>*9%* |
| Arranging an appointment for an engineer visit | 10<br>*11%* | 22<br>*13%* | 13<br>*10%* | 24<br>**19%c** | -<br>- | 10<br>*11%* | -<br>- | -<br>- | 7<br>*11%* | 2<br>*9%* | 1<br>*9%* | 6<br>*12%* | 4<br>*9%* | -<br>- | 22<br>*13%* | -<br>- | -<br>- | 11<br>*11%* | 9<br>*16%* | 2<br>*12%* | 11<br>*11%* | 11<br>*15%* |
| Complaining about an engineer | 10<br>*11%* | 16<br>*9%* | 18<br>**14%d** | 5<br>*4%* | -<br>- | 10<br>*11%* | -<br>- | -<br>- | 7<br>*11%* | 3<br>*13%* | -<br>- | 6<br>*12%* | 4<br>*9%* | -<br>- | 16<br>*9%* | -<br>- | -<br>- | 10<br>*10%* | 5<br>*9%* | 1<br>*6%* | 9<br>*9%* | 7<br>*9%* |
| Time taken to repair a fault | 9<br>*9%* | 33<br>**19%ac** | 13<br>*10%* | 25<br>**20%ac** | -<br>- | 9<br>*9%* | -<br>- | -<br>- | 5<br>*8%* | 2<br>*9%* | 2<br>*18%* | 6<br>*12%* | 3<br>*7%* | -<br>- | 33<br>*19%* | -<br>- | -<br>- | 19<br>*19%* | 11<br>*19%* | 3<br>*18%* | 18<br>*19%* | 15<br>*20%* |
| Missed/moved repair appointment | 8<br>*8%* | 17<br>*10%* | 20<br>*16%* | 16<br>*13%* | -<br>- | 8<br>*8%* | -<br>- | -<br>- | 7<br>*11%* | 1<br>*4%* | -<br>- | 5<br>*10%* | 3<br>*7%* | -<br>- | 17<br>*10%* | -<br>- | -<br>- | 11<br>*11%* | 3<br>*5%* | 3<br>*18%* | 10<br>*10%* | 7<br>*9%* |
| A different issue | 4<br>*4%* | 3<br>*2%* | 1<br>*1%* | 4<br>*3%* | -<br>- | 4<br>*4%* | -<br>- | -<br>- | -<br>- | 2<br>*9%* | 2<br>*18%* | 2<br>*4%* | 2<br>*5%* | -<br>- | 3<br>*2%* | -<br>- | -<br>- | -<br>- | 3<br>**5%t** | -<br>- | 2<br>*2%* | 1<br>*1%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 8

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

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

| | Supplier | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 95* | 172 | 129 | 128 | -** | 129 | -** | -** | 51* | 57* | 21** | 48* | 77* | -** | 128 | -** | -** | 56* | 49* | 23** | 48* | 79* |
| Time taken to install the service | 23<br>*24%* | 34<br>*20%* | 20<br>*16%* | 18<br>*14%* | -<br>- | 20<br>*16%* | -<br>- | -<br>- | 10<br>*20%* | 6<br>*11%* | 4<br>*19%* | 9<br>*19%* | 11<br>*14%* | -<br>- | 18<br>*14%* | -<br>- | -<br>- | 10<br>*18%* | 7<br>*14%* | 1<br>*4%* | 6<br>*13%* | 11<br>*14%* |
| Missed/ moved installation appointment | 18<br>**19%d** | 18<br>*10%* | 21<br>**16%d** | 9<br>*7%* | -<br>- | 21<br>*16%* | -<br>- | -<br>- | 10<br>*20%* | 8<br>*14%* | 3<br>*14%* | 10<br>*21%* | 11<br>*14%* | -<br>- | 9<br>*7%* | -<br>- | -<br>- | 6<br>*11%* | 2<br>*4%* | 1<br>*4%* | 4<br>*8%* | 5<br>*6%* |
| Damage to property during installation | 18<br>*19%* | 18<br>*10%* | 14<br>*11%* | 15<br>*12%* | -<br>- | 14<br>*11%* | -<br>- | -<br>- | 6<br>*12%* | 5<br>*9%* | 3<br>*14%* | 4<br>*8%* | 10<br>*13%* | -<br>- | 15<br>*12%* | -<br>- | -<br>- | 7<br>*13%* | 5<br>*10%* | 3<br>*13%* | 2<br>*4%* | 13<br>**16%w** |
| Switching issues (e.g. problems trying to switch or problems porting your number) | 16<br>*17%* | 28<br>*16%* | 24<br>*19%* | 22<br>*17%* | -<br>- | 24<br>*19%* | -<br>- | -<br>- | 12<br>*24%* | 10<br>*18%* | 2<br>*10%* | 10<br>*21%* | 14<br>*18%* | -<br>- | 22<br>*17%* | -<br>- | -<br>- | 8<br>*14%* | 10<br>*20%* | 4<br>*17%* | 8<br>*17%* | 14<br>*18%* |
| Arranging an installation | 15<br>*16%* | 29<br>*17%* | 26<br>*20%* | 17<br>*13%* | -<br>- | 26<br>*20%* | -<br>- | -<br>- | 10<br>*20%* | 12<br>*21%* | 4<br>*19%* | 11<br>*23%* | 14<br>*18%* | -<br>- | 17<br>*13%* | -<br>- | -<br>- | 9<br>*16%* | 5<br>*10%* | 3<br>*13%* | 9<br>*19%* | 8<br>*10%* |
| Damage to property during repair | 13<br>*14%* | 21<br>*12%* | 10<br>*8%* | 12<br>*9%* | -<br>- | 10<br>*8%* | -<br>- | -<br>- | 7<br>*14%* | 2<br>*4%* | 1<br>*5%* | 5<br>*10%* | 5<br>*6%* | -<br>- | 12<br>*9%* | -<br>- | -<br>- | 4<br>*7%* | 7<br>*14%* | 1<br>*4%* | 8<br>**17%x** | 4<br>*5%* |
| Arranging an appointment for an engineer visit | 10<br>*11%* | 22<br>*13%* | 13<br>*10%* | 24<br>**19%c** | -<br>- | 13<br>*10%* | -<br>- | -<br>- | 4<br>*8%* | 7<br>*12%* | 2<br>*10%* | 6<br>*13%* | 5<br>*6%* | -<br>- | 24<br>*19%* | -<br>- | -<br>- | 12<br>*21%* | 9<br>*18%* | 3<br>*13%* | 8<br>*17%* | 16<br>*20%* |
| Complaining about an engineer | 10<br>*11%* | 16<br>*9%* | 18<br>**14%d** | 5<br>*4%* | -<br>- | 18<br>*14%* | -<br>- | -<br>- | 10<br>*20%* | 6<br>*11%* | 2<br>*10%* | 7<br>*15%* | 10<br>*13%* | -<br>- | 5<br>*4%* | -<br>- | -<br>- | 2<br>*4%* | 2<br>*4%* | 1<br>*4%* | 3<br>*6%* | 2<br>*3%* |
| Time taken to repair a fault | 9<br>*9%* | 33<br>**19%ac** | 13<br>*10%* | 25<br>**20%ac** | -<br>- | 13<br>*10%* | -<br>- | -<br>- | 6<br>*12%* | 6<br>*11%* | 1<br>*5%* | 5<br>*10%* | 8<br>*10%* | -<br>- | 25<br>*20%* | -<br>- | -<br>- | 8<br>*14%* | 10<br>*20%* | 7<br>*30%* | 8<br>*17%* | 17<br>*22%* |
| Missed/moved repair appointment | 8<br>*8%* | 17<br>*10%* | 20<br>*16%* | 16<br>*13%* | -<br>- | 20<br>*16%* | -<br>- | -<br>- | 8<br>*16%* | 9<br>*16%* | 3<br>*14%* | 7<br>*15%* | 13<br>*17%* | -<br>- | 16<br>*13%* | -<br>- | -<br>- | 6<br>*11%* | 8<br>*16%* | 2<br>*9%* | 6<br>*13%* | 10<br>*13%* |
| A different issue | 4<br>*4%* | 3<br>*2%* | 1<br>*1%* | 4<br>*3%* | -<br>- | 1<br>*1%* | -<br>- | -<br>- | -<br>- | 1<br>*2%* | -<br>- | -<br>- | 1<br>*1%* | -<br>- | 4<br>*3%* | -<br>- | -<br>- | 1<br>*2%* | 2<br>*4%* | 1<br>*4%* | 3<br>*6%* | 1<br>*1%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 9

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

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

| | Supplier | | | | BT | | | | | | | | | SKY | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 15** | 37* | 6** | 25** | -** | -** | -** | 15** | 8** | 3** | 4** | 5** | 10** | -** | -** | -** | 37* | 23** | 11** | 3** | 22** | 13** |
| Complaining about the terms of your contract | 4<br>*27%* | 5<br>*14%* | 1<br>*17%* | 4<br>*16%* | -<br>- | -<br>- | -<br>- | 4<br>*27%* | 3<br>*38%* | -<br>- | 1<br>*25%* | 1<br>*20%* | 3<br>*30%* | -<br>- | -<br>- | -<br>- | 5<br>*14%* | 4<br>*17%* | 1<br>*9%* | -<br>- | 1<br>*5%* | 3<br>*23%* |
| Change to your package or service (upgrading or downgrading your service) | 4<br>*27%* | 12<br>*32%* | 2<br>*33%* | 13<br>*52%* | -<br>- | -<br>- | -<br>- | 4<br>*27%* | 3<br>*38%* | 1<br>*33%* | -<br>- | 1<br>*20%* | 3<br>*30%* | -<br>- | -<br>- | -<br>- | 12<br>*32%* | 6<br>*26%* | 5<br>*45%* | 1<br>*33%* | 8<br>*36%* | 4<br>*31%* |
| Switching issues (e.g. problems trying to switch or problems porting your number) | 4<br>*27%* | 5<br>*14%* | -<br>- | 1<br>*4%* | -<br>- | -<br>- | -<br>- | 4<br>*27%* | 3<br>*38%* | 1<br>*33%* | -<br>- | 2<br>*40%* | 2<br>*20%* | -<br>- | -<br>- | -<br>- | 5<br>*14%* | 4<br>*17%* | 1<br>*9%* | -<br>- | 4<br>*18%* | 1<br>*8%* |
| Service not performing as advertised or as told in store/over the phone | 2<br>*13%* | 5<br>*14%* | 3<br>*50%* | 5<br>*20%* | -<br>- | -<br>- | -<br>- | 2<br>*13%* | -<br>- | 1<br>*33%* | 1<br>*25%* | -<br>- | 2<br>*20%* | -<br>- | -<br>- | -<br>- | 5<br>*14%* | 4<br>*17%* | 1<br>*9%* | -<br>- | 4<br>*18%* | 1<br>*8%* |
| Keeping your mobile phone number when changing suppliers | 1<br>*7%* | 1<br>*3%* | -<br>- | 1<br>*4%* | -<br>- | -<br>- | -<br>- | 1<br>*7%* | 1<br>*13%* | -<br>- | -<br>- | -<br>- | 1<br>*10%* | -<br>- | -<br>- | -<br>- | 1<br>*3%* | 1<br>*4%* | -<br>- | -<br>- | 1<br>*5%* | -<br>- |
| A different issue (please describe it briefly in your own words) | 3<br>*20%* | 11<br>*30%* | -<br>- | 9<br>*36%* | -<br>- | -<br>- | -<br>- | 3<br>*20%* | 1<br>*13%* | -<br>- | 2<br>*50%* | 1<br>*20%* | 2<br>*20%* | -<br>- | -<br>- | -<br>- | 11<br>*30%* | 4<br>*17%* | 5<br>*45%* | 2<br>*67%* | 4<br>*18%* | 6<br>*46%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 10

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

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

| | Supplier | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 15** | 37* | 6** | 25** | -** | -** | -** | 6** | 3** | 1** | 2** | 2** | 3** | -** | -** | -** | 25** | 12** | 6** | 7** | 15** | 10** |
| Complaining about the terms of your contract | 4<br>*27%* | 5<br>*14%* | 1<br>*17%* | 4<br>*16%* | -<br>- | -<br>- | -<br>- | 1<br>*17%* | 1<br>*33%* | -<br>- | -<br>- | -<br>- | 1<br>*33%* | -<br>- | -<br>- | -<br>- | 4<br>*16%* | 1<br>*8%* | -<br>- | 3<br>*43%* | 2<br>*13%* | 2<br>*20%* |
| Change to your package or service (upgrading or downgrading your service) | 4<br>*27%* | 12<br>*32%* | 2<br>*33%* | 13<br>*52%* | -<br>- | -<br>- | -<br>- | 2<br>*33%* | 1<br>*33%* | -<br>- | 1<br>*50%* | 1<br>*50%* | 1<br>*33%* | -<br>- | -<br>- | -<br>- | 13<br>*52%* | 6<br>*50%* | 2<br>*33%* | 5<br>*71%* | 7<br>*47%* | 6<br>*60%* |
| Switching issues (e.g. problems trying to switch or problems porting your number) | 4<br>*27%* | 5<br>*14%* | -<br>- | 1<br>*4%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 1<br>*4%* | -<br>- | -<br>- | 1<br>*14%* | -<br>- | 1<br>*10%* |
| Service not performing as advertised or as told in store/over the phone | 2<br>*13%* | 5<br>*14%* | 3<br>*50%* | 5<br>*20%* | -<br>- | -<br>- | -<br>- | 3<br>*50%* | 1<br>*33%* | 1<br>*100%* | 1<br>*50%* | 1<br>*50%* | 1<br>*33%* | -<br>- | -<br>- | -<br>- | 5<br>*20%* | 3<br>*25%* | 1<br>*17%* | 1<br>*14%* | 4<br>*27%* | 1<br>*10%* |
| Keeping your mobile phone number when changing suppliers | 1<br>*7%* | 1<br>*3%* | -<br>- | 1<br>*4%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 1<br>*4%* | -<br>- | 1<br>*17%* | -<br>- | 1<br>*7%* | -<br>- |
| A different issue (please describe it briefly in your own words) | 3<br>*20%* | 11<br>*30%* | -<br>- | 9<br>*36%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 9<br>*36%* | 4<br>*33%* | 2<br>*33%* | 3<br>*43%* | 5<br>*33%* | 4<br>*40%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 11

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

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

| | Supplier | | | | BT | | | | | | | | | SKY | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 682 | 300 | 492 | 98* | 95* | 92* | 15** | 171 | 88* | 41* | 153 | 145 | 284 | 172 | 189 | 37* | 411 | 180 | 91* | 376 | 294 |
| Only/mainly on the phone | 114 | 361 | 76 | 295 | 37 | 29 | 40 | 8 | 68 | 31 | 15 | 59 | 55 | 171 | 67 | 105 | 18 | 212 | 89 | 60 | 200 | 156 |
| | 38%c | 53%ac | 25% | 60%abc | 38% | 31% | 43% | 53% | 40% | 35% | 37% | 39% | 38% | 60%c | 39% | 56%q | 49% | 52% | 49% | 66%tu | 53% | 53% |
| Only/mainly via email | 32 | 63 | 37 | 31 | 10 | 9 | 11 | 2 | 19 | 9 | 4 | 17 | 15 | 25 | 18 | 17 | 3 | 44 | 15 | 4 | 37 | 24 |
| | 11%d | 9% | 12%d | 6% | 10% | 9% | 12% | 13% | 11% | 10% | 10% | 11% | 10% | 9% | 10% | 9% | 8% | 11% | 8% | 4% | 10% | 8% |
| Only/mainly via webchat | 31 | 76 | 46 | 35 | 10 | 13 | 7 | 1 | 17 | 7 | 7 | 16 | 15 | 35 | 16 | 22 | 3 | 45 | 23 | 8 | 44 | 32 |
| | 10% | 11%d | 15%d | 7% | 10% | 14% | 8% | 7% | 10% | 8% | 17% | 10% | 10% | 12% | 9% | 12% | 8% | 11% | 13% | 9% | 12% | 11% |
| Only/mainly via web form | 31 | 49 | 30 | 32 | 9 | 12 | 9 | 1 | 19 | 10 | 2 | 15 | 15 | 13 | 21 | 11 | 4 | 32 | 14 | 3 | 30 | 19 |
| | 10% | 7% | 10% | 7% | 9% | 13% | 10% | 7% | 11% | 11% | 5% | 10% | 10% | 5% | 12%pr | 6% | 11% | 8% | 8% | 3% | 8% | 6% |
| Only/mainly via mobile application | 26 | 31 | 28 | 40 | 8 | 10 | 7 | 1 | 11 | 11 | 4 | 9 | 17 | 10 | 13 | 7 | 1 | 18 | 9 | 4 | 17 | 13 |
| | 9%b | 5% | 9%b | 8%b | 8% | 11% | 8% | 7% | 6% | 13% | 10% | 6% | 12% | 4% | 8% | 4% | 3% | 4% | 5% | 4% | 5% | 4% |
| Only/mainly by social media | 23 | 43 | 25 | 24 | 7 | 8 | 7 | 1 | 11 | 9 | 3 | 15 | 8 | 12 | 16 | 13 | 2 | 25 | 12 | 6 | 24 | 19 |
| | 8% | 6% | 8% | 5% | 7% | 8% | 8% | 7% | 6% | 10% | 7% | 10% | 6% | 4% | 9%p | 7% | 5% | 6% | 7% | 7% | 6% | 6% |
| Only/mainly by letter | 19 | 21 | 31 | 13 | 9 | 6 | 4 | - | 13 | 3 | 3 | 12 | 6 | 6 | 8 | 6 | 1 | 11 | 8 | 2 | 8 | 13 |
| | 6%bd | 3% | 10%bd | 3% | 9% | 6% | 4% | - | 8% | 3% | 7% | 8% | 4% | 2% | 5% | 3% | 3% | 3% | 4% | 2% | 2% | 4% |
| Only/mainly in store | 17 | 25 | 22 | 18 | 6 | 6 | 5 | - | 9 | 6 | 2 | 7 | 10 | 10 | 7 | 6 | 2 | 16 | 6 | 3 | 10 | 14 |
| | 6% | 4% | 7%bd | 4% | 6% | 6% | 5% | - | 5% | 7% | 5% | 5% | 7% | 4% | 4% | 3% | 5% | 4% | 3% | 3% | 3% | 5% |
| Only/mainly via another contact method | 2 | 2 | - | - | - | 1 | 1 | - | 1 | - | 1 | - | 2 | 1 | 1 | - | - | 1 | - | 1 | 2 | - |
| | 1% | * | - | - | - | 1% | 1% | - | 1% | - | 2% | - | 1% | * | 1% | - | - | * | - | 1% | 1% | - |
| Don't know | 5 | 11 | 5 | 4 | 2 | 1 | 1 | 1 | 3 | 2 | - | 3 | 2 | 1 | 5 | 2 | 3 | 7 | 4 | - | 4 | 4 |
| | 2% | 2% | 2% | 1% | 2% | 1% | 1% | 7% | 2% | 2% | - | 2% | 1% | * | 3%p | 1% | 8%pr | 2% | 2% | - | 1% | 1% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 12

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

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

| | Supplier | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 682 | 300 | 492 | 88* | 129 | 77* | 6** | 127 | 121 | 52* | 127 | 168 | 200 | 128 | 139 | 25** | 232 | 157 | 103 | 212 | 273 |
| Only/mainly on the phone | 114<br>38%c | 361<br>53%ac | 76<br>25% | 295<br>60%abc | 24<br>27% | 26<br>20% | 24<br>31% | 2<br>33% | 29<br>23% | 29<br>24% | 18<br>35% | 31<br>24% | 44<br>26% | 140<br>70%q | 43<br>34% | 96<br>69%q | 16<br>64% | 137<br>59% | 85<br>54% | 73<br>71%tu | 138<br>65% | 154<br>56% |
| Only/mainly via email | 32<br>11%d | 63<br>9% | 37<br>12%d | 31<br>6% | 11<br>13% | 15<br>12% | 11<br>14% | -<br>- | 15<br>12% | 18<br>15% | 4<br>8% | 18<br>14% | 19<br>11% | 8<br>4% | 13<br>10%p | 8<br>6% | 2<br>8% | 18<br>8% | 8<br>5% | 5<br>5% | 15<br>7% | 16<br>6% |
| Only/mainly via webchat | 31<br>10% | 76<br>11%d | 46<br>15%d | 35<br>7% | 18<br>20% | 16<br>12% | 11<br>14% | 1<br>17% | 18<br>14% | 20<br>17% | 8<br>15% | 18<br>14% | 27<br>16% | 10<br>5% | 12<br>9% | 9<br>6% | 4<br>16% | 14<br>6% | 12<br>8% | 9<br>9% | 15<br>7% | 20<br>7% |
| Only/mainly via web form | 31<br>10% | 49<br>7% | 30<br>10% | 32<br>7% | 14<br>16%l | 12<br>9% | 3<br>4% | 1<br>17% | 17<br>13%l | 7<br>6% | 6<br>12% | 19<br>15%o | 10<br>6% | 10<br>5% | 13<br>10% | 9<br>6% | -<br>- | 13<br>6% | 13<br>8% | 6<br>6% | 14<br>7% | 18<br>7% |
| Only/mainly via mobile application | 26<br>9%b | 31<br>5% | 28<br>9%b | 40<br>8%b | 4<br>5% | 16<br>12% | 8<br>10% | -<br>- | 9<br>7% | 16<br>13% | 3<br>6% | 8<br>6% | 19<br>11% | 14<br>7% | 17<br>13% | 9<br>6% | -<br>- | 22<br>9%v | 16<br>10%v | 2<br>2% | 15<br>7% | 25<br>9% |
| Only/mainly by social media | 23<br>8% | 43<br>6% | 25<br>8% | 24<br>5% | 5<br>6% | 12<br>9% | 7<br>9% | 1<br>17% | 14<br>11%m | 11<br>9%m | -<br>- | 9<br>7% | 16<br>10% | 7<br>4% | 12<br>9%pr | 4<br>3% | 1<br>4% | 13<br>6% | 6<br>4% | 5<br>5% | 6<br>3% | 17<br>6% |
| Only/mainly by letter | 19<br>6%bd | 21<br>3% | 31<br>10%bd | 13<br>3% | 5<br>6% | 17<br>13% | 9<br>12% | -<br>- | 12<br>9% | 13<br>11% | 6<br>12% | 12<br>9% | 19<br>11% | 4<br>2% | 7<br>5%r | 1<br>1% | 1<br>4% | 4<br>2% | 7<br>4% | 2<br>2% | 4<br>2% | 9<br>3% |
| Only/mainly in store | 17<br>6% | 25<br>4% | 22<br>7%bd | 18<br>4% | 6<br>7% | 12<br>9% | 4<br>5% | -<br>- | 11<br>9% | 5<br>4% | 6<br>12% | 9<br>7% | 13<br>8% | 6<br>3% | 10<br>8%pr | 2<br>1% | -<br>- | 8<br>3% | 9<br>6% | 1<br>1% | 4<br>2% | 13<br>5% |
| Only/mainly via another contact method | 2<br>1% | 2<br>* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Don't know | 5<br>2% | 11<br>2% | 5<br>2% | 4<br>1% | 1<br>1% | 3<br>2% | -<br>- | 1<br>17% | 2<br>2% | 2<br>2% | 1<br>2% | 3<br>2% | 1<br>1% | 1<br>1% | 1<br>1% | 1<br>1% | 1<br>4% | 3<br>1% | 1<br>1% | -<br>- | 1<br>* | 1<br>* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 13

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

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

| | | Supplier | | | | BT | | | | | | | | | SKY | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 300 | 682 | 300 | 492 | 98* | 95* | 92* | 15** | 171 | 88* | 41* | 153 | 145 | 284 | 172 | 189 | 37* | 411 | 180 | 91* | 376 | 294 |
| 10 - Extremely satisfied | (10) | 42 | 116 | 33 | 41 | 13 | 16 | 9 | 4 | 42 | - | - | 34 | 8 | 40 | 23 | 41 | 12 | 116 | - | - | 99 | 17 |
| | | 14%d | 17%cd | 11% | 8% | 13% | 17% | 10% | 27% | 25%lm | - | - | 22%o | 6% | 14% | 13% | 22%pq | 32%pq | 28%uv | - | - | 26%x | 6% |
| 9 - | (9) | 17 | 61 | 26 | 28 | 4 | 5 | 7 | 1 | 17 | - | - | 15 | 2 | 20 | 21 | 19 | 1 | 61 | - | - | 44 | 17 |
| | | 6% | 9%d | 9% | 6% | 4% | 5% | 8% | 7% | 10%lm | - | - | 10%o | 1% | 7% | 12% | 10% | 3% | 15%uv | - | - | 12%x | 6% |
| 8 - | (8) | 52 | 111 | 30 | 84 | 17 | 21 | 14 | - | 52 | - | - | 35 | 17 | 52 | 31 | 25 | 3 | 111 | - | - | 79 | 31 |
| | | 17%c | 16%c | 10% | 17%c | 17% | 22% | 15% | - | 30%lm | - | - | 23%o | 12% | 18% | 18% | 13% | 8% | 27%uv | - | - | 21%x | 11% |
| 7 - | (7) | 60 | 123 | 38 | 79 | 17 | 19 | 21 | 3 | 60 | - | - | 30 | 30 | 61 | 23 | 32 | 7 | 123 | - | - | 75 | 47 |
| | | 20%c | 18%c | 13% | 16% | 17% | 20% | 23% | 20% | 35%lm | - | - | 20% | 21% | 21%q | 13% | 17% | 19% | 30%uv | - | - | 20% | 16% |
| 6 - | (6) | 36 | 63 | 57 | 60 | 12 | 14 | 9 | 1 | - | 36 | - | 13 | 22 | 17 | 19 | 21 | 6 | - | 63 | - | 25 | 37 |
| | | 12% | 9% | 19%abd | 12% | 12% | 15% | 10% | 7% | - | 41%km | - | 8% | 15% | 6% | 11% | 11%p | 16%p | - | 35%tv | - | 7% | 13%w |
| 5 - | (5) | 34 | 75 | 45 | 55 | 16 | 5 | 12 | 1 | - | 34 | - | 11 | 22 | 26 | 26 | 19 | 4 | - | 75 | - | 19 | 50 |
| | | 11% | 11% | 15% | 11% | 16%h | 5% | 13% | 7% | - | 39%km | - | 7% | 15%n | 9% | 15% | 10% | 11% | - | 42%tv | - | 5% | 17%w |
| 4 - | (4) | 18 | 42 | 19 | 42 | 8 | 4 | 5 | 1 | - | 18 | - | 2 | 16 | 20 | 12 | 9 | 1 | - | 42 | - | 17 | 24 |
| | | 6% | 6% | 6% | 9% | 8% | 4% | 5% | 7% | - | 20%km | - | 1% | 11%n | 7% | 7% | 5% | 3% | - | 23%tv | - | 5% | 8% |
| 3 - | (3) | 20 | 33 | 17 | 37 | 5 | 7 | 8 | - | - | - | 20 | 6 | 14 | 17 | 6 | 9 | 1 | - | - | 33 | 9 | 23 |
| | | 7% | 5% | 6% | 8% | 5% | 7% | 9% | - | - | - | 49%kl | 4% | 10%n | 6% | 3% | 5% | 3% | - | - | 36%tu | 2% | 8%w |
| 2 - | (2) | 7 | 18 | 13 | 26 | 1 | 3 | 2 | 1 | - | - | 7 | 3 | 4 | 9 | 5 | 3 | 1 | - | - | 18 | 4 | 14 |
| | | 2% | 3% | 4% | 5%ab | 1% | 3% | 2% | 7% | - | - | 17%kl | 2% | 3% | 3% | 3% | 2% | 3% | - | - | 20%tu | 1% | 5%w |
| 1 - Extremely dissatisfied | (1) | 14 | 40 | 22 | 40 | 5 | 1 | 5 | 3 | - | - | 14 | 4 | 10 | 22 | 6 | 11 | 1 | - | - | 40 | 5 | 34 |
| | | 5% | 6% | 7% | 8% | 5% | 1% | 5% | 20% | - | - | 34%kl | 3% | 7% | 8% | 3% | 6% | 3% | - | - | 44%tu | 1% | 12%w |
| NET: Dissatisfied | (1-3) | 41 | 91 | 52 | 103 | 11 | 11 | 15 | 4 | - | - | 41 | 13 | 28 | 48 | 17 | 23 | 3 | - | - | 91 | 18 | 71 |
| | | 14% | 13% | 17% | 21%ab | 11% | 12% | 16% | 27% | - | - | 100%kl | 8% | 19%n | 17%q | 10% | 12% | 8% | - | - | 100%tu | 5% | 24%w |
| NET: Neutral | (4-6) | 88 | 180 | 121 | 157 | 36 | 23 | 26 | 3 | - | 88 | - | 26 | 60 | 63 | 57 | 49 | 11 | - | 180 | - | 61 | 111 |
| | | 29% | 26% | 40%abd | 32%b | 37% | 24% | 28% | 20% | - | 100%km | - | 17% | 41%n | 22% | 33%p | 26% | 30% | - | 100%tv | - | 16% | 38%w |
| NET: Satisfied | (7-10) | 171 | 411 | 127 | 232 | 51 | 61 | 51 | 8 | 171 | - | - | 114 | 57 | 173 | 98 | 117 | 23 | 411 | - | - | 297 | 112 |
| | | 57%cd | 60%cd | 42% | 47% | 52% | 64% | 55% | 53% | 100%lm | - | - | 75%o | 39% | 61% | 57% | 62% | 62% | 100%uv | - | - | 79%x | 38% |
| Mean score | | 6.52cd | 6.68cd | 6.04 | 5.88 | 6.40 | 6.94 | 6.29 | 6.00 | 8.24lm | 5.20m | 2.15 | 7.41o | 5.59 | 6.43 | 6.71 | 6.91 | 7.24 | 8.41uv | 5.12v | 1.92 | 7.70x | 5.44 |
| Standard error | | 0.14 | 0.10 | 0.15 | 0.12 | 0.24 | 0.23 | 0.25 | 0.91 | 0.09 | 0.08 | 0.14 | 0.18 | 0.19 | 0.16 | 0.18 | 0.19 | 0.41 | 0.06 | 0.06 | 0.09 | 0.11 | 0.15 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 14

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

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

| | | Supplier | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 300 | 682 | 300 | 492 | 88* | 129 | 77* | 6** | 127 | 121 | 52* | 127 | 168 | 200 | 128 | 139 | 25** | 232 | 157 | 103 | 212 | 273 |
| 10 - Extremely satisfied | (10) | 42 | 116 | 33 | 41 | 12 | 12 | 8 | 1 | 33 | - | - | 28 | 4 | 17 | 10 | 12 | 2 | 41 | - | - | 35 | 3 |
| | | 14%d | 17%cd | 11% | 8% | 14% | 9% | 10% | 17% | 26%lm | - | - | 22%o | 2% | 9% | 8% | 9% | 8% | 18%uv | - | - | 17%x | 1% |
| 9 - | (9) | 17 | 61 | 26 | 28 | 5 | 13 | 7 | 1 | 26 | - | - | 14 | 12 | 11 | 7 | 7 | 3 | 28 | - | - | 22 | 6 |
| | | 6% | 9%d | 9% | 6% | 6% | 10% | 9% | 17% | 20%lm | - | - | 11% | 7% | 6% | 5% | 5% | 12% | 12%uv | - | - | 10%x | 2% |
| 8 - | (8) | 52 | 111 | 30 | 84 | 6 | 12 | 12 | - | 30 | - | - | 18 | 12 | 27 | 22 | 30 | 5 | 84 | - | - | 52 | 32 |
| | | 17%c | 16%c | 10% | 17%c | 7% | 9% | 16% | - | 24%lm | - | - | 14%o | 7% | 14% | 17% | 22% | 20% | 36%uv | - | - | 25%x | 12% |
| 7 - | (7) | 60 | 123 | 38 | 79 | 15 | 14 | 8 | 1 | 38 | - | - | 15 | 23 | 39 | 17 | 21 | 2 | 79 | - | - | 41 | 36 |
| | | 20%c | 18%c | 13% | 16% | 17% | 11% | 10% | 17% | 30%lm | - | - | 12% | 14% | 20% | 13% | 15% | 8% | 34%uv | - | - | 19% | 13% |
| 6 - | (6) | 36 | 63 | 57 | 60 | 19 | 29 | 9 | - | - | 57 | - | 16 | 39 | 21 | 21 | 16 | 2 | - | 60 | - | 22 | 38 |
| | | 12% | 9% | 19%abd | 12% | 22% | 22% | 12% | - | - | 47%km | - | 13% | 23%n | 11% | 16% | 12% | 8% | - | 38%tv | - | 10% | 14% |
| 5 - | (5) | 34 | 75 | 45 | 55 | 13 | 18 | 13 | 1 | - | 45 | - | 19 | 26 | 20 | 19 | 13 | 3 | - | 55 | - | 20 | 35 |
| | | 11% | 11% | 15% | 11% | 15% | 14% | 17% | 17% | - | 37%km | - | 15% | 15% | 10% | 15% | 9% | 12% | - | 35%tv | - | 9% | 13% |
| 4 - | (4) | 18 | 42 | 19 | 42 | 2 | 10 | 7 | - | - | 19 | - | 2 | 17 | 14 | 9 | 18 | 1 | - | 42 | - | 7 | 35 |
| | | 6% | 6% | 6% | 9% | 2% | 8% | 9% | - | - | 16%km | - | 2% | 10%n | 7% | 7% | 13% | 4% | - | 27%tv | - | 3% | 13%w |
| 3 - | (3) | 20 | 33 | 17 | 37 | 4 | 7 | 6 | - | - | - | 17 | 5 | 11 | 13 | 11 | 11 | 2 | - | - | 37 | 4 | 32 |
| | | 7% | 5% | 6% | 8% | 5% | 5% | 8% | - | - | - | 33%kl | 4% | 7% | 7% | 9% | 8% | 8% | - | - | 36%tu | 2% | 12%w |
| 2 - | (2) | 7 | 18 | 13 | 26 | 4 | 7 | 2 | - | - | - | 13 | 4 | 8 | 14 | 7 | 3 | 2 | - | - | 26 | 4 | 22 |
| | | 2% | 3% | 4% | 5%ab | 5% | 5% | 3% | - | - | - | 25%kl | 3% | 5% | 7%r | 5% | 2% | 8% | - | - | 25%tu | 2% | 8%w |
| 1 - Extremely dissatisfied | (1) | 14 | 40 | 22 | 40 | 8 | 7 | 5 | 2 | - | - | 22 | 6 | 16 | 24 | 5 | 8 | 3 | - | - | 40 | 5 | 34 |
| | | 5% | 6% | 7% | 8% | 9% | 5% | 6% | 33% | - | - | 42%kl | 5% | 10% | 12%q | 4% | 6% | 12% | - | - | 39%tu | 2% | 12%w |
| NET: Dissatisfied | (1-3) | 41 | 91 | 52 | 103 | 16 | 21 | 13 | 2 | - | - | 52 | 15 | 35 | 51 | 23 | 22 | 7 | - | - | 103 | 13 | 88 |
| | | 14% | 13% | 17% | 21%ab | 18% | 16% | 17% | 33% | - | - | 100%kl | 12% | 21%n | 26%r | 18% | 16% | 28% | - | - | 100%tu | 6% | 32%w |
| NET: Neutral | (4-6) | 88 | 180 | 121 | 157 | 34 | 57 | 29 | 1 | - | 121 | - | 37 | 82 | 55 | 49 | 47 | 6 | - | 157 | - | 49 | 108 |
| | | 29% | 26% | 40%abd | 32%b | 39% | 44% | 38% | 17% | - | 100%km | - | 29% | 49%n | 28% | 38%p | 34% | 24% | - | 100%tv | - | 23% | 40%w |
| NET: Satisfied | (7-10) | 171 | 411 | 127 | 232 | 38 | 51 | 35 | 3 | 127 | - | - | 75 | 51 | 94 | 56 | 70 | 12 | 232 | - | - | 150 | 77 |
| | | 57%cd | 60%cd | 42% | 47% | 43% | 40% | 45% | 50% | 100%lm | - | - | 59%o | 30% | 47% | 44% | 50% | 48% | 100%uv | - | - | 71%x | 28% |
| Mean score | | 6.52cd | 6.68cd | 6.04 | 5.88 | 6.06 | 6.02 | 6.09 | 5.50 | 8.43lm | 5.31m | 1.90 | 6.95o | 5.37 | 5.66 | 5.99 | 6.12 | 5.80 | 8.13uv | 5.11v | 1.97 | 7.25x | 4.79 |
| Standard error | | 0.14 | 0.10 | 0.15 | 0.12 | 0.28 | 0.22 | 0.29 | 1.59 | 0.10 | 0.07 | 0.12 | 0.23 | 0.18 | 0.19 | 0.21 | 0.21 | 0.59 | 0.07 | 0.06 | 0.09 | 0.15 | 0.14 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 15

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

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

| | | Supplier | | | | BT | | | | | | | | | SKY | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 153 | 376 | 127 | 212 | 50* | 51* | 47* | 5** | 114 | 26** | 13** | 153 | -** | 154 | 97* | 103 | 22** | 297 | 61* | 18** | 376 | -** |
| 10 - Extremely satisfied | (10) | 34 | 99 | 28 | 35 | 11 | 12 | 8 | 3 | 34 | - | - | 34 | - | 39 | 16 | 35 | 9 | 99 | - | - | 99 | - |
| | | 22% | 26%d | 22% | 17% | 22% | 24% | 17% | 60% | 30% | - | - | 22% | - | 25% | 16% | 34%q | 41% | 33%u | - | - | 26% | - |
| 9 - | (9) | 15 | 44 | 14 | 22 | 4 | 5 | 6 | - | 15 | - | - | 15 | - | 13 | 17 | 13 | 1 | 44 | - | - | 44 | - |
| | | 10% | 12% | 11% | 10% | 8% | 10% | 13% | - | 13% | - | - | 10% | - | 8% | 18%p | 13% | 5% | 15%u | - | - | 12% | - |
| 8 - | (8) | 35 | 79 | 18 | 52 | 13 | 11 | 11 | - | 35 | - | - | 35 | - | 40 | 21 | 16 | 2 | 79 | - | - | 79 | - |
| | | 23% | 21% | 14% | 25%c | 26% | 22% | 23% | - | 31% | - | - | 23% | - | 26%r | 22% | 16% | 9% | 27%u | - | - | 21% | - |
| 7 - | (7) | 30 | 75 | 15 | 41 | 11 | 11 | 7 | 1 | 30 | - | - | 30 | - | 36 | 15 | 18 | 6 | 75 | - | - | 75 | - |
| | | 20% | 20%c | 12% | 19% | 22% | 22% | 15% | 20% | 26% | - | - | 20% | - | 23% | 15% | 17% | 27% | 25%u | - | - | 20% | - |
| 6 - | (6) | 13 | 25 | 16 | 22 | 3 | 6 | 4 | - | - | 13 | - | 13 | - | 6 | 8 | 7 | 4 | - | 25 | - | 25 | - |
| | | 8% | 7% | 13%b | 10% | 6% | 12% | 9% | - | - | 50% | - | 8% | - | 4% | 8% | 7% | 18% | - | 41%t | - | 7% | - |
| 5 - | (5) | 11 | 19 | 19 | 20 | 6 | 1 | 3 | 1 | - | 11 | - | 11 | - | 6 | 10 | 3 | - | - | 19 | - | 19 | - |
| | | 7% | 5% | 15%ab | 9%b | 12% | 2% | 6% | 20% | - | 42% | - | 7% | - | 4% | 10%pr | 3% | - | - | 31%t | - | 5% | - |
| 4 - | (4) | 2 | 17 | 2 | 7 | - | - | 2 | - | - | 2 | - | 2 | - | 7 | 5 | 5 | - | - | 17 | - | 17 | - |
| | | 1% | 5% | 2% | 3% | - | - | 4% | - | - | 8% | - | 1% | - | 5% | 5% | 5% | - | - | 28%t | - | 5% | - |
| 3 - | (3) | 6 | 9 | 5 | 4 | 1 | 4 | 1 | - | - | - | 6 | 6 | - | 2 | 3 | 4 | - | - | - | 9 | 9 | - |
| | | 4% | 2% | 4% | 2% | 2% | 8% | 2% | - | - | - | 46% | 4% | - | 1% | 3% | 4% | - | - | - | 50% | 2% | - |
| 2 - | (2) | 3 | 4 | 4 | 4 | - | 1 | 2 | - | - | - | 3 | 3 | - | 2 | 1 | 1 | - | - | - | 4 | 4 | - |
| | | 2% | 1% | 3% | 2% | - | 2% | 4% | - | - | - | 23% | 2% | - | 1% | 1% | 1% | - | - | - | 22% | 1% | - |
| 1 - Extremely dissatisfied | (1) | 4 | 5 | 6 | 5 | 1 | - | 3 | - | - | - | 4 | 4 | - | 3 | 1 | 1 | - | - | - | 5 | 5 | - |
| | | 3% | 1% | 5%b | 2% | 2% | - | 6% | - | - | - | 31% | 3% | - | 2% | 1% | 1% | - | - | - | 28% | 1% | - |
| NET: Dissatisfied | (1-3) | 13 | 18 | 15 | 13 | 2 | 5 | 6 | - | - | - | 13 | 13 | - | 7 | 5 | 6 | - | - | - | 18 | 18 | - |
| | | 8% | 5% | 12%b | 6% | 4% | 10% | 13% | - | - | - | 100% | 8% | - | 5% | 5% | 6% | - | - | - | 100% | 5% | - |
| NET: Neutral | (4-6) | 26 | 61 | 37 | 49 | 9 | 7 | 9 | 1 | - | 26 | - | 26 | - | 19 | 23 | 15 | 4 | - | 61 | - | 61 | - |
| | | 17% | 16% | 29%ab | 23%b | 18% | 14% | 19% | 20% | - | 100% | - | 17% | - | 12% | 24%p | 15% | 18% | - | 100%t | - | 16% | - |
| NET: Satisfied | (7-10) | 114 | 297 | 75 | 150 | 39 | 39 | 32 | 4 | 114 | - | - | 114 | - | 128 | 69 | 82 | 18 | 297 | - | - | 297 | - |
| | | 75%c | 79%cd | 59% | 71%c | 78% | 76% | 68% | 80% | 100% | - | - | 75% | - | 83%q | 71% | 80% | 82% | 100%u | - | - | 79% | - |
| Mean score | | 7.41 | 7.70cd | 6.95 | 7.25 | 7.58 | 7.55 | 6.98 | 8.40 | 8.46 | 5.42 | 2.15 | 7.41 | - | 7.70 | 7.38 | 7.89 | 8.23 | 8.56u | 5.13 | 2.22 | 7.70 | - |
| Standard error | | 0.18 | 0.11 | 0.23 | 0.15 | 0.28 | 0.30 | 0.38 | 1.03 | 0.11 | 0.13 | 0.25 | 0.18 | - | 0.17 | 0.21 | 0.22 | 0.35 | 0.07 | 0.11 | 0.21 | 0.11 | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 16

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

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

| | | Supplier | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 153 | 376 | 127 | 212 | 40* | 48* | 37* | 2** | 75* | 37* | 15** | 127 | -** | 80* | 48* | 69* | 15** | 150 | 49* | 13** | 212 | -** |
| 10 - Extremely satisfied | (10) | 34 | 99 | 28 | 35 | 12 | 10 | 6 | - | 28 | - | - | 28 | - | 14 | 9 | 10 | 2 | 35 | - | - | 35 | - |
| | | 22% | 26%d | 22% | 17% | 30% | 21% | 16% | - | 37%l | - | - | 22% | - | 18% | 19% | 14% | 13% | 23%u | - | - | 17% | - |
| 9 - | (9) | 15 | 44 | 14 | 22 | 4 | 8 | 2 | - | 14 | - | - | 14 | - | 9 | 3 | 7 | 3 | 22 | - | - | 22 | - |
| | | 10% | 12% | 11% | 10% | 10% | 17% | 5% | - | 19%l | - | - | 11% | - | 11% | 6% | 10% | 20% | 15%u | - | - | 10% | - |
| 8 - | (8) | 35 | 79 | 18 | 52 | 4 | 5 | 9 | - | 18 | - | - | 18 | - | 16 | 11 | 20 | 5 | 52 | - | - | 52 | - |
| | | 23% | 21% | 14% | 25%c | 10% | 10% | 24% | - | 24%l | - | - | 14% | - | 20% | 23% | 29% | 33% | 35%u | - | - | 25% | - |
| 7 - | (7) | 30 | 75 | 15 | 41 | 7 | 5 | 2 | 1 | 15 | - | - | 15 | - | 21 | 6 | 13 | 1 | 41 | - | - | 41 | - |
| | | 20% | 20%c | 12% | 19% | 18% | 10% | 5% | 50% | 20%l | - | - | 12% | - | 26% | 13% | 19% | 7% | 27%u | - | - | 19% | - |
| 6 - | (6) | 13 | 25 | 16 | 22 | 5 | 7 | 4 | - | - | 16 | - | 16 | - | 8 | 5 | 8 | 1 | - | 22 | - | 22 | - |
| | | 8% | 7% | 13%b | 10% | 13% | 15% | 11% | - | - | 43%k | - | 13% | - | 10% | 10% | 12% | 7% | - | 45%t | - | 10% | - |
| 5 - | (5) | 11 | 19 | 19 | 20 | 5 | 6 | 7 | 1 | - | 19 | - | 19 | - | 8 | 6 | 5 | 1 | - | 20 | - | 20 | - |
| | | 7% | 5% | 15%ab | 9%b | 13% | 13% | 19% | 50% | - | 51%k | - | 15% | - | 10% | 13% | 7% | 7% | - | 41%t | - | 9% | - |
| 4 - | (4) | 2 | 17 | 2 | 7 | - | 2 | - | - | - | 2 | - | 2 | - | 1 | 3 | 2 | 1 | - | 7 | - | 7 | - |
| | | 1% | 5% | 2% | 3% | - | 4% | - | - | - | 5%k | - | 2% | - | 1% | 6% | 3% | 7% | - | 14%t | - | 3% | - |
| 3 - | (3) | 6 | 9 | 5 | 4 | 1 | 2 | 2 | - | - | - | 5 | 5 | - | 1 | 1 | 2 | - | - | - | 4 | 4 | - |
| | | 4% | 2% | 4% | 2% | 3% | 4% | 5% | - | - | - | 33% | 4% | - | 1% | 2% | 3% | - | - | - | 31% | 2% | - |
| 2 - | (2) | 3 | 4 | 4 | 4 | 1 | 1 | 2 | - | - | - | 4 | 4 | - | 2 | 2 | - | - | - | - | 4 | 4 | - |
| | | 2% | 1% | 3% | 2% | 3% | 2% | 5% | - | - | - | 27% | 3% | - | 3% | 4% | - | - | - | - | 31% | 2% | - |
| 1 - Extremely dissatisfied | (1) | 4 | 5 | 6 | 5 | 1 | 2 | 3 | - | - | - | 6 | 6 | - | - | 2 | 2 | 1 | - | - | 5 | 5 | - |
| | | 3% | 1% | 5%b | 2% | 3% | 4% | 8% | - | - | - | 40% | 5% | - | - | 4% | 3% | 7% | - | - | 38% | 2% | - |
| NET: Dissatisfied | (1-3) | 13 | 18 | 15 | 13 | 3 | 5 | 7 | - | - | - | 15 | 15 | - | 3 | 5 | 4 | 1 | - | - | 13 | 13 | - |
| | | 8% | 5% | 12%b | 6% | 8% | 10% | 19% | - | - | - | 100% | 12% | - | 4% | 10% | 6% | 7% | - | - | 100% | 6% | - |
| NET: Neutral | (4-6) | 26 | 61 | 37 | 49 | 10 | 15 | 11 | 1 | - | 37 | - | 37 | - | 17 | 14 | 15 | 3 | - | 49 | - | 49 | - |
| | | 17% | 16% | 29%ab | 23%b | 25% | 31% | 30% | 50% | - | 100%k | - | 29% | - | 21% | 29% | 22% | 20% | - | 100%t | - | 23% | - |
| NET: Satisfied | (7-10) | 114 | 297 | 75 | 150 | 27 | 28 | 19 | 1 | 75 | - | - | 75 | - | 60 | 29 | 50 | 11 | 150 | - | - | 150 | - |
| | | 75%c | 79%cd | 59% | 71%c | 68% | 58% | 51% | 50% | 100%l | - | - | 59% | - | 75% | 60% | 72% | 73% | 100%u | - | - | 71% | - |
| Mean score | | 7.41 | 7.70cd | 6.95 | 7.25 | 7.45 | 7.02 | 6.38 | 6.00 | 8.73l | 5.38 | 1.93 | 6.95 | - | 7.44 | 6.83 | 7.29 | 7.33 | 8.34u | 5.31 | 1.92 | 7.25 | - |
| Standard error | | 0.18 | 0.11 | 0.23 | 0.15 | 0.38 | 0.37 | 0.46 | 1.00 | 0.13 | 0.10 | 0.23 | 0.23 | - | 0.21 | 0.36 | 0.25 | 0.63 | 0.09 | 0.10 | 0.24 | 0.15 | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 17

**Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Ease of finding provider contact details.**

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

| | | Supplier | | | | BT | | | | | | | | | SKY | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 300 | 682 | 300 | 492 | 98* | 95* | 92* | 15** | 171 | 88* | 41* | 153 | 145 | 284 | 172 | 189 | 37* | 411 | 180 | 91* | 376 | 294 |
| 10 - Extremely satisfied | (10) | 45<br>15% | 141<br>21%acd | 46<br>15% | 78<br>16% | 14<br>14% | 16<br>17% | 10<br>11% | 5<br>33% | 40<br>23%lm | 5<br>6% | -<br>- | 36<br>24%o | 9<br>6% | 60<br>21% | 27<br>16% | 44<br>23% | 10<br>27% | 120<br>29%uv | 10<br>6% | 11<br>12% | 107<br>28%x | 34<br>12% |
| 9 - | (9) | 36<br>12% | 86<br>13% | 28<br>9% | 76<br>15%c | 10<br>10% | 13<br>14% | 12<br>13% | 1<br>7% | 24<br>14% | 10<br>11% | 2<br>5% | 23<br>15% | 13<br>9% | 33<br>12% | 23<br>13% | 25<br>13% | 5<br>14% | 72<br>18%uv | 11<br>6% | 3<br>3% | 62<br>16%x | 23<br>8% |
| 8 - | (8) | 57<br>19%c | 96<br>14% | 37<br>12% | 81<br>16% | 22<br>22% | 18<br>19% | 17<br>18% | -<br>- | 47<br>27%lm | 8<br>9% | 2<br>5% | 31<br>20% | 25<br>17% | 41<br>14% | 26<br>15% | 25<br>13% | 4<br>11% | 79<br>19%uv | 12<br>7% | 5<br>5% | 67<br>18%x | 28<br>10% |
| 7 - | (7) | 44<br>15% | 94<br>14% | 48<br>16% | 67<br>14% | 14<br>14% | 14<br>15% | 16<br>17% | -<br>- | 30<br>18% | 10<br>11% | 4<br>10% | 21<br>14% | 22<br>15% | 40<br>14% | 17<br>10% | 30<br>16% | 7<br>19% | 65<br>16%v | 25<br>14%v | 4<br>4% | 45<br>12% | 49<br>17% |
| 6 - | (6) | 33<br>11% | 76<br>11% | 36<br>12% | 54<br>11% | 7<br>7% | 8<br>8% | 13<br>14% | 5<br>33% | 15<br>9% | 13<br>15% | 5<br>12% | 13<br>8% | 20<br>14% | 24<br>8% | 28<br>16%p | 19<br>10% | 5<br>14% | 35<br>9% | 35<br>19%tv | 6<br>7% | 36<br>10% | 37<br>13% |
| 5 - | (5) | 32<br>11% | 68<br>10% | 41<br>14%d | 37<br>8% | 16<br>16% | 8<br>8% | 8<br>9% | -<br>- | 5<br>3% | 21<br>24%k | 6<br>15%k | 8<br>5% | 24<br>17%n | 23<br>8% | 20<br>12% | 21<br>11% | 4<br>11% | 16<br>4% | 44<br>24%tv | 8<br>9%t | 25<br>7% | 39<br>13%w |
| 4 - | (4) | 12<br>4% | 32<br>5% | 27<br>9%ab | 35<br>7% | 3<br>3% | 6<br>6% | 3<br>3% | -<br>- | 1<br>1% | 7<br>8%k | 4<br>10%k | 5<br>3% | 7<br>5% | 18<br>6% | 8<br>5% | 6<br>3% | -<br>- | 7<br>2% | 19<br>11%t | 6<br>7%t | 10<br>3% | 22<br>7%w |
| 3 - | (3) | 14<br>5% | 27<br>4% | 14<br>5% | 19<br>4% | 3<br>3% | 5<br>5% | 6<br>7% | -<br>- | 2<br>1% | 7<br>8%k | 5<br>12%k | 6<br>4% | 8<br>6% | 11<br>4% | 8<br>5% | 8<br>4% | -<br>- | 5<br>1% | 12<br>7%t | 10<br>11%t | 9<br>2% | 17<br>6%w |
| 2 - | (2) | 9<br>3% | 21<br>3% | 8<br>3% | 11<br>2% | 2<br>2% | 2<br>2% | 4<br>4% | 1<br>7% | 1<br>1% | 2<br>2% | 6<br>15%kl | 5<br>3% | 4<br>3% | 12<br>4% | 3<br>2% | 5<br>3% | 1<br>3% | 5<br>1% | 4<br>2% | 12<br>13%tu | 5<br>1% | 16<br>5%w |
| 1 - Extremely dissatisfied | (1) | 14<br>5% | 36<br>5% | 14<br>5% | 24<br>5% | 7<br>7%l | 4<br>4% | 1<br>1% | 2<br>13% | 3<br>2% | 4<br>5% | 7<br>17%kl | 3<br>2% | 11<br>8%n | 20<br>7%r | 11<br>6% | 5<br>3% | -<br>- | 4<br>1% | 6<br>3%t | 26<br>29%tu | 9<br>2% | 26<br>9%w |
| Not applicable | | 4<br>1% | 5<br>1% | 1<br>* | 10<br>2%c | -<br>- | 1<br>1% | 2<br>2% | 1<br>7% | 3<br>2% | 1<br>1% | -<br>- | 2<br>1% | 2<br>1% | 2<br>1% | 1<br>1% | 1<br>1% | 1<br>3% | 3<br>1% | 2<br>1% | -<br>- | 1<br>* | 3<br>1% |
| NET: Dissatisfied | (1-3) | 37<br>12% | 84<br>12% | 36<br>12% | 54<br>11% | 12<br>12% | 11<br>12% | 11<br>12% | 3<br>20% | 6<br>4% | 13<br>15%k | 18<br>44%kl | 14<br>9% | 23<br>16% | 43<br>15%s | 22<br>13% | 18<br>10% | 1<br>3% | 14<br>3% | 22<br>12%t | 48<br>53%tu | 23<br>6% | 59<br>20%w |
| NET: Neutral | (4-6) | 77<br>26% | 176<br>26% | 104<br>35%abd | 126<br>26% | 26<br>27% | 22<br>23% | 24<br>26% | 5<br>33% | 21<br>12% | 41<br>47%k | 15<br>37%k | 26<br>17% | 51<br>35%n | 65<br>23% | 56<br>33%p | 46<br>24% | 9<br>24% | 58<br>14% | 98<br>54%tv | 20<br>22% | 71<br>19% | 98<br>33%w |
| NET: Satisfied | (7-10) | 182<br>61% | 417<br>61%c | 159<br>53% | 302<br>61%c | 60<br>61% | 61<br>64% | 55<br>60% | 6<br>40% | 141<br>82%lm | 33<br>38%m | 8<br>20% | 111<br>73%o | 69<br>48% | 174<br>61% | 93<br>54% | 124<br>66%q | 26<br>70% | 336<br>82%uv | 58<br>32% | 23<br>25% | 281<br>75%x | 134<br>46% |
| Mean score | | 6.82 | 6.93c | 6.51 | 6.91c | 6.71 | 6.96 | 6.81 | 6.64 | 7.93lm | 5.91m | 4.20 | 7.49o | 6.10 | 6.78 | 6.70 | 7.22q | 7.72q | 8.04uv | 5.76v | 4.23 | 7.75x | 5.94 |
| Standard error | | 0.14 | 0.10 | 0.14 | 0.11 | 0.26 | 0.26 | 0.24 | 0.91 | 0.14 | 0.25 | 0.38 | 0.19 | 0.20 | 0.17 | 0.20 | 0.18 | 0.33 | 0.10 | 0.16 | 0.33 | 0.12 | 0.16 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 18

**Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Ease of finding provider contact details.**

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

| | | Supplier | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 300 | 682 | 300 | 492 | 88* | 129 | 77* | 6** | 127 | 121 | 52* | 127 | 168 | 200 | 128 | 139 | 25** | 232 | 157 | 103 | 212 | 273 |
| 10 - Extremely satisfied | (10) | 45<br>*15%* | 141<br>**21%acd** | 46<br>*15%* | 78<br>*16%* | 14<br>*16%* | 23<br>*18%* | 9<br>*12%* | -<br>- | 39<br>**31%lm** | 4<br>*3%* | 3<br>*6%* | 33<br>**26%o** | 12<br>*7%* | 24<br>*12%* | 19<br>*15%* | 32<br>**23%p** | 3<br>*12%* | 52<br>**22%uv** | 13<br>*8%* | 13<br>*13%* | 50<br>**24%x** | 27<br>*10%* |
| 9 - | (9) | 36<br>*12%* | 86<br>*13%* | 28<br>*9%* | 76<br>**15%c** | 5<br>*6%* | 11<br>*9%* | 12<br>**16%q** | -<br>- | 21<br>**17%lm** | 5<br>*4%* | 2<br>*4%* | 16<br>*13%* | 12<br>*7%* | 31<br>*16%* | 22<br>*17%* | 17<br>*12%* | 6<br>*24%* | 57<br>**25%uv** | 12<br>*8%* | 7<br>*7%* | 48<br>**23%x** | 28<br>*10%* |
| 8 - | (8) | 57<br>**19%c** | 96<br>*14%* | 37<br>*12%* | 81<br>*16%* | 9<br>*10%* | 14<br>*11%* | 14<br>*18%* | -<br>- | 24<br>**19%lm** | 10<br>*8%* | 3<br>*6%* | 19<br>*15%* | 18<br>*11%* | 38<br>*19%* | 19<br>*15%* | 19<br>*14%* | 5<br>*20%* | 46<br>*20%* | 23<br>*15%* | 12<br>*12%* | 38<br>*18%* | 42<br>*15%* |
| 7 - | (7) | 44<br>*15%* | 94<br>*14%* | 48<br>*16%* | 67<br>*14%* | 18<br>*20%* | 18<br>*14%* | 11<br>*14%* | 1<br>*17%* | 23<br>**18%m** | 22<br>**18%m** | 3<br>*6%* | 15<br>*12%* | 33<br>*20%* | 24<br>*12%* | 19<br>*15%* | 21<br>*15%* | 3<br>*12%* | 29<br>*13%* | 24<br>*15%* | 14<br>*14%* | 18<br>*8%* | 47<br>**17%w** |
| 6 - | (6) | 33<br>*11%* | 76<br>*11%* | 36<br>*12%* | 54<br>*11%* | 8<br>*9%* | 17<br>*13%* | 11<br>*14%* | -<br>- | 10<br>*8%* | 21<br>**17%k** | 5<br>*10%* | 13<br>*10%* | 23<br>*14%* | 13<br>*7%* | 20<br>**16%p** | 18<br>**13%p** | 3<br>*12%* | 23<br>*10%* | 25<br>**16%v** | 6<br>*6%* | 25<br>*12%* | 29<br>*11%* |
| 5 - | (5) | 32<br>*11%* | 68<br>*10%* | 41<br>**14%d** | 37<br>*8%* | 12<br>*14%* | 21<br>*16%* | 6<br>*8%* | 2<br>*33%* | 4<br>*3%* | 30<br>**25%k** | 7<br>**13%k** | 11<br>*9%* | 28<br>**17%n** | 17<br>*9%* | 9<br>*7%* | 10<br>*7%* | 1<br>*4%* | 8<br>*3%* | 23<br>**15%tv** | 6<br>*6%* | 9<br>*4%* | 27<br>**10%w** |
| 4 - | (4) | 12<br>*4%* | 32<br>*5%* | 27<br>**9%ab** | 35<br>*7%* | 5<br>*6%* | 13<br>*10%* | 8<br>*10%* | 1<br>*17%* | 4<br>*3%* | 17<br>**14%k** | 6<br>**12%k** | 6<br>*5%* | 21<br>**13%n** | 14<br>*7%* | 10<br>*8%* | 10<br>*7%* | 1<br>*4%* | 8<br>*3%* | 20<br>**13%t** | 7<br>*7%* | 9<br>*4%* | 26<br>**10%w** |
| 3 - | (3) | 14<br>*5%* | 27<br>*4%* | 14<br>*5%* | 19<br>*4%* | 4<br>*5%* | 5<br>*4%* | 5<br>*6%* | -<br>- | 1<br>*1%* | 6<br>**5%k** | 7<br>**13%k** | 7<br>*6%* | 6<br>*4%* | 13<br>**7%q** | 2<br>*2%* | 4<br>*3%* | -<br>- | 3<br>*1%* | 6<br>*4%* | 10<br>**10%t** | 4<br>*2%* | 15<br>**5%w** |
| 2 - | (2) | 9<br>*3%* | 21<br>*3%* | 8<br>*3%* | 11<br>*2%* | 4<br>*5%* | 4<br>*3%* | -<br>- | -<br>- | -<br>- | 4<br>**3%k** | 4<br>**8%k** | -<br>- | 8<br>**5%n** | 7<br>**4%r** | 4<br>**3%r** | -<br>- | -<br>- | -<br>- | 4<br>**3%t** | 7<br>**7%t** | 3<br>*1%* | 8<br>*3%* |
| 1 - Extremely dissatisfied | (1) | 14<br>*5%* | 36<br>*5%* | 14<br>*5%* | 24<br>*5%* | 9<br>**10%hl** | 3<br>*2%* | 1<br>*1%* | 1<br>*17%* | -<br>- | 2<br>*2%* | 12<br>**23%kl** | 7<br>*6%* | 7<br>*4%* | 12<br>*6%* | 4<br>*3%* | 6<br>*4%* | 2<br>*8%* | 1<br>* | 4<br>*3%* | 19<br>**18%tu** | 4<br>*2%* | 20<br>**7%w** |
| Not applicable | | 4<br>*1%* | 5<br>*1%* | 1<br>* | 10<br>**2%c** | -<br>- | -<br>- | -<br>- | 1<br>*17%* | 1<br>*1%* | -<br>- | -<br>- | -<br>- | -<br>- | 7<br>**4%q** | -<br>- | 2<br>*1%* | 1<br>*4%* | 5<br>*2%* | 3<br>*2%* | 2<br>*2%* | 4<br>*2%* | 4<br>*1%* |
| NET: Dissatisfied | (1-3) | 37<br>*12%* | 84<br>*12%* | 36<br>*12%* | 54<br>*11%* | 17<br>**19%hl** | 12<br>*9%* | 6<br>*8%* | 1<br>*17%* | 1<br>*1%* | 12<br>**10%k** | 23<br>**44%kl** | 14<br>*11%* | 21<br>*13%* | 32<br>**16%qr** | 10<br>*8%* | 10<br>*7%* | 2<br>*8%* | 4<br>*2%* | 14<br>**9%t** | 36<br>**35%tu** | 11<br>*5%* | 43<br>**16%w** |
| NET: Neutral | (4-6) | 77<br>*26%* | 176<br>*26%* | 104<br>**35%abd** | 126<br>*26%* | 25<br>*28%* | 51<br>*40%* | 25<br>*32%* | 3<br>*50%* | 18<br>*14%* | 68<br>**56%km** | 18<br>**35%k** | 30<br>*24%* | 72<br>**43%n** | 44<br>*22%* | 39<br>*30%* | 38<br>*27%* | 5<br>*20%* | 39<br>*17%* | 68<br>**43%tv** | 19<br>*18%* | 43<br>*20%* | 82<br>**30%w** |
| NET: Satisfied | (7-10) | 182<br>*61%* | 417<br>**61%c** | 159<br>*53%* | 302<br>**61%c** | 46<br>*52%* | 66<br>*51%* | 46<br>*60%* | 1<br>*17%* | 107<br>**84%lm** | 41<br>*34%* | 11<br>*21%* | 83<br>**65%o** | 75<br>*45%* | 117<br>*59%* | 79<br>*62%* | 89<br>*64%* | 17<br>*68%* | 184<br>**79%uv** | 72<br>*46%* | 46<br>*45%* | 154<br>**73%x** | 144<br>*53%* |
| Mean score | | 6.82 | 6.93c | 6.51 | 6.91c | 6.14 | 6.60 | 6.90 | 4.40 | 8.18lm | 5.71m | 4.29 | 7.21o | 5.99 | 6.61 | 7.00 | 7.21p | 7.25 | 8.04uv | 6.27v | 5.39 | 7.76x | 6.25 |
| Standard error | | 0.14 | 0.10 | 0.14 | 0.11 | 0.30 | 0.21 | 0.25 | 0.98 | 0.15 | 0.17 | 0.38 | 0.23 | 0.18 | 0.19 | 0.21 | 0.21 | 0.51 | 0.12 | 0.18 | 0.32 | 0.15 | 0.16 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 19

**Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Ease of getting through to the right person (PHONE).**

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

| | | Supplier | | | | BT | | | | | | | | | SKY | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 114 | 361 | 76* | 295 | 37* | 29** | 40* | 8** | 68* | 31* | 15** | 59* | 55* | 171 | 67* | 105 | 18** | 212 | 89* | 60* | 200 | 156 |
| 10 - Extremely satisfied | (10) | 15<br>*13%* | 57<br>*16%* | 10<br>*13%* | 32<br>*11%* | 5<br>*14%* | 3<br>*10%* | 5<br>*13%* | 2<br>*25%* | 14<br>*21%l* | 1<br>*3%* | -<br>- | 12<br>*20%o* | 3<br>*5%* | 27<br>*16%* | 7<br>*10%* | 16<br>*15%* | 7<br>*39%* | 51<br>*24%uv* | 4<br>*4%* | 2<br>*3%* | 48<br>*24%x* | 9<br>*6%* |
| 9 - | (9) | 14<br>*12%d* | 41<br>*11%d* | 5<br>*7%* | 18<br>*6%* | 6<br>*16%* | 6<br>*21%* | 2<br>*5%* | -<br>- | 13<br>*19%l* | 1<br>*3%* | -<br>- | 9<br>*15%* | 5<br>*9%* | 17<br>*10%* | 10<br>*15%* | 13<br>*12%* | 1<br>*6%* | 34<br>*16%uv* | 6<br>*7%* | 1<br>*2%* | 32<br>*16%x* | 9<br>*6%* |
| 8 - | (8) | 23<br>*20%* | 55<br>*15%* | 12<br>*16%* | 46<br>*16%* | 6<br>*16%* | 5<br>*17%* | 10<br>*25%* | 2<br>*25%* | 18<br>*26%* | 4<br>*13%* | 1<br>*7%* | 12<br>*20%* | 11<br>*20%* | 26<br>*15%* | 13<br>*19%* | 14<br>*13%* | 2<br>*11%* | 47<br>*22%uv* | 6<br>*7%* | 2<br>*3%* | 40<br>*20%x* | 15<br>*10%* |
| 7 - | (7) | 20<br>*18%* | 43<br>*12%* | 7<br>*9%* | 45<br>*15%* | 6<br>*16%* | 6<br>*21%* | 8<br>*20%* | -<br>- | 13<br>*19%* | 6<br>*19%* | 1<br>*7%* | 13<br>*22%* | 7<br>*13%* | 23<br>*13%* | 6<br>*9%* | 12<br>*11%* | 2<br>*11%* | 28<br>*13%v* | 14<br>*16%v* | 1<br>*2%* | 26<br>*13%* | 16<br>*10%* |
| 6 - | (6) | 11<br>*10%* | 40<br>*11%* | 10<br>*13%* | 32<br>*11%* | 2<br>*5%* | 6<br>*21%* | 2<br>*5%* | 1<br>*13%* | 5<br>*7%* | 6<br>*19%* | -<br>- | 5<br>*8%* | 6<br>*11%* | 19<br>*11%* | 8<br>*12%* | 8<br>*8%* | 5<br>*28%* | 22<br>*10%* | 14<br>*16%* | 4<br>*7%* | 18<br>*9%* | 22<br>*14%* |
| 5 - | (5) | 9<br>*8%* | 37<br>*10%* | 12<br>*16%* | 35<br>*12%* | 1<br>*3%* | 1<br>*3%* | 5<br>*13%* | 2<br>*25%* | 3<br>*4%* | 2<br>*6%* | 4<br>*27%* | 3<br>*5%* | 6<br>*11%* | 19<br>*11%* | 5<br>*7%* | 12<br>*11%* | 1<br>*6%* | 12<br>*6%* | 16<br>*18%t* | 9<br>*15%t* | 15<br>*8%* | 21<br>*13%* |
| 4 - | (4) | 13<br>*11%* | 27<br>*7%* | 8<br>*11%* | 17<br>*6%* | 7<br>*19%* | 1<br>*3%* | 5<br>*13%* | -<br>- | -<br>- | 10<br>*32%k* | 3<br>*20%* | 4<br>*7%* | 9<br>*16%* | 10<br>*6%* | 8<br>*12%* | 9<br>*9%* | -<br>- | 8<br>*4%* | 13<br>*15%t* | 6<br>*10%* | 5<br>*3%* | 21<br>*13%w* |
| 3 - | (3) | 2<br>*2%* | 20<br>*6%* | 4<br>*5%* | 14<br>*5%* | 1<br>*3%* | -<br>- | 1<br>*3%* | -<br>- | 1<br>*1%* | -<br>- | 1<br>*7%* | -<br>- | 2<br>*4%* | 9<br>*5%* | 2<br>*3%* | 9<br>*9%* | -<br>- | 5<br>*2%* | 8<br>*9%t* | 7<br>*12%t* | 8<br>*4%* | 11<br>*7%* |
| 2 - | (2) | 5<br>*4%* | 14<br>*4%* | -<br>- | 20<br>*7%c* | 2<br>*5%* | 1<br>*3%* | 2<br>*5%* | -<br>- | 1<br>*1%* | 1<br>*3%* | 3<br>*20%* | 1<br>*2%* | 4<br>*7%* | 8<br>*5%* | 2<br>*3%* | 4<br>*4%* | -<br>- | 1<br>* | 4<br>*4%t* | 9<br>*15%tu* | 5<br>*3%* | 9<br>*6%* |
| 1 - Extremely dissatisfied | (1) | 2<br>*2%* | 26<br>*7%a* | 8<br>*11%a* | 34<br>*12%a* | 1<br>*3%* | -<br>- | -<br>- | 1<br>*13%* | -<br>- | -<br>- | 2<br>*13%* | -<br>- | 2<br>*4%* | 13<br>*8%* | 5<br>*7%* | 8<br>*8%* | -<br>- | 3<br>*1%* | 4<br>*4%* | 19<br>*32%tu* | 3<br>*2%* | 22<br>*14%w* |
| Not applicable | | -<br>- | 1<br>* | -<br>- | 2<br>*1%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 1<br>*1%* | -<br>- | -<br>- | 1<br>* | -<br>- | -<br>- | -<br>- | 1<br>*1%* |
| NET: Dissatisfied | (1-3) | 9<br>*8%* | 60<br>*17%a* | 12<br>*16%* | 68<br>*23%ab* | 4<br>*11%* | 1<br>*3%* | 3<br>*8%* | 1<br>*13%* | 2<br>*3%* | 1<br>*3%* | 6<br>*40%* | 1<br>*2%* | 8<br>*15%n* | 30<br>*18%* | 9<br>*13%* | 21<br>*20%* | -<br>- | 9<br>*4%* | 16<br>*18%t* | 35<br>*58%tu* | 16<br>*8%* | 42<br>*27%w* |
| NET: Neutral | (4-6) | 33<br>*29%* | 104<br>*29%* | 30<br>*39%* | 84<br>*28%* | 10<br>*27%* | 8<br>*28%* | 12<br>*30%* | 3<br>*38%* | 8<br>*12%* | 18<br>*58%k* | 7<br>*47%* | 12<br>*20%* | 21<br>*38%n* | 48<br>*28%* | 21<br>*31%* | 29<br>*28%* | 6<br>*33%* | 42<br>*20%* | 43<br>*48%tv* | 19<br>*32%* | 38<br>*19%* | 64<br>*41%w* |
| NET: Satisfied | (7-10) | 72<br>*63%cd* | 196<br>*54%* | 34<br>*45%* | 141<br>*48%* | 23<br>*62%* | 20<br>*69%* | 25<br>*63%* | 4<br>*50%* | 58<br>*85%l* | 12<br>*39%* | 2<br>*13%* | 46<br>*78%o* | 26<br>*47%* | 93<br>*54%* | 36<br>*54%* | 55<br>*52%* | 12<br>*67%* | 160<br>*75%uv* | 30<br>*34%v* | 6<br>*10%* | 146<br>*73%x* | 49<br>*31%* |
| Mean score | | 6.85cd | 6.46d | 6.08 | 5.86 | 6.68 | 7.34 | 6.70 | 6.63 | 7.97l | 5.84 | 3.87 | 7.64o | 6.00 | 6.42 | 6.45 | 6.29 | 8.00 | 7.73uv | 5.53v | 3.38 | 7.55x | 5.14 |
| Standard error | | 0.22 | 0.14 | 0.31 | 0.16 | 0.43 | 0.34 | 0.35 | 1.07 | 0.20 | 0.33 | 0.53 | 0.25 | 0.33 | 0.21 | 0.33 | 0.27 | 0.44 | 0.14 | 0.24 | 0.32 | 0.16 | 0.21 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 20

**Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Ease of getting through to the right person (PHONE).**

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

| | | Supplier | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 114 | 361 | 76* | 295 | 24** | 26** | 24** | 2** | 29** | 29** | 18** | 31* | 44* | 140 | 43* | 96* | 16** | 137 | 85* | 73* | 138 | 154 |
| 10 - Extremely satisfied | (10) | 15<br>13% | 57<br>16% | 10<br>13% | 32<br>11% | 3<br>13% | 3<br>12% | 4<br>17% | -<br>- | 8<br>28% | 1<br>3% | 1<br>6% | 7<br>23% | 3<br>7% | 13<br>9% | 9<br>21%p | 10<br>10% | -<br>- | 27<br>20%uv | 3<br>4% | 2<br>3% | 25<br>18%x | 7<br>5% |
| 9 - | (9) | 14<br>12%d | 41<br>11%d | 5<br>7% | 18<br>6% | -<br>- | 4<br>15% | 1<br>4% | -<br>- | 2<br>7% | 3<br>10% | -<br>- | 3<br>10% | 2<br>5% | 4<br>3% | 3<br>7% | 10<br>10%p | 1<br>6% | 17<br>12%uv | 1<br>1% | -<br>- | 16<br>12%x | 2<br>1% |
| 8 - | (8) | 23<br>20% | 55<br>15% | 12<br>16% | 46<br>16% | 4<br>17% | 5<br>19% | 3<br>13% | -<br>- | 9<br>31% | 3<br>10% | -<br>- | 5<br>16% | 7<br>16% | 24<br>17% | 3<br>7% | 15<br>16% | 4<br>25% | 35<br>26%uv | 8<br>9% | 3<br>4% | 22<br>16% | 23<br>15% |
| 7 - | (7) | 20<br>18% | 43<br>12% | 7<br>9% | 45<br>15% | 1<br>4% | 2<br>8% | 4<br>17% | -<br>- | 4<br>14% | 3<br>10% | -<br>- | 3<br>10% | 4<br>9% | 18<br>13% | 4<br>9% | 21<br>22% | 2<br>13% | 24<br>18% | 15<br>18% | 6<br>8% | 22<br>16% | 23<br>15% |
| 6 - | (6) | 11<br>10% | 40<br>11% | 10<br>13% | 32<br>11% | 4<br>17% | 4<br>15% | 2<br>8% | -<br>- | 2<br>7% | 6<br>21% | 2<br>11% | 4<br>13% | 6<br>14% | 14<br>10% | 4<br>9% | 13<br>14% | 1<br>6% | 15<br>11%v | 15<br>18%v | 2<br>3% | 15<br>11% | 17<br>11% |
| 5 - | (5) | 9<br>8% | 37<br>10% | 12<br>16% | 35<br>12% | 6<br>25% | 3<br>12% | 3<br>13% | -<br>- | 2<br>7% | 8<br>28% | 2<br>11% | 4<br>13% | 7<br>16% | 17<br>12% | 8<br>19%r | 6<br>6% | 4<br>25% | 12<br>9% | 15<br>18% | 8<br>11% | 15<br>11% | 19<br>12% |
| 4 - | (4) | 13<br>11% | 27<br>7% | 8<br>11% | 17<br>6% | 3<br>13% | 1<br>4% | 3<br>13% | 1<br>50% | 1<br>3% | 3<br>10% | 4<br>22% | 3<br>10% | 5<br>11% | 6<br>4% | 3<br>7% | 7<br>7% | 1<br>6% | 3<br>2% | 9<br>11%t | 5<br>7% | 8<br>6% | 8<br>5% |
| 3 - | (3) | 2<br>2% | 20<br>6% | 4<br>5% | 14<br>5% | -<br>- | 3<br>12% | 1<br>4% | -<br>- | 1<br>3% | 2<br>7% | 1<br>6% | 1<br>3% | 3<br>7% | 4<br>3% | 2<br>5% | 7<br>7% | 1<br>6% | 1<br>1% | 6<br>7%t | 7<br>10%t | 2<br>1% | 12<br>8%w |
| 2 - | (2) | 5<br>4% | 14<br>4% | -<br>- | 20<br>7%c | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 15<br>11%r | 3<br>7% | 2<br>2% | -<br>- | 1<br>1% | 9<br>11%t | 10<br>14%t | 4<br>3% | 16<br>10%w |
| 1 - Extremely dissatisfied | (1) | 2<br>2% | 26<br>7%a | 8<br>11%a | 34<br>12%a | 3<br>13% | 1<br>4% | 3<br>13% | 1<br>50% | -<br>- | -<br>- | 8<br>44% | 1<br>3% | 7<br>16% | 24<br>17%r | 3<br>7% | 5<br>5% | 2<br>13% | -<br>- | 4<br>5%t | 30<br>41%tu | 7<br>5% | 27<br>18%w |
| Not applicable | | -<br>- | 1<br>* | -<br>- | 2<br>1% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 1<br>1% | 1<br>2% | -<br>- | -<br>- | 2<br>1% | -<br>- | -<br>- | 2<br>1% | -<br>- |
| NET: Dissatisfied | (1-3) | 9<br>8% | 60<br>17%a | 12<br>16% | 68<br>23%ab | 3<br>13% | 4<br>15% | 4<br>17% | 1<br>50% | 1<br>3% | 2<br>7% | 9<br>50% | 2<br>6% | 10<br>23% | 43<br>31%r | 8<br>19% | 14<br>15% | 3<br>19% | 2<br>1% | 19<br>22%t | 47<br>64%tu | 13<br>9% | 55<br>36%w |
| NET: Neutral | (4-6) | 33<br>29% | 104<br>29% | 30<br>39% | 84<br>28% | 13<br>54% | 8<br>31% | 8<br>33% | 1<br>50% | 5<br>17% | 17<br>59% | 8<br>44% | 11<br>35% | 18<br>41% | 37<br>26% | 15<br>35% | 26<br>27% | 6<br>38% | 30<br>22% | 39<br>46%tv | 15<br>21% | 38<br>28% | 44<br>29% |
| NET: Satisfied | (7-10) | 72<br>63%cd | 196<br>54% | 34<br>45% | 141<br>48% | 8<br>33% | 14<br>54% | 12<br>50% | -<br>- | 23<br>79% | 10<br>34% | 1<br>6% | 18<br>58% | 16<br>36% | 59<br>42% | 19<br>44% | 56<br>58%p | 7<br>44% | 103<br>75%uv | 27<br>32%v | 11<br>15% | 85<br>62%x | 55<br>36% |
| Mean score | | 6.85cd | 6.46d | 6.08 | 5.86 | 5.75 | 6.65 | 6.08 | 2.50 | 7.83 | 6.07 | 3.28 | 7.03o | 5.43 | 5.35 | 6.19 | 6.49p | 5.63 | 7.69uv | 5.28v | 3.14 | 6.93x | 4.92 |
| Standard error | | 0.22 | 0.14 | 0.31 | 0.16 | 0.53 | 0.49 | 0.58 | 1.50 | 0.36 | 0.34 | 0.60 | 0.44 | 0.41 | 0.25 | 0.45 | 0.25 | 0.62 | 0.15 | 0.24 | 0.29 | 0.21 | 0.22 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 21

**Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**The time taken to handle your issue.**

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

| | | Supplier | | | | BT | | | | | | | | | SKY | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 300 | 682 | 300 | 492 | 98* | 95* | 92* | 15** | 171 | 88* | 41* | 153 | 145 | 284 | 172 | 189 | 37* | 411 | 180 | 91* | 376 | 294 |
| 10 - Extremely satisfied | (10) | 37 | 105 | 32 | 46 | 16 | 13 | 7 | 1 | 33 | 4 | - | 32 | 5 | 42 | 22 | 32 | 9 | 102 | 1 | 2 | 89 | 16 |
| | | 12% | 15%cd | 11% | 9% | 16% | 14% | 8% | 7% | 19%lm | 5% | - | 21%o | 3% | 15% | 13% | 17% | 24% | 25%uv | 1% | 2% | 24%x | 5% |
| 9 - | (9) | 46 | 64 | 32 | 47 | 10 | 20 | 13 | 3 | 33 | 12 | 1 | 31 | 14 | 33 | 17 | 13 | 1 | 57 | 7 | - | 45 | 19 |
| | | 15%bd | 9% | 11% | 10% | 10% | 21%g | 14% | 20% | 19%m | 14% | 2% | 20%o | 10% | 12% | 10% | 7% | 3% | 14%uv | 4% | - | 12%x | 6% |
| 8 - | (8) | 49 | 96 | 52 | 61 | 18 | 14 | 15 | 2 | 35 | 12 | 2 | 24 | 24 | 34 | 23 | 30 | 9 | 82 | 12 | 2 | 66 | 30 |
| | | 16% | 14% | 17% | 12% | 18% | 15% | 16% | 13% | 20%m | 14% | 5% | 16% | 17% | 12% | 13% | 16% | 24%p | 20%uv | 7% | 2% | 18%x | 10% |
| 7 - | (7) | 47 | 82 | 35 | 53 | 13 | 12 | 21 | 1 | 39 | 8 | - | 26 | 21 | 26 | 24 | 26 | 6 | 56 | 24 | 2 | 48 | 34 |
| | | 16%d | 12% | 12% | 11% | 13% | 13% | 23% | 7% | 23%lm | 9%m | - | 17% | 14% | 9% | 14% | 14% | 16% | 14%v | 13%v | 2% | 13% | 12% |
| 6 - | (6) | 33 | 78 | 28 | 61 | 10 | 14 | 7 | 2 | 16 | 15 | 2 | 13 | 20 | 34 | 18 | 25 | 1 | 43 | 28 | 7 | 40 | 36 |
| | | 11% | 11% | 9% | 12% | 10% | 15% | 8% | 13% | 9% | 17% | 5% | 8% | 14% | 12% | 10% | 13% | 3% | 10% | 16% | 8% | 11% | 12% |
| 5 - | (5) | 21 | 84 | 44 | 64 | 11 | 5 | 5 | - | 2 | 13 | 6 | 5 | 16 | 37 | 24 | 17 | 6 | 34 | 43 | 7 | 28 | 52 |
| | | 7% | 12%a | 15%a | 13%a | 11% | 5% | 5% | - | 1% | 15%k | 15%k | 3% | 11%n | 13% | 14% | 9% | 16% | 8% | 24%tv | 8% | 7% | 18%w |
| 4 - | (4) | 20 | 58 | 29 | 42 | 8 | 4 | 7 | 1 | 5 | 11 | 4 | 8 | 12 | 22 | 18 | 16 | 2 | 20 | 33 | 5 | 25 | 30 |
| | | 7% | 9% | 10% | 9% | 8% | 4% | 8% | 7% | 3% | 13%k | 10% | 5% | 8% | 8% | 10% | 8% | 5% | 5% | 18%tv | 5% | 7% | 10% |
| 3 - | (3) | 17 | 31 | 24 | 34 | 5 | 4 | 5 | 3 | 2 | 9 | 6 | 6 | 11 | 16 | 7 | 7 | 1 | 9 | 12 | 10 | 14 | 17 |
| | | 6% | 5% | 8%b | 7% | 5% | 4% | 5% | 20% | 1% | 10%k | 15%k | 4% | 8% | 6% | 4% | 4% | 3% | 2% | 7%t | 11%t | 4% | 6% |
| 2 - | (2) | 12 | 30 | 6 | 22 | 1 | 6 | 5 | - | 4 | 3 | 5 | 5 | 7 | 13 | 8 | 8 | 1 | 2 | 10 | 18 | 10 | 19 |
| | | 4% | 4% | 2% | 4% | 1% | 6% | 5% | - | 2% | 3% | 12%k | 3% | 5% | 5% | 5% | 4% | 3% | * | 6%t | 20%tu | 3% | 6%w |
| 1 - Extremely dissatisfied | (1) | 13 | 48 | 16 | 55 | 5 | 1 | 5 | 2 | - | - | 13 | 1 | 12 | 25 | 9 | 14 | - | 3 | 9 | 36 | 9 | 38 |
| | | 4% | 7% | 5% | 11%abc | 5% | 1% | 5% | 13% | - | - | 32%kl | 1% | 8%n | 9% | 5% | 7% | - | 1% | 5%t | 40%tu | 2% | 13%w |
| Not applicable | | 5 | 6 | 2 | 7 | 1 | 2 | 2 | - | 2 | 1 | 2 | 2 | 3 | 2 | 2 | 1 | 1 | 3 | 1 | 2 | 2 | 3 |
| | | 2% | 1% | 1% | 1% | 1% | 2% | 2% | - | 1% | 1% | 5% | 1% | 2% | 1% | 1% | 1% | 3% | 1% | 1% | 2% | 1% | 1% |
| NET: Dissatisfied | (1-3) | 42 | 109 | 46 | 111 | 11 | 11 | 15 | 5 | 6 | 12 | 24 | 12 | 30 | 54 | 24 | 29 | 2 | 14 | 31 | 64 | 33 | 74 |
| | | 14% | 16% | 15% | 23%abc | 11% | 12% | 16% | 33% | 4% | 14%k | 59%kl | 8% | 21%n | 19%s | 14% | 15% | 5% | 3% | 17%t | 70%tu | 9% | 25%w |
| NET: Neutral | (4-6) | 74 | 220 | 101 | 167 | 29 | 23 | 19 | 3 | 23 | 39 | 12 | 26 | 48 | 93 | 60 | 58 | 9 | 97 | 104 | 19 | 93 | 118 |
| | | 25% | 32%a | 34%a | 34%a | 30% | 24% | 21% | 20% | 13% | 44%k | 29%k | 17% | 33%n | 33% | 35% | 31% | 24% | 24% | 58%tv | 21% | 25% | 40%w |
| NET: Satisfied | (7-10) | 179 | 347 | 151 | 207 | 57 | 59 | 56 | 7 | 140 | 36 | 3 | 113 | 64 | 135 | 86 | 101 | 25 | 297 | 44 | 6 | 248 | 99 |
| | | 60%bcd | 51%d | 50%d | 42% | 58% | 62% | 61% | 47% | 82%lm | 41%m | 7% | 74%o | 44% | 48% | 50% | 53% | 68%p | 72%uv | 24%v | 7% | 66%x | 34% |
| Mean score | | 6.70cd | 6.34d | 6.29d | 5.77 | 6.74 | 7.05 | 6.43 | 5.80 | 7.81lm | 6.11m | 3.18 | 7.53o | 5.79 | 6.20 | 6.30 | 6.43 | 7.28pq | 7.65uv | 5.12v | 2.80 | 7.25x | 5.26 |
| Standard error | | 0.15 | 0.10 | 0.15 | 0.13 | 0.26 | 0.25 | 0.27 | 0.79 | 0.14 | 0.23 | 0.36 | 0.18 | 0.21 | 0.17 | 0.20 | 0.20 | 0.37 | 0.10 | 0.15 | 0.24 | 0.13 | 0.15 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 22

**Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**The time taken to handle your issue.**

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

| | | Supplier | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 300 | 682 | 300 | 492 | 88* | 129 | 77* | 6** | 127 | 121 | 52* | 127 | 168 | 200 | 128 | 139 | 25** | 232 | 157 | 103 | 212 | 273 |
| 10 - Extremely satisfied | (10) | 37<br>12% | 105<br>15%cd | 32<br>11% | 46<br>9% | 9<br>10% | 16<br>12% | 7<br>9% | -<br>- | 31<br>24%lm | 1<br>1% | -<br>- | 25<br>20%o | 6<br>4% | 19<br>10% | 13<br>10% | 13<br>9% | 1<br>4% | 42<br>18%uv | 2<br>1% | 2<br>2% | 38<br>18%x | 7<br>3% |
| 9 - | (9) | 46<br>15%bd | 64<br>9% | 32<br>11% | 47<br>10% | 8<br>9% | 13<br>10% | 9<br>12% | 2<br>33% | 27<br>21%lm | 5<br>4% | -<br>- | 20<br>16%o | 11<br>7% | 12<br>6% | 14<br>11% | 17<br>12%p | 4<br>16% | 41<br>18%uv | 5<br>3% | 1<br>1% | 32<br>15%x | 15<br>5% |
| 8 - | (8) | 49<br>16% | 96<br>14% | 52<br>17% | 61<br>12% | 16<br>18% | 24<br>19% | 11<br>14% | 1<br>17% | 33<br>26%lm | 17<br>14% | 2<br>4% | 25<br>20% | 27<br>16% | 24<br>12% | 17<br>13% | 15<br>11% | 5<br>20% | 52<br>22%uv | 8<br>5% | 1<br>1% | 38<br>18%x | 23<br>8% |
| 7 - | (7) | 47<br>16%d | 82<br>12% | 35<br>12% | 53<br>11% | 8<br>9% | 16<br>12% | 11<br>14% | -<br>- | 13<br>10% | 18<br>15% | 4<br>8% | 12<br>9% | 23<br>14% | 25<br>13% | 12<br>9% | 14<br>10% | 2<br>8% | 33<br>14%v | 16<br>10% | 4<br>4% | 28<br>13% | 24<br>9% |
| 6 - | (6) | 33<br>11% | 78<br>11% | 28<br>9% | 61<br>12% | 7<br>8% | 14<br>11% | 7<br>9% | -<br>- | 9<br>7% | 18<br>15%m | 1<br>2% | 9<br>7% | 19<br>11% | 21<br>11% | 17<br>13% | 22<br>16% | 1<br>4% | 28<br>12%v | 29<br>18%v | 4<br>4% | 25<br>12% | 34<br>12% |
| 5 - | (5) | 21<br>7% | 84<br>12%a | 44<br>15%a | 64<br>13%a | 18<br>20% | 18<br>14% | 8<br>10% | -<br>- | 8<br>6% | 23<br>19%k | 13<br>25%k | 15<br>12% | 26<br>15% | 22<br>11% | 20<br>16% | 17<br>12% | 5<br>20% | 16<br>7% | 40<br>25%tv | 8<br>8% | 18<br>8% | 46<br>17%w |
| 4 - | (4) | 20<br>7% | 58<br>9% | 29<br>10% | 42<br>9% | 6<br>7% | 13<br>10% | 10<br>13% | -<br>- | 2<br>2% | 19<br>16%k | 8<br>15%k | 10<br>8% | 19<br>11% | 15<br>8% | 10<br>8% | 15<br>11% | 2<br>8% | 11<br>5% | 23<br>15%t | 8<br>8% | 14<br>7% | 28<br>10% |
| 3 - | (3) | 17<br>6% | 31<br>5% | 24<br>8%b | 34<br>7% | 6<br>7% | 8<br>6% | 8<br>10% | 2<br>33% | 3<br>2% | 14<br>12%k | 7<br>13%k | 7<br>6% | 17<br>10% | 17<br>9% | 10<br>8% | 6<br>4% | 1<br>4% | 5<br>2% | 17<br>11%t | 12<br>12%t | 5<br>2% | 28<br>10%w |
| 2 - | (2) | 12<br>4% | 30<br>4% | 6<br>2% | 22<br>4% | 2<br>2% | 2<br>2% | 2<br>3% | -<br>- | -<br>- | 4<br>3%k | 2<br>4%k | 1<br>1% | 5<br>3% | 9<br>5% | 4<br>3% | 9<br>6% | -<br>- | 2<br>1% | 5<br>3% | 15<br>15%tu | 4<br>2% | 18<br>7%w |
| 1 - Extremely dissatisfied | (1) | 13<br>4% | 48<br>7% | 16<br>5% | 55<br>11%abc | 8<br>9% | 4<br>3% | 3<br>4% | 1<br>17% | -<br>- | 2<br>2% | 14<br>27%kl | 3<br>2% | 13<br>8%n | 33<br>17%qr | 9<br>7% | 9<br>6% | 4<br>16% | -<br>- | 10<br>6%t | 45<br>44%tu | 10<br>5% | 44<br>16%w |
| Not applicable | | 5<br>2% | 6<br>1% | 2<br>1% | 7<br>1% | -<br>- | 1<br>1% | 1<br>1% | -<br>- | 1<br>1% | -<br>- | 1<br>2% | -<br>- | 2<br>1% | 3<br>2% | 2<br>2% | 2<br>1% | -<br>- | 2<br>1% | 2<br>1% | 3<br>3% | -<br>- | 6<br>2%w |
| NET: Dissatisfied | (1-3) | 42<br>14% | 109<br>16% | 46<br>15% | 111<br>23%abc | 16<br>18% | 14<br>11% | 13<br>17% | 3<br>50% | 3<br>2% | 20<br>17%k | 23<br>44%kl | 11<br>9% | 35<br>21%n | 59<br>30%qr | 23<br>18% | 24<br>17% | 5<br>20% | 7<br>3% | 32<br>20%t | 72<br>70%tu | 19<br>9% | 90<br>33%w |
| NET: Neutral | (4-6) | 74<br>25% | 220<br>32%a | 101<br>34%a | 167<br>34%a | 31<br>35% | 45<br>35% | 25<br>32% | -<br>- | 19<br>15% | 60<br>50%k | 22<br>42%k | 34<br>27% | 64<br>38%n | 58<br>29% | 47<br>37% | 54<br>39% | 8<br>32% | 55<br>24% | 92<br>59%tv | 20<br>19% | 57<br>27% | 108<br>40%w |
| NET: Satisfied | (7-10) | 179<br>60%bcd | 347<br>51%d | 151<br>50%d | 207<br>42% | 41<br>47% | 69<br>53% | 38<br>49% | 3<br>50% | 104<br>82%lm | 41<br>34%m | 6<br>12% | 82<br>65%o | 67<br>40% | 80<br>40% | 56<br>44% | 59<br>42% | 12<br>48% | 168<br>72%uv | 31<br>20%v | 8<br>8% | 136<br>64%x | 69<br>25% |
| Mean score | | 6.70cd | 6.34d | 6.29d | 5.77 | 6.05 | 6.55 | 6.17 | 5.50 | 8.09lm | 5.52m | 3.65 | 7.16o | 5.60 | 5.40 | 6.07p | 6.01 | 5.84 | 7.60uv | 5.02v | 2.72 | 7.06x | 4.75 |
| Standard error | | 0.15 | 0.10 | 0.15 | 0.13 | 0.28 | 0.21 | 0.29 | 1.45 | 0.15 | 0.18 | 0.29 | 0.21 | 0.19 | 0.21 | 0.23 | 0.22 | 0.57 | 0.13 | 0.16 | 0.22 | 0.17 | 0.16 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 23

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

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

| | | Supplier | | | | BT | | | | | | | | | SKY | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 300 | 682 | 300 | 492 | 98* | 95* | 92* | 15** | 171 | 88* | 41* | 153 | 145 | 284 | 172 | 189 | 37* | 411 | 180 | 91* | 376 | 294 |
| 10 - Extremely satisfied | (10) | 46 | 102 | 33 | 54 | 16 | 18 | 10 | 2 | 40 | 5 | 1 | 38 | 8 | 39 | 20 | 34 | 9 | 100 | - | 2 | 92 | 10 |
| | | 15% | 15%d | 11% | 11% | 16% | 19% | 11% | 13% | 23%lm | 6% | 2% | 25%o | 6% | 14% | 12% | 18% | 24%q | 24%uv | - | 2%u | 24%x | 3% |
| 9 - | (9) | 33 | 72 | 29 | 50 | 13 | 10 | 9 | 1 | 30 | 3 | - | 28 | 5 | 34 | 15 | 22 | 1 | 63 | 5 | 4 | 56 | 16 |
| | | 11% | 11% | 10% | 10% | 13% | 11% | 10% | 7% | 18%lm | 3% | - | 18%o | 3% | 12% | 9% | 12% | 3% | 15%uv | 3% | 4% | 15%x | 5% |
| 8 - | (8) | 56 | 117 | 40 | 65 | 11 | 20 | 22 | 3 | 45 | 8 | 3 | 36 | 19 | 46 | 32 | 29 | 10 | 105 | 11 | 1 | 88 | 28 |
| | | 19%d | 17% | 13% | 13% | 11% | 21% | 24%g | 20% | 26%lm | 9% | 7% | 24%o | 13% | 16% | 19% | 15% | 27% | 26%uv | 6% | 1% | 23%x | 10% |
| 7 - | (7) | 38 | 101 | 41 | 69 | 12 | 12 | 14 | - | 21 | 12 | 5 | 22 | 16 | 41 | 21 | 34 | 5 | 76 | 24 | 1 | 54 | 45 |
| | | 13% | 15% | 14% | 14% | 12% | 13% | 15% | - | 12% | 14% | 12% | 14% | 11% | 14% | 12% | 18% | 14% | 18%v | 13%v | 1% | 14% | 15% |
| 6 - | (6) | 33 | 78 | 37 | 54 | 11 | 9 | 12 | 1 | 15 | 16 | 2 | 8 | 24 | 35 | 22 | 18 | 3 | 32 | 43 | 3 | 30 | 47 |
| | | 11% | 11% | 12% | 11% | 11% | 9% | 13% | 7% | 9% | 18%km | 5% | 5% | 17%n | 12% | 13% | 10% | 8% | 8% | 24%tv | 3% | 8% | 16%w |
| 5 - | (5) | 36 | 72 | 49 | 61 | 13 | 10 | 10 | 3 | 11 | 20 | 5 | 10 | 26 | 25 | 28 | 17 | 2 | 17 | 45 | 10 | 21 | 45 |
| | | 12% | 11% | 16%b | 12% | 13% | 11% | 11% | 20% | 6% | 23%k | 12% | 7% | 18%n | 9% | 16%pr | 9% | 5% | 4% | 25%tv | 11%t | 6% | 15%w |
| 4 - | (4) | 15 | 35 | 22 | 37 | 5 | 6 | 3 | 1 | 4 | 8 | 3 | 1 | 14 | 13 | 13 | 8 | 1 | 7 | 21 | 7 | 11 | 24 |
| | | 5% | 5% | 7% | 8% | 5% | 6% | 3% | 7% | 2% | 9%k | 7% | 1% | 10%n | 5% | 8% | 4% | 3% | 2% | 12%t | 8%t | 3% | 8%w |
| 3 - | (3) | 13 | 35 | 19 | 32 | 6 | 5 | 2 | - | 2 | 9 | 2 | 6 | 7 | 14 | 7 | 11 | 3 | 5 | 18 | 12 | 11 | 24 |
| | | 4% | 5% | 6% | 7% | 6% | 5% | 2% | - | 1% | 10%k | 5% | 4% | 5% | 5% | 4% | 6% | 8% | 1% | 10%t | 13%t | 3% | 8%w |
| 2 - | (2) | 10 | 24 | 9 | 20 | 4 | - | 4 | 2 | 1 | 4 | 5 | 2 | 8 | 12 | 5 | 7 | - | 1 | 9 | 14 | 9 | 15 |
| | | 3% | 4% | 3% | 4% | 4%h | - | 4%h | 13% | 1% | 5%k | 12%k | 1% | 6%n | 4% | 3% | 4% | - | * | 5%t | 15%tu | 2% | 5% |
| 1 - Extremely dissatisfied | (1) | 19 | 42 | 19 | 48 | 7 | 4 | 6 | 2 | 1 | 3 | 15 | 2 | 17 | 23 | 8 | 9 | 2 | 3 | 3 | 36 | 3 | 38 |
| | | 6% | 6% | 6% | 10%b | 7% | 4% | 7% | 13% | 1% | 3% | 37%kl | 1% | 12%n | 8% | 5% | 5% | 5% | 1% | 2% | 40%tu | 1% | 13%w |
| Not applicable | | 1 | 4 | 2 | 2 | - | 1 | - | - | 1 | - | - | - | 1 | 2 | 1 | - | 1 | 2 | 1 | 1 | 1 | 2 |
| | | * | 1% | 1% | * | - | 1% | - | - | 1% | - | - | - | 1% | 1% | 1% | - | 3%r | * | 1% | 1% | * | 1% |
| NET: Dissatisfied | (1-3) | 42 | 101 | 47 | 100 | 17 | 9 | 12 | 4 | 4 | 16 | 22 | 10 | 32 | 49 | 20 | 27 | 5 | 9 | 30 | 62 | 23 | 77 |
| | | 14% | 15% | 16% | 20%ab | 17% | 9% | 13% | 27% | 2% | 18%k | 54%kl | 7% | 22%n | 17% | 12% | 14% | 14% | 2% | 17%t | 68%tu | 6% | 26%w |
| NET: Neutral | (4-6) | 84 | 185 | 108 | 152 | 29 | 25 | 25 | 5 | 30 | 44 | 10 | 19 | 64 | 73 | 63 | 43 | 6 | 56 | 109 | 20 | 62 | 116 |
| | | 28% | 27% | 36%ab | 31% | 30% | 26% | 27% | 33% | 18% | 50%km | 24% | 12% | 44%n | 26% | 37%prs | 23% | 16% | 14% | 61%tv | 22%t | 16% | 39%w |
| NET: Satisfied | (7-10) | 173 | 392 | 143 | 238 | 52 | 60 | 55 | 6 | 136 | 28 | 9 | 124 | 48 | 160 | 88 | 119 | 25 | 344 | 40 | 8 | 290 | 99 |
| | | 58%cd | 57%cd | 48% | 48% | 53% | 63% | 60% | 40% | 80%lm | 32% | 22% | 81%o | 33% | 56% | 51% | 63%t | 68% | 84%uv | 22%v | 9% | 77%x | 34% |
| Mean score | | 6.65cd | 6.60cd | 6.20 | 6.03 | 6.46 | 7.03 | 6.62 | 5.60 | 7.92lm | 5.58m | 3.63 | 7.84o | 5.37 | 6.48 | 6.44 | 6.82 | 7.14 | 7.98uv | 5.27v | 2.97 | 7.70x | 5.23 |
| Standard error | | 0.15 | 0.10 | 0.15 | 0.12 | 0.28 | 0.25 | 0.26 | 0.82 | 0.14 | 0.23 | 0.42 | 0.17 | 0.21 | 0.16 | 0.18 | 0.19 | 0.43 | 0.09 | 0.13 | 0.25 | 0.11 | 0.15 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 24

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

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

| | | Supplier | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 300 | 682 | 300 | 492 | 88* | 129 | 77* | 6** | 127 | 121 | 52* | 127 | 168 | 200 | 128 | 139 | 25** | 232 | 157 | 103 | 212 | 273 |
| 10 - Extremely satisfied | (10) | 46<br>15% | 102<br>15%d | 33<br>11% | 54<br>11% | 11<br>13% | 16<br>12% | 6<br>8% | -<br>- | 31<br>24%lm | 1<br>1% | 1<br>2% | 26<br>20%o | 6<br>4% | 21<br>11% | 16<br>13% | 16<br>12% | 1<br>4% | 49<br>21%uv | 2<br>1% | 3<br>3% | 44<br>21%x | 9<br>3% |
| 9 - | (9) | 33<br>11% | 72<br>11% | 29<br>10% | 50<br>10% | 6<br>7% | 17<br>13% | 6<br>8% | -<br>- | 21<br>17%lm | 7<br>6% | 1<br>2% | 15<br>12% | 14<br>8% | 18<br>9% | 11<br>9% | 17<br>12% | 4<br>16% | 46<br>20%uv | 3<br>2% | 1<br>1% | 37<br>17%x | 13<br>5% |
| 8 - | (8) | 56<br>19%d | 117<br>17% | 40<br>13% | 65<br>13% | 13<br>15% | 15<br>12% | 12<br>16% | -<br>- | 25<br>20%m | 15<br>12%m | -<br>- | 22<br>17% | 18<br>11% | 25<br>13% | 18<br>14% | 17<br>12% | 5<br>20% | 53<br>23%uv | 9<br>6% | 3<br>3% | 43<br>20%x | 22<br>8% |
| 7 - | (7) | 38<br>13% | 101<br>15% | 41<br>14% | 69<br>14% | 11<br>13% | 18<br>14% | 10<br>13% | 2<br>33% | 21<br>17% | 16<br>13% | 4<br>8% | 13<br>10% | 28<br>17% | 21<br>11% | 25<br>20%p | 20<br>14% | 3<br>12% | 43<br>19%v | 24<br>15%v | 2<br>2% | 28<br>13% | 39<br>14% |
| 6 - | (6) | 33<br>11% | 78<br>11% | 37<br>12% | 54<br>11% | 8<br>9% | 17<br>13% | 12<br>16% | -<br>- | 12<br>9% | 18<br>15% | 7<br>13% | 14<br>11% | 23<br>14% | 17<br>9% | 16<br>13% | 18<br>13% | 3<br>12% | 16<br>7% | 34<br>22%tv | 4<br>4% | 17<br>8% | 37<br>14% |
| 5 - | (5) | 36<br>12% | 72<br>11% | 49<br>16%b | 61<br>12% | 13<br>15% | 24<br>19% | 12<br>16% | -<br>- | 10<br>8% | 30<br>25%k | 9<br>17% | 16<br>13% | 31<br>18% | 25<br>13% | 21<br>16% | 14<br>10% | 1<br>4% | 14<br>6% | 41<br>26%tv | 6<br>6% | 20<br>9% | 41<br>15% |
| 4 - | (4) | 15<br>5% | 35<br>5% | 22<br>7% | 37<br>8% | 8<br>9% | 10<br>8% | 4<br>5% | -<br>- | 2<br>2% | 15<br>12%k | 5<br>10%k | 7<br>6% | 14<br>8% | 13<br>7% | 8<br>6% | 14<br>10% | 2<br>8% | 5<br>2% | 27<br>17%tv | 5<br>5% | 9<br>4% | 27<br>10%w |
| 3 - | (3) | 13<br>4% | 35<br>5% | 19<br>6% | 32<br>7% | 4<br>5% | 7<br>5% | 7<br>9% | 1<br>17% | 2<br>2% | 10<br>8%k | 7<br>13%k | 6<br>5% | 13<br>8% | 19<br>10% | 5<br>4% | 7<br>5% | 1<br>4% | 4<br>2% | 11<br>7%t | 17<br>17%tu | 6<br>3% | 25<br>9%w |
| 2 - | (2) | 10<br>3% | 24<br>4% | 9<br>3% | 20<br>4% | 4<br>5% | 2<br>2% | 2<br>3% | 1<br>17% | 2<br>2% | 5<br>4% | 2<br>4% | 2<br>2% | 7<br>4% | 13<br>7%q | 1<br>1% | 5<br>4% | 1<br>4% | -<br>- | 2<br>1% | 18<br>17%tu | 2<br>1% | 18<br>7%w |
| 1 - Extremely dissatisfied | (1) | 19<br>6% | 42<br>6% | 19<br>6% | 48<br>10%b | 9<br>10%h | 3<br>2% | 6<br>8% | 1<br>17% | -<br>- | 3<br>2% | 16<br>31%kl | 6<br>5% | 13<br>8% | 27<br>14%q | 6<br>5% | 11<br>8% | 4<br>16% | -<br>- | 4<br>3%t | 44<br>43%tu | 6<br>3% | 41<br>15%w |
| Not applicable | | 1<br>* | 4<br>1% | 2<br>1% | 2<br>* | 1<br>1% | -<br>- | -<br>- | 1<br>17% | 1<br>1% | 1<br>1% | -<br>- | -<br>- | 1<br>1% | 1<br>1% | 1<br>1% | -<br>- | -<br>- | 2<br>1% | -<br>- | -<br>- | -<br>- | 1<br>* |
| NET: Dissatisfied | (1-3) | 42<br>14% | 101<br>15% | 47<br>16% | 100<br>20%ab | 17<br>19%h | 12<br>9% | 15<br>19%h | 3<br>50% | 4<br>3% | 18<br>15%k | 25<br>48%kl | 14<br>11% | 33<br>20%n | 59<br>30%qr | 12<br>9% | 23<br>17% | 6<br>24% | 4<br>2% | 17<br>11%t | 79<br>77%tu | 14<br>7% | 84<br>31%w |
| NET: Neutral | (4-6) | 84<br>28% | 185<br>27% | 108<br>36%ab | 152<br>31% | 29<br>33% | 51<br>40% | 28<br>36% | -<br>- | 24<br>19% | 63<br>52%k | 21<br>40%k | 37<br>29% | 68<br>40%n | 55<br>28% | 45<br>35% | 46<br>33% | 6<br>24% | 35<br>15% | 102<br>65%tv | 15<br>15% | 46<br>22% | 105<br>38%w |
| NET: Satisfied | (7-10) | 173<br>58%cd | 392<br>57%cd | 143<br>48% | 238<br>48% | 41<br>47% | 66<br>51% | 34<br>44% | 2<br>33% | 98<br>77%lm | 39<br>32%m | 6<br>12% | 76<br>60%o | 66<br>39% | 85<br>43% | 70<br>55%p | 70<br>50% | 13<br>52% | 191<br>82%uv | 38<br>24%v | 9<br>9% | 152<br>72%x | 83<br>30% |
| Mean score | | 6.65cd | 6.60cd | 6.20 | 6.03 | 5.97 | 6.58 | 5.96 | 4.00 | 7.83lm | 5.55m | 3.75 | 6.94o | 5.63 | 5.57 | 6.57p | 6.22p | 5.88 | 7.94uv | 5.38v | 2.74 | 7.45x | 4.94 |
| Standard error | | 0.15 | 0.10 | 0.15 | 0.12 | 0.30 | 0.20 | 0.29 | 1.26 | 0.17 | 0.18 | 0.33 | 0.23 | 0.18 | 0.21 | 0.21 | 0.23 | 0.59 | 0.11 | 0.13 | 0.23 | 0.16 | 0.15 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 25

**Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Courtesy and politeness of advisors.**

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

| | | Supplier | | | | BT | | | | | | | | | SKY | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 300 | 682 | 300 | 492 | 98* | 95* | 92* | 15** | 171 | 88* | 41* | 153 | 145 | 284 | 172 | 189 | 37* | 411 | 180 | 91* | 376 | 294 |
| 10 - Extremely satisfied | (10) | 54 | 143 | 42 | 72 | 17 | 19 | 16 | 2 | 46 | 4 | 4 | 41 | 12 | 57 | 30 | 45 | 11 | 131 | 8 | 4 | 121 | 22 |
| | | 18% | 21%cd | 14% | 15% | 17% | 20% | 17% | 13% | 27%lm | 5% | 10% | 27%o | 8% | 20% | 17% | 24% | 30% | 32%uv | 4% | 4% | 32%x | 7% |
| 9 - | (9) | 37 | 91 | 38 | 74 | 8 | 13 | 15 | 1 | 28 | 7 | 2 | 25 | 12 | 37 | 23 | 27 | 4 | 77 | 7 | 7 | 66 | 24 |
| | | 12% | 13% | 13% | 15% | 8% | 14% | 16% | 7% | 16% | 8% | 5% | 16%o | 8% | 13% | 13% | 14% | 11% | 19%uv | 4% | 8% | 18%x | 8% |
| 8 - | (8) | 75 | 125 | 42 | 65 | 29 | 24 | 20 | 2 | 54 | 17 | 4 | 43 | 31 | 56 | 32 | 30 | 7 | 97 | 23 | 5 | 75 | 49 |
| | | 25%bcd | 18%d | 14% | 13% | 30% | 25% | 22% | 13% | 32%lm | 19% | 10% | 28% | 21% | 20% | 19% | 16% | 19% | 24%uv | 13% | 5% | 20% | 17% |
| 7 - | (7) | 44 | 101 | 37 | 88 | 10 | 14 | 17 | 3 | 22 | 14 | 8 | 20 | 24 | 38 | 26 | 31 | 6 | 48 | 42 | 11 | 47 | 53 |
| | | 15% | 15% | 12% | 18%c | 10% | 15% | 18% | 20% | 13% | 16% | 20% | 13% | 17% | 13% | 15% | 16% | 16% | 12% | 23%tv | 12% | 13% | 18%w |
| 6 - | (6) | 25 | 66 | 37 | 47 | 6 | 11 | 8 | - | 10 | 12 | 3 | 10 | 15 | 32 | 15 | 16 | 3 | 25 | 31 | 10 | 24 | 40 |
| | | 8% | 10% | 12% | 10% | 6% | 12% | 9% | - | 6% | 14%k | 7% | 7% | 10% | 11% | 9% | 8% | 8% | 6% | 17%t | 11% | 6% | 14%w |
| 5 - | (5) | 21 | 67 | 34 | 56 | 6 | 7 | 5 | 3 | 4 | 15 | 2 | 3 | 18 | 25 | 21 | 18 | 3 | 19 | 34 | 14 | 21 | 42 |
| | | 7% | 10% | 11% | 11%a | 6% | 7% | 5% | 20% | 2% | 17%k | 5% | 2% | 12%n | 9% | 12% | 10% | 8% | 5% | 19%t | 15%t | 6% | 14%w |
| 4 - | (4) | 14 | 38 | 24 | 19 | 8 | 2 | 3 | 1 | 3 | 9 | 2 | 4 | 10 | 15 | 11 | 12 | - | 7 | 21 | 10 | 13 | 24 |
| | | 5% | 6% | 8%d | 4% | 8% | 2% | 3% | 7% | 2% | 10%k | 5% | 3% | 7% | 5% | 6% | 6% | - | 2% | 12%t | 11%t | 3% | 8%w |
| 3 - | (3) | 13 | 14 | 13 | 27 | 6 | 4 | 3 | - | 3 | 6 | 4 | 4 | 9 | 4 | 6 | 4 | - | 3 | 6 | 5 | 3 | 11 |
| | | 4%b | 2% | 4%b | 5%b | 6% | 4% | 3% | - | 2% | 7%k | 10%k | 3% | 6% | 1% | 3% | 2% | - | 1% | 3%t | 5%t | 1% | 4%w |
| 2 - | (2) | 6 | 8 | 11 | 10 | 2 | 1 | - | 3 | - | 3 | 3 | - | 6 | 6 | 2 | - | - | 1 | 4 | 3 | 2 | 5 |
| | | 2% | 1% | 4%b | 2% | 2% | 1% | - | 20% | - | 3%k | 7%k | - | 4%n | 2%r | 1% | - | - | * | 2%t | 3%t | 1% | 2% |
| 1 - Extremely dissatisfied | (1) | 10 | 24 | 17 | 26 | 6 | - | 4 | - | - | 1 | 9 | 3 | 7 | 12 | 5 | 6 | 1 | 2 | 3 | 19 | 4 | 20 |
| | | 3% | 4% | 6% | 5% | 6%h | - | 4%h | - | - | 1% | 22%kl | 2% | 5% | 4% | 3% | 3% | 3% | * | 2% | 21%tu | 1% | 7%w |
| Not applicable | | 1 | 5 | 5 | 8 | - | - | 1 | - | 1 | - | - | - | 1 | 2 | 1 | - | 2 | 1 | 1 | 3 | - | 4 |
| | | * | 1% | 2% | 2% | - | - | 1% | - | 1% | - | - | - | 1% | 1% | 1% | - | 5%pqr | * | 1% | 3%t | - | 1%w |
| NET: Dissatisfied | (1-3) | 29 | 46 | 41 | 63 | 14 | 5 | 7 | 3 | 3 | 10 | 16 | 7 | 22 | 22 | 13 | 10 | 1 | 6 | 13 | 27 | 9 | 36 |
| | | 10% | 7% | 14%b | 13%b | 14%h | 5% | 8% | 20% | 2% | 11%k | 39%kl | 5% | 15%n | 8% | 8% | 5% | 3% | 1% | 7%t | 30%tu | 2% | 12%w |
| NET: Neutral | (4-6) | 60 | 171 | 95 | 122 | 20 | 20 | 16 | 4 | 17 | 36 | 7 | 17 | 43 | 72 | 47 | 46 | 6 | 51 | 86 | 34 | 58 | 106 |
| | | 20% | 25% | 32%abd | 25% | 20% | 21% | 17% | 27% | 10% | 41%km | 17% | 11% | 30%n | 25% | 27% | 24% | 16% | 12% | 48%t | 37%t | 15% | 36%w |
| NET: Satisfied | (7-10) | 210 | 460 | 159 | 299 | 64 | 70 | 68 | 8 | 150 | 42 | 18 | 129 | 79 | 188 | 111 | 133 | 28 | 353 | 80 | 27 | 309 | 148 |
| | | 70%cd | 67%cd | 53% | 61%c | 65% | 74% | 74% | 53% | 88%lm | 48% | 44% | 84%o | 54% | 66% | 65% | 70% | 76% | 86%uv | 44%v | 30% | 82%x | 50% |
| Mean score | | 7.20cd | 7.27cd | 6.52 | 6.79 | 6.84 | 7.58g | 7.38 | 6.07 | 8.23lm | 6.19m | 5.10 | 8.01o | 6.32 | 7.20 | 7.08 | 7.42 | 7.94q | 8.30uv | 6.09v | 4.89 | 8.11x | 6.23 |
| Standard error | | 0.14 | 0.09 | 0.15 | 0.11 | 0.27 | 0.20 | 0.24 | 0.71 | 0.12 | 0.22 | 0.49 | 0.16 | 0.20 | 0.14 | 0.18 | 0.17 | 0.35 | 0.08 | 0.14 | 0.30 | 0.10 | 0.14 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 26

**Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Courtesy and politeness of advisors.**

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

| | | Supplier | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 300 | 682 | 300 | 492 | 88* | 129 | 77* | 6** | 127 | 121 | 52* | 127 | 168 | 200 | 128 | 139 | 25** | 232 | 157 | 103 | 212 | 273 |
| 10 - Extremely satisfied | (10) | 54<br>18% | 143<br>21%cd | 42<br>14% | 72<br>15% | 15<br>17%l | 22<br>17%l | 5<br>6% | -<br>- | 37<br>29%lm | 2<br>2% | 3<br>6% | 30<br>24%o | 12<br>7% | 33<br>17%q | 11<br>9% | 26<br>19%q | 2<br>8% | 60<br>26%uv | 7<br>4% | 5<br>5% | 53<br>25%x | 18<br>7% |
| 9 - | (9) | 37<br>12% | 91<br>13% | 38<br>13% | 74<br>15% | 9<br>10% | 17<br>13% | 11<br>14% | 1<br>17% | 27<br>21%lm | 11<br>9%m | -<br>- | 23<br>18%o | 14<br>8% | 26<br>13% | 20<br>16% | 23<br>17% | 5<br>20% | 60<br>26%uv | 12<br>8%v | 2<br>2% | 48<br>23%x | 24<br>9% |
| 8 - | (8) | 75<br>25%bcd | 125<br>18%d | 42<br>14% | 65<br>13% | 14<br>16% | 17<br>13% | 9<br>12% | 2<br>33% | 23<br>18% | 13<br>11% | 6<br>12% | 20<br>16% | 22<br>13% | 31<br>16% | 16<br>13% | 12<br>9% | 6<br>24% | 42<br>18%uv | 16<br>10% | 7<br>7% | 32<br>15% | 33<br>12% |
| 7 - | (7) | 44<br>15% | 101<br>15% | 37<br>12% | 88<br>18%c | 12<br>14% | 12<br>9% | 13<br>17% | -<br>- | 18<br>14% | 15<br>12% | 4<br>8% | 9<br>7% | 28<br>17%n | 30<br>15% | 25<br>20% | 26<br>19% | 7<br>28% | 39<br>17% | 33<br>21% | 16<br>16% | 33<br>16% | 54<br>20% |
| 6 - | (6) | 25<br>8% | 66<br>10% | 37<br>12% | 47<br>10% | 9<br>10% | 17<br>13% | 11<br>14% | -<br>- | 9<br>7% | 24<br>20%km | 4<br>8% | 14<br>11% | 23<br>14% | 14<br>7% | 18<br>14%p | 15<br>11% | -<br>- | 15<br>6% | 26<br>17%tv | 6<br>6% | 17<br>8% | 30<br>11% |
| 5 - | (5) | 21<br>7% | 67<br>10% | 34<br>11% | 56<br>11%a | 8<br>9% | 15<br>12% | 10<br>13% | 1<br>17% | 4<br>3% | 21<br>17%k | 9<br>17%k | 12<br>9% | 21<br>13% | 23<br>12% | 15<br>12% | 17<br>12% | 1<br>4% | 7<br>3% | 34<br>22%t | 15<br>15%t | 15<br>7% | 41<br>15%w |
| 4 - | (4) | 14<br>5% | 38<br>6% | 24<br>8%d | 19<br>4% | 4<br>5% | 17<br>13%gi | 3<br>4% | -<br>- | 3<br>2% | 16<br>13%k | 5<br>10%k | 9<br>7% | 13<br>8% | 9<br>5% | 5<br>4% | 5<br>4% | -<br>- | 2<br>1% | 11<br>7%t | 6<br>6%t | 3<br>1% | 16<br>6%w |
| 3 - | (3) | 13<br>4%b | 14<br>2% | 13<br>4%b | 27<br>5%b | 2<br>2% | 2<br>2% | 9<br>12%gh | -<br>- | -<br>- | 8<br>7%k | 5<br>10%k | 5<br>4% | 8<br>5% | 10<br>5% | 10<br>8% | 7<br>5% | -<br>- | 3<br>1% | 12<br>8%t | 12<br>12%t | 5<br>2% | 21<br>8%w |
| 2 - | (2) | 6<br>2% | 8<br>1% | 11<br>4%b | 10<br>2% | 4<br>5% | 3<br>2% | 3<br>4% | 1<br>17% | 2<br>2% | 6<br>5% | 3<br>6% | 1<br>1% | 10<br>6%n | 5<br>3% | 4<br>3% | 1<br>1% | -<br>- | -<br>- | 2<br>1% | 8<br>8%tu | -<br>- | 10<br>4%w |
| 1 - Extremely dissatisfied | (1) | 10<br>3% | 24<br>4% | 17<br>6% | 26<br>5% | 9<br>10% | 6<br>5% | 2<br>3% | -<br>- | 2<br>2% | 3<br>2% | 12<br>23%kl | 4<br>3% | 13<br>8% | 17<br>9%qr | 2<br>2% | 4<br>3% | 3<br>12% | -<br>- | 4<br>3%t | 22<br>21%tu | 4<br>2% | 21<br>8%w |
| Not applicable | | 1<br>* | 5<br>1% | 5<br>2% | 8<br>2% | 2<br>2% | 1<br>1% | 1<br>1% | 1<br>17% | 2<br>2% | 2<br>2% | 1<br>2% | -<br>- | 4<br>2% | 2<br>1% | 2<br>2% | 3<br>2% | 1<br>4% | 4<br>2% | -<br>- | 4<br>4%u | 2<br>1% | 5<br>2% |
| NET: Dissatisfied | (1-3) | 29<br>10% | 46<br>7% | 41<br>14%b | 63<br>13%b | 15<br>17% | 11<br>9% | 14<br>18%h | 1<br>17% | 4<br>3% | 17<br>14%k | 20<br>38%kl | 10<br>8% | 31<br>18%n | 32<br>16%r | 16<br>13% | 12<br>9% | 3<br>12% | 3<br>1% | 18<br>11%t | 42<br>41%tu | 9<br>4% | 52<br>19%w |
| NET: Neutral | (4-6) | 60<br>20% | 171<br>25% | 95<br>32%abd | 122<br>25% | 21<br>24% | 49<br>38%g | 24<br>31% | 1<br>17% | 16<br>13% | 61<br>50%k | 18<br>35%k | 35<br>28% | 57<br>34% | 46<br>23% | 38<br>30% | 37<br>27% | 1<br>4% | 24<br>10% | 71<br>45%tv | 27<br>26%t | 35<br>17% | 87<br>32%w |
| NET: Satisfied | (7-10) | 210<br>70%cd | 460<br>67%cd | 159<br>53% | 299<br>61%c | 50<br>57% | 68<br>53% | 38<br>49% | 3<br>50% | 105<br>83%lm | 41<br>34% | 13<br>25% | 82<br>65%o | 76<br>45% | 120<br>60% | 72<br>56% | 87<br>63% | 20<br>80% | 201<br>87%uv | 68<br>43%v | 30<br>29% | 166<br>78%x | 129<br>47% |
| Mean score | | 7.20cd | 7.27cd | 6.52 | 6.79 | 6.51 | 6.69 | 6.25 | 6.40 | 8.12lm | 5.71m | 4.47 | 7.33o | 5.91 | 6.64 | 6.63 | 7.11 | 7.08 | 8.29uv | 6.06v | 4.49 | 7.89x | 5.94 |
| Standard error | | 0.14 | 0.09 | 0.15 | 0.11 | 0.31 | 0.23 | 0.27 | 1.29 | 0.18 | 0.19 | 0.39 | 0.22 | 0.20 | 0.20 | 0.20 | 0.20 | 0.53 | 0.10 | 0.16 | 0.28 | 0.14 | 0.15 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 27

**Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Advisor doing what they said they would do.**

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

| | | Supplier | | | | BT | | | | | | | | | SKY | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 300 | 682 | 300 | 492 | 98* | 95* | 92* | 15** | 171 | 88* | 41* | 153 | 145 | 284 | 172 | 189 | 37* | 411 | 180 | 91* | 376 | 294 |
| 10 - Extremely satisfied | (10) | 54 | 132 | 39 | 62 | 14 | 23 | 15 | 2 | 45 | 5 | 4 | 42 | 11 | 50 | 32 | 40 | 10 | 123 | 7 | 2 | 113 | 19 |
| | | 18%d | 19%cd | 13% | 13% | 14% | 24% | 16% | 13% | 26%lm | 6% | 10% | 27%o | 8% | 18% | 19% | 21% | 27% | 30%uv | 4% | 2% | 30%x | 6% |
| 9 - | (9) | 34 | 83 | 39 | 54 | 9 | 12 | 13 | - | 28 | 5 | 1 | 24 | 10 | 39 | 19 | 20 | 5 | 75 | 6 | 2 | 63 | 18 |
| | | 11% | 12% | 13% | 11% | 9% | 13% | 14% | - | 16%lm | 6% | 2% | 16%o | 7% | 14% | 11% | 11% | 14% | 18%uv | 3% | 2% | 17%x | 6% |
| 8 - | (8) | 58 | 111 | 51 | 72 | 22 | 14 | 19 | 3 | 45 | 13 | - | 38 | 20 | 45 | 28 | 35 | 3 | 90 | 18 | 3 | 74 | 37 |
| | | 19% | 16% | 17% | 15% | 22% | 15% | 21% | 20% | 26%lm | 15%m | - | 25%o | 14% | 16% | 16% | 19% | 8% | 22%uv | 10% | 3% | 20%x | 13% |
| 7 - | (7) | 31 | 79 | 39 | 67 | 6 | 8 | 14 | 3 | 19 | 10 | 2 | 12 | 18 | 30 | 18 | 22 | 9 | 49 | 25 | 5 | 34 | 43 |
| | | 10% | 12% | 13% | 14% | 6% | 8% | 15%g | 20% | 11% | 11% | 5% | 8% | 12% | 11% | 10% | 12% | 24%pqr | 12% | 14%v | 5% | 9% | 15%w |
| 6 - | (6) | 34 | 80 | 28 | 44 | 12 | 13 | 7 | 2 | 13 | 18 | 3 | 12 | 22 | 32 | 29 | 17 | 2 | 41 | 34 | 5 | 35 | 43 |
| | | 11% | 12% | 9% | 9% | 12% | 14% | 8% | 13% | 8% | 20%k | 7% | 8% | 15%n | 11% | 17%r | 9% | 5% | 10% | 19%tv | 5% | 9% | 15%w |
| 5 - | (5) | 34 | 80 | 36 | 62 | 16 | 11 | 6 | 1 | 10 | 19 | 5 | 12 | 22 | 31 | 23 | 23 | 3 | 16 | 48 | 16 | 28 | 49 |
| | | 11% | 12% | 12% | 13% | 16%d | 12% | 7% | 7% | 6% | 22%k | 12% | 8% | 15%n | 11% | 13% | 12% | 8% | 4% | 27%t | 18%t | 7% | 17%w |
| 4 - | (4) | 19 | 29 | 26 | 35 | 5 | 4 | 9 | 1 | 7 | 9 | 3 | 4 | 15 | 14 | 6 | 9 | - | 3 | 16 | 10 | 9 | 19 |
| | | 6% | 4% | 9%ab | 7%b | 5% | 4% | 10% | 7% | 4% | 10% | 7% | 3% | 10%n | 5% | 3% | 5% | - | 1% | 9%t | 11%t | 2% | 6%w |
| 3 - | (3) | 9 | 28 | 16 | 17 | 3 | 5 | 1 | - | 1 | 3 | 5 | 3 | 6 | 15 | 4 | 8 | 1 | 5 | 15 | 8 | 12 | 16 |
| | | 3% | 4% | 5% | 3% | 3% | 5% | 1% | - | 1% | 3% | 12%k | 2% | 4% | 5% | 2% | 4% | 3% | 1% | 8%t | 9%t | 3% | 5% |
| 2 - | (2) | 11 | 21 | 7 | 19 | 3 | 3 | 5 | - | 1 | 4 | 6 | 2 | 9 | 9 | 6 | 5 | 1 | 3 | 6 | 12 | 4 | 16 |
| | | 4% | 3% | 2% | 4% | 3% | 3% | 5% | - | 1% | 5%k | 15%kl | 1% | 6%n | 3% | 3% | 3% | 3% | 1% | 3%t | 13%tu | 1% | 5%w |
| 1 - Extremely dissatisfied | (1) | 13 | 29 | 17 | 46 | 7 | 1 | 2 | 3 | 1 | 2 | 10 | 3 | 10 | 13 | 6 | 9 | 1 | 3 | 3 | 23 | 4 | 25 |
| | | 4% | 4% | 6% | 9%ab | 7%h | 1% | 2% | 20% | 1% | 2% | 24%kl | 2% | 7%n | 5% | 3% | 5% | 3% | 1% | 2% | 25%tu | 1% | 9%w |
| Not applicable | | 3 | 10 | 2 | 14 | 1 | 1 | 1 | - | 1 | - | 2 | 1 | 2 | 6 | 1 | 1 | 2 | 3 | 2 | 5 | - | 9 |
| | | 1% | 1% | 1% | 3%c | 1% | 1% | 1% | - | 1% | - | 5%kl | 1% | 1% | 2% | 1% | 1% | 5%qr | 1% | 1% | 5%tu | - | 3%w |
| NET: Dissatisfied | (1-3) | 33 | 78 | 40 | 82 | 13 | 9 | 8 | 3 | 3 | 9 | 21 | 8 | 25 | 37 | 16 | 22 | 3 | 11 | 24 | 43 | 20 | 57 |
| | | 11% | 11% | 13% | 17%ab | 13% | 9% | 9% | 20% | 2% | 10%k | 51%kl | 5% | 17%n | 13% | 9% | 12% | 8% | 3% | 13%t | 47%tu | 5% | 19%w |
| NET: Neutral | (4-6) | 87 | 189 | 90 | 141 | 33 | 28 | 22 | 4 | 30 | 46 | 11 | 28 | 59 | 77 | 58 | 49 | 5 | 60 | 98 | 31 | 72 | 111 |
| | | 29% | 28% | 30% | 29% | 34% | 29% | 24% | 27% | 18% | 52%km | 27% | 18% | 41%n | 27% | 34%s | 26% | 14% | 15% | 54%tv | 34%t | 19% | 38%w |
| NET: Satisfied | (7-10) | 177 | 405 | 168 | 255 | 51 | 57 | 61 | 8 | 137 | 33 | 7 | 116 | 59 | 164 | 97 | 117 | 27 | 337 | 56 | 12 | 284 | 117 |
| | | 59%d | 59%d | 56% | 52% | 52% | 60% | 66%g | 53% | 80%lm | 38%m | 17% | 76%o | 41% | 58% | 56% | 62% | 73% | 82%uv | 31%v | 13% | 76%x | 40% |
| Mean score | | 6.87d | 6.93cd | 6.55 | 6.28 | 6.53 | 7.20 | 7.03 | 5.93 | 7.98lm | 5.99m | 3.97 | 7.82o | 5.83 | 6.83 | 6.92 | 6.97 | 7.57 | 8.16uv | 5.68v | 3.70 | 7.88x | 5.73 |
| Standard error | | 0.15 | 0.10 | 0.15 | 0.13 | 0.27 | 0.25 | 0.25 | 0.78 | 0.14 | 0.22 | 0.47 | 0.18 | 0.21 | 0.16 | 0.19 | 0.19 | 0.40 | 0.09 | 0.15 | 0.26 | 0.11 | 0.15 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 28

**Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Advisor doing what they said they would do.**

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

| | | Supplier | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 300 | 682 | 300 | 492 | 88* | 129 | 77* | 6** | 127 | 121 | 52* | 127 | 168 | 200 | 128 | 139 | 25** | 232 | 157 | 103 | 212 | 273 |
| 10 - Extremely satisfied | (10) | 54 | 132 | 39 | 62 | 13 | 18 | 7 | 1 | 35 | 4 | - | 26 | 11 | 31 | 15 | 15 | 1 | 52 | 5 | 5 | 47 | 14 |
| | | 18%d | 19%cd | 13% | 13% | 15% | 14% | 9% | 17% | 28%lm | 3% | - | 20%o | 7% | 16% | 12% | 11% | 4% | 22%uv | 3% | 5% | 22%x | 5% |
| 9 - | (9) | 34 | 83 | 39 | 54 | 9 | 19 | 11 | - | 31 | 4 | 4 | 22 | 17 | 20 | 13 | 16 | 5 | 47 | 5 | 2 | 40 | 14 |
| | | 11% | 12% | 13% | 11% | 10% | 15% | 14% | - | 24%lm | 3% | 8% | 17% | 10% | 10% | 10% | 12% | 20% | 20%uv | 3% | 2% | 19%x | 5% |
| 8 - | (8) | 58 | 111 | 51 | 72 | 14 | 19 | 16 | 2 | 28 | 18 | 5 | 25 | 26 | 20 | 22 | 24 | 6 | 54 | 16 | 2 | 35 | 36 |
| | | 19% | 16% | 17% | 15% | 16% | 15% | 21% | 33% | 22% | 15% | 10% | 20% | 15% | 10% | 17% | 17% | 24% | 23%uv | 10%v | 2% | 17% | 13% |
| 7 - | (7) | 31 | 79 | 39 | 67 | 9 | 16 | 13 | 1 | 16 | 20 | 3 | 11 | 28 | 26 | 18 | 20 | 3 | 35 | 27 | 5 | 32 | 35 |
| | | 10% | 12% | 13% | 14% | 10% | 12% | 17% | 17% | 13% | 17% | 6% | 9% | 17%n | 13% | 14% | 14% | 12% | 15%v | 17%v | 5% | 15% | 13% |
| 6 - | (6) | 34 | 80 | 28 | 44 | 9 | 12 | 7 | - | 4 | 22 | 2 | 14 | 14 | 14 | 14 | 16 | - | 14 | 26 | 4 | 13 | 30 |
| | | 11% | 12% | 9% | 9% | 10% | 9% | 9% | - | 3% | 18%km | 4% | 11% | 8% | 7% | 11% | 12% | - | 6% | 17%tv | 4% | 6% | 11% |
| 5 - | (5) | 34 | 80 | 36 | 62 | 10 | 15 | 11 | - | 3 | 24 | 9 | 12 | 22 | 23 | 21 | 17 | 1 | 11 | 37 | 14 | 20 | 42 |
| | | 11% | 12% | 12% | 13% | 11% | 12% | 14% | - | 2% | 20%k | 17%k | 9% | 13% | 12% | 16% | 12% | 4% | 5% | 24%tv | 14%t | 9% | 15% |
| 4 - | (4) | 19 | 29 | 26 | 35 | 8 | 14 | 4 | - | 5 | 14 | 7 | 8 | 18 | 15 | 7 | 11 | 2 | 9 | 19 | 7 | 8 | 27 |
| | | 6% | 4% | 9%ab | 7%b | 9% | 11% | 5% | - | 4% | 12%k | 13%k | 6% | 11% | 8% | 5% | 8% | 8% | 4% | 12%t | 7% | 4% | 10%w |
| 3 - | (3) | 9 | 28 | 16 | 17 | 4 | 8 | 4 | - | 3 | 10 | 3 | 3 | 13 | 11 | 3 | 3 | - | 1 | 8 | 8 | 4 | 13 |
| | | 3% | 4% | 5% | 3% | 5% | 6% | 5% | - | 2% | 8%k | 6% | 2% | 8%n | 6% | 2% | 2% | - | * | 5%t | 8%t | 2% | 5% |
| 2 - | (2) | 11 | 21 | 7 | 19 | 2 | 2 | 1 | 2 | - | 4 | 3 | 1 | 6 | 10 | 7 | 1 | 1 | 2 | 4 | 13 | 3 | 16 |
| | | 4% | 3% | 2% | 4% | 2% | 2% | 1% | 33% | - | 3%k | 6%k | 1% | 4% | 5%r | 5%r | 1% | 4% | 1% | 3% | 13%tu | 1% | 6%w |
| 1 - Extremely dissatisfied | (1) | 13 | 29 | 17 | 46 | 10 | 4 | 3 | - | 2 | 1 | 14 | 4 | 12 | 27 | 7 | 9 | 3 | 2 | 7 | 37 | 6 | 38 |
| | | 4% | 4% | 6% | 9%ab | 11%h | 3% | 4% | - | 2% | 1% | 27%kl | 3% | 7% | 14%qr | 5% | 6% | 12% | 1% | 4%t | 36%tu | 3% | 14%w |
| Not applicable | | 3 | 10 | 2 | 14 | - | 2 | - | - | - | - | 2 | 1 | 1 | 3 | 1 | 7 | 3 | 5 | 3 | 6 | 4 | 8 |
| | | 1% | 1% | 1% | 3%c | - | 2% | - | - | - | - | 4%kl | 1% | 1% | 2% | 1% | 5%q | 12% | 2% | 2% | 6% | 2% | 3% |
| NET: Dissatisfied | (1-3) | 33 | 78 | 40 | 82 | 16 | 14 | 8 | 2 | 5 | 15 | 20 | 8 | 31 | 48 | 17 | 13 | 4 | 5 | 19 | 58 | 13 | 67 |
| | | 11% | 11% | 13% | 17%ab | 18% | 11% | 10% | 33% | 4% | 12%k | 38%kl | 6% | 18%n | 24%qr | 13% | 9% | 16% | 2% | 12%t | 56%tu | 6% | 25%w |
| NET: Neutral | (4-6) | 87 | 189 | 90 | 141 | 27 | 41 | 22 | - | 12 | 60 | 18 | 34 | 54 | 52 | 42 | 44 | 3 | 34 | 82 | 25 | 41 | 99 |
| | | 29% | 28% | 30% | 29% | 31% | 32% | 29% | - | 9% | 50%k | 35%k | 27% | 32% | 26% | 33% | 32% | 12% | 15% | 52%tv | 24%t | 19% | 36%w |
| NET: Satisfied | (7-10) | 177 | 405 | 168 | 255 | 45 | 72 | 47 | 4 | 110 | 46 | 12 | 84 | 82 | 97 | 68 | 75 | 15 | 188 | 53 | 14 | 154 | 99 |
| | | 59%d | 59%d | 56% | 52% | 51% | 56% | 61% | 67% | 87%lm | 38% | 23% | 66%o | 49% | 49% | 53% | 54% | 60% | 81%uv | 34%v | 14% | 73%x | 36% |
| Mean score | | 6.87d | 6.93cd | 6.55 | 6.28 | 6.23 | 6.69 | 6.73 | 6.17 | 8.15lm | 5.84m | 4.22 | 7.35o | 5.96 | 5.94 | 6.43 | 6.60p | 6.45 | 7.95uv | 5.64v | 3.38 | 7.54x | 5.31 |
| Standard error | | 0.15 | 0.10 | 0.15 | 0.13 | 0.30 | 0.22 | 0.26 | 1.38 | 0.17 | 0.18 | 0.38 | 0.21 | 0.20 | 0.22 | 0.22 | 0.21 | 0.63 | 0.12 | 0.16 | 0.27 | 0.16 | 0.16 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 29

**Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Logging of query details to avoid having to repeat yourself.**

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

| | | Supplier | | | | BT | | | | | | | | | SKY | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 300 | 682 | 300 | 492 | 98* | 95* | 92* | 15** | 171 | 88* | 41* | 153 | 145 | 284 | 172 | 189 | 37* | 411 | 180 | 91* | 376 | 294 |
| 10 - Extremely satisfied | (10) | 45 | 123 | 37 | 50 | 13 | 17 | 13 | 2 | 41 | 3 | 1 | 36 | 9 | 46 | 28 | 38 | 11 | 117 | 4 | 2 | 103 | 19 |
| | | 15%d | 18%cd | 12% | 10% | 13% | 18% | 14% | 13% | 24%lm | 3% | 2% | 24%o | 6% | 16% | 16% | 20% | 30%p | 28%uv | 2% | 2% | 27%x | 6% |
| 9 - | (9) | 39 | 61 | 34 | 39 | 10 | 19 | 9 | 1 | 31 | 7 | 1 | 26 | 13 | 30 | 10 | 20 | 1 | 53 | 8 | - | 46 | 15 |
| | | 13%d | 9% | 11% | 8% | 10% | 20% | 10% | 7% | 18%lm | 8% | 2% | 17%o | 9% | 11% | 6% | 11% | 3% | 13%uv | 4%v | - | 12%x | 5% |
| 8 - | (8) | 43 | 109 | 46 | 69 | 10 | 13 | 15 | 5 | 31 | 11 | 1 | 23 | 18 | 39 | 34 | 27 | 9 | 93 | 11 | 5 | 79 | 30 |
| | | 14% | 16% | 15% | 14% | 10% | 14% | 16% | 33% | 18%m | 13% | 2% | 15% | 12% | 14% | 20% | 14% | 24% | 23%uv | 6% | 5% | 21%x | 10% |
| 7 - | (7) | 42 | 93 | 37 | 72 | 13 | 10 | 17 | 2 | 32 | 7 | 3 | 24 | 18 | 37 | 28 | 22 | 6 | 58 | 30 | 5 | 46 | 45 |
| | | 14% | 14% | 12% | 15% | 13% | 11% | 18% | 13% | 19%l | 8% | 7% | 16% | 12% | 13% | 16% | 12% | 16% | 14%v | 17%v | 5% | 12% | 15% |
| 6 - | (6) | 34 | 71 | 38 | 62 | 9 | 14 | 10 | 1 | 16 | 15 | 3 | 14 | 20 | 35 | 16 | 19 | 1 | 36 | 31 | 4 | 32 | 39 |
| | | 11% | 10% | 13% | 13% | 9% | 15% | 11% | 7% | 9% | 17% | 7% | 9% | 14% | 12% | 9% | 10% | 3% | 9% | 17%tv | 4% | 9% | 13%w |
| 5 - | (5) | 29 | 74 | 36 | 56 | 15 | 7 | 7 | - | 8 | 19 | 2 | 9 | 20 | 26 | 18 | 28 | 2 | 25 | 42 | 7 | 28 | 41 |
| | | 10% | 11% | 12% | 11% | 15% | 7% | 8% | - | 5% | 22%km | 5% | 6% | 14%n | 9% | 10% | 15% | 5% | 6% | 23%tv | 8% | 7% | 14%w |
| 4 - | (4) | 20 | 49 | 29 | 30 | 8 | 7 | 5 | - | 7 | 10 | 3 | 7 | 13 | 19 | 15 | 12 | 3 | 10 | 25 | 14 | 16 | 32 |
| | | 7% | 7% | 10% | 6% | 8% | 7% | 5% | - | 4% | 11%k | 7% | 5% | 9% | 7% | 9% | 6% | 8% | 2% | 14%t | 15%t | 4% | 11%w |
| 3 - | (3) | 16 | 29 | 16 | 27 | 7 | 5 | 4 | - | 3 | 6 | 7 | 6 | 10 | 14 | 10 | 5 | - | 2 | 15 | 12 | 7 | 22 |
| | | 5% | 4% | 5% | 5% | 7% | 5% | 4% | - | 2% | 7%k | 17%k | 4% | 7% | 5% | 6% | 3% | - | * | 8%t | 13%t | 2% | 7%w |
| 2 - | (2) | 11 | 13 | 7 | 19 | 2 | 3 | 6 | - | - | 5 | 6 | 4 | 7 | 6 | 3 | 4 | - | 1 | 4 | 8 | 3 | 10 |
| | | 4% | 2% | 2% | 4%b | 2% | 3% | 7% | - | - | 6%k | 15%k | 3% | 5% | 2% | 2% | 2% | - | * | 2%t | 9%tu | 1% | 3%w |
| 1 - Extremely dissatisfied | (1) | 17 | 43 | 16 | 48 | 9 | - | 4 | 4 | 1 | 4 | 12 | 3 | 14 | 25 | 7 | 10 | 1 | 6 | 7 | 30 | 10 | 32 |
| | | 6% | 6% | 5% | 10%abc | 9%h | - | 4%h | 27% | 1% | 5%k | 29%kl | 2% | 10%n | 9% | 4% | 5% | 3% | 1% | 4% | 33%tu | 3% | 11%w |
| Not applicable | | 4 | 17 | 4 | 20 | 2 | - | 2 | - | 1 | 1 | 2 | 1 | 3 | 7 | 3 | 4 | 3 | 10 | 3 | 4 | 6 | 9 |
| | | 1% | 2% | 1% | 4%ac | 2% | - | 2% | - | 1% | 1% | 5%k | 1% | 2% | 2% | 2% | 2% | 8%q | 2% | 2% | 4% | 2% | 3% |
| NET: Dissatisfied | (1-3) | 44 | 85 | 39 | 94 | 18 | 8 | 14 | 4 | 4 | 15 | 25 | 13 | 31 | 45 | 20 | 19 | 1 | 9 | 26 | 50 | 20 | 64 |
| | | 15% | 12% | 13% | 19%bc | 18%h | 8% | 15% | 27% | 2% | 17%k | 61%kl | 8% | 21%n | 16%s | 12% | 10% | 3% | 2% | 14%t | 55%tu | 5% | 22%w |
| NET: Neutral | (4-6) | 83 | 194 | 103 | 148 | 32 | 28 | 22 | 1 | 31 | 44 | 8 | 30 | 53 | 80 | 49 | 59 | 6 | 71 | 98 | 25 | 76 | 112 |
| | | 28% | 28% | 34% | 30% | 33% | 29% | 24% | 7% | 18% | 50%km | 20% | 20% | 37%n | 28% | 28% | 31% | 16% | 17% | 54%tv | 27%t | 20% | 38%w |
| NET: Satisfied | (7-10) | 169 | 386 | 154 | 230 | 46 | 59 | 54 | 10 | 135 | 28 | 6 | 109 | 58 | 152 | 100 | 107 | 27 | 321 | 53 | 12 | 274 | 109 |
| | | 56%d | 57%d | 51% | 47% | 47% | 62%g | 59% | 67% | 79%lm | 32%m | 15% | 71%o | 40% | 54% | 58% | 57% | 73%p | 78%uv | 29%v | 13% | 73%x | 37% |
| Mean score | | 6.60d | 6.69d | 6.44d | 6.03 | 6.10 | 7.19g | 6.59 | 6.20 | 7.85lm | 5.60m | 3.41 | 7.45o | 5.68 | 6.48 | 6.67 | 6.84 | 7.71pq | 7.96uv | 5.46v | 3.36 | 7.65x | 5.49 |
| Standard error | | 0.15 | 0.10 | 0.15 | 0.12 | 0.28 | 0.24 | 0.27 | 0.88 | 0.14 | 0.24 | 0.41 | 0.19 | 0.22 | 0.17 | 0.19 | 0.19 | 0.39 | 0.10 | 0.15 | 0.26 | 0.12 | 0.15 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 30

**Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Logging of query details to avoid having to repeat yourself.**

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

| | | Supplier | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 300 | 682 | 300 | 492 | 88* | 129 | 77* | 6** | 127 | 121 | 52* | 127 | 168 | 200 | 128 | 139 | 25** | 232 | 157 | 103 | 212 | 273 |
| 10 - Extremely satisfied | (10) | 45 | 123 | 37 | 50 | 10 | 18 | 8 | 1 | 34 | 2 | 1 | 25 | 10 | 19 | 13 | 16 | 2 | 42 | 6 | 2 | 43 | 6 |
| | | 15%d | 18%cd | 12% | 10% | 11% | 14% | 10% | 17% | 27%lm | 2% | 2% | 20%o | 6% | 10% | 10% | 12% | 8% | 18%uv | 4% | 2% | 20%x | 2% |
| 9 - | (9) | 39 | 61 | 34 | 39 | 6 | 19 | 9 | - | 23 | 7 | 4 | 20 | 14 | 11 | 15 | 11 | 2 | 36 | 1 | 2 | 25 | 14 |
| | | 13%d | 9% | 11% | 8% | 7% | 15% | 12% | - | 18%l | 6% | 8% | 16%o | 8% | 6% | 12%p | 8% | 8% | 16%uv | 1% | 2% | 12%x | 5% |
| 8 - | (8) | 43 | 109 | 46 | 69 | 16 | 17 | 12 | 1 | 31 | 14 | 1 | 21 | 25 | 26 | 21 | 18 | 4 | 53 | 15 | 1 | 42 | 27 |
| | | 14% | 16% | 15% | 14% | 18% | 13% | 16% | 17% | 24%lm | 12%m | 2% | 17% | 15% | 13% | 16% | 13% | 16% | 23%uv | 10%v | 1% | 20%x | 10% |
| 7 - | (7) | 42 | 93 | 37 | 72 | 10 | 16 | 10 | 1 | 15 | 18 | 4 | 11 | 26 | 33 | 17 | 18 | 4 | 42 | 22 | 8 | 32 | 38 |
| | | 14% | 14% | 12% | 15% | 11% | 12% | 13% | 17% | 12% | 15% | 8% | 9% | 15% | 17% | 13% | 13% | 16% | 18%v | 14% | 8% | 15% | 14% |
| 6 - | (6) | 34 | 71 | 38 | 62 | 9 | 15 | 13 | 1 | 9 | 23 | 6 | 14 | 24 | 18 | 16 | 25 | 3 | 20 | 31 | 11 | 20 | 42 |
| | | 11% | 10% | 13% | 13% | 10% | 12% | 17% | 17% | 7% | 19%k | 12% | 11% | 14% | 9% | 13% | 18%p | 12% | 9% | 20%t | 11% | 9% | 15% |
| 5 - | (5) | 29 | 74 | 36 | 56 | 13 | 19 | 4 | - | 5 | 27 | 4 | 12 | 22 | 22 | 16 | 16 | 2 | 12 | 35 | 9 | 16 | 40 |
| | | 10% | 11% | 12% | 11% | 15%i | 15%i | 5% | - | 4% | 22%km | 8% | 9% | 13% | 11% | 13% | 12% | 8% | 5% | 22%tv | 9% | 8% | 15%w |
| 4 - | (4) | 20 | 49 | 29 | 30 | 8 | 11 | 9 | 1 | 6 | 16 | 7 | 9 | 19 | 9 | 12 | 9 | - | 6 | 15 | 9 | 7 | 23 |
| | | 7% | 7% | 10% | 6% | 9% | 9% | 12% | 17% | 5% | 13%k | 13%k | 7% | 11% | 5% | 9% | 6% | - | 3% | 10%t | 9%t | 3% | 8%w |
| 3 - | (3) | 16 | 29 | 16 | 27 | 6 | 6 | 4 | - | 4 | 5 | 7 | 8 | 8 | 14 | 5 | 7 | 1 | 3 | 17 | 7 | 7 | 20 |
| | | 5% | 4% | 5% | 5% | 7% | 5% | 5% | - | 3% | 4% | 13%kl | 6% | 5% | 7% | 4% | 5% | 4% | 1% | 11%t | 7%t | 3% | 7% |
| 2 - | (2) | 11 | 13 | 7 | 19 | 1 | 1 | 5 | - | - | 5 | 2 | 2 | 5 | 9 | 6 | 4 | - | 3 | 3 | 13 | 1 | 17 |
| | | 4% | 2% | 2% | 4%b | 1% | 1% | 6%h | - | - | 4%k | 4%k | 2% | 3% | 5% | 5% | 3% | - | 1% | 2% | 13%tu | * | 6%w |
| 1 - Extremely dissatisfied | (1) | 17 | 43 | 16 | 48 | 8 | 4 | 3 | 1 | - | 2 | 14 | 4 | 12 | 29 | 5 | 9 | 5 | 2 | 10 | 36 | 10 | 37 |
| | | 6% | 6% | 5% | 10%abc | 9% | 3% | 4% | 17% | - | 2% | 27%kl | 3% | 7% | 15%qr | 4% | 6% | 20% | 1% | 6%t | 35%tu | 5% | 14%w |
| Not applicable | | 4 | 17 | 4 | 20 | 1 | 3 | - | - | - | 2 | 2 | 1 | 3 | 10 | 2 | 6 | 2 | 13 | 2 | 5 | 9 | 9 |
| | | 1% | 2% | 1% | 4%ac | 1% | 2% | - | - | - | 2% | 4%k | 1% | 2% | 5% | 2% | 4% | 8% | 6%tu | 1% | 5% | 4% | 3% |
| NET: Dissatisfied | (1-3) | 44 | 85 | 39 | 94 | 15 | 11 | 12 | 1 | 4 | 12 | 23 | 14 | 25 | 52 | 16 | 20 | 6 | 8 | 30 | 56 | 18 | 74 |
| | | 15% | 12% | 13% | 19%bc | 17% | 9% | 16% | 17% | 3% | 10%k | 44%kl | 11% | 15% | 26%qr | 13% | 14% | 24% | 3% | 19%t | 54%tu | 8% | 27%w |
| NET: Neutral | (4-6) | 83 | 194 | 103 | 148 | 30 | 45 | 26 | 2 | 20 | 66 | 17 | 35 | 65 | 49 | 44 | 50 | 5 | 38 | 81 | 29 | 43 | 105 |
| | | 28% | 28% | 34% | 30% | 34% | 35% | 34% | 33% | 16% | 55%km | 33%k | 28% | 39%n | 25% | 34% | 36%p | 20% | 16% | 52%tv | 28%t | 20% | 38%w |
| NET: Satisfied | (7-10) | 169 | 386 | 154 | 230 | 42 | 70 | 39 | 3 | 103 | 41 | 10 | 77 | 75 | 89 | 66 | 63 | 12 | 173 | 44 | 13 | 142 | 85 |
| | | 56%d | 57%d | 51% | 47% | 48% | 54% | 51% | 50% | 81%lm | 34% | 19% | 61%o | 45% | 45% | 52% | 45% | 48% | 75%uv | 28%v | 13% | 67%x | 31% |
| Mean score | | 6.60d | 6.69d | 6.44d | 6.03 | 6.10 | 6.76 | 6.31 | 6.00 | 7.99lm | 5.76m | 4.10 | 7.04o | 5.96 | 5.64 | 6.41p | 6.26p | 5.83 | 7.68uv | 5.36v | 3.39 | 7.27x | 5.09 |
| Standard error | | 0.15 | 0.10 | 0.15 | 0.12 | 0.28 | 0.21 | 0.29 | 1.29 | 0.17 | 0.17 | 0.38 | 0.22 | 0.19 | 0.21 | 0.22 | 0.22 | 0.64 | 0.13 | 0.17 | 0.25 | 0.17 | 0.15 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 31

**Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Offering compensation or a goodwill payment.**

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

| | | Supplier | | | | BT | | | | | | | | | SKY | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 300 | 682 | 300 | 492 | 98* | 95* | 92* | 15** | 171 | 88* | 41* | 153 | 145 | 284 | 172 | 189 | 37* | 411 | 180 | 91* | 376 | 294 |
| 10 - Extremely satisfied | (10) | 38 | 102 | 24 | 37 | 13 | 16 | 8 | 1 | 33 | 4 | 1 | 31 | 7 | 35 | 28 | 29 | 10 | 95 | 4 | 3 | 87 | 14 |
| | | 13%d | 15%cd | 8% | 8% | 13% | 17% | 9% | 7% | 19%lm | 5% | 2% | 20%o | 5% | 12% | 16% | 15% | 27%p | 23%uv | 2% | 3% | 23%x | 5% |
| 9 - | (9) | 46 | 59 | 35 | 33 | 17 | 14 | 13 | 2 | 38 | 8 | - | 30 | 15 | 25 | 16 | 17 | 1 | 53 | 5 | 1 | 47 | 12 |
| | | 15%bd | 9% | 12%d | 7% | 17% | 15% | 14% | 13% | 22%lm | 9%m | - | 20%o | 10% | 9% | 9% | 9% | 3% | 13%uv | 3% | 1% | 13%x | 4% |
| 8 - | (8) | 46 | 90 | 40 | 61 | 14 | 14 | 15 | 3 | 33 | 12 | 1 | 32 | 14 | 35 | 32 | 19 | 4 | 70 | 17 | 3 | 63 | 26 |
| | | 15% | 13% | 13% | 12% | 14% | 15% | 16% | 20% | 19%m | 14% | 2% | 21%o | 10% | 12% | 19%r | 10% | 11% | 17%uv | 9% | 3% | 17%x | 9% |
| 7 - | (7) | 31 | 74 | 45 | 46 | 11 | 9 | 11 | - | 22 | 7 | 2 | 17 | 14 | 26 | 22 | 23 | 3 | 56 | 16 | 2 | 40 | 33 |
| | | 10% | 11% | 15%d | 9% | 11% | 9% | 12% | - | 13% | 8% | 5% | 11% | 10% | 9% | 13% | 12% | 8% | 14%v | 9%v | 2% | 11% | 11% |
| 6 - | (6) | 36 | 73 | 33 | 52 | 10 | 15 | 9 | 2 | 16 | 14 | 6 | 14 | 22 | 34 | 25 | 11 | 3 | 40 | 26 | 7 | 31 | 41 |
| | | 12% | 11% | 11% | 11% | 10% | 16% | 10% | 13% | 9% | 16% | 15% | 9% | 15% | 12%r | 15%r | 6% | 8% | 10% | 14% | 8% | 8% | 14%w |
| 5 - | (5) | 27 | 63 | 45 | 46 | 9 | 8 | 9 | 1 | 8 | 14 | 5 | 6 | 21 | 26 | 19 | 17 | 1 | 26 | 32 | 5 | 27 | 32 |
| | | 9% | 9% | 15%abd | 9% | 9% | 8% | 10% | 7% | 5% | 16%k | 12% | 4% | 14%n | 9% | 11% | 9% | 3% | 6% | 18%tv | 5% | 7% | 11% |
| 4 - | (4) | 21 | 39 | 22 | 30 | 5 | 6 | 9 | 1 | 8 | 9 | 4 | 5 | 16 | 19 | 8 | 11 | 1 | 7 | 20 | 12 | 12 | 25 |
| | | 7% | 6% | 7% | 6% | 5% | 6% | 10% | 7% | 5% | 10% | 10% | 3% | 11%n | 7% | 5% | 6% | 3% | 2% | 11%t | 13%t | 3% | 9%w |
| 3 - | (3) | 11 | 41 | 20 | 29 | 6 | 2 | 3 | - | 3 | 4 | 4 | 7 | 4 | 16 | 8 | 13 | 4 | 10 | 19 | 12 | 10 | 31 |
| | | 4% | 6% | 7% | 6% | 6% | 2% | 3% | - | 2% | 5% | 10%k | 5% | 3% | 6% | 5% | 7% | 11% | 2% | 11%t | 13%t | 3% | 11%w |
| 2 - | (2) | 14 | 22 | 7 | 21 | 3 | 3 | 6 | 2 | 4 | 5 | 5 | 3 | 11 | 12 | 5 | 3 | 2 | 7 | 9 | 6 | 11 | 11 |
| | | 5% | 3% | 2% | 4% | 3% | 3% | 7% | 13% | 2% | 6% | 12%k | 2% | 8%n | 4% | 3% | 2% | 5% | 2% | 5%t | 7%t | 3% | 4% |
| 1 - Extremely dissatisfied | (1) | 22 | 78 | 22 | 88 | 9 | 6 | 4 | 3 | 1 | 8 | 13 | 4 | 18 | 36 | 8 | 32 | 2 | 18 | 25 | 35 | 25 | 52 |
| | | 7% | 11% | 7% | 18%abc | 9% | 6% | 4% | 20% | 1% | 9%k | 32%kl | 3% | 12%n | 13%q | 5% | 17%q | 5% | 4% | 14%t | 38%tu | 7% | 18%w |
| Not applicable | | 8 | 41 | 7 | 49 | 1 | 2 | 5 | - | 5 | 3 | - | 4 | 3 | 20 | 1 | 14 | 6 | 29 | 7 | 5 | 23 | 17 |
| | | 3% | 6%ac | 2% | 10%abc | 1% | 2% | 5% | - | 3% | 3% | - | 3% | 2% | 7%q | 1% | 7%q | 16%q | 7% | 4% | 5% | 6% | 6% |
| NET: Dissatisfied | (1-3) | 47 | 141 | 49 | 138 | 18 | 11 | 13 | 5 | 8 | 17 | 22 | 14 | 33 | 64 | 21 | 48 | 8 | 35 | 53 | 53 | 46 | 94 |
| | | 16% | 21% | 16% | 28%abc | 18% | 12% | 14% | 33% | 5% | 19%k | 54%kl | 9% | 23%n | 23%q | 12% | 25%q | 22% | 9% | 29%t | 58%tu | 12% | 32%w |
| NET: Neutral | (4-6) | 84 | 175 | 100 | 128 | 24 | 29 | 27 | 4 | 32 | 37 | 15 | 25 | 59 | 79 | 52 | 39 | 5 | 73 | 78 | 24 | 70 | 98 |
| | | 28% | 26% | 33%bd | 26% | 24% | 31% | 29% | 27% | 19% | 42%k | 37%k | 16% | 41%n | 28% | 30%rs | 21% | 14% | 18% | 43%tv | 26% | 19% | 33%w |
| NET: Satisfied | (7-10) | 161 | 325 | 144 | 177 | 55 | 53 | 47 | 6 | 126 | 31 | 4 | 110 | 50 | 121 | 98 | 88 | 18 | 274 | 42 | 9 | 237 | 85 |
| | | 54%d | 48%d | 48%d | 36% | 56% | 56% | 51% | 40% | 74%lm | 35%m | 10% | 72%o | 34% | 43% | 57%pr | 47% | 49% | 67%uv | 23%v | 10% | 63%x | 29% |
| Mean score | | 6.50d | 6.15d | 6.13d | 5.32 | 6.49 | 6.81 | 6.37 | 5.33 | 7.69lm | 5.61m | 3.51 | 7.52o | 5.41 | 5.89 | 6.74pr | 5.87 | 6.68 | 7.43uv | 4.79v | 3.20 | 7.15x | 4.91 |
| Standard error | | 0.16 | 0.12 | 0.15 | 0.14 | 0.29 | 0.27 | 0.28 | 0.85 | 0.16 | 0.28 | 0.37 | 0.19 | 0.23 | 0.18 | 0.19 | 0.24 | 0.56 | 0.12 | 0.18 | 0.27 | 0.14 | 0.16 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 32

**Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Offering compensation or a goodwill payment.**

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

| | | Supplier | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 300 | 682 | 300 | 492 | 88* | 129 | 77* | 6** | 127 | 121 | 52* | 127 | 168 | 200 | 128 | 139 | 25** | 232 | 157 | 103 | 212 | 273 |
| 10 - Extremely satisfied | (10) | 38<br>13%d | 102<br>15%cd | 24<br>8% | 37<br>8% | 7<br>8% | 13<br>10% | 4<br>5% | -<br>- | 22<br>17%lm | 2<br>2% | -<br>- | 19<br>15%o | 4<br>2% | 18<br>9% | 11<br>9% | 6<br>4% | 2<br>8% | 32<br>14%uv | 1<br>1% | 4<br>4% | 30<br>14%x | 6<br>2% |
| 9 - | (9) | 46<br>15%bd | 59<br>9% | 35<br>12%d | 33<br>7% | 9<br>10% | 16<br>12% | 10<br>13% | -<br>- | 29<br>23%lm | 6<br>5% | -<br>- | 22<br>17%o | 13<br>8% | 14<br>7% | 9<br>7% | 8<br>6% | 2<br>8% | 28<br>12%uv | 5<br>3% | -<br>- | 22<br>10%x | 11<br>4% |
| 8 - | (8) | 46<br>15% | 90<br>13% | 40<br>13% | 61<br>12% | 10<br>11% | 17<br>13% | 13<br>17% | -<br>- | 24<br>19%m | 14<br>12% | 2<br>4% | 19<br>15% | 21<br>13% | 19<br>10% | 26<br>20%pr | 13<br>9% | 3<br>12% | 45<br>19%uv | 13<br>8% | 3<br>3% | 34<br>16%x | 27<br>10% |
| 7 - | (7) | 31<br>10% | 74<br>11% | 45<br>15%d | 46<br>9% | 16<br>18% | 17<br>13% | 11<br>14% | 1<br>17% | 18<br>14% | 22<br>18% | 5<br>10% | 12<br>9% | 33<br>20%n | 16<br>8% | 18<br>14% | 10<br>7% | 2<br>8% | 23<br>10%v | 21<br>13%v | 2<br>2% | 20<br>9% | 26<br>10% |
| 6 - | (6) | 36<br>12% | 73<br>11% | 33<br>11% | 52<br>11% | 10<br>11% | 19<br>15%l | 4<br>5% | -<br>- | 11<br>9% | 15<br>12% | 7<br>13% | 12<br>9% | 20<br>12% | 17<br>9% | 20<br>16%p | 15<br>11% | -<br>- | 18<br>8% | 26<br>17%tv | 8<br>8% | 16<br>8% | 34<br>12% |
| 5 - | (5) | 27<br>9% | 63<br>9% | 45<br>15%abd | 46<br>9% | 9<br>10% | 23<br>18% | 11<br>14% | 2<br>33% | 8<br>6% | 29<br>24%k | 8<br>15% | 14<br>11% | 29<br>17% | 15<br>8% | 14<br>11% | 16<br>12% | 1<br>4% | 15<br>6% | 28<br>18%tv | 3<br>3% | 13<br>6% | 33<br>12%w |
| 4 - | (4) | 21<br>7% | 39<br>6% | 22<br>7% | 30<br>6% | 7<br>8% | 8<br>6% | 6<br>8% | 1<br>17% | 4<br>3% | 11<br>9% | 7<br>13%k | 9<br>7% | 13<br>8% | 13<br>7% | 7<br>5% | 10<br>7% | -<br>- | 11<br>5% | 15<br>10% | 4<br>4% | 11<br>5% | 18<br>7% |
| 3 - | (3) | 11<br>4% | 41<br>6% | 20<br>7% | 29<br>6% | 5<br>6% | 8<br>6% | 6<br>8% | 1<br>17% | 2<br>2% | 10<br>8%k | 8<br>15%k | 7<br>6% | 13<br>8% | 10<br>5% | 8<br>6% | 10<br>7% | 1<br>4% | 7<br>3% | 11<br>7% | 11<br>11%t | 6<br>3% | 23<br>8%w |
| 2 - | (2) | 14<br>5% | 22<br>3% | 7<br>2% | 21<br>4% | 1<br>1% | 3<br>2% | 3<br>4% | -<br>- | 2<br>2% | 3<br>2% | 2<br>4% | 1<br>1% | 6<br>4% | 12<br>6% | 3<br>2% | 5<br>4% | 1<br>4% | 4<br>2% | 6<br>4% | 11<br>11%tu | 6<br>3% | 15<br>5% |
| 1 - Extremely dissatisfied | (1) | 22<br>7% | 78<br>11% | 22<br>7% | 88<br>18%abc | 11<br>13%h | 3<br>2% | 7<br>9%h | 1<br>17% | 3<br>2% | 7<br>6% | 12<br>23%kl | 7<br>6% | 14<br>8% | 47<br>24%q | 7<br>5% | 31<br>22%q | 3<br>12% | 11<br>5% | 23<br>15%t | 54<br>52%tu | 21<br>10% | 65<br>24%w |
| Not applicable | | 8<br>3% | 41<br>6%ac | 7<br>2% | 49<br>10%abc | 3<br>3% | 2<br>2% | 2<br>3% | -<br>- | 4<br>3% | 2<br>2% | 1<br>2% | 5<br>4% | 2<br>1% | 19<br>10% | 5<br>4% | 15<br>11%q | 10<br>40% | 38<br>16%uv | 8<br>5% | 3<br>3% | 33<br>16%x | 15<br>5% |
| NET: Dissatisfied | (1-3) | 47<br>16% | 141<br>21% | 49<br>16% | 138<br>28%abc | 17<br>19% | 14<br>11% | 16<br>21% | 2<br>33% | 7<br>6% | 20<br>17%k | 22<br>42%kl | 15<br>12% | 33<br>20% | 69<br>35%q | 18<br>14% | 46<br>33%q | 5<br>20% | 22<br>9% | 40<br>25%t | 76<br>74%tu | 33<br>16% | 103<br>38%w |
| NET: Neutral | (4-6) | 84<br>28% | 175<br>26% | 100<br>33%bd | 128<br>26% | 26<br>30% | 50<br>39% | 21<br>27% | 3<br>50% | 23<br>18% | 55<br>45%k | 22<br>42%k | 35<br>28% | 62<br>37% | 45<br>23% | 41<br>32% | 41<br>29% | 1<br>4% | 44<br>19% | 69<br>44%tv | 15<br>15% | 40<br>19% | 85<br>31%w |
| NET: Satisfied | (7-10) | 161<br>54%d | 325<br>48%d | 144<br>48%d | 177<br>36% | 42<br>48% | 63<br>49% | 38<br>49% | 1<br>17% | 93<br>73%lm | 44<br>36%m | 7<br>13% | 72<br>57%o | 71<br>42% | 67<br>34% | 64<br>50%pr | 37<br>27% | 9<br>36% | 128<br>55%uv | 40<br>25%v | 9<br>9% | 106<br>50%x | 70<br>26% |
| Mean score | | 6.50d | 6.15d | 6.13d | 5.32 | 5.93 | 6.48 | 5.93 | 4.17 | 7.59lm | 5.56m | 3.94 | 6.82o | 5.65 | 4.97 | 6.34pr | 4.73 | 5.93 | 7.01uv | 4.90v | 2.66 | 6.51x | 4.50 |
| Standard error | | 0.16 | 0.12 | 0.15 | 0.14 | 0.30 | 0.20 | 0.31 | 0.83 | 0.19 | 0.19 | 0.30 | 0.23 | 0.18 | 0.24 | 0.22 | 0.26 | 0.89 | 0.18 | 0.19 | 0.25 | 0.22 | 0.17 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 33

**Q10l: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Willingness to help resolve your issue.**

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

| | | Supplier | | | | BT | | | | | | | | | SKY | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 300 | 682 | 300 | 492 | 98* | 95* | 92* | 15** | 171 | 88* | 41* | 153 | 145 | 284 | 172 | 189 | 37* | 411 | 180 | 91* | 376 | 294 |
| 10 - Extremely satisfied | (10) | 60 | 136 | 30 | 61 | 20 | 22 | 15 | 3 | 51 | 4 | 5 | 51 | 9 | 61 | 25 | 41 | 9 | 131 | 4 | 1 | 120 | 16 |
| | | 20%cd | 20%cd | 10% | 12% | 20% | 23% | 16% | 20% | 30%lm | 5% | 12% | 33%o | 6% | 21% | 15% | 22% | 24% | 32%uv | 2% | 1% | 32%x | 5% |
| 9 - | (9) | 47 | 84 | 40 | 54 | 13 | 15 | 18 | 1 | 36 | 11 | - | 28 | 19 | 31 | 26 | 22 | 5 | 77 | 4 | 3 | 69 | 14 |
| | | 16% | 12% | 13% | 11% | 13% | 16% | 20% | 7% | 21%m | 13%m | - | 18% | 13% | 11% | 15% | 12% | 14% | 19%uv | 2% | 3% | 18%x | 5% |
| 8 - | (8) | 52 | 109 | 41 | 84 | 15 | 17 | 17 | 3 | 37 | 13 | 2 | 30 | 21 | 41 | 32 | 33 | 3 | 87 | 18 | 4 | 64 | 45 |
| | | 17% | 16% | 14% | 17% | 15% | 18% | 18% | 20% | 22%m | 15% | 5% | 20% | 14% | 14% | 19% | 17% | 8% | 21%uv | 10% | 4% | 17% | 15% |
| 7 - | (7) | 34 | 96 | 45 | 70 | 11 | 10 | 12 | 1 | 18 | 12 | 4 | 11 | 23 | 38 | 21 | 28 | 9 | 59 | 32 | 5 | 50 | 46 |
| | | 11% | 14% | 15% | 14% | 11% | 11% | 13% | 7% | 11% | 14% | 10% | 7% | 16%n | 13% | 12% | 15% | 24% | 14%v | 18%v | 5% | 13% | 16% |
| 6 - | (6) | 31 | 81 | 38 | 50 | 12 | 10 | 6 | 3 | 18 | 10 | 3 | 10 | 21 | 40 | 24 | 15 | 2 | 37 | 40 | 4 | 29 | 51 |
| | | 10% | 12% | 13% | 10% | 12% | 11% | 7% | 20% | 11% | 11% | 7% | 7% | 14%n | 14%r | 14% | 8% | 5% | 9% | 22%tv | 4% | 8% | 17%w |
| 5 - | (5) | 21 | 59 | 41 | 48 | 8 | 7 | 5 | 1 | 5 | 14 | 2 | 9 | 12 | 30 | 10 | 16 | 3 | 13 | 32 | 14 | 21 | 32 |
| | | 7% | 9% | 14%ab | 10% | 8% | 7% | 5% | 7% | 3% | 16%k | 5% | 6% | 8% | 11% | 6% | 8% | 8% | 3% | 18%t | 15%t | 6% | 11%w |
| 4 - | (4) | 18 | 44 | 30 | 25 | 6 | 5 | 6 | 1 | 4 | 11 | 3 | 6 | 12 | 10 | 18 | 15 | 1 | 3 | 29 | 12 | 8 | 34 |
| | | 6% | 6% | 10%d | 5% | 6% | 5% | 7% | 7% | 2% | 13%k | 7% | 4% | 8% | 4% | 10%p | 8%p | 3% | 1% | 16%t | 13%t | 2% | 12%w |
| 3 - | (3) | 18 | 24 | 9 | 34 | 7 | 5 | 6 | - | 1 | 7 | 10 | 5 | 13 | 8 | 5 | 10 | 1 | 2 | 11 | 11 | 8 | 16 |
| | | 6% | 4% | 3% | 7%bc | 7% | 5% | 7% | - | 1% | 8%k | 24%kl | 3% | 9%n | 3% | 3% | 5% | 3% | * | 6%t | 12%t | 2% | 5%w |
| 2 - | (2) | 8 | 15 | 11 | 23 | 1 | 3 | 4 | - | - | 4 | 4 | 2 | 6 | 8 | 4 | 2 | 1 | 1 | 5 | 9 | 5 | 9 |
| | | 3% | 2% | 4% | 5%b | 1% | 3% | 4% | - | - | 5%k | 10%k | 1% | 4% | 3% | 2% | 1% | 3% | * | 3%t | 10%tu | 1% | 3% |
| 1 - Extremely dissatisfied | (1) | 10 | 31 | 14 | 37 | 5 | 1 | 2 | 2 | 1 | 1 | 8 | 1 | 9 | 16 | 6 | 7 | 2 | - | 4 | 27 | 2 | 29 |
| | | 3% | 5% | 5% | 8%ab | 5% | 1% | 2% | 13% | 1% | 1% | 20%kl | 1% | 6%n | 6% | 3% | 4% | 5% | - | 2%t | 30%tu | 1% | 10%w |
| Not applicable | | 1 | 3 | 1 | 6 | - | - | 1 | - | - | 1 | - | - | - | 1 | 1 | - | 1 | 1 | 1 | 1 | - | 2 |
| | | * | * | * | 1% | - | - | 1% | - | - | 1% | - | - | - | * | 1% | - | 3%r | * | 1% | 1% | - | 1% |
| NET: Dissatisfied | (1-3) | 36 | 70 | 34 | 94 | 13 | 9 | 12 | 2 | 2 | 12 | 22 | 8 | 28 | 32 | 15 | 19 | 4 | 3 | 20 | 47 | 15 | 54 |
| | | 12% | 10% | 11% | 19%abc | 13% | 9% | 13% | 13% | 1% | 14%k | 54%kl | 5% | 19%n | 11% | 9% | 10% | 11% | 1% | 11%t | 52%tu | 4% | 18%w |
| NET: Neutral | (4-6) | 70 | 184 | 109 | 123 | 26 | 22 | 17 | 5 | 27 | 35 | 8 | 25 | 45 | 80 | 52 | 46 | 6 | 53 | 101 | 30 | 58 | 117 |
| | | 23% | 27% | 36%abd | 25% | 27% | 23% | 18% | 33% | 16% | 40%km | 20% | 16% | 31%n | 28% | 30% | 24% | 16% | 13% | 56%tv | 33%t | 15% | 40%w |
| NET: Satisfied | (7-10) | 193 | 425 | 156 | 269 | 59 | 64 | 62 | 8 | 142 | 40 | 11 | 120 | 72 | 171 | 104 | 124 | 26 | 354 | 58 | 13 | 303 | 121 |
| | | 64%cd | 62%cd | 52% | 55% | 60% | 67% | 67% | 53% | 83%lm | 45%m | 27% | 78%o | 50% | 60% | 60% | 66% | 70% | 86%uv | 32%v | 14% | 81%x | 41% |
| Mean score | | 7.09cd | 7.00cd | 6.42 | 6.34 | 6.92 | 7.35 | 7.09 | 6.60 | 8.24lm | 6.10m | 4.39 | 8.03o | 6.10 | 6.96 | 6.91 | 7.08 | 7.22 | 8.34uv | 5.63v | 3.60 | 8.06x | 5.70 |
| Standard error | | 0.15 | 0.10 | 0.14 | 0.12 | 0.26 | 0.25 | 0.26 | 0.75 | 0.13 | 0.24 | 0.46 | 0.17 | 0.21 | 0.15 | 0.18 | 0.18 | 0.43 | 0.08 | 0.14 | 0.26 | 0.10 | 0.14 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 34

**Q10l: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Willingness to help resolve your issue.**

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

| | | Supplier | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 300 | 682 | 300 | 492 | 88* | 129 | 77* | 6** | 127 | 121 | 52* | 127 | 168 | 200 | 128 | 139 | 25** | 232 | 157 | 103 | 212 | 273 |
| 10 - Extremely satisfied | (10) | 60 | 136 | 30 | 61 | 10 | 15 | 5 | - | 25 | 4 | 1 | 24 | 6 | 26 | 13 | 21 | 1 | 53 | 6 | 2 | 48 | 11 |
| | | 20%cd | 20%cd | 10% | 12% | 11% | 12% | 6% | - | 20%lm | 3% | 2% | 19%o | 4% | 13% | 10% | 15% | 4% | 23%uv | 4% | 2% | 23%x | 4% |
| 9 - | (9) | 47 | 84 | 40 | 54 | 10 | 19 | 11 | - | 32 | 7 | 1 | 23 | 17 | 16 | 16 | 20 | 2 | 43 | 11 | - | 36 | 18 |
| | | 16% | 12% | 13% | 11% | 11% | 15% | 14% | - | 25%lm | 6% | 2% | 18%o | 10% | 8% | 13% | 14% | 8% | 19%uv | 7%v | - | 17%x | 7% |
| 8 - | (8) | 52 | 109 | 41 | 84 | 15 | 19 | 7 | - | 22 | 15 | 4 | 17 | 23 | 33 | 24 | 22 | 5 | 60 | 22 | 2 | 50 | 33 |
| | | 17% | 16% | 14% | 17% | 17% | 15% | 9% | - | 17% | 12% | 8% | 13% | 14% | 17% | 19% | 16% | 20% | 26%uv | 14%v | 2% | 24%x | 12% |
| 7 - | (7) | 34 | 96 | 45 | 70 | 10 | 19 | 14 | 2 | 22 | 18 | 5 | 16 | 29 | 23 | 23 | 19 | 5 | 36 | 27 | 7 | 28 | 42 |
| | | 11% | 14% | 15% | 14% | 11% | 15% | 18% | 33% | 17% | 15% | 10% | 13% | 17% | 12% | 18% | 14% | 20% | 16%v | 17%v | 7% | 13% | 15% |
| 6 - | (6) | 31 | 81 | 38 | 50 | 8 | 18 | 12 | - | 10 | 25 | 3 | 15 | 23 | 13 | 16 | 19 | 2 | 13 | 30 | 7 | 10 | 39 |
| | | 10% | 12% | 13% | 10% | 9% | 14% | 16% | - | 8% | 21%km | 6% | 12% | 14% | 7% | 13% | 14%p | 8% | 6% | 19%tv | 7% | 5% | 14%w |
| 5 - | (5) | 21 | 59 | 41 | 48 | 16 | 15 | 10 | - | 8 | 25 | 8 | 11 | 28 | 24 | 12 | 11 | 1 | 14 | 23 | 11 | 16 | 32 |
| | | 7% | 9% | 14%ab | 10% | 18% | 12% | 13% | - | 6% | 21%k | 15% | 9% | 17%n | 12% | 9% | 8% | 4% | 6% | 15%t | 11% | 8% | 12% |
| 4 - | (4) | 18 | 44 | 30 | 25 | 6 | 14 | 8 | 2 | 5 | 15 | 10 | 13 | 17 | 11 | 7 | 6 | 1 | 3 | 12 | 10 | 6 | 18 |
| | | 6% | 6% | 10%d | 5% | 7% | 11% | 10% | 33% | 4% | 12%k | 19%k | 10% | 10% | 6% | 5% | 4% | 4% | 1% | 8%t | 10%t | 3% | 7% |
| 3 - | (3) | 18 | 24 | 9 | 34 | 2 | 2 | 4 | 1 | 1 | 6 | 2 | 1 | 8 | 17 | 8 | 8 | 1 | 5 | 15 | 14 | 9 | 25 |
| | | 6% | 4% | 3% | 7%bc | 2% | 2% | 5% | 17% | 1% | 5%k | 4% | 1% | 5% | 9% | 6% | 6% | 4% | 2% | 10%t | 14%t | 4% | 9%w |
| 2 - | (2) | 8 | 15 | 11 | 23 | 5 | 4 | 2 | - | 1 | 5 | 5 | 2 | 8 | 11 | 4 | 6 | 2 | - | 5 | 18 | 2 | 21 |
| | | 3% | 2% | 4% | 5%b | 6% | 3% | 3% | - | 1% | 4% | 10%k | 2% | 5% | 6% | 3% | 4% | 8% | - | 3%t | 17%tu | 1% | 8%w |
| 1 - Extremely dissatisfied | (1) | 10 | 31 | 14 | 37 | 6 | 4 | 4 | - | - | 1 | 13 | 5 | 9 | 25 | 3 | 5 | 4 | - | 5 | 32 | 5 | 31 |
| | | 3% | 5% | 5% | 8%ab | 7% | 3% | 5% | - | - | 1% | 25%kl | 4% | 5% | 13%qr | 2% | 4% | 16% | - | 3%t | 31%tu | 2% | 11%w |
| Not applicable | | 1 | 3 | 1 | 6 | - | - | - | 1 | 1 | - | - | - | - | 1 | 2 | 2 | 1 | 5 | 1 | - | 2 | 3 |
| | | * | * | * | 1% | - | - | - | 17% | 1% | - | - | - | - | 1% | 2% | 1% | 4% | 2% | 1% | - | 1% | 1% |
| NET: Dissatisfied | (1-3) | 36 | 70 | 34 | 94 | 13 | 10 | 10 | 1 | 2 | 12 | 20 | 8 | 25 | 53 | 15 | 19 | 7 | 5 | 25 | 64 | 16 | 77 |
| | | 12% | 10% | 11% | 19%abc | 15% | 8% | 13% | 17% | 2% | 10%k | 38%kl | 6% | 15%n | 27%qr | 12% | 14% | 28% | 2% | 16%t | 62%tu | 8% | 28%w |
| NET: Neutral | (4-6) | 70 | 184 | 109 | 123 | 30 | 47 | 30 | 2 | 23 | 65 | 21 | 39 | 68 | 48 | 35 | 36 | 4 | 30 | 65 | 28 | 32 | 89 |
| | | 23% | 27% | 36%abd | 25% | 34% | 36% | 39% | 33% | 18% | 54%k | 40%k | 31% | 40% | 24% | 27% | 26% | 16% | 13% | 41%tv | 27%t | 15% | 33%w |
| NET: Satisfied | (7-10) | 193 | 425 | 156 | 269 | 45 | 72 | 37 | 2 | 101 | 44 | 11 | 80 | 75 | 98 | 76 | 82 | 13 | 192 | 66 | 11 | 162 | 104 |
| | | 64%cd | 62%cd | 52% | 55% | 51% | 56% | 48% | 33% | 80%lm | 36% | 21% | 63%o | 45% | 49% | 59% | 59% | 52% | 83%uv | 42%v | 11% | 76%x | 38% |
| Mean score | | 7.09cd | 7.00cd | 6.42 | 6.34 | 6.30 | 6.69 | 6.19 | 5.00 | 7.88lm | 5.89m | 4.10 | 7.12o | 5.92 | 5.87 | 6.71p | 6.81p | 5.63 | 8.04uv | 5.94v | 3.22 | 7.62x | 5.35 |
| Standard error | | 0.15 | 0.10 | 0.14 | 0.12 | 0.28 | 0.21 | 0.27 | 0.84 | 0.16 | 0.18 | 0.35 | 0.22 | 0.18 | 0.21 | 0.20 | 0.21 | 0.60 | 0.11 | 0.17 | 0.22 | 0.15 | 0.16 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 35

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

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

| | Supplier | | | | BT | | | | | | | | | SKY | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 682 | 300 | 492 | 98* | 95* | 92* | 15** | 171 | 88* | 41* | 153 | 145 | 284 | 172 | 189 | 37* | 411 | 180 | 91* | 376 | 294 |
| Courtesy and politeness of advisors | 210<br>70%cd | 460<br>67%cd | 159<br>53% | 299<br>61%c | 64<br>65% | 70<br>74% | 68<br>74% | 8<br>53% | 150<br>88%lm | 42<br>48% | 18<br>44% | 129<br>84%o | 79<br>54% | 188<br>66% | 111<br>65% | 133<br>70% | 28<br>76% | 353<br>86%uv | 80<br>44%v | 27<br>30% | 309<br>82%x | 148<br>50% |
| Willingness to help resolve your issue | 193<br>64%cd | 425<br>62%cd | 156<br>52% | 269<br>55% | 59<br>60% | 64<br>67% | 62<br>67% | 8<br>53% | 142<br>83%lm | 40<br>45%m | 11<br>27% | 120<br>78%o | 72<br>50% | 171<br>60% | 104<br>60% | 124<br>66% | 26<br>70% | 354<br>86%uv | 58<br>32%v | 13<br>14% | 303<br>81%x | 121<br>41% |
| Ease of finding provider contact details | 182<br>61% | 417<br>61%c | 159<br>53% | 302<br>61%c | 60<br>61% | 61<br>64% | 55<br>60% | 6<br>40% | 141<br>82%lm | 33<br>38%m | 8<br>20% | 111<br>73%o | 69<br>48% | 174<br>61% | 93<br>54% | 124<br>66%o | 26<br>70% | 336<br>82%uv | 58<br>32% | 23<br>25% | 281<br>75%x | 134<br>46% |
| The time taken to handle your issue | 179<br>60%bcd | 347<br>51%d | 151<br>50%d | 207<br>42% | 57<br>58% | 59<br>62% | 56<br>61% | 7<br>47% | 140<br>82%lm | 36<br>41%m | 3<br>7% | 113<br>74%o | 64<br>44% | 135<br>48% | 86<br>50% | 101<br>53% | 25<br>68%p | 297<br>72%uv | 44<br>24%v | 6<br>7% | 248<br>66%x | 99<br>34% |
| Advisor doing what they said they would do | 177<br>59%d | 405<br>59%d | 168<br>56% | 255<br>52% | 51<br>52% | 57<br>60% | 61<br>66%g | 8<br>53% | 137<br>80%lm | 33<br>38%m | 7<br>17% | 116<br>76%o | 59<br>41% | 164<br>58% | 97<br>56% | 117<br>62% | 27<br>73% | 337<br>82%uv | 56<br>31%v | 12<br>13% | 284<br>76%x | 117<br>40% |
| Getting the issue resolved to your satisfaction | 173<br>58%cd | 392<br>57%cd | 143<br>48% | 238<br>48% | 52<br>53% | 60<br>63% | 55<br>60% | 6<br>40% | 136<br>80%lm | 28<br>32% | 9<br>22% | 124<br>81%o | 48<br>33% | 160<br>56% | 88<br>51% | 119<br>63%o | 25<br>68% | 344<br>84%uv | 40<br>22%v | 8<br>9% | 290<br>77%x | 99<br>34% |
| Logging of query details to avoid having to repeat yourself | 169<br>56%d | 386<br>57%d | 154<br>51% | 230<br>47% | 46<br>47% | 59<br>62%g | 54<br>59% | 10<br>67% | 135<br>79%lm | 28<br>32%m | 6<br>15% | 109<br>71%o | 58<br>40% | 152<br>54% | 100<br>58% | 107<br>57% | 27<br>73%p | 321<br>78%uv | 53<br>29%v | 12<br>13% | 274<br>73%x | 109<br>37% |
| Offering compensation or a goodwill payment | 161<br>54%d | 325<br>48%d | 144<br>48%d | 177<br>36% | 55<br>56% | 53<br>56% | 47<br>51% | 6<br>40% | 126<br>74%lm | 31<br>35%m | 4<br>10% | 110<br>72%o | 50<br>34% | 121<br>43% | 98<br>57%pr | 88<br>47% | 18<br>49% | 274<br>67%uv | 42<br>23%v | 9<br>10% | 237<br>63%x | 85<br>29% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 36

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

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

| | Supplier | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 682 | 300 | 492 | 88* | 129 | 77* | 6** | 127 | 121 | 52* | 127 | 168 | 200 | 128 | 139 | 25** | 232 | 157 | 103 | 212 | 273 |
| Courtesy and politeness of advisors | 210<br>70%cd | 460<br>67%cd | 159<br>53% | 299<br>61%c | 50<br>57% | 68<br>53% | 38<br>49% | 3<br>50% | 105<br>83%lm | 41<br>34% | 13<br>25% | 82<br>65%o | 76<br>45% | 120<br>60% | 72<br>56% | 87<br>63% | 20<br>80% | 201<br>87%uv | 68<br>43%v | 30<br>29% | 166<br>78%x | 129<br>47% |
| Willingness to help resolve your issue | 193<br>64%cd | 425<br>62%cd | 156<br>52% | 269<br>55% | 45<br>51% | 72<br>56% | 37<br>48% | 2<br>33% | 101<br>80%lm | 44<br>36% | 11<br>21% | 80<br>63%o | 75<br>45% | 98<br>49% | 76<br>59% | 82<br>59% | 13<br>52% | 192<br>83%uv | 66<br>42%v | 11<br>11% | 162<br>76%x | 104<br>38% |
| Ease of finding provider contact details | 182<br>61% | 417<br>61%c | 159<br>53% | 302<br>61%c | 46<br>52% | 66<br>51% | 46<br>60% | 1<br>17% | 107<br>84%lm | 41<br>34% | 11<br>21% | 83<br>65%o | 75<br>45% | 117<br>59% | 79<br>62% | 89<br>64% | 17<br>68% | 184<br>79%uv | 72<br>46% | 46<br>45% | 154<br>73%x | 144<br>53% |
| The time taken to handle your issue | 179<br>60%bcd | 347<br>51%d | 151<br>50%d | 207<br>42% | 41<br>47% | 69<br>53% | 38<br>49% | 3<br>50% | 104<br>82%lm | 41<br>34%m | 6<br>12% | 82<br>65%o | 67<br>40% | 80<br>40% | 56<br>44% | 59<br>42% | 12<br>48% | 168<br>72%uv | 31<br>20%v | 8<br>8% | 136<br>64%x | 69<br>25% |
| Advisor doing what they said they would do | 177<br>59%d | 405<br>59%d | 168<br>56% | 255<br>52% | 45<br>51% | 72<br>56% | 47<br>61% | 4<br>67% | 110<br>87%lm | 46<br>38% | 12<br>23% | 84<br>66%o | 82<br>49% | 97<br>49% | 68<br>53% | 75<br>54% | 15<br>60% | 188<br>81%uv | 53<br>34%v | 14<br>14% | 154<br>73%x | 99<br>36% |
| Getting the issue resolved to your satisfaction | 173<br>58%cd | 392<br>57%cd | 143<br>48% | 238<br>48% | 41<br>47% | 66<br>51% | 34<br>44% | 2<br>33% | 98<br>77%lm | 39<br>32%m | 6<br>12% | 76<br>60%o | 66<br>39% | 85<br>43% | 70<br>55%p | 70<br>50% | 13<br>52% | 191<br>82%uv | 38<br>24%v | 9<br>9% | 152<br>72%x | 83<br>30% |
| Logging of query details to avoid having to repeat yourself | 169<br>56%d | 386<br>57%d | 154<br>51% | 230<br>47% | 42<br>48% | 70<br>54% | 39<br>51% | 3<br>50% | 103<br>81%lm | 41<br>34% | 10<br>19% | 77<br>61%o | 75<br>45% | 89<br>45% | 66<br>52% | 63<br>45% | 12<br>48% | 173<br>75%uv | 44<br>28%v | 13<br>13% | 142<br>67%x | 85<br>31% |
| Offering compensation or a goodwill payment | 161<br>54%d | 325<br>48%d | 144<br>48%d | 177<br>36% | 42<br>48% | 63<br>49% | 38<br>49% | 1<br>17% | 93<br>73%lm | 44<br>36%m | 7<br>13% | 72<br>57%o | 71<br>42% | 67<br>34% | 64<br>50%pr | 37<br>27% | 9<br>36% | 128<br>55%uv | 40<br>25%v | 9<br>9% | 106<br>50%x | 70<br>26% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 37

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

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

| | Supplier | | | | BT | | | | | | | | | SKY | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 682 | 300 | 492 | 98* | 95* | 92* | 15** | 171 | 88* | 41* | 153 | 145 | 284 | 172 | 189 | 37* | 411 | 180 | 91* | 376 | 294 |
| Completely resolved | 153 | 376 | 127 | 212 | 50 | 51 | 47 | 5 | 114 | 26 | 13 | 153 | - | 154 | 97 | 103 | 22 | 297 | 61 | 18 | 376 | - |
| | 51%cd | 55%cd | 42% | 43% | 51% | 54% | 51% | 33% | 67%lm | 30% | 32% | 100%o | - | 54% | 56% | 54% | 59% | 72%uv | 34%v | 20% | 100%x | - |
| Partly resolved | 122 | 220 | 126 | 200 | 41 | 40 | 35 | 6 | 55 | 55 | 12 | - | 122 | 89 | 60 | 62 | 9 | 102 | 86 | 32 | - | 220 |
| | 41%b | 32% | 42%b | 41%b | 42% | 42% | 38% | 40% | 32% | 63%km | 29% | - | 84%n | 31% | 35% | 33% | 24% | 25% | 48%tv | 35%t | - | 75%w |
| Not resolved at all | 23 | 74 | 42 | 73 | 6 | 4 | 9 | 4 | 2 | 5 | 16 | - | 23 | 36 | 15 | 19 | 4 | 10 | 25 | 39 | - | 74 |
| | 8% | 11% | 14%a | 15%ab | 6% | 4% | 10% | 27% | 1% | 6%k | 39%kl | - | 16%n | 13% | 9% | 10% | 11% | 2% | 14%t | 43%tu | - | 25%w |
| Don't know | 2 | 12 | 5 | 7 | 1 | - | 1 | - | - | 2 | - | - | - | 5 | - | 5 | 2 | 2 | 8 | 2 | - | - |
| | 1% | 2% | 2% | 1% | 1% | - | 1% | - | - | 2%k | - | - | - | 2% | - | 3%q | 5%q | * | 4%t | 2% | - | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 38

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

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

| | Supplier | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 682 | 300 | 492 | 88* | 129 | 77* | 6** | 127 | 121 | 52* | 127 | 168 | 200 | 128 | 139 | 25** | 232 | 157 | 103 | 212 | 273 |
| Completely resolved | 153 | 376 | 127 | 212 | 40 | 48 | 37 | 2 | 75 | 37 | 15 | 127 | - | 80 | 48 | 69 | 15 | 150 | 49 | 13 | 212 | - |
| | 51%cd | 55%cd | 42% | 43% | 45% | 37% | 48% | 33% | 59%lm | 31% | 29% | 100%o | - | 40% | 38% | 50%q | 60% | 65%uv | 31%v | 13% | 100%x | - |
| Partly resolved | 122 | 220 | 126 | 200 | 36 | 63 | 26 | 1 | 42 | 65 | 19 | - | 126 | 80 | 66 | 51 | 3 | 68 | 91 | 41 | - | 200 |
| | 41%b | 32% | 42%b | 41%b | 41% | 49%l | 34% | 17% | 33% | 54%km | 37% | - | 75%n | 40% | 52%pr | 37% | 12% | 29% | 58%tv | 40% | - | 73%w |
| Not resolved at all | 23 | 74 | 42 | 73 | 12 | 14 | 14 | 2 | 9 | 17 | 16 | - | 42 | 37 | 13 | 16 | 7 | 9 | 17 | 47 | - | 73 |
| | 8% | 11% | 14%a | 15%ab | 14% | 11% | 18% | 33% | 7% | 14% | 31%kl | - | 25%n | 19%q | 10% | 12% | 28% | 4% | 11%t | 46%tu | - | 27%w |
| Don't know | 2 | 12 | 5 | 7 | - | 4 | - | 1 | 1 | 2 | 2 | - | - | 3 | 1 | 3 | - | 5 | - | 2 | - | - |
| | 1% | 2% | 2% | 1% | - | 3% | - | 17% | 1% | 2% | 4% | - | - | 2% | 1% | 2% | - | 2% | - | 2% | - | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 39

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

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

| | Supplier | | | | BT | | | | | | | | | SKY | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 682 | 300 | 492 | 98* | 95* | 92* | 15** | 171 | 88* | 41* | 153 | 145 | 284 | 172 | 189 | 37* | 411 | 180 | 91* | 376 | 294 |
| Yes | 130 | 299 | 107 | 146 | 41 | 44 | 41 | 4 | 101 | 19 | 10 | 130 | - | 120 | 80 | 80 | 19 | 242 | 50 | 7 | 299 | - |
| | 43%d | 44%cd | 36% | 30% | 42% | 46% | 45% | 27% | 59%lm | 22% | 24% | 85%o | - | 42% | 47% | 42% | 51% | 59%uv | 28%v | 8% | 80%x | - |
| No | 22 | 76 | 16 | 65 | 8 | 7 | 6 | 1 | 12 | 7 | 3 | 22 | - | 34 | 16 | 23 | 3 | 54 | 11 | 11 | 76 | - |
| | 7% | 11%c | 5% | 13%ac | 8% | 7% | 7% | 7% | 7% | 8% | 7% | 14%o | - | 12% | 9% | 12% | 8% | 13%u | 6% | 12% | 20%x | - |
| Don't know | 1 | 1 | 4 | 1 | 1 | - | - | - | 1 | - | - | 1 | - | - | 1 | - | - | 1 | - | - | 1 | - |
| | * | * | 1%b | * | 1% | - | - | - | 1% | - | - | 1% | - | - | 1% | - | - | * | - | - | * | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 40

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

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

| | Supplier | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 682 | 300 | 492 | 88* | 129 | 77* | 6** | 127 | 121 | 52* | 127 | 168 | 200 | 128 | 139 | 25** | 232 | 157 | 103 | 212 | 273 |
| Yes | 130 | 299 | 107 | 146 | 34 | 43 | 28 | 2 | 69 | 28 | 10 | 107 | - | 57 | 37 | 44 | 8 | 117 | 27 | 2 | 146 | - |
| | 43%d | 44%cd | 36% | 30% | 39% | 33% | 36% | 33% | 54%lm | 23% | 19% | 84%o | - | 29% | 29% | 32% | 32% | 50%uv | 17%v | 2% | 69%x | - |
| No | 22 | 76 | 16 | 65 | 5 | 4 | 7 | - | 3 | 8 | 5 | 16 | - | 23 | 10 | 25 | 7 | 33 | 21 | 11 | 65 | - |
| | 7% | 11%c | 5% | 13%ac | 6% | 3% | 9% | - | 2% | 7% | 10%k | 13%o | - | 12% | 8% | 18%q | 28% | 14% | 13% | 11% | 31%x | - |
| Don't know | 1 | 1 | 4 | 1 | 1 | 1 | 2 | - | 3 | 1 | - | 4 | - | - | 1 | - | - | - | 1 | - | 1 | - |
| | * | * | 1%b | * | 1% | 1% | 3% | - | 2% | 1% | - | 3%o | - | - | 1% | - | - | - | 1% | - | * | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 41

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

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

| | Supplier | | | | BT | | | | | | | | | SKY | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 153 | 376 | 127 | 212 | 50* | 51* | 47* | 5** | 114 | 26** | 13** | 153 | -** | 154 | 97* | 103 | 22** | 297 | 61* | 18** | 376 | -** |
| Yes | 130 | 299 | 107 | 146 | 41 | 44 | 41 | 4 | 101 | 19 | 10 | 130 | - | 120 | 80 | 80 | 19 | 242 | 50 | 7 | 299 | - |
| | 85%d | 80%d | 84%d | 69% | 82% | 86% | 87% | 80% | 89% | 73% | 77% | 85% | - | 78% | 82% | 78% | 86% | 81% | 82% | 39% | 80% | - |
| No | 22 | 76 | 16 | 65 | 8 | 7 | 6 | 1 | 12 | 7 | 3 | 22 | - | 34 | 16 | 23 | 3 | 54 | 11 | 11 | 76 | - |
| | 14% | 20% | 13% | 31%abc | 16% | 14% | 13% | 20% | 11% | 27% | 23% | 14% | - | 22% | 16% | 22% | 14% | 18% | 18% | 61% | 20% | - |
| Don't know | 1 | 1 | 4 | 1 | 1 | - | - | - | 1 | - | - | 1 | - | - | 1 | - | - | 1 | - | - | 1 | - |
| | 1% | * | 3%bd | * | 2% | - | - | - | 1% | - | - | 1% | - | - | 1% | - | - | * | - | - | * | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 42

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

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

| | Supplier | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 153 | 376 | 127 | 212 | 40* | 48* | 37* | 2** | 75* | 37* | 15** | 127 | -** | 80* | 48* | 69* | 15** | 150 | 49* | 13** | 212 | -** |
| Yes | 130 | 299 | 107 | 146 | 34 | 43 | 28 | 2 | 69 | 28 | 10 | 107 | - | 57 | 37 | 44 | 8 | 117 | 27 | 2 | 146 | - |
| | 85%d | 80%d | 84%d | 69% | 85% | 90% | 76% | 100% | 92%l | 76% | 67% | 84% | - | 71% | 77% | 64% | 53% | 78%u | 55% | 15% | 69% | - |
| No | 22 | 76 | 16 | 65 | 5 | 4 | 7 | - | 3 | 8 | 5 | 16 | - | 23 | 10 | 25 | 7 | 33 | 21 | 11 | 65 | - |
| | 14% | 20% | 13% | 31%abc | 13% | 8% | 19% | - | 4% | 22%k | 33% | 13% | - | 29% | 21% | 36% | 47% | 22% | 43%t | 85% | 31% | - |
| Don't know | 1 | 1 | 4 | 1 | 1 | 1 | 2 | - | 3 | 1 | - | 4 | - | - | 1 | - | - | - | 1 | - | 1 | - |
| | 1% | * | 3%bd | * | 3% | 2% | 5% | - | 4% | 3% | - | 3% | - | - | 2% | - | - | - | 2% | - | * | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 43

**Q15: What is your current employment status?**

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

| | Supplier | | | | BT | | | | | | | | | SKY | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 682 | 300 | 492 | 98* | 95* | 92* | 15** | 171 | 88* | 41* | 153 | 145 | 284 | 172 | 189 | 37* | 411 | 180 | 91* | 376 | 294 |
| Employed or self-employed (full-time - 30hrs/wk+) | 195<br>65%cd | 400<br>59%cd | 136<br>45% | 252<br>51% | 73<br>74%l | 62<br>65% | 55<br>60% | 5<br>33% | 122<br>71%lm | 51<br>58% | 22<br>54% | 114<br>75%o | 81<br>56% | 163<br>57%s | 101<br>59%s | 122<br>65%s | 14<br>38% | 256<br>62%u | 92<br>51% | 52<br>57% | 230<br>61% | 166<br>56% |
| Employed or self-employed (part-time - 8-29 hrs/wk+) | 51<br>17% | 122<br>18% | 75<br>25%ab | 94<br>19% | 13<br>13% | 12<br>13% | 19<br>21% | 7<br>47% | 24<br>14% | 18<br>20% | 9<br>22% | 19<br>12% | 31<br>21%n | 50<br>18% | 35<br>20% | 31<br>16% | 6<br>16% | 63<br>15% | 46<br>26%tv | 13<br>14% | 61<br>16% | 58<br>20% |
| Homemaker | 21<br>7% | 69<br>10% | 45<br>15%abd | 48<br>10% | 4<br>4% | 10<br>11% | 5<br>5% | 2<br>13% | 12<br>7% | 6<br>7% | 3<br>7% | 7<br>5% | 14<br>10% | 34<br>12% | 16<br>9% | 13<br>7% | 6<br>16% | 44<br>11% | 15<br>8% | 10<br>11% | 38<br>10% | 29<br>10% |
| Student / under education | 17<br>6% | 37<br>5% | 32<br>11%ab | 35<br>7% | 4<br>4% | 7<br>7% | 6<br>7% | -<br>- | 6<br>4% | 8<br>9% | 3<br>7% | 7<br>5% | 10<br>7% | 11<br>4% | 12<br>7% | 11<br>6% | 3<br>8% | 17<br>4% | 10<br>6% | 10<br>11%t | 15<br>4% | 21<br>7% |
| Temporarily not working (unemployed / illness) | 11<br>4% | 33<br>5% | 8<br>3% | 29<br>6%c | 2<br>2% | 3<br>3% | 5<br>5% | 1<br>7% | 4<br>2% | 4<br>5% | 3<br>7% | 4<br>3% | 6<br>4% | 16<br>6% | 8<br>5% | 7<br>4% | 2<br>5% | 19<br>5% | 9<br>5% | 5<br>5% | 17<br>5% | 15<br>5% |
| Retired | 5<br>2% | 21<br>3% | 4<br>1% | 34<br>7%abc | 2<br>2% | 1<br>1% | 2<br>2% | -<br>- | 3<br>2% | 1<br>1% | 1<br>2% | 2<br>1% | 3<br>2% | 10<br>4%q | -<br>- | 5<br>3%q | 6<br>16%pqr | 12<br>3% | 8<br>4% | 1<br>1% | 15<br>4% | 5<br>2% |
| NET: Employed | 246<br>82%cd | 522<br>77%cd | 211<br>70% | 346<br>70% | 86<br>88% | 74<br>78% | 74<br>80% | 12<br>80% | 146<br>85% | 69<br>78% | 31<br>76% | 133<br>87%o | 112<br>77% | 213<br>75%s | 136<br>79%s | 153<br>81%s | 20<br>54% | 319<br>78% | 138<br>77% | 65<br>71% | 291<br>77% | 224<br>76% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 44

**Q15: What is your current employment status?**

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

| | Supplier | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 682 | 300 | 492 | 88* | 129 | 77* | 6** | 127 | 121 | 52* | 127 | 168 | 200 | 128 | 139 | 25** | 232 | 157 | 103 | 212 | 273 |
| Employed or self-employed (full-time - 30hrs/wk+) | 195<br>65%cd | 400<br>59%cd | 136<br>45% | 252<br>51% | 33<br>38% | 58<br>45% | 42<br>55%g | 3<br>50% | 76<br>60%lm | 41<br>34% | 19<br>37% | 70<br>55%o | 64<br>38% | 104<br>52% | 73<br>57% | 66<br>47% | 9<br>36% | 123<br>53% | 79<br>50% | 50<br>49% | 117<br>55% | 131<br>48% |
| Employed or self-employed (part-time - 8-29 hrs/wk+) | 51<br>17% | 122<br>18% | 75<br>25%ab | 94<br>19% | 20<br>23% | 36<br>28% | 18<br>23% | 1<br>17% | 24<br>19% | 38<br>31%k | 13<br>25% | 27<br>21% | 47<br>28% | 37<br>19% | 23<br>18% | 31<br>22% | 3<br>12% | 45<br>19% | 26<br>17% | 23<br>22% | 39<br>18% | 54<br>20% |
| Homemaker | 21<br>7% | 69<br>10% | 45<br>15%abd | 48<br>10% | 15<br>17% | 21<br>16% | 9<br>12% | -<br>- | 13<br>10% | 23<br>19% | 9<br>17% | 18<br>14% | 26<br>15% | 25<br>13% | 12<br>9% | 10<br>7% | 1<br>4% | 19<br>8% | 20<br>13% | 9<br>9% | 15<br>7% | 33<br>12% |
| Student / under education | 17<br>6% | 37<br>5% | 32<br>11%ab | 35<br>7% | 12<br>14% | 10<br>8% | 8<br>10% | 2<br>33% | 10<br>8% | 16<br>13% | 6<br>12% | 6<br>5% | 25<br>15%n | 8<br>4% | 14<br>11%p | 11<br>8% | 2<br>8% | 15<br>6% | 18<br>11%v | 2<br>2% | 10<br>5% | 25<br>9% |
| Temporarily not working (unemployed / illness) | 11<br>4% | 33<br>5% | 8<br>3% | 29<br>6%c | 5<br>6%d | 3<br>2% | -<br>- | -<br>- | 2<br>2% | 3<br>2% | 3<br>6% | 4<br>3% | 4<br>2% | 11<br>6% | 2<br>2% | 12<br>9%q | 4<br>16% | 16<br>7% | 5<br>3% | 8<br>8% | 13<br>6% | 15<br>5% |
| Retired | 5<br>2% | 21<br>3% | 4<br>1% | 34<br>7%abc | 3<br>3% | 1<br>1% | -<br>- | -<br>- | 2<br>2% | -<br>- | 2<br>4%l | 2<br>2% | 2<br>1% | 15<br>8% | 4<br>3% | 9<br>6% | 6<br>24% | 14<br>6% | 9<br>6% | 11<br>11% | 18<br>8% | 15<br>5% |
| NET: Employed | 246<br>82%cd | 522<br>77%cd | 211<br>70% | 346<br>70% | 53<br>60% | 94<br>73% | 60<br>78%g | 4<br>67% | 100<br>79%lm | 79<br>65% | 32<br>62% | 97<br>76% | 111<br>66% | 141<br>71% | 96<br>75% | 97<br>70% | 12<br>48% | 168<br>72% | 105<br>67% | 73<br>71% | 156<br>74% | 185<br>68% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 45

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

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

| | Supplier | | | | BT | | | | | | | | | SKY | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 682 | 300 | 492 | 98* | 95* | 92* | 15** | 171 | 88* | 41* | 153 | 145 | 284 | 172 | 189 | 37* | 411 | 180 | 91* | 376 | 294 |
| Up to 10,399 Pounds | 37 | 63 | 43 | 33 | 11 | 13 | 9 | 4 | 15 | 11 | 11 | 20 | 16 | 24 | 16 | 17 | 6 | 38 | 14 | 11 | 36 | 25 |
| | 12%d | 9% | 14%bd | 7% | 11% | 14% | 10% | 27% | 9% | 13% | 27%kl | 13% | 11% | 8% | 9% | 9% | 16% | 9% | 8% | 12% | 10% | 9% |
| 10,400-15,599 Pounds | 28 | 75 | 53 | 68 | 6 | 10 | 10 | 2 | 16 | 7 | 5 | 14 | 14 | 37 | 20 | 18 | - | 47 | 21 | 7 | 41 | 32 |
| | 9% | 11% | 18%ab | 14% | 6% | 11% | 11% | 13% | 9% | 8% | 12% | 9% | 10% | 13%s | 12%s | 10% | - | 11% | 12% | 8% | 11% | 11% |
| 15,600-25,999 Pounds | 40 | 122 | 69 | 104 | 10 | 17 | 12 | 1 | 17 | 17 | 6 | 22 | 18 | 52 | 29 | 29 | 12 | 66 | 39 | 17 | 61 | 58 |
| | 13% | 18% | 23%a | 21%a | 10% | 18% | 13% | 7% | 10% | 19%k | 15% | 14% | 12% | 18% | 17% | 15% | 32%pqr | 16% | 22% | 19% | 16% | 20% |
| 26,000-36,399 Pounds | 65 | 113 | 45 | 93 | 23 | 22 | 17 | 3 | 36 | 25 | 4 | 25 | 39 | 48 | 30 | 34 | 1 | 64 | 31 | 18 | 59 | 53 |
| | 22%c | 17% | 15% | 19% | 23% | 23% | 18% | 20% | 21% | 28%m | 10% | 16% | 27%n | 17%s | 17%s | 18%s | 3% | 16% | 17% | 20% | 16% | 18% |
| 36,400-51,999 Pounds | 67 | 147 | 38 | 89 | 22 | 20 | 23 | 2 | 42 | 19 | 6 | 39 | 28 | 61 | 38 | 44 | 4 | 96 | 32 | 19 | 88 | 57 |
| | 22%c | 22%c | 13% | 18%c | 22% | 21% | 25% | 13% | 25% | 22% | 15% | 25% | 19% | 21% | 22% | 23% | 11% | 23% | 18% | 21% | 23% | 19% |
| 52,000+ | 54 | 127 | 38 | 78 | 22 | 13 | 17 | 2 | 40 | 8 | 6 | 29 | 25 | 51 | 30 | 39 | 7 | 81 | 30 | 16 | 69 | 58 |
| | 18% | 19%c | 13% | 16% | 22% | 14% | 18% | 13% | 23%l | 9% | 15% | 19% | 17% | 18% | 17% | 21% | 19% | 20% | 17% | 18% | 18% | 20% |
| Don't know | 2 | 10 | 9 | 11 | 1 | - | 1 | - | 1 | 1 | - | 1 | 1 | 2 | 4 | 2 | 2 | 6 | 4 | - | 5 | 4 |
| | 1% | 1% | 3%a | 2% | 1% | - | 1% | - | 1% | 1% | - | 1% | 1% | 1% | 2% | 1% | 5%p | 1% | 2% | - | 1% | 1% |
| Would rather not say | 7 | 25 | 5 | 16 | 3 | - | 3 | 1 | 4 | - | 3 | 3 | 4 | 9 | 5 | 6 | 5 | 13 | 9 | 3 | 17 | 7 |
| | 2% | 4% | 2% | 3% | 3% | - | 3% | 7% | 2% | - | 7%l | 2% | 3% | 3% | 3% | 3% | 14%pqr | 3% | 5% | 3% | 5% | 2% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 46

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

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

| | Supplier | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 682 | 300 | 492 | 88* | 129 | 77* | 6** | 127 | 121 | 52* | 127 | 168 | 200 | 128 | 139 | 25** | 232 | 157 | 103 | 212 | 273 |
| Up to 10,399 Pounds | 37<br>12%d | 63<br>9% | 43<br>14%bd | 33<br>7% | 13<br>15% | 19<br>15% | 10<br>13% | 1<br>17% | 18<br>14% | 15<br>12% | 10<br>19% | 20<br>16% | 21<br>13% | 18<br>9% | 7<br>5% | 7<br>5% | 1<br>4% | 10<br>4% | 16<br>10%t | 7<br>7% | 10<br>5% | 23<br>8% |
| 10,400-15,599 Pounds | 28<br>9% | 75<br>11% | 53<br>18%ab | 68<br>14% | 14<br>16% | 23<br>18% | 14<br>18% | 2<br>33% | 11<br>9% | 29<br>24%k | 13<br>25%k | 19<br>15% | 34<br>20% | 22<br>11% | 24<br>19%p | 18<br>13% | 4<br>16% | 32<br>14% | 23<br>15% | 13<br>13% | 28<br>13% | 40<br>15% |
| 15,600-25,999 Pounds | 40<br>13% | 122<br>18% | 69<br>23%a | 104<br>21%a | 23<br>26% | 28<br>22% | 16<br>21% | 2<br>33% | 29<br>23% | 31<br>26% | 9<br>17% | 25<br>20% | 44<br>26% | 46<br>23% | 25<br>20% | 27<br>19% | 6<br>24% | 58<br>25%u | 24<br>15% | 22<br>21% | 49<br>23% | 53<br>19% |
| 26,000-36,399 Pounds | 65<br>22%c | 113<br>17% | 45<br>15% | 93<br>19% | 10<br>11% | 23<br>18% | 12<br>16% | -<br>- | 19<br>15% | 20<br>17% | 6<br>12% | 17<br>13% | 28<br>17% | 40<br>20% | 30<br>23% | 20<br>14% | 3<br>12% | 43<br>19% | 31<br>20% | 19<br>18% | 40<br>19% | 50<br>18% |
| 36,400-51,999 Pounds | 67<br>22%c | 147<br>22%c | 38<br>13% | 89<br>18%c | 10<br>11% | 15<br>12% | 13<br>17% | -<br>- | 20<br>16% | 12<br>10% | 6<br>12% | 17<br>13% | 20<br>12% | 32<br>16% | 23<br>18% | 30<br>22% | 4<br>16% | 37<br>16% | 34<br>22% | 18<br>17% | 37<br>17% | 52<br>19% |
| 52,000+ | 54<br>18% | 127<br>19%c | 38<br>13% | 78<br>16% | 13<br>15% | 16<br>12% | 9<br>12% | -<br>- | 24<br>19%l | 9<br>7% | 5<br>10% | 22<br>17%o | 16<br>10% | 35<br>18% | 13<br>10% | 26<br>19%q | 4<br>16% | 39<br>17% | 20<br>13% | 19<br>18% | 37<br>17% | 40<br>15% |
| Don't know | 2<br>1% | 10<br>1% | 9<br>3%a | 11<br>2% | 3<br>3% | 4<br>3% | 1<br>1% | 1<br>17% | 4<br>3% | 2<br>2% | 3<br>6% | 4<br>3% | 4<br>2% | 2<br>1% | 4<br>3% | 4<br>3% | 1<br>4% | 4<br>2% | 5<br>3% | 2<br>2% | 3<br>1% | 7<br>3% |
| Would rather not say | 7<br>2% | 25<br>4% | 5<br>2% | 16<br>3% | 2<br>2% | 1<br>1% | 2<br>3% | -<br>- | 2<br>2% | 3<br>2% | -<br>- | 3<br>2% | 1<br>1% | 5<br>3% | 2<br>2% | 7<br>5% | 2<br>8% | 9<br>4% | 4<br>3% | 3<br>3% | 8<br>4% | 8<br>3% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 47

**Q17: Where do you live?**

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

| | Supplier | | | | BT | | | | | | | | | SKY | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 682 | 300 | 492 | 98* | 95* | 92* | 15** | 171 | 88* | 41* | 153 | 145 | 284 | 172 | 189 | 37* | 411 | 180 | 91* | 376 | 294 |
| East Midlands | 22 | 46 | 22 | 36 | 8 | 4 | 6 | 4 | 14 | 4 | 4 | 12 | 10 | 27 | 8 | 9 | 2 | 28 | 13 | 5 | 25 | 20 |
| | 7% | 7% | 7% | 7% | 8% | 4% | 7% | 27% | 8% | 5% | 10% | 8% | 7% | 10% | 5% | 5% | 5% | 7% | 7% | 5% | 7% | 7% |
| East of England | 27 | 45 | 27 | 36 | 10 | 8 | 9 | - | 19 | 5 | 3 | 11 | 15 | 22 | 10 | 12 | 1 | 25 | 11 | 9 | 20 | 25 |
| | 9% | 7% | 9% | 7% | 10% | 8% | 10% | - | 11% | 6% | 7% | 7% | 10% | 8% | 6% | 6% | 3% | 6% | 6% | 10% | 5% | 9% |
| London | 87 | 131 | 80 | 84 | 27 | 24 | 32 | 4 | 54 | 27 | 6 | 50 | 36 | 47 | 40 | 40 | 4 | 86 | 29 | 16 | 73 | 55 |
| | 29%bd | 19% | 27%bd | 17% | 28% | 25% | 35% | 27% | 32%m | 31% | 15% | 33% | 25% | 17% | 23% | 21% | 11% | 21% | 16% | 18% | 19% | 19% |
| North East | 18 | 26 | 14 | 29 | 5 | 9 | 4 | - | 12 | 4 | 2 | 10 | 8 | 13 | 5 | 8 | - | 12 | 7 | 7 | 13 | 12 |
| | 6% | 4% | 5% | 6% | 5% | 9% | 4% | - | 7% | 5% | 5% | 7% | 6% | 5% | 3% | 4% | - | 3% | 4% | 8%t | 3% | 4% |
| North West | 26 | 80 | 33 | 79 | 7 | 6 | 13 | - | 16 | 4 | 6 | 10 | 16 | 38 | 22 | 17 | 3 | 51 | 21 | 8 | 49 | 31 |
| | 9% | 12% | 11% | 16%abc | 7% | 6% | 14% | - | 9% | 5% | 15%l | 7% | 11% | 13% | 13% | 9% | 8% | 12% | 12% | 9% | 13% | 11% |
| Scotland | 13 | 53 | 14 | 32 | 2 | 4 | 6 | 1 | 4 | 4 | 5 | 6 | 7 | 25 | 10 | 13 | 5 | 27 | 15 | 11 | 29 | 23 |
| | 4% | 8%a | 5% | 7% | 2% | 4% | 7% | 7% | 2% | 5% | 12%k | 4% | 5% | 9% | 6% | 7% | 14% | 7% | 8% | 12% | 8% | 8% |
| South East | 23 | 98 | 27 | 64 | 6 | 12 | 5 | - | 11 | 9 | 3 | 12 | 11 | 34 | 26 | 29 | 9 | 58 | 31 | 9 | 49 | 47 |
| | 8% | 14%ac | 9% | 13%a | 6% | 13% | 5% | - | 6% | 10% | 7% | 8% | 8% | 12% | 15% | 15% | 24%p | 14% | 17% | 10% | 13% | 16% |
| South West | 25 | 40 | 17 | 26 | 10 | 7 | 5 | 3 | 11 | 12 | 2 | 14 | 11 | 13 | 10 | 12 | 5 | 23 | 13 | 4 | 23 | 17 |
| | 8% | 6% | 6% | 5% | 10% | 7% | 5% | 20% | 6% | 14% | 5% | 9% | 8% | 5% | 6% | 6% | 14%p | 6% | 7% | 4% | 6% | 6% |
| Ulster / Northern Ireland | 9 | 10 | 7 | 8 | 4 | 4 | 1 | - | 3 | 3 | 3 | 3 | 6 | 2 | 3 | 4 | 1 | 6 | 2 | 2 | 6 | 4 |
| | 3% | 1% | 2% | 2% | 4% | 4% | 1% | - | 2% | 3% | 7% | 2% | 4% | 1% | 2% | 2% | 3% | 1% | 1% | 2% | 2% | 1% |
| Wales | 14 | 32 | 10 | 13 | 7 | 5 | 2 | - | 8 | 3 | 3 | 5 | 9 | 11 | 8 | 11 | 2 | 17 | 8 | 7 | 18 | 13 |
| | 5% | 5% | 3% | 3% | 7% | 5% | 2% | - | 5% | 3% | 7% | 3% | 6% | 4% | 5% | 6% | 5% | 4% | 4% | 8% | 5% | 4% |
| West Midlands | 18 | 61 | 29 | 54 | 3 | 6 | 7 | 2 | 9 | 6 | 3 | 11 | 7 | 24 | 21 | 14 | 2 | 40 | 14 | 7 | 35 | 23 |
| | 6% | 9% | 10% | 11%a | 3% | 6% | 8% | 13% | 5% | 7% | 7% | 7% | 5% | 8% | 12% | 7% | 5% | 10% | 8% | 8% | 9% | 8% |
| Yorks & Humber | 18 | 60 | 20 | 31 | 9 | 6 | 2 | 1 | 10 | 7 | 1 | 9 | 9 | 28 | 9 | 20 | 3 | 38 | 16 | 6 | 36 | 24 |
| | 6% | 9% | 7% | 6% | 9%i | 6% | 2% | 7% | 6% | 8% | 2% | 6% | 6% | 10% | 5% | 11% | 8% | 9% | 9% | 7% | 10% | 8% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 48

**Q17: Where do you live?**

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

| | Supplier | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 682 | 300 | 492 | 88* | 129 | 77* | 6** | 127 | 121 | 52* | 127 | 168 | 200 | 128 | 139 | 25** | 232 | 157 | 103 | 212 | 273 |
| East Midlands | 22<br>*7%* | 46<br>*7%* | 22<br>*7%* | 36<br>*7%* | 5<br>*6%* | 7<br>*5%* | 9<br>*12%* | 1<br>*17%* | 11<br>*9%* | 7<br>*6%* | 4<br>*8%* | 13<br>*10%* | 9<br>*5%* | 17<br>*9%* | 6<br>*5%* | 13<br>*9%* | -<br>- | 16<br>*7%* | 14<br>*9%* | 6<br>*6%* | 11<br>*5%* | 25<br>*9%* |
| East of England | 27<br>*9%* | 45<br>*7%* | 27<br>*9%* | 36<br>*7%* | 9<br>*10%* | 12<br>*9%* | 6<br>*8%* | -<br>- | 10<br>*8%* | 11<br>*9%* | 6<br>*12%* | 9<br>*7%* | 16<br>*10%* | 13<br>*7%* | 15<br>*12%* | 8<br>*6%* | -<br>- | 12<br>*5%* | 16<br>*10%* | 8<br>*8%* | 13<br>*6%* | 23<br>*8%* |
| London | 87<br>**29%bd** | 131<br>*19%* | 80<br>**27%bd** | 84<br>*17%* | 24<br>*27%* | 33<br>*26%* | 22<br>*29%* | 1<br>*17%* | 34<br>*27%* | 34<br>*28%* | 12<br>*23%* | 38<br>*30%* | 42<br>*25%* | 26<br>*13%* | 25<br>*20%* | 30<br>**22%p** | 3<br>*12%* | 45<br>*19%* | 24<br>*15%* | 15<br>*15%* | 44<br>*21%* | 39<br>*14%* |
| North East | 18<br>*6%* | 26<br>*4%* | 14<br>*5%* | 29<br>*6%* | 3<br>*3%* | 6<br>*5%* | 5<br>*6%* | -<br>- | 4<br>*3%* | 8<br>*7%* | 2<br>*4%* | 6<br>*5%* | 8<br>*5%* | 11<br>*6%* | 11<br>*9%* | 6<br>*4%* | 1<br>*4%* | 15<br>*6%* | 10<br>*6%* | 4<br>*4%* | 10<br>*5%* | 19<br>*7%* |
| North West | 26<br>*9%* | 80<br>*12%* | 33<br>*11%* | 79<br>**16%abc** | 12<br>*14%* | 11<br>*9%* | 8<br>*10%* | 2<br>*33%* | 12<br>*9%* | 16<br>*13%* | 5<br>*10%* | 13<br>*10%* | 20<br>*12%* | 37<br>*19%* | 23<br>*18%* | 16<br>*12%* | 3<br>*12%* | 40<br>*17%* | 19<br>*12%* | 20<br>*19%* | 32<br>*15%* | 45<br>*16%* |
| Scotland | 13<br>*4%* | 53<br>**8%a** | 14<br>*5%* | 32<br>*7%* | 4<br>*5%* | 8<br>*6%* | 2<br>*3%* | -<br>- | 5<br>*4%* | 5<br>*4%* | 4<br>*8%* | 4<br>*3%* | 9<br>*5%* | 14<br>*7%* | 6<br>*5%* | 9<br>*6%* | 3<br>*12%* | 19<br>**8%u** | 5<br>*3%* | 8<br>*8%* | 15<br>*7%* | 16<br>*6%* |
| South East | 23<br>*8%* | 98<br>**14%ac** | 27<br>*9%* | 64<br>**13%a** | 7<br>*8%* | 17<br>**13%i** | 3<br>*4%* | -<br>- | 11<br>*9%* | 9<br>*7%* | 7<br>*13%* | 8<br>*6%* | 19<br>*11%* | 20<br>*10%* | 9<br>*7%* | 29<br>**21%pq** | 6<br>*24%* | 27<br>*12%* | 21<br>*13%* | 16<br>*16%* | 28<br>*13%* | 36<br>*13%* |
| South West | 25<br>*8%* | 40<br>*6%* | 17<br>*6%* | 26<br>*5%* | 2<br>*2%* | 10<br>*8%* | 5<br>*6%* | -<br>- | 7<br>*6%* | 7<br>*6%* | 3<br>*6%* | 5<br>*4%* | 12<br>*7%* | 8<br>*4%* | 10<br>*8%* | 7<br>*5%* | 1<br>*4%* | 12<br>*5%* | 11<br>*7%* | 3<br>*3%* | 14<br>*7%* | 12<br>*4%* |
| Ulster / Northern Ireland | 9<br>*3%* | 10<br>*1%* | 7<br>*2%* | 8<br>*2%* | 3<br>*3%* | 1<br>*1%* | 3<br>*4%* | -<br>- | 3<br>*2%* | 4<br>*3%* | -<br>- | 5<br>*4%* | 2<br>*1%* | 5<br>*3%* | 1<br>*1%* | 2<br>*1%* | -<br>- | 4<br>*2%* | 2<br>*1%* | 2<br>*2%* | 2<br>*1%* | 6<br>*2%* |
| Wales | 14<br>*5%* | 32<br>*5%* | 10<br>*3%* | 13<br>*3%* | 6<br>**7%h** | 2<br>*2%* | 2<br>*3%* | -<br>- | 6<br>*5%* | 3<br>*2%* | 1<br>*2%* | 4<br>*3%* | 6<br>*4%* | 6<br>*3%* | 2<br>*2%* | 4<br>*3%* | 1<br>*4%* | 3<br>*1%* | 4<br>*3%* | 6<br>**6%t** | 2<br>*1%* | 11<br>**4%w** |
| West Midlands | 18<br>*6%* | 61<br>*9%* | 29<br>*10%* | 54<br>**11%a** | 7<br>*8%* | 15<br>*12%* | 7<br>*9%* | -<br>- | 13<br>*10%* | 12<br>*10%* | 4<br>*8%* | 13<br>*10%* | 15<br>*9%* | 30<br>**15%r** | 11<br>*9%* | 8<br>*6%* | 5<br>*20%* | 22<br>*9%* | 19<br>*12%* | 13<br>*13%* | 25<br>*12%* | 27<br>*10%* |
| Yorks & Humber | 18<br>*6%* | 60<br>*9%* | 20<br>*7%* | 31<br>*6%* | 6<br>*7%* | 7<br>*5%* | 5<br>*6%* | 2<br>*33%* | 11<br>*9%* | 5<br>*4%* | 4<br>*8%* | 9<br>*7%* | 10<br>*6%* | 13<br>*7%* | 9<br>*7%* | 7<br>*5%* | 2<br>*8%* | 17<br>*7%* | 12<br>**8%v** | 2<br>*2%* | 16<br>*8%* | 14<br>*5%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 49

**Q18: Are you...?**

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

| | Supplier | | | | BT | | | | | | | | | SKY | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 682 | 300 | 492 | 98* | 95* | 92* | 15** | 171 | 88* | 41* | 153 | 145 | 284 | 172 | 189 | 37* | 411 | 180 | 91* | 376 | 294 |
| Male | 164 | 287 | 128 | 200 | 58 | 57 | 43 | 6 | 104 | 41 | 19 | 93 | 71 | 104 | 79 | 85 | 19 | 177 | 77 | 33 | 160 | 123 |
| | 55%bcd | 42% | 43% | 41% | 59% | 60% | 47% | 40% | 61%l | 47% | 46% | 61%o | 49% | 37% | 46% | 45% | 51% | 43% | 43% | 36% | 43% | 42% |
| Female | 136 | 395 | 172 | 292 | 40 | 38 | 49 | 9 | 67 | 47 | 22 | 60 | 74 | 180 | 93 | 104 | 18 | 234 | 103 | 58 | 216 | 171 |
| | 45% | 58%a | 57%a | 59%a | 41% | 40% | 53% | 60% | 39% | 53%k | 54% | 39% | 51%n | 63% | 54% | 55% | 49% | 57% | 57% | 64% | 57% | 58% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 50

**Q18: Are you...?**

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

| | Supplier | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 682 | 300 | 492 | 88* | 129 | 77* | 6** | 127 | 121 | 52* | 127 | 168 | 200 | 128 | 139 | 25** | 232 | 157 | 103 | 212 | 273 |
| Male | 164 | 287 | 128 | 200 | 29 | 66 | 32 | 1 | 51 | 53 | 24 | 56 | 70 | 83 | 63 | 44 | 10 | 99 | 60 | 41 | 100 | 96 |
| | 55%bcd | 42% | 43% | 41% | 33% | 51%g | 42% | 17% | 40% | 44% | 46% | 44% | 42% | 42% | 49%r | 32% | 40% | 43% | 38% | 40% | 47%x | 35% |
| Female | 136 | 395 | 172 | 292 | 59 | 63 | 45 | 5 | 76 | 68 | 28 | 71 | 98 | 117 | 65 | 95 | 15 | 133 | 97 | 62 | 112 | 177 |
| | 45% | 58%a | 57%a | 59%a | 67%h | 49% | 58% | 83% | 60% | 56% | 54% | 56% | 58% | 59% | 51% | 68%q | 60% | 57% | 62% | 60% | 53% | 65%w |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 51

**Q19: What is your age?**

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

| | Supplier | | | | BT | | | | | | | | | SKY | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 682 | 300 | 492 | 98* | 95* | 92* | 15** | 171 | 88* | 41* | 153 | 145 | 284 | 172 | 189 | 37* | 411 | 180 | 91* | 376 | 294 |
| 16 - 17 | 1 | - | 3 | 2 | - | - | 1 | - | - | 1 | - | 1 | - | - | - | - | - | - | - | - | - | - |
| | * | - | 1%b | * | - | - | 1% | - | - | 1% | - | 1% | - | - | - | - | - | - | - | - | - | - |
| 18 - 24 | 80 | 121 | 109 | 95 | 23 | 32 | 21 | 4 | 37 | 30 | 13 | 39 | 40 | 36 | 34 | 45 | 6 | 63 | 43 | 15 | 58 | 59 |
| | 27%bd | 18% | 36%abd | 19% | 23% | 34% | 23% | 27% | 22% | 34%k | 32% | 25% | 28% | 13% | 20%p | 24%p | 16% | 15% | 24%t | 16% | 15% | 20% |
| 25 - 34 | 119 | 262 | 111 | 169 | 42 | 33 | 39 | 5 | 68 | 35 | 16 | 57 | 61 | 104 | 81 | 70 | 7 | 158 | 63 | 41 | 142 | 116 |
| | 40% | 38% | 37% | 34% | 43% | 35% | 42% | 33% | 40% | 40% | 39% | 37% | 42% | 37%s | 47%ps | 37%s | 19% | 38% | 35% | 45% | 38% | 39% |
| 35 - 44 | 70 | 180 | 45 | 98 | 21 | 23 | 22 | 4 | 47 | 16 | 7 | 38 | 32 | 95 | 37 | 42 | 6 | 119 | 45 | 16 | 102 | 75 |
| | 23%c | 26%cd | 15% | 20% | 21% | 24% | 24% | 27% | 27% | 18% | 17% | 25% | 22% | 33%qrs | 22% | 22% | 16% | 29%v | 25% | 18% | 27% | 26% |
| 45 - 54 | 17 | 56 | 18 | 55 | 6 | 6 | 4 | 1 | 12 | 2 | 3 | 13 | 4 | 25 | 12 | 13 | 6 | 34 | 14 | 8 | 36 | 20 |
| | 6% | 8% | 6% | 11%ac | 6% | 6% | 4% | 7% | 7% | 2% | 7% | 8%o | 3% | 9% | 7% | 7% | 16% | 8% | 8% | 9% | 10% | 7% |
| 55 - 64 | 12 | 42 | 6 | 49 | 6 | - | 5 | 1 | 6 | 4 | 2 | 5 | 7 | 16 | 8 | 13 | 5 | 26 | 8 | 8 | 25 | 17 |
| | 4% | 6%c | 2% | 10%abc | 6%h | - | 5%h | 7% | 4% | 5% | 5% | 3% | 5% | 6% | 5% | 7% | 14%q | 6% | 4% | 9% | 7% | 6% |
| 65 + | 1 | 21 | 8 | 24 | - | 1 | - | - | 1 | - | - | - | 1 | 8 | - | 6 | 7 | 11 | 7 | 3 | 13 | 7 |
| | * | 3%a | 3%a | 5%a | - | 1% | - | - | 1% | - | - | - | 1% | 3%q | - | 3%q | 19%pqr | 3% | 4% | 3% | 3% | 2% |
| NET: 16-34 | 200 | 383 | 223 | 266 | 65 | 65 | 61 | 9 | 105 | 66 | 29 | 97 | 101 | 140 | 115 | 115 | 13 | 221 | 106 | 56 | 200 | 175 |
| | 67%bd | 56% | 74%abd | 54% | 66% | 68% | 66% | 60% | 61% | 75%k | 71% | 63% | 70% | 49% | 67%ps | 61%ps | 35% | 54% | 59% | 62% | 53% | 60% |
| NET: 36-54 | 87 | 236 | 63 | 153 | 27 | 29 | 26 | 5 | 59 | 18 | 10 | 51 | 36 | 120 | 49 | 55 | 12 | 153 | 59 | 24 | 138 | 95 |
| | 29%c | 35%c | 21% | 31%c | 28% | 31% | 28% | 33% | 35%l | 20% | 24% | 33% | 25% | 42%qr | 28% | 29% | 32% | 37% | 33% | 26% | 37% | 32% |
| NET: 55+ | 13 | 63 | 14 | 73 | 6 | 1 | 5 | 1 | 7 | 4 | 2 | 5 | 8 | 24 | 8 | 19 | 12 | 37 | 15 | 11 | 38 | 24 |
| | 4% | 9%ac | 5% | 15%abc | 6% | 1% | 5% | 7% | 4% | 5% | 5% | 3% | 6% | 8% | 5% | 10% | 32%pqr | 9% | 8% | 12% | 10% | 8% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 52

**Q19: What is your age?**

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

| | Supplier | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 682 | 300 | 492 | 88* | 129 | 77* | 6** | 127 | 121 | 52* | 127 | 168 | 200 | 128 | 139 | 25** | 232 | 157 | 103 | 212 | 273 |
| 16 - 17 | 1 | - | 3 | 2 | 1 | - | 2 | - | 2 | 1 | - | - | 3 | 1 | - | 1 | - | 2 | - | - | - | 1 |
| | * | - | 1%b | * | 1% | - | 3% | - | 2% | 1% | - | - | 2% | 1% | - | 1% | - | 1% | - | - | - | * |
| 18 - 24 | 80 | 121 | 109 | 95 | 26 | 51 | 28 | 4 | 40 | 50 | 19 | 33 | 72 | 31 | 32 | 29 | 3 | 44 | 36 | 15 | 29 | 66 |
| | 27%bd | 18% | 36%abd | 19% | 30% | 40% | 36% | 67% | 31% | 41% | 37% | 26% | 43%n | 16% | 25%p | 21% | 12% | 19% | 23% | 15% | 14% | 24%w |
| 25 - 34 | 119 | 262 | 111 | 169 | 27 | 48 | 34 | 2 | 55 | 37 | 19 | 50 | 61 | 64 | 54 | 45 | 6 | 82 | 63 | 24 | 70 | 98 |
| | 40% | 38% | 37% | 34% | 31% | 37% | 44% | 33% | 43%l | 31% | 37% | 39% | 36% | 32% | 42% | 32% | 24% | 35%v | 40%v | 23% | 33% | 36% |
| 35 - 44 | 70 | 180 | 45 | 98 | 17 | 21 | 7 | - | 20 | 18 | 7 | 25 | 19 | 45 | 25 | 27 | 1 | 42 | 32 | 24 | 46 | 48 |
| | 23%c | 26%cd | 15% | 20% | 19% | 16% | 9% | - | 16% | 15% | 13% | 20%o | 11% | 23% | 20% | 19% | 4% | 18% | 20% | 23% | 22% | 18% |
| 45 - 54 | 17 | 56 | 18 | 55 | 10 | 5 | 3 | - | 7 | 10 | 1 | 13 | 5 | 25 | 9 | 15 | 6 | 28 | 9 | 18 | 26 | 28 |
| | 6% | 8% | 6% | 11%ac | 11%h | 4% | 4% | - | 6% | 8% | 2% | 10%o | 3% | 13% | 7% | 11% | 24% | 12%u | 6% | 17%u | 12% | 10% |
| 55 - 64 | 12 | 42 | 6 | 49 | 4 | 1 | 1 | - | 1 | 2 | 3 | 3 | 3 | 24 | 4 | 16 | 5 | 22 | 9 | 18 | 24 | 25 |
| | 4% | 6%c | 2% | 10%abc | 5% | 1% | 1% | - | 1% | 2% | 6%k | 2% | 2% | 12%q | 3% | 12%q | 20% | 9% | 6% | 17%tu | 11% | 9% |
| 65 + | 1 | 21 | 8 | 24 | 3 | 3 | 2 | - | 2 | 3 | 3 | 3 | 5 | 10 | 4 | 6 | 4 | 12 | 8 | 4 | 17 | 7 |
| | * | 3%a | 3%a | 5%a | 3% | 2% | 3% | - | 2% | 2% | 6% | 2% | 3% | 5% | 3% | 4% | 16% | 5% | 5% | 4% | 8%x | 3% |
| NET: 16-34 | 200 | 383 | 223 | 266 | 54 | 99 | 64 | 6 | 97 | 88 | 38 | 83 | 136 | 96 | 86 | 75 | 9 | 128 | 99 | 39 | 99 | 165 |
| | 67%bd | 56% | 74%abd | 54% | 61% | 77%g | 83%g | 100% | 76% | 73% | 73% | 65% | 81%n | 48% | 67%pr | 54% | 36% | 55%v | 63%v | 38% | 47% | 60%w |
| NET: 36-54 | 87 | 236 | 63 | 153 | 27 | 26 | 10 | - | 27 | 28 | 8 | 38 | 24 | 70 | 34 | 42 | 7 | 70 | 41 | 42 | 72 | 76 |
| | 29%c | 35%c | 21% | 31%c | 31%l | 20% | 13% | - | 21% | 23% | 15% | 30%o | 14% | 35% | 27% | 30% | 28% | 30% | 26% | 41%u | 34% | 28% |
| NET: 55+ | 13 | 63 | 14 | 73 | 7 | 4 | 3 | - | 3 | 5 | 6 | 6 | 8 | 34 | 8 | 22 | 9 | 34 | 17 | 22 | 41 | 32 |
| | 4% | 9%ac | 5% | 15%abc | 8% | 3% | 4% | - | 2% | 4% | 12%k | 5% | 5% | 17%q | 6% | 16%q | 36% | 15% | 11% | 21%u | 19%x | 12% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 53

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

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

| | Supplier | | | | BT | | | | | | | | | SKY | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 682 | 300 | 492 | 98* | 95* | 92* | 15** | 171 | 88* | 41* | 153 | 145 | 284 | 172 | 189 | 37* | 411 | 180 | 91* | 376 | 294 |
| A | 46 | 75 | 53 | 38 | 11 | 20 | 14 | 1 | 28 | 10 | 8 | 24 | 22 | 28 | 27 | 17 | 3 | 49 | 15 | 11 | 41 | 32 |
| | 15%d | 11% | 18%bd | 8% | 11% | 21% | 15% | 7% | 16% | 11% | 20% | 16% | 15% | 10% | 16% | 9% | 8% | 12% | 8% | 12% | 11% | 11% |
| B | 91 | 178 | 61 | 122 | 37 | 22 | 28 | 4 | 57 | 24 | 10 | 51 | 40 | 70 | 48 | 54 | 6 | 116 | 40 | 22 | 100 | 77 |
| | 30%c | 26% | 20% | 25% | 38%h | 23% | 30% | 27% | 33% | 27% | 24% | 33% | 28% | 25% | 28% | 29% | 16% | 28% | 22% | 24% | 27% | 26% |
| C1 | 67 | 176 | 79 | 136 | 20 | 22 | 20 | 5 | 42 | 21 | 4 | 29 | 38 | 76 | 43 | 47 | 10 | 98 | 53 | 25 | 94 | 76 |
| | 22% | 26% | 26% | 28% | 20% | 23% | 22% | 33% | 25%m | 24% | 10% | 19% | 26% | 27% | 25% | 25% | 27% | 24% | 29% | 27% | 25% | 26% |
| C2 | 49 | 139 | 47 | 89 | 16 | 16 | 15 | 2 | 25 | 17 | 7 | 26 | 22 | 61 | 31 | 40 | 7 | 85 | 38 | 16 | 79 | 59 |
| | 16% | 20% | 16% | 18% | 16% | 17% | 16% | 13% | 15% | 19% | 17% | 17% | 15% | 21% | 18% | 21% | 19% | 21% | 21% | 18% | 21% | 20% |
| D | 19 | 55 | 27 | 51 | 8 | 8 | 3 | - | 9 | 7 | 3 | 11 | 8 | 17 | 13 | 23 | 2 | 29 | 19 | 7 | 30 | 25 |
| | 6% | 8% | 9% | 10% | 8% | 8% | 3% | - | 5% | 8% | 7% | 7% | 6% | 6% | 8% | 12%p | 5% | 7% | 11% | 8% | 8% | 9% |
| E | 28 | 59 | 33 | 56 | 6 | 7 | 12 | 3 | 10 | 9 | 9 | 12 | 15 | 32 | 10 | 8 | 9 | 34 | 15 | 10 | 32 | 25 |
| | 9% | 9% | 11% | 11% | 6% | 7% | 13% | 20% | 6% | 10% | 22%k | 8% | 10% | 11%r | 6% | 4% | 24%pqr | 8% | 8% | 11% | 9% | 9% |
| NET: AB | 137 | 253 | 114 | 160 | 48 | 42 | 42 | 5 | 85 | 34 | 18 | 75 | 62 | 98 | 75 | 71 | 9 | 165 | 55 | 33 | 141 | 109 |
| | 46%bd | 37% | 38% | 33% | 49% | 44% | 46% | 33% | 50% | 39% | 44% | 49% | 43% | 35% | 44%s | 38% | 24% | 40%u | 31% | 36% | 38% | 37% |
| NET: ABC1 | 204 | 429 | 193 | 296 | 68 | 64 | 62 | 10 | 127 | 55 | 22 | 104 | 100 | 174 | 118 | 118 | 19 | 263 | 108 | 58 | 235 | 185 |
| | 68%d | 63% | 64% | 60% | 69% | 67% | 67% | 67% | 74%m | 63% | 54% | 68% | 69% | 61% | 69%s | 62% | 51% | 64% | 60% | 64% | 63% | 63% |
| NET: C2DE | 96 | 253 | 107 | 196 | 30 | 31 | 30 | 5 | 44 | 33 | 19 | 49 | 45 | 110 | 54 | 71 | 18 | 148 | 72 | 33 | 141 | 109 |
| | 32% | 37% | 36% | 40%a | 31% | 33% | 33% | 33% | 26% | 38% | 46%k | 32% | 31% | 39% | 31% | 38% | 49%q | 36% | 40% | 36% | 38% | 37% |
| NET: DE | 47 | 114 | 60 | 107 | 14 | 15 | 15 | 3 | 19 | 16 | 12 | 23 | 23 | 49 | 23 | 31 | 11 | 63 | 34 | 17 | 62 | 50 |
| | 16% | 17% | 20% | 22%ab | 14% | 16% | 16% | 20% | 11% | 18% | 29%k | 15% | 16% | 17% | 13% | 16% | 30%q | 15% | 19% | 19% | 16% | 17% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 54

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

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

| | Supplier | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 682 | 300 | 492 | 88* | 129 | 77* | 6** | 127 | 121 | 52* | 127 | 168 | 200 | 128 | 139 | 25** | 232 | 157 | 103 | 212 | 273 |
| A | 46<br>15%d | 75<br>11% | 53<br>18%bd | 38<br>8% | 10<br>11% | 24<br>19% | 18<br>23%g | 1<br>17% | 31<br>24%m | 19<br>16% | 3<br>6% | 32<br>25%o | 21<br>13% | 14<br>7% | 15<br>12% | 9<br>6% | -<br>- | 22<br>9% | 12<br>8% | 4<br>4% | 21<br>10% | 16<br>6% |
| B | 91<br>30%c | 178<br>26% | 61<br>20% | 122<br>25% | 18<br>20% | 29<br>22% | 13<br>17% | 1<br>17% | 38<br>30%lm | 19<br>16% | 4<br>8% | 26<br>20% | 34<br>20% | 46<br>23% | 35<br>27% | 37<br>27% | 4<br>16% | 61<br>26% | 37<br>24% | 24<br>23% | 59<br>28% | 63<br>23% |
| C1 | 67<br>22% | 176<br>26% | 79<br>26% | 136<br>28% | 26<br>30% | 32<br>25% | 18<br>23% | 3<br>50% | 25<br>20% | 35<br>29% | 19<br>37%k | 25<br>20% | 53<br>32%n | 56<br>28% | 25<br>20% | 46<br>33%q | 9<br>36% | 62<br>27% | 39<br>25% | 35<br>34% | 47<br>22% | 85<br>31%w |
| C2 | 49<br>16% | 139<br>20% | 47<br>16% | 89<br>18% | 11<br>13% | 20<br>16% | 15<br>19% | 1<br>17% | 16<br>13% | 21<br>17% | 10<br>19% | 18<br>14% | 27<br>16% | 30<br>15% | 27<br>21% | 24<br>17% | 8<br>32% | 41<br>18% | 32<br>20% | 16<br>16% | 40<br>19% | 49<br>18% |
| D | 19<br>6% | 55<br>8% | 27<br>9% | 51<br>10% | 10<br>11% | 9<br>7% | 8<br>10% | -<br>- | 6<br>5% | 13<br>11% | 8<br>15%k | 13<br>10% | 13<br>8% | 29<br>15%r | 15<br>12%r | 7<br>5% | -<br>- | 22<br>9% | 19<br>12% | 10<br>10% | 24<br>11% | 26<br>10% |
| E | 28<br>9% | 59<br>9% | 33<br>11% | 56<br>11% | 13<br>15% | 15<br>12% | 5<br>6% | -<br>- | 11<br>9% | 14<br>12% | 8<br>15% | 13<br>10% | 20<br>12% | 25<br>13% | 11<br>9% | 16<br>12% | 4<br>16% | 24<br>10% | 18<br>11% | 14<br>14% | 21<br>10% | 34<br>12% |
| NET: AB | 137<br>46%bd | 253<br>37% | 114<br>38% | 160<br>33% | 28<br>32% | 53<br>41% | 31<br>40% | 2<br>33% | 69<br>54%lm | 38<br>31%m | 7<br>13% | 58<br>46%o | 55<br>33% | 60<br>30% | 50<br>39% | 46<br>33% | 4<br>16% | 83<br>36% | 49<br>31% | 28<br>27% | 80<br>38%x | 79<br>29% |
| NET: ABC1 | 204<br>68%d | 429<br>63% | 193<br>64% | 296<br>60% | 54<br>61% | 85<br>66% | 49<br>64% | 5<br>83% | 94<br>74%lm | 73<br>60% | 26<br>50% | 83<br>65% | 108<br>64% | 116<br>58% | 75<br>59% | 92<br>66% | 13<br>52% | 145<br>63% | 88<br>56% | 63<br>61% | 127<br>60% | 164<br>60% |
| NET: C2DE | 96<br>32% | 253<br>37% | 107<br>36% | 196<br>40%a | 34<br>39% | 44<br>34% | 28<br>36% | 1<br>17% | 33<br>26% | 48<br>40%k | 26<br>50%k | 44<br>35% | 60<br>36% | 84<br>42% | 53<br>41% | 47<br>34% | 12<br>48% | 87<br>38% | 69<br>44% | 40<br>39% | 85<br>40% | 109<br>40% |
| NET: DE | 47<br>16% | 114<br>17% | 60<br>20% | 107<br>22%ab | 23<br>26% | 24<br>19% | 13<br>17% | -<br>- | 17<br>13% | 27<br>22% | 16<br>31%k | 26<br>20% | 33<br>20% | 54<br>27%r | 26<br>20% | 23<br>17% | 4<br>16% | 46<br>20% | 37<br>24% | 24<br>23% | 45<br>21% | 60<br>22% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 55

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

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

| | Supplier | | | | BT | | | | | | | | | SKY | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 682 | 300 | 492 | 98* | 95* | 92* | 15** | 171 | 88* | 41* | 153 | 145 | 284 | 172 | 189 | 37* | 411 | 180 | 91* | 376 | 294 |
| A city or large town (including suburbs) | 187<br>62%b | 377<br>55% | 164<br>55% | 298<br>61% | 62<br>63% | 56<br>59% | 60<br>65% | 9<br>60% | 115<br>67% | 49<br>56% | 23<br>56% | 103<br>67% | 82<br>57% | 152<br>54% | 102<br>59% | 105<br>56% | 18<br>49% | 235<br>57% | 95<br>53% | 47<br>52% | 222<br>59%x | 150<br>51% |
| A small town | 82<br>27% | 227<br>33% | 106<br>35%a | 145<br>29% | 27<br>28% | 26<br>27% | 26<br>28% | 3<br>20% | 41<br>24% | 30<br>34% | 11<br>27% | 39<br>25% | 43<br>30% | 101<br>36% | 54<br>31% | 60<br>32% | 12<br>32% | 133<br>32% | 66<br>37% | 28<br>31% | 116<br>31% | 107<br>36% |
| A village, hamlet or isolated dwelling in the countryside | 28<br>9% | 75<br>11% | 25<br>8% | 47<br>10% | 9<br>9% | 12<br>13%l | 4<br>4% | 3<br>20% | 14<br>8% | 9<br>10% | 5<br>12% | 10<br>7% | 18<br>12% | 31<br>11% | 14<br>8% | 24<br>13% | 6<br>16% | 41<br>10% | 18<br>10% | 16<br>18%t | 37<br>10% | 36<br>12% |
| Prefer not to say | 3<br>1% | 3<br>* | 5<br>2%b | 2<br>* | -<br>- | 1<br>1% | 2<br>2% | -<br>- | 1<br>1% | -<br>- | 2<br>5%kl | 1<br>1% | 2<br>1% | -<br>- | 2<br>1% | -<br>- | 1<br>3%pr | 2<br>* | 1<br>1% | -<br>- | 1<br>* | 1<br>* |
| NET: Urban | 269<br>90% | 604<br>89% | 270<br>90% | 443<br>90% | 89<br>91% | 82<br>86% | 86<br>93% | 12<br>80% | 156<br>91% | 79<br>90% | 34<br>83% | 142<br>93% | 125<br>86% | 253<br>89% | 156<br>91% | 165<br>87% | 30<br>81% | 368<br>90% | 161<br>89% | 75<br>82% | 338<br>90% | 257<br>87% |
| NET: Rural | 28<br>9% | 75<br>11% | 25<br>8% | 47<br>10% | 9<br>9% | 12<br>13%l | 4<br>4% | 3<br>20% | 14<br>8% | 9<br>10% | 5<br>12% | 10<br>7% | 18<br>12% | 31<br>11% | 14<br>8% | 24<br>13% | 6<br>16% | 41<br>10% | 18<br>10% | 16<br>18%t | 37<br>10% | 36<br>12% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 56

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

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

| | Supplier | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 682 | 300 | 492 | 88* | 129 | 77* | 6** | 127 | 121 | 52* | 127 | 168 | 200 | 128 | 139 | 25** | 232 | 157 | 103 | 212 | 273 |
| A city or large town (including suburbs) | 187<br>62%b | 377<br>55% | 164<br>55% | 298<br>61% | 44<br>50% | 75<br>58% | 43<br>56% | 2<br>33% | 81<br>64%lm | 60<br>50% | 23<br>44% | 82<br>65%o | 82<br>49% | 124<br>62% | 75<br>59% | 85<br>61% | 14<br>56% | 153<br>66%u | 79<br>50% | 66<br>64%u | 141<br>67%x | 152<br>56% |
| A small town | 82<br>27% | 227<br>33% | 106<br>35%a | 145<br>29% | 32<br>36% | 46<br>36% | 26<br>34% | 2<br>33% | 38<br>30% | 51<br>42%k | 17<br>33% | 36<br>28% | 66<br>39% | 59<br>30% | 34<br>27% | 43<br>31% | 9<br>36% | 62<br>27% | 54<br>34% | 29<br>28% | 57<br>27% | 87<br>32% |
| A village, hamlet or isolated dwelling in the countryside | 28<br>9% | 75<br>11% | 25<br>8% | 47<br>10% | 11<br>13% | 7<br>5% | 6<br>8% | 1<br>17% | 7<br>6% | 8<br>7% | 10<br>19%kl | 9<br>7% | 16<br>10% | 17<br>9% | 19<br>15%r | 9<br>6% | 2<br>8% | 16<br>7% | 23<br>15%t | 8<br>8% | 12<br>6% | 34<br>12%w |
| Prefer not to say | 3<br>1% | 3<br>* | 5<br>2%b | 2<br>* | 1<br>1% | 1<br>1% | 2<br>3% | 1<br>17% | 1<br>1% | 2<br>2% | 2<br>4% | -<br>- | 4<br>2% | -<br>- | -<br>- | 2<br>1% | -<br>- | 1<br>* | 1<br>1% | -<br>- | 2<br>1% | -<br>- |
| NET: Urban | 269<br>90% | 604<br>89% | 270<br>90% | 443<br>90% | 76<br>86% | 121<br>94% | 69<br>90% | 4<br>67% | 119<br>94%m | 111<br>92%m | 40<br>77% | 118<br>93% | 148<br>88% | 183<br>92% | 109<br>85% | 128<br>92% | 23<br>92% | 215<br>93%u | 133<br>85% | 95<br>92% | 198<br>93%x | 239<br>88% |
| NET: Rural | 28<br>9% | 75<br>11% | 25<br>8% | 47<br>10% | 11<br>13% | 7<br>5% | 6<br>8% | 1<br>17% | 7<br>6% | 8<br>7% | 10<br>19%kl | 9<br>7% | 16<br>10% | 17<br>9% | 19<br>15%r | 9<br>6% | 2<br>8% | 16<br>7% | 23<br>15%t | 8<br>8% | 12<br>6% | 34<br>12%w |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 57

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

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

| | Supplier | | | | BT | | | | | | | | | SKY | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 682 | 300 | 492 | 98* | 95* | 92* | 15** | 171 | 88* | 41* | 153 | 145 | 284 | 172 | 189 | 37* | 411 | 180 | 91* | 376 | 294 |
| Small (1-2 people) | 98 | 225 | 98 | 187 | 38 | 30 | 27 | 3 | 51 | 33 | 14 | 49 | 47 | 90 | 62 | 60 | 13 | 124 | 69 | 32 | 113 | 107 |
| | *33%* | *33%* | *33%* | *38%* | *39%* | *32%* | *29%* | *20%* | *30%* | *38%* | *34%* | *32%* | *32%* | *32%* | *36%* | *32%* | *35%* | *30%* | *38%* | *35%* | *30%* | *36%* |
| Medium (3-4 people) | 147 | 329 | 154 | 228 | 43 | 48 | 49 | 7 | 91 | 38 | 18 | 74 | 73 | 146 | 70 | 94 | 19 | 214 | 75 | 40 | 204 | 122 |
| | *49%* | *48%* | *51%* | *46%* | *44%* | *51%* | *53%* | *47%* | *53%* | *43%* | *44%* | *48%* | *50%* | **51%q** | *41%* | *50%* | *51%* | **52%u** | *42%* | *44%* | **54%x** | *41%* |
| Large (5+ people) | 55 | 128 | 48 | 77 | 17 | 17 | 16 | 5 | 29 | 17 | 9 | 30 | 25 | 48 | 40 | 35 | 5 | 73 | 36 | 19 | 59 | 65 |
| | *18%* | *19%* | *16%* | *16%* | *17%* | *18%* | *17%* | *33%* | *17%* | *19%* | *22%* | *20%* | *17%* | *17%* | *23%* | *19%* | *14%* | *18%* | *20%* | *21%* | *16%* | **22%w** |
| Sigma | 300 | 682 | 300 | 492 | 98 | 95 | 92 | 15 | 171 | 88 | 41 | 153 | 145 | 284 | 172 | 189 | 37 | 411 | 180 | 91 | 376 | 294 |
| | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 58

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

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

| | Supplier | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 682 | 300 | 492 | 88* | 129 | 77* | 6** | 127 | 121 | 52* | 127 | 168 | 200 | 128 | 139 | 25** | 232 | 157 | 103 | 212 | 273 |
| Small (1-2 people) | 98 | 225 | 98 | 187 | 30 | 47 | 17 | 4 | 37 | 41 | 20 | 38 | 58 | 82 | 43 | 53 | 9 | 75 | 58 | 54 | 78 | 105 |
| | *33%* | *33%* | *33%* | *38%* | *34%* | **36%l** | *22%* | *67%* | *29%* | *34%* | *38%* | *30%* | *35%* | *41%* | *34%* | *38%* | *36%* | *32%* | *37%* | **52%tu** | *37%* | *38%* |
| Medium (3-4 people) | 147 | 329 | 154 | 228 | 43 | 65 | 44 | 2 | 69 | 64 | 21 | 65 | 86 | 87 | 63 | 64 | 14 | 119 | 71 | 38 | 106 | 121 |
| | *49%* | *48%* | *51%* | *46%* | *49%* | *50%* | *57%* | *33%* | *54%* | *53%* | *40%* | *51%* | *51%* | *44%* | *49%* | *46%* | *56%* | **51%v** | *45%* | *37%* | *50%* | *44%* |
| Large (5+ people) | 55 | 128 | 48 | 77 | 15 | 17 | 16 | - | 21 | 16 | 11 | 24 | 24 | 31 | 22 | 22 | 2 | 38 | 28 | 11 | 28 | 47 |
| | *18%* | *19%* | *16%* | *16%* | *17%* | *13%* | *21%* | - | *17%* | *13%* | *21%* | *19%* | *14%* | *16%* | *17%* | *16%* | *8%* | *16%* | *18%* | *11%* | *13%* | *17%* |
| Sigma | 300 | 682 | 300 | 492 | 88 | 129 | 77 | 6 | 127 | 121 | 52 | 127 | 168 | 200 | 128 | 139 | 25 | 232 | 157 | 103 | 212 | 273 |
| | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 59

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

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

| | Supplier | | | | BT | | | | | | | | | SKY | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 682 | 300 | 492 | 98* | 95* | 92* | 15** | 171 | 88* | 41* | 153 | 145 | 284 | 172 | 189 | 37* | 411 | 180 | 91* | 376 | 294 |
| 1 | 84 | 204 | 99 | 134 | 26 | 26 | 28 | 4 | 52 | 20 | 12 | 56 | 27 | 81 | 56 | 58 | 9 | 122 | 62 | 20 | 117 | 85 |
| | *28%* | *30%* | *33%* | *27%* | *27%* | *27%* | *30%* | *27%* | *30%* | *23%* | *29%* | **37%o** | *19%* | *29%* | *33%* | *31%* | *24%* | *30%* | **34%v** | *22%* | *31%* | *29%* |
| 2 | 75 | 148 | 65 | 90 | 28 | 21 | 22 | 4 | 45 | 25 | 5 | 34 | 41 | 68 | 29 | 43 | 8 | 105 | 26 | 17 | 88 | 57 |
| | **25%d** | *22%* | *22%* | *18%* | *29%* | *22%* | *24%* | *27%* | *26%* | **28%m** | *12%* | *22%* | *28%* | *24%* | *17%* | *23%* | *22%* | **26%u** | *14%* | *19%* | *23%* | *19%* |
| 3 | 23 | 63 | 18 | 30 | 5 | 9 | 7 | 2 | 12 | 7 | 4 | 9 | 14 | 21 | 23 | 18 | 1 | 37 | 18 | 8 | 32 | 30 |
| | *8%* | **9%d** | *6%* | *6%* | *5%* | *9%* | *8%* | *13%* | *7%* | *8%* | *10%* | *6%* | *10%* | *7%* | **13%p** | *10%* | *3%* | *9%* | *10%* | *9%* | *9%* | *10%* |
| 4 | 3 | 14 | 9 | 2 | - | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 1 | 5 | 4 | 5 | - | 6 | 3 | 5 | 6 | 8 |
| | *1%* | **2%d** | **3%d** | * | - | *1%* | *1%* | *7%* | *1%* | *1%* | *2%* | *1%* | *1%* | *2%* | *2%* | *3%* | - | *1%* | *2%* | **5%t** | *2%* | *3%* |
| 5+ | 5 | 5 | 1 | 7 | - | 3 | 2 | - | 2 | - | 3 | 2 | 3 | 5 | - | - | - | - | 3 | 2 | - | 5 |
| | *2%* | *1%* | * | *1%* | - | *3%* | *2%* | - | *1%* | - | **7%kl** | *1%* | *2%* | *2%* | - | - | - | - | **2%t** | **2%t** | - | **2%w** |
| No children in household | 110 | 248 | 108 | 229 | 39 | 35 | 32 | 4 | 59 | 35 | 16 | 50 | 59 | 104 | 60 | 65 | 19 | 141 | 68 | 39 | 133 | 109 |
| | *37%* | *36%* | *36%* | **47%abc** | *40%* | *37%* | *35%* | *27%* | *35%* | *40%* | *39%* | *33%* | *41%* | *37%* | *35%* | *34%* | *51%* | *34%* | *38%* | *43%* | *35%* | *37%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 60

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

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

| | Supplier | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 682 | 300 | 492 | 88* | 129 | 77* | 6** | 127 | 121 | 52* | 127 | 168 | 200 | 128 | 139 | 25** | 232 | 157 | 103 | 212 | 273 |
| 1 | 84 | 204 | 99 | 134 | 25 | 45 | 29 | - | 49 | 41 | 9 | 44 | 54 | 46 | 44 | 35 | 9 | 69 | 44 | 21 | 57 | 74 |
| | *28%* | *30%* | *33%* | *27%* | *28%* | *35%* | *38%* | - | *39%m* | *34%m* | *17%* | *35%* | *32%* | *23%* | *34%p* | *25%* | *36%* | *30%* | *28%* | *20%* | *27%* | *27%* |
| 2 | 75 | 148 | 65 | 90 | 22 | 27 | 14 | 2 | 31 | 20 | 14 | 30 | 34 | 37 | 30 | 20 | 3 | 42 | 30 | 18 | 33 | 56 |
| | *25%d* | *22%* | *22%* | *18%* | *25%* | *21%* | *18%* | *33%* | *24%* | *17%* | *27%* | *24%* | *20%* | *19%* | *23%* | *14%* | *12%* | *18%* | *19%* | *17%* | *16%* | *21%* |
| 3 | 23 | 63 | 18 | 30 | 5 | 6 | 7 | - | 7 | 9 | 2 | 7 | 11 | 19 | 3 | 8 | - | 12 | 14 | 4 | 14 | 16 |
| | *8%* | *9%d* | *6%* | *6%* | *6%* | *5%* | *9%* | - | *6%* | *7%* | *4%* | *6%* | *7%* | *10%q* | *2%* | *6%* | - | *5%* | *9%* | *4%* | *7%* | *6%* |
| 4 | 3 | 14 | 9 | 2 | 1 | 5 | 3 | - | 4 | 4 | 1 | 6 | 3 | 1 | 1 | - | - | 2 | - | - | 1 | 1 |
| | *1%* | *2%d* | *3%d* | * | *1%* | *4%* | *4%* | - | *3%* | *3%* | *2%* | *5%* | *2%* | *1%* | *1%* | - | - | *1%* | - | - | * | * |
| 5+ | 5 | 5 | 1 | 7 | - | 1 | - | - | 1 | - | - | 1 | - | 3 | 1 | 3 | - | 3 | 3 | 1 | 1 | 6 |
| | *2%* | *1%* | * | *1%* | - | *1%* | - | - | *1%* | - | - | *1%* | - | *2%* | *1%* | *2%* | - | *1%* | *2%* | *1%* | * | *2%* |
| No children in household | 110 | 248 | 108 | 229 | 35 | 45 | 24 | 4 | 35 | 47 | 26 | 39 | 66 | 94 | 49 | 73 | 13 | 104 | 66 | 59 | 106 | 120 |
| | *37%* | *36%* | *36%* | *47%abc* | *40%* | *35%* | *31%* | *67%* | *28%* | *39%* | *50%k* | *31%* | *39%* | *47%* | *38%* | *53%q* | *52%* | *45%* | *42%* | *57%tu* | *50%* | *44%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 61

**QHH4: ADULTS IN HOUSEHOLD.**

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

| | Supplier | | | | BT | | | | | | | | | SKY | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 682 | 300 | 492 | 98* | 95* | 92* | 15** | 171 | 88* | 41* | 153 | 145 | 284 | 172 | 189 | 37* | 411 | 180 | 91* | 376 | 294 |
| None | - | - | 1 | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | - | - | * | * | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 1 | 62 | 127 | 87 | 91 | 21 | 24 | 15 | 2 | 36 | 17 | 9 | 37 | 23 | 48 | 37 | 36 | 6 | 69 | 38 | 20 | 63 | 61 |
| | *21%* | *19%* | 29%abd | *18%* | *21%* | *25%* | *16%* | *13%* | *21%* | *19%* | *22%* | *24%* | *16%* | *17%* | *22%* | *19%* | *16%* | *17%* | *21%* | *22%* | *17%* | *21%* |
| 2 | 171 | 414 | 138 | 282 | 56 | 50 | 57 | 8 | 100 | 50 | 21 | 80 | 91 | 185 | 102 | 109 | 18 | 257 | 103 | 54 | 238 | 171 |
| | 57%c | 61%c | *46%* | 57%c | *57%* | *53%* | *62%* | *53%* | *58%* | *57%* | *51%* | *52%* | *63%* | *65%* | *59%* | *58%* | *49%* | *63%* | *57%* | *59%* | *63%* | *58%* |
| 3 | 38 | 81 | 47 | 75 | 14 | 13 | 8 | 3 | 21 | 10 | 7 | 19 | 19 | 30 | 18 | 24 | 9 | 51 | 20 | 10 | 47 | 32 |
| | *13%* | *12%* | *16%* | *15%* | *14%* | *14%* | *9%* | *20%* | *12%* | *11%* | *17%* | *12%* | *13%* | *11%* | *10%* | *13%* | 24%pq | *12%* | *11%* | *11%* | *13%* | *11%* |
| 4 | 20 | 37 | 10 | 25 | 3 | 6 | 9 | 2 | 8 | 9 | 3 | 11 | 9 | 14 | 6 | 15 | 2 | 21 | 14 | 2 | 19 | 18 |
| | *7%* | *5%* | *3%* | *5%* | *3%* | *6%* | *10%* | *13%* | *5%* | *10%* | *7%* | *7%* | *6%* | *5%* | *3%* | *8%* | *5%* | *5%* | *8%* | *2%* | *5%* | *6%* |
| 5+ | 9 | 23 | 17 | 18 | 4 | 2 | 3 | - | 6 | 2 | 1 | 6 | 3 | 7 | 9 | 5 | 2 | 13 | 5 | 5 | 9 | 12 |
| | *3%* | *3%* | *6%* | *4%* | *4%* | *2%* | *3%* | - | *4%* | *2%* | *2%* | *4%* | *2%* | *2%* | *5%* | *3%* | *5%* | *3%* | *3%* | *5%* | *2%* | *4%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 62

**QHH4: ADULTS IN HOUSEHOLD.**

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

| | Supplier | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 682 | 300 | 492 | 88* | 129 | 77* | 6** | 127 | 121 | 52* | 127 | 168 | 200 | 128 | 139 | 25** | 232 | 157 | 103 | 212 | 273 |
| None | - | - | 1 | 1 | - | - | 1 | - | - | 1 | - | - | 1 | - | - | 1 | - | 1 | - | - | - | 1 |
| | - | - | * | * | - | - | *1%* | - | - | *1%* | - | - | *1%* | - | - | *1%* | - | * | - | - | - | * |
| 1 | 62 | 127 | 87 | 91 | 25 | 46 | 14 | 2 | 36 | 35 | 16 | 37 | 50 | 39 | 30 | 17 | 5 | 42 | 34 | 15 | 36 | 51 |
| | *21%* | *19%* | **29%abd** | *18%* | *28%* | **36%l** | *18%* | *33%* | *28%* | *29%* | *31%* | *29%* | *30%* | *20%* | **23%r** | *12%* | *20%* | *18%* | *22%* | *15%* | *17%* | *19%* |
| 2 | 171 | 414 | 138 | 282 | 39 | 56 | 39 | 4 | 61 | 59 | 18 | 59 | 75 | 127 | 61 | 83 | 11 | 125 | 87 | 70 | 124 | 157 |
| | **57%c** | **61%c** | *46%* | **57%c** | *44%* | *43%* | *51%* | *67%* | *48%* | *49%* | *35%* | *46%* | *45%* | **64%q** | *48%* | **60%q** | *44%* | *54%* | *55%* | **68%tu** | *58%* | *58%* |
| 3 | 38 | 81 | 47 | 75 | 16 | 19 | 12 | - | 20 | 16 | 11 | 18 | 28 | 26 | 21 | 22 | 6 | 39 | 24 | 12 | 34 | 41 |
| | *13%* | *12%* | *16%* | *15%* | *18%* | *15%* | *16%* | - | *16%* | *13%* | *21%* | *14%* | *17%* | *13%* | *16%* | *16%* | *24%* | *17%* | *15%* | *12%* | *16%* | *15%* |
| 4 | 20 | 37 | 10 | 25 | 2 | 2 | 6 | - | 2 | 5 | 3 | 6 | 4 | 5 | 8 | 10 | 2 | 17 | 6 | 2 | 11 | 13 |
| | *7%* | *5%* | *3%* | *5%* | *2%* | *2%* | **8%h** | - | *2%* | *4%* | *6%* | *5%* | *2%* | *3%* | *6%* | **7%p** | *8%* | *7%* | *4%* | *2%* | *5%* | *5%* |
| 5+ | 9 | 23 | 17 | 18 | 6 | 6 | 5 | - | 8 | 5 | 4 | 7 | 10 | 3 | 8 | 6 | 1 | 8 | 6 | 4 | 7 | 10 |
| | *3%* | *3%* | *6%* | *4%* | *7%* | *5%* | *6%* | - | *6%* | *4%* | *8%* | *6%* | *6%* | *2%* | **6%p** | *4%* | *4%* | *3%* | *4%* | *4%* | *3%* | *4%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 63

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

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

| | Supplier | | | | BT | | | | | | | | | SKY | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 682 | 300 | 492 | 98* | 95* | 92* | 15** | 171 | 88* | 41* | 153 | 145 | 284 | 172 | 189 | 37* | 411 | 180 | 91* | 376 | 294 |
| Hearing | 27<br>9%bd | 36<br>5% | 26<br>9%bd | 24<br>5% | 8<br>8% | 10<br>11% | 8<br>9% | 1<br>7% | 17<br>10% | 7<br>8% | 3<br>7% | 13<br>8% | 14<br>10% | 16<br>6% | 10<br>6% | 8<br>4% | 2<br>5% | 21<br>5% | 9<br>5% | 6<br>7% | 16<br>4% | 20<br>7% |
| Eyesight | 25<br>8% | 56<br>8% | 25<br>8% | 40<br>8% | 6<br>6% | 13<br>14% | 6<br>7% | -<br>- | 15<br>9% | 7<br>8% | 3<br>7% | 12<br>8% | 13<br>9% | 18<br>6% | 14<br>8% | 21<br>11% | 3<br>8% | 30<br>7% | 24<br>13%tv | 2<br>2% | 27<br>7% | 28<br>10% |
| Mobility | 25<br>8% | 66<br>10% | 30<br>10% | 51<br>10% | 8<br>8% | 7<br>7% | 8<br>9% | 2<br>13% | 14<br>8% | 8<br>9% | 3<br>7% | 13<br>8% | 12<br>8% | 26<br>9% | 21<br>12% | 15<br>8% | 4<br>11% | 40<br>10% | 19<br>11% | 7<br>8% | 34<br>9% | 30<br>10% |
| Dexterity | 22<br>7% | 45<br>7% | 31<br>10%bd | 29<br>6% | 3<br>3% | 8<br>8% | 10<br>11%g | 1<br>7% | 13<br>8% | 7<br>8% | 2<br>5% | 11<br>7% | 11<br>8% | 16<br>6% | 18<br>10% | 10<br>5% | 1<br>3% | 32<br>8% | 7<br>4% | 6<br>7% | 27<br>7% | 18<br>6% |
| Breathing | 33<br>11%b | 33<br>5% | 33<br>11%b | 39<br>8%b | 10<br>10% | 15<br>16% | 7<br>8% | 1<br>7% | 18<br>11% | 11<br>13% | 4<br>10% | 23<br>15%o | 10<br>7% | 14<br>5% | 9<br>5% | 6<br>3% | 4<br>11%r | 23<br>6% | 4<br>2% | 6<br>7% | 16<br>4% | 17<br>6% |
| Mental abilities | 38<br>13%d | 66<br>10% | 35<br>12%d | 32<br>7% | 7<br>7% | 16<br>17%g | 12<br>13% | 3<br>20% | 21<br>12% | 12<br>14% | 5<br>12% | 15<br>10% | 23<br>16% | 26<br>9% | 21<br>12% | 17<br>9% | 2<br>5% | 36<br>9% | 22<br>12% | 8<br>9% | 33<br>9% | 31<br>11% |
| Social/behavioural | 27<br>9% | 45<br>7% | 37<br>12%b | 45<br>9% | 6<br>6% | 14<br>15% | 7<br>8% | -<br>- | 13<br>8% | 11<br>13% | 3<br>7% | 13<br>8% | 14<br>10% | 14<br>5% | 14<br>8% | 14<br>7% | 3<br>8% | 26<br>6% | 14<br>8% | 5<br>5% | 26<br>7% | 19<br>6% |
| Your mental health | 53<br>18% | 152<br>22% | 54<br>18% | 126<br>26%ac | 19<br>19% | 18<br>19% | 12<br>13% | 4<br>27% | 30<br>18% | 18<br>20% | 5<br>12% | 21<br>14% | 32<br>22% | 72<br>25% | 35<br>20% | 39<br>21% | 6<br>16% | 78<br>19% | 47<br>26% | 27<br>30%t | 79<br>21% | 70<br>24% |
| Other illnesses/ conditions which impact or limit your daily activities/ the work you do | 21<br>7% | 52<br>8% | 18<br>6% | 37<br>8% | 2<br>2% | 10<br>11%g | 7<br>8% | 2<br>13% | 11<br>6% | 8<br>9% | 2<br>5% | 6<br>4% | 15<br>10%n | 27<br>10% | 8<br>5% | 14<br>7% | 3<br>8% | 31<br>8% | 9<br>5% | 12<br>13%u | 24<br>6% | 27<br>9% |
| Prefer not to say | 7<br>2%bd | 4<br>1% | 4<br>1% | 1<br>* | 1<br>1% | -<br>- | 6<br>7%gh | -<br>- | 5<br>3% | 2<br>2% | -<br>- | 5<br>3% | 2<br>1% | 1<br>* | -<br>- | 3<br>2% | -<br>- | 3<br>1% | 1<br>1% | -<br>- | 3<br>1% | 1<br>* |
| Don't know | 5<br>2% | 11<br>2% | 5<br>2% | 4<br>1% | 1<br>1% | 1<br>1% | 2<br>2% | 1<br>7% | 4<br>2% | 1<br>1% | -<br>- | 2<br>1% | 2<br>1% | 3<br>1% | 2<br>1% | 3<br>2% | 3<br>8%pqr | 8<br>2% | 3<br>2% | -<br>- | 7<br>2% | 4<br>1% |
| Nothing | 109<br>36%c | 266<br>39%c | 81<br>27% | 194<br>39%c | 40<br>41% | 31<br>33% | 32<br>35% | 6<br>40% | 61<br>36% | 31<br>35% | 17<br>41% | 56<br>37% | 53<br>37% | 112<br>39% | 60<br>35% | 77<br>41% | 17<br>46% | 182<br>44%u | 53<br>29% | 31<br>34% | 167<br>44%x | 96<br>33% |
| NET: Any illness, health problem or disability | 151<br>50% | 330<br>48% | 178<br>59%ab | 257<br>52% | 45<br>46% | 59<br>62%gi | 39<br>42% | 8<br>53% | 84<br>49% | 48<br>55% | 19<br>46% | 74<br>48% | 77<br>53% | 136<br>48% | 92<br>53%s | 89<br>47% | 13<br>35% | 180<br>44% | 101<br>56%t | 49<br>54% | 162<br>43% | 163<br>55%w |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 64

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

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

| | Supplier | | | | TALK TALK | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | BT (a) | Sky (b) | TalkTalk (c) | Virgin Media (d) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 682 | 300 | 492 | 88* | 129 | 77* | 6** | 127 | 121 | 52* | 127 | 168 | 200 | 128 | 139 | 25** | 232 | 157 | 103 | 212 | 273 |
| Hearing | 27<br>9%bd | 36<br>5% | 26<br>9%bd | 24<br>5% | 8<br>9% | 11<br>9% | 6<br>8% | 1<br>17% | 10<br>8% | 9<br>7% | 7<br>13% | 16<br>13%o | 9<br>5% | 11<br>6% | 5<br>4% | 8<br>6% | -<br>- | 12<br>5% | 8<br>5% | 4<br>4% | 12<br>6% | 12<br>4% |
| Eyesight | 25<br>8% | 56<br>8% | 25<br>8% | 40<br>8% | 7<br>8% | 12<br>9% | 6<br>8% | -<br>- | 11<br>9% | 11<br>9% | 3<br>6% | 9<br>7% | 16<br>10% | 16<br>8% | 15<br>12%r | 7<br>5% | 2<br>8% | 17<br>7% | 16<br>10% | 7<br>7% | 20<br>9% | 20<br>7% |
| Mobility | 25<br>8% | 66<br>10% | 30<br>10% | 51<br>10% | 8<br>9% | 15<br>12% | 7<br>9% | -<br>- | 11<br>9% | 12<br>10% | 7<br>13% | 14<br>11% | 15<br>9% | 22<br>11% | 15<br>12% | 12<br>9% | 2<br>8% | 25<br>11% | 18<br>11% | 8<br>8% | 26<br>12% | 25<br>9% |
| Dexterity | 22<br>7% | 45<br>7% | 31<br>10%bd | 29<br>6% | 8<br>9% | 16<br>12% | 7<br>9% | -<br>- | 12<br>9% | 14<br>12% | 5<br>10% | 13<br>10% | 18<br>11% | 11<br>6% | 9<br>7% | 7<br>5% | 2<br>8% | 10<br>4% | 8<br>5% | 11<br>11%t | 9<br>4% | 20<br>7% |
| Breathing | 33<br>11%b | 33<br>5% | 33<br>11%b | 39<br>8%b | 11<br>13% | 15<br>12% | 7<br>9% | -<br>- | 12<br>9% | 16<br>13% | 5<br>10% | 14<br>11% | 18<br>11% | 13<br>7% | 11<br>9% | 11<br>8% | 4<br>16% | 15<br>6% | 12<br>8% | 12<br>12% | 14<br>7% | 23<br>8% |
| Mental abilities | 38<br>13%d | 66<br>10% | 35<br>12%d | 32<br>7% | 6<br>7% | 20<br>16% | 9<br>12% | -<br>- | 16<br>13% | 13<br>11% | 6<br>12% | 13<br>10% | 22<br>13% | 16<br>8% | 11<br>9%r | 4<br>3% | 1<br>4% | 13<br>6% | 12<br>8% | 7<br>7% | 11<br>5% | 20<br>7% |
| Social/behavioural | 27<br>9% | 45<br>7% | 37<br>12%b | 45<br>9% | 9<br>10% | 22<br>17% | 6<br>8% | -<br>- | 17<br>13% | 17<br>14% | 3<br>6% | 23<br>18%o | 13<br>8% | 20<br>10%r | 20<br>16%r | 5<br>4% | -<br>- | 27<br>12% | 13<br>8% | 5<br>5% | 18<br>8% | 26<br>10% |
| Your mental health | 53<br>18% | 152<br>22% | 54<br>18% | 126<br>26%ac | 19<br>22% | 20<br>16% | 14<br>18% | 1<br>17% | 23<br>18% | 21<br>17% | 10<br>19% | 22<br>17% | 31<br>18% | 52<br>26% | 31<br>24% | 38<br>27% | 5<br>20% | 52<br>22% | 37<br>24% | 37<br>36%tu | 52<br>25% | 73<br>27% |
| Other illnesses/ conditions which impact or limit your daily activities/ the work you do | 21<br>7% | 52<br>8% | 18<br>6% | 37<br>8% | 6<br>7% | 7<br>5% | 5<br>6% | -<br>- | 10<br>8% | 3<br>2% | 5<br>10%l | 8<br>6% | 10<br>6% | 12<br>6% | 7<br>5% | 14<br>10% | 4<br>16% | 15<br>6% | 12<br>8% | 10<br>10% | 14<br>7% | 23<br>8% |
| Prefer not to say | 7<br>2%bd | 4<br>1% | 4<br>1% | 1<br>* | 2<br>2% | -<br>- | 1<br>1% | 1<br>17% | -<br>- | 4<br>3%k | -<br>- | 2<br>2% | 2<br>1% | 1<br>1% | -<br>- | -<br>- | -<br>- | 1<br>* | -<br>- | -<br>- | -<br>- | 1<br>* |
| Don't know | 5<br>2% | 11<br>2% | 5<br>2% | 4<br>1% | 2<br>2% | 2<br>2% | 1<br>1% | -<br>- | 3<br>2% | 2<br>2% | -<br>- | 2<br>2% | 2<br>1% | -<br>- | 3<br>2%p | 1<br>1% | -<br>- | 2<br>1% | 1<br>1% | 1<br>1% | 2<br>1% | 2<br>1% |
| Nothing | 109<br>36%c | 266<br>39%c | 81<br>27% | 194<br>39%c | 28<br>32% | 30<br>23% | 22<br>29% | 1<br>17% | 44<br>35%lm | 27<br>22% | 10<br>19% | 40<br>31% | 41<br>24% | 84<br>42%q | 34<br>27% | 63<br>45%q | 13<br>52% | 102<br>44% | 55<br>35% | 37<br>36% | 96<br>45%x | 96<br>35% |
| NET: Any illness, health problem or disability | 151<br>50% | 330<br>48% | 178<br>59%ab | 257<br>52% | 49<br>56% | 86<br>67% | 41<br>53% | 2<br>33% | 62<br>49% | 81<br>67%k | 35<br>67%k | 72<br>57% | 103<br>61% | 101<br>51% | 80<br>63%pr | 66<br>47% | 10<br>40% | 109<br>47% | 91<br>58%t | 57<br>55% | 100<br>47% | 154<br>56%w |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 1

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

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

| | Supplier | | | | | | | EE | | | | | | | | | GIFFGAFF | | | | | | | | | O2 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 300 | 162 | 157 | 28** | 379 | 184 | 84* | 340 | 296 | 72* | 54* | 58* | 23** | 134 | 50* | 23** | 114 | 89* | 238 | 145 | 179 | 42* | 355 | 183 | 66* | 337 | 260 |
| A billing, pricing or payment issue | 228<br>35%c | 61<br>29% | 183<br>30% | 74<br>24% | 138<br>30% | 65<br>33%c | 207<br>39%bcdz | 228<br>76%hi | - | - | - | 137<br>36% | 62<br>34% | 29<br>35% | 124<br>36% | 102<br>34% | 61<br>85%BC | - | - | - | 43<br>32% | 12<br>24% | 6<br>26% | 44<br>39%l | 16<br>18% | 183<br>77%qrs | - | - | - | 110<br>31% | 52<br>28% | 21<br>32% | 114<br>34%x | 68<br>26% |
| The service not performing as it should | 157<br>24% | 58<br>28% | 179<br>30%a | 87<br>29% | 171<br>38%abce<br>fz | 51<br>16% | 143<br>27% | - | - | 157<br>100%gh | - | 91<br>24% | 44<br>24% | 22<br>26% | 71<br>21% | 82<br>28%n | - | - | 58<br>100%AB | - | 34<br>25% | 13<br>26% | 11<br>48% | 22<br>19% | 35<br>39%H | - | - | 179<br>100%pqs | - | 111<br>31% | 50<br>27% | 18<br>27% | 94<br>28% | 84<br>32% |
| A problem relating to the installation or set up of your service | 97<br>15%f | 34<br>16%f | 85<br>14%f | 50<br>16%df | 50<br>11% | 29<br>15%f | 50<br>9% | - | 97<br>60%gl | - | - | 59<br>16% | 30<br>16% | 8<br>10% | 50<br>15% | 46<br>16% | - | 34<br>63%AC | - | - | 21<br>16% | 11<br>22% | 2<br>9% | 16<br>14% | 18<br>20% | - | 85<br>59%prs | - | - | 48<br>14% | 30<br>16% | 7<br>11% | 47<br>14% | 38<br>15% |
| Dissatisfaction with customer service from a previous occasion or contact | 72<br>11%z | 11<br>5% | 55<br>9% | 29<br>10% | 39<br>9% | 18<br>9% | 68<br>13%dz | 72<br>24%hi | - | - | - | 37<br>10% | 25<br>14% | 10<br>12% | 38<br>11% | 33<br>11% | 11<br>15%BC | - | - | - | 6<br>4% | 4<br>8% | 1<br>4% | 6<br>5% | 4<br>4% | 55<br>23%qrs | - | - | - | 16<br>5% | 29<br>16%t | 10<br>15%t | 22<br>7% | 32<br>12%w |
| A problem with a repair to the service | 65<br>10%f | 20<br>10% | 60<br>10%f | 39<br>13%df | 34<br>7% | 26<br>13%df | 31<br>6% | - | 65<br>40%gl | - | - | 41<br>11% | 14<br>8% | 10<br>12% | 38<br>11% | 26<br>9% | - | 20<br>37%AC | - | - | 12<br>9% | 6<br>12% | 2<br>9% | 13<br>11% | 7<br>8% | - | 60<br>41%prs | - | - | 38<br>11% | 16<br>9% | 6<br>9% | 36<br>11% | 24<br>9% |
| Or something else | 28<br>4% | 23<br>11%adef | 42<br>7%a | 25<br>8%a | 22<br>5% | 11<br>6% | 36<br>7% | - | - | - | 28<br>100% | 14<br>4% | 9<br>5% | 5<br>6% | 19<br>6%o | 7<br>2% | - | - | - | 23<br>100% | 18<br>13% | 4<br>8% | 1<br>4% | 13<br>11% | 9<br>10% | - | - | - | 42<br>100%pqr | 32<br>9%u | 6<br>3% | 4<br>6% | 24<br>7% | 14<br>5% |
| SUMMARY:<br>Billing and Customer service | 300<br>46%bcdz | 72<br>35% | 238<br>39% | 103<br>34% | 177<br>39% | 83<br>42% | 275<br>51%bcd<br>ez | 300<br>100%hi | - | - | - | 174<br>46% | 87<br>47% | 39<br>46% | 162<br>48% | 135<br>46% | 72<br>100%BC | - | - | - | 49<br>37% | 16<br>32% | 7<br>30% | 50<br>44%l | 20<br>22% | 238<br>100%qrs | - | - | - | 126<br>35% | 81<br>44%t | 31<br>47% | 136<br>40% | 100<br>38% |
| Repairs and Installation | 162<br>25%df | 54<br>26%df | 145<br>24%df | 89<br>29%df | 84<br>19% | 55<br>28%df | 81<br>15% | - | 162<br>100%gl | - | - | 100<br>26% | 44<br>24% | 18<br>21% | 88<br>26% | 72<br>24% | - | 54<br>100%AC | - | - | 33<br>25% | 17<br>34% | 4<br>17% | 29<br>25% | 25<br>28% | - | 145<br>100%prs | - | - | 86<br>24% | 46<br>25% | 13<br>20% | 83<br>25% | 62<br>24% |
| Service Issues | 157<br>24% | 58<br>28% | 179<br>30%a | 87<br>29% | 171<br>38%abce<br>fz | 51<br>16% | 143<br>27% | - | - | 157<br>100%gh | - | 91<br>24% | 44<br>24% | 22<br>26% | 71<br>21% | 82<br>28%n | - | - | 58<br>100%AB | - | 34<br>25% | 13<br>26% | 11<br>48% | 22<br>19% | 35<br>39%H | - | - | 179<br>100%pqs | - | 111<br>31% | 50<br>27% | 18<br>27% | 94<br>28% | 84<br>32% |
| Something else | 28<br>4% | 23<br>11%adef | 42<br>7%a | 25<br>8%a | 22<br>5% | 11<br>6% | 36<br>7% | - | - | - | 28<br>100% | 14<br>4% | 9<br>5% | 5<br>6% | 19<br>6%o | 7<br>2% | - | - | - | 23<br>100% | 18<br>13% | 4<br>8% | 1<br>4% | 13<br>11% | 9<br>10% | - | - | - | 42<br>100%pqr | 32<br>9%u | 6<br>3% | 4<br>6% | 24<br>7% | 14<br>5% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 2

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

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

| | Supplier | | | | | | | TESCO MOBILE | | | | | | | | | THREE | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 103 | 89* | 87* | 25** | 180 | 88* | 36* | 145 | 149 | 177 | 84* | 171 | 22** | 274 | 118 | 62* | 247 | 199 | 83* | 55* | 51* | 11** | 101 | 65* | 34* | 90* | 109 |
| A billing, pricing or payment issue | 228 | 61 | 183 | 74 | 138 | 65 | 207 | 74 | - | - | - | 48 | 19 | 7 | 41 | 33 | 138 | - | - | - | 89 | 35 | 14 | 79 | 57 | 65 | - | - | - | 35 | 20 | 10 | 32 | 33 |
| | 35%c | 29% | 30% | 24% | 30% | 33%c | 39%bcdz | 72%BC | - | - | - | 27% | 22% | 19% | 28% | 22% | 78%hi | - | - | - | 32% | 30% | 23% | 32% | 29% | 78%qr | - | - | - | 35% | 31% | 29% | 36% | 30% |
| The service not performing as it should | 157 | 58 | 179 | 87 | 171 | 51 | 143 | - | - | 87 | - | 45 | 31 | 11 | 41 | 44 | - | - | 171 | - | 99 | 46 | 26 | 90 | 77 | - | - | 51 | - | 25 | 19 | 7 | 23 | 28 |
| | 24% | 28% | 30%a | 29% | 38%abce fz | 6% | 27% | - | - | 100%AB | - | 25% | 35% | 31% | 28% | 30% | - | - | 100%gh | - | 36% | 39% | 42% | 36% | 39% | - | - | 100%pq | - | 25% | 29% | 21% | 26% | 26% |
| A problem relating to the installation or set up of your service | 97 | 34 | 85 | 50 | 50 | 29 | 50 | - | 50 | - | - | 32 | 13 | 5 | 20 | 29 | - | 50 | - | - | 33 | 12 | 5 | 27 | 23 | - | 29 | - | - | 18 | 6 | 5 | 15 | 14 |
| | 15%f | 16%f | 14%f | 16%df | 11% | 15%f | 9% | - | 56%AC | - | - | 18% | 15% | 14% | 14% | 19% | - | 60%gi | - | - | 12% | 10% | 8% | 11% | 12% | - | 53%pr | - | - | 18% | 9% | 15% | 17% | 13% |
| Dissatisfaction with customer service from a previous occasion or contact | 72 | 11 | 55 | 29 | 39 | 18 | 68 | 29 | - | - | - | 14 | 10 | 5 | 11 | 16 | 39 | - | - | - | 16 | 10 | 13 | 17 | 20 | 18 | - | - | - | 3 | 9 | 6 | 2 | 16 |
| | 11%z | 5% | 9% | 10% | 9% | 9% | 13%dz | 28%BC | - | - | - | 8% | 11% | 14% | 8% | 11% | 22%hi | - | - | - | 6% | 8% | 21%kl | 7% | 10% | 22%qr | - | - | - | 3% | 14%t | 18%t | 2% | 15%w |
| A problem with a repair to the service | 65 | 20 | 60 | 39 | 34 | 26 | 31 | - | 39 | - | - | 19 | 12 | 8 | 14 | 23 | - | 34 | - | - | 24 | 8 | 2 | 21 | 13 | - | 26 | - | - | 15 | 8 | 3 | 12 | 13 |
| | 10%f | 10% | 10%f | 13%df | 7% | 13%df | 6% | - | 44%AC | - | - | 11% | 14% | 22% | 10% | 15% | - | 40%gi | - | - | 9% | 7% | 3% | 9% | 7% | - | 47%pr | - | - | 15% | 12% | 9% | 13% | 12% |
| Or something else | 28 | 23 | 42 | 25 | 22 | 11 | 36 | - | - | - | 25 | 22 | 3 | - | 18 | 4 | - | - | - | 22 | 13 | 7 | 2 | 13 | 9 | - | - | - | 11 | 5 | 3 | 3 | 6 | 5 |
| | 4% | 11%adef | 7%a | 8%a | 5% | 6% | 7% | - | - | - | 100% | 12%FG | 3% | - | 12%l | 3% | - | - | - | 100% | 5% | 6% | 3% | 5% | 5% | - | - | - | 100% | 5% | 5% | 9% | 7% | 5% |
| SUMMARY: Billing and Customer service | 300 | 72 | 238 | 103 | 177 | 83 | 275 | 103 | - | - | - | 62 | 29 | 12 | 52 | 49 | 177 | - | - | - | 105 | 45 | 27 | 96 | 77 | 83 | - | - | - | 38 | 29 | 16 | 34 | 49 |
| | 46%bcdz | 35% | 39% | 34% | 39% | 42% | 51%bcd ez | 100%BC | - | - | - | 34% | 33% | 33% | 36% | 33% | 100%hi | - | - | - | 38% | 38% | 44% | 39% | 39% | 100%qr | - | - | - | 38% | 45% | 47% | 38% | 45% |
| Repairs and Installation | 162 | 54 | 145 | 89 | 84 | 55 | 81 | - | 89 | - | - | 51 | 25 | 13 | 34 | 52 | - | 84 | - | - | 57 | 20 | 7 | 48 | 36 | - | 55 | - | - | 33 | 14 | 8 | 27 | 27 |
| | 25%df | 26%df | 24%df | 29%df | 19% | 28%df | 15% | - | 100%AC | - | - | 28% | 28% | 36% | 23% | 35%hl | - | 100%gi | - | - | 21% | 17% | 11% | 19% | 18% | - | 100%pr | - | - | 33% | 22% | 24% | 30% | 25% |
| Service Issues | 157 | 58 | 179 | 87 | 171 | 51 | 143 | - | - | 87 | - | 45 | 31 | 11 | 41 | 44 | - | - | 171 | - | 99 | 46 | 26 | 90 | 77 | - | - | 51 | - | 25 | 19 | 7 | 23 | 28 |
| | 24% | 28% | 30%a | 29% | 38%abce fz | 6% | 27% | - | - | 100%AB | - | 25% | 35% | 31% | 28% | 30% | - | - | 100%gh | - | 36% | 39% | 42% | 36% | 39% | - | - | 100%pq | - | 25% | 29% | 21% | 26% | 26% |
| Something else | 28 | 23 | 42 | 25 | 22 | 11 | 36 | - | - | - | 25 | 22 | 3 | - | 18 | 4 | - | - | - | 22 | 13 | 7 | 2 | 13 | 9 | - | - | - | 11 | 5 | 3 | 3 | 6 | 5 |
| | 4% | 11%adef | 7%a | 8%a | 5% | 6% | 7% | - | - | - | 100% | 12%FG | 3% | - | 12%l | 3% | - | - | - | 100% | 5% | 6% | 3% | 5% | 5% | - | - | - | 100% | 5% | 5% | 9% | 7% | 5% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 3

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

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

| | Supplier | | | | | | | VODAFONE | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 275 | 81* | 143 | 36* | 279 | 164 | 92* | 282 | 246 |
| A billing, pricing or payment issue | 228<br>35%c | 61<br>29% | 183<br>30% | 74<br>24% | 138<br>30% | 65<br>33%c | 207<br>39% | 207<br>75%hij | -<br>- | -<br>- | -<br>- | 106<br>38% | 59<br>36% | 42<br>46% | 118<br>42% | 89<br>36% |
| The service not performing as it should | 157<br>24% | 58<br>28% | 179<br>30%a | 87<br>29% | 171<br>38%abcez | 51<br>26% | 143<br>27% | -<br>- | -<br>- | 143<br>100%ghj | -<br>- | 82<br>29% | 40<br>24% | 21<br>23% | 70<br>25% | 72<br>29% |
| A problem relating to the installation or set up of your service | 97<br>15% | 34<br>16% | 85<br>14% | 50<br>16%d | 50<br>11% | 29<br>15% | 50<br>9% | -<br>- | 50<br>62%gj | -<br>- | -<br>- | 29<br>10% | 17<br>10% | 4<br>4% | 27<br>10% | 21<br>9% |
| Dissatisfaction with customer service from a previous occasion or contact | 72<br>11%z | 11<br>5% | 55<br>9% | 29<br>10% | 39<br>9% | 18<br>9% | 68<br>13% | 68<br>25%hij | -<br>- | -<br>- | -<br>- | 24<br>9% | 27<br>16%k | 17<br>18%k | 30<br>11% | 36<br>15% |
| A problem with a repair to the service | 65<br>10% | 20<br>10% | 60<br>10% | 39<br>13%d | 34<br>7% | 26<br>13%d | 31<br>6% | -<br>- | 31<br>38%gj | -<br>- | -<br>- | 17<br>6% | 11<br>7% | 3<br>3% | 13<br>5% | 18<br>7% |
| Or something else | 28<br>4% | 23<br>11%ade | 42<br>7%a | 25<br>8%a | 22<br>5% | 11<br>6% | 36<br>7% | -<br>- | -<br>- | -<br>- | 36<br>100%ghi | 21<br>8% | 10<br>6% | 5<br>5% | 24<br>9%o | 10<br>4% |
| SUMMARY:<br>Billing and Customer service | 300<br>46%bcdz | 72<br>35% | 238<br>39% | 103<br>34% | 177<br>39% | 83<br>42% | 275<br>51% | 275<br>100%hij | -<br>- | -<br>- | -<br>- | 130<br>47% | 86<br>52% | 59<br>64%k | 148<br>52% | 125<br>51% |
| Repairs and Installation | 162<br>25%d | 54<br>26%d | 145<br>24%d | 89<br>29%d | 84<br>19% | 55<br>28%d | 81<br>15% | -<br>- | 81<br>100%gj | -<br>- | -<br>- | 46<br>16%m | 28<br>17%m | 7<br>8% | 40<br>14% | 39<br>16% |
| Service Issues | 157<br>24% | 58<br>28% | 179<br>30%a | 87<br>29% | 171<br>38%abcez | 51<br>26% | 143<br>27% | -<br>- | -<br>- | 143<br>100%ghj | -<br>- | 82<br>29% | 40<br>24% | 21<br>23% | 70<br>25% | 72<br>29% |
| Something else | 28<br>4% | 23<br>11%ade | 42<br>7%a | 25<br>8%a | 22<br>5% | 11<br>6% | 36<br>7% | -<br>- | -<br>- | -<br>- | 36<br>100%ghi | 21<br>8% | 10<br>6% | 5<br>5% | 24<br>9%o | 10<br>4% |

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

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 4

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

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

| | Supplier | | | | | | | EE | | | | | | | | | GIFFGAFF | | | | | | | | | O2 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 72* | 238 | 103 | 177 | 83* | 275 | 300 | -** | -** | -** | 174 | 87* | 39* | 162 | 135 | 72* | -** | -** | -** | 49* | 16** | 7** | 50* | 20** | 238 | -** | -** | -** | 126 | 81* | 31* | 136 | 100 |
| Bill was a lot higher than expected | 70<br>23%z | 9<br>13% | 55<br>23% | 18<br>17% | 55<br>31%cz | 19<br>23% | 66<br>24%z | 70<br>23% | - | - | - | 41<br>24% | 19<br>22% | 10<br>26% | 44<br>27% | 26<br>19% | 9<br>13% | - | - | - | 5<br>10% | 4<br>25% | -<br>- | 8<br>16% | 1<br>5% | 55<br>23% | - | - | - | 34<br>27%u | 11<br>14% | 10<br>32%u | 33<br>24% | 22<br>22% |
| Bill was inaccurate | 56<br>19% | 15<br>21% | 47<br>20% | 16<br>16% | 32<br>18% | 14<br>17% | 60<br>22% | 56<br>19% | - | - | - | 30<br>17% | 21<br>24% | 5<br>13% | 24<br>15% | 31<br>23% | 15<br>21% | - | - | - | 10<br>20% | 4<br>25% | 1<br>14% | 11<br>22% | 4<br>20% | 47<br>20% | - | - | - | 28<br>22% | 15<br>19% | 4<br>13% | 30<br>22% | 17<br>17% |
| Bill contained items I shouldn't have been charged for | 53<br>18% | 7<br>10% | 40<br>17% | 18<br>17% | 34<br>19% | 16<br>19% | 59<br>21%z | 53<br>18% | - | - | - | 35<br>20%l | 7<br>8% | 11<br>28%l | 35<br>22% | 18<br>13% | 7<br>10% | - | - | - | 4<br>8% | 3<br>19% | -<br>- | 4<br>8% | 3<br>15% | 40<br>17% | - | - | - | 18<br>14% | 14<br>17% | 8<br>26% | 24<br>18% | 16<br>16% |
| Payment issues (including setting up/making a payment, non-direct debit charges) | 39<br>13% | 17<br>24%a | 41<br>17% | 16<br>16% | 25<br>14% | 17<br>20% | 39<br>14% | 39<br>13% | - | - | - | 25<br>14% | 10<br>11% | 4<br>10% | 24<br>15% | 15<br>11% | 17<br>24% | - | - | - | 10<br>20% | 4<br>25% | 3<br>43% | 12<br>24% | 4<br>20% | 41<br>17% | - | - | - | 27<br>21% | 10<br>12% | 4<br>13% | 26<br>19% | 15<br>15% |
| Getting a refund, credit note or cashback | 29<br>10% | 11<br>15% | 26<br>11% | 9<br>9% | 18<br>10% | 13<br>16% | 34<br>12% | 29<br>10% | - | - | - | 24<br>14%l | 1<br>1% | 4<br>10%l | 18<br>11% | 11<br>8% | 11<br>15% | - | - | - | 10<br>20% | 1<br>6% | -<br>- | 8<br>16% | 3<br>15% | 26<br>11% | - | - | - | 15<br>12% | 6<br>7% | 5<br>16% | 18<br>13% | 7<br>7% |
| The format of the bill | 28<br>9%d | 11<br>15%df | 23<br>10%d | 8<br>8% | 5<br>3% | 6<br>7% | 20<br>7%d | 28<br>9% | - | - | - | 21<br>12% | 6<br>7% | 1<br>3% | 15<br>9% | 12<br>9% | 11<br>15% | - | - | - | 8<br>16% | 3<br>19% | -<br>- | 9<br>18% | 2<br>10% | 23<br>10% | - | - | - | 19<br>15%u | 2<br>2% | 2<br>6% | 17<br>13% | 6<br>6% |
| Gave incorrect information | 27<br>9%b | 2<br>3% | 8<br>3% | 5<br>5% | 12<br>7% | 7<br>8% | 20<br>7% | 27<br>9% | - | - | - | 17<br>10% | 6<br>7% | 4<br>10% | 18<br>11% | 9<br>7% | 2<br>3% | - | - | - | 2<br>4% | -<br>- | -<br>- | 1<br>2% | -<br>- | 8<br>3% | - | - | - | 3<br>2% | 1<br>1% | 4<br>13%tu | 2<br>1% | 5<br>5% |
| Took too long to resolve issue | 25<br>8% | 2<br>3% | 21<br>9% | 10<br>10% | 12<br>7% | 11<br>13%z | 21<br>8% | 25<br>8% | - | - | - | 14<br>8% | 9<br>10% | 2<br>5% | 13<br>8% | 12<br>9% | 2<br>3% | - | - | - | 1<br>2% | -<br>- | 1<br>14% | 2<br>4% | -<br>- | 21<br>9% | - | - | - | 4<br>3% | 12<br>15%t | 5<br>16%t | 8<br>6% | 13<br>13% |
| Didn't do what they said they would do | 20<br>7% | 1<br>1% | 15<br>6% | 8<br>8% | 13<br>7% | 4<br>5% | 28<br>10%z | 20<br>7% | - | - | - | 10<br>6% | 8<br>9% | 2<br>5% | 11<br>7% | 9<br>7% | 1<br>1% | - | - | - | 1<br>2% | -<br>- | -<br>- | -<br>- | 1<br>5% | 15<br>6% | - | - | - | 4<br>3% | 6<br>7% | 5<br>16%t | 6<br>4% | 8<br>8% |
| Unable to get through to relevant person | 18<br>6% | 4<br>6% | 13<br>5% | 5<br>5% | 8<br>5% | 4<br>5% | 18<br>7% | 18<br>6% | - | - | - | 8<br>5% | 8<br>9% | 2<br>5% | 11<br>7% | 7<br>5% | 4<br>6% | - | - | - | 1<br>2% | 3<br>19% | -<br>- | 2<br>4% | 2<br>10% | 13<br>5% | - | - | - | 5<br>4% | 6<br>7% | 2<br>6% | 4<br>3% | 9<br>9%w |
| Costs of international and roaming calls | 16<br>5% | 8<br>11% | 16<br>7% | 6<br>6% | 15<br>8% | 6<br>7% | 20<br>7% | 16<br>5% | - | - | - | 11<br>6% | 5<br>6% | -<br>- | 11<br>7% | 5<br>4% | 8<br>11% | - | - | - | 4<br>8% | 3<br>19% | 1<br>14% | 4<br>8% | 4<br>20% | 16<br>7% | - | - | - | 12<br>10%u | 1<br>1% | 3<br>10%u | 6<br>4% | 10<br>10% |
| Unable to get through to anyone | 15<br>5% | 2<br>3% | 9<br>4% | 5<br>5% | 5<br>3% | 3<br>4% | 11<br>4% | 15<br>5% | - | - | - | 8<br>5% | 4<br>5% | 3<br>8% | 11<br>7% | 4<br>3% | 2<br>3% | - | - | - | 1<br>2% | 1<br>6% | -<br>- | 2<br>4% | -<br>- | 9<br>4% | - | - | - | 3<br>2% | 5<br>6% | 1<br>3% | 4<br>3% | 5<br>5% |
| Rude/dismissive | 15<br>5% | 1<br>1% | 10<br>4% | 5<br>5% | 8<br>5% | 5<br>6% | 9<br>3% | 15<br>5% | - | - | - | 7<br>4% | 5<br>6% | 3<br>8% | 8<br>5% | 7<br>5% | 1<br>1% | - | - | - | 1<br>2% | -<br>- | -<br>- | -<br>- | 1<br>5% | 10<br>4% | - | - | - | 3<br>2% | 4<br>5% | 3<br>10% | 5<br>4% | 5<br>5% |
| Pre-pay credit lost or not credited to card | 14<br>5%df | 9<br>13%adef | 15<br>6%df | 8<br>8%def | 2<br>1% | 1<br>1% | 4<br>1% | 14<br>5% | - | - | - | 10<br>6% | 3<br>3% | 1<br>3% | 8<br>5% | 6<br>4% | 9<br>13% | - | - | - | 6<br>12% | 3<br>19% | -<br>- | 8<br>16% | 1<br>5% | 15<br>6% | - | - | - | 11<br>9% | 4<br>5% | -<br>- | 8<br>6% | 7<br>7% |
| A different issue | 11<br>4% | 2<br>3% | 7<br>3% | 4<br>4% | 4<br>2% | 3<br>4% | 10<br>4% | 11<br>4% | - | - | - | 6<br>3% | 2<br>2% | 3<br>8% | 5<br>3% | 5<br>4% | 2<br>3% | - | - | - | 1<br>2% | -<br>- | 1<br>14% | 1<br>2% | 1<br>5% | 7<br>3% | - | - | - | 3<br>2% | 3<br>4% | 1<br>3% | 3<br>2% | 4<br>4% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 5

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

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

| | Supplier | | | | | | | TESCO MOBILE | | | | | | | | | THREE | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 300 | 72* | 238 | 103 | 177 | 83* | 275 | 103 | -** | -** | -** | 62* | 29** | 12** | 52* | 49* | 177 | -** | -** | -** | 105 | 45* | 27** | 96* | 77* | 83* | -** | -** | -** | 38* | 29** | 16** | 34* | 49* |
| Bill was a lot higher than expected | 70<br>23%z | 9<br>13% | 55<br>23% | 18<br>17% | 55<br>31%cz | 19<br>23% | 66<br>24%z | 18<br>17% | - | - | - | 11<br>18% | 6<br>21% | 1<br>8% | 7<br>13% | 11<br>22% | 55<br>31% | - | - | - | 38<br>36% | 12<br>27% | 5<br>19% | 33<br>34% | 21<br>27% | 19<br>23% | - | - | - | 7<br>18% | 6<br>21% | 6<br>38% | 10<br>29% | 9<br>18% |
| Bill was inaccurate | 56<br>19% | 15<br>21% | 47<br>20% | 16<br>16% | 32<br>18% | 14<br>17% | 60<br>22% | 16<br>16% | - | - | - | 13<br>21% | 1<br>3% | 2<br>17% | 11<br>21% | 5<br>10% | 32<br>18% | - | - | - | 20<br>19% | 9<br>20% | 3<br>11% | 24<br>25%o | 8<br>10% | 14<br>17% | - | - | - | 7<br>18% | 3<br>10% | 4<br>25% | 7<br>21% | 7<br>14% |
| Bill contained items I shouldn't have been charged for | 53<br>18% | 7<br>10% | 40<br>17% | 18<br>17% | 34<br>19% | 16<br>19% | 59<br>21%z | 18<br>17% | - | - | - | 12<br>19% | 3<br>10% | 3<br>25% | 12<br>23% | 6<br>12% | 34<br>19% | - | - | - | 25<br>24% | 5<br>11% | 4<br>15% | 22<br>23% | 12<br>16% | 16<br>19% | - | - | - | 10<br>26% | 1<br>3% | 5<br>31% | 6<br>18% | 10<br>20% |
| Payment issues (including setting up/making a payment, non-direct debit charges) | 39<br>13% | 17<br>24%a | 41<br>17% | 16<br>16% | 25<br>14% | 17<br>20% | 39<br>14% | 16<br>16% | - | - | - | 12<br>19% | 4<br>14% | -<br>- | 11<br>21% | 5<br>10% | 25<br>14% | - | - | - | 13<br>12% | 9<br>20% | 3<br>11% | 14<br>15% | 11<br>14% | 17<br>20% | - | - | - | 10<br>26% | 7<br>24% | -<br>- | 9<br>26% | 8<br>16% |
| Getting a refund, credit note or cashback | 29<br>10% | 11<br>15% | 26<br>11% | 9<br>9% | 18<br>10% | 13<br>16% | 34<br>12% | 9<br>9% | - | - | - | 5<br>8% | 3<br>10% | 1<br>8% | 6<br>12% | 3<br>6% | 18<br>10% | - | - | - | 9<br>9% | 8<br>18% | 1<br>4% | 9<br>9% | 9<br>12% | 13<br>16% | - | - | - | 10<br>26% | 1<br>3% | 2<br>13% | 2<br>6% | 11<br>22%w |
| The format of the bill | 28<br>9%d | 11<br>15%df | 23<br>10%d | 8<br>8% | 5<br>3% | 6<br>7% | 20<br>7%d | 8<br>8% | - | - | - | 5<br>8% | 1<br>3% | 2<br>17% | 6<br>12% | 2<br>4% | 5<br>3% | - | - | - | 4<br>4% | 1<br>2% | -<br>- | 3<br>3% | 2<br>3% | 6<br>7% | - | - | - | 3<br>8% | 3<br>10% | -<br>- | 5<br>15%x | 1<br>2% |
| Gave incorrect information | 27<br>9%b | 2<br>3% | 8<br>3% | 5<br>5% | 12<br>7% | 7<br>8% | 20<br>7% | 5<br>5% | - | - | - | 3<br>5% | 1<br>3% | 1<br>8% | 2<br>4% | 2<br>4% | 12<br>7% | - | - | - | 4<br>4% | 3<br>7% | 5<br>19% | 5<br>5% | 6<br>8% | 7<br>8% | - | - | - | 1<br>3% | 3<br>10% | 3<br>19% | 1<br>3% | 6<br>12% |
| Took too long to resolve issue | 25<br>8% | 2<br>3% | 21<br>9% | 10<br>10% | 12<br>7% | 11<br>13%z | 21<br>8% | 10<br>10% | - | - | - | 6<br>10% | 4<br>14% | -<br>- | 4<br>8% | 6<br>12% | 12<br>7% | - | - | - | 7<br>7% | 3<br>7% | 2<br>7% | 8<br>8% | 4<br>5% | 11<br>13% | - | - | - | 3<br>8% | 4<br>14% | 4<br>25% | 2<br>6% | 9<br>18% |
| Didn't do what they said they would do | 20<br>7% | 1<br>1% | 15<br>6% | 8<br>8% | 13<br>7% | 4<br>5% | 28<br>10%z | 8<br>8% | - | - | - | 3<br>5% | 5<br>17% | -<br>- | 3<br>6% | 5<br>10% | 13<br>7% | - | - | - | 4<br>4% | 2<br>4% | 7<br>26% | 5<br>5% | 7<br>9% | 4<br>5% | - | - | - | -<br>- | 2<br>7% | 2<br>13% | -<br>- | 4<br>8% |
| Unable to get through to relevant person | 18<br>6% | 4<br>6% | 13<br>5% | 5<br>5% | 8<br>5% | 4<br>5% | 18<br>7% | 5<br>5% | - | - | - | 4<br>6% | 1<br>3% | -<br>- | 3<br>6% | 2<br>4% | 8<br>5% | - | - | - | 4<br>4% | 2<br>4% | 2<br>7% | 5<br>5% | 3<br>4% | 4<br>5% | - | - | - | -<br>- | 2<br>7% | 2<br>13% | -<br>- | 4<br>8% |
| Costs of international and roaming calls | 16<br>5% | 8<br>11% | 16<br>7% | 6<br>6% | 15<br>8% | 6<br>7% | 20<br>7% | 6<br>6% | - | - | - | 2<br>3% | 4<br>14% | -<br>- | 5<br>10% | 1<br>2% | 15<br>8% | - | - | - | 8<br>8% | 6<br>13% | 1<br>4% | 10<br>10% | 4<br>5% | 6<br>7% | - | - | - | 6<br>16% | -<br>- | -<br>- | 3<br>9% | 3<br>6% |
| Unable to get through to anyone | 15<br>5% | 2<br>3% | 9<br>4% | 5<br>5% | 5<br>3% | 3<br>4% | 11<br>4% | 5<br>5% | - | - | - | 3<br>5% | 1<br>3% | 1<br>8% | 2<br>4% | 2<br>4% | 5<br>3% | - | - | - | 1<br>1% | -<br>- | 4<br>15% | 2<br>2% | 3<br>4% | 3<br>4% | - | - | - | 1<br>3% | 1<br>3% | 1<br>6% | 1<br>3% | 2<br>4% |
| Rude/dismissive | 15<br>5% | 1<br>1% | 10<br>4% | 5<br>5% | 8<br>5% | 5<br>6% | 9<br>3% | 5<br>5% | - | - | - | 1<br>2% | 1<br>3% | 3<br>25% | 3<br>6% | 2<br>4% | 8<br>5% | - | - | - | 4<br>4% | 2<br>4% | 2<br>7% | 4<br>4% | 4<br>5% | 5<br>6% | - | - | - | -<br>- | 3<br>10% | 2<br>13% | -<br>- | 5<br>10% |
| Pre-pay credit lost or not credited to card | 14<br>5%df | 9<br>13%adef | 15<br>6%df | 8<br>8%def | 2<br>1% | 1<br>1% | 4<br>1% | 8<br>8% | - | - | - | 6<br>10% | 2<br>7% | -<br>- | 4<br>8% | 4<br>8% | 2<br>1% | - | - | - | 2<br>2% | -<br>- | -<br>- | 1<br>1% | 1<br>1% | 1<br>1% | - | - | - | 1<br>3% | -<br>- | -<br>- | -<br>- | 1<br>2% |
| A different issue | 11<br>4% | 2<br>3% | 7<br>3% | 4<br>4% | 4<br>2% | 3<br>4% | 10<br>4% | 4<br>4% | - | - | - | 2<br>3% | 1<br>3% | 1<br>8% | 1<br>2% | 3<br>6% | 4<br>2% | - | - | - | 2<br>2% | 1<br>2% | 1<br>4% | 1<br>1% | 3<br>4% | 3<br>4% | - | - | - | 1<br>3% | 1<br>3% | 1<br>6% | 1<br>3% | 2<br>4% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 6

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

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

| | Supplier | | | | | | | VODAFONE | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) |
| Total | 300 | 72* | 238 | 103 | 177 | 83* | 275 | 275 | -** | -** | -** | 130 | 86* | 59* | 148 | 125 |
| Bill was a lot higher than expected | 70<br>23%z | 9<br>13% | 55<br>23% | 18<br>17% | 55<br>31%cz | 19<br>23% | 66<br>24% | 66<br>24% | -<br>- | -<br>- | -<br>- | 42<br>32%l | 13<br>15% | 11<br>19% | 37<br>25% | 29<br>23% |
| Bill was inaccurate | 56<br>19% | 15<br>21% | 47<br>20% | 16<br>16% | 32<br>18% | 14<br>17% | 60<br>22% | 60<br>22% | -<br>- | -<br>- | -<br>- | 30<br>23% | 12<br>14% | 18<br>31%l | 35<br>24% | 25<br>20% |
| Bill contained items I shouldn't have been charged for | 53<br>18% | 7<br>10% | 40<br>17% | 18<br>17% | 34<br>19% | 16<br>19% | 59<br>21% | 59<br>21% | -<br>- | -<br>- | -<br>- | 33<br>25%l | 11<br>13% | 15<br>25% | 29<br>20% | 30<br>24% |
| Payment issues (including setting up/making a payment, non-direct debit charges) | 39<br>13% | 17<br>24%a | 41<br>17% | 16<br>16% | 25<br>14% | 17<br>20% | 39<br>14% | 39<br>14% | -<br>- | -<br>- | -<br>- | 13<br>10% | 14<br>16% | 12<br>20% | 18<br>12% | 21<br>17% |
| Getting a refund, credit note or cashback | 29<br>10% | 11<br>15% | 26<br>11% | 9<br>9% | 18<br>10% | 13<br>16% | 34<br>12% | 34<br>12% | -<br>- | -<br>- | -<br>- | 16<br>12% | 8<br>9% | 10<br>17% | 20<br>14% | 14<br>11% |
| The format of the bill | 28<br>9%d | 11<br>15%d | 23<br>10%d | 8<br>8% | 5<br>3% | 6<br>7% | 20<br>7% | 20<br>7% | -<br>- | -<br>- | -<br>- | 12<br>9% | 3<br>3% | 5<br>8% | 14<br>9% | 6<br>5% |
| Gave incorrect information | 27<br>9%b | 2<br>3% | 8<br>3% | 5<br>5% | 12<br>7% | 7<br>8% | 20<br>7% | 20<br>7% | -<br>- | -<br>- | -<br>- | 5<br>4% | 8<br>9% | 7<br>12%k | 6<br>4% | 14<br>11%n |
| Took too long to resolve issue | 25<br>8% | 2<br>3% | 21<br>9% | 10<br>10% | 12<br>7% | 11<br>13%z | 21<br>8% | 21<br>8% | -<br>- | -<br>- | -<br>- | 4<br>3% | 11<br>13%k | 6<br>10%k | 8<br>5% | 13<br>10% |
| Didn't do what they said they would do | 20<br>7% | 1<br>1% | 15<br>6% | 8<br>8% | 13<br>7% | 4<br>5% | 28<br>10% | 28<br>10% | -<br>- | -<br>- | -<br>- | 10<br>8% | 8<br>9% | 10<br>17% | 9<br>6% | 17<br>14%n |
| Unable to get through to relevant person | 18<br>6% | 4<br>6% | 13<br>5% | 5<br>5% | 8<br>5% | 4<br>5% | 18<br>7% | 18<br>7% | -<br>- | -<br>- | -<br>- | 5<br>4% | 9<br>10% | 4<br>7% | 7<br>5% | 11<br>9% |
| Costs of international and roaming calls | 16<br>5% | 8<br>11% | 16<br>7% | 6<br>6% | 15<br>8% | 6<br>7% | 20<br>7% | 20<br>7% | -<br>- | -<br>- | -<br>- | 12<br>9%l | 2<br>2% | 6<br>10%l | 10<br>7% | 10<br>8% |
| Unable to get through to anyone | 15<br>5% | 2<br>3% | 9<br>4% | 5<br>5% | 5<br>3% | 3<br>4% | 11<br>4% | 11<br>4% | -<br>- | -<br>- | -<br>- | 5<br>4% | 4<br>5% | 2<br>3% | 8<br>5% | 3<br>2% |
| Rude/dismissive | 15<br>5% | 1<br>1% | 10<br>4% | 5<br>5% | 8<br>5% | 5<br>6% | 9<br>3% | 9<br>3% | -<br>- | -<br>- | -<br>- | 3<br>2% | 3<br>3% | 3<br>5% | 4<br>3% | 4<br>3% |
| Pre-pay credit lost or not credited to card | 14<br>5%d | 9<br>13%ade | 15<br>6%d | 8<br>8%de | 2<br>1% | 1<br>1% | 4<br>1% | 4<br>1% | -<br>- | -<br>- | -<br>- | 2<br>2% | 2<br>2% | -<br>- | 3<br>2% | 1<br>1% |
| A different issue | 11<br>4% | 2<br>3% | 7<br>3% | 4<br>4% | 4<br>2% | 3<br>4% | 10<br>4% | 10<br>4% | -<br>- | -<br>- | -<br>- | 3<br>2% | 3<br>3% | 4<br>7% | 3<br>2% | 7<br>6% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 7

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

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

| | Supplier | | | | | | | EE | | | | | | | | | GIFFGAFF | | | | | | | | | O2 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 157 | 58* | 179 | 87* | 171 | 51* | 143 | -** | -** | 157 | -** | 91* | 44* | 22** | 71* | 82* | -** | -** | 58* | -** | 34* | 13** | 11** | 22** | 35* | -** | -** | 179 | -** | 111 | 50* | 18** | 94* | 84* |
| Poor indoor reception/coverage | 52<br>33%d | 16<br>28% | 60<br>34%d | 20<br>23% | 39<br>23% | 12<br>24% | 42<br>29% | -<br>- | -<br>- | 52<br>33% | -<br>- | 28<br>31% | 15<br>34% | 9<br>41% | 17<br>24% | 35<br>43%n | -<br>- | -<br>- | 16<br>28% | -<br>- | 7<br>21% | 4<br>31% | 5<br>45% | 5<br>23% | 11<br>31% | -<br>- | -<br>- | 60<br>34% | -<br>- | 28<br>25% | 24<br>48%d | 8<br>44% | 27<br>29% | 33<br>39% |
| Service is not consistently available | 47<br>30% | 11<br>19% | 60<br>34%dz | 21<br>24% | 40<br>23% | 18<br>35% | 50<br>35%dz | -<br>- | -<br>- | 47<br>30% | -<br>- | 26<br>29% | 14<br>32% | 7<br>32% | 17<br>24% | 30<br>37% | -<br>- | -<br>- | 11<br>19% | -<br>- | 5<br>15% | 1<br>8% | 5<br>45% | 3<br>14% | 8<br>23% | -<br>- | -<br>- | 60<br>34% | -<br>- | 36<br>32% | 19<br>38% | 5<br>28% | 25<br>27% | 35<br>42%w |
| Unable to access 4G service | 47<br>30% | 17<br>29% | 59<br>33% | 26<br>30% | 66<br>39%f | 13<br>25% | 37<br>26% | -<br>- | -<br>- | 47<br>30% | -<br>- | 33<br>36%l | 8<br>18% | 6<br>27% | 30<br>42%o | 15<br>18% | -<br>- | -<br>- | 17<br>29% | -<br>- | 7<br>21% | 5<br>38% | 5<br>45% | 6<br>27% | 11<br>31% | -<br>- | -<br>- | 59<br>33% | -<br>- | 39<br>35% | 12<br>24% | 8<br>44% | 34<br>36% | 25<br>30% |
| Complete loss of service | 35<br>22% | 23<br>40%af | 55<br>31% | 22<br>25% | 76<br>44%abcef | 14<br>27% | 31<br>22% | -<br>- | -<br>- | 35<br>22% | -<br>- | 20<br>22% | 9<br>20% | 6<br>27% | 14<br>20% | 21<br>26% | -<br>- | -<br>- | 23<br>40% | -<br>- | 11<br>32% | 7<br>54% | 5<br>45% | 12<br>55% | 10<br>29% | -<br>- | -<br>- | 55<br>31% | -<br>- | 32<br>29% | 15<br>30% | 8<br>44% | 31<br>33% | 24<br>29% |
| Poor outside reception/ coverage | 27<br>17% | 12<br>21% | 38<br>21% | 23<br>26% | 40<br>23% | 7<br>14% | 23<br>16% | -<br>- | -<br>- | 27<br>17% | -<br>- | 17<br>19% | 8<br>18% | 2<br>9% | 8<br>11% | 18<br>22% | -<br>- | -<br>- | 12<br>21% | -<br>- | 6<br>18% | 1<br>8% | 5<br>45% | 5<br>23% | 7<br>20% | -<br>- | -<br>- | 38<br>21% | -<br>- | 21<br>19% | 12<br>24% | 5<br>28% | 17<br>18% | 21<br>25% |
| Problems with calls being disconnected during a call or not connected at all | 22<br>14% | 10<br>17% | 29<br>16% | 19<br>22% | 26<br>15% | 7<br>14% | 21<br>15% | -<br>- | -<br>- | 22<br>14% | -<br>- | 14<br>15% | 4<br>9% | 4<br>18% | 7<br>10% | 15<br>18% | -<br>- | -<br>- | 10<br>17% | -<br>- | 7<br>21% | 1<br>8% | 2<br>18% | 3<br>14% | 7<br>20% | -<br>- | -<br>- | 29<br>16% | -<br>- | 17<br>15% | 7<br>14% | 5<br>28% | 14<br>15% | 15<br>18% |
| Text or voice mails delivered late | 12<br>8% | 7<br>12% | 34<br>19%ad | 9<br>10% | 15<br>9% | 4<br>8% | 18<br>13% | -<br>- | -<br>- | 12<br>8% | -<br>- | 10<br>11% | 2<br>5% | -<br>- | 7<br>10% | 4<br>5% | -<br>- | -<br>- | 7<br>12% | -<br>- | 4<br>12% | 2<br>15% | 1<br>9% | 1<br>5% | 6<br>17% | -<br>- | -<br>- | 34<br>19% | -<br>- | 17<br>15% | 12<br>24% | 5<br>28% | 13<br>14% | 20<br>24% |
| Connection speed slower than advertised or led to expect | 3<br>2% | -<br>- | -<br>- | -<br>- | -<br>- | 3<br>6%bcdf | -<br>- | -<br>- | -<br>- | 3<br>2% | -<br>- | -<br>- | 2<br>5%k | 1<br>5% | 1<br>1% | 2<br>2% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Problems with voice over internet (VOIP) telephone calls | 1<br>1% | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>4%bdf | -<br>- | -<br>- | -<br>- | 1<br>1% | -<br>- | 1<br>1% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Poor line quality | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Poor picture quality | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Unable to get certain channels/content | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| A different issue (please describe it briefly in your own words) | 6<br>4% | -<br>- | 3<br>2% | 1<br>1% | 5<br>3% | -<br>- | 8<br>6% | -<br>- | -<br>- | 6<br>4% | -<br>- | 5<br>5% | -<br>- | 1<br>5% | 4<br>6% | 2<br>2% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 3<br>2% | -<br>- | 2<br>2% | 1<br>2% | -<br>- | 2<br>2% | 1<br>1% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 8

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

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

| | Supplier | | | | | | | TESCO MOBILE | | | | | | | | | THREE | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 157 | 58* | 179 | 87* | 171 | 51* | 143 | -** | -** | 87* | -** | 45* | 31* | 11** | 41* | 44* | -** | -** | 171 | -** | 99* | 46* | 26** | 90* | 77* | -** | -** | 51* | -** | 25** | 19** | 7** | 23** | 28** |
| Poor indoor reception/coverage | 52<br>33%d | 16<br>28% | 60<br>34%d | 20<br>23% | 39<br>23% | 12<br>24% | 42<br>29% | -<br>- | -<br>- | 20<br>23% | -<br>- | 10<br>22% | 8<br>26% | 2<br>18% | 9<br>22% | 10<br>23% | -<br>- | -<br>- | 39<br>23% | -<br>- | 16<br>16% | 15<br>33%k | 8<br>31% | 17<br>19% | 22<br>29% | -<br>- | -<br>- | 12<br>24% | -<br>- | 7<br>28% | 4<br>21% | 1<br>14% | 6<br>26% | 6<br>21% |
| Service is not consistently available | 47<br>30% | 11<br>19% | 60<br>34%dz | 21<br>24% | 40<br>23% | 18<br>35% | 50<br>35%dz | -<br>- | -<br>- | 21<br>24% | -<br>- | 13<br>29% | 5<br>16% | 3<br>27% | 10<br>24% | 11<br>25% | -<br>- | -<br>- | 40<br>23% | -<br>- | 25<br>25% | 6<br>13% | 9<br>35% | 19<br>21% | 20<br>26% | -<br>- | -<br>- | 18<br>35% | -<br>- | 6<br>24% | 9<br>47% | 3<br>43% | 5<br>22% | 13<br>46% |
| Unable to access 4G service | 47<br>30% | 17<br>29% | 59<br>33% | 26<br>30% | 66<br>39%f | 13<br>25% | 37<br>26% | -<br>- | -<br>- | 26<br>30% | -<br>- | 16<br>36% | 9<br>29% | 1<br>9% | 14<br>34% | 11<br>25% | -<br>- | -<br>- | 66<br>39% | -<br>- | 37<br>37% | 20<br>43% | 9<br>35% | 38<br>42% | 26<br>34% | -<br>- | -<br>- | 13<br>25% | -<br>- | 7<br>28% | 4<br>21% | 2<br>29% | 7<br>30% | 6<br>21% |
| Complete loss of service | 35<br>22% | 23<br>40%af | 55<br>31% | 22<br>25% | 76<br>44%abcef | 14<br>27% | 31<br>22% | -<br>- | -<br>- | 22<br>25% | -<br>- | 8<br>18% | 13<br>42%E | 1<br>9% | 8<br>20% | 14<br>32% | -<br>- | -<br>- | 76<br>44% | -<br>- | 45<br>45% | 15<br>33% | 16<br>62% | 43<br>48% | 32<br>42% | -<br>- | -<br>- | 14<br>27% | -<br>- | 11<br>44% | 1<br>5% | 2<br>29% | 8<br>35% | 6<br>21% |
| Poor outside reception/ coverage | 27<br>17% | 12<br>21% | 38<br>21% | 23<br>26% | 40<br>23% | 7<br>14% | 23<br>16% | -<br>- | -<br>- | 23<br>26% | -<br>- | 7<br>16% | 10<br>32% | 6<br>55% | 11<br>27% | 12<br>27% | -<br>- | -<br>- | 40<br>23% | -<br>- | 20<br>20% | 14<br>30% | 6<br>23% | 15<br>17% | 24<br>31%n | -<br>- | -<br>- | 7<br>14% | -<br>- | 3<br>12% | 1<br>5% | 3<br>43% | 2<br>9% | 5<br>18% |
| Problems with calls being disconnected during a call or not connected at all | 22<br>14% | 10<br>17% | 29<br>16% | 19<br>22% | 26<br>15% | 7<br>14% | 21<br>15% | -<br>- | -<br>- | 19<br>22% | -<br>- | 12<br>27% | 5<br>16% | 2<br>18% | 9<br>22% | 10<br>23% | -<br>- | -<br>- | 26<br>15% | -<br>- | 14<br>14% | 9<br>20% | 3<br>12% | 10<br>11% | 16<br>21% | -<br>- | -<br>- | 7<br>14% | -<br>- | 2<br>8% | 4<br>21% | 1<br>14% | 2<br>9% | 5<br>18% |
| Text or voice mails delivered late | 12<br>8% | 7<br>12% | 34<br>19%ad | 9<br>10% | 15<br>9% | 4<br>8% | 18<br>13% | -<br>- | -<br>- | 9<br>10% | -<br>- | 4<br>9% | 5<br>16% | -<br>- | 5<br>12% | 4<br>9% | -<br>- | -<br>- | 15<br>9% | -<br>- | 10<br>10% | 3<br>7% | 2<br>8% | 9<br>10% | 6<br>8% | -<br>- | -<br>- | 4<br>8% | -<br>- | 3<br>12% | 1<br>5% | -<br>- | 4<br>17% | -<br>- |
| Connection speed slower than advertised or led to expect | 3<br>2% | -<br>- | -<br>- | -<br>- | -<br>- | 3<br>6%bcdf | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 3<br>6% | -<br>- | 1<br>4% | 1<br>5% | 1<br>14% | -<br>- | 3<br>11% |
| Problems with voice over internet (VOIP) telephone calls | 1<br>1% | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>4%bdf | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>4% | -<br>- | 1<br>4% | -<br>- | 1<br>14% | 1<br>4% | 1<br>4% |
| Poor line quality | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Poor picture quality | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Unable to get certain channels/content | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| A different issue (please describe it briefly in your own words) | 6<br>4% | -<br>- | 3<br>2% | 1<br>1% | 5<br>3% | -<br>- | 8<br>6% | -<br>- | -<br>- | 1<br>1% | -<br>- | 1<br>2% | -<br>- | -<br>- | 1<br>2% | -<br>- | -<br>- | -<br>- | 5<br>3% | -<br>- | 4<br>4% | 1<br>2% | -<br>- | 4<br>4% | 1<br>1% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 9

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

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

| | Supplier | | | | | | | VODAFONE | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) |
| Total | 157 | 58* | 179 | 87* | 171 | 51* | 143 | -** | -** | 143 | -** | 82* | 40* | 21** | 70* | 72* |
| Poor indoor reception/coverage | 52<br>33%d | 16<br>28% | 60<br>34%d | 20<br>23% | 39<br>23% | 12<br>24% | 42<br>29% | -<br>- | -<br>- | 42<br>29% | -<br>- | 20<br>24% | 14<br>35% | 8<br>38% | 17<br>24% | 25<br>35% |
| Service is not consistently available | 47<br>30% | 11<br>19% | 60<br>34%dz | 21<br>24% | 40<br>23% | 18<br>35% | 50<br>35% | -<br>- | -<br>- | 50<br>35% | -<br>- | 25<br>30% | 12<br>30% | 13<br>62% | 23<br>33% | 27<br>38% |
| Unable to access 4G service | 47<br>30% | 17<br>29% | 59<br>33% | 26<br>30% | 66<br>39% | 13<br>25% | 37<br>26% | -<br>- | -<br>- | 37<br>26% | -<br>- | 23<br>28% | 10<br>25% | 4<br>19% | 18<br>26% | 19<br>26% |
| Complete loss of service | 35<br>22% | 23<br>40%a | 55<br>31% | 22<br>25% | 76<br>44%abce | 14<br>27% | 31<br>22% | -<br>- | -<br>- | 31<br>22% | -<br>- | 22<br>27% | 8<br>20% | 1<br>5% | 14<br>20% | 17<br>24% |
| Poor outside reception/ coverage | 27<br>17% | 12<br>21% | 38<br>21% | 23<br>26% | 40<br>23% | 7<br>14% | 23<br>16% | -<br>- | -<br>- | 23<br>16% | -<br>- | 13<br>16% | 7<br>18% | 3<br>14% | 8<br>11% | 15<br>21% |
| Problems with calls being disconnected during a call or not connected at all | 22<br>14% | 10<br>17% | 29<br>16% | 19<br>22% | 26<br>15% | 7<br>14% | 21<br>15% | -<br>- | -<br>- | 21<br>15% | -<br>- | 9<br>11% | 8<br>20% | 4<br>19% | 9<br>13% | 12<br>17% |
| Text or voice mails delivered late | 12<br>8% | 7<br>12% | 34<br>19%ad | 9<br>10% | 15<br>9% | 4<br>8% | 18<br>13% | -<br>- | -<br>- | 18<br>13% | -<br>- | 11<br>13% | 4<br>10% | 3<br>14% | 7<br>10% | 11<br>15% |
| Connection speed slower than advertised or led to expect | 3<br>2% | -<br>- | -<br>- | -<br>- | -<br>- | 3<br>6%bcd | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Problems with voice over internet (VOIP) telephone calls | 1<br>1% | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>4%bd | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Poor line quality | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Poor picture quality | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Unable to get certain channels/content | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| A different issue (please describe it briefly in your own words) | 6<br>4% | -<br>- | 3<br>2% | 1<br>1% | 5<br>3% | -<br>- | 8<br>6% | -<br>- | -<br>- | 8<br>6% | -<br>- | 3<br>4% | 2<br>5% | 3<br>14% | 3<br>4% | 4<br>6% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 10

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

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

| | Supplier | | | | | | | EE | | | | | | | | | GIFFGAFF | | | | | | | | | O2 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 162 | 54* | 145 | 89* | 84* | 55* | 81* | -** | 162 | -** | -** | 100 | 44* | 18** | 88* | 72* | -** | 54* | -** | -** | 33* | 17** | 4** | 29** | 25** | -** | 145 | -** | -** | 86* | 46* | 13** | 83* | 62* |
| Switching issues (e.g. problems trying to switch or problems porting your number) | 86<br>*53%* | 31<br>*57%* | 81<br>**56%e** | 49<br>*55%* | 47<br>*56%* | 22<br>*40%* | 44<br>*54%* | -<br>- | 86<br>*53%* | -<br>- | -<br>- | 55<br>*55%* | 24<br>*55%* | 7<br>*39%* | 42<br>*48%* | 43<br>*60%* | -<br>- | 31<br>*57%* | -<br>- | -<br>- | 19<br>*58%* | 10<br>*59%* | 2<br>*50%* | 14<br>*48%* | 17<br>*68%* | -<br>- | 81<br>*56%* | -<br>- | -<br>- | 47<br>*55%* | 29<br>*63%* | 5<br>*38%* | 44<br>*53%* | 37<br>*60%* |
| Missed/ moved installation appointment | 5<br>**3%b** | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>**4%b** | -<br>- | -<br>- | 5<br>*3%* | -<br>- | -<br>- | 2<br>*2%* | 3<br>*7%* | -<br>- | 5<br>**6%o** | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Damage to property during repair | 5<br>**3%b** | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>**4%b** | -<br>- | -<br>- | 5<br>*3%* | -<br>- | -<br>- | 5<br>*5%* | -<br>- | -<br>- | 4<br>*5%* | 1<br>*1%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Missed/moved repair appointment | 4<br>*2%* | -<br>- | -<br>- | -<br>- | -<br>- | 5<br>**9%abcdfz** | -<br>- | -<br>- | 4<br>*2%* | -<br>- | -<br>- | 4<br>*4%* | -<br>- | -<br>- | 4<br>*5%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Time taken to install the service | 4<br>*2%* | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>**4%b** | -<br>- | -<br>- | 4<br>*2%* | -<br>- | -<br>- | 2<br>*2%* | 2<br>*5%* | -<br>- | 4<br>*5%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Time taken to repair a fault | 3<br>*2%* | -<br>- | -<br>- | -<br>- | -<br>- | 7<br>**13%abcdfz** | -<br>- | -<br>- | 3<br>*2%* | -<br>- | -<br>- | 2<br>*2%* | 1<br>*2%* | -<br>- | 2<br>*2%* | 1<br>*1%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Damage to property during installation | 3<br>*2%* | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>**4%b** | -<br>- | -<br>- | 3<br>*2%* | -<br>- | -<br>- | -<br>- | 3<br>**7%k** | -<br>- | 2<br>*2%* | 1<br>*1%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Complaining about an engineer | 3<br>*2%* | -<br>- | -<br>- | -<br>- | -<br>- | 1<br>*2%* | -<br>- | -<br>- | 3<br>*2%* | -<br>- | -<br>- | 2<br>*2%* | 1<br>*2%* | -<br>- | 3<br>*3%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Arranging an appointment for an engineer visit | 2<br>*1%* | -<br>- | -<br>- | -<br>- | -<br>- | 5<br>**9%abcdfz** | -<br>- | -<br>- | 2<br>*1%* | -<br>- | -<br>- | 2<br>*2%* | -<br>- | -<br>- | 2<br>*2%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Arranging an installation | 1<br>*1%* | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>**4%b** | -<br>- | -<br>- | 1<br>*1%* | -<br>- | -<br>- | -<br>- | 1<br>*2%* | -<br>- | 1<br>*1%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| A different issue | 57<br>*35%* | 23<br>*43%* | 64<br>*44%* | 40<br>*45%* | 37<br>*44%* | 16<br>*29%* | 37<br>*46%* | -<br>- | 57<br>*35%* | -<br>- | -<br>- | 32<br>*32%* | 14<br>*32%* | 11<br>*61%* | 30<br>*34%* | 26<br>*36%* | -<br>- | 23<br>*43%* | -<br>- | -<br>- | 14<br>*42%* | 7<br>*41%* | 2<br>*50%* | 15<br>*52%* | 8<br>*32%* | -<br>- | 64<br>*44%* | -<br>- | -<br>- | 39<br>*45%* | 17<br>*37%* | 8<br>*62%* | 39<br>*47%* | 25<br>*40%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 11

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

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

| | Supplier | | | | | | | TESCO MOBILE | | | | | | | | | THREE | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 162 | 54* | 145 | 89* | 84* | 55* | 81* | -** | 89* | -** | -** | 51* | 25** | 13** | 34* | 52* | -** | 84* | -** | -** | 57* | 20** | 7** | 48* | 36* | -** | 55* | -** | -** | 33* | 14** | 8** | 27** | 27** |
| Switching issues (e.g. problems trying to switch or problems porting your number) | 86<br>*53%* | 31<br>*57%* | 81<br>56%e | 49<br>*55%* | 47<br>*56%* | 22<br>*40%* | 44<br>*54%* | -<br>- | 49<br>*55%* | -<br>- | -<br>- | 31<br>*61%* | 13<br>*52%* | 5<br>*38%* | 19<br>*56%* | 29<br>*56%* | -<br>- | 47<br>*56%* | -<br>- | -<br>- | 31<br>*54%* | 12<br>*60%* | 4<br>*57%* | 26<br>*54%* | 21<br>*58%* | -<br>- | 22<br>*40%* | -<br>- | -<br>- | 15<br>*45%* | 4<br>*29%* | 3<br>*38%* | 12<br>*44%* | 10<br>*37%* |
| Missed/ moved installation appointment | 5<br>3%b | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>4%b | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>*4%* | -<br>- | -<br>- | 2<br>*6%* | -<br>- | -<br>- | 2<br>*7%* | -<br>- |
| Damage to property during repair | 5<br>3%b | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>4%b | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>*4%* | -<br>- | -<br>- | 1<br>*3%* | 1<br>*7%* | -<br>- | 2<br>*7%* | -<br>- |
| Missed/moved repair appointment | 4<br>*2%* | -<br>- | -<br>- | -<br>- | -<br>- | 5<br>9%abcdfz | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 5<br>*9%* | -<br>- | -<br>- | 3<br>*9%* | 2<br>*14%* | -<br>- | 4<br>*15%* | 1<br>*4%* |
| Time taken to install the service | 4<br>*2%* | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>4%b | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>*4%* | -<br>- | -<br>- | 1<br>*3%* | 1<br>*7%* | -<br>- | 1<br>*4%* | 1<br>*4%* |
| Time taken to repair a fault | 3<br>*2%* | -<br>- | -<br>- | -<br>- | -<br>- | 7<br>13%abcdfz | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 7<br>*13%* | -<br>- | -<br>- | 3<br>*9%* | 3<br>*21%* | 1<br>*13%* | 2<br>*7%* | 4<br>*15%* |
| Damage to property during installation | 3<br>*2%* | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>4%b | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>*4%* | -<br>- | -<br>- | -<br>- | 2<br>*14%* | -<br>- | -<br>- | 2<br>*7%* |
| Complaining about an engineer | 3<br>*2%* | -<br>- | -<br>- | -<br>- | -<br>- | 1<br>*2%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 1<br>*2%* | -<br>- | -<br>- | 1<br>*3%* | -<br>- | -<br>- | -<br>- | 1<br>*4%* |
| Arranging an appointment for an engineer visit | 2<br>*1%* | -<br>- | -<br>- | -<br>- | -<br>- | 5<br>9%abcdfz | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 5<br>*9%* | -<br>- | -<br>- | 2<br>*6%* | 3<br>*21%* | -<br>- | 1<br>*4%* | 3<br>*11%* |
| Arranging an installation | 1<br>*1%* | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>4%b | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>*4%* | -<br>- | -<br>- | 2<br>*6%* | -<br>- | -<br>- | 2<br>*7%* | -<br>- |
| A different issue | 57<br>*35%* | 23<br>*43%* | 64<br>*44%* | 40<br>*45%* | 37<br>*44%* | 16<br>*29%* | 37<br>*46%* | -<br>- | 40<br>*45%* | -<br>- | -<br>- | 20<br>*39%* | 12<br>*48%* | 8<br>*62%* | 15<br>*44%* | 23<br>*44%* | -<br>- | 37<br>*44%* | -<br>- | -<br>- | 26<br>*46%* | 8<br>*40%* | 3<br>*43%* | 22<br>*46%* | 15<br>*42%* | -<br>- | 16<br>*29%* | -<br>- | -<br>- | 8<br>*24%* | 4<br>*29%* | 4<br>*50%* | 7<br>*26%* | 9<br>*33%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 12

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

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

| | Supplier | | | | | | | VODAFONE | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) |
| Total | 162 | 54* | 145 | 89* | 84* | 55* | 81* | -** | 81* | -** | -** | 46* | 28** | 7** | 40* | 39* |
| Switching issues (e.g. problems trying to switch or problems porting your number) | 86<br>*53%* | 31<br>*57%* | 81<br>**56%e** | 49<br>*55%* | 47<br>*56%* | 22<br>*40%* | 44<br>*54%* | -<br>- | 44<br>*54%* | -<br>- | -<br>- | 27<br>*59%* | 15<br>*54%* | 2<br>*29%* | 25<br>*63%* | 17<br>*44%* |
| Missed/ moved installation appointment | 5<br>**3%b** | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>**4%b** | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Damage to property during repair | 5<br>**3%b** | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>**4%b** | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Missed/moved repair appointment | 4<br>*2%* | -<br>- | -<br>- | -<br>- | -<br>- | 5<br>**9%abcdz** | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Time taken to install the service | 4<br>*2%* | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>**4%b** | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Time taken to repair a fault | 3<br>*2%* | -<br>- | -<br>- | -<br>- | -<br>- | 7<br>**13%abcdz** | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Damage to property during installation | 3<br>*2%* | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>**4%b** | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Complaining about an engineer | 3<br>*2%* | -<br>- | -<br>- | -<br>- | -<br>- | 1<br>*2%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Arranging an appointment for an engineer visit | 2<br>*1%* | -<br>- | -<br>- | -<br>- | -<br>- | 5<br>**9%abcdz** | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Arranging an installation | 1<br>*1%* | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>**4%b** | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| A different issue | 57<br>*35%* | 23<br>*43%* | 64<br>*44%* | 40<br>*45%* | 37<br>*44%* | 16<br>*29%* | 37<br>*46%* | -<br>- | 37<br>*46%* | -<br>- | -<br>- | 19<br>*41%* | 13<br>*46%* | 5<br>*71%* | 15<br>*38%* | 22<br>*56%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 13

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

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

| | Supplier | | | | | | | EE | | | | | | | | | GIFFGAFF | | | | | | | | | O2 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 28** | 23** | 42* | 25** | 22** | 11** | 36* | -** | -** | -** | 28** | 14** | 9** | 5** | 19** | 7** | -** | -** | -** | 23** | 18** | 4** | 1** | 13** | 9** | -** | -** | -** | 42* | 32* | 6** | 4** | 24** | 14** |
| Keeping your mobile phone number when changing suppliers | 9<br>*32%* | 6<br>*26%* | 6<br>*14%* | 5<br>*20%* | 2<br>*9%* | 3<br>*27%* | 4<br>*11%* | -<br>- | -<br>- | -<br>- | 9<br>*32%* | 6<br>*43%* | 2<br>*22%* | 1<br>*20%* | 7<br>*37%* | 1<br>*14%* | -<br>- | -<br>- | -<br>- | 6<br>*26%* | 5<br>*28%* | 1<br>*25%* | -<br>- | 5<br>*38%* | 1<br>*11%* | -<br>- | -<br>- | -<br>- | 6<br>*14%* | 5<br>*16%* | 1<br>*17%* | -<br>- | 3<br>*13%* | 2<br>*14%* |
| Change to your package or service (upgrading or downgrading your service) | 9<br>*32%* | 5<br>*22%* | 10<br>*24%* | 8<br>*32%* | 5<br>*23%* | 3<br>*27%* | 10<br>*28%* | -<br>- | -<br>- | -<br>- | 9<br>*32%* | 6<br>*43%* | 3<br>*33%* | -<br>- | 6<br>*32%* | 2<br>*29%* | -<br>- | -<br>- | -<br>- | 5<br>*22%* | 4<br>*22%* | 1<br>*25%* | -<br>- | 3<br>*23%* | 2<br>*22%* | -<br>- | -<br>- | -<br>- | 10<br>*24%* | 9<br>*28%* | 1<br>*17%* | -<br>- | 8<br>*33%* | 2<br>*14%* |
| Service not performing as advertised or as told in store/over the phone | 7<br>*25%* | 3<br>*13%* | 6<br>*14%* | 1<br>*4%* | 2<br>*9%* | 3<br>*27%* | 5<br>*14%* | -<br>- | -<br>- | -<br>- | 7<br>*25%* | 3<br>*21%* | 3<br>*33%* | 1<br>*20%* | 5<br>*26%* | 2<br>*29%* | -<br>- | -<br>- | -<br>- | 3<br>*13%* | 3<br>*17%* | -<br>- | -<br>- | -<br>- | 2<br>*22%* | -<br>- | -<br>- | -<br>- | 6<br>*14%* | 5<br>*16%* | 1<br>*17%* | -<br>- | 3<br>*13%* | 3<br>*21%* |
| Complaining about the terms of your contract | 3<br>*11%* | 3<br>*13%* | 4<br>*10%* | 2<br>*8%* | 2<br>*9%* | -<br>- | 3<br>*8%* | -<br>- | -<br>- | -<br>- | 3<br>*11%* | 1<br>*7%* | 2<br>*22%* | -<br>- | 2<br>*11%* | 1<br>*14%* | -<br>- | -<br>- | -<br>- | 3<br>*13%* | 3<br>*17%* | -<br>- | -<br>- | 1<br>*8%* | 2<br>*22%* | -<br>- | -<br>- | -<br>- | 4<br>*10%* | 3<br>*9%* | -<br>- | 1<br>*25%* | 1<br>*4%* | 2<br>*14%* |
| Switching issues (e.g. problems trying to switch or problems porting your number) | 3<br>*11%* | 1<br>*4%* | 3<br>*7%* | 4<br>*16%* | 4<br>*18%* | 1<br>*9%* | -<br>- | -<br>- | -<br>- | -<br>- | 3<br>*11%* | 3<br>*21%* | -<br>- | -<br>- | 3<br>*16%* | -<br>- | -<br>- | -<br>- | -<br>- | 1<br>*4%* | 1<br>*6%* | -<br>- | -<br>- | 1<br>*8%* | -<br>- | -<br>- | -<br>- | -<br>- | 3<br>*7%* | 2<br>*6%* | 1<br>*17%* | -<br>- | 1<br>*4%* | 1<br>*7%* |
| A different issue (please describe it briefly in your own words) | 6<br>*21%* | 6<br>*26%* | 14<br>*33%* | 5<br>*20%* | 8<br>*36%* | 2<br>*18%* | 15<br>*42%* | -<br>- | -<br>- | -<br>- | 6<br>*21%* | 2<br>*14%* | 1<br>*11%* | 3<br>*60%* | 3<br>*16%* | 3<br>*43%* | -<br>- | -<br>- | -<br>- | 6<br>*26%* | 3<br>*17%* | 2<br>*50%* | 1<br>*100%* | 3<br>*23%* | 3<br>*33%* | -<br>- | -<br>- | -<br>- | 14<br>*33%* | 9<br>*28%* | 2<br>*33%* | 3<br>*75%* | 8<br>*33%* | 5<br>*36%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 14

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

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

| | Supplier | | | | | | | TESCO MOBILE | | | | | | | | | THREE | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 28** | 23** | 42* | 25** | 22** | 11** | 36* | -** | -** | -** | 25** | 22** | 3** | -** | 18** | 4** | -** | -** | -** | 22** | 13** | 7** | 2** | 13** | 9** | -** | -** | -** | 11** | 5** | 3** | 3** | 6** | 5** |
| Keeping your mobile phone number when changing suppliers | 9<br>*32%* | 6<br>*26%* | 6<br>*14%* | 5<br>*20%* | 2<br>*9%* | 3<br>*27%* | 4<br>*11%* | -<br>- | -<br>- | -<br>- | 5<br>*20%* | 4<br>*18%* | 1<br>*33%* | -<br>- | 3<br>*17%* | 1<br>*25%* | -<br>- | -<br>- | -<br>- | 2<br>*9%* | 2<br>*15%* | -<br>- | -<br>- | 2<br>*15%* | -<br>- | -<br>- | -<br>- | -<br>- | 3<br>*27%* | -<br>- | 1<br>*33%* | 2<br>*67%* | 1<br>*17%* | 2<br>*40%* |
| Change to your package or service (upgrading or downgrading your service) | 9<br>*32%* | 5<br>*22%* | 10<br>*24%* | 8<br>*32%* | 5<br>*23%* | 3<br>*27%* | 10<br>*28%* | -<br>- | -<br>- | -<br>- | 8<br>*32%* | 8<br>*36%* | -<br>- | -<br>- | 6<br>*33%* | 1<br>*25%* | -<br>- | -<br>- | -<br>- | 5<br>*23%* | 5<br>*38%* | -<br>- | -<br>- | 4<br>*31%* | 1<br>*11%* | -<br>- | -<br>- | -<br>- | 3<br>*27%* | 2<br>*40%* | -<br>- | 1<br>*33%* | 2<br>*33%* | 1<br>*20%* |
| Service not performing as advertised or as told in store/over the phone | 7<br>*25%* | 3<br>*13%* | 6<br>*14%* | 1<br>*4%* | 2<br>*9%* | 3<br>*27%* | 5<br>*14%* | -<br>- | -<br>- | -<br>- | 1<br>*4%* | 1<br>*5%* | -<br>- | -<br>- | 1<br>*6%* | -<br>- | -<br>- | -<br>- | -<br>- | 2<br>*9%* | 1<br>*8%* | 1<br>*14%* | -<br>- | 2<br>*15%* | -<br>- | -<br>- | -<br>- | -<br>- | 3<br>*27%* | 3<br>*60%* | -<br>- | -<br>- | 2<br>*33%* | 1<br>*20%* |
| Complaining about the terms of your contract | 3<br>*11%* | 3<br>*13%* | 4<br>*10%* | 2<br>*8%* | 2<br>*9%* | -<br>- | 3<br>*8%* | -<br>- | -<br>- | -<br>- | 2<br>*8%* | 1<br>*5%* | 1<br>*33%* | -<br>- | -<br>- | 1<br>*25%* | -<br>- | -<br>- | -<br>- | 2<br>*9%* | -<br>- | 1<br>*14%* | 1<br>*50%* | 1<br>*8%* | 1<br>*11%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| Switching issues (e.g. problems trying to switch or problems porting your number) | 3<br>*11%* | 1<br>*4%* | 3<br>*7%* | 4<br>*16%* | 4<br>*18%* | 1<br>*9%* | -<br>- | -<br>- | -<br>- | -<br>- | 4<br>*16%* | 4<br>*18%* | -<br>- | -<br>- | 4<br>*22%* | -<br>- | -<br>- | -<br>- | -<br>- | 4<br>*18%* | 1<br>*8%* | 2<br>*29%* | 1<br>*50%* | -<br>- | 4<br>*44%* | -<br>- | -<br>- | -<br>- | 1<br>*9%* | -<br>- | 1<br>*33%* | -<br>- | -<br>- | 1<br>*20%* |
| A different issue (please describe it briefly in your own words) | 6<br>*21%* | 6<br>*26%* | 14<br>*33%* | 5<br>*20%* | 8<br>*36%* | 2<br>*18%* | 15<br>*42%* | -<br>- | -<br>- | -<br>- | 5<br>*20%* | 4<br>*18%* | 1<br>*33%* | -<br>- | 4<br>*22%* | 1<br>*25%* | -<br>- | -<br>- | -<br>- | 8<br>*36%* | 5<br>*38%* | 3<br>*43%* | -<br>- | 5<br>*38%* | 3<br>*33%* | -<br>- | -<br>- | -<br>- | 2<br>*18%* | -<br>- | 1<br>*33%* | 1<br>*33%* | 1<br>*17%* | 1<br>*20%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 15

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

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

| | Supplier | | | | | | | VODAFONE | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) |
| Total | 28** | 23** | 42* | 25** | 22** | 11** | 36* | -** | -** | -** | 36* | 21** | 10** | 5** | 24** | 10** |
| Keeping your mobile phone number when changing suppliers | 9<br>*32%* | 6<br>*26%* | 6<br>*14%* | 5<br>*20%* | 2<br>*9%* | 3<br>*27%* | 4<br>*11%* | -<br>- | -<br>- | -<br>- | 4<br>*11%* | 3<br>*14%* | 1<br>*10%* | -<br>- | 3<br>*13%* | 1<br>*10%* |
| Change to your package or service (upgrading or downgrading your service) | 9<br>*32%* | 5<br>*22%* | 10<br>*24%* | 8<br>*32%* | 5<br>*23%* | 3<br>*27%* | 10<br>*28%* | -<br>- | -<br>- | -<br>- | 10<br>*28%* | 6<br>*29%* | 3<br>*30%* | 1<br>*20%* | 7<br>*29%* | 2<br>*20%* |
| Service not performing as advertised or as told in store/over the phone | 7<br>*25%* | 3<br>*13%* | 6<br>*14%* | 1<br>*4%* | 2<br>*9%* | 3<br>*27%* | 5<br>*14%* | -<br>- | -<br>- | -<br>- | 5<br>*14%* | 4<br>*19%* | 1<br>*10%* | -<br>- | 3<br>*13%* | 1<br>*10%* |
| Complaining about the terms of your contract | 3<br>*11%* | 3<br>*13%* | 4<br>*10%* | 2<br>*8%* | 2<br>*9%* | -<br>- | 3<br>*8%* | -<br>- | -<br>- | -<br>- | 3<br>*8%* | 2<br>*10%* | 1<br>*10%* | -<br>- | 2<br>*8%* | 1<br>*10%* |
| Switching issues (e.g. problems trying to switch or problems porting your number) | 3<br>*11%* | 1<br>*4%* | 3<br>*7%* | 4<br>*16%* | 4<br>*18%* | 1<br>*9%* | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| A different issue (please describe it briefly in your own words) | 6<br>*21%* | 6<br>*26%* | 14<br>*33%* | 5<br>*20%* | 8<br>*36%* | 2<br>*18%* | 15<br>*42%* | -<br>- | -<br>- | -<br>- | 15<br>*42%* | 7<br>*33%* | 4<br>*40%* | 4<br>*80%* | 10<br>*42%* | 5<br>*50%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 16

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

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

| | Supplier | | | | | | | EE | | | | | | | | | GIFFGAFF | | | | | | | | | O2 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 300 | 162 | 157 | 28** | 379 | 184 | 84* | 340 | 296 | 72* | 54* | 58* | 23** | 134 | 50* | 23** | 114 | 89* | 238 | 145 | 179 | 42* | 355 | 183 | 66* | 337 | 260 |
| Only/mainly on the phone | 268 | 44 | 195 | 92 | 174 | 89 | 231 | 138 | 44 | 71 | 15 | 159 | 75 | 34 | 163 | 103 | 16 | 11 | 14 | 3 | 29 | 11 | 4 | 23 | 19 | 82 | 37 | 64 | 12 | 108 | 65 | 22 | 109 | 85 |
| | 41%bcz | 21% | 32%z | 30%z | 38%bcz | 45%bcz | 43%bcz | 46%h | 27% | 45%h | 54% | 42% | 41% | 40% | 48%o | 35% | 22% | 20% | 24% | 13% | 22% | 22% | 17% | 20% | 21% | 34% | 26% | 36%q | 29% | 30% | 36% | 33% | 32% | 33% |
| Only/mainly via webchat | 80 | 23 | 112 | 37 | 114 | 21 | 117 | 45 | 18 | 17 | - | 41 | 28 | 11 | 45 | 35 | 8 | 6 | 8 | 1 | 21 | 1 | 1 | 15 | 7 | 44 | 22 | 34 | 12 | 72 | 25 | 15 | 73 | 39 |
| | 12% | 11% | 19%acez | 12% | 25%abcez | 11% | 22%acez | 15% | 11% | 11% | - | 11% | 15% | 13% | 13% | 12% | 11% | 11% | 14% | 4% | 16%F | 2% | 4% | 13% | 8% | 18% | 15% | 19% | 29%q | 20% | 14% | 23% | 22%x | 15% |
| Only/mainly via email | 66 | 32 | 68 | 39 | 36 | 20 | 26 | 29 | 21 | 15 | 1 | 49 | 10 | 7 | 30 | 35 | 10 | 6 | 11 | 5 | 20 | 10 | 2 | 21 | 11 | 22 | 25 | 19 | 2 | 37 | 27 | 4 | 28 | 40 |
| | 10%f | 15%adf | 11%f | 13%df | 8%f | 10%f | 5% | 10% | 13% | 10% | 4% | 13%d | 5% | 8% | 9% | 12% | 14% | 11% | 19% | 22% | 15% | 20% | 9% | 18% | 12% | 9% | 17%ps | 11% | 5% | 10% | 15% | 6% | 8% | 15%w |
| Only/mainly in store | 52 | 9 | 46 | 48 | 33 | 12 | 41 | 26 | 12 | 12 | 2 | 29 | 15 | 8 | 30 | 22 | 1 | 3 | 5 | - | 7 | 2 | - | 2 | 7 | 14 | 13 | 13 | 6 | 26 | 15 | 5 | 23 | 20 |
| | 8% | 4% | 8% | 16%abdefz | 7% | 6% | 8% | 9% | 7% | 8% | 7% | 8% | 8% | 10% | 9% | 7% | 1% | 6% | 9% | - | 5% | 4% | - | 2% | 8%H | 6% | 9% | 7% | 14% | 7% | 8% | 8% | 7% | 8% |
| Only/mainly via mobile application | 49 | 34 | 53 | 21 | 32 | 19 | 40 | 18 | 18 | 10 | 3 | 28 | 16 | 5 | 21 | 25 | 13 | 11 | 7 | 3 | 20 | 8 | 6 | 19 | 15 | 22 | 15 | 15 | 1 | 30 | 16 | 7 | 31 | 22 |
| | 8% | 16%abcdef | 9% | 7% | 7% | 10% | 7% | 6% | 11% | 6% | 11% | 7% | 9% | 6% | 6% | 8% | 18% | 20% | 12% | 13% | 15% | 16% | 26% | 17% | 17% | 9% | 10% | 8% | 2% | 8% | 9% | 11% | 9% | 8% |
| Only/mainly by social media | 48 | 18 | 43 | 21 | 27 | 11 | 23 | 16 | 20 | 9 | 3 | 25 | 15 | 8 | 17 | 31 | 8 | 5 | 2 | 3 | 10 | 7 | 1 | 11 | 7 | 14 | 10 | 17 | 2 | 28 | 12 | 3 | 21 | 22 |
| | 7%f | 9%f | 7%f | 7% | 6% | 6% | 4% | 5% | 12%qt | 6% | 11% | 7% | 8% | 10% | 5% | 10%n | 11% | 9% | 3% | 13% | 7% | 14% | 4% | 10% | 8% | 6% | 7% | 9% | 5% | 8% | 7% | 5% | 6% | 8% |
| Only/mainly via web form | 36 | 29 | 47 | 24 | 21 | 17 | 27 | 13 | 13 | 10 | - | 22 | 10 | 4 | 13 | 23 | 12 | 6 | 8 | 3 | 15 | 6 | 8 | 15 | 14 | 24 | 11 | 10 | 2 | 31 | 10 | 6 | 33 | 14 |
| | 6% | 14%abcdf | 8%d | 8% | 5% | 9% | 5% | 4% | 8% | 6% | - | 6% | 5% | 5% | 4% | 8%n | 17% | 11% | 14% | 13% | 11% | 12% | 35% | 13% | 16% | 10% | 8% | 6% | 5% | 9% | 5% | 9% | 10%x | 5% |
| Only/mainly by letter | 36 | 8 | 25 | 12 | 10 | 10 | 17 | 11 | 15 | 9 | 1 | 17 | 13 | 6 | 15 | 18 | 1 | 5 | 2 | - | 4 | 3 | 1 | 1 | 7 | 10 | 10 | 4 | 1 | 15 | 9 | 1 | 13 | 12 |
| | 6%df | 4% | 4% | 4% | 2% | 5% | 3% | 4% | 9%g | 6% | 4% | 4% | 7% | 7% | 4% | 6% | 1% | 9%A | 3% | - | 3% | 6% | 4% | 1% | 8%H | 4% | 7%r | 2% | 2% | 4% | 5% | 2% | 4% | 5% |
| Only/mainly via another contact method | 6 | 2 | 6 | 2 | 2 | - | 3 | 2 | 1 | 3 | - | 4 | 1 | 1 | 3 | 3 | 1 | - | 1 | - | 2 | - | - | 2 | - | 3 | 1 | 1 | 1 | 2 | 2 | 2 | 3 | 3 |
| | 1% | 1% | 1% | 1% | * | - | 1% | 1% | 1% | 2% | - | 1% | 1% | 1% | 1% | 1% | 1% | - | 2% | - | 1% | - | - | 2% | - | 1% | 1% | 1% | 1% | 1% | 1% | 3% | 1% | 1% |
| Don't know | 6 | 8 | 9 | 8 | 5 | 1 | 10 | 2 | - | 1 | 3 | 5 | 1 | - | 3 | 1 | 2 | 1 | - | 5 | 6 | 2 | - | 5 | 2 | 3 | 1 | 2 | 3 | 6 | 2 | 1 | 3 | 3 |
| | 1% | 4%abde | 1% | 3%a | 1% | 1% | 2% | 1% | - | 1% | 11% | 1% | 1% | - | 1% | * | 3% | 2% | - | 22% | 4% | 4% | - | 4% | 2% | 1% | 1% | 1% | 7%pqr | 2% | 1% | 2% | 1% | 1% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 17

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

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

| | Supplier | | | | | | | TESCO MOBILE | | | | | | | | | THREE | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 103 | 89* | 87* | 25** | 180 | 88* | 36* | 145 | 149 | 177 | 84* | 171 | 22** | 274 | 118 | 62* | 247 | 199 | 83* | 55* | 51* | 11** | 101 | 65* | 34* | 90* | 109 |
| Only/mainly on the phone | 268 | 44 | 195 | 92 | 174 | 89 | 231 | 41 | 22 | 22 | 7 | 56 | 28 | 8 | 52 | 38 | 77 | 29 | 59 | 9 | 106 | 37 | 31 | 96 | 76 | 44 | 16 | 23 | 6 | 41 | 29 | 19 | 45 | 44 |
| | 41%bcz | 21% | 32%z | 30%z | 38%bcz | 45%bcz | 43%bcz | 40%BC | 25% | 25% | 28% | 31% | 32% | 22% | 36% | 26% | 44% | 35% | 35% | 41% | 39% | 31% | 50%i | 39% | 38% | 53%q | 29% | 45% | 55% | 41% | 45% | 56% | 50% | 40% |
| Only/mainly via webchat | 80 | 23 | 112 | 37 | 114 | 21 | 117 | 13 | 10 | 13 | 1 | 22 | 10 | 5 | 15 | 21 | 46 | 10 | 54 | 4 | 69 | 34 | 11 | 70 | 43 | 7 | 8 | 5 | 1 | 12 | 7 | 2 | 11 | 9 |
| | 12% | 11% | 19%acez | 12% | 25%abcez | 11% | 22%acez | 13% | 11% | 15% | 4% | 12% | 11% | 14% | 10% | 14% | 26%h | 12% | 32%h | 18% | 25% | 29% | 18% | 28% | 22% | 8% | 15% | 10% | 9% | 12% | 11% | 6% | 12% | 8% |
| Only/mainly via email | 66 | 32 | 68 | 39 | 36 | 20 | 26 | 10 | 15 | 11 | 3 | 27 | 9 | 3 | 16 | 21 | 8 | 10 | 17 | 1 | 25 | 6 | 5 | 16 | 18 | 7 | 8 | 5 | - | 12 | 4 | 4 | 12 | 8 |
| | 10%f | 15%adf | 11%f | 13%df | 8%f | 10%f | 5% | 10% | 17% | 13% | 12% | 15% | 10% | 8% | 11% | 14% | 5% | 12%q | 10% | 5% | 9% | 5% | 8% | 6% | 9% | 8% | 15% | 10% | - | 12% | 6% | 12% | 13% | 7% |
| Only/mainly in store | 52 | 9 | 46 | 48 | 33 | 12 | 41 | 13 | 10 | 15 | 10 | 28 | 15 | 5 | 26 | 19 | 8 | 8 | 13 | 4 | 18 | 10 | 5 | 15 | 18 | 6 | 4 | 1 | 1 | 7 | 4 | 1 | 3 | 9 |
| | 8% | 4% | 8% | 16%abdefz | 7% | 6% | 8% | 13% | 11% | 17% | 40% | 16% | 17% | 14% | 18% | 13% | 5% | 10% | 8% | 18% | 7% | 8% | 8% | 6% | 9% | 7% | 7% | 2% | 9% | 7% | 6% | 3% | 3% | 8% |
| Only/mainly via mobile application | 49 | 34 | 53 | 21 | 32 | 19 | 40 | 4 | 10 | 7 | - | 11 | 5 | 5 | 4 | 17 | 14 | 7 | 11 | - | 17 | 11 | 4 | 18 | 14 | 7 | 5 | 6 | 1 | 11 | 6 | 2 | 8 | 11 |
| | 8% | 16%abcdef | 9% | 7% | 7% | 10% | 7% | 4% | 11% | 8% | - | 6% | 6% | 14% | 3% | 11%H | 8% | 8% | 6% | - | 6% | 9% | 6% | 7% | 7% | 8% | 9% | 12% | 9% | 11% | 9% | 6% | 9% | 10% |
| Only/mainly by social media | 48 | 18 | 43 | 21 | 27 | 11 | 23 | 7 | 8 | 6 | - | 12 | 7 | 2 | 8 | 13 | 12 | 9 | 5 | 1 | 19 | 6 | 2 | 13 | 13 | 5 | 2 | 4 | - | 3 | 7 | 1 | 2 | 9 |
| | 7%f | 9%f | 7%f | 7% | 6% | 6% | 4% | 7% | 9% | 7% | - | 7% | 8% | 6% | 6% | 9% | 7% | 11%i | 3% | 5% | 7% | 5% | 3% | 5% | 7% | 6% | 4% | 8% | - | 3% | 11%t | 3% | 2% | 8% |
| Only/mainly via web form | 36 | 29 | 47 | 24 | 21 | 17 | 27 | 9 | 9 | 6 | - | 13 | 7 | 4 | 16 | 8 | 6 | 6 | 9 | - | 9 | 9 | 3 | 12 | 8 | 4 | 7 | 4 | 2 | 9 | 4 | 4 | 6 | 11 |
| | 6% | 14%abcdf | 8%d | 8% | 5% | 9% | 5% | 9% | 10% | 7% | - | 7% | 8% | 11% | 11% | 5% | 3% | 7% | 5% | - | 3% | 8% | 5% | 5% | 4% | 5% | 13% | 8% | 18% | 9% | 6% | 12% | 7% | 10% |
| Only/mainly by letter | 36 | 8 | 25 | 12 | 10 | 10 | 17 | 4 | 3 | 5 | - | 6 | 2 | 4 | 4 | 8 | 3 | 5 | 2 | - | 7 | 3 | - | 4 | 6 | 3 | 5 | 2 | - | 5 | 4 | 1 | 2 | 8 |
| | 6%df | 4% | 4% | 4% | 2% | 5% | 3% | 4% | 3% | 6% | - | 3% | 2% | 11%EF | 3% | 5% | 2% | 6%i | 1% | - | 3% | 3% | - | 2% | 3% | 4% | 9% | 4% | - | 5% | 6% | 3% | 2% | 7% |
| Only/mainly via another contact method | 6 | 2 | 6 | 2 | 2 | - | 3 | 1 | - | 1 | - | 1 | 1 | - | 1 | 1 | 1 | - | 1 | - | 1 | 1 | - | 1 | 1 | - | - | - | - | - | - | - | - | - |
| | 1% | 1% | 1% | 1% | * | - | 1% | 1% | - | 1% | - | 1% | 1% | - | 1% | 1% | 1% | - | 1% | - | * | 1% | - | * | 1% | - | - | - | - | - | - | - | - | - |
| Don't know | 6 | 8 | 9 | 8 | 5 | 1 | 10 | 1 | 2 | 1 | 4 | 4 | 4 | - | 3 | 3 | 2 | - | - | 3 | 3 | 1 | 1 | 2 | 2 | - | - | 1 | - | 1 | - | - | 1 | - |
| | 1% | 4%abde | 1% | 3%a | 1% | 1% | 2% | 1% | 2% | 1% | 16% | 2% | 5% | - | 2% | 2% | 1% | - | - | 14% | 1% | 1% | 2% | 1% | 1% | - | - | 2% | - | 1% | - | - | 1% | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 18

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

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

| | Supplier | | | | | | | VODAFONE | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 275 | 81* | 143 | 36* | 279 | 164 | 92* | 282 | 246 |
| Only/mainly on the phone | 268<br>41%bcz | 44<br>21% | 195<br>32%z | 92<br>30%z | 174<br>38%bcz | 89<br>45%bcz | 231<br>43% | 135<br>49%h | 25<br>31% | 56<br>39% | 15<br>42% | 99<br>35% | 80<br>49%k | 52<br>57%k | 118<br>42% | 111<br>45% |
| Only/mainly via webchat | 80<br>12% | 23<br>11% | 112<br>19%acez | 37<br>12% | 114<br>25%abcez | 21<br>11% | 117<br>22% | 65<br>24% | 13<br>16% | 30<br>21% | 9<br>25% | 68<br>24% | 29<br>18% | 20<br>22% | 72<br>26%o | 45<br>18% |
| Only/mainly via email | 66<br>10% | 32<br>15%ad | 68<br>11% | 39<br>13%d | 36<br>8% | 20<br>10% | 26<br>5% | 10<br>4% | 9<br>11%gi | 6<br>4% | 1<br>3% | 17<br>6% | 5<br>3% | 4<br>4% | 15<br>5% | 11<br>4% |
| Only/mainly in store | 52<br>8% | 9<br>4% | 46<br>8% | 48<br>16%abdez | 33<br>7% | 12<br>6% | 41<br>8% | 16<br>6% | 4<br>5% | 17<br>12%g | 4<br>11% | 24<br>9% | 12<br>7% | 5<br>5% | 24<br>9% | 17<br>7% |
| Only/mainly via mobile application | 49<br>8% | 34<br>16%abcde | 53<br>9% | 21<br>7% | 32<br>7% | 19<br>10% | 40<br>7% | 19<br>7% | 7<br>9% | 12<br>8% | 2<br>6% | 19<br>7% | 17<br>10% | 4<br>4% | 19<br>7% | 21<br>9% |
| Only/mainly by social media | 48<br>7% | 18<br>9% | 43<br>7% | 21<br>7% | 27<br>6% | 11<br>6% | 23<br>4% | 7<br>3% | 7<br>9%g | 8<br>6% | 1<br>3% | 16<br>6%m | 7<br>4%m | -<br>- | 11<br>4% | 12<br>5% |
| Only/mainly via web form | 36<br>6% | 29<br>14%abcd | 47<br>8%d | 24<br>8% | 21<br>5% | 17<br>9% | 27<br>5% | 12<br>4% | 9<br>11%gi | 5<br>3% | 1<br>3% | 17<br>6% | 7<br>4% | 3<br>3% | 13<br>5% | 13<br>5% |
| Only/mainly by letter | 36<br>6%d | 8<br>4% | 25<br>4% | 12<br>4% | 10<br>2% | 10<br>5% | 17<br>3% | 5<br>2% | 7<br>9%g | 5<br>3% | -<br>- | 10<br>4% | 5<br>3% | 2<br>2% | 8<br>3% | 9<br>4% |
| Only/mainly via another contact method | 6<br>1% | 2<br>1% | 6<br>1% | 2<br>1% | 2<br>* | -<br>- | 3<br>1% | 3<br>1% | -<br>- | -<br>- | -<br>- | 2<br>1% | -<br>- | 1<br>1% | 1<br>* | 2<br>1% |
| Don't know | 6<br>1% | 8<br>4%abde | 9<br>1% | 8<br>3%a | 5<br>1% | 1<br>1% | 10<br>2% | 3<br>1% | -<br>- | 4<br>3% | 3<br>8%gh | 7<br>3% | 2<br>1% | 1<br>1% | 1<br>* | 5<br>2% |

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

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 19

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

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

| | | Supplier | | | | | | | EE | | | | | | | | | GIFFGAFF | | | | | | | | | O2 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 300 | 162 | 157 | 28** | 379 | 184 | 84* | 340 | 296 | 72* | 54* | 58* | 23** | 134 | 50* | 23** | 114 | 89* | 238 | 145 | 179 | 42* | 355 | 183 | 66* | 337 | 260 |
| 10 - Extremely satisfied | (10) | 104 | 52 | 106 | 63 | 70 | 25 | 68 | 52 | 22 | 20 | 10 | 104 | - | - | 89 | 13 | 16 | 19 | 7 | 10 | 52 | - | - | 41 | 9 | 37 | 19 | 38 | 12 | 106 | - | - | 94 | 10 |
| | | 16% | 25%abdef | 8%f | 21%ef | 15% | 13% | 13% | 17% | 14% | 13% | 36% | 27%lm | - | - | 26%o | 4% | 22% | 35%C | 12% | 43% | 39%F | - | - | 36%l | 10% | 16% | 13% | 21% | 29%pq | 30%uv | - | - | 28%x | 4% |
| 9 - | (9) | 61 | 15 | 52 | 29 | 49 | 13 | 43 | 27 | 16 | 17 | 1 | 61 | - | - | 46 | 15 | 5 | 1 | 7 | 2 | 15 | - | - | 13 | 2 | 21 | 13 | 14 | 4 | 52 | - | - | 43 | 9 |
| | | 9% | 7% | 9% | 10% | 11% | 7% | 8% | 9% | 10% | 11% | 4% | 16%lm | - | - | 14%o | 5% | 7% | 2% | 12%B | 9% | 11%F | - | - | 11%l | 2% | 9% | 9% | 8% | 10% | 15%uv | - | - | 13%x | 3% |
| 8 - | (8) | 114 | 31 | 107 | 42 | 83 | 37 | 84 | 48 | 34 | 30 | 2 | 114 | - | - | 64 | 48 | 15 | 5 | 9 | 2 | 31 | - | - | 16 | 14 | 38 | 34 | 26 | 9 | 107 | - | - | 75 | 31 |
| | | 18% | 15% | 18% | 14% | 18% | 19% | 16% | 16% | 21% | 19% | 7% | 30%lm | - | - | 19% | 16% | 21% | 9% | 16% | 9% | 23%F | - | - | 14% | 16% | 16% | 23%r | 15% | 21% | 30%uv | - | - | 22%x | 12% |
| 7 - | (7) | 100 | 36 | 90 | 46 | 72 | 26 | 84 | 47 | 28 | 24 | 1 | 100 | - | - | 53 | 46 | 13 | 8 | 11 | 4 | 36 | - | - | 17 | 18 | 30 | 20 | 33 | 7 | 90 | - | - | 43 | 46 |
| | | 15% | 17% | 15% | 15% | 16% | 13% | 16% | 16% | 17% | 15% | 4% | 26%lm | - | - | 16% | 16% | 18% | 15% | 19% | 17% | 27%F | - | - | 15% | 20% | 13% | 14% | 18% | 17% | 25%uv | - | - | 13% | 18% |
| 6 - | (6) | 85 | 22 | 78 | 37 | 47 | 27 | 58 | 37 | 19 | 23 | 6 | - | 85 | - | 38 | 45 | 7 | 9 | 5 | 1 | - | 22 | - | 10 | 12 | 31 | 23 | 23 | 1 | - | 78 | - | 32 | 46 |
| | | 13% | 11% | 13% | 12% | 10% | 14% | 11% | 12% | 12% | 15% | 21% | - | 46%km | - | 11% | 15% | 10% | 17% | 9% | 4% | - | 44%E | - | 9% | 13% | 13%s | 16%s | 13% | 2% | - | 43%tv | - | 9% | 18%w |
| 5 - | (5) | 62 | 13 | 72 | 36 | 51 | 30 | 57 | 29 | 20 | 11 | 2 | - | 62 | - | 23 | 39 | 7 | 3 | 2 | 1 | - | 13 | - | 6 | 7 | 33 | 17 | 18 | 4 | - | 72 | - | 29 | 42 |
| | | 10% | 6% | 12%z | 12%z | 11%z | 15%az | 11% | 10% | 12% | 7% | 7% | - | 34%km | - | 7% | 13%n | 10% | 6% | 3% | 4% | - | 26%E | - | 5% | 8% | 14% | 12% | 10% | 10% | - | 39%tv | - | 9% | 16%w |
| 4 - | (4) | 37 | 15 | 33 | 15 | 20 | 8 | 49 | 21 | 5 | 10 | 1 | - | 37 | - | 8 | 28 | 2 | 5 | 6 | 2 | - | 15 | - | 6 | 9 | 17 | 6 | 9 | 1 | - | 33 | - | 10 | 23 |
| | | 6% | 7% | 5% | 5% | 4% | 4% | 9%abcde | 7% | 3% | 6% | 4% | - | 20%km | - | 2% | 9%n | 3% | 9% | 10% | 9% | - | 30%E | - | 5% | 10% | 7% | 4% | 5% | 2% | - | 18%tv | - | 3% | 9%w |
| 3 - | (3) | 31 | 10 | 24 | 15 | 27 | 14 | 31 | 14 | 8 | 9 | - | - | - | 31 | 9 | 22 | 2 | 2 | 6 | - | - | - | 10 | 3 | 7 | 11 | 5 | 7 | 1 | - | - | 24 | 5 | 19 |
| | | 5% | 5% | 4% | 5% | 6% | 7% | 6% | 5% | 5% | 6% | - | - | - | 37%kl | 3% | 7%n | 3% | 4% | 10% | - | - | - | 43% | 3% | 8% | 5% | 3% | 4% | 2% | - | - | 36%tu | 1% | 7%w |
| 2 - | (2) | 14 | 5 | 10 | 10 | 12 | 2 | 19 | 5 | 3 | 5 | 1 | - | - | 14 | 3 | 10 | 2 | 2 | 1 | - | - | - | 5 | 1 | 4 | 6 | 2 | 1 | 1 | - | - | 10 | 1 | 9 |
| | | 2% | 2% | 2% | 3% | 3% | 1% | 4%b | 2% | 2% | 3% | 4% | - | - | 17%kl | 1% | 3%n | 3% | 4% | 2% | - | - | - | 22% | 1% | 4% | 3% | 1% | 1% | 2% | - | - | 15%tu | * | 3%w |
| 1 - Extremely dissatisfied | (1) | 39 | 8 | 32 | 11 | 23 | 18 | 42 | 20 | 7 | 8 | 4 | - | - | 39 | 7 | 30 | 3 | - | 4 | 1 | - | - | 8 | 1 | 7 | 14 | 6 | 10 | 2 | - | - | 32 | 5 | 25 |
| | | 6% | 4% | 5% | 4% | 5% | 9%cz | 8%c | 7% | 4% | 5% | 14% | - | - | 46%kl | 2% | 10%n | 4% | - | 7% | 4% | - | - | 35% | 1% | 8%H | 6% | 4% | 6% | 5% | - | - | 48%tu | 1% | 10%w |
| NET: Dissatisfied | (1-3) | 84 | 23 | 66 | 36 | 62 | 34 | 92 | 39 | 18 | 22 | 5 | - | - | 84 | 19 | 62 | 7 | 4 | 11 | 1 | - | - | 23 | 5 | 18 | 31 | 13 | 18 | 4 | - | - | 66 | 11 | 53 |
| | | 13% | 11% | 11% | 12% | 14% | 17%b | 17%abcz | 13% | 11% | 14% | 18% | - | - | 100%kl | 6% | 21%n | 10% | 7% | 19% | 4% | - | - | 100% | 4% | 20%H | 13% | 9% | 10% | 10% | - | - | 100%tu | 3% | 20%w |
| NET: Neutral | (4-6) | 184 | 50 | 183 | 88 | 118 | 65 | 164 | 87 | 44 | 44 | 9 | - | 184 | - | 69 | 112 | 16 | 17 | 13 | 4 | - | 50 | - | 22 | 28 | 81 | 46 | 50 | 6 | - | 183 | - | 71 | 111 |
| | | 28% | 24% | 30% | 29% | 26% | 33% | 31% | 29% | 27% | 28% | 32% | - | 100%km | - | 20% | 38%n | 22% | 31% | 22% | 17% | - | 100%E | - | 19% | 31%H | 34%s | 32%s | 28% | 14% | - | 100%tv | - | 21% | 43%w |
| NET: Satisfied | (7-10) | 379 | 134 | 355 | 180 | 274 | 101 | 279 | 174 | 100 | 91 | 14 | 379 | - | - | 252 | 122 | 49 | 33 | 34 | 18 | 134 | - | - | 87 | 43 | 126 | 86 | 111 | 32 | 355 | - | - | 255 | 96 |
| | | 59%ef | 65%ef | 59%ef | 59%f | 60%ef | 51% | 52% | 58% | 62% | 58% | 50% | 100%lm | - | - | 74%o | 41% | 68% | 61% | 59% | 78% | 100%F | - | - | 76%l | 48% | 53% | 59% | 62% | 76%pq | 100%uv | - | - | 76%x | 37% |
| Mean score | | 6.69ef | 7.05ef | 6.78ef | 6.87ef | 6.73ef | 6.26 | 6.22 | 6.66 | 6.81 | 6.62 | 6.71 | 8.45lm | 5.26m | 1.90 | 7.65o | 5.62 | 7.14 | 7.30 | 6.38 | 7.91 | 8.62F | 5.14 | 2.09 | 7.89l | 5.90 | 6.52 | 6.83 | 6.94 | 7.48p | 8.49uv | 5.25v | 1.88 | 7.80x | 5.50 |
| Standard error | | 0.10 | 0.18 | 0.10 | 0.14 | 0.12 | 0.18 | 0.11 | 0.15 | 0.18 | 0.20 | 0.61 | 0.06 | 0.06 | 0.10 | 0.12 | 0.14 | 0.29 | 0.34 | 0.35 | 0.53 | 0.11 | 0.12 | 0.19 | 0.21 | 0.27 | 0.17 | 0.19 | 0.19 | 0.39 | 0.06 | 0.05 | 0.11 | 0.11 | 0.15 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 20

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

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

| | | Supplier | | | | | | | TESCO MOBILE | | | | | | | | | THREE | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 103 | 89* | 87* | 25** | 180 | 88* | 36* | 145 | 149 | 177 | 84* | 171 | 22** | 274 | 118 | 62* | 247 | 199 | 83* | 55* | 51* | 11** | 101 | 65* | 34* | 90* | 109 |
| 10 - Extremely satisfied | (10) | 104 | 52 | 106 | 63 | 70 | 25 | 68 | 22 | 14 | 13 | 14 | 63 | - | - | 50 | 11 | 26 | 16 | 21 | 7 | 70 | - | - | 62 | 8 | 7 | 9 | 7 | 2 | 25 | - | - | 21 | 4 |
| | | 16% | 25%abdef | 8%f | 21%ef | 15% | 13% | 13% | 21% | 16% | 15% | 56% | 35%FG | - | - | 34%l | 7% | 15% | 19% | 12% | 32% | 26%lm | - | - | 25%o | 4% | 8% | 16% | 14% | 18% | 25%uv | - | - | 23%x | 4% |
| 9 - | (9) | 61 | 15 | 52 | 29 | 49 | 13 | 43 | 11 | 7 | 10 | 1 | 29 | - | - | 17 | 12 | 15 | 13 | 19 | 2 | 49 | - | - | 38 | 11 | 6 | 2 | 5 | - | 13 | - | - | 12 | 1 |
| | | 9% | 7% | 9% | 10% | 11% | 7% | 8% | 11% | 8% | 11% | 4% | 16%FG | - | - | 12% | 8% | 8% | 15% | 11% | 9% | 18%lm | - | - | 15%o | 6% | 7% | 4% | 10% | - | 13%uv | - | - | 13%x | 1% |
| 8 - | (8) | 114 | 31 | 107 | 42 | 83 | 37 | 84 | 16 | 13 | 10 | 3 | 42 | - | - | 23 | 18 | 35 | 14 | 32 | 2 | 83 | - | - | 53 | 26 | 13 | 16 | 6 | 2 | 37 | - | - | 21 | 16 |
| | | 18% | 15% | 18% | 14% | 18% | 19% | 16% | 16% | 15% | 11% | 12% | 23%FG | - | - | 16% | 12% | 20% | 17% | 19% | 9% | 30%lm | - | - | 21%o | 13% | 16% | 29%r | 12% | 18% | 37%uv | - | - | 23% | 15% |
| 7 - | (7) | 100 | 36 | 90 | 46 | 72 | 26 | 84 | 13 | 17 | 12 | 4 | 46 | - | - | 18 | 25 | 29 | 14 | 27 | 2 | 72 | - | - | 38 | 34 | 12 | 6 | 7 | 1 | 26 | - | - | 13 | 13 |
| | | 15% | 17% | 15% | 15% | 16% | 13% | 16% | 13% | 19% | 14% | 16% | 26%FG | - | - | 12% | 17% | 16% | 17% | 16% | 9% | 26%lm | - | - | 15% | 17% | 14% | 11% | 14% | 9% | 26%uv | - | - | 14% | 12% |
| 6 - | (6) | 85 | 22 | 78 | 37 | 47 | 27 | 58 | 11 | 11 | 14 | 1 | - | 37 | - | 10 | 26 | 19 | 9 | 18 | 1 | - | 47 | - | 24 | 22 | 14 | 7 | 5 | 1 | - | 27 | - | 11 | 16 |
| | | 13% | 11% | 13% | 12% | 10% | 14% | 11% | 11% | 12% | 16% | 4% | - | 42%EG | - | 7% | 17%H | 11% | 11% | 11% | 5% | - | 40%km | - | 10% | 11% | 17% | 13% | 10% | 9% | - | 42%tv | - | 12% | 15% |
| 5 - | (5) | 62 | 13 | 72 | 36 | 51 | 30 | 57 | 11 | 9 | 15 | 1 | - | 36 | - | 12 | 23 | 19 | 6 | 22 | 4 | - | 51 | - | 16 | 35 | 11 | 6 | 12 | 1 | - | 30 | - | 8 | 21 |
| | | 10% | 6% | 12%z | 12%z | 11%z | 15%az | 11% | 11% | 10% | 17% | 4% | - | 41%EG | - | 8% | 15% | 11% | 7% | 13% | 18% | - | 43%km | - | 6% | 18%n | 13% | 11% | 24% | 9% | - | 46%tv | - | 9% | 19%w |
| 4 - | (4) | 37 | 15 | 33 | 15 | 20 | 8 | 49 | 7 | 5 | 2 | 1 | - | 15 | - | 6 | 9 | 7 | 5 | 6 | 2 | - | 20 | - | 8 | 12 | 4 | 1 | 2 | 1 | - | 8 | - | 3 | 5 |
| | | 6% | 7% | 5% | 5% | 4% | 4% | 9%abcde | 7% | 6% | 2% | 4% | - | 17%EG | - | 4% | 6% | 4% | 6% | 4% | 9% | - | 17%km | - | 3% | 6% | 5% | 2% | 4% | 9% | - | 12%tv | - | 3% | 5% |
| 3 - | (3) | 31 | 10 | 24 | 15 | 27 | 14 | 31 | 6 | 6 | 3 | - | - | - | 15 | 4 | 10 | 9 | 3 | 13 | 2 | - | - | 27 | 6 | 20 | 7 | 2 | 5 | - | - | - | 14 | - | 14 |
| | | 5% | 5% | 4% | 5% | 6% | 7% | 6% | 6% | 7% | 3% | - | - | - | 42%EF | 3% | 7% | 5% | 4% | 8% | 9% | - | - | 44%kl | 2% | 10%n | 8% | 4% | 10% | - | - | - | 41%tu | - | 13%w |
| 2 - | (2) | 14 | 5 | 10 | 10 | 12 | 2 | 19 | 2 | 3 | 5 | - | - | - | 10 | 1 | 8 | 5 | 2 | 5 | - | - | - | 12 | 2 | 9 | 2 | - | - | - | - | - | 2 | - | 2 |
| | | 2% | 2% | 2% | 3% | 3% | 1% | 4%b | 2% | 3% | 6% | - | - | - | 28%EF | 1% | 5%H | 3% | 2% | 3% | - | - | - | 19%kl | 1% | 5%n | 2% | - | - | - | - | - | 6%t | - | 2% |
| 1 - Extremely dissatisfied | (1) | 39 | 8 | 32 | 11 | 23 | 18 | 42 | 4 | 4 | 3 | - | - | - | 11 | 4 | 7 | 13 | 2 | 8 | - | - | - | 23 | - | 22 | 7 | 6 | 2 | 3 | - | - | 18 | 1 | 17 |
| | | 6% | 4% | 5% | 4% | 5% | 9%cz | 8%c | 4% | 4% | 3% | - | - | - | 31%EF | 3% | 5% | 7% | 2% | 5% | - | - | - | 37%kl | - | 11%n | 8% | 11% | 4% | 27% | - | - | 53%tu | 1% | 16%w |
| NET: Dissatisfied | (1-3) | 84 | 23 | 66 | 36 | 62 | 34 | 92 | 12 | 13 | 11 | - | - | - | 36 | 9 | 25 | 27 | 7 | 26 | 2 | - | - | 62 | 8 | 51 | 16 | 8 | 7 | 3 | - | - | 34 | 1 | 33 |
| | | 13% | 11% | 11% | 12% | 14% | 17%b | 17%abcz | 12% | 15% | 13% | - | - | - | 100%EF | 6% | 17%H | 15% | 8% | 15% | 9% | - | - | 100%kl | 3% | 26%n | 19% | 15% | 14% | 27% | - | - | 100%tu | 1% | 30%w |
| NET: Neutral | (4-6) | 184 | 50 | 183 | 88 | 118 | 65 | 164 | 29 | 25 | 31 | 3 | - | 88 | - | 28 | 58 | 45 | 20 | 46 | 7 | - | 118 | - | 48 | 69 | 29 | 14 | 19 | 3 | - | 65 | - | 22 | 42 |
| | | 28% | 24% | 30% | 29% | 26% | 33% | 31% | 28% | 28% | 36% | 12% | - | 100%EG | - | 19% | 39%H | 25% | 24% | 27% | 32% | - | 100%km | - | 19% | 35%n | 35% | 25% | 37% | 27% | - | 100%tv | - | 24% | 39%w |
| NET: Satisfied | (7-10) | 379 | 134 | 355 | 180 | 274 | 101 | 279 | 62 | 51 | 45 | 22 | 180 | - | - | 108 | 66 | 105 | 57 | 99 | 13 | 274 | - | - | 191 | 79 | 38 | 33 | 25 | 5 | 101 | - | - | 67 | 34 |
| | | 59%ef | 65%ef | 59%ef | 59%f | 60%ef | 51% | 52% | 60% | 57% | 52% | 88% | 100%FG | - | - | 74%jl | 44% | 59% | 68% | 58% | 59% | 100%lm | - | - | 77%o | 40% | 46% | 60% | 49% | 45% | 100%uv | - | - | 74%x | 31% |
| Mean score | | 6.69ef | 7.05ef | 6.78ef | 6.87ef | 6.73ef | 6.26 | 6.22 | 6.92 | 6.57 | 6.59 | 8.64 | 8.61FG | 5.25G | 2.11 | 7.76l | 6.02 | 6.58 | 7.21 | 6.58 | 7.18 | 8.43lm | 5.23m | 2.06 | 7.81o | 5.43 | 6.01 | 6.65 | 6.41 | 5.55 | 8.37uv | 5.29v | 1.88 | 7.73x | 5.06 |
| Standard error | | 0.10 | 0.18 | 0.10 | 0.14 | 0.12 | 0.18 | 0.11 | 0.25 | 0.27 | 0.26 | 0.36 | 0.09 | 0.08 | 0.14 | 0.20 | 0.19 | 0.20 | 0.26 | 0.19 | 0.55 | 0.07 | 0.07 | 0.11 | 0.12 | 0.18 | 0.28 | 0.36 | 0.34 | 1.04 | 0.11 | 0.08 | 0.17 | 0.20 | 0.24 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 21

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

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

| | | Supplier | | | | | | | VODAFONE Issue | | | | VODAFONE Satisfaction | | | VODAFONE Resolved | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) |
| Total | | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 275 | 81* | 143 | 36* | 279 | 164 | 92* | 282 | 246 |
| 10 - Extremely satisfied | (10) | 104 | 52 | 106 | 63 | 70 | 25 | 68 | 37 | 6 | 20 | 5 | 68 | - | - | 62 | 5 |
| | | *16%* | *25%abde* | *18%* | *21%e* | *15%* | *13%* | *13%* | *13%* | *7%* | *14%* | *14%* | *24%lm* | - | - | *22%o* | *2%* |
| 9 - | (9) | 61 | 15 | 52 | 29 | 49 | 13 | 43 | 20 | 7 | 11 | 5 | 43 | - | - | 39 | 4 |
| | | *9%* | *7%* | *9%* | *10%* | *11%* | *7%* | *8%* | *7%* | *9%* | *8%* | *14%* | *15%lm* | - | - | *14%o* | *2%* |
| 8 - | (8) | 114 | 31 | 107 | 42 | 83 | 37 | 84 | 37 | 16 | 24 | 7 | 84 | - | - | 48 | 35 |
| | | *18%* | *15%* | *18%* | *14%* | *18%* | *19%* | *16%* | *13%* | *20%* | *17%* | *19%* | *30%lm* | - | - | *17%* | *14%* |
| 7 - | (7) | 100 | 36 | 90 | 46 | 72 | 26 | 84 | 36 | 17 | 27 | 4 | 84 | - | - | 53 | 30 |
| | | *15%* | *17%* | *15%* | *15%* | *16%* | *13%* | *16%* | *13%* | *21%* | *19%* | *11%* | *30%lm* | - | - | *19%o* | *12%* |
| 6 - | (6) | 85 | 22 | 78 | 37 | 47 | 27 | 58 | 30 | 12 | 14 | 2 | - | 58 | - | 25 | 33 |
| | | *13%* | *11%* | *13%* | *12%* | *10%* | *14%* | *11%* | *11%* | *15%* | *10%* | *6%* | - | *35%km* | - | *9%* | *13%* |
| 5 - | (5) | 62 | 13 | 72 | 36 | 51 | 30 | 57 | 30 | 8 | 15 | 4 | - | 57 | - | 23 | 34 |
| | | *10%* | *6%* | *12%z* | *12%z* | *11%z* | *15%az* | *11%* | *11%* | *10%* | *10%* | *11%* | - | *35%km* | - | *8%* | *14%n* |
| 4 - | (4) | 37 | 15 | 33 | 15 | 20 | 8 | 49 | 26 | 8 | 11 | 4 | - | 49 | - | 14 | 33 |
| | | *6%* | *7%* | *5%* | *5%* | *4%* | *4%* | *9%* | *9%* | *10%* | *8%* | *11%* | - | *30%km* | - | *5%* | *13%n* |
| 3 - | (3) | 31 | 10 | 24 | 15 | 27 | 14 | 31 | 18 | 3 | 10 | - | - | - | 31 | 8 | 22 |
| | | *5%* | *5%* | *4%* | *5%* | *6%* | *7%* | *6%* | *7%* | *4%* | *7%* | - | - | - | *34%kl* | *3%* | *9%n* |
| 2 - | (2) | 14 | 5 | 10 | 10 | 12 | 2 | 19 | 11 | 1 | 3 | 4 | - | - | 19 | 1 | 18 |
| | | *2%* | *2%* | *2%* | *3%* | *3%* | *1%* | *4%* | *4%* | *1%* | *2%* | *11%hi* | - | - | *21%kl* | * | *7%n* |
| 1 - Extremely dissatisfied | (1) | 39 | 8 | 32 | 11 | 23 | 18 | 42 | 30 | 3 | 8 | 1 | - | - | 42 | 9 | 32 |
| | | *6%* | *4%* | *5%* | *4%* | *5%* | *9%cz* | *8%* | *11%* | *4%* | *6%* | *3%* | - | - | *46%kl* | *3%* | *13%n* |
| NET: Dissatisfied | (1-3) | 84 | 23 | 66 | 36 | 62 | 34 | 92 | 59 | 7 | 21 | 5 | - | - | 92 | 18 | 72 |
| | | *13%* | *11%* | *11%* | *12%* | *14%* | *17%b* | *17%* | *21%h* | *9%* | *15%* | *14%* | - | - | *100%kl* | *6%* | *29%n* |
| NET: Neutral | (4-6) | 184 | 50 | 183 | 88 | 118 | 65 | 164 | 86 | 28 | 40 | 10 | - | 164 | - | 62 | 100 |
| | | *28%* | *24%* | *30%* | *29%* | *26%* | *33%* | *31%* | *31%* | *35%* | *28%* | *28%* | - | *100%km* | - | *22%* | *41%n* |
| NET: Satisfied | (7-10) | 379 | 134 | 355 | 180 | 274 | 101 | 279 | 130 | 46 | 82 | 21 | 279 | - | - | 202 | 74 |
| | | *59%e* | *65%e* | *59%e* | *59%* | *60%e* | *51%* | *52%* | *47%* | *57%* | *57%* | *58%* | *100%lm* | - | - | *72%o* | *30%* |
| Mean score | | 6.69e | 7.05e | 6.78e | 6.67e | 6.73e | 6.26 | 6.22 | 5.96 | 6.52 | 6.48 | 6.56 | 8.34lm | 5.05m | 1.88 | 7.38o | 4.92 |
| Standard error | | 0.10 | 0.18 | 0.10 | 0.14 | 0.12 | 0.18 | 0.11 | 0.17 | 0.24 | 0.21 | 0.45 | 0.07 | 0.06 | 0.09 | 0.13 | 0.16 |

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

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 22

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

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

| | | Supplier | | | | | | | EE | | | | | | | | | GIFFGAFF | | | | | | | | | O2 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 340 | 114 | 337 | 145 | 247 | 90* | 282 | 162 | 88* | 71* | 19** | 252 | 69* | 19** | 340 | -** | 50* | 29** | 22** | 13** | 87* | 22** | 5** | 114 | -** | 136 | 83* | 94* | 24** | 255 | 71* | 11** | 337 | -** |
| 10 - Extremely satisfied | (10) | 89 | 41 | 94 | 50 | 62 | 21 | 62 | 47 | 20 | 13 | 9 | 89 | - | - | 89 | - | 13 | 14 | 6 | 8 | 41 | - | - | 41 | - | 36 | 16 | 34 | 8 | 94 | - | - | 94 | - |
| | | 26% | 36%adf | 28% | 34%df | 25% | 23% | 22% | 29% | 23% | 18% | 47% | 35% | - | - | 26% | - | 26% | 48% | 27% | 62% | 47% | - | - | 36% | - | 26% | 19% | 36%q | 33% | 37%u | - | - | 28% | - |
| 9 - | (9) | 46 | 13 | 43 | 17 | 38 | 12 | 39 | 24 | 7 | 14 | 1 | 46 | - | - | 46 | - | 4 | 1 | 6 | 2 | 13 | - | - | 13 | - | 18 | 9 | 14 | 2 | 43 | - | - | 43 | - |
| | | 14% | 11% | 13% | 12% | 15% | 13% | 14% | 15% | 8% | 20%h | 5% | 18%l | - | - | 14% | - | 8% | 3% | 27% | 15% | 15% | - | - | 11% | - | 13% | 11% | 15% | 8% | 17%u | - | - | 13% | - |
| 8 - | (8) | 64 | 16 | 75 | 23 | 53 | 21 | 48 | 29 | 19 | 14 | 2 | 64 | - | - | 64 | - | 9 | 4 | 2 | 1 | 16 | - | - | 16 | - | 29 | 24 | 14 | 8 | 75 | - | - | 75 | - |
| | | 19% | 14% | 22% | 16% | 21% | 23% | 17% | 18% | 22% | 20% | 11% | 25%l | - | - | 19% | - | 18% | 14% | 9% | 8% | 18% | - | - | 14% | - | 21% | 29%r | 15% | 33% | 29%u | - | - | 22% | - |
| 7 - | (7) | 53 | 17 | 43 | 18 | 38 | 13 | 53 | 24 | 14 | 14 | 1 | 53 | - | - | 53 | - | 10 | 3 | 3 | 1 | 17 | - | - | 17 | - | 16 | 12 | 11 | 4 | 43 | - | - | 43 | - |
| | | 16% | 15% | 13% | 12% | 15% | 14% | 19%b | 15% | 16% | 20% | 5% | 21%l | - | - | 16% | - | 20% | 10% | 14% | 8% | 20% | - | - | 15% | - | 12% | 14% | 12% | 17% | 17%u | - | - | 13% | - |
| 6 - | (6) | 38 | 10 | 32 | 10 | 24 | 11 | 25 | 15 | 13 | 6 | 4 | - | 38 | - | 38 | - | 5 | 3 | 1 | 1 | - | 10 | - | 10 | - | 14 | 10 | 7 | 1 | - | 32 | - | 32 | - |
| | | 11% | 9% | 9% | 7% | 10% | 12% | 9% | 9% | 15% | 8% | 21% | - | 55%k | - | 11% | - | 10% | 10% | 5% | 8% | - | 45% | - | 9% | - | 10% | 12% | 7% | 4% | - | 45%t | - | 9% | - |
| 5 - | (5) | 23 | 6 | 29 | 12 | 16 | 8 | 23 | 8 | 11 | 3 | 1 | - | 23 | - | 23 | - | 4 | 2 | - | - | - | 6 | - | 6 | - | 14 | 7 | 7 | 1 | - | 29 | - | 29 | - |
| | | 7% | 5% | 9% | 8% | 6% | 9% | 8% | 5% | 13%g | 4% | 5% | - | 33%k | - | 7% | - | 8% | 7% | - | - | - | 27% | - | 5% | - | 10% | 8% | 7% | 4% | - | 41%t | - | 9% | - |
| 4 - | (4) | 8 | 6 | 10 | 6 | 8 | 3 | 14 | 3 | 1 | 4 | - | - | 8 | - | 8 | - | 2 | 1 | 3 | - | - | 6 | - | 6 | - | 4 | 2 | 4 | - | - | 10 | - | 10 | - |
| | | 2% | 5% | 3% | 4% | 3% | 3% | 5% | 2% | 1% | 6% | - | - | 12%k | - | 2% | - | 4% | 3% | 14% | - | - | 27% | - | 5% | - | 3% | 2% | 4% | - | - | 14%t | - | 3% | - |
| 3 - | (3) | 9 | 3 | 5 | 4 | 6 | - | 8 | 5 | 2 | 2 | - | - | - | 9 | 9 | - | 1 | 1 | 1 | - | - | - | 3 | 3 | - | 2 | 2 | 1 | - | - | - | 5 | 5 | - |
| | | 3% | 3% | 1% | 3% | 2% | - | 3% | 3% | 2% | 3% | - | - | - | 47% | 3% | - | 2% | 3% | 5% | - | - | - | 60% | 3% | - | 1% | 2% | 1% | - | - | - | 45% | 1% | - |
| 2 - | (2) | 3 | 1 | 1 | 1 | 2 | - | 1 | 2 | - | 1 | - | - | - | 3 | 3 | - | 1 | - | - | - | - | - | 1 | 1 | - | 1 | - | - | - | - | - | 1 | 1 | - |
| | | 1% | 1% | * | 1% | 1% | - | * | 1% | - | 1% | - | - | - | 16% | 1% | - | 2% | - | - | - | - | - | 20% | 1% | - | 1% | - | - | - | - | - | 9% | * | - |
| 1 - Extremely dissatisfied | (1) | 7 | 1 | 5 | 4 | - | 1 | 9 | 5 | 1 | - | 1 | - | - | 7 | 7 | - | 1 | - | - | - | - | - | 1 | 1 | - | 2 | 1 | 2 | - | - | - | 5 | 5 | - |
| | | 2%d | 1% | 1% | 3%d | - | 1% | 3%d | 3% | 1% | - | 5% | - | - | 37% | 2% | - | 2% | - | - | - | - | - | 20% | 1% | - | 1% | 1% | 2% | - | - | - | 45% | 1% | - |
| NET: Dissatisfied | (1-3) | 19 | 5 | 11 | 9 | 8 | 1 | 18 | 12 | 3 | 3 | 1 | - | - | 19 | 19 | - | 3 | 1 | 1 | - | - | - | 5 | 5 | - | 5 | 3 | 3 | - | - | - | 11 | 11 | - |
| | | 6% | 4% | 3% | 6% | 3% | 1% | 6%e | 7% | 3% | 4% | 5% | - | - | 100% | 6% | - | 6% | 3% | 5% | - | - | - | 100% | 4% | - | 4% | 4% | 3% | - | - | - | 100% | 3% | - |
| NET: Neutral | (4-6) | 69 | 22 | 71 | 28 | 48 | 22 | 62 | 26 | 25 | 13 | 5 | - | 69 | - | 69 | - | 11 | 6 | 4 | 1 | - | 22 | - | 22 | - | 32 | 19 | 18 | 2 | - | 71 | - | 71 | - |
| | | 20% | 19% | 21% | 19% | 19% | 24% | 22% | 16% | 28%g | 18% | 26% | - | 100%k | - | 20% | - | 22% | 21% | 18% | 8% | - | 100% | - | 19% | - | 24% | 23% | 19% | 8% | - | 100%t | - | 21% | - |
| NET: Satisfied | (7-10) | 252 | 87 | 255 | 108 | 191 | 67 | 202 | 124 | 60 | 55 | 13 | 252 | - | - | 252 | - | 36 | 22 | 17 | 12 | 87 | - | - | 87 | - | 99 | 61 | 73 | 22 | 255 | - | - | 255 | - |
| | | 74% | 76% | 76% | 74% | 77% | 74% | 72% | 77% | 68% | 77% | 68% | 100%l | - | - | 74% | - | 72% | 76% | 77% | 92% | 100% | - | - | 76% | - | 73% | 73% | 78% | 92% | 100%u | - | - | 76% | - |
| Mean score | | 7.65 | 7.89f | 7.80f | 7.76 | 7.81f | 7.73 | 7.38 | 7.73 | 7.47 | 7.62 | 8.00 | 8.68l | 5.43 | 2.11 | 7.65 | - | 7.44 | 8.17 | 7.82 | 9.15 | 8.90 | 5.18 | 2.40 | 7.89 | - | 7.69 | 7.55 | 8.01 | 8.38 | 8.74u | 5.31 | 2.00 | 7.80 | - |
| Standard error | | 0.12 | 0.21 | 0.11 | 0.20 | 0.12 | 0.20 | 0.13 | 0.18 | 0.21 | 0.23 | 0.57 | 0.07 | 0.08 | 0.21 | 0.12 | - | 0.32 | 0.40 | 0.49 | 0.37 | 0.13 | 0.18 | 0.40 | 0.21 | - | 0.18 | 0.21 | 0.22 | 0.29 | 0.07 | 0.08 | 0.30 | 0.11 | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 23

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

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

| | | Supplier | | | | | | | TESCO MOBILE | | | | | | | | | THREE | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 340 | 114 | 337 | 145 | 247 | 90* | 282 | 52* | 34* | 41* | 18** | 108 | 28** | 9** | 145 | -** | 96* | 48* | 90* | 13** | 191 | 48* | 8** | 247 | -** | 34* | 27** | 23** | 6** | 67* | 22** | 1** | 90* | -** |
| 10 - Extremely satisfied | (10) | 89 | 41 | 94 | 50 | 62 | 21 | 62 | 18 | 10 | 10 | 12 | 50 | - | - | 50 | - | 23 | 15 | 18 | 6 | 62 | - | - | 62 | - | 6 | 7 | 6 | 2 | 21 | - | - | 21 | - |
| | | 26% | 36%adf | 28% | 34%df | 25% | 23% | 22% | 35% | 29% | 24% | 67% | 46% | - | - | 34% | - | 24% | 31% | 20% | 46% | 32%l | - | - | 25% | - | 18% | 26% | 26% | 33% | 31% | - | - | 23% | - |
| 9 - | (9) | 46 | 13 | 43 | 17 | 38 | 12 | 39 | 8 | 4 | 4 | 1 | 17 | - | - | 17 | - | 13 | 8 | 15 | 2 | 38 | - | - | 38 | - | 5 | 2 | 5 | - | 12 | - | - | 12 | - |
| | | 14% | 11% | 13% | 12% | 15% | 13% | 14% | 15% | 12% | 10% | 6% | 16% | - | - | 12% | - | 14% | 17% | 17% | 15% | 20%l | - | - | 15% | - | 15% | 7% | 22% | - | 18% | - | - | 13% | - |
| 8 - | (8) | 64 | 16 | 75 | 23 | 53 | 21 | 48 | 10 | 4 | 7 | 2 | 23 | - | - | 23 | - | 21 | 10 | 20 | 2 | 53 | - | - | 53 | - | 6 | 8 | 6 | 1 | 21 | - | - | 21 | - |
| | | 19% | 14% | 22% | 16% | 21% | 23% | 17% | 19% | 12% | 17% | 11% | 21% | - | - | 16% | - | 22% | 21% | 22% | 15% | 28%l | - | - | 21% | - | 18% | 30% | 26% | 17% | 31% | - | - | 23% | - |
| 7 - | (7) | 53 | 17 | 43 | 18 | 38 | 13 | 53 | 4 | 5 | 7 | 2 | 18 | - | - | 18 | - | 21 | 4 | 12 | 1 | 38 | - | - | 38 | - | 7 | 3 | 2 | 1 | 13 | - | - | 13 | - |
| | | 16% | 15% | 13% | 12% | 15% | 14% | 19%b | 8% | 15% | 17% | 11% | 17% | - | - | 12% | - | 22%h | 8% | 13% | 8% | 20%l | - | - | 15% | - | 21% | 11% | 9% | 17% | 19% | - | - | 14% | - |
| 6 - | (6) | 38 | 10 | 32 | 10 | 24 | 11 | 25 | 3 | 4 | 3 | - | - | 10 | - | 10 | - | 9 | 5 | 9 | 1 | - | 24 | - | 24 | - | 4 | 4 | 2 | 1 | - | 11 | - | 11 | - |
| | | 11% | 9% | 9% | 7% | 10% | 12% | 9% | 6% | 12% | 7% | - | - | 36% | - | 7% | - | 9% | 10% | 10% | 8% | - | 50%k | - | 10% | - | 12% | 15% | 9% | 17% | - | 50% | - | 12% | - |
| 5 - | (5) | 23 | 6 | 29 | 12 | 16 | 8 | 23 | 3 | 3 | 6 | - | - | 12 | - | 12 | - | 4 | 2 | 9 | 1 | - | 16 | - | 16 | - | 6 | 1 | 1 | - | - | 8 | - | 8 | - |
| | | 7% | 5% | 9% | 8% | 6% | 9% | 8% | 6% | 9% | 15% | - | - | 43% | - | 8% | - | 4% | 4% | 10% | 8% | - | 33%k | - | 6% | - | 18% | 4% | 4% | - | - | 36% | - | 9% | - |
| 4 - | (4) | 8 | 6 | 10 | 6 | 8 | 3 | 14 | 3 | 1 | 1 | 1 | - | 6 | - | 6 | - | 2 | 3 | 3 | - | - | 8 | - | 8 | - | - | 1 | 1 | 1 | - | 3 | - | 3 | - |
| | | 2% | 5% | 3% | 4% | 3% | 3% | 5% | 6% | 3% | 2% | 6% | - | 21% | - | 4% | - | 2% | 6% | 3% | - | - | 17%k | - | 3% | - | - | 4% | 4% | 17% | - | 14% | - | 3% | - |
| 3 - | (3) | 9 | 3 | 5 | 4 | 6 | - | 8 | 1 | 2 | 1 | - | - | - | 4 | 4 | - | 2 | - | 4 | - | - | - | 6 | 6 | - | - | - | - | - | - | - | - | - | - |
| | | 3% | 3% | 1% | 3% | 2% | - | 3% | 2% | 6% | 2% | - | - | - | 44% | 3% | - | 2% | - | 4% | - | - | - | 75% | 2% | - | - | - | - | - | - | - | - | - | - |
| 2 - | (2) | 3 | 1 | 1 | 1 | 2 | - | 1 | - | - | 1 | - | - | - | 1 | 1 | - | 1 | 1 | - | - | - | - | 2 | 2 | - | - | - | - | - | - | - | - | - | - |
| | | 1% | 1% | * | 1% | 1% | - | * | - | - | 2% | - | - | - | 11% | 1% | - | 1% | 2% | - | - | - | - | 25% | 1% | - | - | - | - | - | - | - | - | - | - |
| 1 - Extremely dissatisfied | (1) | 7 | 1 | 5 | 4 | - | 1 | 9 | 2 | 1 | 1 | - | - | - | 4 | 4 | - | - | - | - | - | - | - | - | - | - | - | 1 | - | - | - | - | 1 | 1 | - |
| | | 2%d | 1% | 1% | 3%d | - | 1% | 3%d | 4% | 3% | 2% | - | - | - | 44% | 3% | - | - | - | - | - | - | - | - | - | - | - | 4% | - | - | - | - | 100% | 1% | - |
| NET: Dissatisfied | (1-3) | 19 | 5 | 11 | 9 | 8 | 1 | 18 | 3 | 3 | 3 | - | - | - | 9 | 9 | - | 3 | 1 | 4 | - | - | - | 8 | 8 | - | - | 1 | - | - | - | - | 1 | 1 | - |
| | | 6% | 4% | 3% | 6% | 3% | 1% | 6%e | 6% | 9% | 7% | - | - | - | 100% | 6% | - | 3% | 2% | 4% | - | - | - | 100% | 3% | - | - | 4% | - | - | - | - | 100% | 1% | - |
| NET: Neutral | (4-6) | 69 | 22 | 71 | 28 | 48 | 22 | 62 | 9 | 8 | 10 | 1 | - | 28 | - | 28 | - | 15 | 10 | 21 | 2 | - | 48 | - | 48 | - | 10 | 6 | 4 | 2 | - | 22 | - | 22 | - |
| | | 20% | 19% | 21% | 19% | 19% | 24% | 22% | 17% | 24% | 24% | 6% | - | 100% | - | 19% | - | 16% | 21% | 23% | 15% | - | 100%k | - | 19% | - | 29% | 22% | 17% | 33% | - | 100% | - | 24% | - |
| NET: Satisfied | (7-10) | 252 | 87 | 255 | 108 | 191 | 67 | 202 | 40 | 23 | 28 | 17 | 108 | - | - | 108 | - | 78 | 37 | 65 | 11 | 191 | - | - | 191 | - | 24 | 20 | 19 | 4 | 67 | - | - | 67 | - |
| | | 74% | 76% | 76% | 74% | 77% | 74% | 72% | 77% | 68% | 68% | 94% | 100% | - | - | 74% | - | 81% | 77% | 72% | 85% | 100%l | - | - | 77% | - | 71% | 74% | 83% | 67% | 100% | - | - | 74% | - |
| Mean score | | 7.65 | 7.89f | 7.80f | 7.76 | 7.81f | 7.73 | 7.38 | 7.88 | 7.44 | 7.29 | 9.06 | 8.92 | 5.14 | 2.00 | 7.76 | - | 7.83 | 8.00 | 7.58 | 8.62 | 8.65l | 5.33 | 2.75 | 7.81 | - | 7.53 | 7.67 | 8.17 | 7.50 | 8.61 | 5.36 | 1.00 | 7.73 | - |
| Standard error | | 0.12 | 0.21 | 0.11 | 0.20 | 0.12 | 0.20 | 0.13 | 0.33 | 0.42 | 0.37 | 0.39 | 0.11 | 0.14 | 0.33 | 0.20 | - | 0.19 | 0.29 | 0.21 | 0.47 | 0.08 | 0.11 | 0.16 | 0.12 | - | 0.30 | 0.41 | 0.35 | 0.96 | 0.14 | 0.15 | - | 0.20 | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 24

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

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

| | | Supplier | | | | | | | VODAFONE | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | Issue | | | | Satisfaction | | | Resolved | |
| | | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) |
| Total | | 340 | 114 | 337 | 145 | 247 | 90* | 282 | 148 | 40* | 70* | 24** | 202 | 62* | 18** | 282 | -** |
| 10 - Extremely satisfied | (10) | 89 | 41 | 94 | 50 | 62 | 21 | 62 | 34 | 6 | 18 | 4 | 62 | - | - | 62 | - |
| | | *26%* | **36%ad** | *28%* | **34%d** | *25%* | *23%* | *22%* | *23%* | *15%* | *26%* | *17%* | **31%l** | - | - | *22%* | - |
| 9 - | (9) | 46 | 13 | 43 | 17 | 38 | 12 | 39 | 20 | 5 | 9 | 5 | 39 | - | - | 39 | - |
| | | *14%* | *11%* | *13%* | *12%* | *15%* | *13%* | *14%* | *14%* | *13%* | *13%* | *21%* | **19%l** | - | - | *14%* | - |
| 8 - | (8) | 64 | 16 | 75 | 23 | 53 | 21 | 48 | 21 | 8 | 14 | 5 | 48 | - | - | 48 | - |
| | | *19%* | *14%* | *22%* | *16%* | *21%* | *23%* | *17%* | *14%* | *20%* | *20%* | *21%* | **24%l** | - | - | *17%* | - |
| 7 - | (7) | 53 | 17 | 43 | 18 | 38 | 13 | 53 | 25 | 8 | 17 | 3 | 53 | - | - | 53 | - |
| | | *16%* | *15%* | *13%* | *12%* | *15%* | *14%* | *19%* | *17%* | *20%* | *24%* | *13%* | **26%l** | - | - | *19%* | - |
| 6 - | (6) | 38 | 10 | 32 | 10 | 24 | 11 | 25 | 16 | 5 | 3 | 1 | - | 25 | - | 25 | - |
| | | *11%* | *9%* | *9%* | *7%* | *10%* | *12%* | *9%* | *11%* | *13%* | *4%* | *4%* | - | **40%k** | - | *9%* | - |
| 5 - | (5) | 23 | 6 | 29 | 12 | 16 | 8 | 23 | 12 | 3 | 5 | 3 | - | 23 | - | 23 | - |
| | | *7%* | *5%* | *9%* | *8%* | *6%* | *9%* | *8%* | *8%* | *8%* | *7%* | *13%* | - | **37%k** | - | *8%* | - |
| 4 - | (4) | 8 | 6 | 10 | 6 | 8 | 3 | 14 | 10 | 2 | 1 | 1 | - | 14 | - | 14 | - |
| | | *2%* | *5%* | *3%* | *4%* | *3%* | *3%* | *5%* | *7%* | *5%* | *1%* | *4%* | - | **23%k** | - | *5%* | - |
| 3 - | (3) | 9 | 3 | 5 | 4 | 6 | - | 8 | 3 | 3 | 2 | - | - | - | 8 | 8 | - |
| | | *3%* | *3%* | *1%* | *3%* | *2%* | - | *3%* | *2%* | *8%* | *3%* | - | - | - | *44%* | *3%* | - |
| 2 - | (2) | 3 | 1 | 1 | 1 | 2 | - | 1 | - | - | - | 1 | - | - | 1 | 1 | - |
| | | *1%* | *1%* | * | *1%* | *1%* | - | * | - | - | - | *4%* | - | - | *6%* | * | - |
| 1 - Extremely dissatisfied | (1) | 7 | 1 | 5 | 4 | - | 1 | 9 | 7 | - | 1 | 1 | - | - | 9 | 9 | - |
| | | **2%d** | *1%* | *1%* | **3%d** | - | *1%* | *3%* | *5%* | - | *1%* | *4%* | - | - | *50%* | *3%* | - |
| NET: Dissatisfied | (1-3) | 19 | 5 | 11 | 9 | 8 | 1 | 18 | 10 | 3 | 3 | 2 | - | - | 18 | 18 | - |
| | | *6%* | *4%* | *3%* | *6%* | *3%* | *1%* | *6%* | *7%* | *8%* | *4%* | *8%* | - | - | *100%* | *6%* | - |
| NET: Neutral | (4-6) | 69 | 22 | 71 | 28 | 48 | 22 | 62 | 38 | 10 | 9 | 5 | - | 62 | - | 62 | - |
| | | *20%* | *19%* | *21%* | *19%* | *19%* | *24%* | *22%* | **26%i** | *25%* | *13%* | *21%* | - | **100%k** | - | *22%* | - |
| NET: Satisfied | (7-10) | 252 | 87 | 255 | 108 | 191 | 67 | 202 | 100 | 27 | 58 | 17 | 202 | - | - | 202 | - |
| | | *74%* | *76%* | *76%* | *74%* | *77%* | *74%* | *72%* | *68%* | *68%* | **83%g** | *71%* | **100%l** | - | - | *72%* | - |
| Mean score | | 7.65 | 7.89 | 7.80 | 7.76 | 7.81 | 7.73 | 7.38 | 7.26 | 7.18 | 7.80 | 7.25 | **8.54l** | 5.18 | 1.94 | 7.38 | - |
| Standard error | | 0.12 | 0.21 | 0.11 | 0.20 | 0.12 | 0.20 | 0.13 | 0.20 | 0.32 | 0.24 | 0.51 | 0.08 | 0.10 | 0.24 | 0.13 | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 25

**Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Ease of finding provider contact details.**

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

| | | Supplier | | | | | | | EE | | | | | | | | | GIFFGAFF | | | | | | | | | O2 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 300 | 162 | 157 | 28** | 379 | 184 | 84* | 340 | 296 | 72* | 54* | 58* | 23** | 134 | 50* | 23** | 114 | 89* | 238 | 145 | 179 | 42* | 355 | 183 | 66* | 337 | 260 |
| 10 - Extremely satisfied | (10) | 136 | 47 | 133 | 68 | 88 | 29 | 92 | 66 | 34 | 26 | 10 | 122 | 8 | 6 | 104 | 30 | 18 | 14 | 7 | 8 | 41 | 2 | 4 | 39 | 6 | 46 | 27 | 46 | 14 | 113 | 14 | 6 | 111 | 20 |
| | | 21%e | 23%e | 22%ef | 22%e | 19% | 15% | 17% | 22% | 21% | 17% | 36% | 32%lm | 4% | 7% | 31%o | 10% | 25% | 26% | 12% | 35% | 31%F | 4% | 17% | 34%l | 7% | 19% | 19% | 26% | 33%pq | 32%uv | 8% | 9% | 33%x | 8% |
| 9 - | (9) | 78 | 25 | 64 | 43 | 57 | 24 | 67 | 30 | 22 | 24 | 2 | 61 | 14 | 3 | 48 | 28 | 9 | 4 | 10 | 2 | 21 | 3 | 1 | 18 | 7 | 23 | 19 | 18 | 4 | 57 | 6 | 1 | 48 | 15 |
| | | 12% | 12% | 11% | 14% | 13% | 12% | 13% | 10% | 14% | 15% | 7% | 16%lm | 8% | 4% | 14% | 9% | 13% | 7% | 17% | 9% | 16% | 6% | 4% | 16% | 8% | 10% | 13% | 10% | 10% | 16%uv | 3% | 2% | 14%x | 6% |
| 8 - | (8) | 110 | 32 | 113 | 50 | 78 | 33 | 91 | 53 | 23 | 30 | 4 | 77 | 21 | 12 | 59 | 50 | 11 | 11 | 6 | 4 | 27 | 4 | 1 | 19 | 12 | 41 | 28 | 33 | 11 | 83 | 22 | 8 | 73 | 40 |
| | | 17% | 15% | 19% | 16% | 17% | 17% | 17% | 18% | 14% | 19% | 14% | 20%l | 11% | 14% | 17% | 17% | 15% | 20% | 10% | 17% | 20% | 8% | 4% | 17% | 13% | 17% | 19% | 18% | 26% | 23%uv | 12% | 12% | 22% | 15% |
| 7 - | (7) | 103 | 27 | 85 | 36 | 86 | 31 | 85 | 53 | 22 | 27 | 1 | 63 | 31 | 9 | 52 | 51 | 13 | 6 | 8 | - | 19 | 7 | 1 | 14 | 13 | 33 | 25 | 23 | 4 | 47 | 31 | 7 | 38 | 46 |
| | | 16% | 13% | 14% | 12% | 19%bc | 16% | 16% | 18% | 14% | 17% | 4% | 17% | 17% | 11% | 15% | 17% | 18% | 11% | 14% | - | 14% | 14% | 4% | 12% | 15% | 14% | 17% | 13% | 10% | 13% | 17% | 11% | 11% | 18%w |
| 6 - | (6) | 78 | 27 | 69 | 42 | 36 | 28 | 46 | 27 | 27 | 19 | 5 | 32 | 37 | 9 | 31 | 46 | 9 | 5 | 7 | 6 | 12 | 13 | 2 | 7 | 20 | 28 | 19 | 18 | 4 | 25 | 37 | 7 | 28 | 41 |
| | | 12%d | 13%d | 11% | 14%df | 8% | 14%df | 9% | 9% | 17%g | 12% | 18% | 8% | 20%k | 11% | 9% | 16%n | 13% | 9% | 12% | 26% | 9% | 26%E | 9% | 6% | 22%H | 12% | 13% | 10% | 10% | 7% | 20%t | 11% | 8% | 16%w |
| 5 - | (5) | 59 | 25 | 59 | 27 | 35 | 18 | 58 | 23 | 19 | 13 | 4 | 11 | 37 | 11 | 21 | 37 | 7 | 10 | 7 | 1 | 4 | 14 | 7 | 10 | 15 | 29 | 12 | 16 | 2 | 16 | 39 | 4 | 18 | 40 |
| | | 9% | 12% | 10% | 9% | 8% | 9% | 11% | 8% | 12% | 8% | 14% | 3% | 20%k | 13%k | 6% | 13%n | 10% | 19% | 12% | 4% | 3% | 28%E | 30% | 9% | 17% | 12% | 8% | 9% | 5% | 5% | 21%tv | 6% | 5% | 15%w |
| 4 - | (4) | 27 | 5 | 32 | 10 | 22 | 9 | 29 | 19 | - | 8 | - | 4 | 16 | 7 | 11 | 16 | 2 | 1 | 2 | - | 1 | 4 | - | 2 | 2 | 18 | 4 | 9 | 1 | 7 | 18 | 7 | 7 | 24 |
| | | 4% | 2% | 5% | 3% | 5% | 5% | 5% | 6%h | - | 5%h | - | 1% | 9%k | 8%k | 3% | 5% | 3% | 2% | 3% | - | 1% | 8%E | - | 2% | 2% | 8% | 3% | 5% | 2% | 2% | 10%t | 11%t | 2% | 9%w |
| 3 - | (3) | 24 | 7 | 16 | 9 | 20 | 10 | 21 | 11 | 10 | 3 | - | 5 | 9 | 10 | 6 | 17 | 2 | 1 | 4 | - | 5 | 1 | 1 | 3 | 4 | 8 | 5 | 3 | - | 1 | 12 | 3 | 6 | 10 |
| | | 4% | 3% | 3% | 3% | 4% | 5% | 4% | 4% | 6% | 2% | - | 1% | 5%k | 12%kl | 2% | 6%n | 3% | 2% | 7% | - | 4% | 2% | 4% | 3% | 4% | 3% | 3% | 2% | - | * | 7%t | 5%t | 2% | 4% |
| 2 - | (2) | 11 | 5 | 10 | 7 | 11 | 4 | 14 | 8 | 2 | 1 | - | - | 8 | 3 | 2 | 8 | 1 | 1 | 2 | 1 | 2 | 1 | 2 | 2 | 3 | 4 | 2 | 4 | - | 2 | - | 8 | 1 | 9 |
| | | 2% | 2% | 2% | 2% | 2% | 2% | 3% | 3% | 1% | 1% | - | - | 4%k | 4%k | 1% | 3%n | 1% | 2% | 3% | 4% | 1% | 2% | 9% | 2% | 3% | 2% | 1% | 2% | - | 1% | - | 12%tu | * | 3%w |
| 1 - Extremely dissatisfied | (1) | 14 | 5 | 20 | 9 | 16 | 12 | 27 | 6 | 2 | 4 | 2 | - | 2 | 12 | 2 | 11 | - | - | 4 | 1 | - | 1 | 4 | - | 5 | 8 | 2 | 8 | 2 | 2 | 3 | 15 | 6 | 13 |
| | | 2% | 2% | 3% | 3% | 4% | 6%a | 5%a | 2% | 1% | 3% | 7% | - | 1%k | 14%kl | 1% | 4%n | - | - | 7%A | 4% | - | 2% | 17% | - | 6%H | 3% | 1% | 4% | 5% | 1% | 2% | 23%tu | 2% | 5%w |
| Not applicable | | 7 | 2 | 3 | 3 | 5 | 2 | 5 | 4 | 1 | 2 | - | 4 | 1 | 2 | 4 | 2 | - | 1 | 1 | - | 2 | - | - | - | 2 | - | 2 | 1 | - | 2 | 1 | - | 1 | 2 |
| | | 1% | 1% | * | 1% | 1% | 1% | 1% | 1% | 1% | 1% | - | 1% | 1% | 2% | 1% | 1% | - | 2% | 2% | - | 1% | - | - | - | 2% | - | 1% | 1% | - | 1% | 1% | - | * | 1% |
| NET: Dissatisfied | (1-3) | 49 | 17 | 46 | 25 | 47 | 26 | 62 | 25 | 14 | 8 | 2 | 5 | 19 | 25 | 10 | 36 | 3 | 2 | 10 | 2 | 7 | 3 | 7 | 5 | 12 | 20 | 9 | 15 | 2 | 5 | 15 | 26 | 13 | 32 |
| | | 8% | 8% | 8% | 8% | 10% | 13%ab | 12%ab | 8% | 9% | 5% | 7% | 1% | 10%k | 30%kl | 3% | 12%n | 4% | 4% | 17%AB | 9% | 5% | 6% | 30% | 4% | 13%H | 8% | 6% | 8% | 5% | 1% | 8%t | 39%tu | 4% | 12%w |
| NET: Neutral | (4-6) | 164 | 57 | 160 | 79 | 93 | 55 | 133 | 69 | 46 | 40 | 9 | 47 | 90 | 27 | 63 | 99 | 18 | 16 | 16 | 7 | 17 | 31 | 9 | 19 | 37 | 75 | 35 | 43 | 7 | 48 | 94 | 18 | 53 | 105 |
| | | 25% | 28%d | 26%d | 26% | 20% | 28%d | 25% | 23% | 28% | 25% | 32% | 12% | 49%km | 32%k | 19% | 33%n | 25% | 30% | 28% | 30% | 13% | 62%E | 39% | 17% | 42%H | 32% | 24% | 24% | 17% | 14% | 51%tv | 27%t | 16% | 40%w |
| NET: Satisfied | (7-10) | 427 | 131 | 395 | 197 | 309 | 117 | 335 | 202 | 101 | 107 | 17 | 323 | 74 | 30 | 263 | 159 | 51 | 35 | 31 | 14 | 108 | 16 | 7 | 90 | 38 | 143 | 99 | 120 | 33 | 300 | 73 | 22 | 270 | 121 |
| | | 66% | 63% | 65% | 65% | 68%e | 59% | 63% | 67% | 62% | 68% | 61% | 85%lm | 40% | 36% | 77%o | 54% | 71%C | 65% | 53% | 61% | 81%F | 32% | 30% | 79%l | 43% | 60% | 68% | 67% | 79%p | 85%uv | 40% | 33% | 80%x | 47% |
| Mean score | | 7.25ef | 7.23e | 7.20ef | 7.30ef | 7.12 | 6.72 | 6.88 | 7.21 | 7.26 | 7.30 | 7.46 | 8.28lm | 6.05m | 5.26 | 7.94o | 6.50 | 7.57C | 7.45C | 6.47 | 7.57 | 8.05F | 5.96 | 5.30 | 8.03l | 6.16 | 6.94 | 7.35 | 7.28 | 7.90p | 8.22uv | 6.13v | 4.73 | 8.05x | 6.12 |
| Standard error | | 0.09 | 0.16 | 0.10 | 0.14 | 0.11 | 0.18 | 0.11 | 0.14 | 0.18 | 0.17 | 0.50 | 0.08 | 0.15 | 0.30 | 0.11 | 0.13 | 0.24 | 0.29 | 0.36 | 0.54 | 0.17 | 0.26 | 0.65 | 0.19 | 0.25 | 0.16 | 0.18 | 0.19 | 0.35 | 0.09 | 0.14 | 0.37 | 0.11 | 0.14 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 26

**Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Ease of finding provider contact details.**

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

| | | Supplier | | | | | | | TESCO MOBILE | | | | | | | | | THREE | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 103 | 89* | 87* | 25** | 180 | 88* | 36* | 145 | 149 | 177 | 84* | 171 | 22** | 274 | 118 | 62* | 247 | 199 | 83* | 55* | 51* | 11** | 101 | 65* | 34* | 90* | 109 |
| 10 - Extremely satisfied | (10) | 136 | 47 | 133 | 68 | 88 | 29 | 92 | 24 | 14 | 17 | 13 | 61 | 4 | 3 | 49 | 18 | 33 | 19 | 28 | 8 | 80 | 6 | 2 | 72 | 16 | 8 | 9 | 11 | 1 | 28 | - | 1 | 24 | 5 |
| | | 21%e | 23%e | 22%ef | 22%e | 19% | 15% | 17% | 23% | 16% | 20% | 52% | 34%FG | 5% | 8% | 34%l | 12% | 19% | 23% | 16% | 36% | 29%lm | 5% | 3% | 29%o | 8% | 10% | 16% | 22% | 9% | 28%uv | - | 3% | 27%x | 5% |
| 9 - | (9) | 78 | 25 | 64 | 43 | 57 | 24 | 67 | 13 | 13 | 13 | 4 | 36 | 4 | 3 | 19 | 23 | 22 | 9 | 23 | 3 | 49 | 7 | 1 | 35 | 22 | 9 | 8 | 6 | 1 | 22 | 1 | 1 | 20 | 4 |
| | | 12% | 12% | 11% | 14% | 13% | 12% | 13% | 13% | 15% | 15% | 16% | 20%F | 5% | 8% | 13% | 15% | 12% | 11% | 13% | 14% | 18%lm | 6% | 2% | 14% | 11% | 11% | 15% | 12% | 9% | 22%uv | 2% | 3% | 22%x | 4% |
| 8 - | (8) | 110 | 32 | 113 | 50 | 78 | 33 | 91 | 19 | 12 | 16 | 3 | 38 | 10 | 2 | 30 | 19 | 26 | 12 | 39 | 1 | 61 | 13 | 4 | 43 | 32 | 18 | 8 | 6 | 1 | 22 | 8 | 3 | 9 | 24 |
| | | 17% | 15% | 19% | 16% | 17% | 17% | 17% | 18% | 13% | 18% | 12% | 21%G | 11% | 6% | 21% | 13% | 15% | 14% | 23% | 5% | 22%lm | 11% | 6% | 17% | 16% | 22% | 15% | 12% | 9% | 22% | 12% | 9% | 10% | 22%w |
| 7 - | (7) | 103 | 27 | 85 | 36 | 86 | 31 | 85 | 12 | 14 | 8 | 2 | 14 | 17 | 5 | 13 | 23 | 42 | 19 | 24 | 1 | 53 | 23 | 10 | 43 | 41 | 14 | 8 | 8 | 1 | 14 | 12 | 5 | 13 | 18 |
| | | 16% | 13% | 14% | 12% | 19%bc | 16% | 16% | 12% | 16% | 9% | 8% | 8% | 19%E | 14% | 9% | 15% | 24%l | 23% | 14% | 5% | 19% | 19% | 16% | 17% | 21% | 17% | 15% | 16% | 9% | 14% | 18% | 15% | 14% | 17% |
| 6 - | (6) | 78 | 27 | 69 | 42 | 36 | 28 | 46 | 14 | 12 | 14 | 2 | 15 | 24 | 3 | 13 | 27 | 13 | 9 | 13 | 1 | 16 | 19 | 1 | 21 | 15 | 12 | 8 | 7 | 1 | 10 | 14 | 4 | 9 | 19 |
| | | 12%d | 13%d | 11% | 14%df | 8% | 14%df | 9% | 14% | 13% | 16% | 8% | 8% | 27%EG | 8% | 9% | 18%H | 7% | 11% | 8% | 5% | 6% | 16%km | 2% | 9% | 8% | 14% | 15% | 14% | 9% | 10% | 22%t | 12% | 10% | 17% |
| 5 - | (5) | 59 | 25 | 59 | 27 | 35 | 18 | 58 | 6 | 11 | 9 | 1 | 9 | 11 | 7 | 9 | 14 | 10 | 4 | 20 | 1 | 5 | 24 | 6 | 15 | 19 | 7 | 5 | 5 | 1 | 2 | 14 | 2 | 7 | 11 |
| | | 9% | 12% | 10% | 9% | 8% | 9% | 11% | 6% | 12% | 10% | 4% | 5% | 13%E | 19%E | 6% | 9% | 6% | 5% | 12%g | 5% | 2% | 20%k | 10%k | 6% | 10% | 8% | 9% | 10% | 9% | 2% | 22%tv | 6% | 8% | 10% |
| 4 - | (4) | 27 | 5 | 32 | 10 | 22 | 9 | 29 | 1 | 5 | 4 | - | 1 | 8 | 1 | 3 | 7 | 11 | 2 | 8 | 1 | 3 | 14 | 5 | 6 | 15 | 5 | 1 | 3 | - | - | 8 | 1 | 2 | 7 |
| | | 4% | 2% | 5% | 3% | 5% | 5% | 5% | 1% | 6% | 5% | - | 1% | 9%E | 3% | 2% | 5% | 6% | 2% | 5% | 5% | 1% | 12%k | 8%k | 2% | 8%n | 6% | 2% | 6% | - | - | 12%t | 3% | 2% | 6% |
| 3 - | (3) | 24 | 7 | 16 | 9 | 20 | 10 | 21 | 4 | 3 | 2 | - | 1 | 6 | 2 | 5 | 4 | 5 | 7 | 6 | 2 | 2 | 8 | 10 | 6 | 14 | 7 | 1 | 1 | 1 | 1 | 4 | 5 | 3 | 7 |
| | | 4% | 3% | 3% | 3% | 4% | 5% | 4% | 4% | 3% | 2% | - | 1% | 7%E | 6%E | 3% | 3% | 3% | 8%g | 4% | 9% | 1% | 7%k | 16%kl | 2% | 7%n | 8% | 2% | 2% | 9% | 1% | 6% | 15%t | 3% | 6% |
| 2 - | (2) | 11 | 5 | 10 | 7 | 11 | 4 | 14 | 5 | - | 2 | - | 2 | 4 | 1 | - | 7 | 5 | 2 | 4 | - | 1 | 1 | 9 | 2 | 9 | 1 | - | 1 | 2 | - | 2 | 2 | 1 | 3 |
| | | 2% | 2% | 2% | 2% | 2% | 2% | 3% | 5%B | - | 2% | - | 1% | 5% | 3% | - | 5%H | 3% | 2% | 2% | - | * | 1% | 15%kl | 1% | 5%n | 1% | - | 2% | 18% | - | 3% | 6%t | 1% | 3% |
| 1 - Extremely dissatisfied | (1) | 14 | 5 | 20 | 9 | 16 | 12 | 27 | 5 | 3 | 1 | - | 1 | - | 8 | 4 | 4 | 8 | 1 | 6 | 1 | 1 | 1 | 14 | - | 15 | 2 | 5 | 3 | 2 | 1 | 1 | 10 | 2 | 10 |
| | | 2% | 2% | 3% | 3% | 4% | 6%a | 5%a | 5% | 3% | 1% | - | 1% | - | 22%EF | 3% | 3% | 5% | 1% | 4% | 5% | * | 1% | 23%kl | - | 8%n | 2% | 9% | 6% | 18% | 1% | 2% | 29%tu | 2% | 9%w |
| Not applicable | | 7 | 2 | 3 | 3 | 5 | 2 | 5 | - | 2 | 1 | - | 2 | - | 1 | - | 3 | 2 | - | - | 3 | 3 | 2 | - | 4 | 1 | - | 2 | - | - | 1 | 1 | - | - | 1 |
| | | 1% | 1% | * | 1% | 1% | 1% | 1% | - | 2% | 1% | - | 1% | - | 3% | - | 2% | 1% | - | - | 14% | 1% | 2% | - | 2% | 1% | - | 4% | - | - | 1% | 2% | - | - | 1% |
| NET: Dissatisfied | (1-3) | 49 | 17 | 46 | 25 | 47 | 26 | 62 | 14 | 6 | 5 | - | 4 | 10 | 11 | 9 | 15 | 18 | 10 | 16 | 3 | 4 | 10 | 33 | 8 | 38 | 10 | 6 | 5 | 5 | 2 | 7 | 17 | 6 | 20 |
| | | 8% | 8% | 8% | 8% | 10% | 13%ab | 12%ab | 14% | 7% | 6% | - | 2% | 11%E | 31%EF | 6% | 10% | 10% | 12% | 9% | 14% | 1% | 8%k | 53%kl | 3% | 19%n | 12% | 11% | 10% | 45% | 2% | 11%t | 50%tu | 7% | 18%w |
| NET: Neutral | (4-6) | 164 | 57 | 160 | 79 | 93 | 55 | 133 | 21 | 28 | 27 | 3 | 25 | 43 | 11 | 25 | 48 | 34 | 15 | 41 | 3 | 24 | 57 | 12 | 42 | 49 | 24 | 14 | 15 | 2 | 12 | 36 | 7 | 18 | 37 |
| | | 25% | 28%d | 26%d | 26% | 20% | 28%d | 25% | 20% | 31% | 31% | 12% | 14% | 49%E | 31%E | 17% | 32%H | 19% | 18% | 24% | 14% | 9% | 48%km | 19%k | 17% | 25%n | 29% | 25% | 29% | 18% | 12% | 55%tv | 21% | 20% | 34%w |
| NET: Satisfied | (7-10) | 427 | 131 | 395 | 197 | 309 | 117 | 335 | 68 | 53 | 54 | 22 | 149 | 35 | 13 | 111 | 83 | 123 | 59 | 114 | 13 | 243 | 49 | 17 | 193 | 111 | 49 | 33 | 31 | 4 | 86 | 21 | 10 | 66 | 51 |
| | | 66% | 63% | 65% | 65% | 68%e | 59% | 63% | 66% | 60% | 62% | 88% | 83%FG | 40% | 36% | 77%l | 56% | 69% | 70% | 67% | 59% | 89%lm | 42% | 27% | 78%o | 56% | 59% | 60% | 61% | 36% | 85%uv | 32% | 29% | 73%x | 47% |
| Mean score | | 7.25ef | 7.23e | 7.20ef | 7.30ef | 7.12 | 6.72 | 6.88 | 7.17 | 7.01 | 7.29 | 8.84 | 8.33FG | 6.05 | 5.17 | 7.90l | 6.78 | 7.06 | 7.24 | 7.07 | 7.58 | 8.27lm | 6.08m | 4.02 | 7.93o | 6.17 | 6.69 | 6.92 | 6.96 | 4.91 | 8.26uv | 5.63v | 4.26 | 7.70x | 5.91 |
| Standard error | | 0.09 | 0.16 | 0.10 | 0.14 | 0.11 | 0.18 | 0.11 | 0.26 | 0.24 | 0.24 | 0.31 | 0.14 | 0.20 | 0.51 | 0.19 | 0.19 | 0.19 | 0.26 | 0.18 | 0.69 | 0.10 | 0.18 | 0.34 | 0.12 | 0.19 | 0.25 | 0.36 | 0.36 | 1.00 | 0.17 | 0.21 | 0.49 | 0.24 | 0.23 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 27

**Q10A: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Ease of finding provider contact details.**

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

| | | Supplier | | | | | | | VODAFONE | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | Issue | | | | Satisfaction | | | Resolved | |
| | | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) |
| Total | | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 275 | 81* | 143 | 36* | 279 | 164 | 92* | 282 | 246 |
| 10 - Extremely satisfied | (10) | 136 | 47 | 133 | 68 | 88 | 29 | 92 | 48 | 10 | 27 | 7 | 74 | 13 | 5 | 74 | 17 |
| | | 21%e | 23%e | 22%e | 22%e | 19% | 15% | 17% | 17% | 12% | 19% | 19% | 27%lm | 8% | 5% | 26%o | 7% |
| 9 - | (9) | 78 | 25 | 64 | 43 | 57 | 24 | 67 | 36 | 9 | 14 | 8 | 51 | 13 | 3 | 41 | 26 |
| | | 12% | 12% | 11% | 14% | 13% | 12% | 13% | 13% | 11% | 10% | 22%i | 18%lm | 8% | 3% | 15% | 11% |
| 8 - | (8) | 110 | 32 | 113 | 50 | 78 | 33 | 91 | 42 | 20 | 24 | 5 | 60 | 23 | 8 | 57 | 32 |
| | | 17% | 15% | 19% | 16% | 17% | 17% | 17% | 15% | 25% | 17% | 14% | 22%m | 14% | 9% | 20%o | 13% |
| 7 - | (7) | 103 | 27 | 85 | 36 | 86 | 31 | 85 | 45 | 12 | 23 | 5 | 49 | 28 | 8 | 47 | 35 |
| | | 16% | 13% | 14% | 12% | 19%bc | 16% | 16% | 16% | 15% | 16% | 14% | 18%m | 17% | 9% | 17% | 14% |
| 6 - | (6) | 78 | 27 | 69 | 42 | 36 | 28 | 46 | 26 | 6 | 12 | 2 | 17 | 23 | 6 | 15 | 31 |
| | | 12%d | 13%d | 11% | 14%d | 8% | 14%d | 9% | 9% | 7% | 8% | 6% | 6% | 14%k | 7% | 5% | 13%n |
| 5 - | (5) | 59 | 25 | 59 | 27 | 35 | 18 | 58 | 22 | 15 | 18 | 3 | 11 | 34 | 13 | 22 | 36 |
| | | 9% | 12% | 10% | 9% | 8% | 9% | 11% | 8% | 19%g | 13% | 8% | 4% | 21%k | 14%k | 8% | 15%n |
| 4 - | (4) | 27 | 5 | 32 | 10 | 22 | 9 | 29 | 14 | 2 | 9 | 4 | 7 | 14 | 8 | 9 | 19 |
| | | 4% | 2% | 5% | 3% | 5% | 5% | 5% | 5% | 2% | 6% | 11% | 3% | 9%k | 9%k | 3% | 8%n |
| 3 - | (3) | 24 | 7 | 16 | 9 | 20 | 10 | 21 | 14 | 1 | 6 | - | 3 | 8 | 10 | 3 | 18 |
| | | 4% | 3% | 3% | 3% | 4% | 5% | 4% | 5% | 1% | 4% | - | 1% | 5%k | 11%k | 1% | 7%n |
| 2 - | (2) | 11 | 5 | 10 | 7 | 11 | 4 | 14 | 7 | 4 | 2 | 1 | 2 | 5 | 7 | 4 | 10 |
| | | 2% | 2% | 2% | 2% | 2% | 2% | 3% | 3% | 5% | 1% | 3% | 1% | 3% | 8%k | 1% | 4% |
| 1 - Extremely dissatisfied | (1) | 14 | 5 | 20 | 9 | 16 | 12 | 27 | 19 | 2 | 5 | 1 | 2 | 2 | 23 | 6 | 21 |
| | | 2% | 2% | 3% | 3% | 4% | 6%a | 5% | 7% | 2% | 3% | 3% | 1% | 1% | 25%kl | 2% | 9%n |
| Not applicable | | 7 | 2 | 3 | 3 | 5 | 2 | 5 | 2 | - | 3 | - | 3 | 1 | 1 | 4 | 1 |
| | | 1% | 1% | * | 1% | 1% | 1% | 1% | 1% | - | 2% | - | 1% | 1% | 1% | 1% | * |
| NET: Dissatisfied | (1-3) | 49 | 17 | 46 | 25 | 47 | 26 | 62 | 40 | 7 | 13 | 2 | 7 | 15 | 40 | 13 | 49 |
| | | 8% | 8% | 8% | 8% | 10% | 13%ab | 12% | 15% | 9% | 9% | 6% | 3% | 9%k | 43%kl | 5% | 20%n |
| NET: Neutral | (4-6) | 164 | 57 | 160 | 79 | 93 | 55 | 133 | 62 | 23 | 39 | 9 | 35 | 71 | 27 | 46 | 86 |
| | | 25% | 28%d | 26%d | 26% | 20% | 28%d | 25% | 23% | 28% | 27% | 25% | 13% | 43%km | 29%k | 16% | 35%n |
| NET: Satisfied | (7-10) | 427 | 131 | 395 | 197 | 309 | 117 | 335 | 171 | 51 | 88 | 25 | 234 | 77 | 24 | 219 | 110 |
| | | 66% | 63% | 65% | 65% | 68%e | 59% | 63% | 62% | 63% | 62% | 69% | 84%lm | 47%m | 26% | 78%o | 45% |
| Mean score | | 7.25e | 7.23e | 7.20e | 7.30e | 7.12 | 6.72 | 6.88 | 6.78 | 6.88 | 6.96 | 7.31 | 8.05lm | 6.30m | 4.36 | 7.74o | 5.89 |
| Standard error | | 0.09 | 0.16 | 0.10 | 0.14 | 0.11 | 0.18 | 0.11 | 0.16 | 0.25 | 0.20 | 0.41 | 0.11 | 0.17 | 0.30 | 0.13 | 0.16 |

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

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 28

**Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Ease of getting through to the right person (PHONE).**

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

| | | Supplier | | | | | | | EE | | | | | | | | | GIFFGAFF | | | | | | | | | O2 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 268 | 44* | 195 | 92* | 174 | 89* | 231 | 138 | 44* | 71* | 15** | 159 | 75* | 34* | 163 | 103 | 16** | 11** | 14** | 3** | 29** | 11** | 4** | 23** | 19** | 82* | 37* | 64* | 12** | 108 | 65* | 22** | 109 | 85* |
| 10 - Extremely satisfied | (10) | 60 | 11 | 35 | 21 | 30 | 11 | 26 | 32 | 10 | 12 | 6 | 57 | 2 | 1 | 51 | 9 | 6 | 1 | 3 | 1 | 11 | - | - | 9 | 1 | 11 | 6 | 13 | 5 | 34 | - | 1 | 33 | 2 |
| | | 22%ef | 25%f | 18% | 23%f | 17% | 12% | 11% | 23% | 23% | 17% | 40% | 36%lm | 3% | 3% | 31%o | 9% | 38% | 9% | 21% | 33% | 38% | - | - | 39% | 5% | 13% | 16% | 20% | 42% | 31%u | - | 5% | 30%x | 2% |
| 9 - | (9) | 35 | 4 | 26 | 5 | 14 | 5 | 19 | 15 | 8 | 12 | - | 29 | 4 | 2 | 26 | 9 | - | 1 | 2 | 1 | 3 | 1 | - | 2 | 2 | 8 | 6 | 12 | - | 24 | 1 | 1 | 18 | 8 |
| | | 13%c | 9% | 13%c | 5% | 8% | 6% | 8% | 11% | 18% | 17% | - | 18%l | 5% | 6% | 16% | 9% | - | 9% | 14% | 33% | 10% | 9% | - | 9% | 11% | 10% | 16% | 19% | - | 22%u | 2% | 5% | 17% | 9% |
| 8 - | (8) | 42 | 9 | 32 | 24 | 30 | 12 | 30 | 27 | 6 | 7 | 2 | 31 | 9 | 2 | 26 | 15 | 4 | 3 | 1 | 1 | 6 | 2 | 1 | 5 | 4 | 13 | 10 | 7 | 2 | 22 | 10 | - | 20 | 12 |
| | | 16% | 20% | 16% | 26%aef | 17% | 13% | 13% | 20% | 14% | 10% | 13% | 19% | 12% | 6% | 16% | 15% | 25% | 27% | 7% | 33% | 21% | 18% | 25% | 22% | 21% | 16% | 27%r | 11% | 17% | 20% | 15% | - | 18% | 14% |
| 7 - | (7) | 40 | 7 | 25 | 12 | 24 | 19 | 36 | 18 | 3 | 17 | 2 | 25 | 10 | 5 | 25 | 15 | 1 | 2 | 4 | - | 4 | 3 | - | 3 | 4 | 12 | 4 | 9 | - | 14 | 11 | - | 13 | 12 |
| | | 15% | 16% | 13% | 13% | 14% | 21% | 16% | 13% | 7% | 24%gh | 13% | 16% | 13% | 15% | 15% | 15% | 6% | 18% | 29% | - | 14% | 27% | - | 13% | 21% | 15% | 11% | 14% | - | 13% | 17% | - | 12% | 14% |
| 6 - | (6) | 24 | 2 | 28 | 9 | 15 | 6 | 20 | 7 | 5 | 8 | 4 | 6 | 13 | 5 | 12 | 12 | 1 | - | 1 | - | 2 | - | - | - | 1 | 12 | 4 | 10 | 2 | 9 | 18 | 1 | 15 | 13 |
| | | 9% | 5% | 14% | 10% | 9% | 7% | 9% | 5% | 11% | 11% | 27% | 4% | 17%k | 15%k | 7% | 12% | 6% | - | 7% | - | 7% | - | - | - | 5% | 15% | 11% | 16% | 17% | 8% | 28%t | 5% | 14% | 15% |
| 5 - | (5) | 24 | 7 | 21 | 5 | 21 | 10 | 26 | 13 | 5 | 6 | - | 2 | 18 | 4 | 10 | 14 | 2 | 3 | 2 | - | 2 | 4 | 1 | 2 | 5 | 10 | 5 | 5 | 1 | 3 | 15 | 3 | 5 | 16 |
| | | 9% | 16%c | 11% | 5% | 12% | 11% | 11% | 9% | 11% | 8% | - | 1% | 24%k | 12%k | 6% | 14%n | 13% | 27% | 14% | - | 7% | 36% | 25% | 9% | 26% | 12% | 14% | 8% | 8% | 3% | 23%t | 14% | 5% | 19%w |
| 4 - | (4) | 14 | 1 | 7 | 5 | 12 | 6 | 21 | 10 | 2 | 2 | - | 6 | 7 | 1 | 5 | 9 | 1 | - | - | - | - | 1 | - | 1 | - | 4 | - | 2 | 1 | 2 | 3 | 2 | 2 | 4 |
| | | 5% | 2% | 4% | 5% | 7% | 7% | 9%b | 7% | 5% | 3% | - | 4% | 9% | 3% | 3% | 9%n | 6% | - | - | - | - | 9% | - | 4% | - | 5% | - | 3% | 8% | 2% | 5% | 9% | 2% | 5% |
| 3 - | (3) | 15 | 1 | 3 | 6 | 9 | 5 | 12 | 7 | 3 | 5 | - | 2 | 9 | 4 | 5 | 9 | - | 1 | - | - | - | - | 1 | - | 1 | 3 | - | - | - | - | 1 | 2 | 2 | 1 |
| | | 6%b | 2% | 2% | 7%b | 5% | 6% | 5%b | 5% | 7% | 7% | - | 1% | 12%k | 12%k | 3% | 9%n | - | 9% | - | - | - | - | 25% | - | 5% | 4% | - | - | - | - | 2% | 9% | 2% | 1% |
| 2 - | (2) | 3 | 2 | 6 | 1 | 7 | 4 | 13 | 3 | - | - | - | - | - | 3 | 1 | 2 | 1 | - | 1 | - | 1 | - | 1 | 1 | 1 | 2 | - | 3 | 1 | - | 3 | 3 | - | 6 |
| | | 1% | 5% | 3% | 1% | 4%a | 4%a | 6%a | 2% | - | - | - | - | - | 9%kl | 1% | 2% | 6% | - | 7% | - | 3% | - | 25% | 4% | 5% | 2% | - | 5% | 8% | - | 5%t | 14% | - | 7%w |
| 1 - Extremely dissatisfied | (1) | 9 | - | 11 | 4 | 12 | 10 | 28 | 6 | 1 | 1 | 1 | - | 2 | 7 | 1 | 8 | - | - | - | - | - | - | - | - | - | 7 | 1 | 3 | - | - | 3 | 8 | 1 | 10 |
| | | 3% | - | 6% | 4% | 7% | 11%az | 12%abcz | 4% | 2% | 1% | 7% | - | 3%k | 21%kl | 1% | 8%n | - | - | - | - | - | - | - | - | - | 9% | 3% | 5% | - | - | 5%t | 36% | 1% | 12%w |
| Not applicable | | 2 | - | 1 | - | - | 1 | - | - | 1 | 1 | - | 1 | 1 | - | 1 | 1 | - | - | - | - | - | - | - | - | - | - | 1 | - | - | - | - | 1 | - | 1 |
| | | 1% | - | 1% | - | - | 1% | - | - | 2% | 1% | - | 1% | 1% | - | 1% | 1% | - | - | - | - | - | - | - | - | - | - | 3% | - | - | - | - | 5% | - | 1% |
| NET: Dissatisfied | (1-3) | 27 | 3 | 20 | 11 | 28 | 19 | 53 | 16 | 4 | 6 | 1 | 2 | 11 | 14 | 7 | 19 | 1 | 1 | 1 | - | 1 | - | 2 | 1 | 2 | 12 | 1 | 6 | 1 | - | 7 | 13 | 3 | 17 |
| | | 10% | 7% | 10% | 12% | 16% | 21%abz | 23%abcz | 12% | 9% | 8% | 7% | 1% | 15%k | 41%kl | 4% | 18%n | 6% | 9% | 7% | - | 3% | - | 50% | 4% | 11% | 15% | 3% | 9% | 8% | - | 11%t | 59% | 3% | 20%w |
| NET: Neutral | (4-6) | 62 | 10 | 56 | 19 | 48 | 22 | 67 | 30 | 12 | 16 | 4 | 14 | 38 | 10 | 27 | 35 | 4 | 3 | 3 | - | 4 | 5 | 1 | 3 | 6 | 26 | 9 | 17 | 4 | 14 | 36 | 6 | 22 | 33 |
| | | 23% | 23% | 29% | 21% | 28% | 25% | 29% | 22% | 27% | 23% | 27% | 9% | 51%km | 29%k | 17% | 34%n | 25% | 27% | 21% | - | 14% | 45% | 25% | 13% | 32% | 32% | 24% | 27% | 33% | 13% | 55%t | 27% | 20% | 39%w |
| NET: Satisfied | (7-10) | 177 | 31 | 118 | 62 | 98 | 47 | 111 | 92 | 27 | 48 | 10 | 142 | 25 | 10 | 128 | 48 | 11 | 7 | 10 | 3 | 24 | 6 | 1 | 19 | 11 | 44 | 26 | 41 | 7 | 94 | 22 | 2 | 84 | 34 |
| | | 66%def | 70%f | 61%f | 67%ef | 56% | 53% | 48% | 67% | 61% | 68% | 67% | 89%lm | 33% | 29% | 79%o | 47% | 69% | 64% | 71% | 100% | 83% | 55% | 25% | 83% | 58% | 54% | 70% | 64% | 58% | 87%u | 34% | 9% | 77%x | 40% |
| Mean score | | 7.18def | 7.39def | 6.95ef | 7.11ef | 6.49f | 5.99 | 5.83 | 7.08 | 7.30 | 7.21 | 7.67 | 8.42lm | 5.72m | 4.65 | 7.94o | 6.01 | 7.56 | 6.82 | 7.29 | 9.00 | 8.17 | 6.36 | 4.50 | 8.04 | 6.53 | 6.44 | 7.56p | 7.17 | 7.42 | 8.40u | 5.74 | 3.24 | 8.01x | 5.61 |
| Standard error | | 0.15 | 0.34 | 0.18 | 0.26 | 0.21 | 0.30 | 0.19 | 0.22 | 0.37 | 0.26 | 0.65 | 0.13 | 0.23 | 0.47 | 0.16 | 0.25 | 0.63 | 0.63 | 0.62 | 0.58 | 0.37 | 0.49 | 1.32 | 0.47 | 0.48 | 0.29 | 0.33 | 0.32 | 0.80 | 0.15 | 0.23 | 0.58 | 0.18 | 0.28 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 29

**Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Ease of getting through to the right person (PHONE).**

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

| | | Supplier | | | | | | | TESCO MOBILE | | | | | | | | | THREE | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 268 | 44* | 195 | 92* | 174 | 89* | 231 | 41* | 22** | 22** | 7** | 56* | 28** | 8** | 52* | 38* | 77* | 29** | 59* | 9** | 106 | 37* | 31* | 96* | 76* | 44* | 16** | 23** | 6** | 41* | 29** | 19** | 45* | 44* |
| 10 - Extremely satisfied | (10) | 60 | 11 | 35 | 21 | 30 | 11 | 26 | 6 | 5 | 4 | 6 | 18 | 3 | - | 16 | 5 | 13 | 7 | 7 | 3 | 28 | 2 | - | 26 | 4 | 3 | 3 | 3 | 2 | 10 | - | 1 | 9 | 2 |
| | | 22%ef | 25%f | 18% | 23%f | 17% | 12% | 11% | 15% | 23% | 18% | 86% | 32% | 11% | - | 31% | 13% | 17% | 24% | 12% | 33% | 26%lm | 5% | - | 27%o | 5% | 7% | 19% | 13% | 33% | 24% | - | 5% | 20%x | 5% |
| 9 - | (9) | 35 | 4 | 26 | 5 | 14 | 5 | 19 | 1 | 1 | 3 | - | 5 | - | - | 3 | 2 | 3 | 3 | 6 | 2 | 12 | 1 | 1 | 12 | 2 | 2 | 1 | 2 | - | 5 | - | - | 5 | - |
| | | 13%c | 9% | 13%c | 5% | 8% | 6% | 8% | 2% | 5% | 14% | - | 9% | - | - | 6% | 5% | 4% | 10% | 10% | 22% | 11% | 3% | 3% | 13%o | 3% | 5% | 6% | 9% | - | 12% | - | - | 11%x | - |
| 8 - | (8) | 42 | 9 | 32 | 24 | 30 | 12 | 30 | 16 | 6 | 2 | - | 20 | 4 | - | 18 | 5 | 17 | 4 | 9 | - | 27 | 2 | 1 | 19 | 10 | 5 | 2 | 4 | 1 | 10 | 1 | 1 | 7 | 5 |
| | | 16% | 20% | 16% | 26%aef | 17% | 13% | 13% | 39% | 27% | 9% | - | 36% | 14% | - | 35%l | 13% | 22% | 14% | 15% | - | 25%lm | 5% | 3% | 20% | 13% | 11% | 13% | 17% | 17% | 24% | 3% | 5% | 16% | 11% |
| 7 - | (7) | 40 | 7 | 25 | 12 | 24 | 19 | 36 | 6 | 5 | 1 | - | 6 | 5 | 1 | 8 | 4 | 10 | 6 | 5 | 3 | 18 | 4 | 2 | 15 | 9 | 12 | 3 | 4 | - | 9 | 8 | 2 | 8 | 11 |
| | | 15% | 16% | 13% | 13% | 14% | 21% | 16% | 15% | 23% | 5% | - | 11% | 18% | 13% | 15% | 11% | 13% | 21% | 8% | 33% | 17% | 11% | 6% | 16% | 12% | 27% | 19% | 17% | - | 22% | 28% | 11% | 18% | 25% |
| 6 - | (6) | 24 | 2 | 28 | 9 | 15 | 6 | 20 | 5 | 1 | 3 | - | 4 | 5 | - | 3 | 5 | 6 | 3 | 6 | - | 10 | 5 | - | 6 | 9 | 3 | - | 3 | - | 2 | 3 | 1 | 2 | 4 |
| | | 9% | 5% | 14% | 10% | 9% | 7% | 9% | 12% | 5% | 14% | - | 7% | 18% | - | 6% | 13% | 8% | 10% | 10% | - | 9% | 14%m | - | 6% | 12% | 7% | - | 13% | - | 5% | 10% | 5% | 4% | 9% |
| 5 - | (5) | 24 | 7 | 21 | 5 | 21 | 10 | 26 | 2 | 2 | 1 | - | 1 | 4 | - | 1 | 4 | 8 | 1 | 12 | - | 6 | 13 | 2 | 7 | 14 | 3 | 4 | 2 | 1 | 2 | 7 | 1 | 6 | 4 |
| | | 9% | 16%c | 11% | 5% | 12% | 11% | 11% | 5% | 9% | 5% | - | 2% | 14% | - | 2% | 11% | 10% | 3% | 20% | - | 6% | 35%km | 6% | 7% | 18%n | 7% | 25% | 9% | 17% | 5% | 24% | 5% | 13% | 9% |
| 4 - | (4) | 14 | 1 | 7 | 5 | 12 | 6 | 21 | - | 1 | 3 | 1 | 1 | 3 | 1 | 2 | 3 | 8 | - | 4 | - | 3 | 7 | 2 | 6 | 6 | 6 | - | - | - | 1 | 2 | 3 | 2 | 4 |
| | | 5% | 2% | 4% | 5% | 7% | 7% | 9%b | - | 5% | 14% | 14% | 2% | 11% | 13% | 4% | 8% | 10% | - | 7% | - | 3% | 19%k | 6% | 6% | 8% | 14% | - | - | - | 2% | 7% | 16% | 4% | 9% |
| 3 - | (3) | 15 | 1 | 3 | 6 | 9 | 5 | 12 | 3 | - | 3 | - | 1 | 2 | 3 | - | 6 | 3 | - | 5 | 1 | - | 3 | 6 | 1 | 8 | 3 | - | 2 | - | - | 3 | 2 | 1 | 4 |
| | | 6%b | 2% | 2% | 7%b | 5% | 6% | 5%b | 7% | - | 14% | - | 2% | 7% | 38% | - | 16%H | 4% | - | 8% | 11% | - | 8%k | 19%k | 1% | 11%n | 7% | - | 9% | - | - | 10% | 11% | 2% | 9% |
| 2 - | (2) | 3 | 2 | 6 | 1 | 7 | 4 | 13 | - | - | 1 | - | - | 1 | - | - | 1 | 1 | 2 | 4 | - | 1 | - | 6 | 2 | 5 | 2 | - | 2 | - | 1 | 2 | 1 | 2 | 2 |
| | | 1% | 5% | 3% | 1% | 4%a | 4%a | 6%a | - | - | 5% | - | - | 4% | - | - | 3% | 1% | 7% | 7% | - | 1% | - | 19%kl | 2% | 7% | 5% | - | 9% | - | 2% | 7% | 5% | 4% | 5% |
| 1 - Extremely dissatisfied | (1) | 9 | - | 11 | 4 | 12 | 10 | 28 | 2 | 1 | 1 | - | - | 1 | 3 | 1 | 3 | 8 | 3 | 1 | - | 1 | - | 11 | 2 | 9 | 4 | 3 | 1 | 2 | 1 | 2 | 7 | 3 | 7 |
| | | 3% | - | 6% | 4% | 7% | 11%az | 12%abcz | 5% | 5% | 5% | - | - | 4% | 38% | 2% | 8% | 10%l | 10% | 2% | - | 1% | - | 35%kl | 2% | 12%n | 9% | 19% | 4% | 33% | 2% | 7% | 37% | 7% | 16% |
| Not applicable | | 2 | - | 1 | - | - | 1 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 | - | - | - | - | 1 | - | - | 1 |
| | | 1% | - | 1% | - | - | 1% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 2% | - | - | - | - | 3% | - | - | 2% |
| NET: Dissatisfied | (1-3) | 27 | 3 | 20 | 11 | 28 | 19 | 53 | 5 | 1 | 5 | - | 1 | 4 | 6 | 1 | 10 | 12 | 5 | 10 | 1 | 2 | 3 | 23 | 5 | 22 | 9 | 3 | 5 | 2 | 2 | 7 | 10 | 6 | 13 |
| | | 10% | 7% | 10% | 12% | 16% | 21%abz | 23%abcz | 12% | 5% | 23% | - | 2% | 14% | 75% | 2% | 26%H | 16% | 17% | 17% | 11% | 2% | 8% | 74%kl | 5% | 29%n | 20% | 19% | 22% | 33% | 5% | 24% | 53% | 13% | 30% |
| NET: Neutral | (4-6) | 62 | 10 | 56 | 19 | 48 | 22 | 67 | 7 | 4 | 7 | 1 | 6 | 12 | 1 | 6 | 12 | 22 | 4 | 22 | - | 19 | 25 | 4 | 19 | 29 | 12 | 4 | 5 | 1 | 5 | 12 | 5 | 10 | 12 |
| | | 23% | 23% | 29% | 21% | 28% | 25% | 29% | 17% | 18% | 32% | 14% | 11% | 43% | 13% | 12% | 32%H | 29% | 14% | 37% | - | 18% | 68%km | 13% | 20% | 38%n | 27% | 25% | 22% | 17% | 12% | 41% | 26% | 22% | 27% |
| NET: Satisfied | (7-10) | 177 | 31 | 118 | 62 | 98 | 47 | 111 | 29 | 17 | 10 | 6 | 49 | 12 | 1 | 45 | 16 | 43 | 20 | 27 | 8 | 85 | 9 | 4 | 72 | 25 | 22 | 9 | 13 | 3 | 34 | 9 | 4 | 29 | 18 |
| | | 66%def | 70%f | 61%f | 67%ef | 56% | 53% | 48% | 71% | 77% | 45% | 86% | 88% | 43% | 13% | 87%l | 42% | 56% | 69% | 46% | 89% | 80%lm | 24% | 13% | 75%o | 33% | 50% | 56% | 57% | 50% | 83% | 31% | 21% | 64%x | 41% |
| Mean score | | 7.18def | 7.39def | 6.95ef | 7.11ef | 6.49f | 5.99 | 5.83 | 7.07 | 7.41 | 6.23 | 9.14 | 8.27 | 6.00 | 2.88 | 8.06l | 5.82 | 6.36 | 6.93 | 6.22 | 8.00 | 7.88lm | 5.54m | 2.90 | 7.59o | 5.16 | 5.72 | 6.19 | 6.39 | 5.83 | 7.73 | 5.00 | 3.68 | 6.82x | 5.12 |
| Standard error | | 0.15 | 0.34 | 0.18 | 0.26 | 0.21 | 0.30 | 0.19 | 0.36 | 0.48 | 0.62 | 0.86 | 0.22 | 0.44 | 0.72 | 0.26 | 0.45 | 0.32 | 0.55 | 0.33 | 0.76 | 0.18 | 0.29 | 0.41 | 0.23 | 0.29 | 0.39 | 0.78 | 0.56 | 1.70 | 0.33 | 0.38 | 0.64 | 0.40 | 0.40 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 30

**Q10B: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Ease of getting through to the right person (PHONE).**

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

| | | Supplier | | | | | | | VODAFONE | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | Issue | | | | Satisfaction | | | Resolved | |
| | | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) |
| Total | | 268 | 44* | 195 | 92* | 174 | 89* | 231 | 135 | 25** | 56* | 15** | 99* | 80* | 52* | 118 | 111 |
| 10 - Extremely satisfied | (10) | 60<br>22%e | 11<br>25% | 35<br>18% | 21<br>23% | 30<br>17% | 11<br>12% | 26<br>11% | 13<br>10% | 3<br>12% | 6<br>11% | 4<br>27% | 24<br>24%lm | 1<br>1% | 1<br>2% | 22<br>19%o | 4<br>4% |
| 9 - | (9) | 35<br>13%c | 4<br>9% | 26<br>13%c | 5<br>5% | 14<br>8% | 5<br>6% | 19<br>8% | 13<br>10% | 1<br>4% | 5<br>9% | -<br>- | 15<br>15%lm | 3<br>4% | 1<br>2% | 12<br>10% | 7<br>6% |
| 8 - | (8) | 42<br>16% | 9<br>20% | 32<br>16% | 24<br>26%ae | 30<br>17% | 12<br>13% | 30<br>13% | 18<br>13% | 1<br>4% | 10<br>18% | 1<br>7% | 19<br>19%m | 10<br>13%m | 1<br>2% | 23<br>19%o | 6<br>5% |
| 7 - | (7) | 40<br>15% | 7<br>16% | 25<br>13% | 12<br>13% | 24<br>14% | 19<br>21% | 36<br>16% | 17<br>13% | 7<br>28% | 10<br>18% | 2<br>13% | 21<br>21%m | 13<br>16%m | 2<br>4% | 20<br>17% | 16<br>14% |
| 6 - | (6) | 24<br>9% | 2<br>5% | 28<br>14% | 9<br>10% | 15<br>9% | 6<br>7% | 20<br>9% | 14<br>10% | 2<br>8% | 2<br>4% | 2<br>13% | 7<br>7% | 9<br>11% | 4<br>8% | 8<br>7% | 12<br>11% |
| 5 - | (5) | 24<br>9% | 7<br>16%c | 21<br>11% | 5<br>5% | 21<br>12% | 10<br>11% | 26<br>11% | 11<br>8% | 5<br>20% | 7<br>13% | 3<br>20% | 7<br>7% | 18<br>23%km | 1<br>2% | 12<br>10% | 13<br>12% |
| 4 - | (4) | 14<br>5% | 1<br>2% | 7<br>4% | 5<br>5% | 12<br>7% | 6<br>7% | 21<br>9% | 11<br>8% | 2<br>8% | 7<br>13% | 1<br>7% | 3<br>3% | 10<br>13%k | 8<br>15%k | 9<br>8% | 12<br>11% |
| 3 - | (3) | 15<br>6%b | 1<br>2% | 3<br>2% | 6<br>7%b | 9<br>5% | 5<br>6% | 12<br>5% | 9<br>7% | 1<br>4% | 2<br>4% | -<br>- | 1<br>1% | 7<br>9%k | 4<br>8%k | 4<br>3% | 8<br>7% |
| 2 - | (2) | 3<br>1% | 2<br>5% | 6<br>3% | 1<br>1% | 7<br>4%a | 4<br>4%a | 13<br>6% | 9<br>7% | 1<br>4% | 1<br>2% | 2<br>13% | 1<br>1% | 6<br>8%k | 6<br>12%k | 3<br>3% | 10<br>9%n |
| 1 - Extremely dissatisfied | (1) | 9<br>3% | -<br>- | 11<br>6% | 4<br>4% | 12<br>7% | 10<br>11%az | 28<br>12% | 20<br>15% | 2<br>8% | 6<br>11% | -<br>- | 1<br>1% | 3<br>4% | 24<br>46%kl | 5<br>4% | 23<br>21%n |
| Not applicable | | 2<br>1% | -<br>- | 1<br>1% | -<br>- | -<br>- | 1<br>1% | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- | -<br>- |
| NET: Dissatisfied | (1-3) | 27<br>10% | 3<br>7% | 20<br>10% | 11<br>12% | 28<br>16% | 19<br>21%abz | 53<br>23% | 38<br>28% | 4<br>16% | 9<br>16% | 2<br>13% | 3<br>3% | 16<br>20%k | 34<br>65%kl | 12<br>10% | 41<br>37%n |
| NET: Neutral | (4-6) | 62<br>23% | 10<br>23% | 56<br>29% | 19<br>21% | 48<br>28% | 22<br>25% | 67<br>29% | 36<br>27% | 9<br>36% | 16<br>29% | 6<br>40% | 17<br>17% | 37<br>46%km | 13<br>25% | 29<br>25% | 37<br>33% |
| NET: Satisfied | (7-10) | 177<br>66%de | 31<br>70% | 118<br>61% | 62<br>67%e | 98<br>56% | 47<br>53% | 111<br>48% | 61<br>45% | 12<br>48% | 31<br>55% | 7<br>47% | 79<br>80%lm | 27<br>34%m | 5<br>10% | 77<br>65%o | 33<br>30% |
| Mean score | | 7.18de | 7.39de | 6.95e | 7.11e | 6.49 | 5.99 | 5.83 | 5.61 | 5.92 | 6.14 | 6.47 | 7.77lm | 5.35m | 2.88 | 6.94o | 4.64 |
| Standard error | | 0.15 | 0.34 | 0.18 | 0.26 | 0.21 | 0.30 | 0.19 | 0.25 | 0.51 | 0.36 | 0.71 | 0.20 | 0.24 | 0.33 | 0.23 | 0.26 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 31

**Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**The time taken to handle your issue.**

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

| | | Supplier | | | | | | | EE | | | | | | | | | GIFFGAFF | | | | | | | | | O2 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 300 | 162 | 157 | 28** | 379 | 184 | 84* | 340 | 296 | 72* | 54* | 58* | 23** | 134 | 50* | 23** | 114 | 89* | 238 | 145 | 179 | 42* | 355 | 183 | 66* | 337 | 260 |
| 10 - Extremely satisfied | (10) | 108 | 44 | 105 | 55 | 72 | 20 | 71 | 58 | 24 | 18 | 8 | 103 | 4 | 1 | 92 | 14 | 17 | 11 | 7 | 9 | 42 | - | 2 | 36 | 6 | 32 | 25 | 37 | 11 | 99 | 5 | 1 | 87 | 16 |
| | | 17%e | 21%ef | 17%e | 18%e | 16%e | 10% | 13% | 19%f | 15% | 11% | 29% | 27%lm | 2% | 1% | 27%o | 5% | 24% | 20% | 12% | 39% | 31%F | - | 9% | 32%l | 7% | 13% | 17% | 21% | 26%p | 28%uv | 3% | 2% | 26%x | 6% |
| 9 - | (9) | 78 | 23 | 70 | 49 | 60 | 23 | 54 | 34 | 21 | 21 | 2 | 65 | 11 | 2 | 55 | 22 | 11 | 5 | 5 | 2 | 21 | 2 | - | 15 | 8 | 25 | 19 | 23 | 3 | 60 | 9 | 1 | 52 | 18 |
| | | 12% | 11% | 12% | 16%f | 13% | 12% | 10% | 11% | 13% | 13% | 7% | 17%lm | 6% | 2% | 16%o | 7% | 15% | 9% | 9% | 9% | 16%F | 4% | - | 13% | 9% | 11% | 13% | 13% | 7% | 17%uv | 5% | 2% | 15%x | 7% |
| 8 - | (8) | 115 | 39 | 88 | 33 | 68 | 36 | 78 | 54 | 28 | 29 | 4 | 94 | 18 | 3 | 66 | 48 | 15 | 10 | 10 | 4 | 32 | 7 | - | 24 | 15 | 36 | 25 | 21 | 6 | 70 | 17 | 1 | 62 | 26 |
| | | 18%c | 19%c | 15% | 11% | 15% | 18%c | 15% | 18% | 17% | 18% | 14% | 25%lm | 10% | 4% | 19% | 16% | 21% | 19% | 17% | 17% | 24% | 14% | - | 21% | 17% | 15% | 17% | 12% | 14% | 20%uv | 9%v | 2% | 18%x | 10% |
| 7 - | (7) | 85 | 30 | 84 | 36 | 59 | 20 | 51 | 37 | 21 | 23 | 4 | 54 | 24 | 7 | 42 | 43 | 8 | 10 | 11 | 1 | 21 | 7 | 2 | 12 | 17 | 35 | 19 | 26 | 4 | 59 | 21 | 4 | 52 | 32 |
| | | 13% | 14% | 14%f | 12% | 13% | 10% | 10% | 12% | 13% | 15% | 14% | 14% | 13% | 8% | 12% | 15% | 11% | 19% | 19% | 4% | 16% | 14% | 9% | 11% | 19% | 15% | 13% | 15% | 10% | 17%v | 11% | 6% | 15% | 12% |
| 6 - | (6) | 68 | 26 | 74 | 46 | 43 | 27 | 68 | 23 | 20 | 20 | 5 | 27 | 31 | 10 | 27 | 39 | 10 | 8 | 5 | 3 | 11 | 13 | 2 | 12 | 13 | 32 | 14 | 24 | 4 | 34 | 35 | 5 | 27 | 46 |
| | | 11% | 13% | 12% | 15%ad | 9% | 14% | 13% | 8% | 12% | 13% | 18% | 7% | 17%k | 12% | 8% | 13%n | 14% | 15% | 9% | 13% | 8% | 26%E | 9% | 11% | 15% | 13% | 10% | 13% | 10% | 10% | 19%tv | 8% | 8% | 18%w |
| 5 - | (5) | 66 | 19 | 74 | 31 | 44 | 27 | 66 | 31 | 17 | 16 | 2 | 17 | 37 | 12 | 30 | 35 | 3 | 7 | 7 | 2 | 3 | 14 | 2 | 6 | 13 | 31 | 18 | 19 | 6 | 20 | 47 | 7 | 30 | 43 |
| | | 10% | 9% | 12% | 10% | 10% | 14% | 12% | 10% | 10% | 10% | 7% | 4% | 20%k | 14%k | 9% | 12% | 4% | 13% | 12% | 9% | 2% | 28%E | 9% | 5% | 15%H | 13% | 12% | 11% | 14% | 6% | 26%tv | 11% | 9% | 17%w |
| 4 - | (4) | 44 | 8 | 38 | 22 | 40 | 14 | 30 | 23 | 14 | 7 | - | 9 | 25 | 10 | 14 | 30 | 1 | 2 | 4 | 1 | 1 | 2 | 5 | 3 | 5 | 11 | 9 | 14 | 4 | 6 | 21 | 11 | 13 | 25 |
| | | 7% | 4% | 6% | 7% | 9%z | 7% | 6% | 8% | 9% | 4% | - | 2% | 14%k | 12%k | 4% | 10%n | 1% | 4% | 7% | 4% | 1% | 4% | 22% | 3% | 6% | 5% | 6% | 8% | 10% | 2% | 11%t | 17%t | 4% | 10%w |
| 3 - | (3) | 33 | 2 | 30 | 11 | 23 | 7 | 30 | 12 | 10 | 9 | 2 | 4 | 17 | 12 | 8 | 24 | 1 | - | 1 | - | - | 2 | - | 2 | - | 10 | 9 | 8 | 3 | 6 | 15 | 9 | 7 | 21 |
| | | 5%z | 1% | 5%z | 4% | 5%z | 4% | 6%z | 4% | 6% | 6% | 7% | 1% | 9%k | 14%k | 2% | 8%n | 1% | - | 2% | - | - | 4%E | - | 2% | - | 4% | 6% | 4% | 7% | 2% | 8%t | 14%t | 2% | 8%w |
| 2 - | (2) | 19 | 4 | 16 | 8 | 13 | 4 | 26 | 13 | 2 | 4 | - | 2 | 9 | 8 | 2 | 16 | 2 | - | 2 | - | 1 | 1 | 2 | 2 | 2 | 10 | 3 | 3 | - | 1 | 7 | 8 | 1 | 14 |
| | | 3% | 2% | 3% | 3% | 3% | 2% | 5%b | 4% | 1% | 3% | - | 1% | 5%k | 10%k | 1% | 5%n | 3% | - | 3% | - | 1% | 1% | 9% | 2% | 2% | 4% | 2% | 2% | - | * | 4%t | 12%tu | * | 5%w |
| 1 - Extremely dissatisfied | (1) | 27 | 9 | 25 | 10 | 29 | 21 | 59 | 15 | 3 | 8 | 1 | 1 | 7 | 19 | 3 | 23 | 3 | - | 5 | 1 | - | 2 | 7 | 1 | 8 | 16 | 4 | 4 | 1 | - | 6 | 19 | 6 | 19 |
| | | 4% | 4% | 4% | 3% | 6% | 11%abcz | 11%abcdz | 5% | 2% | 5% | 4% | * | 4%k | 23%kl | 1% | 8%n | 4% | - | 9%B | 4% | - | 4%E | 30% | 1% | 9%H | 7%r | 3% | 2% | 2% | - | 3%t | 29%tu | 2% | 7%w |
| Not applicable | | 4 | 3 | - | 3 | 3 | 1 | 2 | - | 2 | 2 | - | 3 | 1 | - | 1 | 2 | 1 | 1 | 1 | - | 2 | - | 1 | 1 | 2 | - | - | - | - | - | - | - | - | - |
| | | 1% | 1%b | - | 1%b | 1%b | 1% | * | - | 1% | 1% | - | 1% | 1% | - | * | 1% | 1% | 2% | 2% | - | 1% | - | 4% | 1% | 2% | - | - | - | - | - | - | - | - | - |
| NET: Dissatisfied | (1-3) | 79 | 15 | 71 | 29 | 65 | 32 | 115 | 40 | 15 | 21 | 3 | 7 | 33 | 39 | 13 | 63 | 6 | - | 8 | 1 | 1 | 5 | 9 | 5 | 10 | 36 | 16 | 15 | 4 | 7 | 28 | 36 | 14 | 54 |
| | | 12%z | 7% | 12% | 10% | 14%z | 16%cz | 21%abcdz | 13% | 9% | 13% | 11% | 2% | 18%k | 46%kl | 4% | 21%n | 8%B | - | 14%B | 4% | 1% | 10%E | 39% | 4% | 11% | 15%r | 11% | 8% | 10% | 2% | 15%t | 55%tu | 4% | 21%w |
| NET: Neutral | (4-6) | 178 | 53 | 186 | 99 | 127 | 68 | 164 | 77 | 51 | 43 | 7 | 53 | 93 | 32 | 71 | 104 | 14 | 17 | 16 | 6 | 15 | 29 | 9 | 21 | 31 | 74 | 41 | 57 | 14 | 60 | 103 | 23 | 70 | 114 |
| | | 28% | 26% | 31% | 33% | 28% | 34% | 31% | 26% | 31% | 27% | 25% | 14% | 51%k | 38%k | 21% | 35%n | 19% | 31% | 28% | 26% | 11% | 58%E | 39% | 18% | 35%H | 31% | 28% | 32% | 33% | 17% | 56%tv | 35%t | 21% | 44%w |
| NET: Satisfied | (7-10) | 386 | 136 | 347 | 173 | 259 | 99 | 254 | 183 | 94 | 91 | 18 | 316 | 57 | 13 | 255 | 127 | 51 | 36 | 33 | 16 | 116 | 16 | 4 | 87 | 46 | 128 | 88 | 107 | 24 | 288 | 52 | 7 | 253 | 92 |
| | | 60%ef | 66%bcdefg | 57%f | 57%f | 57%f | 50% | 47% | 61% | 58% | 58% | 64% | 83%lm | 31%m | 15% | 75%o | 43% | 71% | 67% | 57% | 70% | 87%F | 32% | 17% | 76%l | 52% | 54% | 61% | 60% | 57% | 81%uv | 28%v | 11% | 75%x | 35% |
| Mean score | | 6.80ef | 7.23abdef | 6.76ef | 6.93ef | 6.61f | 6.22 | 6.07 | 6.80 | 6.86 | 6.66 | 7.32 | 8.10lm | 5.45m | 3.95 | 7.78o | 5.71 | 7.52C | 7.47C | 6.40 | 7.83 | 8.33F | 5.78 | 3.95 | 7.93l | 6.28 | 6.45 | 6.90 | 7.02p | 6.98 | 8.03uv | 5.51v | 3.42 | 7.69x | 5.60 |
| Standard error | | 0.10 | 0.17 | 0.10 | 0.14 | 0.13 | 0.19 | 0.12 | 0.15 | 0.18 | 0.20 | 0.46 | 0.09 | 0.16 | 0.26 | 0.11 | 0.15 | 0.28 | 0.25 | 0.35 | 0.51 | 0.14 | 0.25 | 0.61 | 0.20 | 0.26 | 0.17 | 0.20 | 0.18 | 0.39 | 0.09 | 0.15 | 0.28 | 0.12 | 0.15 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 32

**Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**The time taken to handle your issue.**

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

| | | Supplier | | | | | | | TESCO MOBILE | | | | | | | | | THREE | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 103 | 89* | 87* | 25** | 180 | 88* | 36* | 145 | 149 | 177 | 84* | 171 | 22** | 274 | 118 | 62* | 247 | 199 | 83* | 55* | 51* | 11** | 101 | 65* | 34* | 90* | 109 |
| 10 - Extremely satisfied | (10) | 108 | 44 | 105 | 55 | 72 | 20 | 71 | 15 | 10 | 17 | 13 | 50 | 1 | 4 | 42 | 12 | 28 | 17 | 20 | 7 | 68 | 3 | 1 | 59 | 13 | 5 | 8 | 6 | 1 | 20 | - | - | 17 | 3 |
| | | 17%e | 21%ef | 17%e | 18%e | 16%e | 10% | 13% | 15% | 11% | 20% | 52% | 28%FG | 1% | 11%F | 29%l | 8% | 16% | 20% | 12% | 32% | 25%lm | 3% | 2% | 24%o | 7% | 6% | 15% | 12% | 9% | 20%uv | - | - | 19%x | 3% |
| 9 - | (9) | 78 | 23 | 70 | 49 | 60 | 23 | 54 | 19 | 15 | 13 | 2 | 43 | 4 | 2 | 27 | 22 | 21 | 12 | 25 | 2 | 50 | 8 | 2 | 41 | 19 | 9 | 9 | 4 | 1 | 22 | 1 | - | 18 | 5 |
| | | 12% | 11% | 12% | 16%f | 13% | 12% | 10% | 18% | 17% | 15% | 8% | 24%FG | 5% | 6% | 19% | 15% | 12% | 14% | 15% | 9% | 18%lm | 7% | 3% | 17%o | 10% | 11% | 16% | 8% | 9% | 22%uv | 2% | - | 20%x | 5% |
| 8 - | (8) | 115 | 39 | 88 | 33 | 68 | 36 | 78 | 15 | 10 | 6 | 2 | 26 | 4 | 3 | 18 | 15 | 30 | 13 | 24 | 1 | 53 | 13 | 2 | 41 | 24 | 15 | 11 | 8 | 2 | 27 | 7 | 2 | 18 | 18 |
| | | 18%c | 19%c | 15% | 11% | 15% | 18%c | 15% | 15% | 11% | 7% | 8% | 14%F | 5% | 8% | 12% | 10% | 17% | 15% | 14% | 5% | 19%lm | 11% | 3% | 17% | 12% | 18% | 20% | 16% | 18% | 27%uv | 11% | 6% | 20% | 17% |
| 7 - | (7) | 85 | 30 | 84 | 36 | 59 | 20 | 51 | 14 | 10 | 10 | 2 | 18 | 17 | 1 | 15 | 21 | 23 | 15 | 19 | 2 | 35 | 23 | 1 | 29 | 28 | 7 | 6 | 6 | 1 | 11 | 7 | 2 | 6 | 14 |
| | | 13% | 14% | 14%f | 12% | 13% | 10% | 10% | 14% | 11% | 11% | 8% | 10% | 19%EG | 3% | 10% | 14% | 13% | 18% | 11% | 9% | 13%m | 19%m | 2% | 12% | 14% | 8% | 11% | 12% | 9% | 11% | 11% | 6% | 7% | 13% |
| 6 - | (6) | 68 | 26 | 74 | 46 | 43 | 27 | 68 | 16 | 19 | 9 | 2 | 20 | 20 | 6 | 18 | 24 | 14 | 9 | 17 | 3 | 28 | 14 | 1 | 24 | 19 | 14 | 5 | 7 | 1 | 11 | 15 | 1 | 8 | 18 |
| | | 11% | 13% | 12% | 15%ad | 9% | 14% | 13% | 16% | 21%C | 10% | 8% | 11% | 23%E | 17% | 12% | 16% | 8% | 11% | 10% | 14% | 10%m | 12%m | 2% | 10% | 10% | 17% | 9% | 14% | 9% | 11% | 23%tv | 3% | 9% | 17% |
| 5 - | (5) | 66 | 19 | 74 | 31 | 44 | 27 | 66 | 7 | 7 | 16 | 1 | 10 | 18 | 3 | 9 | 20 | 11 | 9 | 22 | 2 | 16 | 26 | 2 | 20 | 24 | 12 | 6 | 8 | 1 | 4 | 21 | 2 | 13 | 14 |
| | | 10% | 9% | 12% | 10% | 10% | 14% | 12% | 7% | 8% | 18%AB | 4% | 6% | 20%E | 8% | 6% | 13%H | 6% | 11% | 13%g | 9% | 6% | 22%km | 3% | 8% | 12% | 14% | 11% | 16% | 9% | 4% | 32%tv | 6% | 14% | 13% |
| 4 - | (4) | 44 | 8 | 38 | 22 | 40 | 14 | 30 | 6 | 6 | 9 | 1 | 5 | 14 | 3 | 2 | 19 | 17 | 3 | 18 | 2 | 12 | 17 | 11 | 13 | 25 | 8 | 2 | 4 | - | 3 | 10 | 1 | 4 | 10 |
| | | 7% | 4% | 6% | 7% | 9%z | 7% | 6% | 6% | 7% | 10% | 4% | 3% | 16%E | 8% | 1% | 13%H | 10% | 4% | 11% | 9% | 4% | 14%k | 18%k | 5% | 13%n | 10% | 4% | 8% | - | 3% | 15%t | 3% | 4% | 9% |
| 3 - | (3) | 33 | 2 | 30 | 11 | 23 | 7 | 30 | 4 | 4 | 3 | - | 2 | 6 | 3 | 6 | 5 | 10 | 1 | 11 | 1 | 5 | 6 | 12 | 7 | 16 | 4 | 2 | 1 | - | 1 | 3 | 3 | 2 | 5 |
| | | 5%z | 1% | 5%z | 4% | 5%z | 4% | 6%z | 4% | 4% | 3% | - | 1% | 7%E | 8%E | 4% | 3% | 6% | 1% | 6% | 5% | 2% | 5% | 19%kl | 3% | 8%n | 5% | 4% | 2% | - | 1% | 5% | 9%t | 2% | 5% |
| 2 - | (2) | 19 | 4 | 16 | 8 | 13 | 4 | 26 | 3 | 2 | 2 | 1 | 1 | 3 | 4 | 4 | 3 | 6 | 2 | 5 | - | 3 | 1 | 9 | 6 | 7 | 2 | - | 2 | - | - | - | 4 | - | 4 |
| | | 3% | 2% | 3% | 3% | 3% | 2% | 5%b | 3% | 2% | 2% | 4% | 1% | 3% | 11%E | 3% | 2% | 3% | 2% | 3% | - | 1% | 1% | 15%kl | 2% | 4% | 2% | - | 4% | - | - | - | 12%tu | - | 4% |
| 1 - Extremely dissatisfied | (1) | 27 | 9 | 25 | 10 | 29 | 21 | 59 | 4 | 4 | 2 | - | 2 | 1 | 7 | 4 | 6 | 16 | 3 | 9 | 1 | 2 | 6 | 21 | 6 | 22 | 6 | 6 | 5 | 4 | 1 | 1 | 19 | 3 | 18 |
| | | 4% | 4% | 4% | 3% | 6% | 11%abcz | 11%abcdz | 4% | 4% | 2% | - | 1% | 1% | 19%EF | 3% | 4% | 9% | 4% | 5% | 5% | 1% | 5%k | 34%kl | 2% | 11%n | 7% | 11% | 10% | 36% | 1% | 2% | 56%tu | 3% | 17%w |
| Not applicable | | 4 | 3 | - | 3 | 3 | 1 | 2 | - | 2 | - | 1 | 3 | - | - | - | 2 | 1 | - | 1 | 1 | 2 | 1 | - | 1 | 2 | 1 | - | - | - | 1 | - | - | 1 | - |
| | | 1% | 1%b | - | 1%b | 1%b | 1% | * | - | 2% | - | 4% | 2% | - | - | - | 1% | 1% | - | 1% | 5% | 1% | 1% | - | * | 1% | 1% | - | - | - | 1% | - | - | 1% | - |
| NET: Dissatisfied | (1-3) | 79 | 15 | 71 | 29 | 65 | 32 | 115 | 11 | 10 | 7 | 1 | 5 | 10 | 14 | 14 | 14 | 32 | 6 | 25 | 2 | 10 | 13 | 42 | 19 | 45 | 12 | 8 | 8 | 4 | 2 | 4 | 26 | 5 | 27 |
| | | 12%z | 7% | 12% | 10% | 14%z | 16%cz | 21%abcdz | 11% | 11% | 8% | 4% | 3% | 11%E | 39%EF | 10% | 9% | 18%h | 7% | 15% | 9% | 4% | 11%k | 68%kl | 8% | 23%n | 14% | 15% | 16% | 36% | 2% | 6% | 76%tu | 6% | 25%w |
| NET: Neutral | (4-6) | 178 | 53 | 186 | 99 | 127 | 68 | 164 | 29 | 32 | 34 | 4 | 35 | 52 | 12 | 29 | 63 | 42 | 21 | 57 | 7 | 56 | 57 | 14 | 57 | 68 | 34 | 13 | 19 | 2 | 18 | 46 | 4 | 25 | 42 |
| | | 28% | 26% | 31% | 33% | 28% | 34% | 31% | 28% | 36% | 39% | 16% | 19% | 59%EG | 33% | 20% | 42%H | 24% | 25% | 33%g | 32% | 20% | 48%km | 23% | 23% | 34%n | 41%q | 24% | 37% | 18% | 18% | 71%tv | 12% | 28% | 39% |
| NET: Satisfied | (7-10) | 386 | 136 | 347 | 173 | 259 | 99 | 254 | 63 | 45 | 46 | 19 | 137 | 26 | 10 | 102 | 70 | 102 | 57 | 88 | 12 | 206 | 47 | 6 | 170 | 84 | 36 | 34 | 24 | 5 | 80 | 15 | 4 | 59 | 40 |
| | | 60%ef | 66%bcdef | 57%f | 57%f | 57%f | 50% | 47% | 61% | 51% | 53% | 76% | 76%FG | 30% | 28% | 70%l | 47% | 58% | 68%l | 51% | 55% | 75%lm | 40%m | 10% | 69%o | 42% | 43% | 62%p | 47% | 45% | 79%uv | 23% | 12% | 66%x | 37% |
| Mean score | | 6.80ef | 7.23abdef | 6.76ef | 6.93ef | 6.61f | 6.22 | 6.07 | 6.95 | 6.64 | 6.78 | 8.38 | 8.03FG | 5.55 | 4.89 | 7.61l | 6.34 | 6.45 | 7.24gl | 6.39 | 7.14 | 7.79lm | 5.77m | 3.00 | 7.42o | 5.62 | 6.07 | 6.75 | 6.12 | 5.18 | 7.93uv | 5.52v | 2.53 | 7.37x | 5.28 |
| Standard error | | 0.10 | 0.17 | 0.10 | 0.14 | 0.13 | 0.19 | 0.12 | 0.24 | 0.26 | 0.27 | 0.47 | 0.15 | 0.19 | 0.51 | 0.20 | 0.19 | 0.21 | 0.26 | 0.20 | 0.60 | 0.12 | 0.19 | 0.29 | 0.15 | 0.19 | 0.27 | 0.37 | 0.38 | 1.08 | 0.18 | 0.18 | 0.39 | 0.24 | 0.25 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 33

**Q10C: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**The time taken to handle your issue.**

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

| | | Supplier | | | | | | | VODAFONE | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | Issue | | | | Satisfaction | | | Resolved | |
| | | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) |
| Total | | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 275 | 81* | 143 | 36* | 279 | 164 | 92* | 282 | 246 |
| 10 - Extremely satisfied | (10) | 108 | 44 | 105 | 55 | 72 | 20 | 71 | 32 | 13 | 21 | 5 | 63 | 6 | 2 | 59 | 10 |
| | | 17%e | 21%e | 17%e | 18%e | 16%e | 10% | 13% | 12% | 16% | 15% | 14% | 23%lm | 4% | 2% | 21%o | 4% |
| 9 - | (9) | 78 | 23 | 70 | 49 | 60 | 23 | 54 | 26 | 8 | 13 | 7 | 46 | 7 | 1 | 42 | 11 |
| | | 12% | 11% | 12% | 16% | 13% | 12% | 10% | 9% | 10% | 9% | 19% | 16%lm | 4% | 1% | 15%o | 4% |
| 8 - | (8) | 115 | 39 | 88 | 33 | 68 | 36 | 78 | 40 | 12 | 20 | 6 | 64 | 11 | 3 | 53 | 24 |
| | | 18%c | 19%c | 15% | 11% | 15% | 18%c | 15% | 15% | 15% | 14% | 17% | 23%lm | 7% | 3% | 19%o | 10% |
| 7 - | (7) | 85 | 30 | 84 | 36 | 59 | 20 | 51 | 19 | 13 | 16 | 3 | 37 | 14 | - | 25 | 25 |
| | | 13% | 14% | 14% | 12% | 13% | 10% | 10% | 7% | 16%g | 11% | 8% | 13%m | 9%m | - | 9% | 10% |
| 6 - | (6) | 68 | 26 | 74 | 46 | 43 | 27 | 68 | 35 | 9 | 20 | 4 | 31 | 34 | 3 | 31 | 37 |
| | | 11% | 13% | 12% | 15%ad | 9% | 14% | 13% | 13% | 11% | 14% | 11% | 11%m | 21%km | 3% | 11% | 15% |
| 5 - | (5) | 66 | 19 | 74 | 31 | 44 | 27 | 66 | 35 | 9 | 19 | 3 | 18 | 39 | 9 | 25 | 41 |
| | | 10% | 9% | 12% | 10% | 10% | 14% | 12% | 13% | 11% | 13% | 8% | 6% | 24%km | 10% | 9% | 17%n |
| 4 - | (4) | 44 | 8 | 38 | 22 | 40 | 14 | 30 | 14 | 5 | 8 | 3 | 8 | 19 | 3 | 14 | 16 |
| | | 7% | 4% | 6% | 7% | 9%z | 7% | 6% | 5% | 6% | 6% | 8% | 3% | 12%km | 3% | 5% | 7% |
| 3 - | (3) | 33 | 2 | 30 | 11 | 23 | 7 | 30 | 13 | 5 | 10 | 2 | 5 | 15 | 10 | 7 | 23 |
| | | 5%z | 1% | 5%z | 4% | 5%z | 4% | 6% | 5% | 6% | 7% | 6% | 2% | 9%k | 11%k | 2% | 9%n |
| 2 - | (2) | 19 | 4 | 16 | 8 | 13 | 4 | 26 | 18 | 2 | 3 | 3 | 1 | 9 | 16 | 6 | 18 |
| | | 3% | 2% | 3% | 3% | 3% | 2% | 5% | 7%i | 2% | 2% | 8% | * | 5%k | 17%kl | 2% | 7%n |
| 1 - Extremely dissatisfied | (1) | 27 | 9 | 25 | 10 | 29 | 21 | 59 | 41 | 5 | 13 | - | 4 | 10 | 45 | 18 | 41 |
| | | 4% | 4% | 4% | 3% | 6% | 11%abcz | 11% | 15%hj | 6% | 9% | - | 1% | 6%k | 49%kl | 6% | 17%n |
| Not applicable | | 4 | 3 | - | 3 | 3 | 1 | 2 | 2 | - | - | - | 2 | - | - | 2 | - |
| | | 1% | 1%b | - | 1%b | 1%b | 1% | * | 1% | - | - | - | 1% | - | - | 1% | - |
| NET: Dissatisfied | (1-3) | 79 | 15 | 71 | 29 | 65 | 32 | 115 | 72 | 12 | 26 | 5 | 10 | 34 | 71 | 31 | 82 |
| | | 12%z | 7% | 12% | 10% | 14%z | 16%cz | 21% | 26%h | 15% | 18% | 14% | 4% | 21%k | 77%kl | 11% | 33%n |
| NET: Neutral | (4-6) | 178 | 53 | 186 | 99 | 127 | 68 | 164 | 84 | 23 | 47 | 10 | 57 | 92 | 15 | 70 | 94 |
| | | 28% | 26% | 31% | 33% | 28% | 34% | 31% | 31% | 28% | 33% | 28% | 20% | 56%km | 16% | 25% | 38%n |
| NET: Satisfied | (7-10) | 386 | 136 | 347 | 173 | 259 | 99 | 254 | 117 | 46 | 70 | 21 | 210 | 38 | 6 | 179 | 70 |
| | | 60%e | 66%bcde | 57% | 57% | 57% | 50% | 47% | 43% | 57%g | 49% | 58% | 75%lm | 23%m | 7% | 63%o | 28% |
| Mean score | | 6.80e | 7.23abde | 6.76e | 6.93e | 6.61 | 6.22 | 6.07 | 5.73 | 6.57g | 6.26 | 6.81g | 7.74lm | 5.23m | 2.55 | 7.09o | 4.89 |
| Standard error | | 0.10 | 0.17 | 0.10 | 0.14 | 0.13 | 0.19 | 0.12 | 0.18 | 0.29 | 0.23 | 0.43 | 0.12 | 0.17 | 0.23 | 0.16 | 0.17 |

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

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 34

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

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

| | | Supplier | | | | | | | EE | | | | | | | | | GIFFGAFF | | | | | | | | | O2 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 300 | 162 | 157 | 28** | 379 | 184 | 84* | 340 | 296 | 72* | 54* | 58* | 23** | 134 | 50* | 23** | 114 | 89* | 238 | 145 | 179 | 42* | 355 | 183 | 66* | 337 | 260 |
| 10 - Extremely satisfied | (10) | 113 | 46 | 106 | 51 | 74 | 25 | 71 | 59 | 26 | 18 | 10 | 109 | 3 | 1 | 98 | 13 | 16 | 11 | 7 | 12 | 42 | 2 | 2 | 37 | 7 | 34 | 25 | 37 | 10 | 102 | 3 | 1 | 94 | 10 |
| | | 17%f | 22%ef | 18%f | 17% | 16% | 13% | 13% | 20%i | 16% | 11% | 36% | 29%lm | 2% | 1% | 29%o | 4% | 22% | 20% | 12% | 52% | 31%F | 4% | 9% | 32%l | 8% | 14% | 17% | 21% | 24% | 29%uv | 2% | 2% | 28%x | 4% |
| 9 - | (9) | 70 | 18 | 68 | 32 | 50 | 22 | 51 | 38 | 18 | 13 | 1 | 63 | 5 | 2 | 49 | 20 | 6 | 5 | 7 | - | 17 | 1 | - | 13 | 5 | 24 | 20 | 22 | 2 | 61 | 5 | 2 | 45 | 23 |
| | | 11% | 9% | 11% | 11% | 11% | 11% | 10% | 13% | 11% | 8% | 4% | 17%lm | 3% | 2% | 14%o | 7% | 8% | 9% | 12% | - | 13%F | 2% | - | 11% | 6% | 10% | 14% | 12% | 5% | 17%uv | 3% | 3% | 13% | 9% |
| 8 - | (8) | 120 | 32 | 99 | 57 | 76 | 32 | 82 | 41 | 38 | 38 | 3 | 95 | 21 | 4 | 69 | 50 | 13 | 11 | 6 | 2 | 28 | 3 | 1 | 25 | 7 | 40 | 28 | 21 | 10 | 84 | 14 | 1 | 69 | 30 |
| | | 19% | 15% | 16% | 19% | 17% | 16% | 15% | 14% | 23%g | 24%g | 11% | 25%lm | 11% | 5% | 20% | 17% | 18% | 20% | 10% | 9% | 21%F | 6% | 4% | 22%l | 8% | 17% | 19% | 12% | 24%r | 24%uv | 8% | 2% | 20%x | 12% |
| 7 - | (7) | 84 | 29 | 86 | 45 | 64 | 30 | 69 | 39 | 19 | 23 | 3 | 48 | 33 | 3 | 42 | 41 | 8 | 8 | 12 | 1 | 24 | 4 | 1 | 14 | 15 | 39 | 21 | 24 | 2 | 48 | 37 | 1 | 50 | 35 |
| | | 13% | 14% | 14% | 15% | 14% | 15% | 13% | 13% | 12% | 15% | 11% | 13%m | 18%m | 4% | 12% | 14% | 11% | 15% | 21% | 4% | 18% | 8% | 4% | 12% | 17% | 16% | 14% | 13% | 5% | 14%v | 20%tv | 2% | 15% | 13% |
| 6 - | (6) | 77 | 26 | 60 | 38 | 41 | 23 | 70 | 31 | 19 | 23 | 4 | 36 | 40 | 1 | 34 | 42 | 14 | 6 | 4 | 2 | 11 | 13 | 2 | 10 | 15 | 21 | 15 | 19 | 5 | 22 | 35 | 3 | 29 | 30 |
| | | 12% | 13% | 10% | 13% | 9% | 12% | 13%d | 10% | 12% | 15% | 14% | 9%m | 22%km | 1% | 10% | 14% | 19%C | 11% | 7% | 9% | 8% | 26%E | 9% | 9% | 17% | 9% | 10% | 11% | 12% | 6% | 19%tv | 5% | 9% | 12% |
| 5 - | (5) | 64 | 20 | 74 | 26 | 58 | 22 | 59 | 26 | 19 | 17 | 2 | 13 | 35 | 16 | 23 | 40 | 7 | 5 | 4 | 4 | 5 | 13 | 2 | 6 | 13 | 30 | 18 | 19 | 7 | 22 | 45 | 7 | 25 | 47 |
| | | 10% | 10% | 12% | 9% | 13% | 11% | 11% | 9% | 12% | 11% | 7% | 3% | 19%k | 19%k | 7% | 14%n | 10% | 9% | 7% | 17% | 4% | 26%E | 9% | 5% | 15%H | 13% | 12% | 11% | 17% | 6% | 25%tv | 11% | 7% | 18%w |
| 4 - | (4) | 40 | 12 | 36 | 20 | 21 | 12 | 31 | 23 | 10 | 6 | 1 | 7 | 22 | 11 | 13 | 26 | 2 | 4 | 6 | - | 3 | 7 | 2 | 2 | 10 | 14 | 8 | 13 | 1 | 8 | 19 | 9 | 14 | 22 |
| | | 6% | 6% | 6% | 7% | 5% | 6% | 6% | 8% | 6% | 4% | 4% | 2% | 12%k | 13%k | 4% | 9%n | 3% | 7% | 10% | - | 2% | 14%E | 9% | 2% | 11%H | 6% | 6% | 7% | 2% | 2% | 10%t | 14%t | 4% | 8%w |
| 3 - | (3) | 26 | 5 | 26 | 12 | 21 | 7 | 23 | 18 | 5 | 2 | 1 | 3 | 14 | 9 | 6 | 19 | 1 | 1 | 3 | - | 1 | 2 | 2 | 2 | 3 | 12 | 2 | 9 | 3 | 6 | 13 | 7 | 5 | 21 |
| | | 4% | 2% | 4% | 4% | 5% | 4% | 4% | 6%i | 3% | 1% | 4% | 1% | 8%k | 11%k | 2% | 6%n | 1% | 2% | 5% | - | 1% | 4% | 9% | 2% | 3% | 5% | 1% | 5% | 7%q | 2% | 7%t | 11%t | 1% | 8%w |
| 2 - | (2) | 19 | 6 | 15 | 9 | 20 | 4 | 25 | 9 | 4 | 6 | - | 3 | 7 | 9 | 3 | 16 | 1 | 2 | 2 | 1 | 2 | 3 | 1 | 2 | 4 | 5 | 2 | 7 | 1 | 2 | 4 | 9 | 2 | 13 |
| | | 3% | 3% | 2% | 3% | 4% | 2% | 5%b | 3% | 2% | 4% | - | 1% | 4%k | 11%kl | 1% | 5%n | 1% | 4% | 3% | 4% | 1% | 6% | 4% | 2% | 4% | 2% | 1% | 4% | 2% | 1% | 2% | 14%tu | 1% | 5%w |
| 1 - Extremely dissatisfied | (1) | 30 | 12 | 33 | 12 | 26 | 22 | 53 | 15 | 3 | 9 | 3 | - | 3 | 27 | 1 | 28 | 4 | - | 7 | 1 | - | 2 | 10 | 3 | 9 | 18 | 6 | 8 | 1 | - | 7 | 26 | 4 | 28 |
| | | 5% | 6% | 5% | 4% | 6% | 11%abcd | 10%abcd | 5% | 2% | 6% | 11% | - | 2%k | 32%kl | * | 9%n | 6% | - | 12%B | 4% | - | 4%E | 43% | 3% | 10%H | 8% | 4% | 4% | 2% | - | 4%t | 39%tu | 1% | 11%w |
| Not applicable | | 4 | 1 | 1 | 2 | 3 | 1 | 1 | 1 | 1 | 2 | - | 2 | 1 | 1 | 2 | 1 | - | 1 | - | - | 1 | - | - | - | 1 | 1 | - | - | - | - | 1 | - | - | 1 |
| | | 1% | * | * | 1% | 1% | 1% | * | * | 1% | 1% | - | 1% | 1% | 1% | 1% | * | - | 2% | - | - | 1% | - | - | - | 1% | * | - | - | - | - | 1% | - | - | * |
| NET: Dissatisfied | (1-3) | 75 | 23 | 74 | 33 | 67 | 33 | 101 | 42 | 12 | 17 | 4 | 6 | 24 | 45 | 10 | 63 | 6 | 3 | 12 | 2 | 3 | 7 | 13 | 7 | 16 | 35 | 10 | 24 | 5 | 8 | 24 | 42 | 11 | 62 |
| | | 12% | 11% | 12% | 11% | 15% | 17% | 19%abcz | 14%h | 7% | 11% | 14% | 2% | 13%k | 54%kl | 3% | 21%n | 8% | 6% | 21%AB | 9% | 2% | 14%E | 57% | 6% | 18%H | 15%q | 7% | 13% | 12% | 2% | 13%t | 64%tu | 3% | 24%w |
| NET: Neutral | (4-6) | 181 | 58 | 170 | 84 | 120 | 57 | 160 | 80 | 48 | 46 | 7 | 56 | 97 | 28 | 70 | 108 | 23 | 15 | 14 | 6 | 19 | 33 | 6 | 18 | 38 | 65 | 41 | 51 | 13 | 52 | 99 | 19 | 68 | 99 |
| | | 28% | 28% | 28% | 28% | 26% | 29% | 30% | 27% | 30% | 29% | 25% | 15% | 53%km | 33%kl | 21% | 36%n | 32% | 28% | 24% | 26% | 14% | 66%E | 26% | 16% | 43%H | 27% | 28% | 28% | 31% | 15% | 54%tv | 29%t | 20% | 38%w |
| NET: Satisfied | (7-10) | 387 | 125 | 359 | 185 | 264 | 109 | 273 | 177 | 101 | 92 | 17 | 315 | 62 | 10 | 258 | 124 | 43 | 35 | 32 | 15 | 111 | 10 | 4 | 89 | 34 | 137 | 94 | 104 | 24 | 295 | 59 | 5 | 258 | 98 |
| | | 60%f | 60%f | 59%f | 61%f | 58%f | 55% | 51% | 59% | 62% | 59% | 61% | 83%lm | 34%m | 12% | 76%o | 42% | 60% | 65% | 55% | 65% | 83%F | 20% | 17% | 78%l | 38% | 58% | 65% | 58% | 57% | 83%uv | 32%v | 8% | 77%x | 38% |
| Mean score | | 6.84ef | 6.91ef | 6.77ef | 6.86ef | 6.64f | 6.34 | 6.22 | 6.78 | 7.04 | 6.68 | 7.07 | 8.16lm | 5.66m | 3.41 | 7.88o | 5.66 | 7.08C | 7.23C | 6.09 | 7.74 | 8.08F | 5.32 | 3.61 | 7.86l | 5.65 | 6.52 | 7.10p | 6.78 | 6.98 | 8.09uv | 5.55v | 2.98 | 7.79x | 5.45 |
| Standard error | | 0.10 | 0.18 | 0.10 | 0.14 | 0.12 | 0.19 | 0.12 | 0.15 | 0.18 | 0.19 | 0.57 | 0.09 | 0.14 | 0.26 | 0.11 | 0.15 | 0.29 | 0.30 | 0.38 | 0.59 | 0.16 | 0.28 | 0.63 | 0.21 | 0.27 | 0.17 | 0.19 | 0.20 | 0.39 | 0.10 | 0.14 | 0.28 | 0.11 | 0.16 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 35

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

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

| | | Supplier | | | | | | | TESCO MOBILE | | | | | | | | | THREE | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 103 | 89* | 87* | 25** | 180 | 88* | 36* | 145 | 149 | 177 | 84* | 171 | 22** | 274 | 118 | 62* | 247 | 199 | 83* | 55* | 51* | 11** | 101 | 65* | 34* | 90* | 109 |
| 10 - Extremely satisfied | (10) | 113 | 46 | 106 | 51 | 74 | 25 | 71 | 16 | 8 | 14 | 13 | 49 | 1 | 1 | 42 | 9 | 25 | 16 | 26 | 7 | 71 | 2 | 1 | 64 | 10 | 8 | 9 | 7 | 1 | 25 | - | - | 21 | 4 |
| | | 17%f | 22%ef | 18%f | 17% | 16% | 13% | 13% | 16% | 9% | 16% | 52% | 27%FG | 1% | 3% | 29%I | 6% | 14% | 19% | 15% | 32% | 26%lm | 2% | 2% | 26%o | 5% | 10% | 16% | 14% | 9% | 25%uv | - | - | 23%x | 4% |
| 9 - | (9) | 70 | 18 | 68 | 32 | 50 | 22 | 51 | 12 | 8 | 12 | - | 28 | 4 | - | 23 | 9 | 22 | 5 | 21 | 2 | 47 | 3 | - | 38 | 10 | 8 | 8 | 5 | 1 | 20 | 1 | 1 | 18 | 4 |
| | | 11% | 9% | 11% | 11% | 11% | 11% | 10% | 12% | 9% | 14% | - | 16%FG | 5% | - | 16%I | 6% | 12% | 6% | 12% | 9% | 17%lm | 3% | - | 15%o | 5% | 10% | 15% | 10% | 9% | 20%uv | 2% | 3% | 20%x | 4% |
| 8 - | (8) | 120 | 32 | 99 | 57 | 76 | 32 | 82 | 15 | 22 | 13 | 7 | 38 | 14 | 5 | 32 | 23 | 29 | 16 | 29 | 2 | 56 | 18 | 2 | 51 | 24 | 13 | 9 | 8 | 2 | 27 | 3 | 2 | 21 | 10 |
| | | 19% | 15% | 16% | 19% | 17% | 16% | 15% | 15% | 25% | 15% | 28% | 21% | 16% | 14% | 22% | 15% | 16% | 19% | 17% | 9% | 20%m | 15%m | 3% | 21%o | 12% | 16% | 16% | 16% | 18% | 27%uv | 5% | 6% | 23%x | 9% |
| 7 - | (7) | 84 | 29 | 86 | 45 | 64 | 30 | 69 | 23 | 11 | 11 | - | 29 | 12 | 4 | 13 | 31 | 26 | 14 | 21 | 3 | 47 | 13 | 4 | 36 | 28 | 10 | 10 | 9 | 1 | 15 | 14 | 1 | 6 | 24 |
| | | 13% | 14% | 14% | 15% | 14% | 15% | 13% | 22% | 12% | 13% | - | 16% | 14% | 11% | 9% | 21%H | 15% | 17% | 12% | 14% | 17%m | 11% | 6% | 15% | 14% | 12% | 18% | 18% | 9% | 15% | 22%v | 3% | 7% | 22%w |
| 6 - | (6) | 77 | 26 | 60 | 38 | 41 | 23 | 70 | 7 | 15 | 15 | 1 | 11 | 23 | 4 | 16 | 18 | 20 | 7 | 12 | 2 | 21 | 20 | - | 19 | 21 | 9 | 7 | 5 | 2 | 5 | 17 | 1 | 9 | 14 |
| | | 12% | 13% | 10% | 13% | 9% | 12% | 13%d | 7% | 17%A | 17%A | 4% | 6% | 26%E | 11% | 11% | 12% | 11% | 8% | 7% | 9% | 8%m | 17%km | - | 8% | 11% | 11% | 13% | 10% | 18% | 5% | 26%tv | 3% | 10% | 13% |
| 5 - | (5) | 64 | 20 | 74 | 26 | 58 | 22 | 59 | 11 | 6 | 6 | 3 | 7 | 14 | 5 | 5 | 18 | 23 | 9 | 25 | 1 | 14 | 41 | 3 | 21 | 36 | 12 | 5 | 5 | - | 5 | 16 | 1 | 8 | 14 |
| | | 10% | 10% | 12% | 9% | 13% | 11% | 11% | 11% | 7% | 7% | 12% | 4% | 16%E | 14%E | 3% | 12%H | 13% | 11% | 15% | 5% | 5% | 35%km | 5% | 9% | 18%n | 14% | 9% | 10% | - | 5% | 25%tv | 3% | 9% | 13% |
| 4 - | (4) | 40 | 12 | 36 | 20 | 21 | 12 | 31 | 8 | 8 | 4 | - | 8 | 9 | 3 | 5 | 15 | 8 | 4 | 7 | 2 | 6 | 9 | 6 | 4 | 15 | 6 | 1 | 5 | - | 3 | 6 | 3 | 3 | 9 |
| | | 6% | 6% | 6% | 7% | 5% | 6% | 6% | 8% | 9% | 5% | - | 4% | 10% | 8% | 3% | 10%H | 5% | 5% | 4% | 9% | 2% | 8%k | 10%k | 2% | 8%n | 7% | 2% | 10% | - | 3% | 9% | 9% | 3% | 8% |
| 3 - | (3) | 26 | 5 | 26 | 12 | 21 | 7 | 23 | 3 | 4 | 5 | - | 4 | 6 | 2 | 1 | 11 | 6 | 4 | 9 | 2 | 6 | 5 | 10 | 7 | 14 | 4 | - | 3 | - | - | 5 | 2 | - | 7 |
| | | 4% | 2% | 4% | 4% | 5% | 4% | 4% | 3% | 4% | 6% | - | 2% | 7% | 6% | 1% | 7%H | 3% | 5% | 5% | 9% | 2% | 4% | 16%kl | 3% | 7%n | 5% | - | 6% | - | - | 8%t | 6%t | - | 6%w |
| 2 - | (2) | 19 | 6 | 15 | 9 | 20 | 4 | 25 | 2 | 3 | 3 | 1 | 2 | 3 | 4 | 2 | 7 | 3 | 3 | 13 | 1 | 2 | 5 | 13 | 1 | 19 | 2 | 2 | - | - | - | - | 4 | 1 | 3 |
| | | 3% | 3% | 2% | 3% | 4% | 2% | 5%b | 2% | 3% | 3% | 4% | 1% | 3% | 11%E | 1% | 5% | 2% | 4% | 8%g | 5% | 1% | 4%k | 21%kl | * | 10%n | 2% | 4% | - | - | - | - | 12%tu | 1% | 3% |
| 1 - Extremely dissatisfied | (1) | 30 | 12 | 33 | 12 | 26 | 22 | 53 | 5 | 3 | 4 | - | 2 | 2 | 8 | 5 | 7 | 14 | 5 | 7 | - | 1 | 2 | 23 | 4 | 21 | 10 | 4 | 4 | 4 | - | 3 | 19 | 2 | 20 |
| | | 5% | 6% | 5% | 4% | 6% | 11%abcd | 10%abcd | 5% | 3% | 5% | - | 1% | 2% | 22%EF | 3% | 5% | 8% | 6% | 4% | - | * | 2% | 37%kl | 2% | 11%n | 12% | 7% | 8% | 36% | - | 5%t | 56%tu | 2% | 18%w |
| Not applicable | | 4 | 1 | 1 | 2 | 3 | 1 | 1 | 1 | 1 | - | - | 2 | - | - | 1 | 1 | 1 | 1 | 1 | - | 3 | - | - | 2 | 1 | 1 | - | - | - | 1 | - | - | 1 | - |
| | | 1% | * | * | 1% | 1% | 1% | * | 1% | 1% | - | - | 1% | - | - | 1% | 1% | 1% | 1% | 1% | - | 1% | - | - | 1% | 1% | 1% | - | - | - | 1% | - | - | 1% | - |
| NET: Dissatisfied | (1-3) | 75 | 23 | 74 | 33 | 67 | 33 | 101 | 10 | 10 | 12 | 1 | 8 | 11 | 14 | 8 | 25 | 23 | 12 | 29 | 3 | 9 | 12 | 46 | 12 | 54 | 16 | 6 | 7 | 4 | - | 8 | 25 | 3 | 30 |
| | | 12% | 11% | 12% | 11% | 15% | 17% | 19%abcz | 10% | 11% | 14% | 4% | 4% | 13%E | 39%EF | 6% | 17%H | 13% | 14% | 17% | 14% | 3% | 10%k | 74%kl | 5% | 27%n | 19% | 11% | 14% | 36% | - | 12%t | 74%tu | 3% | 28%w |
| NET: Neutral | (4-6) | 181 | 58 | 170 | 84 | 120 | 57 | 160 | 26 | 29 | 25 | 4 | 26 | 46 | 12 | 26 | 51 | 51 | 20 | 44 | 5 | 41 | 70 | 9 | 44 | 72 | 27 | 13 | 15 | 2 | 13 | 39 | 5 | 20 | 37 |
| | | 28% | 28% | 28% | 28% | 26% | 29% | 30% | 25% | 33% | 29% | 16% | 14% | 52%E | 33%E | 18% | 34%H | 29% | 24% | 26% | 23% | 15% | 59%km | 15% | 18% | 36%n | 33% | 24% | 29% | 18% | 13% | 60%tv | 15% | 22% | 34% |
| NET: Satisfied | (7-10) | 387 | 125 | 359 | 185 | 264 | 109 | 273 | 66 | 49 | 50 | 20 | 144 | 31 | 10 | 110 | 72 | 102 | 51 | 97 | 14 | 221 | 36 | 7 | 189 | 72 | 39 | 36 | 29 | 5 | 87 | 18 | 4 | 66 | 42 |
| | | 60%f | 60%f | 59%f | 61%f | 58%f | 55% | 51% | 64% | 55% | 57% | 80% | 80%FG | 35% | 28% | 76%I | 48% | 58% | 61% | 57% | 64% | 81%lm | 31%m | 11% | 77%o | 36% | 47% | 65%p | 57% | 45% | 86%uv | 28% | 12% | 73%x | 39% |
| Mean score | | 6.84ef | 6.91ef | 6.77ef | 6.86ef | 6.64f | 6.34 | 6.22 | 6.82 | 6.57 | 6.78 | 8.36 | 7.87FG | 5.82G | 4.47 | 7.83I | 5.97 | 6.63 | 6.71 | 6.55 | 7.18 | 7.94lm | 5.68m | 2.77 | 7.77o | 5.28 | 5.98 | 6.96p | 6.47 | 5.27 | 8.18uv | 5.46v | 2.59 | 7.78x | 5.15 |
| Standard error | | 0.10 | 0.18 | 0.10 | 0.14 | 0.12 | 0.19 | 0.12 | 0.24 | 0.25 | 0.27 | 0.44 | 0.15 | 0.20 | 0.45 | 0.19 | 0.19 | 0.20 | 0.29 | 0.21 | 0.58 | 0.11 | 0.17 | 0.27 | 0.13 | 0.18 | 0.30 | 0.34 | 0.36 | 1.08 | 0.16 | 0.21 | 0.41 | 0.22 | 0.25 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 36

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

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

| | | Supplier | | | | | | | VODAFONE | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | Issue | | | | Satisfaction | | | Resolved | |
| | | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) |
| Total | | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 275 | 81* | 143 | 36* | 279 | 164 | 92* | 282 | 246 |
| 10 - Extremely satisfied | (10) | 113<br>*17%* | 46<br>*22%e* | 106<br>*18%* | 51<br>*17%* | 74<br>*16%* | 25<br>*13%* | 71<br>*13%* | 35<br>*13%* | 7<br>*9%* | 23<br>*16%* | 6<br>*17%* | 66<br>*24%lm* | 3<br>*2%* | 2<br>*2%* | 64<br>*23%o* | 6<br>*2%* |
| 9 - | (9) | 70<br>*11%* | 18<br>*9%* | 68<br>*11%* | 32<br>*11%* | 50<br>*11%* | 22<br>*11%* | 51<br>*10%* | 27<br>*10%* | 9<br>*11%* | 11<br>*8%* | 4<br>*11%* | 43<br>*15%lm* | 6<br>*4%* | 2<br>*2%* | 40<br>*14%o* | 10<br>*4%* |
| 8 - | (8) | 120<br>*19%* | 32<br>*15%* | 99<br>*16%* | 57<br>*19%* | 76<br>*17%* | 32<br>*16%* | 82<br>*15%* | 46<br>*17%* | 12<br>*15%* | 21<br>*15%* | 3<br>*8%* | 71<br>*25%lm* | 11<br>*7%m* | -<br>- | 57<br>*20%o* | 25<br>*10%* |
| 7 - | (7) | 84<br>*13%* | 29<br>*14%* | 86<br>*14%* | 45<br>*15%* | 64<br>*14%* | 30<br>*15%* | 69<br>*13%* | 28<br>*10%* | 14<br>*17%* | 21<br>*15%* | 6<br>*17%* | 46<br>*16%m* | 23<br>*14%m* | -<br>- | 39<br>*14%* | 30<br>*12%* |
| 6 - | (6) | 77<br>*12%* | 26<br>*13%* | 60<br>*10%* | 38<br>*13%* | 41<br>*9%* | 23<br>*12%* | 70<br>*13%* | 30<br>*11%* | 18<br>*22%g* | 18<br>*13%* | 4<br>*11%* | 30<br>*11%m* | 38<br>*23%km* | 2<br>*2%* | 27<br>*10%* | 42<br>*17%n* |
| 5 - | (5) | 64<br>*10%* | 20<br>*10%* | 74<br>*12%* | 26<br>*9%* | 58<br>*13%* | 22<br>*11%* | 59<br>*11%* | 28<br>*10%* | 12<br>*15%* | 13<br>*9%* | 6<br>*17%* | 10<br>*4%* | 39<br>*24%km* | 10<br>*11%k* | 23<br>*8%* | 35<br>*14%n* |
| 4 - | (4) | 40<br>*6%* | 12<br>*6%* | 36<br>*6%* | 20<br>*7%* | 21<br>*5%* | 12<br>*6%* | 31<br>*6%* | 14<br>*5%* | 3<br>*4%* | 13<br>*9%* | 1<br>*3%* | 6<br>*2%* | 20<br>*12%k* | 5<br>*5%* | 9<br>*3%* | 21<br>*9%n* |
| 3 - | (3) | 26<br>*4%* | 5<br>*2%* | 26<br>*4%* | 12<br>*4%* | 21<br>*5%* | 7<br>*4%* | 23<br>*4%* | 16<br>*6%* | 1<br>*1%* | 5<br>*3%* | 1<br>*3%* | 2<br>*1%* | 14<br>*9%k* | 7<br>*8%k* | 6<br>*2%* | 16<br>*7%n* |
| 2 - | (2) | 19<br>*3%* | 6<br>*3%* | 15<br>*2%* | 9<br>*3%* | 20<br>*4%* | 4<br>*2%* | 25<br>*5%* | 14<br>*5%* | 1<br>*1%* | 7<br>*5%* | 3<br>*8%* | 4<br>*1%* | 5<br>*3%* | 16<br>*17%kl* | 7<br>*2%* | 18<br>*7%n* |
| 1 - Extremely dissatisfied | (1) | 30<br>*5%* | 12<br>*6%* | 33<br>*5%* | 12<br>*4%* | 26<br>*6%* | 22<br>*11%abcd* | 53<br>*10%* | 37<br>*13%hi* | 4<br>*5%* | 10<br>*7%* | 2<br>*6%* | 1<br>* | 4<br>*2%k* | 48<br>*52%kl* | 9<br>*3%* | 43<br>*17%n* |
| Not applicable | | 4<br>*1%* | 1<br>* | 1<br>* | 2<br>*1%* | 3<br>*1%* | 1<br>*1%* | 1<br>* | -<br>- | -<br>- | 1<br>*1%* | -<br>- | -<br>- | 1<br>*1%* | -<br>- | 1<br>* | -<br>- |
| NET: Dissatisfied | (1-3) | 75<br>*12%* | 23<br>*11%* | 74<br>*12%* | 33<br>*11%* | 67<br>*15%* | 33<br>*17%* | 101<br>*19%* | 67<br>*24%hi* | 6<br>*7%* | 22<br>*15%* | 6<br>*17%* | 7<br>*3%* | 23<br>*14%k* | 71<br>*77%kl* | 22<br>*8%* | 77<br>*31%n* |
| NET: Neutral | (4-6) | 181<br>*28%* | 58<br>*28%* | 170<br>*28%* | 84<br>*28%* | 120<br>*26%* | 57<br>*29%* | 160<br>*30%* | 72<br>*26%* | 33<br>*41%g* | 44<br>*31%* | 11<br>*31%* | 46<br>*16%* | 97<br>*59%km* | 17<br>*18%* | 59<br>*21%* | 98<br>*40%n* |
| NET: Satisfied | (7-10) | 387<br>*60%* | 125<br>*60%* | 359<br>*59%* | 185<br>*61%* | 264<br>*58%* | 109<br>*55%* | 273<br>*51%* | 136<br>*49%* | 42<br>*52%* | 76<br>*53%* | 19<br>*53%* | 226<br>*81%lm* | 43<br>*26%m* | 4<br>*4%* | 200<br>*71%o* | 71<br>*29%* |
| Mean score | | 6.84e | 6.91e | 6.77e | 6.86e | 6.64 | 6.34 | 6.22 | 5.99 | 6.59 | 6.39 | 6.42 | 7.91lm | 5.47m | 2.40 | 7.41o | 4.87 |
| Standard error | | 0.10 | 0.18 | 0.10 | 0.14 | 0.12 | 0.19 | 0.12 | 0.18 | 0.24 | 0.23 | 0.45 | 0.11 | 0.14 | 0.22 | 0.14 | 0.16 |

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

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 37

**Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Courtesy and politeness of advisors.**

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

| | | Supplier | | | | | | | EE | | | | | | | | | GIFFGAFF | | | | | | | | | O2 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 300 | 162 | 157 | 28** | 379 | 184 | 84* | 340 | 296 | 72* | 54* | 58* | 23** | 134 | 50* | 23** | 114 | 89* | 238 | 145 | 179 | 42* | 355 | 183 | 66* | 337 | 260 |
| 10 - Extremely satisfied | (10) | 155 | 49 | 139 | 70 | 101 | 29 | 101 | 82 | 29 | 33 | 11 | 136 | 12 | 7 | 127 | 26 | 17 | 11 | 11 | 10 | 45 | 2 | 2 | 38 | 9 | 49 | 25 | 50 | 15 | 122 | 12 | 5 | 115 | 23 |
| | | 24%ef | 24%e | 23%e | 23%e | 22%e | 15% | 19% | 27%h | 18% | 21% | 39% | 36%lm | 7% | 8% | 37%o | 9% | 24% | 20% | 19% | 43% | 34%F | 4% | 9% | 33%l | 10% | 21% | 17% | 28%q | 36%pq | 34%uv | 7% | 8% | 34%x | 9% |
| 9 - | (9) | 90 | 29 | 76 | 48 | 65 | 25 | 66 | 44 | 20 | 23 | 3 | 73 | 11 | 6 | 46 | 43 | 14 | 6 | 7 | 2 | 23 | 6 | - | 22 | 6 | 25 | 20 | 26 | 5 | 62 | 11 | 3 | 52 | 23 |
| | | 14% | 14% | 13% | 16% | 14% | 13% | 12% | 15% | 12% | 15% | 11% | 19%lm | 6% | 7% | 14% | 15% | 19% | 11% | 12% | 9% | 17% | 12% | - | 19%l | 7% | 11% | 14% | 15% | 12% | 17%uv | 6% | 5% | 15%x | 9% |
| 8 - | (8) | 103 | 30 | 111 | 50 | 77 | 34 | 93 | 42 | 32 | 25 | 4 | 70 | 21 | 12 | 50 | 51 | 10 | 8 | 9 | 3 | 26 | 2 | 2 | 20 | 10 | 46 | 33 | 27 | 5 | 81 | 28 | 2 | 70 | 41 |
| | | 16% | 14% | 18% | 16% | 17% | 17% | 17% | 14% | 20% | 16% | 14% | 18%l | 11% | 14% | 15% | 17% | 14% | 15% | 16% | 13% | 19%F | 4% | 9% | 18% | 11% | 19% | 23% | 15% | 12% | 23%uv | 15%w | 3% | 21% | 16% |
| 7 - | (7) | 81 | 27 | 80 | 34 | 70 | 27 | 86 | 35 | 22 | 20 | 4 | 50 | 27 | 4 | 42 | 38 | 7 | 11 | 7 | 2 | 20 | 6 | 1 | 8 | 19 | 29 | 22 | 23 | 6 | 43 | 34 | 3 | 44 | 35 |
| | | 13% | 13% | 13% | 11% | 15% | 14% | 16% | 12% | 14% | 13% | 14% | 13%m | 15%m | 5% | 12% | 13% | 10% | 20% | 12% | 9% | 15% | 12% | 4% | 7% | 21%H | 12% | 15% | 13% | 14% | 12% | 19%tv | 5% | 13% | 13% |
| 6 - | (6) | 67 | 21 | 61 | 35 | 38 | 19 | 51 | 29 | 18 | 18 | 2 | 21 | 38 | 8 | 26 | 41 | 9 | 4 | 5 | 3 | 9 | 10 | 2 | 6 | 15 | 29 | 14 | 15 | 3 | 19 | 34 | 8 | 20 | 41 |
| | | 10% | 10% | 10% | 12% | 8% | 10% | 10% | 10% | 11% | 11% | 7% | 6% | 21%km | 10% | 8% | 14%n | 13% | 7% | 9% | 13% | 7% | 20%E | 9% | 5% | 17%H | 12% | 10% | 8% | 7% | 5% | 19%t | 12%t | 6% | 16%w |
| 5 - | (5) | 62 | 23 | 65 | 23 | 44 | 31 | 57 | 27 | 18 | 15 | 2 | 14 | 32 | 16 | 19 | 43 | 8 | 11 | 2 | 2 | 7 | 15 | 1 | 11 | 11 | 33 | 13 | 16 | 3 | 16 | 40 | 9 | 19 | 44 |
| | | 10% | 11% | 11% | 8% | 10% | 16%acd | 11% | 9% | 11% | 10% | 7% | 4% | 17%k | 19%k | 6% | 15%n | 11% | 20%C | 3% | 9% | 5% | 30%E | 4% | 10% | 12% | 14% | 9% | 9% | 7% | 5% | 22%t | 14%t | 6% | 17%w |
| 4 - | (4) | 40 | 9 | 23 | 21 | 16 | 10 | 24 | 17 | 14 | 9 | - | 9 | 23 | 8 | 15 | 23 | 2 | 1 | 6 | - | 3 | 2 | 4 | 4 | 5 | 6 | 8 | 8 | 1 | 7 | 7 | 9 | 7 | 15 |
| | | 6%d | 4% | 4% | 7%bd | 4% | 5% | 4% | 6% | 9% | 6% | - | 2% | 13%k | 10%k | 4% | 8% | 3% | 2% | 10% | - | 2% | 4% | 17% | 4% | 6% | 3% | 6% | 4% | 2% | 2% | 4% | 14%tu | 2% | 6%w |
| 3 - | (3) | 21 | 7 | 18 | 4 | 13 | 10 | 25 | 9 | 5 | 7 | - | 1 | 12 | 8 | 10 | 11 | 1 | - | 6 | - | - | 5 | 2 | 2 | 5 | 9 | 3 | 6 | - | 3 | 10 | 5 | 6 | 12 |
| | | 3% | 3% | 3% | 1% | 3% | 5%c | 5%c | 3% | 3% | 4% | - | * | 7%k | 10%k | 3% | 4% | 1% | - | 10%AB | - | - | 10%E | 9% | 2% | 6% | 4% | 2% | 3% | - | 1% | 5%t | 8%t | 2% | 5%w |
| 2 - | (2) | 7 | 1 | 9 | 9 | 10 | 5 | 8 | 4 | 1 | 1 | 1 | - | 2 | 5 | 1 | 6 | 1 | - | - | - | - | - | 1 | 1 | - | 4 | 3 | 1 | 1 | 1 | 4 | 4 | 1 | 8 |
| | | 1% | * | 1% | 3%az | 2% | 3% | 1% | 1% | 1% | 1% | 4% | - | 1%k | 6%kl | * | 2%n | 1% | - | - | - | - | - | 4% | 1% | - | 2% | 2% | 1% | 2% | * | 2%t | 6%t | * | 3%w |
| 1 - Extremely dissatisfied | (1) | 14 | 5 | 20 | 7 | 14 | 7 | 20 | 10 | 1 | 3 | - | 2 | 2 | 10 | 1 | 12 | 1 | 1 | 2 | 1 | - | - | 5 | - | 5 | 8 | 4 | 7 | 1 | - | 3 | 17 | 3 | 17 |
| | | 2% | 2% | 3% | 2% | 3% | 4% | 4% | 3% | 1% | 2% | - | 1% | 1% | 12%kl | * | 4%n | 1% | 2% | 3% | 4% | - | - | 22% | - | 6%H | 3% | 3% | 4% | 2% | - | 2%t | 26%tu | 1% | 7%w |
| Not applicable | | 7 | 6 | 2 | 3 | 6 | 3 | 4 | 1 | 2 | 3 | 1 | 3 | 4 | - | 3 | 2 | 2 | 1 | 3 | - | 1 | 2 | 3 | 2 | 4 | - | - | - | 2 | 1 | - | 1 | - | 1 |
| | | 1% | 3%bf | * | 1% | 1% | 2% | 1% | * | 1% | 2% | 4% | 1% | 2% | - | 1% | 1% | 3% | 2% | 5% | - | 1% | 4% | 13% | 2% | 4% | - | - | - | 5%pqr | * | - | 2% | - | * |
| NET: Dissatisfied | (1-3) | 42 | 13 | 47 | 20 | 37 | 22 | 53 | 23 | 7 | 11 | 1 | 3 | 16 | 23 | 12 | 29 | 3 | 1 | 8 | 1 | - | 5 | 8 | 3 | 10 | 21 | 10 | 14 | 2 | 4 | 17 | 26 | 10 | 37 |
| | | 6% | 6% | 8% | 7% | 8% | 11%a | 10%a | 8% | 4% | 7% | 4% | 1% | 9%k | 27%kl | 4% | 10%n | 4% | 2% | 14%B | 4% | - | 10%E | 35% | 3% | 11%H | 9% | 7% | 8% | 5% | 1% | 9%t | 39%tu | 3% | 14%w |
| NET: Neutral | (4-6) | 169 | 53 | 149 | 79 | 98 | 60 | 132 | 73 | 50 | 42 | 4 | 44 | 93 | 32 | 60 | 107 | 19 | 16 | 13 | 5 | 19 | 27 | 7 | 21 | 31 | 68 | 35 | 39 | 7 | 42 | 81 | 26 | 46 | 100 |
| | | 26% | 26% | 25% | 26% | 22% | 30%d | 25% | 24% | 31% | 27% | 14% | 12% | 51%k | 38%k | 18% | 36%n | 26% | 30% | 22% | 22% | 14% | 54%E | 30% | 18% | 35%H | 29% | 24% | 22% | 17% | 12% | 44%t | 39%t | 14% | 38%w |
| NET: Satisfied | (7-10) | 429 | 135 | 406 | 202 | 313 | 115 | 346 | 203 | 103 | 101 | 22 | 329 | 71 | 29 | 265 | 158 | 48 | 36 | 34 | 17 | 114 | 16 | 5 | 88 | 44 | 149 | 100 | 126 | 31 | 308 | 85 | 13 | 281 | 122 |
| | | 66%e | 65% | 67%e | 66%e | 69%e | 58% | 65% | 68% | 64% | 64% | 79% | 87%lm | 39% | 35% | 78%o | 53% | 67% | 67% | 59% | 74% | 85%F | 32% | 22% | 77%l | 49% | 63% | 69% | 70% | 74% | 87%uv | 46%v | 20% | 83%x | 47% |
| Mean score | | 7.37ef | 7.39e | 7.30e | 7.36e | 7.33e | 6.76 | 7.06 | 7.42 | 7.20 | 7.29 | 8.19 | 8.41lm | 6.10m | 5.38 | 8.08o | 6.57 | 7.61 | 7.34 | 6.87 | 8.04 | 8.32F | 6.04 | 4.45 | 8.12l | 6.38 | 7.11 | 7.23 | 7.49 | 7.93p | 8.36uv | 6.31v | 4.35 | 8.17x | 6.20 |
| Standard error | | 0.09 | 0.16 | 0.10 | 0.14 | 0.11 | 0.17 | 0.10 | 0.14 | 0.17 | 0.18 | 0.40 | 0.09 | 0.15 | 0.30 | 0.11 | 0.14 | 0.26 | 0.28 | 0.35 | 0.49 | 0.14 | 0.27 | 0.67 | 0.19 | 0.25 | 0.15 | 0.19 | 0.18 | 0.37 | 0.09 | 0.15 | 0.35 | 0.10 | 0.15 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 38

**Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Courtesy and politeness of advisors.**

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

| | | Supplier | | | | | | | TESCO MOBILE | | | | | | | | | THREE | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 103 | 89* | 87* | 25** | 180 | 88* | 36* | 145 | 149 | 177 | 84* | 171 | 22** | 274 | 118 | 62* | 247 | 199 | 83* | 55* | 51* | 11** | 101 | 65* | 34* | 90* | 109 |
| 10 - Extremely satisfied | (10) | 155 | 49 | 139 | 70 | 101 | 29 | 101 | 22 | 13 | 20 | 15 | 64 | 4 | 2 | 55 | 15 | 41 | 16 | 37 | 7 | 92 | 8 | 1 | 82 | 18 | 8 | 9 | 10 | 2 | 28 | 1 | - | 25 | 4 |
| | | 24%ef | 24%e | 23%e | 23%e | 22%e | 15% | 19% | 21% | 15% | 23% | 60% | 36%FG | 5% | 6% | 38%l | 10% | 23% | 19% | 22% | 32% | 34%lm | 7% | 2% | 33%o | 9% | 10% | 16% | 20% | 18% | 28%uv | 2% | - | 28%x | 4% |
| 9 - | (9) | 90 | 29 | 76 | 48 | 65 | 25 | 66 | 15 | 15 | 16 | 2 | 36 | 7 | 5 | 27 | 21 | 27 | 12 | 24 | 2 | 52 | 10 | 3 | 41 | 24 | 10 | 7 | 8 | - | 24 | 1 | - | 18 | 7 |
| | | 14% | 14% | 13% | 16% | 14% | 13% | 12% | 15% | 17% | 18% | 8% | 20%F | 8% | 14% | 19% | 14% | 15% | 14% | 14% | 9% | 19%lm | 8% | 5% | 17% | 12% | 12% | 13% | 16% | - | 24%uv | 2% | - | 20%x | 6% |
| 8 - | (8) | 103 | 30 | 111 | 50 | 77 | 34 | 93 | 20 | 18 | 12 | - | 36 | 10 | 4 | 19 | 30 | 27 | 14 | 35 | 1 | 57 | 18 | 2 | 46 | 30 | 13 | 10 | 8 | 3 | 19 | 11 | 4 | 18 | 16 |
| | | 16% | 14% | 18% | 16% | 17% | 17% | 17% | 19% | 20% | 14% | - | 20% | 11% | 11% | 13% | 20% | 15% | 17% | 20% | 5% | 21%m | 15%m | 3% | 19% | 15% | 16% | 18% | 16% | 27% | 19% | 17% | 12% | 20% | 15% |
| 7 - | (7) | 81 | 27 | 80 | 34 | 70 | 27 | 86 | 10 | 11 | 10 | 3 | 17 | 13 | 4 | 15 | 16 | 24 | 17 | 24 | 5 | 42 | 20 | 8 | 36 | 32 | 13 | 7 | 6 | 1 | 14 | 12 | 1 | 10 | 16 |
| | | 13% | 13% | 13% | 11% | 15% | 14% | 16% | 10% | 12% | 11% | 12% | 9% | 15% | 11% | 10% | 11% | 14% | 20% | 14% | 23% | 15% | 17% | 13% | 15% | 16% | 16% | 13% | 12% | 9% | 14% | 18%w | 3% | 11% | 15% |
| 6 - | (6) | 67 | 21 | 61 | 35 | 38 | 19 | 51 | 11 | 9 | 12 | 3 | 10 | 22 | 3 | 10 | 24 | 20 | 8 | 10 | - | 12 | 21 | 5 | 13 | 24 | 11 | 5 | 3 | - | 7 | 10 | 2 | 6 | 13 |
| | | 10% | 10% | 10% | 12% | 8% | 10% | 10% | 11% | 10% | 14% | 12% | 6% | 25%EG | 8% | 7% | 16%H | 11% | 10% | 6% | - | 4% | 18%k | 8% | 5% | 12%n | 13% | 9% | 6% | - | 7% | 15% | 6% | 7% | 12% |
| 5 - | (5) | 62 | 23 | 65 | 23 | 44 | 31 | 57 | 8 | 7 | 7 | 1 | 3 | 16 | 4 | 9 | 12 | 18 | 6 | 17 | 3 | 7 | 28 | 9 | 12 | 31 | 13 | 9 | 8 | 1 | 6 | 20 | 5 | 8 | 23 |
| | | 10% | 11% | 11% | 8% | 10% | 16%acd | 11% | 8% | 8% | 8% | 4% | 2% | 18%E | 11%E | 6% | 8% | 10% | 7% | 10% | 14% | 3% | 24%k | 15%k | 5% | 16%n | 16% | 16% | 16% | 9% | 6% | 31%t | 15% | 9% | 21%w |
| 4 - | (4) | 40 | 9 | 23 | 21 | 16 | 10 | 24 | 12 | 7 | 2 | - | 6 | 12 | 3 | 5 | 16 | 2 | 5 | 9 | - | 2 | 7 | 7 | 5 | 10 | 3 | 3 | 3 | 1 | 1 | 6 | 3 | 4 | 6 |
| | | 6%d | 4% | 4% | 7%bd | 4% | 5% | 4% | 12%C | 8% | 2% | - | 3% | 14%E | 8% | 3% | 11%H | 1% | 6%g | 5%g | - | 1% | 6%k | 11%k | 2% | 5% | 4% | 5% | 6% | 9% | 1% | 9%t | 9%t | 4% | 6% |
| 3 - | (3) | 21 | 7 | 18 | 4 | 13 | 10 | 25 | - | 1 | 3 | - | 1 | 1 | 2 | - | 4 | 3 | 2 | 7 | 1 | 2 | 4 | 7 | 2 | 11 | 4 | 2 | 2 | 2 | 1 | 3 | 6 | - | 10 |
| | | 3% | 3% | 3% | 1% | 3% | 5%c | 5%c | - | 1% | 3% | - | 1% | 1% | 6%E | - | 3%H | 2% | 2% | 4% | 5% | 1% | 3% | 11%kl | 1% | 6%n | 5% | 4% | 4% | 18% | 1% | 5% | 18%tu | - | 9%w |
| 2 - | (2) | 7 | 1 | 9 | 9 | 10 | 5 | 8 | 1 | 5 | 2 | 1 | 5 | 1 | 3 | 3 | 5 | 2 | 2 | 5 | 1 | - | - | 10 | 3 | 7 | 3 | 1 | 1 | - | - | - | 5 | - | 5 |
| | | 1% | * | 1% | 3%az | 2% | 3% | 1% | 1% | 6% | 2% | 4% | 3% | 1% | 8%F | 2% | 3% | 1% | 2% | 3% | 5% | - | - | 16%kl | 1% | 4% | 4% | 2% | 2% | - | - | - | 15%tu | - | 5%w |
| 1 - Extremely dissatisfied | (1) | 14 | 5 | 20 | 7 | 14 | 7 | 20 | 3 | 1 | 3 | - | - | 1 | 6 | 2 | 5 | 10 | 1 | 3 | - | 3 | 1 | 10 | 2 | 11 | 3 | 2 | 2 | - | - | - | 7 | - | 7 |
| | | 2% | 2% | 3% | 2% | 3% | 4% | 4% | 3% | 1% | 3% | - | - | 1% | 17%EF | 1% | 3% | 6% | 1% | 2% | - | 1% | 1% | 16%kl | 1% | 6%n | 4% | 4% | 4% | - | - | - | 21%tu | - | 6%w |
| Not applicable | | 7 | 6 | 2 | 3 | 6 | 3 | 4 | 1 | 2 | - | - | 2 | 1 | - | - | 1 | 3 | 1 | - | 2 | 5 | 1 | - | 5 | 1 | 2 | - | - | 1 | 1 | 1 | 1 | 1 | 2 |
| | | 1% | 3%bf | * | 1% | 1% | 2% | 1% | 1% | 2% | - | - | 1% | 1% | - | - | 1% | 2% | 1% | - | 9% | 2% | 1% | - | 2% | 1% | 2% | - | - | 9% | 1% | 2% | 3% | 1% | 2% |
| NET: Dissatisfied | (1-3) | 42 | 13 | 47 | 20 | 37 | 22 | 53 | 4 | 7 | 8 | 1 | 6 | 3 | 11 | 5 | 14 | 15 | 5 | 15 | 2 | 5 | 5 | 27 | 7 | 29 | 10 | 5 | 5 | 2 | 1 | 3 | 18 | - | 22 |
| | | 6% | 6% | 8% | 7% | 8% | 11%a | 10%a | 4% | 8% | 9% | 4% | 3% | 3% | 31%EF | 3% | 9%H | 8% | 6% | 9% | 9% | 2% | 4% | 44%kl | 3% | 15%n | 12% | 9% | 10% | 18% | 1% | 5% | 53%tu | - | 20%w |
| NET: Neutral | (4-6) | 169 | 53 | 149 | 79 | 98 | 60 | 132 | 31 | 23 | 21 | 4 | 19 | 50 | 10 | 24 | 52 | 40 | 19 | 36 | 3 | 21 | 56 | 21 | 30 | 65 | 27 | 17 | 14 | 2 | 14 | 36 | 10 | 18 | 42 |
| | | 26% | 26% | 25% | 26% | 22% | 30%d | 25% | 30% | 26% | 24% | 16% | 11% | 57%EG | 28%E | 17% | 35%H | 23% | 23% | 21% | 14% | 8% | 47%k | 34%k | 12% | 33%n | 33% | 31% | 27% | 18% | 14% | 55%tv | 29%t | 20% | 39%w |
| NET: Satisfied | (7-10) | 429 | 135 | 406 | 202 | 313 | 115 | 346 | 67 | 57 | 58 | 20 | 153 | 34 | 15 | 116 | 82 | 119 | 59 | 120 | 15 | 243 | 56 | 14 | 205 | 104 | 44 | 33 | 32 | 6 | 85 | 25 | 5 | 71 | 43 |
| | | 66%e | 65% | 67%e | 66%e | 69%e | 58% | 65% | 65% | 64% | 67% | 80% | 85%FG | 39% | 42% | 80%l | 55% | 67% | 70% | 70% | 68% | 89%lm | 47%m | 23% | 83%o | 52% | 53% | 60% | 63% | 55% | 84%uv | 38%v | 15% | 79%x | 39% |
| Mean score | | 7.37ef | 7.39e | 7.30e | 7.36e | 7.33e | 6.76 | 7.06 | 7.29 | 7.09 | 7.37 | 8.56 | 8.33FG | 6.21 | 5.36 | 8.16l | 6.66 | 7.34 | 7.33 | 7.30 | 7.55 | 8.41lm | 6.50m | 4.24 | 8.19o | 6.35 | 6.53 | 6.89 | 7.02 | 6.60 | 8.25uv | 6.00v | 3.73 | 8.07x | 5.67 |
| Standard error | | 0.09 | 0.16 | 0.10 | 0.14 | 0.11 | 0.17 | 0.10 | 0.23 | 0.25 | 0.26 | 0.44 | 0.14 | 0.20 | 0.50 | 0.18 | 0.19 | 0.19 | 0.24 | 0.18 | 0.56 | 0.10 | 0.17 | 0.32 | 0.12 | 0.17 | 0.26 | 0.33 | 0.35 | 0.85 | 0.16 | 0.19 | 0.40 | 0.19 | 0.23 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 39

**Q10E: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Courtesy and politeness of advisors.**

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

| | | Supplier | | | | | | | VODAFONE | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | Issue | | | | Satisfaction | | | Resolved | |
| | | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) |
| Total | | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 275 | 81* | 143 | 36* | 279 | 164 | 92* | 282 | 246 |
| 10 - Extremely satisfied | (10) | 155 | 49 | 139 | 70 | 101 | 29 | 101 | 56 | 12 | 24 | 9 | 89 | 8 | 4 | 85 | 15 |
| | | 24%e | 24%e | 23%e | 23%e | 22%e | 15% | 19% | 20% | 15% | 17% | 25% | 32%lm | 5% | 4% | 30%o | 6% |
| 9 - | (9) | 90 | 29 | 76 | 48 | 65 | 25 | 66 | 29 | 7 | 24 | 6 | 56 | 9 | 1 | 48 | 18 |
| | | 14% | 14% | 13% | 16% | 14% | 13% | 12% | 11% | 9% | 17% | 17% | 20%lm | 5% | 1% | 17%o | 7% |
| 8 - | (8) | 103 | 30 | 111 | 50 | 77 | 34 | 93 | 43 | 20 | 25 | 5 | 62 | 24 | 7 | 53 | 39 |
| | | 16% | 14% | 18% | 16% | 17% | 17% | 17% | 16% | 25% | 17% | 14% | 22%m | 15% | 8% | 19% | 16% |
| 7 - | (7) | 81 | 27 | 80 | 34 | 70 | 27 | 86 | 41 | 18 | 21 | 6 | 40 | 35 | 11 | 40 | 46 |
| | | 13% | 13% | 13% | 11% | 15% | 14% | 16% | 15% | 22% | 15% | 17% | 14% | 21% | 12% | 14% | 19% |
| 6 - | (6) | 67 | 21 | 61 | 35 | 38 | 19 | 51 | 30 | 7 | 13 | 1 | 16 | 29 | 6 | 23 | 27 |
| | | 10% | 10% | 10% | 12% | 8% | 10% | 10% | 11% | 9% | 9% | 3% | 6% | 18%km | 7% | 8% | 11% |
| 5 - | (5) | 62 | 23 | 65 | 23 | 44 | 31 | 57 | 25 | 9 | 18 | 5 | 9 | 33 | 15 | 15 | 41 |
| | | 10% | 11% | 11% | 8% | 10% | 16%acd | 11% | 9% | 11% | 13% | 14% | 3% | 20%k | 16%k | 5% | 17%n |
| 4 - | (4) | 40 | 9 | 23 | 21 | 16 | 10 | 24 | 13 | 4 | 4 | 3 | 4 | 13 | 7 | 5 | 19 |
| | | 6%d | 4% | 4% | 7%bd | 4% | 5% | 4% | 5% | 5% | 3% | 8% | 1% | 8%k | 8%k | 2% | 8%n |
| 3 - | (3) | 21 | 7 | 18 | 4 | 13 | 10 | 25 | 16 | 2 | 7 | - | 2 | 9 | 14 | 6 | 19 |
| | | 3% | 3% | 3% | 1% | 3% | 5%c | 5% | 6% | 2% | 5% | - | 1% | 5%k | 15%kl | 2% | 8%n |
| 2 - | (2) | 7 | 1 | 9 | 9 | 10 | 5 | 8 | 5 | 1 | 2 | - | - | - | 8 | 1 | 7 |
| | | 1% | * | 1% | 3%az | 2% | 3% | 1% | 2% | 1% | 1% | - | - | - | 9%kl | * | 3%n |
| 1 - Extremely dissatisfied | (1) | 14 | 5 | 20 | 7 | 14 | 7 | 20 | 16 | - | 4 | - | 1 | 1 | 18 | 6 | 13 |
| | | 2% | 2% | 3% | 2% | 3% | 4% | 4% | 6%h | - | 3% | - | * | 1% | 20%kl | 2% | 5% |
| Not applicable | | 7 | 6 | 2 | 3 | 6 | 3 | 4 | 1 | 1 | 1 | 1 | - | 3 | 1 | - | 2 |
| | | 1% | 3%b | * | 1% | 1% | 2% | 1% | * | 1% | 1% | 3% | - | 2%k | 1% | - | 1% |
| NET: Dissatisfied | (1-3) | 42 | 13 | 47 | 20 | 37 | 22 | 53 | 37 | 3 | 13 | - | 3 | 10 | 40 | 13 | 39 |
| | | 6% | 6% | 8% | 7% | 8% | 11%a | 10% | 13%hj | 4% | 9% | - | 1% | 6%k | 43%kl | 5% | 16%n |
| NET: Neutral | (4-6) | 169 | 53 | 149 | 79 | 98 | 60 | 132 | 68 | 20 | 35 | 9 | 29 | 75 | 28 | 43 | 87 |
| | | 26% | 26% | 25% | 26% | 22% | 30%d | 25% | 25% | 25% | 24% | 25% | 10% | 46%km | 30%k | 15% | 35%n |
| NET: Satisfied | (7-10) | 429 | 135 | 406 | 202 | 313 | 115 | 346 | 169 | 57 | 94 | 26 | 247 | 76 | 23 | 226 | 118 |
| | | 66%e | 65% | 67%e | 66%e | 69%e | 58% | 65% | 61% | 70% | 66% | 72% | 89%lm | 46%m | 25% | 80%o | 48% |
| Mean score | | 7.37e | 7.39e | 7.30e | 7.36e | 7.33e | 6.76 | 7.06 | 6.87 | 7.25 | 7.15 | 7.69 | 8.37lm | 6.32m | 4.36 | 7.96o | 6.04 |
| Standard error | | 0.09 | 0.16 | 0.10 | 0.14 | 0.11 | 0.17 | 0.10 | 0.16 | 0.21 | 0.19 | 0.34 | 0.10 | 0.14 | 0.27 | 0.12 | 0.15 |

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

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 40

**Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Advisor doing what they said they would do.**

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

| | | Supplier | | | | | | | EE | | | | | | | | | GIFFGAFF | | | | | | | | | O2 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 300 | 162 | 157 | 28** | 379 | 184 | 84* | 340 | 296 | 72* | 54* | 58* | 23** | 134 | 50* | 23** | 114 | 89* | 238 | 145 | 179 | 42* | 355 | 183 | 66* | 337 | 260 |
| 10 - Extremely satisfied | (10) | 123 | 48 | 118 | 77 | 100 | 24 | 84 | 62 | 26 | 26 | 9 | 114 | 5 | 4 | 103 | 17 | 20 | 13 | 7 | 8 | 45 | 1 | 2 | 38 | 8 | 42 | 23 | 41 | 12 | 109 | 7 | 2 | 103 | 14 |
| | | 19%e | 23%ef | 20%e | 25%abef | 22%ef | 12% | 16% | 21% | 16% | 17% | 32% | 30%lm | 3% | 5% | 30%o | 6% | 28%C | 24% | 12% | 35% | 34%F | 2% | 9% | 33%I | 9% | 18% | 16% | 23% | 29% | 31%uv | 4% | 3% | 31%x | 5% |
| 9 - | (9) | 81 | 18 | 85 | 34 | 60 | 37 | 50 | 41 | 19 | 19 | 2 | 70 | 8 | 3 | 52 | 29 | 6 | 5 | 6 | 1 | 16 | 2 | - | 14 | 4 | 36 | 13 | 31 | 5 | 78 | 7 | - | 63 | 22 |
| | | 13% | 9% | 14%fz | 11% | 13% | 19%acfz | 9% | 14% | 12% | 12% | 7% | 18%lm | 4% | 4% | 15%o | 10% | 8% | 9% | 10% | 4% | 12% | 4% | - | 12% | 4% | 15% | 9% | 17%q | 12% | 22%uv | 4% | - | 19%x | 8% |
| 8 - | (8) | 100 | 29 | 92 | 45 | 72 | 20 | 91 | 42 | 28 | 26 | 4 | 74 | 23 | 3 | 58 | 41 | 6 | 9 | 11 | 3 | 24 | 4 | 1 | 18 | 11 | 37 | 34 | 18 | 3 | 71 | 20 | 1 | 59 | 33 |
| | | 15% | 14% | 15% | 15% | 16%e | 10% | 17%e | 14% | 17% | 17% | 14% | 20%lm | 13%m | 4% | 17% | 14% | 8% | 17% | 19% | 13% | 18% | 8% | 4% | 16% | 12% | 16% | 23%rs | 10% | 7% | 20%uv | 11%v | 2% | 18% | 13% |
| 7 - | (7) | 99 | 35 | 77 | 38 | 54 | 43 | 77 | 50 | 23 | 22 | 4 | 65 | 30 | 4 | 47 | 52 | 10 | 9 | 13 | 3 | 27 | 7 | 1 | 13 | 22 | 22 | 22 | 28 | 5 | 41 | 30 | 6 | 33 | 42 |
| | | 15% | 17% | 13% | 13% | 12% | 22%abcdf | 14% | 17% | 14% | 14% | 14% | 17%m | 16%m | 5% | 14% | 18% | 14% | 17% | 22% | 13% | 20% | 14% | 4% | 11% | 25%H | 9% | 15% | 16%p | 12% | 12% | 16% | 9% | 10% | 16%w |
| 6 - | (6) | 79 | 26 | 67 | 37 | 39 | 14 | 44 | 28 | 27 | 20 | 4 | 25 | 45 | 9 | 31 | 47 | 12 | 8 | 4 | 2 | 9 | 16 | 1 | 12 | 13 | 30 | 17 | 15 | 5 | 26 | 33 | 8 | 29 | 38 |
| | | 12%ef | 13% | 11% | 12% | 9% | 7% | 8% | 9% | 17%g | 13% | 14% | 7% | 24%km | 11% | 9% | 16%n | 17% | 15% | 7% | 9% | 7% | 32%E | 4% | 11% | 15% | 13% | 12% | 8% | 12% | 7% | 18%t | 12% | 9% | 15%w |
| 5 - | (5) | 59 | 23 | 72 | 22 | 46 | 18 | 62 | 26 | 14 | 15 | 4 | 15 | 30 | 14 | 20 | 39 | 11 | 4 | 5 | 3 | 8 | 12 | 3 | 8 | 14 | 28 | 20 | 18 | 6 | 18 | 49 | 5 | 27 | 43 |
| | | 9% | 11% | 12%c | 7% | 10% | 9% | 12%c | 9% | 9% | 10% | 14% | 4% | 16%k | 17%k | 6% | 13%n | 15% | 7% | 9% | 13% | 6% | 24%E | 13% | 7% | 16%H | 12% | 14% | 10% | 14% | 5% | 27%tv | 8% | 8% | 17%w |
| 4 - | (4) | 34 | 8 | 31 | 19 | 20 | 11 | 32 | 14 | 10 | 10 | - | 6 | 20 | 8 | 8 | 23 | 2 | 3 | 2 | 1 | 1 | 3 | 4 | 4 | 4 | 14 | 7 | 10 | - | 5 | 18 | 8 | 7 | 24 |
| | | 5% | 4% | 5% | 6% | 4% | 6% | 6% | 5% | 6% | 6% | - | 2% | 11%k | 10%k | 2% | 8%n | 3% | 6% | 3% | 4% | 1% | 6%E | 17% | 4% | 4% | 6% | 5% | 6% | - | 1% | 10%t | 12%t | 2% | 9%w |
| 3 - | (3) | 26 | 3 | 13 | 7 | 22 | 8 | 24 | 12 | 6 | 8 | - | 2 | 11 | 13 | 9 | 17 | 1 | - | 2 | - | - | 2 | 1 | 1 | 2 | 5 | 2 | 5 | 1 | 1 | 9 | 3 | 3 | 10 |
| | | 4% | 1% | 2% | 2% | 5%bz | 4% | 4%bz | 4% | 4% | 5% | - | 1% | 6%k | 15%kl | 3% | 6%n | 1% | - | 3% | - | - | 4%E | 4% | 1% | 2% | 2% | 1% | 3% | 2% | * | 5%t | 5%t | 1% | 4%w |
| 2 - | (2) | 20 | 1 | 8 | 8 | 17 | 3 | 22 | 11 | 5 | 4 | - | 3 | 7 | 10 | 8 | 12 | - | - | 1 | - | - | 1 | - | 1 | - | 5 | 2 | 1 | - | 2 | 1 | 5 | 2 | 6 |
| | | 3%bz | * | 1% | 3% | 4%bz | 2% | 4%bz | 4% | 3% | 3% | - | 1% | 4%k | 12%kl | 2% | 4% | - | - | 2% | - | - | 2% | - | 1% | - | 2% | 1% | 1% | - | 1% | 1% | 8%tu | 1% | 2% |
| 1 - Extremely dissatisfied | (1) | 19 | 9 | 33 | 11 | 19 | 16 | 46 | 13 | 1 | 5 | - | 2 | 2 | 15 | 3 | 15 | 2 | 2 | 4 | 1 | 2 | - | 7 | 1 | 8 | 16 | 5 | 10 | 2 | 1 | 6 | 26 | 8 | 24 |
| | | 3% | 4% | 5%a | 4% | 4% | 8%acd | 9%abcdz | 4%h | 1% | 3% | - | 1% | 1% | 18%kl | 1% | 5%n | 3% | 4% | 7% | 4% | 1% | - | 30% | 1% | 9%H | 7% | 3% | 6% | 5% | * | 3%t | 39%tu | 2% | 9%w |
| Not applicable | | 7 | 7 | 8 | 6 | 5 | 6 | 3 | 1 | 3 | 2 | 1 | 3 | 3 | 1 | 1 | 4 | 2 | 1 | 3 | 1 | 2 | 2 | 3 | 4 | 3 | 3 | - | 2 | 3 | 3 | 3 | 2 | 3 | 4 |
| | | 1% | 3%adf | 1% | 2% | 1% | 3%f | 1% | * | 2% | 1% | 4% | 1% | 2% | 1% | * | 1% | 3% | 2% | 5% | 4% | 1% | 4% | 13% | 4% | 3% | 1% | - | 1% | 7%pqr | 1% | 2% | 3% | 1% | 2% |
| NET: Dissatisfied | (1-3) | 65 | 13 | 54 | 26 | 58 | 27 | 92 | 36 | 12 | 17 | - | 7 | 20 | 38 | 20 | 44 | 3 | 2 | 7 | 1 | 2 | 3 | 8 | 3 | 10 | 26 | 9 | 16 | 3 | 4 | 16 | 34 | 13 | 40 |
| | | 10% | 6% | 9% | 9% | 13%bz | 14%z | 17%abcz | 12% | 7% | 11% | - | 2% | 11%k | 45%kl | 6% | 15%n | 4% | 4% | 12% | 4% | 1% | 6% | 35% | 3% | 11%H | 11% | 6% | 9% | 7% | 1% | 9%t | 52%tu | 4% | 15%w |
| NET: Neutral | (4-6) | 172 | 57 | 170 | 78 | 105 | 43 | 138 | 68 | 51 | 45 | 8 | 46 | 95 | 31 | 59 | 109 | 25 | 15 | 11 | 6 | 18 | 31 | 8 | 24 | 31 | 72 | 44 | 43 | 11 | 49 | 100 | 21 | 63 | 105 |
| | | 27% | 28% | 28% | 26% | 23% | 22% | 26% | 23% | 31%g | 29% | 29% | 12% | 52%km | 37%k | 17% | 37%n | 35%C | 28% | 19% | 26% | 13% | 62%E | 35% | 21% | 35%H | 30% | 30% | 24% | 26% | 14% | 55%tv | 32%t | 19% | 40%w |
| NET: Satisfied | (7-10) | 403 | 130 | 372 | 194 | 286 | 124 | 302 | 195 | 96 | 93 | 19 | 323 | 66 | 14 | 260 | 139 | 42 | 36 | 37 | 15 | 112 | 14 | 4 | 83 | 45 | 137 | 92 | 118 | 25 | 299 | 64 | 9 | 258 | 111 |
| | | 62%f | 63% | 62% | 64%f | 63%f | 62% | 56% | 65% | 59% | 59% | 68% | 85%lm | 36%m | 17% | 76%o | 47% | 58% | 67% | 64% | 65% | 84%F | 28% | 17% | 73%I | 51% | 58% | 63% | 66% | 60% | 84%uv | 35%v | 14% | 77%x | 43% |
| Mean score | | 7.02f | 7.21ef | 7.04f | 7.24ef | 7.03f | 6.69 | 6.43 | 7.02 | 7.03 | 6.87 | 7.85 | 8.19lm | 5.88m | 4.20 | 7.83o | 6.10 | 7.31 | 7.40 | 6.76 | 7.55 | 8.14F | 5.94 | 4.10 | 7.95I | 6.23 | 6.86 | 7.02 | 7.21 | 7.41 | 8.30uv | 5.85v | 3.44 | 7.96x | 5.86 |
| Standard error | | 0.10 | 0.17 | 0.10 | 0.14 | 0.12 | 0.19 | 0.12 | 0.15 | 0.17 | 0.20 | 0.36 | 0.09 | 0.14 | 0.28 | 0.12 | 0.14 | 0.27 | 0.31 | 0.34 | 0.53 | 0.16 | 0.23 | 0.66 | 0.20 | 0.25 | 0.17 | 0.19 | 0.19 | 0.40 | 0.09 | 0.14 | 0.32 | 0.12 | 0.15 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 41

**Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Advisor doing what they said they would do.**

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

| | | Supplier | | | | | | | TESCO MOBILE | | | | | | | | | THREE | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 103 | 89* | 87* | 25** | 180 | 88* | 36* | 145 | 149 | 177 | 84* | 171 | 22** | 274 | 118 | 62* | 247 | 199 | 83* | 55* | 51* | 11** | 101 | 65* | 34* | 90* | 109 |
| 10 - Extremely satisfied | (10) | 123 | 48 | 118 | 77 | 100 | 24 | 84 | 27 | 18 | 16 | 16 | 68 | 6 | 3 | 57 | 19 | 37 | 22 | 34 | 7 | 95 | 3 | 2 | 81 | 19 | 5 | 9 | 9 | 1 | 24 | - | - | 21 | 3 |
| | | 19%e | 23%ef | 20%e | 25%abef | 22%ef | 12% | 16% | 26% | 20% | 18% | 64% | 38%FG | 7% | 8% | 39%l | 13% | 21% | 26% | 20% | 32% | 35%lm | 3% | 3% | 33%o | 10% | 6% | 16% | 18%p | 9% | 24%uv | - | - | 23%x | 3% |
| 9 - | (9) | 81 | 18 | 85 | 34 | 60 | 37 | 50 | 12 | 12 | 9 | 1 | 30 | 3 | 1 | 15 | 19 | 20 | 12 | 25 | 3 | 46 | 13 | 1 | 42 | 17 | 15 | 10 | 9 | 3 | 32 | 4 | 1 | 23 | 14 |
| | | 13% | 9% | 14%fz | 11% | 13% | 19%acfz | 9% | 12% | 13% | 10% | 4% | 17%FG | 3% | 3% | 10% | 13% | 11% | 14% | 15% | 14% | 17%m | 11%m | 2% | 17%o | 9% | 18% | 18% | 18% | 27% | 32%uv | 6% | 3% | 26%x | 13% |
| 8 - | (8) | 100 | 29 | 92 | 45 | 72 | 20 | 91 | 12 | 13 | 19 | 1 | 34 | 8 | 3 | 28 | 16 | 31 | 11 | 28 | 2 | 57 | 14 | 1 | 40 | 29 | 4 | 8 | 7 | 1 | 12 | 5 | 3 | 9 | 11 |
| | | 15% | 14% | 15% | 15% | 16%e | 10% | 17%e | 12% | 15% | 22% | 4% | 19%F | 9% | 8% | 19%l | 11% | 18% | 13% | 16% | 9% | 21%lm | 12%m | 2% | 16% | 15% | 5% | 15%p | 14% | 9% | 12% | 8% | 9% | 10% | 10% |
| 7 - | (7) | 99 | 35 | 77 | 38 | 54 | 43 | 77 | 14 | 12 | 9 | 3 | 19 | 16 | 3 | 18 | 18 | 19 | 12 | 20 | 3 | 35 | 16 | 3 | 28 | 26 | 20 | 12 | 9 | 2 | 19 | 20 | 4 | 14 | 28 |
| | | 15% | 17% | 13% | 13% | 12% | 22%abcdf | 14% | 14% | 13% | 10% | 12% | 11% | 18% | 8% | 12% | 12% | 11% | 14% | 12% | 14% | 13% | 14% | 5% | 11% | 13% | 24% | 22% | 18% | 18% | 19% | 31%v | 12% | 16% | 26% |
| 6 - | (6) | 79 | 26 | 67 | 37 | 39 | 14 | 44 | 12 | 12 | 12 | 1 | 16 | 19 | 2 | 10 | 26 | 20 | 9 | 10 | - | 14 | 23 | 2 | 21 | 17 | 7 | 5 | 1 | 1 | 4 | 9 | 1 | 10 | 4 |
| | | 12%ef | 13% | 11% | 12% | 9% | 7% | 8% | 12% | 13% | 14% | 4% | 9% | 22%EG | 6% | 7% | 17%H | 11% | 11% | 6% | - | 5% | 19%km | 3% | 9% | 9% | 8% | 9% | 2% | 9% | 4% | 14%t | 3% | 11%x | 4% |
| 5 - | (5) | 59 | 23 | 72 | 22 | 46 | 18 | 62 | 8 | 4 | 9 | 1 | 2 | 16 | 4 | 5 | 15 | 15 | 6 | 24 | 1 | 13 | 27 | 6 | 15 | 30 | 10 | 3 | 5 | - | 3 | 15 | - | 7 | 11 |
| | | 9% | 11% | 12%c | 7% | 10% | 9% | 12%c | 8% | 4% | 10% | 4% | 1% | 18%E | 11%E | 3% | 10%H | 8% | 7% | 14% | 5% | 5% | 23%km | 10% | 6% | 15%n | 12% | 5% | 10% | - | 3% | 23%tv | - | 8% | 10% |
| 4 - | (4) | 34 | 8 | 31 | 19 | 20 | 11 | 32 | 5 | 7 | 6 | 1 | 5 | 8 | 6 | 2 | 16 | 5 | 4 | 9 | 2 | 3 | 12 | 5 | 4 | 16 | 4 | 2 | 5 | - | 2 | 5 | 4 | 2 | 9 |
| | | 5% | 4% | 5% | 6% | 4% | 6% | 6% | 5% | 8% | 7% | 4% | 3% | 9%E | 17%E | 1% | 11%H | 3% | 5% | 5% | 9% | 1% | 10%k | 8%k | 2% | 8%n | 5% | 4% | 10% | - | 2% | 8% | 12%t | 2% | 8% |
| 3 - | (3) | 26 | 3 | 13 | 7 | 22 | 8 | 24 | 3 | 3 | 1 | - | - | 3 | 4 | 2 | 5 | 8 | 3 | 9 | 2 | 4 | 5 | 13 | 6 | 15 | 7 | 1 | - | - | 1 | 4 | 3 | 1 | 7 |
| | | 4% | 1% | 2% | 2% | 5%bz | 4% | 4%bz | 3% | 3% | 1% | - | - | 3%E | 11%E | 1% | 3% | 5% | 4% | 5% | 9% | 1% | 4% | 21%kl | 2% | 8%n | 8%f | 2% | - | - | 1% | 6% | 9%t | 1% | 6% |
| 2 - | (2) | 20 | 1 | 8 | 8 | 17 | 3 | 22 | 3 | 2 | 2 | 1 | - | 6 | 2 | 3 | 5 | 7 | 3 | 6 | 1 | 1 | 1 | 15 | 4 | 13 | 1 | - | 2 | - | 1 | - | 2 | - | 3 |
| | | 3%bz | * | 1% | 3% | 4%bz | 2% | 4%bz | 3% | 2% | 2% | 4% | - | 7%E | 6%E | 2% | 3% | 4% | 4% | 4% | 5% | * | 1% | 24%kl | 2% | 7%n | 1% | - | 4% | - | 1% | - | 6% | - | 3% |
| 1 - Extremely dissatisfied | (1) | 19 | 9 | 33 | 11 | 19 | 16 | 46 | 4 | 3 | 4 | - | 2 | 1 | 8 | 5 | 6 | 13 | 1 | 4 | 1 | 1 | 4 | 14 | 3 | 15 | 7 | 5 | 2 | 2 | 1 | 1 | 14 | 1 | 15 |
| | | 3% | 4% | 5%a | 4% | 4% | 8%acd | 9%abcdz | 4% | 3% | 5% | - | 1% | 1% | 22%EF | 3% | 4% | 7%hi | 1% | 2% | 5% | * | 3%k | 23%kl | 1% | 8%n | 8% | 9% | 4% | 18% | 1% | 2% | 41%tu | 1% | 14%w |
| Not applicable | | 7 | 7 | 8 | 6 | 5 | 6 | 3 | 3 | 3 | - | - | 4 | 2 | - | - | 4 | 2 | 1 | 2 | - | 5 | - | - | 3 | 2 | 3 | - | 2 | 1 | 2 | 2 | 2 | 2 | 4 |
| | | 1% | 3%adf | 1% | 2% | 1% | 3%f | 1% | 3% | 3% | - | - | 2% | 2% | - | - | 3%H | 1% | 1% | 1% | - | 2% | - | - | 1% | 1% | 4% | - | 4% | 9% | 2% | 3% | 6% | 2% | 4% |
| NET: Dissatisfied | (1-3) | 65 | 13 | 54 | 26 | 58 | 27 | 92 | 10 | 8 | 7 | 1 | 2 | 10 | 14 | 10 | 16 | 28 | 7 | 19 | 4 | 6 | 10 | 42 | 13 | 43 | 15 | 6 | 4 | 2 | 3 | 5 | 19 | 2 | 25 |
| | | 10% | 6% | 9% | 9% | 13%bz | 14%z | 17%abcz | 10% | 9% | 8% | 4% | 1% | 11%E | 39%EF | 7% | 11% | 16% | 8% | 11% | 18% | 2% | 8%k | 68%kl | 5% | 22%n | 18% | 11% | 8% | 18% | 3% | 8% | 56%tu | 2% | 23%w |
| NET: Neutral | (4-6) | 172 | 57 | 170 | 78 | 105 | 43 | 138 | 25 | 23 | 27 | 3 | 23 | 43 | 12 | 17 | 57 | 40 | 19 | 43 | 3 | 30 | 62 | 13 | 40 | 63 | 21 | 10 | 11 | 1 | 9 | 29 | 5 | 19 | 24 |
| | | 27% | 28% | 28% | 26% | 23% | 22% | 26% | 24% | 26% | 31% | 12% | 13% | 49%E | 33%E | 12% | 38%H | 23% | 23% | 25% | 14% | 11% | 53%km | 21%k | 16% | 32%n | 25% | 18% | 22% | 9% | 9% | 45%tv | 15% | 21% | 22% |
| NET: Satisfied | (7-10) | 403 | 130 | 372 | 194 | 286 | 124 | 302 | 65 | 55 | 53 | 21 | 151 | 33 | 10 | 118 | 72 | 107 | 57 | 107 | 15 | 233 | 46 | 7 | 191 | 91 | 44 | 39 | 34 | 7 | 87 | 29 | 8 | 67 | 56 |
| | | 62%f | 63% | 62% | 64%f | 63%f | 62% | 56% | 63% | 62% | 61% | 84% | 84%FG | 38% | 28% | 81%l | 48% | 60% | 68% | 63% | 68% | 85%lm | 39%m | 11% | 77%o | 46% | 53% | 71%p | 67% | 64% | 86%uv | 45%v | 24% | 74%x | 51% |
| Mean score | | 7.02f | 7.21ef | 7.04f | 7.24ef | 7.03f | 6.69 | 6.43 | 7.23 | 7.12 | 6.99 | 8.60 | 8.43FG | 5.94G | 4.56 | 8.03l | 6.49 | 6.84 | 7.42 | 7.03 | 7.09 | 8.33lm | 6.04m | 3.27 | 7.99o | 5.88 | 6.19 | 7.07 | 7.08 | 6.70 | 8.18uv | 6.00v | 3.44 | 7.69x | 5.69 |
| Standard error | | 0.10 | 0.17 | 0.10 | 0.14 | 0.12 | 0.19 | 0.12 | 0.26 | 0.27 | 0.26 | 0.45 | 0.13 | 0.22 | 0.48 | 0.19 | 0.20 | 0.21 | 0.26 | 0.19 | 0.64 | 0.11 | 0.19 | 0.29 | 0.14 | 0.19 | 0.29 | 0.35 | 0.36 | 1.02 | 0.18 | 0.21 | 0.49 | 0.21 | 0.27 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 42

**Q10F: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Advisor doing what they said they would do.**

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

| | | Supplier | | | | | | | VODAFONE | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | Issue | | | | Satisfaction | | | Resolved | |
| | | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) |
| Total | | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 275 | 81* | 143 | 36* | 279 | 164 | 92* | 282 | 246 |
| 10 - Extremely satisfied | (10) | 123 | 48 | 118 | 77 | 100 | 24 | 84 | 46 | 12 | 21 | 5 | 75 | 8 | 1 | 72 | 11 |
| | | 19%e | 23%e | 20%e | 25%abe | 22%e | 12% | 16% | 17% | 15% | 15% | 14% | 27%lm | 5% | 1% | 26%o | 4% |
| 9 - | (9) | 81 | 18 | 85 | 34 | 60 | 37 | 50 | 21 | 8 | 14 | 7 | 43 | 4 | 3 | 42 | 8 |
| | | 13% | 9% | 14%z | 11% | 13% | 19%acz | 9% | 8% | 10% | 10% | 19%g | 15%lm | 2% | 3% | 15%o | 3% |
| 8 - | (8) | 100 | 29 | 92 | 45 | 72 | 20 | 91 | 41 | 15 | 31 | 4 | 64 | 25 | 2 | 57 | 33 |
| | | 15% | 14% | 15% | 15% | 16%e | 10% | 17% | 15% | 19% | 22% | 11% | 23%m | 15%m | 2% | 20%o | 13% |
| 7 - | (7) | 99 | 35 | 77 | 38 | 54 | 43 | 77 | 37 | 13 | 20 | 7 | 53 | 22 | 2 | 42 | 33 |
| | | 15% | 17% | 13% | 13% | 12% | 22%abcd | 14% | 13% | 16% | 14% | 19% | 19%m | 13%m | 2% | 15% | 13% |
| 6 - | (6) | 79 | 26 | 67 | 37 | 39 | 14 | 44 | 17 | 10 | 16 | 1 | 21 | 23 | - | 17 | 27 |
| | | 12%e | 13% | 11% | 12% | 9% | 7% | 8% | 6% | 12% | 11% | 3% | 8%m | 14%km | - | 6% | 11%n |
| 5 - | (5) | 59 | 23 | 72 | 22 | 46 | 18 | 62 | 29 | 9 | 18 | 6 | 14 | 40 | 8 | 19 | 42 |
| | | 9% | 11% | 12%c | 7% | 10% | 9% | 12% | 11% | 11% | 13% | 17% | 5% | 24%km | 9% | 7% | 17%n |
| 4 - | (4) | 34 | 8 | 31 | 19 | 20 | 11 | 32 | 17 | 3 | 8 | 4 | 1 | 20 | 11 | 10 | 22 |
| | | 5% | 4% | 5% | 6% | 4% | 6% | 6% | 6% | 4% | 6% | 11% | * | 12%k | 12%k | 4% | 9%n |
| 3 - | (3) | 26 | 3 | 13 | 7 | 22 | 8 | 24 | 16 | 4 | 3 | 1 | 3 | 11 | 10 | 8 | 16 |
| | | 4% | 1% | 2% | 2% | 5%bz | 4% | 4% | 6% | 5% | 2% | 3% | 1% | 7%k | 11%k | 3% | 7%n |
| 2 - | (2) | 20 | 1 | 8 | 8 | 17 | 3 | 22 | 13 | 3 | 5 | 1 | 1 | 6 | 15 | 3 | 19 |
| | | 3%bz | * | 1% | 3% | 4%bz | 2% | 4% | 5% | 4% | 3% | 3% | * | 4%k | 16%kl | 1% | 8%n |
| 1 - Extremely dissatisfied | (1) | 19 | 9 | 33 | 11 | 19 | 16 | 46 | 36 | 4 | 6 | - | 3 | 4 | 39 | 11 | 34 |
| | | 3% | 4% | 5%a | 4% | 4% | 8%acd | 9% | 13%hij | 5% | 4% | - | 1% | 2% | 42%kl | 4% | 14%n |
| Not applicable | | 7 | 7 | 8 | 6 | 5 | 6 | 3 | 2 | - | 1 | - | 1 | 1 | 1 | 1 | 1 |
| | | 1% | 3%ad | 1% | 2% | 1% | 3% | 1% | 1% | - | 1% | - | * | 1% | 1% | * | * |
| NET: Dissatisfied | (1-3) | 65 | 13 | 54 | 26 | 58 | 27 | 92 | 65 | 11 | 14 | 2 | 7 | 21 | 64 | 22 | 69 |
| | | 10% | 6% | 9% | 9% | 13%bz | 14%z | 17% | 24%ij | 14% | 10% | 6% | 3% | 13%k | 70%kl | 8% | 28%n |
| NET: Neutral | (4-6) | 172 | 57 | 170 | 78 | 105 | 43 | 138 | 63 | 22 | 42 | 11 | 36 | 83 | 19 | 46 | 91 |
| | | 27% | 28% | 28% | 26% | 23% | 22% | 26% | 23% | 27% | 29% | 31% | 13% | 51%km | 21% | 16% | 37%n |
| NET: Satisfied | (7-10) | 403 | 130 | 372 | 194 | 286 | 124 | 302 | 145 | 48 | 86 | 23 | 235 | 59 | 8 | 213 | 85 |
| | | 62% | 63% | 62% | 64% | 63% | 62% | 56% | 53% | 59% | 60% | 64% | 84%lm | 36%m | 9% | 76%o | 35% |
| Mean score | | 7.02 | 7.21e | 7.04 | 7.24e | 7.03 | 6.69 | 6.43 | 6.08 | 6.69 | 6.81g | 6.97 | 8.04lm | 5.75m | 2.75 | 7.57o | 5.13 |
| Standard error | | 0.10 | 0.17 | 0.10 | 0.14 | 0.12 | 0.19 | 0.12 | 0.18 | 0.28 | 0.20 | 0.38 | 0.11 | 0.16 | 0.23 | 0.14 | 0.17 |

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

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 43

**Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Logging of query details to avoid having to repeat yourself.**

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

| | | Supplier | | | | | | | EE | | | | | | | | | GIFFGAFF | | | | | | | | | O2 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 300 | 162 | 157 | 28** | 379 | 184 | 84* | 340 | 296 | 72* | 54* | 58* | 23** | 134 | 50* | 23** | 114 | 89* | 238 | 145 | 179 | 42* | 355 | 183 | 66* | 337 | 260 |
| 10 - Extremely satisfied | (10) | 123 | 38 | 108 | 56 | 83 | 28 | 80 | 59 | 27 | 27 | 10 | 114 | 5 | 4 | 95 | 26 | 15 | 9 | 5 | 9 | 36 | 1 | 1 | 32 | 4 | 39 | 22 | 38 | 9 | 101 | 5 | 2 | 93 | 15 |
| | | 19% | 18% | 18% | 18% | 18% | 14% | 15% | 20% | 17% | 17% | 36% | 30%lm | 3% | 5% | 28%o | 9% | 21% | 17% | 9% | 39% | 27%F | 2% | 4% | 28%l | 4% | 16% | 15% | 21% | 21% | 28%uv | 3% | 3% | 28%x | 6% |
| 9 - | (9) | 80 | 33 | 62 | 47 | 55 | 21 | 48 | 42 | 20 | 16 | 2 | 70 | 9 | 1 | 58 | 22 | 15 | 9 | 7 | 2 | 27 | 5 | 1 | 22 | 11 | 25 | 17 | 16 | 4 | 55 | 6 | 1 | 46 | 16 |
| | | 12% | 16%bf | 10% | 15%bf | 12% | 11% | 9% | 14% | 12% | 10% | 7% | 18%lm | 5% | 1% | 17%o | 7% | 21% | 17% | 12% | 9% | 20% | 10% | 4% | 19% | 12% | 11% | 12% | 9% | 10% | 15%uv | 3% | 2% | 14%x | 6% |
| 8 - | (8) | 91 | 28 | 94 | 45 | 76 | 30 | 87 | 39 | 29 | 23 | - | 71 | 16 | 4 | 53 | 37 | 9 | 7 | 10 | 2 | 22 | 4 | 2 | 15 | 13 | 40 | 26 | 23 | 5 | 71 | 18 | 5 | 59 | 35 |
| | | 14% | 14% | 16% | 15% | 17% | 15% | 16% | 13% | 18% | 15% | - | 19%lm | 9% | 5% | 16% | 13% | 13% | 13% | 17% | 9% | 16% | 8% | 9% | 13% | 15% | 17% | 18% | 13% | 12% | 20%uv | 10% | 8% | 18% | 13% |
| 7 - | (7) | 86 | 27 | 90 | 35 | 52 | 23 | 76 | 39 | 25 | 17 | 5 | 51 | 27 | 8 | 44 | 41 | 9 | 9 | 6 | 3 | 19 | 7 | 1 | 16 | 11 | 30 | 25 | 29 | 6 | 51 | 37 | 2 | 49 | 40 |
| | | 13% | 13% | 15% | 12% | 11% | 12% | 14% | 13% | 15% | 11% | 18% | 13% | 15% | 10% | 13% | 14% | 13% | 17% | 10% | 13% | 14% | 14% | 4% | 14% | 12% | 13% | 17% | 16% | 14% | 14%v | 20%v | 3% | 15% | 15% |
| 6 - | (6) | 76 | 30 | 71 | 36 | 43 | 30 | 50 | 29 | 19 | 22 | 6 | 32 | 33 | 11 | 32 | 43 | 9 | 7 | 12 | 2 | 14 | 14 | 2 | 14 | 16 | 25 | 22 | 20 | 4 | 33 | 33 | 5 | 35 | 35 |
| | | 12% | 14%f | 12% | 12% | 9% | 15%df | 9% | 10% | 12% | 14% | 21% | 8% | 18%k | 13% | 9% | 15%n | 13% | 13% | 21% | 9% | 10% | 28%E | 9% | 12% | 18% | 11% | 15% | 11% | 10% | 9% | 18%tv | 8% | 10% | 13% |
| 5 - | (5) | 73 | 20 | 64 | 41 | 45 | 22 | 54 | 31 | 20 | 20 | 2 | 20 | 38 | 15 | 24 | 49 | 9 | 4 | 6 | 1 | 9 | 9 | 2 | 9 | 9 | 25 | 16 | 18 | 5 | 20 | 38 | 6 | 22 | 40 |
| | | 11% | 10% | 11% | 13% | 10% | 11% | 10% | 10% | 12% | 13% | 7% | 5% | 21%k | 18%k | 7% | 17%n | 13% | 7% | 10% | 4% | 7% | 18%E | 9% | 8% | 10% | 11% | 11% | 10% | 12% | 6% | 21%tv | 9% | 7% | 15%w |
| 4 - | (4) | 42 | 8 | 33 | 11 | 26 | 8 | 27 | 21 | 8 | 13 | - | 8 | 22 | 12 | 16 | 24 | - | 4 | 3 | 1 | 1 | 4 | 3 | - | 8 | 15 | 6 | 11 | 1 | 7 | 20 | 6 | 9 | 24 |
| | | 6% | 4% | 5% | 4% | 6% | 4% | 5% | 7% | 5% | 8% | - | 2% | 12%k | 14%k | 5% | 8% | - | 7%A | 5% | 4% | 1% | 8%E | 13% | - | 9%H | 6% | 4% | 6% | 2% | 2% | 11%t | 9%t | 3% | 9%w |
| 3 - | (3) | 29 | 5 | 23 | 9 | 15 | 8 | 25 | 17 | 5 | 6 | 1 | 5 | 17 | 7 | 7 | 21 | 1 | 1 | 2 | 1 | 1 | 3 | 1 | - | 5 | 9 | 5 | 9 | - | 6 | 11 | 6 | 6 | 17 |
| | | 4% | 2% | 4% | 3% | 3% | 4% | 5% | 6% | 3% | 4% | 4% | 1% | 9%k | 8%k | 2% | 7%n | 1% | 2% | 3% | 4% | 1% | 6%E | 4% | - | 6%H | 4% | 3% | 5% | - | 2% | 6%t | 9%t | 2% | 7%w |
| 2 - | (2) | 13 | 3 | 11 | 5 | 18 | 3 | 23 | 7 | 3 | 3 | - | 1 | 7 | 5 | 4 | 9 | - | 1 | 2 | - | 1 | 1 | 1 | 2 | 1 | 4 | 4 | 3 | - | 2 | 4 | 5 | 2 | 9 |
| | | 2% | 1% | 2% | 2% | 4%b | 2% | 4%abc | 2% | 2% | 2% | - | * | 4%k | 6%k | 1% | 3% | - | 2% | 3% | - | 1% | 2% | 4% | 2% | 1% | 2% | 3% | 2% | - | 1% | 2% | 8%tu | 1% | 3%w |
| 1 - Extremely dissatisfied | (1) | 22 | 9 | 34 | 14 | 30 | 21 | 49 | 13 | 2 | 7 | - | 2 | 6 | 14 | 3 | 18 | 2 | 1 | 4 | 2 | 2 | 1 | 6 | 2 | 7 | 24 | 2 | 6 | 2 | 1 | 7 | 26 | 11 | 22 |
| | | 3% | 4% | 6% | 5% | 7%a | 11%abcz | 9%abcz | 4% | 1% | 4% | - | 1% | 3%k | 17%kl | 1% | 6%n | 3% | 2% | 7% | 9% | 1% | 2% | 26% | 2% | 8%H | 10%qr | 1% | 3% | 5% | * | 4%t | 39%tu | 3% | 8%w |
| Not applicable | | 12 | 6 | 14 | 5 | 11 | 6 | 16 | 3 | 4 | 3 | 2 | 5 | 4 | 3 | 4 | 6 | 3 | 2 | 1 | - | 2 | 1 | 3 | 2 | 4 | 2 | - | 6 | 6 | 8 | 4 | 2 | 5 | 7 |
| | | 2% | 3% | 2% | 2% | 2% | 3% | 3% | 1% | 2% | 2% | 7% | 1% | 2% | 4% | 1% | 2% | 4% | 4% | 2% | - | 1% | 2% | 13% | 2% | 4% | 1% | - | 3%q | 14%pqr | 2% | 2% | 3% | 1% | 3% |
| NET: Dissatisfied | (1-3) | 64 | 17 | 68 | 28 | 63 | 32 | 97 | 37 | 10 | 16 | 1 | 8 | 30 | 26 | 14 | 48 | 3 | 3 | 8 | 3 | 4 | 5 | 8 | 4 | 13 | 37 | 11 | 18 | 2 | 9 | 22 | 37 | 19 | 48 |
| | | 10% | 8% | 11% | 9% | 14%az | 16%acz | 18%abcz | 12%h | 6% | 10% | 4% | 2% | 16%k | 31%kl | 4% | 16%n | 4% | 6% | 14% | 13% | 3% | 10% | 35% | 4% | 15%H | 16%q | 8% | 10% | 5% | 3% | 12%t | 56%tu | 6% | 18%w |
| NET: Neutral | (4-6) | 191 | 58 | 168 | 88 | 114 | 60 | 131 | 81 | 47 | 55 | 8 | 60 | 93 | 38 | 72 | 116 | 18 | 15 | 21 | 4 | 24 | 27 | 7 | 23 | 33 | 65 | 44 | 49 | 10 | 60 | 91 | 17 | 66 | 99 |
| | | 30% | 28% | 28% | 29% | 25% | 30% | 24% | 27% | 29% | 35% | 29% | 16% | 51%k | 45%k | 21% | 39%n | 25% | 28% | 36% | 17% | 18% | 54%E | 30% | 20% | 37%H | 27% | 30% | 27% | 24% | 17% | 50%tv | 26% | 20% | 38%w |
| NET: Satisfied | (7-10) | 380 | 126 | 354 | 183 | 266 | 102 | 291 | 179 | 101 | 83 | 17 | 306 | 57 | 17 | 250 | 126 | 48 | 34 | 28 | 16 | 104 | 17 | 5 | 85 | 39 | 134 | 90 | 106 | 24 | 278 | 66 | 10 | 247 | 106 |
| | | 59% | 61%e | 59% | 60%e | 59% | 51% | 54% | 60% | 62% | 53% | 61% | 81%lm | 31% | 20% | 74%o | 43% | 67%C | 63% | 48% | 70% | 78%F | 34% | 22% | 75%l | 44% | 56% | 62% | 59% | 57% | 78%uv | 36%v | 15% | 73%x | 41% |
| Mean score | | 6.94ef | 7.12ef | 6.82f | 7.04ef | 6.76f | 6.41 | 6.37 | 6.88 | 7.13 | 6.70 | 7.77 | 8.12lm | 5.53m | 4.58 | 7.77o | 6.00 | 7.59C | 7.19 | 6.37 | 7.43 | 7.97F | 5.98 | 4.35 | 7.90l | 6.08 | 6.52 | 7.01 | 6.96 | 7.31 | 8.01uv | 5.72v | 3.45 | 7.67x | 5.74 |
| Standard error | | 0.10 | 0.17 | 0.10 | 0.14 | 0.13 | 0.20 | 0.12 | 0.15 | 0.17 | 0.20 | 0.42 | 0.10 | 0.15 | 0.27 | 0.12 | 0.14 | 0.26 | 0.31 | 0.33 | 0.61 | 0.17 | 0.27 | 0.67 | 0.19 | 0.27 | 0.18 | 0.18 | 0.19 | 0.40 | 0.10 | 0.15 | 0.34 | 0.12 | 0.15 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 44

**Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Logging of query details to avoid having to repeat yourself.**

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

| | | Supplier | | | | | | | TESCO MOBILE | | | | | | | | | THREE | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 103 | 89* | 87* | 25** | 180 | 88* | 36* | 145 | 149 | 177 | 84* | 171 | 22** | 274 | 118 | 62* | 247 | 199 | 83* | 55* | 51* | 11** | 101 | 65* | 34* | 90* | 109 |
| 10 - Extremely satisfied | (10) | 123 | 38 | 108 | 56 | 83 | 28 | 80 | 18 | 12 | 14 | 12 | 51 | 4 | 1 | 40 | 16 | 28 | 18 | 29 | 8 | 80 | 1 | 2 | 71 | 11 | 6 | 8 | 12 | 2 | 26 | 2 | - | 23 | 5 |
| | | 19% | 18% | 18% | 18% | 18% | 14% | 15% | 17% | 13% | 16% | 48% | 28%FG | 5% | 3% | 28%l | 11% | 16% | 21% | 17% | 36% | 29%lm | 1% | 3% | 29%o | 6% | 7% | 15% | 24%p | 18% | 26%uv | 3% | - | 26%x | 5% |
| 9 - | (9) | 80 | 33 | 62 | 47 | 55 | 21 | 48 | 15 | 16 | 13 | 3 | 40 | 6 | 1 | 30 | 17 | 24 | 10 | 21 | - | 48 | 6 | 1 | 37 | 18 | 5 | 11 | 4 | 1 | 20 | - | 1 | 16 | 5 |
| | | 12% | 16%bf | 10% | 15%bf | 12% | 11% | 9% | 15% | 18% | 15% | 12% | 22%FG | 7% | 3% | 21%l | 11% | 14% | 12% | 12% | - | 18%lm | 5% | 2% | 15% | 9% | 6% | 20%p | 8% | 9% | 20%uv | - | 3% | 18%x | 5% |
| 8 - | (8) | 91 | 28 | 94 | 45 | 76 | 30 | 87 | 14 | 14 | 14 | 3 | 38 | 5 | 2 | 23 | 19 | 31 | 14 | 30 | 1 | 55 | 16 | 5 | 49 | 25 | 14 | 7 | 7 | 2 | 22 | 4 | 4 | 12 | 18 |
| | | 14% | 14% | 16% | 15% | 17% | 15% | 16% | 14% | 16% | 16% | 12% | 21%FG | 6% | 6% | 16% | 13% | 18% | 17% | 18% | 5% | 20%m | 14% | 8% | 20%o | 13% | 17% | 13% | 14% | 18% | 22%u | 6% | 12% | 13% | 17% |
| 7 - | (7) | 86 | 27 | 90 | 35 | 52 | 23 | 76 | 13 | 9 | 11 | 2 | 21 | 14 | - | 16 | 19 | 19 | 11 | 18 | 4 | 36 | 16 | - | 25 | 27 | 12 | 7 | 4 | - | 13 | 9 | 1 | 10 | 12 |
| | | 13% | 13% | 15% | 12% | 11% | 12% | 14% | 13% | 10% | 13% | 8% | 12%G | 16%G | - | 11% | 13% | 11% | 13% | 11% | 18% | 13%m | 14%m | - | 10% | 14% | 14% | 13% | 8% | - | 13% | 14% | 3% | 11% | 11% |
| 6 - | (6) | 76 | 30 | 71 | 36 | 43 | 30 | 50 | 11 | 9 | 14 | 2 | 12 | 17 | 7 | 9 | 26 | 14 | 11 | 18 | - | 19 | 23 | 1 | 20 | 21 | 11 | 7 | 10 | 2 | 12 | 17 | 1 | 11 | 19 |
| | | 12% | 14%f | 12% | 12% | 9% | 15%df | 9% | 11% | 10% | 16% | 8% | 7% | 19%E | 19%E | 6% | 17%H | 8% | 13% | 11% | - | 7% | 19%km | 2% | 8% | 11% | 13% | 13% | 20% | 18% | 12% | 26%tv | 3% | 12% | 17% |
| 5 - | (5) | 73 | 20 | 64 | 41 | 45 | 22 | 54 | 17 | 14 | 8 | 2 | 9 | 24 | 8 | 12 | 24 | 17 | 5 | 19 | 4 | 12 | 30 | 3 | 19 | 25 | 10 | 8 | 4 | - | 5 | 15 | 2 | 9 | 13 |
| | | 11% | 10% | 11% | 13% | 10% | 11% | 10% | 17% | 16% | 9% | 8% | 5% | 27%E | 22%E | 8% | 16%H | 10% | 6% | 11% | 18% | 4% | 25%km | 5% | 8% | 13% | 12% | 15% | 8% | - | 5% | 23%tv | 6% | 10% | 12% |
| 4 - | (4) | 42 | 8 | 33 | 11 | 26 | 8 | 27 | 3 | 2 | 6 | - | 2 | 7 | 2 | 3 | 8 | 9 | 7 | 10 | - | 10 | 11 | 5 | 9 | 16 | 7 | 1 | - | - | - | 7 | 1 | 3 | 5 |
| | | 6% | 4% | 5% | 4% | 6% | 4% | 5% | 3% | 2% | 7% | - | 1% | 8%E | 6% | 2% | 5% | 5% | 8% | 6% | - | 4% | 9%k | 8% | 4% | 8%n | 8%r | 2% | - | - | - | 11%t | 3% | 3% | 5% |
| 3 - | (3) | 29 | 5 | 23 | 9 | 15 | 8 | 25 | 5 | 3 | 1 | - | 2 | 4 | 3 | 3 | 6 | 3 | 1 | 9 | 2 | 3 | 6 | 6 | 3 | 12 | 3 | 1 | 3 | 1 | 1 | 3 | 4 | 2 | 6 |
| | | 4% | 2% | 4% | 3% | 3% | 4% | 5% | 5% | 3% | 1% | - | 1% | 5% | 8%E | 2% | 4% | 2% | 1% | 5% | 9% | 1% | 5%k | 10%k | 1% | 6%n | 4% | 2% | 6% | 9% | 1% | 5% | 12%t | 2% | 6% |
| 2 - | (2) | 13 | 3 | 11 | 5 | 18 | 3 | 23 | - | 3 | 2 | - | 1 | 1 | 3 | 1 | 4 | 9 | 4 | 5 | - | - | 3 | 15 | 3 | 15 | 1 | - | 1 | 1 | 1 | 1 | 1 | 2 | 1 |
| | | 2% | 1% | 2% | 2% | 4%b | 2% | 4%abc | - | 3% | 2% | - | 1% | 1% | 8%EF | 1% | 3% | 5% | 5% | 3% | - | - | 3%k | 24%kl | 1% | 8%n | 1% | - | 2% | 9% | 1% | 2% | 3% | 2% | 1% |
| 1 - Extremely dissatisfied | (1) | 22 | 9 | 34 | 14 | 30 | 21 | 49 | 5 | 5 | 3 | 1 | 1 | 4 | 9 | 6 | 8 | 18 | 2 | 9 | 1 | 3 | 5 | 22 | 4 | 25 | 10 | 5 | 4 | 2 | - | 3 | 18 | 1 | 20 |
| | | 3% | 4% | 6% | 5% | 7%a | 11%abcz | 9%abcz | 5% | 6% | 3% | 4% | 1% | 5%E | 25%EF | 4% | 5% | 10%h | 2% | 5% | 5% | 1% | 4%k | 35%kl | 2% | 13%n | 12% | 9% | 8% | 18% | - | 5%t | 53%tu | 1% | 18%w |
| Not applicable | | 12 | 6 | 14 | 5 | 11 | 6 | 16 | 2 | 2 | 1 | - | 3 | 2 | - | 2 | 2 | 5 | 1 | 3 | 2 | 8 | 1 | 2 | 7 | 4 | 4 | - | 2 | - | 1 | 4 | 1 | 1 | 5 |
| | | 2% | 3% | 2% | 2% | 2% | 3% | 3% | 2% | 2% | 1% | - | 2% | 2% | - | 1% | 1% | 3% | 1% | 2% | 9% | 3% | 1% | 3% | 3% | 2% | 5% | - | 4% | - | 1% | 6% | 3% | 1% | 5% |
| NET: Dissatisfied | (1-3) | 64 | 17 | 68 | 28 | 63 | 32 | 97 | 10 | 11 | 6 | 1 | 4 | 9 | 15 | 10 | 18 | 30 | 7 | 23 | 3 | 6 | 14 | 43 | 10 | 52 | 14 | 6 | 8 | 4 | 2 | 7 | 23 | 5 | 27 |
| | | 10% | 8% | 11% | 9% | 14%az | 16%acz | 18%abcz | 10% | 12% | 7% | 4% | 2% | 10%E | 42%EF | 7% | 12% | 17% | 8% | 13% | 14% | 2% | 12%k | 69%kl | 4% | 26%n | 17% | 11% | 16% | 36% | 2% | 11%t | 68%tu | 6% | 25%w |
| NET: Neutral | (4-6) | 191 | 58 | 168 | 88 | 114 | 60 | 131 | 31 | 25 | 28 | 4 | 23 | 48 | 17 | 24 | 58 | 40 | 23 | 47 | 4 | 41 | 64 | 9 | 48 | 62 | 28 | 16 | 14 | 2 | 17 | 39 | 4 | 23 | 37 |
| | | 30% | 28% | 28% | 29% | 25% | 30% | 24% | 30% | 28% | 32% | 16% | 13% | 55%E | 47%E | 17% | 39%H | 23% | 27% | 27% | 18% | 15% | 54%km | 15% | 19% | 31%n | 34% | 29% | 27% | 18% | 17% | 60%tv | 12% | 26% | 34% |
| NET: Satisfied | (7-10) | 380 | 126 | 354 | 183 | 266 | 102 | 291 | 60 | 51 | 52 | 20 | 150 | 29 | 4 | 109 | 71 | 102 | 53 | 98 | 13 | 219 | 39 | 8 | 182 | 81 | 37 | 33 | 27 | 5 | 81 | 15 | 6 | 61 | 40 |
| | | 59% | 61%e | 59% | 60%e | 59% | 51% | 54% | 58% | 57% | 60% | 80% | 83%FG | 33%G | 11% | 75%l | 48% | 58% | 63% | 57% | 59% | 80%lm | 33%m | 13% | 74%o | 41% | 45% | 60% | 53% | 45% | 80%uv | 23% | 18% | 68%x | 37% |
| Mean score | | 6.94ef | 7.12ef | 6.82f | 7.04ef | 6.76f | 6.41 | 6.37 | 6.94 | 6.79 | 7.02 | 8.32 | 8.22FG | 5.81G | 4.14 | 7.76l | 6.39 | 6.55 | 7.12 | 6.75 | 7.15 | 8.08lm | 5.68m | 3.00 | 7.83o | 5.47 | 5.90 | 6.87p | 6.84 | 5.82 | 8.09uv | 5.48v | 3.03 | 7.57x | 5.40 |
| Standard error | | 0.10 | 0.17 | 0.10 | 0.14 | 0.13 | 0.20 | 0.12 | 0.24 | 0.28 | 0.25 | 0.46 | 0.13 | 0.22 | 0.42 | 0.20 | 0.20 | 0.22 | 0.27 | 0.20 | 0.64 | 0.12 | 0.18 | 0.33 | 0.14 | 0.20 | 0.30 | 0.35 | 0.40 | 1.06 | 0.17 | 0.23 | 0.48 | 0.24 | 0.27 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 45

**Q10G: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Logging of query details to avoid having to repeat yourself.**

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

| | | Supplier | | | | | | | VODAFONE | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | Issue | | | | Satisfaction | | | Resolved | |
| | | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) |
| Total | | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 275 | 81* | 143 | 36* | 279 | 164 | 92* | 282 | 246 |
| 10 - Extremely satisfied | (10) | 123<br>*19%* | 38<br>*18%* | 108<br>*18%* | 56<br>*18%* | 83<br>*18%* | 28<br>*14%* | 80<br>*15%* | 40<br>*15%* | 12<br>*15%* | 23<br>*16%* | 5<br>*14%* | 70<br>*25%lm* | 8<br>*5%* | 2<br>*2%* | 67<br>*24%o* | 12<br>*5%* |
| 9 - | (9) | 80<br>*12%* | 33<br>*16%b* | 62<br>*10%* | 47<br>*15%b* | 55<br>*12%* | 21<br>*11%* | 48<br>*9%* | 27<br>*10%* | 7<br>*9%* | 11<br>*8%* | 3<br>*8%* | 41<br>*15%lm* | 6<br>*4%* | 1<br>*1%* | 37<br>*13%o* | 11<br>*4%* |
| 8 - | (8) | 91<br>*14%* | 28<br>*14%* | 94<br>*16%* | 45<br>*15%* | 76<br>*17%* | 30<br>*15%* | 87<br>*16%* | 38<br>*14%* | 18<br>*22%* | 25<br>*17%* | 6<br>*17%* | 66<br>*24%lm* | 19<br>*12%m* | 2<br>*2%* | 55<br>*20%o* | 31<br>*13%* |
| 7 - | (7) | 86<br>*13%* | 27<br>*13%* | 90<br>*15%* | 35<br>*12%* | 52<br>*11%* | 23<br>*12%* | 76<br>*14%* | 40<br>*15%* | 10<br>*12%* | 22<br>*15%* | 4<br>*11%* | 49<br>*18%m* | 23<br>*14%m* | 4<br>*4%* | 45<br>*16%* | 31<br>*13%* |
| 6 - | (6) | 76<br>*12%* | 30<br>*14%* | 71<br>*12%* | 36<br>*12%* | 43<br>*9%* | 30<br>*15%d* | 50<br>*9%* | 23<br>*8%* | 12<br>*15%* | 12<br>*8%* | 3<br>*8%* | 16<br>*6%* | 30<br>*18%km* | 4<br>*4%* | 14<br>*5%* | 34<br>*14%n* |
| 5 - | (5) | 73<br>*11%* | 20<br>*10%* | 64<br>*11%* | 41<br>*13%* | 45<br>*10%* | 22<br>*11%* | 54<br>*10%* | 27<br>*10%* | 7<br>*9%* | 13<br>*9%* | 7<br>*19%* | 14<br>*5%* | 29<br>*18%k* | 11<br>*12%k* | 23<br>*8%* | 31<br>*13%* |
| 4 - | (4) | 42<br>*6%* | 8<br>*4%* | 33<br>*5%* | 11<br>*4%* | 26<br>*6%* | 8<br>*4%* | 27<br>*5%* | 10<br>*4%* | 5<br>*6%* | 9<br>*6%* | 3<br>*8%* | 5<br>*2%* | 17<br>*10%k* | 5<br>*5%* | 6<br>*2%* | 20<br>*8%n* |
| 3 - | (3) | 29<br>*4%* | 5<br>*2%* | 23<br>*4%* | 9<br>*3%* | 15<br>*3%* | 8<br>*4%* | 25<br>*5%* | 12<br>*4%* | 3<br>*4%* | 8<br>*6%* | 2<br>*6%* | 3<br>*1%* | 10<br>*6%k* | 12<br>*13%k* | 8<br>*3%* | 17<br>*7%n* |
| 2 - | (2) | 13<br>*2%* | 3<br>*1%* | 11<br>*2%* | 5<br>*2%* | 18<br>*4%b* | 3<br>*2%* | 23<br>*4%* | 15<br>*5%* | 1<br>*1%* | 6<br>*4%* | 1<br>*3%* | 2<br>*1%* | 11<br>*7%k* | 10<br>*11%k* | 8<br>*3%* | 15<br>*6%* |
| 1 - Extremely dissatisfied | (1) | 22<br>*3%* | 9<br>*4%* | 34<br>*6%* | 14<br>*5%* | 30<br>*7%a* | 21<br>*11%abcz* | 49<br>*9%* | 36<br>*13%hi* | 4<br>*5%* | 8<br>*6%* | 1<br>*3%* | 4<br>*1%* | 6<br>*4%* | 39<br>*42%kl* | 11<br>*4%* | 37<br>*15%n* |
| Not applicable | | 12<br>*2%* | 6<br>*3%* | 14<br>*2%* | 5<br>*2%* | 11<br>*2%* | 6<br>*3%* | 16<br>*3%* | 7<br>*3%* | 2<br>*2%* | 6<br>*4%* | 1<br>*3%* | 9<br>*3%* | 5<br>*3%* | 2<br>*2%* | 8<br>*3%* | 7<br>*3%* |
| NET: Dissatisfied | (1-3) | 64<br>*10%* | 17<br>*8%* | 68<br>*11%* | 28<br>*9%* | 63<br>*14%az* | 32<br>*16%acz* | 97<br>*18%* | 63<br>*23%h* | 8<br>*10%* | 22<br>*15%* | 4<br>*11%* | 9<br>*3%* | 27<br>*16%k* | 61<br>*66%kl* | 27<br>*10%* | 69<br>*28%n* |
| NET: Neutral | (4-6) | 191<br>*30%* | 58<br>*28%* | 168<br>*28%* | 88<br>*29%* | 114<br>*25%* | 60<br>*30%* | 131<br>*24%* | 60<br>*22%* | 24<br>*30%* | 34<br>*24%* | 13<br>*36%* | 35<br>*13%* | 76<br>*46%km* | 20<br>*22%k* | 43<br>*15%* | 85<br>*35%n* |
| NET: Satisfied | (7-10) | 380<br>*59%* | 126<br>*61%e* | 354<br>*59%* | 183<br>*60%e* | 266<br>*59%* | 102<br>*51%* | 291<br>*54%* | 145<br>*53%* | 47<br>*58%* | 81<br>*57%* | 18<br>*50%* | 226<br>*81%lm* | 56<br>*34%m* | 9<br>*10%* | 204<br>*72%o* | 85<br>*35%* |
| Mean score | | 6.94e | 7.12e | 6.82 | 7.04e | 6.76 | 6.41 | 6.37 | 6.13 | 6.82 | 6.57 | 6.49 | 7.94lm | 5.65m | 2.97 | 7.42o | 5.19 |
| Standard error | | 0.10 | 0.17 | 0.10 | 0.14 | 0.13 | 0.20 | 0.12 | 0.18 | 0.27 | 0.23 | 0.41 | 0.12 | 0.18 | 0.25 | 0.15 | 0.17 |

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

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 46

**Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Offering compensation or a goodwill payment.**

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

| | | Supplier | | | | | | | EE | | | | | | | | | GIFFGAFF | | | | | | | | | O2 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 300 | 162 | 157 | 28** | 379 | 184 | 84* | 340 | 296 | 72* | 54* | 58* | 23** | 134 | 50* | 23** | 114 | 89* | 238 | 145 | 179 | 42* | 355 | 183 | 66* | 337 | 260 |
| 10 - Extremely satisfied | (10) | 106 | 45 | 90 | 45 | 80 | 31 | 67 | 53 | 25 | 19 | 9 | 100 | 3 | 3 | 85 | 18 | 16 | 14 | 7 | 8 | 38 | 4 | 3 | 38 | 5 | 37 | 18 | 28 | 7 | 83 | 5 | 2 | 78 | 12 |
| | | 16% | 22%bcf | 15% | 15% | 18%f | 16% | 13% | 18% | 15% | 12% | 32% | 26%lm | 2% | 4% | 25%o | 6% | 22% | 26% | 12% | 35% | 28%F | 8% | 13% | 33%l | 6% | 16% | 12% | 16% | 17% | 23%uv | 3% | 3% | 23%x | 5% |
| 9 - | (9) | 68 | 23 | 65 | 41 | 46 | 19 | 55 | 33 | 20 | 13 | 2 | 55 | 9 | 4 | 45 | 23 | 10 | 4 | 9 | - | 23 | - | - | 18 | 5 | 33 | 14 | 16 | 2 | 53 | 8 | 4 | 51 | 14 |
| | | 11% | 11% | 11% | 13% | 10% | 10% | 10% | 11% | 12% | 8% | 7% | 15%lm | 5% | 5% | 13%o | 8% | 14% | 7% | 16% | - | 17%F | - | - | 16%l | 6% | 14% | 10% | 9% | 5% | 15%u | 4% | 6% | 15%x | 5% |
| 8 - | (8) | 106 | 26 | 104 | 47 | 69 | 27 | 82 | 41 | 31 | 32 | 2 | 79 | 25 | 2 | 58 | 47 | 6 | 9 | 7 | 4 | 23 | 2 | 1 | 12 | 14 | 35 | 35 | 26 | 8 | 79 | 19 | 6 | 60 | 43 |
| | | 16% | 13% | 17% | 15% | 15% | 14% | 15% | 14% | 19% | 20% | 7% | 21%lm | 14%m | 2% | 17% | 16% | 8% | 17% | 12% | 17% | 17%F | 4% | 4% | 11% | 16% | 15% | 24%pr | 15% | 19% | 22%uv | 10% | 9% | 18% | 17% |
| 7 - | (7) | 77 | 25 | 74 | 38 | 49 | 24 | 42 | 30 | 27 | 17 | 3 | 48 | 22 | 7 | 40 | 36 | 11 | 5 | 5 | 4 | 20 | 5 | - | 12 | 13 | 25 | 22 | 23 | 4 | 47 | 26 | 1 | 39 | 34 |
| | | 12%f | 12% | 12%f | 13%f | 11% | 12% | 8% | 10% | 17%g | 11% | 11% | 13% | 12% | 8% | 12% | 12% | 15% | 9% | 9% | 17% | 15% | 10% | - | 11% | 15% | 11% | 15% | 13% | 10% | 13%v | 14%v | 2% | 12% | 13% |
| 6 - | (6) | 68 | 28 | 62 | 26 | 59 | 16 | 54 | 29 | 21 | 17 | 1 | 37 | 29 | 2 | 30 | 38 | 12 | 7 | 7 | 2 | 11 | 13 | 4 | 11 | 17 | 24 | 22 | 13 | 3 | 31 | 24 | 7 | 32 | 30 |
| | | 11% | 14% | 10% | 9% | 13% | 8% | 10% | 10% | 13% | 11% | 4% | 10%m | 16%km | 2% | 9% | 13% | 17% | 13% | 12% | 9% | 8% | 26%E | 17% | 10% | 19% | 10% | 15%r | 7% | 7% | 9% | 13% | 11% | 9% | 12% |
| 5 - | (5) | 64 | 19 | 60 | 31 | 37 | 26 | 49 | 28 | 15 | 19 | 2 | 19 | 35 | 10 | 26 | 38 | 7 | 5 | 6 | 1 | 8 | 9 | 2 | 5 | 12 | 21 | 13 | 21 | 5 | 16 | 38 | 6 | 18 | 40 |
| | | 10% | 9% | 10% | 10% | 8% | 13% | 9% | 9% | 9% | 12% | 7% | 5% | 19%k | 12%k | 8% | 13%n | 10% | 9% | 10% | 4% | 6% | 18%E | 9% | 4% | 13%H | 9% | 9% | 12% | 12% | 5% | 21%tv | 9% | 5% | 15%w |
| 4 - | (4) | 31 | 7 | 29 | 13 | 19 | 13 | 31 | 16 | 8 | 7 | - | 6 | 14 | 11 | 5 | 24 | 1 | 3 | 2 | 1 | 1 | 4 | 2 | 4 | 3 | 17 | 4 | 8 | - | 7 | 20 | 2 | 12 | 17 |
| | | 5% | 3% | 5% | 4% | 4% | 7% | 6% | 5% | 5% | 4% | - | 2% | 8%k | 13%k | 1% | 8%n | 1% | 6% | 3% | 4% | 1% | 8%E | 9% | 4% | 3% | 7% | 3% | 4% | - | 2% | 11%t | 3% | 4% | 7% |
| 3 - | (3) | 26 | 11 | 17 | 14 | 12 | 6 | 28 | 11 | 7 | 6 | 2 | 3 | 17 | 6 | 11 | 15 | 3 | 4 | 4 | - | 5 | 4 | 2 | 6 | 5 | 6 | 2 | 7 | 2 | 7 | 5 | 5 | 4 | 13 |
| | | 4% | 5% | 3% | 5% | 3% | 3% | 5%bd | 4% | 4% | 4% | 7% | 1% | 9%k | 7%k | 3% | 5% | 4% | 7% | 7% | - | 4% | 8% | 9% | 5% | 6% | 3% | 1% | 4% | 5% | 2% | 3% | 8%t | 1% | 5%w |
| 2 - | (2) | 21 | 3 | 15 | 8 | 16 | 5 | 25 | 14 | 2 | 5 | - | 4 | 12 | 5 | 8 | 13 | 2 | - | - | 1 | 1 | 2 | - | 2 | 1 | 4 | 5 | 5 | 1 | 3 | 7 | 5 | 6 | 9 |
| | | 3% | 1% | 2% | 3% | 4% | 3% | 5%bz | 5% | 1% | 3% | - | 1% | 7%k | 6%k | 2% | 4% | 3% | - | - | 4% | 1% | 4% | - | 2% | 1% | 2% | 3% | 3% | 2% | 1% | 4%t | 8%t | 2% | 3% |
| 1 - Extremely dissatisfied | (1) | 49 | 16 | 57 | 20 | 45 | 25 | 69 | 27 | 3 | 15 | 4 | 6 | 14 | 29 | 10 | 37 | 3 | 1 | 10 | 2 | 2 | 5 | 9 | 4 | 12 | 24 | 8 | 23 | 2 | 9 | 22 | 26 | 17 | 39 |
| | | 8% | 8% | 9% | 7% | 10% | 13%ac | 13%acz | 9%h | 2% | 10%h | 14% | 2% | 8%k | 35%kl | 3% | 13%n | 4% | 2% | 17%AB | 9% | 1% | 10%E | 39% | 4% | 13%H | 10% | 6% | 13%q | 5% | 3% | 12%t | 39%tu | 5% | 15%w |
| Not applicable | | 31 | 4 | 31 | 21 | 22 | 8 | 33 | 18 | 3 | 7 | 3 | 22 | 4 | 5 | 22 | 7 | 1 | 2 | 1 | - | 2 | 2 | - | 2 | 2 | 12 | 2 | 9 | 8 | 20 | 9 | 2 | 20 | 9 |
| | | 5% | 2% | 5% | 7%z | 5% | 4% | 6%z | 6%h | 2% | 4% | 11% | 6% | 2% | 6% | 6%o | 2% | 1% | 4% | 2% | - | 1% | 4% | - | 2% | 2% | 5% | 1% | 5% | 19%pqr | 6% | 5% | 3% | 6% | 3% |
| NET: Dissatisfied | (1-3) | 96 | 30 | 89 | 42 | 73 | 36 | 122 | 52 | 12 | 26 | 6 | 13 | 43 | 40 | 29 | 65 | 8 | 5 | 14 | 3 | 8 | 11 | 11 | 12 | 18 | 34 | 15 | 35 | 5 | 19 | 34 | 36 | 27 | 61 |
| | | 15% | 14% | 15% | 14% | 16% | 18% | 23%abcdz | 17%h | 7% | 17%h | 21% | 3% | 23%k | 48%kl | 9% | 22%n | 11% | 9% | 24%B | 13% | 6% | 22%E | 48% | 11% | 20% | 14% | 10% | 20%q | 12% | 5% | 19%t | 55%tu | 8% | 23%w |
| NET: Neutral | (4-6) | 163 | 54 | 151 | 70 | 115 | 55 | 134 | 73 | 44 | 43 | 3 | 62 | 78 | 23 | 61 | 100 | 20 | 15 | 15 | 4 | 20 | 26 | 8 | 20 | 32 | 62 | 39 | 42 | 8 | 54 | 82 | 15 | 62 | 87 |
| | | 25% | 26% | 25% | 23% | 25% | 28% | 25% | 24% | 27% | 27% | 11% | 16% | 42%km | 27%k | 18% | 34%n | 28% | 28% | 26% | 17% | 15% | 52%E | 35% | 18% | 36%H | 26% | 27% | 23% | 19% | 15% | 45%tv | 23% | 18% | 33%w |
| NET: Satisfied | (7-10) | 357 | 119 | 333 | 171 | 244 | 101 | 246 | 157 | 103 | 81 | 16 | 282 | 59 | 16 | 228 | 124 | 43 | 32 | 28 | 16 | 104 | 11 | 4 | 80 | 37 | 130 | 89 | 93 | 21 | 262 | 58 | 13 | 228 | 103 |
| | | 55%f | 57%f | 55%f | 56%f | 54%f | 51% | 46% | 52% | 64%gl | 52% | 57% | 74%lm | 32%m | 19% | 67%o | 42% | 60% | 59% | 48% | 70% | 78%F | 22% | 17% | 70%l | 42% | 55% | 61% | 52% | 50% | 74%uv | 32% | 20% | 68%x | 40% |
| Mean score | | 6.62f | 6.83ef | 6.56f | 6.72f | 6.57f | 6.23 | 6.00 | 6.49 | 7.09gl | 6.33 | 6.84 | 7.92lm | 5.33m | 3.72 | 7.51o | 5.66 | 7.07C | 7.21C | 6.04 | 7.17 | 7.88F | 5.23 | 4.13 | 7.63l | 5.76 | 6.59 | 6.83 | 6.25 | 6.85 | 7.76uv | 5.29v | 3.78 | 7.45x | 5.47 |
| Standard error | | 0.11 | 0.19 | 0.11 | 0.16 | 0.14 | 0.21 | 0.13 | 0.17 | 0.17 | 0.22 | 0.68 | 0.11 | 0.17 | 0.31 | 0.13 | 0.16 | 0.30 | 0.34 | 0.41 | 0.61 | 0.18 | 0.34 | 0.67 | 0.24 | 0.28 | 0.19 | 0.20 | 0.23 | 0.45 | 0.12 | 0.18 | 0.37 | 0.14 | 0.17 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 47

**Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Offering compensation or a goodwill payment.**

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

| | | Supplier | | | | | | | TESCO MOBILE | | | | | | | | | THREE | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 103 | 89* | 87* | 25** | 180 | 88* | 36* | 145 | 149 | 177 | 84* | 171 | 22** | 274 | 118 | 62* | 247 | 199 | 83* | 55* | 51* | 11** | 101 | 65* | 34* | 90* | 109 |
| 10 - Extremely satisfied | (10) | 106 | 45 | 90 | 45 | 80 | 31 | 67 | 16 | 12 | 10 | 7 | 41 | 4 | - | 31 | 14 | 31 | 13 | 29 | 7 | 74 | 3 | 3 | 67 | 13 | 9 | 11 | 10 | 1 | 29 | 1 | 1 | 24 | 7 |
| | | 16% | 22%bcf | 15% | 15% | 18%f | 16% | 13% | 16% | 13% | 11% | 28% | 23%FG | 5% | - | 21%l | 9% | 18% | 15% | 17% | 32% | 27%lm | 3% | 5% | 27%o | 7% | 11% | 20% | 20% | 9% | 29%uv | 2% | 3% | 27%x | 6% |
| 9 - | (9) | 68 | 23 | 65 | 41 | 46 | 19 | 55 | 7 | 16 | 17 | 1 | 32 | 7 | 2 | 23 | 17 | 17 | 15 | 13 | 1 | 41 | 4 | 1 | 33 | 13 | 8 | 9 | 1 | 1 | 16 | 1 | 2 | 14 | 5 |
| | | 11% | 11% | 11% | 13% | 10% | 10% | 10% | 7% | 18%A | 20%A | 4% | 18%F | 8% | 6% | 16% | 11% | 10% | 18%l | 8% | 5% | 15%lm | 3% | 2% | 13%o | 7% | 10% | 16%r | 2% | 9% | 16%u | 2% | 6% | 16%x | 5% |
| 8 - | (8) | 106 | 26 | 104 | 47 | 69 | 27 | 82 | 20 | 17 | 10 | - | 34 | 6 | 7 | 24 | 23 | 27 | 10 | 28 | 4 | 45 | 20 | 4 | 44 | 23 | 10 | 8 | 5 | 4 | 19 | 7 | 1 | 17 | 10 |
| | | 16% | 13% | 17% | 15% | 15% | 14% | 15% | 19% | 19% | 11% | - | 19%F | 7% | 19%F | 17% | 15% | 15% | 12% | 16% | 18% | 16%m | 17% | 6% | 18% | 12% | 12% | 15% | 10% | 36% | 19%v | 11% | 3% | 19%x | 9% |
| 7 - | (7) | 77 | 25 | 74 | 38 | 49 | 24 | 42 | 13 | 13 | 10 | 2 | 25 | 11 | 2 | 18 | 19 | 14 | 14 | 20 | 1 | 27 | 19 | 3 | 25 | 24 | 11 | 5 | 8 | - | 15 | 9 | - | 12 | 11 |
| | | 12%f | 12% | 12%f | 13%f | 11% | 12% | 8% | 13% | 15% | 11% | 8% | 14% | 13% | 6% | 12% | 13% | 8% | 17%g | 12% | 5% | 10% | 16%m | 5% | 10% | 12% | 13% | 9% | 16% | - | 15%v | 14%v | - | 13% | 10% |
| 6 - | (6) | 68 | 28 | 62 | 26 | 59 | 16 | 54 | 10 | 5 | 8 | 3 | 11 | 13 | 2 | 12 | 13 | 23 | 15 | 20 | 1 | 32 | 23 | 4 | 29 | 27 | 5 | 7 | 4 | - | 7 | 6 | 3 | 4 | 12 |
| | | 11% | 14% | 10% | 9% | 13% | 8% | 10% | 10% | 6% | 9% | 12% | 6% | 15%E | 6% | 8% | 9% | 13% | 18% | 12% | 5% | 12% | 19%km | 6% | 12% | 14% | 6% | 13% | 8% | - | 7% | 9% | 9% | 4% | 11% |
| 5 - | (5) | 64 | 19 | 60 | 31 | 37 | 26 | 49 | 11 | 7 | 11 | 2 | 7 | 20 | 4 | 8 | 19 | 17 | 3 | 15 | 2 | 14 | 21 | 2 | 15 | 22 | 14 | 4 | 7 | 1 | 5 | 20 | 1 | 7 | 19 |
| | | 10% | 9% | 10% | 10% | 8% | 13% | 9% | 11% | 8% | 13% | 8% | 4% | 23%E | 11% | 6% | 13%H | 10% | 4% | 9% | 9% | 5% | 18%km | 3% | 6% | 11% | 17% | 7% | 14% | 9% | 5% | 31%tv | 3% | 8% | 17%w |
| 4 - | (4) | 31 | 7 | 29 | 13 | 19 | 13 | 31 | 3 | 5 | 5 | - | 1 | 10 | 2 | 2 | 11 | 6 | 4 | 8 | 1 | 4 | 7 | 8 | 5 | 13 | 7 | 3 | 3 | - | 4 | 7 | 2 | 3 | 10 |
| | | 5% | 3% | 5% | 4% | 4% | 7% | 6% | 3% | 6% | 6% | - | 1% | 11%E | 6%E | 1% | 7%H | 3% | 5% | 5% | 5% | 1% | 6%k | 13%kl | 2% | 7%n | 8% | 5% | 6% | - | 4% | 11% | 6% | 3% | 9% |
| 3 - | (3) | 26 | 11 | 17 | 14 | 12 | 6 | 28 | 6 | 5 | 2 | 1 | 6 | 5 | 3 | 6 | 7 | 4 | 2 | 5 | 1 | 5 | 2 | 5 | 3 | 9 | 4 | 1 | 1 | - | 1 | 5 | - | 1 | 5 |
| | | 4% | 5% | 3% | 5% | 3% | 3% | 5%bd | 6% | 6% | 2% | 4% | 3% | 6% | 8% | 4% | 5% | 2% | 2% | 3% | 5% | 2% | 2% | 8%kl | 1% | 5%n | 5% | 2% | 2% | - | 1% | 8%t | - | 1% | 5% |
| 2 - | (2) | 21 | 3 | 15 | 8 | 16 | 5 | 25 | 3 | 4 | 1 | - | 1 | 3 | 4 | 1 | 7 | 9 | 2 | 5 | - | 4 | 5 | 7 | 5 | 11 | 2 | - | 2 | 1 | 2 | 2 | 1 | 3 | 2 |
| | | 3% | 1% | 2% | 3% | 4% | 3% | 5%bz | 3% | 4% | 1% | - | 1% | 3% | 11%E | 1% | 5%H | 5% | 2% | 3% | - | 1% | 4% | 11%k | 2% | 6%n | 2% | - | 4% | 9% | 2% | 3% | 3% | 3% | 2% |
| 1 - Extremely dissatisfied | (1) | 49 | 16 | 57 | 20 | 45 | 25 | 69 | 5 | 3 | 9 | 3 | 4 | 7 | 9 | 7 | 13 | 20 | 5 | 19 | 1 | 10 | 10 | 25 | 7 | 36 | 11 | 6 | 6 | 2 | - | 4 | 21 | 2 | 23 |
| | | 8% | 8% | 9% | 7% | 10% | 13%ac | 13%acz | 5% | 3% | 10% | 12% | 2% | 8%E | 25%EF | 5% | 9% | 11% | 6% | 11% | 5% | 4% | 8%k | 40%kl | 3% | 18%n | 13% | 11% | 12% | 18% | - | 6%t | 62%tu | 2% | 21%w |
| Not applicable | | 31 | 4 | 31 | 21 | 22 | 8 | 33 | 9 | 2 | 4 | 6 | 18 | 2 | 1 | 13 | 6 | 9 | 1 | 9 | 3 | 18 | 4 | - | 14 | 8 | 2 | 1 | 4 | 1 | 3 | 3 | 2 | 3 | 5 |
| | | 5% | 2% | 5% | 7%z | 5% | 4% | 6%z | 9% | 2% | 5% | 24% | 10%F | 2% | 3% | 9% | 4% | 5% | 1% | 5% | 14% | 7%m | 3% | - | 6% | 4% | 2% | 2% | 8% | 9% | 3% | 5% | 6% | 3% | 5% |
| NET: Dissatisfied | (1-3) | 96 | 30 | 89 | 42 | 73 | 36 | 122 | 14 | 12 | 12 | 4 | 11 | 15 | 16 | 14 | 27 | 33 | 9 | 29 | 2 | 19 | 17 | 37 | 15 | 56 | 17 | 7 | 9 | 3 | 3 | 11 | 22 | 6 | 30 |
| | | 15% | 14% | 15% | 14% | 16% | 18% | 23%abcdz | 14% | 13% | 14% | 16% | 6% | 17%E | 44%EF | 10% | 18%H | 19% | 11% | 17% | 9% | 7% | 14%k | 60%kl | 6% | 28%n | 20% | 13% | 18% | 27% | 3% | 17%t | 65%tu | 7% | 28%w |
| NET: Neutral | (4-6) | 163 | 54 | 151 | 70 | 115 | 55 | 134 | 24 | 17 | 24 | 5 | 19 | 43 | 8 | 22 | 43 | 46 | 22 | 43 | 4 | 50 | 51 | 14 | 49 | 62 | 26 | 14 | 14 | 1 | 16 | 33 | 6 | 14 | 41 |
| | | 25% | 26% | 25% | 23% | 25% | 28% | 25% | 23% | 19% | 28% | 20% | 11% | 49%EG | 22% | 15% | 29%H | 26% | 26% | 25% | 18% | 18% | 43%km | 23% | 20% | 31%n | 31% | 25% | 27% | 9% | 16% | 51%tv | 18% | 16% | 38%w |
| NET: Satisfied | (7-10) | 357 | 119 | 333 | 171 | 244 | 101 | 246 | 56 | 58 | 47 | 10 | 132 | 28 | 11 | 96 | 73 | 89 | 52 | 90 | 13 | 187 | 46 | 11 | 169 | 73 | 38 | 33 | 24 | 6 | 79 | 18 | 4 | 67 | 33 |
| | | 55%f | 57%f | 55%f | 56%f | 54%f | 51% | 46% | 54% | 65% | 54% | 40% | 73%FG | 32% | 31% | 66%l | 49% | 50% | 62% | 53% | 59% | 68%lm | 39%m | 18% | 68%o | 37% | 46% | 60% | 47% | 55% | 78%uv | 28% | 12% | 74%x | 30% |
| Mean score | | 6.62f | 6.83ef | 6.56f | 6.72f | 6.57f | 6.23 | 6.00 | 6.70 | 6.92 | 6.54 | 6.68 | 7.06FG | 5.51G | 4.40 | 7.44l | 6.12 | 6.39 | 6.98 | 6.43 | 7.47 | 7.69lm | 5.75m | 3.42 | 7.68o | 5.28 | 5.85 | 6.91p | 6.15 | 6.00 | 7.97uv | 5.24v | 2.81 | 7.66x | 5.01 |
| Standard error | | 0.11 | 0.19 | 0.11 | 0.16 | 0.14 | 0.21 | 0.13 | 0.27 | 0.27 | 0.30 | 0.76 | 0.17 | 0.25 | 0.49 | 0.22 | 0.23 | 0.23 | 0.27 | 0.23 | 0.63 | 0.15 | 0.21 | 0.36 | 0.15 | 0.21 | 0.32 | 0.39 | 0.43 | 1.10 | 0.20 | 0.26 | 0.51 | 0.25 | 0.28 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 48

**Q10H: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Offering compensation or a goodwill payment.**

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

| | | Supplier | | | | | | | VODAFONE | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | Issue | | | | Satisfaction | | | Resolved | |
| | | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) |
| Total | | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 275 | 81* | 143 | 36* | 279 | 164 | 92* | 282 | 246 |
| 10 - Extremely satisfied | (10) | 106<br>*16%* | 45<br>*22%bc* | 90<br>*15%* | 45<br>*15%* | 80<br>*18%* | 31<br>*16%* | 67<br>*13%* | 36<br>*13%* | 12<br>*15%* | 15<br>*10%* | 4<br>*11%* | 56<br>*20%lm* | 8<br>*5%* | 3<br>*3%* | 56<br>*20%o* | 10<br>*4%* |
| 9 - | (9) | 68<br>*11%* | 23<br>*11%* | 65<br>*11%* | 41<br>*13%* | 46<br>*10%* | 19<br>*10%* | 55<br>*10%* | 21<br>*8%* | 9<br>*11%* | 19<br>*13%* | 6<br>*17%* | 48<br>*17%lm* | 7<br>*4%m* | -<br>- | 40<br>*14%o* | 15<br>*6%* |
| 8 - | (8) | 106<br>*16%* | 26<br>*13%* | 104<br>*17%* | 47<br>*15%* | 69<br>*15%* | 27<br>*14%* | 82<br>*15%* | 39<br>*14%* | 14<br>*17%* | 27<br>*19%* | 2<br>*6%* | 60<br>*22%lm* | 17<br>*10%* | 5<br>*5%* | 44<br>*16%* | 38<br>*15%* |
| 7 - | (7) | 77<br>*12%* | 25<br>*12%* | 74<br>*12%* | 38<br>*13%* | 49<br>*11%* | 24<br>*12%* | 42<br>*8%* | 23<br>*8%* | 9<br>*11%* | 9<br>*6%* | 1<br>*3%* | 27<br>*10%* | 12<br>*7%* | 3<br>*3%* | 29<br>*10%o* | 11<br>*4%* |
| 6 - | (6) | 68<br>*11%* | 28<br>*14%* | 62<br>*10%* | 26<br>*9%* | 59<br>*13%* | 16<br>*8%* | 54<br>*10%* | 28<br>*10%* | 9<br>*11%* | 15<br>*10%* | 2<br>*6%* | 26<br>*9%* | 24<br>*15%m* | 4<br>*4%* | 27<br>*10%* | 27<br>*11%* |
| 5 - | (5) | 64<br>*10%* | 19<br>*9%* | 60<br>*10%* | 31<br>*10%* | 37<br>*8%* | 26<br>*13%* | 49<br>*9%* | 19<br>*7%* | 8<br>*10%* | 14<br>*10%* | 8<br>*22%gi* | 18<br>*6%* | 26<br>*16%km* | 5<br>*5%* | 23<br>*8%* | 25<br>*10%* |
| 4 - | (4) | 31<br>*5%* | 7<br>*3%* | 29<br>*5%* | 13<br>*4%* | 19<br>*4%* | 13<br>*7%* | 31<br>*6%* | 16<br>*6%* | 6<br>*7%* | 6<br>*4%* | 3<br>*8%* | 7<br>*3%* | 19<br>*12%k* | 5<br>*5%* | 11<br>*4%* | 20<br>*8%n* |
| 3 - | (3) | 26<br>*4%* | 11<br>*5%* | 17<br>*3%* | 14<br>*5%* | 12<br>*3%* | 6<br>*3%* | 28<br>*5%* | 14<br>*5%* | 3<br>*4%* | 9<br>*6%* | 2<br>*6%* | 1<br>* | 12<br>*7%k* | 15<br>*16%kl* | 7<br>*2%* | 21<br>*9%n* |
| 2 - | (2) | 21<br>*3%* | 3<br>*1%* | 15<br>*2%* | 8<br>*3%* | 16<br>*4%* | 5<br>*3%* | 25<br>*5%* | 17<br>*6%* | 1<br>*1%* | 6<br>*4%* | 1<br>*3%* | 2<br>*1%* | 17<br>*10%k* | 6<br>*7%k* | 3<br>*1%* | 21<br>*9%n* |
| 1 - Extremely dissatisfied | (1) | 49<br>*8%* | 16<br>*8%* | 57<br>*9%* | 20<br>*7%* | 45<br>*10%* | 25<br>*13%ac* | 69<br>*13%* | 45<br>*16%h* | 5<br>*6%* | 16<br>*11%* | 3<br>*8%* | 11<br>*4%* | 15<br>*9%k* | 43<br>*47%kl* | 18<br>*6%* | 50<br>*20%n* |
| Not applicable | | 31<br>*5%* | 4<br>*2%* | 31<br>*5%* | 21<br>*7%z* | 22<br>*5%* | 8<br>*4%* | 33<br>*6%* | 17<br>*6%* | 5<br>*6%* | 7<br>*5%* | 4<br>*11%* | 23<br>*8%* | 7<br>*4%* | 3<br>*3%* | 24<br>*9%o* | 8<br>*3%* |
| NET: Dissatisfied | (1-3) | 96<br>*15%* | 30<br>*14%* | 89<br>*15%* | 42<br>*14%* | 73<br>*16%* | 36<br>*18%* | 122<br>*23%* | 76<br>*28%h* | 9<br>*11%* | 31<br>*22%h* | 6<br>*17%* | 14<br>*5%* | 44<br>*27%k* | 64<br>*70%kl* | 28<br>*10%* | 92<br>*37%n* |
| NET: Neutral | (4-6) | 163<br>*25%* | 54<br>*26%* | 151<br>*25%* | 70<br>*23%* | 115<br>*25%* | 55<br>*28%* | 134<br>*25%* | 63<br>*23%* | 23<br>*28%* | 35<br>*24%* | 13<br>*36%* | 51<br>*18%* | 69<br>*42%km* | 14<br>*15%* | 61<br>*22%* | 72<br>*29%n* |
| NET: Satisfied | (7-10) | 357<br>*55%* | 119<br>*57%* | 333<br>*55%* | 171<br>*56%* | 244<br>*54%* | 101<br>*51%* | 246<br>*46%* | 119<br>*43%* | 44<br>*54%* | 70<br>*49%* | 13<br>*36%* | 191<br>*68%lm* | 44<br>*27%m* | 11<br>*12%* | 169<br>*60%o* | 74<br>*30%* |
| Mean score | | 6.62 | 6.83e | 6.56 | 6.72 | 6.57 | 6.23 | 6.00 | 5.70 | 6.71g | 6.17 | 6.00 | 7.63lm | 5.08m | 2.92 | 7.14o | 4.78 |
| Standard error | | 0.11 | 0.19 | 0.11 | 0.16 | 0.14 | 0.21 | 0.13 | 0.20 | 0.30 | 0.25 | 0.51 | 0.14 | 0.20 | 0.27 | 0.16 | 0.19 |

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

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 49

**Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Willingness to help resolve your issue.**

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

| | | Supplier | | | | | | | EE | | | | | | | | | GIFFGAFF | | | | | | | | | O2 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 300 | 162 | 157 | 28** | 379 | 184 | 84* | 340 | 296 | 72* | 54* | 58* | 23** | 134 | 50* | 23** | 114 | 89* | 238 | 145 | 179 | 42* | 355 | 183 | 66* | 337 | 260 |
| 10 - Extremely satisfied | (10) | 139 | 53 | 121 | 62 | 97 | 33 | 90 | 72 | 29 | 29 | 9 | 126 | 10 | 3 | 114 | 23 | 23 | 13 | 8 | 9 | 47 | 3 | 3 | 44 | 7 | 46 | 21 | 45 | 9 | 109 | 9 | 3 | 106 | 15 |
| | | 21%f | 26%ef | 20% | 20% | 21% | 17% | 17% | 24% | 18% | 18% | 32% | 33%lm | 5% | 4% | 34%o | 8% | 32%C | 24% | 14% | 39% | 35%F | 6% | 13% | 39%l | 8% | 19% | 14% | 25%q | 21% | 31%uv | 5% | 5% | 31%x | 6% |
| 9 - | (9) | 84 | 30 | 87 | 50 | 69 | 19 | 64 | 40 | 22 | 17 | 5 | 68 | 14 | 2 | 53 | 31 | 10 | 6 | 11 | 3 | 25 | 4 | 1 | 22 | 8 | 33 | 24 | 21 | 9 | 79 | 4 | 4 | 66 | 21 |
| | | 13% | 14% | 14% | 16%e | 15%e | 10% | 12% | 13% | 14% | 11% | 18% | 18%lm | 8% | 2% | 16% | 10% | 14% | 11% | 19% | 13% | 19% | 8% | 4% | 19%l | 9% | 14% | 17% | 12% | 21% | 22%uv | 2% | 6% | 20%x | 8% |
| 8 - | (8) | 106 | 26 | 99 | 46 | 65 | 32 | 78 | 47 | 29 | 28 | 2 | 81 | 18 | 7 | 65 | 40 | 6 | 9 | 9 | 2 | 20 | 3 | 3 | 15 | 11 | 37 | 29 | 27 | 6 | 79 | 16 | 4 | 64 | 35 |
| | | 16% | 13% | 16% | 15% | 14% | 16% | 15% | 16% | 18% | 18% | 7% | 21%lm | 10% | 8% | 19% | 14% | 8% | 17% | 16% | 9% | 15% | 6% | 13% | 13% | 12% | 16% | 20% | 15% | 14% | 22%uv | 9% | 6% | 19% | 13% |
| 7 - | (7) | 84 | 26 | 79 | 44 | 75 | 26 | 86 | 32 | 24 | 27 | 1 | 50 | 31 | 3 | 44 | 38 | 10 | 11 | 4 | 1 | 17 | 9 | - | 8 | 17 | 30 | 23 | 22 | 4 | 36 | 37 | 6 | 42 | 36 |
| | | 13% | 13% | 13% | 14% | 17% | 13% | 16% | 11% | 15% | 17%g | 4% | 13%m | 17%m | 4% | 13% | 13% | 14% | 20%C | 7% | 4% | 13% | 18% | - | 7% | 19%H | 13% | 16% | 12% | 10% | 10% | 20%tv | 9% | 12% | 14% |
| 6 - | (6) | 63 | 28 | 72 | 30 | 37 | 27 | 62 | 28 | 20 | 13 | 2 | 23 | 28 | 12 | 21 | 41 | 11 | 4 | 10 | 3 | 12 | 14 | 2 | 13 | 15 | 30 | 19 | 17 | 6 | 21 | 46 | 5 | 20 | 50 |
| | | 10% | 14%d | 12%d | 10% | 8% | 14%d | 12% | 9% | 12% | 8% | 7% | 6% | 15%k | 14%k | 6% | 14%n | 15% | 7% | 17% | 13% | 9% | 28%E | 9% | 11% | 17% | 13% | 13% | 9% | 14% | 6% | 25%tv | 8% | 6% | 19%w |
| 5 - | (5) | 71 | 13 | 66 | 32 | 37 | 24 | 42 | 32 | 18 | 19 | 2 | 14 | 42 | 15 | 19 | 52 | 4 | 3 | 4 | 2 | 5 | 6 | 2 | 4 | 8 | 29 | 16 | 19 | 2 | 18 | 41 | 7 | 23 | 41 |
| | | 11%z | 6% | 11% | 11% | 8% | 12%z | 8% | 11% | 11% | 12% | 7% | 4% | 23%k | 18%k | 6% | 18%n | 6% | 6% | 7% | 9% | 4% | 12%E | 9% | 4% | 9% | 12% | 11% | 11% | 5% | 5% | 22%tv | 11% | 7% | 16%w |
| 4 - | (4) | 46 | 8 | 24 | 9 | 23 | 10 | 34 | 22 | 11 | 11 | 2 | 10 | 24 | 12 | 14 | 31 | 3 | 3 | 1 | 1 | 1 | 5 | 2 | 3 | 5 | 9 | 5 | 10 | - | 4 | 11 | 9 | 6 | 18 |
| | | 7%bc | 4% | 4% | 3% | 5% | 5% | 6%c | 7% | 7% | 7% | 7% | 3% | 13%k | 14%k | 4% | 10%n | 4% | 6% | 2% | 4% | 1% | 10%E | 9% | 3% | 6% | 4% | 3% | 6% | - | 1% | 6%t | 14%t | 2% | 7%w |
| 3 - | (3) | 13 | 4 | 19 | 10 | 20 | 5 | 27 | 8 | 3 | - | 2 | 2 | 6 | 5 | 3 | 9 | - | 2 | 1 | 1 | 3 | - | 1 | 1 | 3 | 9 | 3 | 5 | 2 | 3 | 10 | 6 | 4 | 15 |
| | | 2% | 2% | 3% | 3% | 4%a | 3% | 5%a | 3%d | 2% | - | 7% | 1% | 3%k | 6%k | 1% | 3%n | - | 4% | 2% | 4% | 2% | - | 4% | 1% | 3% | 4% | 2% | 3% | 5% | 1% | 5%t | 9%t | 1% | 6%w |
| 2 - | (2) | 13 | 6 | 8 | 9 | 13 | 3 | 14 | 6 | 3 | 4 | - | 1 | 6 | 6 | 4 | 9 | 1 | 2 | 3 | - | 2 | 3 | 1 | 1 | 5 | 2 | 2 | 4 | - | 2 | 2 | 4 | 3 | 5 |
| | | 2% | 3% | 1% | 3% | 3% | 2% | 3% | 2% | 2% | 3% | - | * | 3%k | 7%k | 1% | 3% | 1% | 4% | 5% | - | 1% | 6% | 4% | 1% | 6%H | 1% | 1% | 2% | - | 1% | 1% | 6%tu | 1% | 2% |
| 1 - Extremely dissatisfied | (1) | 20 | 8 | 25 | 8 | 15 | 20 | 36 | 11 | 1 | 6 | 2 | 1 | 2 | 17 | 1 | 18 | 2 | - | 5 | 1 | - | 1 | 7 | - | 8 | 12 | 3 | 9 | 1 | 2 | 6 | 17 | 3 | 22 |
| | | 3% | 4% | 4% | 3% | 3% | 10%abcdz | 7%acd | 4% | 1% | 4% | 7% | * | 1% | 20%kl | * | 6%n | 3% | - | 9%E | 4% | - | 2% | 30% | - | 9%H | 5% | 2% | 5% | 2% | 1% | 3%t | 26%tu | 1% | 8%w |
| Not applicable | | 8 | 5 | 4 | 4 | 3 | 1 | 2 | 2 | 2 | 3 | 1 | 3 | 3 | 2 | 2 | 4 | 2 | 1 | 2 | - | 2 | 2 | 1 | 3 | 2 | 1 | - | - | 3 | 2 | 1 | 1 | - | 2 |
| | | 1% | 2%bf | 1% | 1% | 1% | 1% | * | 1% | 1% | 2% | 4% | 1% | 2% | 2% | 1% | 1% | 3% | 2% | 3% | - | 1% | 4% | 4% | 3% | 2% | * | - | - | 7%pqr | 1% | 1% | 2% | - | 1% |
| NET: Dissatisfied | (1-3) | 46 | 18 | 52 | 27 | 48 | 28 | 77 | 25 | 7 | 10 | 4 | 4 | 14 | 28 | 8 | 36 | 3 | 4 | 9 | 2 | 5 | 4 | 9 | 2 | 16 | 23 | 8 | 18 | 3 | 7 | 18 | 27 | 10 | 42 |
| | | 7% | 9% | 9% | 9% | 11%a | 14%ab | 14%abcz | 8% | 4% | 6% | 14% | 1% | 8%k | 33%kl | 2% | 12%n | 4% | 7% | 16%A | 9% | 4% | 8% | 39% | 2% | 18%H | 10% | 6% | 10% | 7% | 2% | 10%t | 41%tu | 3% | 16%w |
| NET: Neutral | (4-6) | 180 | 49 | 162 | 71 | 97 | 61 | 138 | 82 | 49 | 43 | 6 | 47 | 94 | 39 | 54 | 124 | 18 | 10 | 15 | 6 | 18 | 25 | 6 | 20 | 28 | 68 | 40 | 46 | 8 | 43 | 98 | 21 | 49 | 109 |
| | | 28%d | 24% | 27%d | 23% | 21% | 31%d | 26% | 27% | 30% | 27% | 21% | 12% | 51%k | 46%k | 16% | 42%n | 25% | 19% | 26% | 26% | 13% | 50%E | 26% | 18% | 31%H | 29% | 28% | 26% | 19% | 12% | 54%tv | 32%t | 15% | 42%w |
| NET: Satisfied | (7-10) | 413 | 135 | 386 | 202 | 306 | 110 | 318 | 191 | 104 | 101 | 17 | 325 | 73 | 15 | 276 | 132 | 49 | 39 | 32 | 15 | 109 | 19 | 7 | 89 | 43 | 146 | 97 | 115 | 28 | 303 | 66 | 17 | 278 | 107 |
| | | 64%e | 65%e | 64%e | 66%ef | 67%ef | 55% | 59% | 64% | 64% | 64% | 61% | 86%lm | 40%m | 18% | 81%o | 45% | 68% | 72% | 55% | 65% | 81%F | 38% | 30% | 78%l | 48% | 61% | 67% | 64% | 67% | 85%uv | 36% | 26% | 82%x | 41% |
| Mean score | | 7.17ef | 7.36ef | 7.16ef | 7.26ef | 7.18ef | 6.54 | 6.69 | 7.19 | 7.24 | 7.06 | 7.26 | 8.32lm | 6.04m | 4.44 | 8.11o | 6.12 | 7.71C | 7.43 | 6.73 | 7.65 | 8.24F | 6.13 | 4.77 | 8.37l | 6.05 | 7.03 | 7.23 | 7.14 | 7.69 | 8.31uv | 5.92v | 4.37 | 8.13x | 5.91 |
| Standard error | | 0.10 | 0.18 | 0.10 | 0.14 | 0.12 | 0.19 | 0.11 | 0.15 | 0.17 | 0.19 | 0.58 | 0.09 | 0.15 | 0.28 | 0.11 | 0.14 | 0.28 | 0.31 | 0.37 | 0.56 | 0.17 | 0.30 | 0.73 | 0.18 | 0.28 | 0.16 | 0.18 | 0.19 | 0.35 | 0.09 | 0.14 | 0.35 | 0.11 | 0.15 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 50

**Q10l: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Willingness to help resolve your issue.**

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

| | | Supplier | | | | | | | TESCO MOBILE | | | | | | | | | THREE | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 103 | 89* | 87* | 25** | 180 | 88* | 36* | 145 | 149 | 177 | 84* | 171 | 22** | 274 | 118 | 62* | 247 | 199 | 83* | 55* | 51* | 11** | 101 | 65* | 34* | 90* | 109 |
| 10 - Extremely satisfied | (10) | 139 | 53 | 121 | 62 | 97 | 33 | 90 | 18 | 10 | 20 | 14 | 53 | 7 | 2 | 48 | 14 | 37 | 18 | 33 | 9 | 91 | 6 | - | 81 | 16 | 8 | 13 | 11 | 1 | 31 | 2 | - | 27 | 6 |
| | | 21%f | 26%ef | 20% | 20% | 21% | 17% | 17% | 17% | 11% | 23%B | 56% | 29%FG | 8% | 6% | 33%l | 9% | 21% | 21% | 19% | 41% | 33%lm | 5% | - | 33%o | 8% | 10% | 24%p | 22% | 9% | 31%uv | 3% | - | 30%x | 6% |
| 9 - | (9) | 84 | 30 | 87 | 50 | 69 | 19 | 64 | 21 | 17 | 9 | 3 | 42 | 5 | 3 | 24 | 24 | 26 | 13 | 29 | 1 | 62 | 4 | 3 | 51 | 17 | 8 | 4 | 6 | 1 | 17 | 2 | - | 16 | 3 |
| | | 13% | 14% | 14% | 16%e | 15%e | 10% | 12% | 20% | 19% | 10% | 12% | 23%FG | 6% | 8% | 17% | 16% | 15% | 15% | 17% | 5% | 23%lm | 3% | 5% | 21%o | 9% | 10% | 7% | 12% | 9% | 17%uv | 3% | - | 18%x | 3% |
| 8 - | (8) | 106 | 26 | 99 | 46 | 65 | 32 | 78 | 15 | 18 | 12 | 1 | 33 | 7 | 6 | 19 | 25 | 26 | 10 | 26 | 3 | 44 | 20 | 1 | 37 | 26 | 15 | 8 | 7 | 2 | 27 | 4 | 1 | 20 | 12 |
| | | 16% | 13% | 16% | 15% | 14% | 16% | 15% | 15% | 20% | 14% | 4% | 18%F | 8% | 17% | 13% | 17% | 15% | 12% | 15% | 14% | 16%m | 17%m | 2% | 15% | 13% | 18% | 15% | 14% | 18% | 27%uv | 6% | 3% | 22%x | 11% |
| 7 - | (7) | 84 | 26 | 79 | 44 | 75 | 26 | 86 | 14 | 12 | 16 | 2 | 24 | 15 | 5 | 21 | 23 | 25 | 22 | 24 | 4 | 44 | 26 | 5 | 33 | 41 | 12 | 9 | 4 | 1 | 12 | 14 | - | 6 | 19 |
| | | 13% | 13% | 13% | 14% | 17% | 13% | 16% | 14% | 13% | 18% | 8% | 13% | 17% | 14% | 14% | 15% | 14% | 26%gl | 14% | 18% | 16% | 22%m | 8% | 13% | 21%n | 14% | 16% | 8% | 9% | 12%v | 22%v | - | 7% | 17%w |
| 6 - | (6) | 63 | 28 | 72 | 30 | 37 | 27 | 62 | 11 | 10 | 7 | 2 | 11 | 16 | 3 | 10 | 19 | 21 | 5 | 11 | - | 15 | 18 | 4 | 18 | 17 | 7 | 8 | 12 | - | 8 | 15 | 4 | 9 | 18 |
| | | 10% | 14%d | 12%d | 10% | 8% | 14%d | 12% | 11% | 11% | 8% | 8% | 6% | 18%E | 8% | 7% | 13% | 12% | 6% | 6% | - | 5% | 15%k | 6% | 7% | 9% | 8% | 15% | 24%p | - | 8% | 23%t | 12% | 10% | 17% |
| 5 - | (5) | 71 | 13 | 66 | 32 | 37 | 24 | 42 | 10 | 10 | 10 | 2 | 6 | 23 | 3 | 10 | 19 | 10 | 4 | 21 | 2 | 7 | 23 | 7 | 12 | 25 | 14 | 6 | 2 | 2 | 4 | 17 | 3 | 7 | 17 |
| | | 11%z | 6% | 11% | 11% | 8% | 12%z | 8% | 10% | 11% | 11% | 8% | 3% | 26%EG | 8% | 7% | 13% | 6% | 5% | 12%g | 9% | 3% | 19%k | 11%k | 5% | 13%n | 17%r | 11% | 4% | 18% | 4% | 26%tv | 9% | 8% | 16% |
| 4 - | (4) | 46 | 8 | 24 | 9 | 23 | 10 | 34 | 4 | 2 | 3 | - | 4 | 5 | - | 3 | 6 | 8 | 4 | 10 | 1 | 4 | 14 | 5 | 5 | 17 | 5 | 1 | 4 | - | 2 | 6 | 2 | 1 | 9 |
| | | 7%bc | 4% | 4% | 3% | 5% | 5% | 6%c | 4% | 2% | 3% | - | 2% | 6% | - | 2% | 4% | 5% | 5% | 6% | 5% | 1% | 12%k | 8%k | 2% | 9%n | 6% | 2% | 8% | - | 2% | 9%t | 6% | 1% | 8%w |
| 3 - | (3) | 13 | 4 | 19 | 10 | 20 | 5 | 27 | 4 | 3 | 3 | - | 3 | 5 | 2 | 2 | 8 | 7 | 4 | 7 | 2 | 2 | 6 | 12 | 4 | 16 | 1 | 1 | 3 | - | - | 1 | 4 | 1 | 4 |
| | | 2% | 2% | 3% | 3% | 4%a | 3% | 5%a | 4% | 3% | 3% | - | 2% | 6% | 6% | 1% | 5% | 4% | 5% | 4% | 9% | 1% | 5%k | 19%kl | 2% | 8%n | 1% | 2% | 6% | - | - | 2% | 12%tu | 1% | 4% |
| 2 - | (2) | 13 | 6 | 8 | 9 | 13 | 3 | 14 | 2 | 3 | 3 | 1 | 1 | 3 | 5 | 5 | 4 | 4 | 3 | 6 | - | - | 1 | 12 | 3 | 10 | 2 | 1 | - | - | - | 1 | 2 | 1 | 2 |
| | | 2% | 3% | 1% | 3% | 3% | 2% | 3% | 2% | 3% | 3% | 4% | 1% | 3% | 14%EF | 3% | 3% | 2% | 4% | 4% | - | - | 1% | 19%kl | 1% | 5%n | 2% | 2% | - | - | - | 2% | 6%t | 1% | 2% |
| 1 - Extremely dissatisfied | (1) | 20 | 8 | 25 | 8 | 15 | 20 | 36 | 3 | 1 | 4 | - | 1 | 1 | 6 | 3 | 5 | 12 | 1 | 2 | - | 2 | - | 13 | 1 | 13 | 10 | 4 | 2 | 4 | - | 2 | 18 | 2 | 18 |
| | | 3% | 4% | 4% | 3% | 3% | 10%abcdz | 7%acd | 3% | 1% | 5% | - | 1% | 1% | 17%EF | 2% | 3% | 7%l | 1% | 1% | - | 1% | - | 21%kl | * | 7%n | 12% | 7% | 4% | 36% | - | 3% | 53%tu | 2% | 17%w |
| Not applicable | | 8 | 5 | 4 | 4 | 3 | 1 | 2 | 1 | 3 | - | - | 2 | 1 | 1 | - | 2 | 1 | - | 2 | - | 3 | - | - | 2 | 1 | 1 | - | - | - | - | 1 | - | - | 1 |
| | | 1% | 2%bf | 1% | 1% | 1% | 1% | * | 1% | 3% | - | - | 1% | 1% | 3% | - | 1% | 1% | - | 1% | - | 1% | - | - | 1% | 1% | 1% | - | - | - | - | 2% | - | - | 1% |
| NET: Dissatisfied | (1-3) | 46 | 18 | 52 | 27 | 48 | 28 | 77 | 9 | 7 | 10 | 1 | 5 | 9 | 13 | 10 | 17 | 23 | 8 | 15 | 2 | 4 | 7 | 37 | 8 | 39 | 13 | 6 | 5 | 4 | - | 4 | 24 | 4 | 24 |
| | | 7% | 9% | 9% | 9% | 11%a | 14%ab | 14%abcz | 9% | 8% | 11% | 4% | 3% | 10%E | 36%EF | 7% | 11% | 13% | 10% | 9% | 9% | 1% | 6%k | 60%kl | 3% | 20%n | 16% | 11% | 10% | 36% | - | 6%t | 71%tu | 4% | 22%w |
| NET: Neutral | (4-6) | 180 | 49 | 162 | 71 | 97 | 61 | 138 | 25 | 22 | 20 | 4 | 21 | 44 | 6 | 23 | 44 | 39 | 13 | 42 | 3 | 26 | 55 | 16 | 35 | 59 | 26 | 15 | 18 | 2 | 14 | 38 | 9 | 17 | 44 |
| | | 28%d | 24% | 27%d | 23% | 21% | 31%d | 26% | 24% | 25% | 23% | 16% | 12% | 50%EG | 17% | 16% | 30%H | 22% | 15% | 25% | 14% | 9% | 47%km | 26%k | 14% | 30%n | 31% | 27% | 35% | 18% | 14% | 58%tv | 26% | 19% | 40%w |
| NET: Satisfied | (7-10) | 413 | 135 | 386 | 202 | 306 | 110 | 318 | 68 | 57 | 57 | 20 | 152 | 34 | 16 | 112 | 86 | 114 | 63 | 112 | 17 | 241 | 56 | 9 | 202 | 100 | 43 | 34 | 28 | 5 | 87 | 22 | 1 | 69 | 40 |
| | | 64%e | 65%e | 64%e | 66%ef | 67%ef | 55% | 59% | 66% | 64% | 66% | 80% | 84%FG | 39% | 44% | 77%l | 58% | 64% | 75% | 65% | 77% | 88%lm | 47%m | 15% | 82%o | 50% | 52% | 62% | 55% | 45% | 86%uv | 34%v | 3% | 77%x | 37% |
| Mean score | | 7.17ef | 7.36ef | 7.16ef | 7.26ef | 7.18ef | 6.54 | 6.69 | 7.24 | 7.15 | 7.03 | 8.52 | 8.22FG | 6.08 | 5.29 | 7.83l | 6.71 | 7.02 | 7.33 | 7.18 | 7.77 | 8.40lm | 6.25m | 3.58 | 8.18o | 5.98 | 6.16 | 6.98 | 7.00 | 5.09 | 8.31uv | 5.84v | 2.62 | 7.96x | 5.36 |
| Standard error | | 0.10 | 0.18 | 0.10 | 0.14 | 0.12 | 0.19 | 0.11 | 0.23 | 0.23 | 0.28 | 0.44 | 0.14 | 0.22 | 0.52 | 0.19 | 0.19 | 0.20 | 0.25 | 0.18 | 0.52 | 0.10 | 0.17 | 0.29 | 0.12 | 0.18 | 0.30 | 0.35 | 0.35 | 1.07 | 0.16 | 0.22 | 0.36 | 0.22 | 0.25 |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 51

**Q10I: And how satisfied were you with the following aspects of [Provider]'s customer service?**
**Willingness to help resolve your issue.**

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

| | | Supplier | | | | | | | VODAFONE | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | Issue | | | | Satisfaction | | | Resolved | |
| | | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) |
| Total | | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 275 | 81* | 143 | 36* | 279 | 164 | 92* | 282 | 246 |
| 10 - Extremely satisfied | (10) | 139 | 53 | 121 | 62 | 97 | 33 | 90 | 49 | 11 | 23 | 7 | 79 | 9 | 2 | 84 | 5 |
| | | 21% | 26%e | 20% | 20% | 21% | 17% | 17% | 18% | 14% | 16% | 19% | 28%lm | 5% | 2% | 30%o | 2% |
| 9 - | (9) | 84 | 30 | 87 | 50 | 69 | 19 | 64 | 27 | 11 | 20 | 6 | 59 | 4 | 1 | 43 | 21 |
| | | 13% | 14% | 14% | 16%e | 15%e | 10% | 12% | 10% | 14% | 14% | 17% | 21%lm | 2% | 1% | 15%o | 9% |
| 8 - | (8) | 106 | 26 | 99 | 46 | 65 | 32 | 78 | 38 | 16 | 18 | 6 | 56 | 19 | 3 | 56 | 21 |
| | | 16% | 13% | 16% | 15% | 14% | 16% | 15% | 14% | 20% | 13% | 17% | 20%lm | 12%m | 3% | 20%o | 9% |
| 7 - | (7) | 84 | 26 | 79 | 44 | 75 | 26 | 86 | 39 | 14 | 31 | 2 | 47 | 32 | 7 | 43 | 42 |
| | | 13% | 13% | 13% | 14% | 17% | 13% | 16% | 14% | 17% | 22%j | 6% | 17%m | 20%m | 8% | 15% | 17% |
| 6 - | (6) | 63 | 28 | 72 | 30 | 37 | 27 | 62 | 35 | 13 | 12 | 2 | 21 | 32 | 9 | 22 | 40 |
| | | 10% | 14%d | 12%d | 10% | 8% | 14%d | 12% | 13% | 16% | 8% | 6% | 8% | 20%km | 10% | 8% | 16%n |
| 5 - | (5) | 71 | 13 | 66 | 32 | 37 | 24 | 42 | 21 | 6 | 9 | 6 | 6 | 31 | 5 | 13 | 28 |
| | | 11%z | 6% | 11% | 11% | 8% | 12%z | 8% | 8% | 7% | 6% | 17%i | 2% | 19%km | 5% | 5% | 11%n |
| 4 - | (4) | 46 | 8 | 24 | 9 | 23 | 10 | 34 | 17 | 4 | 10 | 3 | 2 | 19 | 13 | 11 | 23 |
| | | 7%bc | 4% | 4% | 3% | 5% | 5% | 6% | 6% | 5% | 7% | 8% | 1% | 12%k | 14%k | 4% | 9%n |
| 3 - | (3) | 13 | 4 | 19 | 10 | 20 | 5 | 27 | 14 | 2 | 9 | 2 | 4 | 8 | 15 | 3 | 23 |
| | | 2% | 2% | 3% | 3% | 4%a | 3% | 5% | 5% | 2% | 6% | 6% | 1% | 5%k | 16%kl | 1% | 9%n |
| 2 - | (2) | 13 | 6 | 8 | 9 | 13 | 3 | 14 | 8 | 2 | 4 | - | 4 | 4 | 6 | 1 | 13 |
| | | 2% | 3% | 1% | 3% | 3% | 2% | 3% | 3% | 2% | 3% | - | 1% | 2% | 7%k | * | 5%n |
| 1 - Extremely dissatisfied | (1) | 20 | 8 | 25 | 8 | 15 | 20 | 36 | 26 | 2 | 6 | 2 | 1 | 5 | 30 | 6 | 29 |
| | | 3% | 4% | 4% | 3% | 3% | 10%abcdz | 7% | 9%h | 2% | 4% | 6% | * | 3%k | 33%kl | 2% | 12%n |
| Not applicable | | 8 | 5 | 4 | 4 | 3 | 1 | 2 | 1 | - | 1 | - | - | 1 | 1 | - | 1 |
| | | 1% | 2%b | 1% | 1% | 1% | 1% | * | * | - | 1% | - | - | 1% | 1% | - | * |
| NET: Dissatisfied | (1-3) | 46 | 18 | 52 | 27 | 48 | 28 | 77 | 48 | 6 | 19 | 4 | 9 | 17 | 51 | 10 | 65 |
| | | 7% | 9% | 9% | 9% | 11%a | 14%ab | 14% | 17%h | 7% | 13% | 11% | 3% | 10%k | 55%kl | 4% | 26%n |
| NET: Neutral | (4-6) | 180 | 49 | 162 | 71 | 97 | 61 | 138 | 73 | 23 | 31 | 11 | 29 | 82 | 27 | 46 | 91 |
| | | 28%d | 24% | 27%d | 23% | 21% | 31%d | 26% | 27% | 28% | 22% | 31% | 10% | 50%km | 29%k | 16% | 37%n |
| NET: Satisfied | (7-10) | 413 | 135 | 386 | 202 | 306 | 110 | 318 | 153 | 52 | 92 | 21 | 241 | 64 | 13 | 226 | 89 |
| | | 64%e | 65%e | 64%e | 66%e | 67%e | 55% | 59% | 56% | 64% | 64% | 58% | 86%lm | 39%m | 14% | 80%o | 36% |
| Mean score | | 7.17e | 7.36e | 7.16e | 7.26e | 7.18e | 6.54 | 6.69 | 6.49 | 7.05 | 6.82 | 6.89 | 8.18lm | 5.90m | 3.52 | 7.92o | 5.29 |
| Standard error | | 0.10 | 0.18 | 0.10 | 0.14 | 0.12 | 0.19 | 0.11 | 0.17 | 0.24 | 0.21 | 0.45 | 0.11 | 0.16 | 0.26 | 0.12 | 0.16 |

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

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 52

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

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

| | Supplier | | | | | | | EE | | | | | | | | | GIFFGAFF | | | | | | | | | O2 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 300 | 162 | 157 | 28** | 379 | 184 | 84* | 340 | 296 | 72* | 54* | 58* | 23** | 134 | 50* | 23** | 114 | 89* | 238 | 145 | 179 | 42* | 355 | 183 | 66* | 337 | 260 |
| Courtesy and politeness of advisors | 429 | 135 | 406 | 202 | 313 | 115 | 346 | 203 | 103 | 101 | 22 | 329 | 71 | 29 | 265 | 158 | 48 | 36 | 34 | 17 | 114 | 16 | 5 | 88 | 44 | 149 | 100 | 126 | 31 | 308 | 85 | 13 | 281 | 122 |
| | 66%e | 65% | 67%e | 66%e | 69%e | 58% | 65% | 68% | 64% | 64% | 79% | 87%lm | 39% | 35% | 78%o | 53% | 67% | 67% | 59% | 74% | 85%F | 32% | 22% | 77%l | 49% | 63% | 69% | 70% | 74% | 87%uv | 46%v | 20% | 83%x | 47% |
| Ease of finding provider contact details | 427 | 131 | 395 | 197 | 309 | 117 | 335 | 202 | 101 | 107 | 17 | 323 | 74 | 30 | 263 | 159 | 51 | 35 | 31 | 14 | 108 | 16 | 7 | 90 | 38 | 143 | 99 | 120 | 33 | 300 | 73 | 22 | 270 | 121 |
| | 66% | 63% | 65% | 65% | 68%e | 59% | 63% | 67% | 62% | 68% | 61% | 85%lm | 40% | 36% | 77%o | 54% | 71%C | 65% | 53% | 61% | 81%F | 32% | 30% | 79%l | 43% | 60% | 68% | 67% | 79%p | 85%uv | 40% | 33% | 80%x | 47% |
| Willingness to help resolve your issue | 413 | 135 | 386 | 202 | 306 | 110 | 318 | 191 | 104 | 101 | 17 | 325 | 73 | 15 | 276 | 132 | 49 | 39 | 32 | 15 | 109 | 19 | 7 | 89 | 43 | 146 | 97 | 115 | 28 | 303 | 66 | 17 | 278 | 107 |
| | 64%e | 65%e | 64%e | 66%ef | 67%ef | 55% | 59% | 64% | 64% | 64% | 61% | 86%lm | 40%m | 18% | 81%o | 45% | 68% | 72% | 55% | 65% | 81%F | 38% | 30% | 78%l | 48% | 61% | 67% | 64% | 67% | 85%uv | 36% | 26% | 82%x | 41% |
| Advisor doing what they said they would do | 403 | 130 | 372 | 194 | 286 | 124 | 302 | 195 | 96 | 93 | 19 | 323 | 66 | 14 | 260 | 139 | 42 | 36 | 37 | 15 | 112 | 14 | 4 | 83 | 45 | 137 | 92 | 118 | 25 | 299 | 64 | 9 | 258 | 111 |
| | 62%f | 63% | 62% | 64%f | 63%f | 62% | 56% | 65% | 59% | 59% | 68% | 85%lm | 36%m | 17% | 76%o | 47% | 58% | 67% | 64% | 65% | 84%F | 28% | 17% | 73%l | 51% | 58% | 63% | 66% | 60% | 84%uv | 35%v | 14% | 77%x | 43% |
| Getting the issue resolved to your satisfaction | 387 | 125 | 359 | 185 | 264 | 109 | 273 | 177 | 101 | 92 | 17 | 315 | 62 | 10 | 258 | 124 | 43 | 35 | 32 | 15 | 111 | 10 | 4 | 89 | 34 | 137 | 94 | 104 | 24 | 295 | 59 | 5 | 258 | 98 |
| | 60%f | 60%f | 59%f | 61%f | 58%f | 55% | 51% | 59% | 62% | 59% | 61% | 83%lm | 34%m | 12% | 76%o | 42% | 60% | 65% | 55% | 65% | 83%F | 20% | 17% | 78%l | 38% | 58% | 65% | 58% | 57% | 83%uv | 32%v | 8% | 77%x | 38% |
| The time taken to handle your issue | 386 | 136 | 347 | 173 | 259 | 99 | 254 | 183 | 94 | 91 | 18 | 316 | 57 | 13 | 255 | 127 | 51 | 36 | 33 | 16 | 116 | 16 | 4 | 87 | 46 | 128 | 88 | 107 | 24 | 288 | 52 | 7 | 253 | 92 |
| | 60%ef | 66%bcdef | 57%f | 57%f | 57%f | 50% | 47% | 61% | 58% | 58% | 64% | 83%lm | 31%m | 15% | 75%o | 43% | 71% | 67% | 57% | 70% | 87%F | 32% | 17% | 76%l | 52% | 54% | 61% | 60% | 57% | 81%uv | 28%v | 11% | 75%x | 35% |
| Logging of query details to avoid having to repeat yourself | 380 | 126 | 354 | 183 | 266 | 102 | 291 | 179 | 101 | 83 | 17 | 306 | 57 | 17 | 250 | 126 | 48 | 34 | 28 | 16 | 104 | 17 | 5 | 85 | 39 | 134 | 90 | 106 | 24 | 278 | 66 | 10 | 247 | 106 |
| | 59% | 61%e | 59% | 60%e | 59% | 51% | 54% | 60% | 62% | 53% | 61% | 81%lm | 31% | 20% | 74%o | 43% | 67%C | 63% | 48% | 70% | 78%F | 34% | 22% | 75%l | 44% | 56% | 62% | 59% | 57% | 78%uv | 36%v | 15% | 73%x | 41% |
| Offering compensation or a goodwill payment | 357 | 119 | 333 | 171 | 244 | 101 | 246 | 157 | 103 | 81 | 16 | 282 | 59 | 16 | 228 | 124 | 43 | 32 | 28 | 16 | 104 | 11 | 4 | 80 | 37 | 130 | 89 | 93 | 21 | 262 | 58 | 13 | 228 | 103 |
| | 55%f | 57%f | 55%f | 56%f | 54%f | 51% | 46% | 52% | 64%gj | 52% | 57% | 74%lm | 32%m | 19% | 67%o | 42% | 60% | 59% | 48% | 70% | 78%F | 22% | 17% | 70%l | 42% | 55% | 61% | 52% | 50% | 74%uv | 32% | 20% | 68%x | 40% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 53

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

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

| | Supplier | | | | | | | TESCO MOBILE | | | | | | | | | THREE | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 103 | 89* | 87* | 25** | 180 | 88* | 36* | 145 | 149 | 177 | 84* | 171 | 22** | 274 | 118 | 62* | 247 | 199 | 83* | 55* | 51* | 11** | 101 | 65* | 34* | 90* | 109 |
| Courtesy and politeness of advisors | 429 | 135 | 406 | 202 | 313 | 115 | 346 | 67 | 57 | 58 | 20 | 153 | 34 | 15 | 116 | 82 | 119 | 59 | 120 | 15 | 243 | 56 | 14 | 205 | 104 | 44 | 33 | 32 | 6 | 85 | 25 | 5 | 71 | 43 |
| | 66%e | 65% | 67%e | 66%e | 69%e | 58% | 65% | 65% | 64% | 67% | 80% | 85%FG | 39% | 42% | 80%l | 55% | 67% | 70% | 70% | 68% | 89%lm | 47%m | 23% | 83%o | 52% | 53% | 60% | 63% | 55% | 84%uv | 38%v | 15% | 79%x | 39% |
| Ease of finding provider contact details | 427 | 131 | 395 | 197 | 309 | 117 | 335 | 68 | 53 | 54 | 22 | 149 | 35 | 13 | 111 | 83 | 123 | 59 | 114 | 13 | 243 | 49 | 17 | 193 | 111 | 49 | 33 | 31 | 4 | 86 | 21 | 10 | 66 | 51 |
| | 66% | 63% | 65% | 65% | 68%e | 59% | 63% | 66% | 60% | 62% | 88% | 83%FG | 40% | 36% | 77%l | 56% | 69% | 70% | 67% | 59% | 89%lm | 42% | 27% | 78%o | 56% | 59% | 60% | 61% | 36% | 85%uv | 32% | 29% | 73%x | 47% |
| Willingness to help resolve your issue | 413 | 135 | 386 | 202 | 306 | 110 | 318 | 68 | 57 | 57 | 20 | 152 | 34 | 16 | 112 | 86 | 114 | 63 | 112 | 17 | 241 | 56 | 9 | 202 | 100 | 43 | 34 | 28 | 5 | 87 | 22 | 1 | 69 | 40 |
| | 64%e | 65%e | 64%e | 66%ef | 67%ef | 55% | 59% | 66% | 64% | 66% | 80% | 84%FG | 39% | 44% | 77%l | 58% | 64% | 75% | 65% | 77% | 88%lm | 47%m | 15% | 82%o | 50% | 52% | 62% | 55% | 45% | 86%uv | 34%v | 3% | 77%x | 37% |
| Advisor doing what they said they would do | 403 | 130 | 372 | 194 | 286 | 124 | 302 | 65 | 55 | 53 | 21 | 151 | 33 | 10 | 118 | 72 | 107 | 57 | 107 | 15 | 233 | 46 | 7 | 191 | 91 | 44 | 39 | 34 | 7 | 87 | 29 | 8 | 67 | 56 |
| | 62%f | 63% | 62% | 64%f | 63%f | 62% | 56% | 63% | 62% | 61% | 84% | 84%FG | 38% | 28% | 81%l | 48% | 60% | 68% | 63% | 68% | 85%lm | 39%m | 11% | 77%o | 46% | 53% | 71%p | 67% | 64% | 86%uv | 45%v | 24% | 74%x | 51% |
| Getting the issue resolved to your satisfaction | 387 | 125 | 359 | 185 | 264 | 109 | 273 | 66 | 49 | 50 | 20 | 144 | 31 | 10 | 110 | 72 | 102 | 51 | 97 | 14 | 221 | 36 | 7 | 189 | 72 | 39 | 36 | 29 | 5 | 87 | 18 | 4 | 66 | 42 |
| | 60%f | 60%f | 59%f | 61%f | 58%f | 55% | 51% | 64% | 55% | 57% | 80% | 80%FG | 35% | 28% | 76%l | 48% | 58% | 61% | 57% | 64% | 81%lm | 31%m | 11% | 77%o | 36% | 47% | 65%p | 57% | 45% | 86%uv | 28% | 12% | 73%x | 39% |
| The time taken to handle your issue | 386 | 136 | 347 | 173 | 259 | 99 | 254 | 63 | 45 | 46 | 19 | 137 | 26 | 10 | 102 | 70 | 102 | 57 | 88 | 12 | 206 | 47 | 6 | 170 | 84 | 36 | 34 | 24 | 5 | 80 | 15 | 4 | 59 | 40 |
| | 60%ef | 66%bcdef | 57%f | 57%f | 57%f | 50% | 47% | 61% | 51% | 53% | 76% | 76%FG | 30% | 28% | 70%l | 47% | 58% | 68%l | 51% | 55% | 75%lm | 40%m | 10% | 69%o | 42% | 43% | 62%p | 47% | 45% | 79%uv | 23% | 12% | 66%x | 37% |
| Logging of query details to avoid having to repeat yourself | 380 | 126 | 354 | 183 | 266 | 102 | 291 | 60 | 51 | 52 | 20 | 150 | 29 | 4 | 109 | 71 | 102 | 53 | 98 | 13 | 219 | 39 | 8 | 182 | 81 | 37 | 33 | 27 | 5 | 81 | 15 | 6 | 61 | 40 |
| | 59% | 61%e | 59% | 60%e | 59% | 51% | 54% | 58% | 57% | 60% | 80% | 83%FG | 33%G | 11% | 75%l | 48% | 58% | 63% | 57% | 59% | 80%lm | 33%m | 13% | 74%o | 41% | 45% | 60% | 53% | 45% | 80%uv | 23% | 18% | 68%x | 37% |
| Offering compensation or a goodwill payment | 357 | 119 | 333 | 171 | 244 | 101 | 246 | 56 | 58 | 47 | 10 | 132 | 28 | 11 | 96 | 73 | 89 | 52 | 90 | 13 | 187 | 46 | 11 | 169 | 73 | 38 | 33 | 24 | 6 | 79 | 18 | 4 | 67 | 33 |
| | 55%f | 57%f | 55%f | 56%f | 54%f | 51% | 46% | 54% | 65% | 54% | 40% | 73%FG | 32% | 31% | 66%l | 49% | 50% | 62% | 53% | 59% | 68%lm | 39%m | 18% | 68%o | 37% | 46% | 60% | 47% | 55% | 78%uv | 28% | 12% | 74%x | 30% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 54

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

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

| | Supplier | | | | | | | VODAFONE | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 275 | 81* | 143 | 36* | 279 | 164 | 92* | 282 | 246 |
| Courtesy and politeness of advisors | 429<br>66%e | 135<br>65% | 406<br>67%e | 202<br>66%e | 313<br>69%e | 115<br>58% | 346<br>65% | 169<br>61% | 57<br>70% | 94<br>66% | 26<br>72% | 247<br>89%lm | 76<br>46%m | 23<br>25% | 226<br>80%o | 118<br>48% |
| Ease of finding provider contact details | 427<br>66% | 131<br>63% | 395<br>65% | 197<br>65% | 309<br>68%e | 117<br>59% | 335<br>63% | 171<br>62% | 51<br>63% | 88<br>62% | 25<br>69% | 234<br>84%lm | 77<br>47%m | 24<br>26% | 219<br>78%o | 110<br>45% |
| Willingness to help resolve your issue | 413<br>64%e | 135<br>65%e | 386<br>64%e | 202<br>66%e | 306<br>67%e | 110<br>55% | 318<br>59% | 153<br>56% | 52<br>64% | 92<br>64% | 21<br>58% | 241<br>86%lm | 64<br>39%m | 13<br>14% | 226<br>80%o | 89<br>36% |
| Advisor doing what they said they would do | 403<br>62% | 130<br>63% | 372<br>62% | 194<br>64% | 286<br>63% | 124<br>62% | 302<br>56% | 145<br>53% | 48<br>59% | 86<br>60% | 23<br>64% | 235<br>84%lm | 59<br>36%m | 8<br>9% | 213<br>76%o | 85<br>35% |
| Getting the issue resolved to your satisfaction | 387<br>60% | 125<br>60% | 359<br>59% | 185<br>61% | 264<br>58% | 109<br>55% | 273<br>51% | 136<br>49% | 42<br>52% | 76<br>53% | 19<br>53% | 226<br>81%lm | 43<br>26%m | 4<br>4% | 200<br>71%o | 71<br>29% |
| The time taken to handle your issue | 386<br>60%e | 136<br>66%bcde | 347<br>57% | 173<br>57% | 259<br>57% | 99<br>50% | 254<br>47% | 117<br>43% | 46<br>57%g | 70<br>49% | 21<br>58% | 210<br>75%lm | 38<br>23%m | 6<br>7% | 179<br>63%o | 70<br>28% |
| Logging of query details to avoid having to repeat yourself | 380<br>59% | 126<br>61%e | 354<br>59% | 183<br>60%e | 266<br>59% | 102<br>51% | 291<br>54% | 145<br>53% | 47<br>58% | 81<br>57% | 18<br>50% | 226<br>81%lm | 56<br>34%m | 9<br>10% | 204<br>72%o | 85<br>35% |
| Offering compensation or a goodwill payment | 357<br>55% | 119<br>57% | 333<br>55% | 171<br>56% | 244<br>54% | 101<br>51% | 246<br>46% | 119<br>43% | 44<br>54% | 70<br>49% | 13<br>36% | 191<br>68%lm | 44<br>27%m | 11<br>12% | 169<br>60%o | 74<br>30% |

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

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 55

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

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

| | Supplier | | | | | | | EE | | | | | | | | | GIFFGAFF | | | | | | | | | O2 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 300 | 162 | 157 | 28** | 379 | 184 | 84* | 340 | 296 | 72* | 54* | 58* | 23** | 134 | 50* | 23** | 114 | 89* | 238 | 145 | 179 | 42* | 355 | 183 | 66* | 337 | 260 |
| Completely resolved | 340 | 114 | 337 | 145 | 247 | 90 | 282 | 162 | 88 | 71 | 19 | 252 | 69 | 19 | 340 | - | 50 | 29 | 22 | 13 | 87 | 22 | 5 | 114 | - | 136 | 83 | 94 | 24 | 255 | 71 | 11 | 337 | - |
| | *53%* | **55%e** | **56%ce** | *48%* | **54%e** | *45%* | *53%* | *54%* | *54%* | *45%* | *68%* | **66%lm** | **38%m** | *23%* | **100%o** | - | **69%C** | *54%* | *38%* | *57%* | **65%F** | *44%* | *22%* | **100%l** | - | *57%* | *57%* | *53%* | *57%* | **72%uv** | **39%v** | *17%* | **100%x** | - |
| Partly resolved | 240 | 71 | 207 | 120 | 156 | 81 | 179 | 109 | 62 | 67 | 2 | 114 | 94 | 32 | - | 240 | 17 | 23 | 25 | 6 | 39 | 22 | 10 | - | 71 | 80 | 52 | 66 | 9 | 88 | 95 | 24 | - | 207 |
| | *37%* | *34%* | *34%* | *39%* | *34%* | *41%* | *33%* | *36%* | *38%* | *43%* | *7%* | *30%* | **51%km** | *38%* | - | **81%n** | *24%* | **43%A** | **43%A** | *26%* | *29%* | *44%* | *43%* | - | **80%H** | *34%* | *36%* | *37%* | *21%* | *25%* | **52%tv** | *36%* | - | **80%w** |
| Not resolved at all | 56 | 18 | 53 | 29 | 43 | 28 | 67 | 26 | 10 | 15 | 5 | 8 | 18 | 30 | - | 56 | 3 | 2 | 10 | 3 | 4 | 6 | 8 | - | 18 | 20 | 10 | 18 | 5 | 8 | 16 | 29 | - | 53 |
| | *9%* | *9%* | *9%* | *10%* | *9%* | **14%ab** | **13%ab** | *9%* | *6%* | *10%* | *18%* | *2%* | **10%k** | **36%kl** | - | **19%n** | *4%* | *4%* | **17%AB** | *13%* | *3%* | **12%E** | *35%* | - | **20%H** | *8%* | *7%* | *10%* | *12%* | *2%* | **9%t** | **44%tu** | - | **20%w** |
| Don't know | 11 | 4 | 7 | 10 | 8 | 1 | 7 | 3 | 2 | 4 | 2 | 5 | 3 | 3 | - | - | 2 | - | 1 | 1 | 4 | - | - | - | - | 2 | - | 1 | 4 | 4 | 1 | 2 | - | - |
| | *2%* | *2%* | *1%* | **3%be** | *2%* | *1%* | *1%* | *1%* | *1%* | *3%* | *7%* | *1%* | *2%* | *4%* | - | - | *3%* | - | *2%* | *4%* | *3%* | - | - | - | - | *1%* | - | *1%* | **10%pqr** | *1%* | *1%* | *3%* | - | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 56

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

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

| | Supplier | | | | | | | TESCO MOBILE | | | | | | | | | THREE | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 103 | 89* | 87* | 25** | 180 | 88* | 36* | 145 | 149 | 177 | 84* | 171 | 22** | 274 | 118 | 62* | 247 | 199 | 83* | 55* | 51* | 11** | 101 | 65* | 34* | 90* | 109 |
| Completely resolved | 340 | 114 | 337 | 145 | 247 | 90 | 282 | 52 | 34 | 41 | 18 | 108 | 28 | 9 | 145 | - | 96 | 48 | 90 | 13 | 191 | 48 | 8 | 247 | - | 34 | 27 | 23 | 6 | 67 | 22 | 1 | 90 | - |
| | *53%* | **55%e** | **56%ce** | *48%* | **54%e** | *45%* | *53%* | *50%* | *38%* | *47%* | *72%* | **60%FG** | *32%* | *25%* | **100%l** | - | *54%* | *57%* | *53%* | *59%* | **70%lm** | **41%m** | *13%* | **100%o** | - | *41%* | *49%* | *45%* | *55%* | **66%uv** | **34%v** | *3%* | **100%x** | - |
| Partly resolved | 240 | 71 | 207 | 120 | 156 | 81 | 179 | 40 | 41 | 36 | 3 | 59 | 47 | 14 | - | 120 | 59 | 31 | 61 | 5 | 75 | 60 | 21 | - | 156 | 37 | 19 | 23 | 2 | 30 | 37 | 14 | - | 81 |
| | *37%* | *34%* | *34%* | *39%* | *34%* | *41%* | *33%* | *39%* | *46%* | *41%* | *12%* | *33%* | **53%E** | *39%* | - | **81%H** | *33%* | *37%* | *36%* | *23%* | *27%* | **51%km** | *34%* | - | **78%n** | *45%* | *35%* | *45%* | *18%* | *30%* | **57%t** | *41%* | - | **74%w** |
| Not resolved at all | 56 | 18 | 53 | 29 | 43 | 28 | 67 | 9 | 11 | 8 | 1 | 7 | 11 | 11 | - | 29 | 18 | 5 | 16 | 4 | 4 | 9 | 30 | - | 43 | 12 | 8 | 5 | 3 | 4 | 5 | 19 | - | 28 |
| | *9%* | *9%* | *9%* | *10%* | *9%* | **14%ab** | **13%ab** | *9%* | *12%* | *9%* | *4%* | *4%* | **13%E** | **31%EF** | - | **19%H** | *10%* | *6%* | *9%* | *18%* | *1%* | **8%k** | **48%kl** | - | **22%n** | *14%* | *15%* | *10%* | *27%* | *4%* | *8%* | **56%tu** | - | **26%w** |
| Don't know | 11 | 4 | 7 | 10 | 8 | 1 | 7 | 2 | 3 | 2 | 3 | 6 | 2 | 2 | - | - | 4 | - | 4 | - | 4 | 1 | 3 | - | - | - | 1 | - | - | - | 1 | - | - | - |
| | *2%* | *2%* | *1%* | **3%be** | *2%* | *1%* | *1%* | *2%* | *3%* | *2%* | *12%* | *3%* | *2%* | *6%* | - | - | *2%* | - | *2%* | - | *1%* | *1%* | *5%* | - | - | - | *2%* | - | - | - | *2%* | - | - | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 57

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

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

| | Supplier | | | | | | | VODAFONE | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 275 | 81* | 143 | 36* | 279 | 164 | 92* | 282 | 246 |
| Completely resolved | 340 | 114 | 337 | 145 | 247 | 90 | 282 | 148 | 40 | 70 | 24 | 202 | 62 | 18 | 282 | - |
| | *53%* | **55%e** | **56%ce** | *48%* | **54%e** | *45%* | *53%* | *54%* | *49%* | *49%* | *67%* | **72%lm** | **38%m** | *20%* | **100%o** | - |
| Partly resolved | 240 | 71 | 207 | 120 | 156 | 81 | 179 | 91 | 35 | 47 | 6 | 67 | 77 | 35 | - | 179 |
| | *37%* | *34%* | *34%* | *39%* | *34%* | *41%* | *33%* | **33%j** | **43%j** | *33%* | *17%* | *24%* | **47%k** | **38%k** | - | **73%n** |
| Not resolved at all | 56 | 18 | 53 | 29 | 43 | 28 | 67 | 34 | 4 | 25 | 4 | 7 | 23 | 37 | - | 67 |
| | *9%* | *9%* | *9%* | *10%* | *9%* | **14%ab** | *13%* | *12%* | *5%* | **17%h** | *11%* | *3%* | **14%k** | **40%kl** | - | **27%n** |
| Don't know | 11 | 4 | 7 | 10 | 8 | 1 | 7 | 2 | 2 | 1 | 2 | 3 | 2 | 2 | - | - |
| | *2%* | *2%* | *1%* | **3%be** | *2%* | *1%* | *1%* | *1%* | *2%* | *1%* | **6%gl** | *1%* | *1%* | *2%* | - | - |

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

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 58

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

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

| | Supplier | | | | | | | EE | | | | | | | | | GIFFGAFF | | | | | | | | | O2 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 300 | 162 | 157 | 28** | 379 | 184 | 84* | 340 | 296 | 72* | 54* | 58* | 23** | 134 | 50* | 23** | 114 | 89* | 238 | 145 | 179 | 42* | 355 | 183 | 66* | 337 | 260 |
| Yes | 293 | 102 | 290 | 131 | 205 | 78 | 218 | 136 | 81 | 60 | 16 | 225 | 52 | 16 | 293 | - | 44 | 26 | 19 | 13 | 84 | 15 | 3 | 102 | - | 114 | 74 | 83 | 19 | 225 | 59 | 6 | 290 | - |
| | *45%* | **49%ef** | **48%ef** | *43%* | *45%* | *39%* | *41%* | *45%* | **50%d** | *38%* | *57%* | **59%lm** | *28%* | *19%* | **86%o** | - | **61%C** | *48%* | *33%* | *57%* | **63%F** | *30%* | *13%* | **89%l** | - | *48%* | *51%* | *46%* | *45%* | **63%uv** | **32%v** | *9%* | **86%x** | - |
| No | 41 | 11 | 45 | 14 | 38 | 12 | 61 | 23 | 7 | 10 | 1 | 25 | 14 | 2 | 41 | - | 5 | 3 | 3 | - | 3 | 6 | 2 | 11 | - | 21 | 8 | 11 | 5 | 29 | 12 | 4 | 45 | - |
| | *6%* | *5%* | *7%* | *5%* | **8%c** | *6%* | **11%abcez** | *8%* | *4%* | *6%* | *4%* | *7%* | *8%* | *2%* | **12%o** | - | *7%* | *6%* | *5%* | - | *2%* | **12%E** | *9%* | **10%l** | - | *9%* | *6%* | *6%* | *12%* | *8%* | *7%* | *6%* | **13%x** | - |
| Don't know | 6 | 1 | 2 | - | 4 | - | 3 | 3 | - | 1 | 2 | 2 | 3 | 1 | 6 | - | 1 | - | - | - | - | 1 | - | 1 | - | 1 | 1 | - | - | 1 | - | 1 | 2 | - |
| | *1%* | * | * | - | *1%* | - | *1%* | *1%* | - | *1%* | *7%* | *1%* | *2%* | *1%* | **2%o** | - | *1%* | - | - | - | - | *2%* | - | *1%* | - | * | *1%* | - | - | * | - | *2%* | *1%* | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 59

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

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

| | Supplier | | | | | | | TESCO MOBILE | | | | | | | | | THREE | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 103 | 89* | 87* | 25** | 180 | 88* | 36* | 145 | 149 | 177 | 84* | 171 | 22** | 274 | 118 | 62* | 247 | 199 | 83* | 55* | 51* | 11** | 101 | 65* | 34* | 90* | 109 |
| Yes | 293 | 102 | 290 | 131 | 205 | 78 | 218 | 46 | 33 | 35 | 17 | 99 | 24 | 8 | 131 | - | 76 | 45 | 71 | 13 | 167 | 35 | 3 | 205 | - | 26 | 27 | 21 | 4 | 59 | 18 | 1 | 78 | - |
| | *45%* | **49%ef** | **48%ef** | *43%* | *45%* | *39%* | *41%* | *45%* | *37%* | *40%* | *68%* | **55%FG** | *27%* | *22%* | **90%l** | - | *43%* | *54%* | *42%* | *59%* | **61%lm** | **30%m** | *5%* | **83%o** | - | *31%* | **49%p** | *41%* | *36%* | **58%uv** | **28%v** | *3%* | **87%x** | - |
| No | 41 | 11 | 45 | 14 | 38 | 12 | 61 | 6 | 1 | 6 | 1 | 9 | 4 | 1 | 14 | - | 17 | 3 | 18 | - | 22 | 11 | 5 | 38 | - | 8 | - | 2 | 2 | 8 | 4 | - | 12 | - |
| | *6%* | *5%* | *7%* | *5%* | **8%c** | *6%* | **11%abcez** | *6%* | *1%* | *7%* | *4%* | *5%* | *5%* | *3%* | **10%l** | - | *10%* | *4%* | *11%* | - | *8%* | *9%* | *8%* | **15%o** | - | **10%q** | - | *4%* | *18%* | *8%* | *6%* | - | **13%x** | - |
| Don't know | 6 | 1 | 2 | - | 4 | - | 3 | - | - | - | - | - | - | - | - | - | 3 | - | 1 | - | 2 | 2 | - | 4 | - | - | - | - | - | - | - | - | - | - |
| | *1%* | * | * | - | *1%* | - | *1%* | - | - | - | - | - | - | - | - | - | *2%* | - | *1%* | - | *1%* | *2%* | - | *2%* | - | - | - | - | - | - | - | - | - | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 60

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

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

| | Supplier | | | | | | | VODAFONE | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 275 | 81* | 143 | 36* | 279 | 164 | 92* | 282 | 246 |
| Yes | 293 | 102 | 290 | 131 | 205 | 78 | 218 | 112 | 33 | 54 | 19 | 172 | 44 | 2 | 218 | - |
| | *45%* | *49%e* | *48%e* | *43%* | *45%* | *39%* | *41%* | *41%* | *41%* | *38%* | *53%* | *62%lm* | *27%m* | *2%* | *77%o* | - |
| No | 41 | 11 | 45 | 14 | 38 | 12 | 61 | 36 | 5 | 16 | 4 | 27 | 18 | 16 | 61 | - |
| | *6%* | *5%* | *7%* | *5%* | *8%c* | *6%* | *11%* | *13%* | *6%* | *11%* | *11%* | *10%* | *11%* | *17%k* | *22%o* | - |
| Don't know | 6 | 1 | 2 | - | 4 | - | 3 | - | 2 | - | 1 | 3 | - | - | 3 | - |
| | *1%* | * | * | - | *1%* | - | *1%* | - | *2%g* | - | *3%gi* | *1%* | - | - | *1%* | - |

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

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 61

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

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

| | Supplier | | | | | | | EE | | | | | | | | | GIFFGAFF | | | | | | | | | O2 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 340 | 114 | 337 | 145 | 247 | 90* | 282 | 162 | 88* | 71* | 19** | 252 | 69* | 19** | 340 | -** | 50* | 29** | 22** | 13** | 87* | 22** | 5** | 114 | -** | 136 | 83* | 94* | 24** | 255 | 71* | 11** | 337 | -** |
| Yes | 293 | 102 | 290 | 131 | 205 | 78 | 218 | 136 | 81 | 60 | 16 | 225 | 52 | 16 | 293 | - | 44 | 26 | 19 | 13 | 84 | 15 | 3 | 102 | - | 114 | 74 | 83 | 19 | 225 | 59 | 6 | 290 | - |
| | 86%f | 89%f | 86%f | 90%df | 83% | 87% | 77% | 84% | 92% | 85% | 84% | 89%d | 75% | 84% | 86% | - | 88% | 90% | 86% | 100% | 97% | 68% | 60% | 89% | - | 84% | 89% | 88% | 79% | 88% | 83% | 55% | 86% | - |
| No | 41 | 11 | 45 | 14 | 38 | 12 | 61 | 23 | 7 | 10 | 1 | 25 | 14 | 2 | 41 | - | 5 | 3 | 3 | - | 3 | 6 | 2 | 11 | - | 21 | 8 | 11 | 5 | 29 | 12 | 4 | 45 | - |
| | 12% | 10% | 13% | 10% | 15% | 13% | 22%abcz | 14% | 8% | 14% | 5% | 10% | 20%k | 11% | 12% | - | 10% | 10% | 14% | - | 3% | 27% | 40% | 10% | - | 15% | 10% | 12% | 21% | 11% | 17% | 36% | 13% | - |
| Don't know | 6 | 1 | 2 | - | 4 | - | 3 | 3 | - | 1 | 2 | 2 | 3 | 1 | 6 | - | 1 | - | - | - | - | 1 | - | 1 | - | 1 | 1 | - | - | 1 | - | 1 | 2 | - |
| | 2% | 1% | 1% | - | 2% | - | 1% | 2% | - | 1% | 11% | 1% | 4%k | 5% | 2% | - | 2% | - | - | - | - | 5% | - | 1% | - | 1% | 1% | - | - | * | - | 9% | 1% | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 62

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

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

| | Supplier | | | | | | | TESCO MOBILE | | | | | | | | | THREE | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 340 | 114 | 337 | 145 | 247 | 90* | 282 | 52* | 34* | 41* | 18** | 108 | 28** | 9** | 145 | -** | 96* | 48* | 90* | 13** | 191 | 48* | 8** | 247 | -** | 34* | 27** | 23** | 6** | 67* | 22** | 1** | 90* | -** |
| Yes | 293 | 102 | 290 | 131 | 205 | 78 | 218 | 46 | 33 | 35 | 17 | 99 | 24 | 8 | 131 | - | 76 | 45 | 71 | 13 | 167 | 35 | 3 | 205 | - | 26 | 27 | 21 | 4 | 59 | 18 | 1 | 78 | - |
| | 86%f | 89%f | 86%f | 90%df | 83% | 87% | 77% | 88% | 97% | 85% | 94% | 92% | 86% | 89% | 90% | - | 79% | 94%gj | 79% | 100% | 87%l | 73% | 38% | 83% | - | 76% | 100% | 91% | 67% | 88% | 82% | 100% | 87% | - |
| No | 41 | 11 | 45 | 14 | 38 | 12 | 61 | 6 | 1 | 6 | 1 | 9 | 4 | 1 | 14 | - | 17 | 3 | 18 | - | 22 | 11 | 5 | 38 | - | 8 | - | 2 | 2 | 8 | 4 | - | 12 | - |
| | 12% | 10% | 13% | 10% | 15% | 13% | 22%abcz | 12% | 3% | 15% | 6% | 8% | 14% | 11% | 10% | - | 18% | 6% | 20%hi | - | 12% | 23%k | 63% | 15% | - | 24% | - | 9% | 33% | 12% | 18% | - | 13% | - |
| Don't know | 6 | 1 | 2 | - | 4 | - | 3 | - | - | - | - | - | - | - | - | - | 3 | - | 1 | - | 2 | 2 | - | 4 | - | - | - | - | - | - | - | - | - | - |
| | 2% | 1% | 1% | - | 2% | - | 1% | - | - | - | - | - | - | - | - | - | 3% | - | 1% | - | 1% | 4% | - | 2% | - | - | - | - | - | - | - | - | - | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 63

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

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

| | Supplier | | | | | | | VODAFONE | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) |
| Total | 340 | 114 | 337 | 145 | 247 | 90* | 282 | 148 | 40* | 70* | 24** | 202 | 62* | 18** | 282 | -** |
| Yes | 293 | 102 | 290 | 131 | 205 | 78 | 218 | 112 | 33 | 54 | 19 | 172 | 44 | 2 | 218 | - |
| | *86%* | *89%* | *86%* | **90%d** | *83%* | *87%* | *77%* | *76%* | *83%* | *77%* | *79%* | **85%l** | *71%* | *11%* | *77%* | - |
| No | 41 | 11 | 45 | 14 | 38 | 12 | 61 | 36 | 5 | 16 | 4 | 27 | 18 | 16 | 61 | - |
| | *12%* | *10%* | *13%* | *10%* | *15%* | *13%* | *22%* | *24%* | *13%* | *23%* | *17%* | *13%* | **29%k** | *89%* | *22%* | - |
| Don't know | 6 | 1 | 2 | - | 4 | - | 3 | - | 2 | - | 1 | 3 | - | - | 3 | - |
| | *2%* | *1%* | *1%* | - | *2%* | - | *1%* | - | **5%g** | - | *4%* | *1%* | - | - | *1%* | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/z - g/h/i/j - k/l/m - n/o
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 64

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

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

| | Supplier | | | | | | | EE | | | | | | | | | GIFFGAFF | | | | | | | | | O2 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 300 | 162 | 157 | 28** | 379 | 184 | 84* | 340 | 296 | 72* | 54* | 58* | 23** | 134 | 50* | 23** | 114 | 89* | 238 | 145 | 179 | 42* | 355 | 183 | 66* | 337 | 260 |
| Contract (with monthly bills) | 527 | 56 | 471 | 213 | 385 | 162 | 423 | 249 | 125 | 131 | 22 | 318 | 147 | 62 | 286 | 237 | 23 | 17 | 15 | 1 | 34 | 18 | 4 | 37 | 18 | 190 | 107 | 143 | 31 | 274 | 144 | 53 | 264 | 201 |
| | 81%cz | 27% | 78%cz | 70%z | 85%bcfz | 81%cz | 79%cz | 83% | 77% | 83% | 79% | 84%m | 80% | 74% | 84% | 80% | 32% | 31% | 26% | 4% | 25% | 36% | 17% | 32% | 20% | 80% | 74% | 80% | 74% | 77% | 79% | 80% | 78% | 77% |
| Pay as you go | 120 | 151 | 132 | 86 | 68 | 38 | 109 | 51 | 37 | 26 | 6 | 61 | 37 | 22 | 54 | 59 | 49 | 37 | 43 | 22 | 100 | 32 | 19 | 77 | 71 | 48 | 37 | 36 | 11 | 80 | 39 | 13 | 73 | 58 |
| | 19% | 73%abcd!2%def | | 28%abdef | 15% | 19% | 20%d | 17% | 23% | 17% | 21% | 16% | 20% | 26%k | 16% | 20% | 68% | 69% | 74% | 96% | 75% | 64% | 83% | 68% | 80% | 20% | 26% | 20% | 26% | 23% | 21% | 20% | 22% | 22% |
| Don't know | - | - | 1 | 5 | 1 | - | 3 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1 | - | - | 1 | - | - | - | 1 |
| | - | - | * | 2%abd | * | - | 1% | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 1% | - | - | * | - | - | - | * |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 65

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

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

| | Supplier | | | | | | | TESCO MOBILE | | | | | | | | | THREE | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 103 | 89* | 87* | 25** | 180 | 88* | 36* | 145 | 149 | 177 | 84* | 171 | 22** | 274 | 118 | 62* | 247 | 199 | 83* | 55* | 51* | 11** | 101 | 65* | 34* | 90* | 109 |
| Contract (with monthly bills) | 527 | 56 | 471 | 213 | 385 | 162 | 423 | 73 | 65 | 56 | 19 | 130 | 58 | 25 | 107 | 100 | 163 | 65 | 140 | 17 | 236 | 97 | 52 | 214 | 164 | 71 | 42 | 39 | 10 | 83 | 52 | 27 | 81 | 80 |
| | 81%cz | 27% | 78%cz | 70%z | 85%bcfz | 81%cz | 79%cz | 71% | 73% | 64% | 76% | 72% | 66% | 69% | 74% | 67% | 92%hi | 77% | 82% | 77% | 86% | 82% | 84% | 87% | 82% | 86% | 76% | 76% | 91% | 82% | 80% | 79% | 90%x | 73% |
| Pay as you go | 120 | 151 | 132 | 86 | 68 | 38 | 109 | 27 | 23 | 31 | 5 | 48 | 29 | 9 | 37 | 47 | 14 | 19 | 30 | 5 | 38 | 21 | 9 | 33 | 35 | 12 | 13 | 12 | 1 | 18 | 13 | 7 | 9 | 29 |
| | 19% | 73%abcd!2%def | | 28%abdef | 15% | 19% | 20%d | 26% | 26% | 36% | 20% | 27% | 33% | 25% | 26% | 32% | 8% | 23%g | 18%g | 23% | 14% | 18% | 15% | 13% | 18% | 14% | 24% | 24% | 9% | 18% | 20% | 21% | 10% | 27%w |
| Don't know | - | - | 1 | 5 | 1 | - | 3 | 3 | 1 | - | 1 | 2 | 1 | 2 | 1 | 2 | - | - | 1 | - | - | - | 1 | - | - | - | - | - | - | - | - | - | - | - |
| | - | - | * | 2%abd | * | - | 1% | 3% | 1% | - | 4% | 1% | 1% | 6% | 1% | 1% | - | - | 1% | - | - | - | 2%k | - | - | - | - | - | - | - | - | - | - | - |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 66

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

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

| | Supplier | | | | | | | VODAFONE | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 275 | 81* | 143 | 36* | 279 | 164 | 92* | 282 | 246 |
| Contract (with monthly bills) | 527 | 56 | 471 | 213 | 385 | 162 | 423 | 233 | 58 | 114 | 18 | 216 | 126 | 81 | 218 | 199 |
| | 81%cz | 27% | 78%cz | 70%z | 85%bcz | 81%cz | 79% | 85%hj | 72%j | 80%j | 50% | 77% | 77% | 88%kl | 77% | 81% |
| Pay as you go | 120 | 151 | 132 | 86 | 68 | 38 | 109 | 42 | 23 | 27 | 17 | 62 | 36 | 11 | 64 | 44 |
| | 19% | 73%abcde | 22%d | 28%abde | 15% | 19% | 20% | 15% | 28%g | 19% | 47%gi | 22%m | 22%m | 12% | 23% | 18% |
| Don't know | - | - | 1 | 5 | 1 | - | 3 | - | - | 2 | 1 | 1 | 2 | - | - | 3 |
| | - | - | * | 2%abd | * | - | 1% | - | - | 1% | 3%g | * | 1% | - | - | 1% |

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

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 67

**Q15: What is your current employment status?**

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

| | Supplier | | | | | | | EE | | | | | | | | | GIFFGAFF | | | | | | | | | O2 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 300 | 162 | 157 | 28** | 379 | 184 | 84* | 340 | 296 | 72* | 54* | 58* | 23** | 134 | 50* | 23** | 114 | 89* | 238 | 145 | 179 | 42* | 355 | 183 | 66* | 337 | 260 |
| Employed or self-employed (full-time - 30hrs/wk+) | 398 | 103 | 374 | 152 | 230 | 104 | 317 | 194 | 97 | 94 | 13 | 253 | 102 | 43 | 235 | 160 | 38 | 30 | 29 | 6 | 72 | 21 | 10 | 61 | 40 | 158 | 88 | 114 | 14 | 242 | 103 | 29 | 234 | 138 |
| | 62%cdez | 50% | 62%cdez | 50% | 51% | 52% | 59%cdz | 65% | 60% | 60% | 46% | 67%lm | 55% | 51% | 69%o | 54% | 53% | 56% | 50% | 26% | 54% | 42% | 43% | 54% | 45% | 66%s | 61%s | 64%s | 33% | 68%uv | 56% | 44% | 69%x | 53% |
| Employed or self-employed (part-time - 8-29 hrs/wk+) | 127 | 40 | 107 | 70 | 97 | 44 | 90 | 52 | 35 | 34 | 6 | 64 | 41 | 22 | 52 | 71 | 14 | 11 | 11 | 4 | 21 | 14 | 5 | 22 | 18 | 39 | 32 | 24 | 12 | 47 | 43 | 17 | 46 | 58 |
| | 20% | 19% | 18% | 23%f | 21% | 22% | 17% | 17% | 22% | 22% | 21% | 17% | 22% | 26%k | 15% | 24%n | 19% | 20% | 19% | 17% | 16% | 28% | 22% | 19% | 20% | 16% | 22%r | 13% | 29%r | 13% | 23%t | 26%t | 14% | 22%w |
| Homemaker | 50 | 19 | 52 | 34 | 52 | 21 | 43 | 25 | 11 | 12 | 2 | 27 | 15 | 8 | 22 | 27 | 6 | 5 | 6 | 2 | 11 | 6 | 2 | 8 | 11 | 15 | 13 | 19 | 5 | 34 | 13 | 5 | 26 | 25 |
| | 8% | 9% | 9% | 11% | 11%a | 11% | 8% | 8% | 7% | 8% | 7% | 7% | 8% | 10% | 6% | 9% | 8% | 9% | 10% | 9% | 8% | 12% | 9% | 7% | 12% | 6% | 9% | 11% | 12% | 10% | 7% | 8% | 8% | 10% |
| Student / under education | 32 | 20 | 36 | 23 | 34 | 14 | 41 | 12 | 11 | 9 | - | 17 | 9 | 6 | 14 | 17 | 9 | 3 | 5 | 3 | 12 | 5 | 3 | 8 | 12 | 11 | 7 | 15 | 3 | 13 | 14 | 9 | 13 | 22 |
| | 5% | 10%a | 6% | 8% | 7% | 7% | 8% | 4% | 7% | 6% | - | 4% | 5% | 7% | 4% | 6% | 13% | 6% | 9% | 13% | 9% | 10% | 13% | 7% | 13% | 5% | 5% | 8% | 7% | 4% | 8%t | 14%t | 4% | 8%w |
| Temporarily not working (unemployed / illness) | 32 | 22 | 29 | 15 | 35 | 10 | 31 | 14 | 5 | 7 | 6 | 16 | 14 | 2 | 15 | 16 | 5 | 4 | 6 | 7 | 16 | 3 | 3 | 13 | 8 | 13 | 4 | 5 | 7 | 16 | 7 | 6 | 14 | 15 |
| | 5% | 11%abcef | 5% | 5% | 8%b | 5% | 6% | 5% | 3% | 4% | 21% | 4% | 8% | 2% | 4% | 5% | 7% | 7% | 10% | 30% | 12% | 6% | 13% | 11% | 9% | 5% | 3% | 3% | 17%pqr | 5% | 4% | 9% | 4% | 6% |
| Retired | 8 | 3 | 6 | 10 | 6 | 7 | 13 | 3 | 3 | 1 | 1 | 2 | 3 | 3 | 2 | 5 | - | 1 | 1 | 1 | 2 | 1 | - | 2 | - | 2 | 1 | 2 | 1 | 3 | 3 | - | 4 | 2 |
| | 1% | 1% | 1% | 3%ab | 1% | 4%ab | 2% | 1% | 2% | 1% | 4% | 1% | 2% | 4%k | 1% | 2% | - | 2% | 2% | 4% | 1% | 2% | - | 2% | - | 1% | 1% | 1% | 2% | 1% | 2% | - | 1% | 1% |
| NET: Employed | 525 | 143 | 481 | 222 | 327 | 148 | 407 | 246 | 132 | 128 | 19 | 317 | 143 | 65 | 287 | 231 | 52 | 41 | 40 | 10 | 93 | 35 | 15 | 83 | 58 | 197 | 120 | 138 | 26 | 289 | 146 | 46 | 280 | 196 |
| | 81%cdefz | 69% | 80%cdz | 73% | 72% | 74% | 76% | 82% | 81% | 82% | 68% | 84% | 78% | 77% | 84%o | 78% | 72% | 76% | 69% | 43% | 69% | 70% | 65% | 73% | 65% | 83%s | 83%s | 77%s | 62% | 81%v | 80% | 70% | 83%x | 75% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 68

**Q15: What is your current employment status?**

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

| | Supplier | | | | | | | TESCO MOBILE | | | | | | | | | THREE | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 103 | 89* | 87* | 25** | 180 | 88* | 36* | 145 | 149 | 177 | 84* | 171 | 22** | 274 | 118 | 62* | 247 | 199 | 83* | 55* | 51* | 11** | 101 | 65* | 34* | 90* | 109 |
| Employed or self-employed (full-time - 30hrs/wk+) | 398<br>62%cdez | 103<br>50% | 374<br>62%cdez | 152<br>50% | 230<br>51% | 104<br>52% | 317<br>59%cdz | 55<br>53% | 42<br>47% | 45<br>52% | 10<br>40% | 96<br>53% | 41<br>47% | 15<br>42% | 88<br>61%d | 60<br>40% | 84<br>47% | 46<br>55% | 92<br>54% | 8<br>36% | 148<br>54%d | 49<br>42% | 33<br>53% | 133<br>54% | 96<br>48% | 40<br>48% | 32<br>58% | 26<br>51% | 6<br>55% | 58<br>57% | 31<br>48% | 15<br>44% | 52<br>58% | 51<br>47% |
| Employed or self-employed (part-time - 8-29 hrs/wk+) | 127<br>20% | 40<br>19% | 107<br>18% | 70<br>23%d | 97<br>21% | 44<br>22% | 90<br>17% | 20<br>19% | 19<br>21% | 27<br>31% | 4<br>16% | 37<br>21% | 26<br>30% | 7<br>19% | 31<br>21% | 37<br>25% | 48<br>27%d | 18<br>21% | 29<br>17% | 2<br>9% | 53<br>19% | 31<br>26% | 13<br>21% | 50<br>20% | 44<br>22% | 17<br>20% | 14<br>25% | 11<br>22% | 2<br>18% | 20<br>20% | 16<br>25% | 8<br>24% | 17<br>19% | 27<br>25% |
| Homemaker | 50<br>8% | 19<br>9% | 52<br>9% | 34<br>11% | 52<br>11%a | 21<br>11% | 43<br>8% | 14<br>14% | 12<br>13% | 5<br>6% | 3<br>12% | 21<br>12% | 8<br>9% | 5<br>14% | 9<br>6% | 24<br>16%H | 17<br>10% | 11<br>13% | 19<br>11% | 5<br>23% | 29<br>11% | 17<br>14% | 6<br>10% | 25<br>10% | 26<br>13% | 7<br>8% | 3<br>5% | 8<br>16% | 3<br>27% | 10<br>10% | 8<br>12% | 3<br>9% | 10<br>11% | 11<br>10% |
| Student / under education | 32<br>5% | 20<br>10%a | 36<br>6% | 23<br>8% | 34<br>7% | 14<br>7% | 41<br>8% | 3<br>3% | 9<br>10%A | 8<br>9% | 3<br>12% | 12<br>7% | 7<br>8% | 4<br>11% | 7<br>5% | 16<br>11% | 12<br>7% | 4<br>5% | 14<br>8% | 4<br>18% | 19<br>7% | 11<br>9% | 4<br>6% | 16<br>6% | 18<br>9% | 7<br>8% | 3<br>5% | 4<br>8% | -<br>- | 6<br>6% | 7<br>11% | 1<br>3% | 3<br>3% | 11<br>10% |
| Temporarily not working (unemployed / illness) | 32<br>5% | 22<br>11%abcef | 29<br>5% | 15<br>5% | 35<br>8%b | 10<br>5% | 31<br>6% | 6<br>6% | 5<br>6% | 2<br>2% | 2<br>8% | 6<br>3% | 6<br>7% | 3<br>8% | 5<br>3% | 8<br>5% | 15<br>8% | 5<br>6% | 13<br>8% | 2<br>9% | 20<br>7% | 9<br>8% | 6<br>10% | 20<br>8% | 14<br>7% | 7<br>8% | 1<br>2% | 2<br>4% | -<br>- | 5<br>5% | 2<br>3% | 3<br>9% | 5<br>6% | 5<br>5% |
| Retired | 8<br>1% | 3<br>1% | 6<br>1% | 10<br>3%ab | 6<br>1% | 7<br>4%ab | 13<br>2% | 5<br>5%C | 2<br>2% | -<br>- | 3<br>12% | 8<br>4%F | -<br>- | 2<br>6%F | 5<br>3% | 4<br>3% | 1<br>1% | -<br>- | 4<br>2% | 1<br>5% | 5<br>2% | 1<br>1% | -<br>- | 3<br>1% | 1<br>1% | 5<br>6% | 2<br>4% | -<br>- | -<br>- | 2<br>2% | 1<br>2% | 4<br>12%tu | 3<br>3% | 4<br>4% |
| NET: Employed | 525<br>81%cdefz | 143<br>69% | 481<br>80%cdz | 222<br>73% | 327<br>72% | 148<br>74% | 407<br>76% | 75<br>73% | 61<br>69% | 72<br>83%B | 14<br>56% | 133<br>74% | 67<br>76% | 22<br>61% | 119<br>82%d | 97<br>65% | 132<br>75% | 64<br>76% | 121<br>71% | 10<br>45% | 201<br>73% | 80<br>68% | 46<br>74% | 183<br>74% | 140<br>70% | 57<br>69% | 46<br>84% | 37<br>73% | 8<br>73% | 78<br>77% | 47<br>72% | 23<br>68% | 69<br>77% | 78<br>72% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 69

**Q15: What is your current employment status?**

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

| | Supplier | | | | | | | VODAFONE | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 275 | 81* | 143 | 36* | 279 | 164 | 92* | 282 | 246 |
| Employed or self-employed (full-time - 30hrs/wk+) | 398<br>62%cdez | 103<br>50% | 374<br>62%cdez | 152<br>50% | 230<br>51% | 104<br>52% | 317<br>59% | 173<br>63%j | 49<br>60%j | 82<br>57%j | 13<br>36% | 172<br>62% | 90<br>55% | 55<br>60% | 170<br>60% | 145<br>59% |
| Employed or self-employed (part-time - 8-29 hrs/wk+) | 127<br>20% | 40<br>19% | 107<br>18% | 70<br>23% | 97<br>21% | 44<br>22% | 90<br>17% | 44<br>16% | 11<br>14% | 27<br>19% | 8<br>22% | 50<br>18%m | 32<br>20%m | 8<br>9% | 57<br>20%o | 33<br>13% |
| Homemaker | 50<br>8% | 19<br>9% | 52<br>9% | 34<br>11% | 52<br>11%a | 21<br>11% | 43<br>8% | 20<br>7% | 6<br>7% | 14<br>10% | 3<br>8% | 17<br>6% | 15<br>9% | 11<br>12% | 14<br>5% | 27<br>11%n |
| Student / under education | 32<br>5% | 20<br>10%a | 36<br>6% | 23<br>8% | 34<br>7% | 14<br>7% | 41<br>8% | 16<br>6% | 7<br>9% | 12<br>8% | 6<br>17%g | 18<br>6% | 13<br>8% | 10<br>11% | 20<br>7% | 20<br>8% |
| Temporarily not working (unemployed / illness) | 32<br>5% | 22<br>11%abce | 29<br>5% | 15<br>5% | 35<br>8%b | 10<br>5% | 31<br>6% | 13<br>5% | 6<br>7% | 6<br>4% | 6<br>17%gl | 13<br>5% | 12<br>7% | 6<br>7% | 14<br>5% | 15<br>6% |
| Retired | 8<br>1% | 3<br>1% | 6<br>1% | 10<br>3%ab | 6<br>1% | 7<br>4%ab | 13<br>2% | 9<br>3% | 2<br>2% | 2<br>1% | -<br>- | 9<br>3% | 2<br>1% | 2<br>2% | 7<br>2% | 6<br>2% |
| NET: Employed | 525<br>81%cdez | 143<br>69% | 481<br>80%cdz | 222<br>73% | 327<br>72% | 148<br>74% | 407<br>76% | 217<br>79%j | 60<br>74% | 109<br>76%j | 21<br>58% | 222<br>80%m | 122<br>74% | 63<br>68% | 227<br>80%o | 178<br>72% |

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

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 70

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

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

| | Supplier | | | | | | | EE | | | | | | | | | GIFFGAFF | | | | | | | | | O2 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 300 | 162 | 157 | 28** | 379 | 184 | 84* | 340 | 296 | 72* | 54* | 58* | 23** | 134 | 50* | 23** | 114 | 89* | 238 | 145 | 179 | 42* | 355 | 183 | 66* | 337 | 260 |
| Up to 10,399 Pounds | 82 | 37 | 77 | 36 | 52 | 29 | 51 | 38 | 26 | 13 | 5 | 40 | 25 | 17 | 42 | 38 | 13 | 14 | 6 | 4 | 21 | 10 | 6 | 18 | 18 | 27 | 15 | 24 | 11 | 43 | 24 | 10 | 42 | 33 |
| | 13% | 18%df | 13% | 12% | 11% | 15% | 10% | 13% | 16%h | 8% | 18% | 11% | 14% | 20%k | 12% | 13% | 18% | 26%C | 10% | 17% | 16% | 20% | 26% | 16% | 20% | 11% | 10% | 13% | 26%pqr | 12% | 13% | 15% | 12% | 13% |
| 10,400-15,599 Pounds | 89 | 41 | 92 | 62 | 51 | 30 | 59 | 46 | 20 | 18 | 5 | 48 | 32 | 9 | 40 | 48 | 19 | 8 | 11 | 3 | 24 | 11 | 6 | 21 | 20 | 39 | 28 | 21 | 4 | 49 | 37 | 6 | 43 | 49 |
| | 14% | 20%adf | 15%f | 20%adf | 11% | 15% | 11% | 15% | 12% | 11% | 18% | 13% | 17% | 11% | 12% | 16% | 26% | 15% | 19% | 13% | 18% | 22% | 26% | 18% | 22% | 16% | 19% | 12% | 10% | 14% | 20%v | 9% | 13% | 19%w |
| 15,600-25,999 Pounds | 114 | 44 | 104 | 46 | 102 | 33 | 91 | 49 | 29 | 33 | 3 | 70 | 28 | 16 | 59 | 54 | 12 | 13 | 14 | 5 | 30 | 10 | 4 | 25 | 19 | 44 | 30 | 28 | 2 | 61 | 31 | 12 | 56 | 48 |
| | 18% | 21% | 17% | 15% | 22%abcf | 17% | 17% | 16% | 18% | 21% | 11% | 18% | 15% | 19% | 17% | 18% | 17% | 24% | 24% | 22% | 22% | 20% | 17% | 22% | 21% | 18%s | 21%s | 16% | 5% | 17% | 17% | 18% | 17% | 18% |
| 26,000-36,399 Pounds | 115 | 30 | 107 | 56 | 99 | 37 | 93 | 53 | 27 | 31 | 4 | 64 | 34 | 17 | 54 | 57 | 11 | 9 | 9 | 1 | 19 | 8 | 3 | 17 | 12 | 40 | 18 | 41 | 8 | 67 | 32 | 8 | 64 | 42 |
| | 18% | 14% | 18% | 18% | 22%z | 19% | 17% | 18% | 17% | 20% | 14% | 17% | 18% | 20% | 16% | 19% | 15% | 17% | 16% | 4% | 14% | 16% | 13% | 15% | 13% | 17% | 12% | 23%q | 19% | 19% | 17% | 12% | 19% | 16% |
| 36,400-51,999 Pounds | 132 | 28 | 108 | 43 | 67 | 35 | 110 | 56 | 36 | 36 | 4 | 82 | 36 | 14 | 74 | 55 | 9 | 6 | 11 | 2 | 18 | 6 | 4 | 16 | 12 | 37 | 28 | 35 | 8 | 64 | 31 | 13 | 61 | 45 |
| | 20%cdz | 14% | 18% | 14% | 15% | 18% | 21%cdz | 19% | 22% | 23% | 14% | 22% | 20% | 17% | 22% | 19% | 13% | 11% | 19% | 9% | 13% | 12% | 17% | 14% | 13% | 16% | 19% | 20% | 19% | 18% | 17% | 20% | 18% | 17% |
| 52,000+ | 92 | 13 | 89 | 39 | 59 | 26 | 93 | 44 | 23 | 22 | 3 | 62 | 22 | 8 | 56 | 36 | 6 | 2 | 3 | 2 | 12 | 1 | - | 11 | 2 | 36 | 24 | 25 | 4 | 58 | 18 | 13 | 56 | 32 |
| | 14%z | 6% | 15%z | 13%z | 13%z | 13%z | 17%z | 15% | 14% | 14% | 11% | 16% | 12% | 10% | 16% | 12% | 8% | 4% | 5% | 9% | 9% | 2% | - | 10%d | 2% | 15% | 17% | 14% | 10% | 16%tu | 10% | 20%tu | 17% | 12% |
| Don't know | 13 | 7 | 7 | 10 | 12 | 5 | 17 | 8 | - | 2 | 3 | 6 | 5 | 2 | 7 | 6 | 1 | 1 | 2 | 3 | 5 | 2 | - | 4 | 3 | 5 | - | - | 2 | 4 | 1 | 2 | 3 | 3 |
| | 2% | 3%b | 1% | 3%b | 3% | 3% | 3%b | 3%h | - | 1% | 11% | 2% | 3% | 2% | 2% | 2% | 1% | 2% | 3% | 13% | 4% | 4% | - | 4% | 3% | 2% | - | - | 5%qr | 1% | 1% | 3% | 1% | 1% |
| Would rather not say | 10 | 7 | 20 | 12 | 12 | 5 | 21 | 6 | 1 | 2 | 1 | 7 | 2 | 1 | 8 | 2 | 1 | 1 | 2 | 3 | 5 | 2 | - | 2 | 3 | 10 | 2 | 5 | 3 | 9 | 9 | 2 | 12 | 8 |
| | 2% | 3% | 3%a | 4%a | 3% | 3% | 4%a | 2% | 1% | 1% | 4% | 2% | 1% | 1% | 2% | 1% | 1% | 2% | 3% | 13% | 4% | 4% | - | 2% | 3% | 4% | 1% | 3% | 7%q | 3% | 5% | 3% | 4% | 3% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 71

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

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

| | Supplier | | | | | | | TESCO MOBILE | | | | | | | | | THREE | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 103 | 89* | 87* | 25** | 180 | 88* | 36* | 145 | 149 | 177 | 84* | 171 | 22** | 274 | 118 | 62* | 247 | 199 | 83* | 55* | 51* | 11** | 101 | 65* | 34* | 90* | 109 |
| Up to 10,399 Pounds | 82 | 37 | 77 | 36 | 52 | 29 | 51 | 9 | 11 | 12 | 4 | 23 | 7 | 6 | 16 | 18 | 15 | 5 | 27 | 5 | 28 | 16 | 8 | 25 | 26 | 12 | 8 | 8 | 1 | 11 | 15 | 3 | 13 | 15 |
| | 13% | 18%df | 13% | 12% | 11% | 15% | 10% | 9% | 12% | 14% | 16% | 13% | 8% | 17% | 11% | 12% | 8% | 6% | 16%gh | 23% | 10% | 14% | 13% | 10% | 13% | 14% | 15% | 16% | 9% | 11% | 23%t | 9% | 14% | 14% |
| 10,400-15,599 Pounds | 89 | 41 | 92 | 62 | 51 | 30 | 59 | 25 | 15 | 21 | 1 | 34 | 20 | 8 | 26 | 35 | 19 | 15 | 16 | 1 | 33 | 15 | 3 | 26 | 23 | 11 | 7 | 9 | 3 | 18 | 8 | 4 | 13 | 17 |
| | 14% | 20%adf | 15%f | 20%adf | 11% | 15% | 11% | 24% | 17% | 24% | 4% | 19% | 23% | 22% | 18% | 23% | 11% | 18% | 9% | 5% | 12% | 13% | 5% | 11% | 12% | 13% | 13% | 18% | 27% | 18% | 12% | 12% | 14% | 16% |
| 15,600-25,999 Pounds | 114 | 44 | 104 | 46 | 102 | 33 | 91 | 13 | 11 | 18 | 4 | 28 | 14 | 4 | 20 | 26 | 45 | 18 | 34 | 5 | 59 | 33 | 10 | 58 | 43 | 16 | 9 | 8 | - | 17 | 13 | 3 | 16 | 17 |
| | 18% | 21% | 17% | 15% | 22%abcf | 17% | 17% | 13% | 12% | 21% | 16% | 16% | 16% | 11% | 14% | 17% | 25% | 21% | 20% | 23% | 22% | 28% | 16% | 23% | 22% | 19% | 16% | 16% | - | 17% | 20% | 9% | 18% | 16% |
| 26,000-36,399 Pounds | 115 | 30 | 107 | 56 | 99 | 37 | 93 | 14 | 24 | 13 | 5 | 33 | 16 | 7 | 21 | 31 | 32 | 21 | 44 | 2 | 57 | 28 | 14 | 58 | 41 | 14 | 13 | 8 | 2 | 16 | 7 | 14 | 13 | 24 |
| | 18% | 14% | 18% | 18% | 22%z | 19% | 17% | 14% | 27%A | 15% | 20% | 18% | 18% | 19% | 14% | 21% | 18% | 25% | 26% | 9% | 21% | 24% | 23% | 23% | 21% | 17% | 24% | 16% | 18% | 16% | 11% | 41%tu | 14% | 22% |
| 36,400-51,999 Pounds | 132 | 28 | 108 | 43 | 67 | 35 | 110 | 23 | 11 | 6 | 3 | 24 | 14 | 5 | 24 | 18 | 29 | 12 | 21 | 5 | 47 | 10 | 10 | 36 | 30 | 14 | 8 | 10 | 3 | 20 | 11 | 4 | 15 | 20 |
| | 20%cdz | 14% | 18% | 14% | 15% | 18% | 21%cdz | 22%C | 12% | 7% | 12% | 13% | 16% | 14% | 17% | 12% | 16% | 14% | 12% | 23% | 17%l | 8% | 16% | 15% | 15% | 17% | 15% | 20% | 27% | 20% | 17% | 12% | 17% | 18% |
| 52,000+ | 92 | 13 | 89 | 39 | 59 | 26 | 93 | 11 | 10 | 15 | 3 | 27 | 8 | 4 | 27 | 11 | 28 | 10 | 20 | 1 | 36 | 10 | 13 | 32 | 25 | 10 | 9 | 5 | 2 | 13 | 8 | 5 | 14 | 12 |
| | 14%z | 6% | 15%z | 13%z | 13%z | 13%z | 17%z | 11% | 11% | 17% | 12% | 15% | 9% | 11% | 19%l | 7% | 16% | 12% | 12% | 5% | 13% | 8% | 21%l | 13% | 13% | 12% | 16% | 10% | 18% | 13% | 12% | 15% | 16% | 11% |
| Don't know | 13 | 7 | 7 | 10 | 12 | 5 | 17 | 3 | 4 | 1 | 2 | 4 | 4 | 2 | 5 | 5 | 4 | 2 | 5 | 1 | 6 | 3 | 3 | 7 | 4 | 3 | - | 2 | - | 3 | 2 | - | 3 | 2 |
| | 2% | 3%b | 1% | 3%b | 3% | 3% | 3%b | 3% | 4% | 1% | 8% | 2% | 5% | 6% | 3% | 3% | 2% | 2% | 3% | 5% | 2% | 3% | 5% | 3% | 2% | 4% | - | 4% | - | 3% | 3% | - | 3% | 2% |
| Would rather not say | 10 | 7 | 20 | 12 | 12 | 5 | 21 | 5 | 3 | 1 | 3 | 7 | 5 | - | 6 | 5 | 5 | 1 | 4 | 2 | 8 | 3 | 1 | 5 | 7 | 3 | 1 | 1 | - | 3 | 1 | 1 | 3 | 2 |
| | 2% | 3% | 3%a | 4%a | 3% | 3% | 4%a | 5% | 3% | 1% | 12% | 4% | 6% | - | 4% | 3% | 3% | 1% | 2% | 9% | 3% | 3% | 2% | 2% | 4% | 4% | 2% | 2% | - | 3% | 2% | 3% | 3% | 2% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 72

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

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

| | Supplier | | | | | | | VODAFONE | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 275 | 81* | 143 | 36* | 279 | 164 | 92* | 282 | 246 |
| Up to 10,399 Pounds | 82<br>*13%* | 37<br>*18%d* | 77<br>*13%* | 36<br>*12%* | 52<br>*11%* | 29<br>*15%* | 51<br>*10%* | 25<br>*9%* | 7<br>*9%* | 14<br>*10%* | 5<br>*14%* | 28<br>*10%* | 15<br>*9%* | 8<br>*9%* | 32<br>*11%* | 19<br>*8%* |
| 10,400-15,599 Pounds | 89<br>*14%* | 41<br>*20%ad* | 92<br>*15%* | 62<br>*20%ad* | 51<br>*11%* | 30<br>*15%* | 59<br>*11%* | 25<br>*9%* | 12<br>*15%* | 16<br>*11%* | 6<br>*17%* | 27<br>*10%* | 24<br>*15%* | 8<br>*9%* | 34<br>*12%* | 24<br>*10%* |
| 15,600-25,999 Pounds | 114<br>*18%* | 44<br>*21%* | 104<br>*17%* | 46<br>*15%* | 102<br>*22%abc* | 33<br>*17%* | 91<br>*17%* | 44<br>*16%* | 15<br>*19%* | 27<br>*19%* | 5<br>*14%* | 45<br>*16%* | 32<br>*20%* | 14<br>*15%* | 46<br>*16%* | 43<br>*17%* |
| 26,000-36,399 Pounds | 115<br>*18%* | 30<br>*14%* | 107<br>*18%* | 56<br>*18%* | 99<br>*22%z* | 37<br>*19%* | 93<br>*17%* | 52<br>*19%* | 15<br>*19%* | 20<br>*14%* | 6<br>*17%* | 54<br>*19%* | 29<br>*18%* | 10<br>*11%* | 57<br>*20%* | 35<br>*14%* |
| 36,400-51,999 Pounds | 132<br>*20%cdz* | 28<br>*14%* | 108<br>*18%* | 43<br>*14%* | 67<br>*15%* | 35<br>*18%* | 110<br>*21%* | 60<br>*22%j* | 13<br>*16%* | 35<br>*24%j* | 2<br>*6%* | 62<br>*22%* | 28<br>*17%* | 20<br>*22%* | 59<br>*21%* | 51<br>*21%* |
| 52,000+ | 92<br>*14%z* | 13<br>*6%* | 89<br>*15%z* | 39<br>*13%z* | 59<br>*13%z* | 26<br>*13%z* | 93<br>*17%* | 51<br>*19%* | 15<br>*19%* | 20<br>*14%* | 7<br>*19%* | 48<br>*17%* | 26<br>*16%* | 19<br>*21%* | 38<br>*13%* | 53<br>*22%n* |
| Don't know | 13<br>*2%* | 7<br>*3%b* | 7<br>*1%* | 10<br>*3%b* | 12<br>*3%* | 5<br>*3%* | 17<br>*3%* | 8<br>*3%* | 1<br>*1%* | 5<br>*3%* | 3<br>*8%* | 6<br>*2%* | 5<br>*3%* | 6<br>*7%k* | 9<br>*3%* | 7<br>*3%* |
| Would rather not say | 10<br>*2%* | 7<br>*3%* | 20<br>*3%a* | 12<br>*4%a* | 12<br>*3%* | 5<br>*3%* | 21<br>*4%* | 10<br>*4%* | 3<br>*4%* | 6<br>*4%* | 2<br>*6%* | 9<br>*3%* | 5<br>*3%* | 7<br>*8%* | 7<br>*2%* | 14<br>*6%* |

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

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 73

**Q17: Where do you live?**

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

| | Supplier | | | | | | | EE | | | | | | | | | GIFFGAFF | | | | | | | | | O2 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 300 | 162 | 157 | 28** | 379 | 184 | 84* | 340 | 296 | 72* | 54* | 58* | 23** | 134 | 50* | 23** | 114 | 89* | 238 | 145 | 179 | 42* | 355 | 183 | 66* | 337 | 260 |
| East Midlands | 51 | 10 | 46 | 18 | 37 | 16 | 24 | 23 | 11 | 16 | 1 | 30 | 18 | 3 | 27 | 24 | 4 | 2 | 3 | 1 | 9 | 1 | - | 4 | 4 | 15 | 13 | 11 | 7 | 32 | 11 | 3 | 27 | 18 |
| | 8%f | 5% | 8%f | 6% | 8%f | 8% | 4% | 8% | 7% | 10% | 4% | 8% | 10% | 4% | 8% | 8% | 6% | 4% | 5% | 4% | 7% | 2% | - | 4% | 4% | 6% | 9% | 6% | 17%pr | 9% | 6% | 5% | 8% | 7% |
| East of England | 43 | 16 | 48 | 32 | 27 | 10 | 38 | 19 | 8 | 15 | 1 | 26 | 8 | 9 | 14 | 29 | 4 | 4 | 6 | 2 | 10 | 6 | - | 8 | 8 | 20 | 14 | 13 | 1 | 27 | 16 | 5 | 26 | 21 |
| | 7% | 8% | 8% | 11%ade | 6% | 5% | 7% | 6% | 5% | 10% | 4% | 7% | 4% | 11%f | 4% | 10%n | 6% | 7% | 10% | 9% | 7% | 12% | - | 7% | 9% | 8% | 10% | 7% | 2% | 8% | 9% | 8% | 8% | 8% |
| London | 142 | 37 | 104 | 57 | 106 | 41 | 94 | 68 | 34 | 36 | 4 | 80 | 39 | 23 | 81 | 58 | 12 | 10 | 13 | 2 | 20 | 12 | 5 | 21 | 15 | 34 | 23 | 40 | 7 | 58 | 33 | 13 | 65 | 38 |
| | 22%b | 18% | 17% | 19% | 23%bf | 21% | 18% | 23% | 21% | 23% | 14% | 21% | 21% | 27% | 24% | 20% | 17% | 19% | 22% | 9% | 15% | 24% | 22% | 18% | 17% | 14% | 16% | 22%p | 17% | 16% | 18% | 20% | 19% | 15% |
| North East | 36 | 13 | 30 | 13 | 18 | 13 | 27 | 10 | 11 | 14 | 1 | 22 | 11 | 3 | 18 | 18 | 4 | 6 | 3 | - | 9 | 2 | 2 | 7 | 6 | 14 | 7 | 7 | 2 | 8 | 16 | 6 | 14 | 15 |
| | 6% | 6% | 5% | 4% | 4% | 7% | 5% | 3% | 7% | 9%g | 4% | 6% | 6% | 4% | 5% | 6% | 6% | 11% | 5% | - | 7% | 4% | 9% | 6% | 7% | 6% | 5% | 4% | 5% | 2% | 9%t | 9%t | 4% | 6% |
| North West | 55 | 30 | 80 | 38 | 56 | 33 | 71 | 31 | 11 | 11 | 2 | 38 | 13 | 4 | 30 | 24 | 13 | 10 | 5 | 2 | 20 | 3 | 7 | 17 | 13 | 42 | 15 | 17 | 6 | 44 | 24 | 12 | 42 | 38 |
| | 9% | 14%a | 13%a | 13% | 12%a | 17%a | 13%a | 10% | 7% | 7% | 7% | 10% | 7% | 5% | 9% | 8% | 18% | 19% | 9% | 9% | 15% | 6% | 30% | 15% | 15% | 18%r | 10% | 9% | 14% | 12% | 13% | 18% | 12% | 15% |
| Scotland | 35 | 15 | 38 | 22 | 26 | 9 | 33 | 12 | 14 | 8 | 1 | 22 | 12 | 1 | 23 | 12 | 7 | 4 | 4 | - | 9 | 4 | 2 | 9 | 6 | 17 | 11 | 8 | 2 | 26 | 9 | 3 | 23 | 14 |
| | 5% | 7% | 6% | 7% | 6% | 5% | 6% | 4% | 9%g | 5% | 4% | 6% | 7% | 1% | 7% | 4% | 10% | 7% | 7% | - | 7% | 8% | 9% | 8% | 7% | 7% | 8% | 4% | 5% | 7% | 5% | 5% | 7% | 5% |
| South East | 75 | 18 | 70 | 27 | 53 | 16 | 87 | 38 | 13 | 19 | 5 | 52 | 18 | 5 | 46 | 27 | 3 | 7 | 4 | 4 | 11 | 5 | 2 | 12 | 6 | 24 | 19 | 23 | 4 | 40 | 23 | 7 | 37 | 33 |
| | 12% | 9% | 12% | 9% | 12% | 8% | 16%abcd ez | 13% | 8% | 12% | 18% | 14% | 10% | 6% | 14% | 9% | 4% | 13% | 7% | 17% | 8% | 10% | 9% | 11% | 7% | 10% | 13% | 13% | 10% | 11% | 13% | 11% | 11% | 13% |
| South West | 55 | 13 | 43 | 25 | 25 | 8 | 34 | 26 | 13 | 14 | 2 | 27 | 23 | 5 | 26 | 27 | 4 | 1 | 5 | 3 | 10 | 2 | 1 | 8 | 5 | 17 | 10 | 13 | 3 | 26 | 13 | 4 | 26 | 16 |
| | 9%e | 6% | 7% | 8% | 6% | 4% | 6% | 9% | 8% | 9% | 7% | 7% | 13%k | 6% | 8% | 9% | 6% | 2% | 9% | 13% | 7% | 4% | 4% | 7% | 6% | 7% | 7% | 7% | 7% | 7% | 7% | 6% | 8% | 6% |
| Ulster / Northern Ireland | 2 | 3 | 16 | 9 | 3 | 2 | 7 | 2 | - | - | - | 1 | 1 | - | 2 | - | 1 | - | 2 | - | 3 | - | - | 1 | 2 | 5 | 5 | 5 | 1 | 9 | 6 | 1 | 11 | 5 |
| | * | 1% | 3%ad | 3%ad | 1% | 1% | 1%a | 1% | - | - | - | * | 1% | - | 1% | - | 1% | - | 3% | - | 2% | - | - | 1% | 2% | 2% | 3% | 3% | 2% | 3% | 3% | 2% | 3% | 2% |
| Wales | 38 | 4 | 30 | 18 | 14 | 4 | 24 | 15 | 14 | 6 | 3 | 21 | 10 | 7 | 19 | 18 | 2 | - | - | 2 | 3 | - | 1 | 3 | 1 | 17 | 3 | 9 | 1 | 18 | 9 | 3 | 15 | 15 |
| | 6%dez | 2% | 5% | 6%ez | 3% | 2% | 4% | 5% | 9% | 4% | 11% | 6% | 5% | 8% | 6% | 6% | 3% | - | - | 9% | 2% | - | 4% | 3% | 1% | 7%q | 2% | 5% | 2% | 5% | 5% | 5% | 4% | 6% |
| West Midlands | 58 | 23 | 50 | 25 | 51 | 33 | 49 | 26 | 19 | 9 | 4 | 28 | 15 | 15 | 26 | 30 | 7 | 6 | 6 | 4 | 16 | 6 | 1 | 9 | 13 | 13 | 15 | 19 | 3 | 30 | 15 | 5 | 25 | 25 |
| | 9% | 11% | 8% | 8% | 11% | 17%abcf | 9% | 9% | 12% | 6% | 14% | 7% | 8% | 18%kl | 8% | 10% | 10% | 11% | 10% | 17% | 12% | 12% | 4% | 8% | 15% | 5% | 10% | 11% | 7% | 8% | 8% | 8% | 7% | 10% |
| Yorks & Humber | 57 | 25 | 49 | 20 | 38 | 15 | 47 | 30 | 14 | 9 | 4 | 32 | 16 | 9 | 28 | 29 | 11 | 4 | 7 | 3 | 14 | 9 | 2 | 15 | 10 | 20 | 10 | 14 | 5 | 37 | 8 | 4 | 26 | 22 |
| | 9% | 12%c | 8% | 7% | 8% | 8% | 9% | 10% | 9% | 6% | 14% | 8% | 9% | 11% | 8% | 10% | 15% | 7% | 12% | 13% | 10% | 18% | 9% | 13% | 11% | 8% | 7% | 8% | 12% | 10%u | 4% | 6% | 8% | 8% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 74

**Q17: Where do you live?**

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

| | Supplier | | | | | | | TESCO MOBILE | | | | | | | | | THREE | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 103 | 89* | 87* | 25** | 180 | 88* | 36* | 145 | 149 | 177 | 84* | 171 | 22** | 274 | 118 | 62* | 247 | 199 | 83* | 55* | 51* | 11** | 101 | 65* | 34* | 90* | 109 |
| East Midlands | 51 | 10 | 46 | 18 | 37 | 16 | 24 | 8 | 2 | 6 | 2 | 13 | 4 | 1 | 8 | 10 | 13 | 9 | 12 | 3 | 20 | 13 | 4 | 19 | 18 | 5 | 2 | 7 | 2 | 6 | 7 | 3 | 5 | 11 |
| | 8%f | 5% | 8%f | 6% | 8%f | 8% | 4% | 8% | 2% | 7% | 8% | 7% | 5% | 3% | 6% | 7% | 7% | 11% | 7% | 14% | 7% | 11% | 6% | 8% | 9% | 6% | 4% | 14% | 18% | 6% | 11% | 9% | 6% | 10% |
| East of England | 43 | 16 | 48 | 32 | 27 | 10 | 38 | 11 | 5 | 13 | 3 | 21 | 9 | 2 | 16 | 15 | 12 | 6 | 8 | 1 | 18 | 4 | 5 | 16 | 11 | 6 | 3 | 1 | - | 6 | 1 | 3 | 4 | 6 |
| | 7% | 8% | 8% | 11%ade | 6% | 5% | 7% | 11% | 6% | 15%B | 12% | 12% | 10% | 6% | 11% | 10% | 7% | 7% | 5% | 5% | 7% | 3% | 8% | 6% | 6% | 7% | 5% | 2% | - | 6% | 2% | 9% | 4% | 6% |
| London | 142 | 37 | 104 | 57 | 106 | 41 | 94 | 15 | 20 | 18 | 4 | 33 | 16 | 8 | 26 | 29 | 40 | 18 | 43 | 5 | 60 | 31 | 15 | 54 | 49 | 16 | 14 | 9 | 2 | 23 | 14 | 4 | 23 | 18 |
| | 22%b | 18% | 17% | 19% | 23%bf | 21% | 18% | 15% | 22% | 21% | 16% | 18% | 18% | 22% | 18% | 19% | 23% | 21% | 25% | 23% | 22% | 26% | 24% | 22% | 25% | 19% | 25% | 18% | 18% | 23% | 22% | 12% | 26% | 17% |
| North East | 36 | 13 | 30 | 13 | 18 | 13 | 27 | 3 | 6 | 4 | - | 8 | 4 | 1 | 5 | 7 | 7 | 3 | 7 | 1 | 12 | 4 | 2 | 10 | 8 | 6 | 4 | 3 | - | 8 | 1 | 4 | 6 | 7 |
| | 6% | 6% | 5% | 4% | 4% | 7% | 5% | 3% | 7% | 5% | - | 4% | 5% | 3% | 3% | 5% | 4% | 4% | 4% | 5% | 4% | 3% | 3% | 4% | 4% | 7% | 7% | 6% | - | 8% | 2% | 12%d | 7% | 6% |
| North West | 55 | 30 | 80 | 38 | 56 | 33 | 71 | 15 | 12 | 9 | 2 | 18 | 14 | 6 | 13 | 24 | 25 | 9 | 21 | 1 | 36 | 16 | 4 | 31 | 25 | 15 | 9 | 8 | 1 | 16 | 14 | 3 | 14 | 19 |
| | 9% | 14%a | 13%a | 13% | 12%a | 17%a | 13%a | 15% | 13% | 10% | 8% | 10% | 16% | 17% | 9% | 16% | 14% | 11% | 12% | 5% | 13% | 14% | 6% | 13% | 13% | 18% | 16% | 16% | 9% | 16% | 22% | 9% | 16% | 17% |
| Scotland | 35 | 15 | 38 | 22 | 26 | 9 | 33 | 11 | 4 | 6 | 1 | 13 | 7 | 2 | 8 | 13 | 7 | 5 | 11 | 3 | 18 | 7 | 1 | 16 | 10 | 3 | 3 | 3 | - | 3 | 2 | 4 | 3 | 6 |
| | 5% | 7% | 6% | 7% | 6% | 5% | 6% | 11% | 4% | 7% | 4% | 7% | 8% | 6% | 6% | 9% | 4% | 6% | 6% | 14% | 7% | 6% | 2% | 6% | 5% | 4% | 5% | 6% | - | 3% | 3% | 12%t | 3% | 6% |
| South East | 75 | 18 | 70 | 27 | 53 | 16 | 87 | 6 | 9 | 6 | 6 | 17 | 7 | 3 | 14 | 13 | 17 | 12 | 20 | 4 | 35 | 12 | 6 | 27 | 26 | 9 | 4 | 3 | - | 6 | 5 | 5 | 6 | 10 |
| | 12% | 9% | 12% | 9% | 12% | 8% | 16%abcdez | 6% | 10% | 7% | 24% | 9% | 8% | 8% | 10% | 9% | 10% | 14% | 12% | 18% | 13% | 10% | 10% | 11% | 13% | 11% | 7% | 6% | - | 6% | 8% | 15% | 7% | 9% |
| South West | 55 | 13 | 43 | 25 | 25 | 8 | 34 | 12 | 8 | 5 | - | 14 | 9 | 2 | 15 | 10 | 16 | 2 | 6 | 1 | 16 | 6 | 3 | 13 | 12 | 3 | 1 | 4 | - | 3 | 3 | 2 | 5 | 3 |
| | 9%e | 6% | 7% | 8% | 6% | 4% | 6% | 12% | 9% | 6% | - | 8% | 10% | 6% | 10% | 7% | 9%hi | 2% | 4% | 5% | 6% | 5% | 5% | 5% | 6% | 4% | 2% | 8% | - | 3% | 5% | 6% | 6% | 3% |
| Ulster / Northern Ireland | 2 | 3 | 16 | 9 | 3 | 2 | 7 | 2 | 3 | 3 | 1 | 3 | 3 | 3 | 2 | 5 | 1 | 1 | 1 | - | 2 | - | 1 | 2 | 1 | - | 1 | - | 1 | 2 | - | - | 1 | 1 |
| | * | 1% | 3%ad | 3%ad | 1% | 1% | 1%a | 2% | 3% | 3% | 4% | 2% | 3% | 8%E | 1% | 3% | 1% | 1% | 1% | - | 1% | - | 2% | 1% | 1% | - | 2% | - | 9% | 2% | - | - | 1% | 1% |
| Wales | 38 | 4 | 30 | 18 | 14 | 4 | 24 | 3 | 8 | 3 | 4 | 12 | 3 | 3 | 13 | 5 | 6 | 1 | 6 | 1 | 7 | 2 | 5 | 6 | 7 | - | 2 | 1 | 1 | 1 | 3 | - | 2 | 1 |
| | 6%dez | 2% | 5% | 6%ez | 3% | 2% | 4% | 3% | 9% | 3% | 16% | 7% | 3% | 8% | 9%l | 3% | 3% | 1% | 4% | 5% | 3% | 2% | 8%kl | 2% | 4% | - | 4% | 2% | 9% | 1% | 5% | - | 2% | 1% |
| West Midlands | 58 | 23 | 50 | 25 | 51 | 33 | 49 | 11 | 7 | 6 | 1 | 19 | 4 | 2 | 15 | 9 | 17 | 13 | 20 | 1 | 30 | 13 | 8 | 30 | 18 | 15 | 5 | 9 | 4 | 19 | 11 | 3 | 16 | 17 |
| | 9% | 11% | 8% | 8% | 11% | 17%abcf | 9% | 11% | 8% | 7% | 4% | 11% | 5% | 6% | 10% | 6% | 10% | 15% | 12% | 5% | 11% | 11% | 13% | 12% | 9% | 18% | 9% | 18% | 36% | 19% | 17% | 9% | 18% | 16% |
| Yorks & Humber | 57 | 25 | 49 | 20 | 38 | 15 | 47 | 6 | 5 | 8 | 1 | 9 | 8 | 3 | 10 | 9 | 16 | 5 | 16 | 1 | 20 | 10 | 8 | 23 | 14 | 5 | 7 | 3 | - | 8 | 4 | 3 | 5 | 10 |
| | 9% | 12%c | 8% | 7% | 8% | 8% | 9% | 6% | 6% | 9% | 4% | 5% | 9% | 8% | 7% | 6% | 9% | 6% | 9% | 5% | 7% | 8% | 13% | 9% | 7% | 6% | 13% | 6% | - | 8% | 6% | 9% | 6% | 9% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 75

**Q17: Where do you live?**

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

| | Supplier | | | | | | | VODAFONE | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 275 | 81* | 143 | 36* | 279 | 164 | 92* | 282 | 246 |
| East Midlands | 51<br>*8%* | 10<br>*5%* | 46<br>*8%* | 18<br>*6%* | 37<br>*8%* | 16<br>*8%* | 24<br>*4%* | 9<br>*3%* | 5<br>*6%* | 8<br>*6%* | 2<br>*6%* | 11<br>*4%* | 8<br>*5%* | 5<br>*5%* | 16<br>*6%* | 8<br>*3%* |
| East of England | 43<br>*7%* | 16<br>*8%* | 48<br>*8%* | 32<br>**11%ade** | 27<br>*6%* | 10<br>*5%* | 38<br>*7%* | 20<br>*7%* | 7<br>*9%* | 10<br>*7%* | 1<br>*3%* | 22<br>*8%* | 10<br>*6%* | 6<br>*7%* | 19<br>*7%* | 19<br>*8%* |
| London | 142<br>**22%b** | 37<br>*18%* | 104<br>*17%* | 57<br>*19%* | 106<br>**23%b** | 41<br>*21%* | 94<br>*18%* | 41<br>*15%* | 18<br>*22%* | 32<br>*22%* | 3<br>*8%* | 54<br>*19%* | 30<br>*18%* | 10<br>*11%* | 48<br>*17%* | 45<br>*18%* |
| North East | 36<br>*6%* | 13<br>*6%* | 30<br>*5%* | 13<br>*4%* | 18<br>*4%* | 13<br>*7%* | 27<br>*5%* | 13<br>*5%* | 6<br>*7%* | 6<br>*4%* | 2<br>*6%* | 14<br>*5%* | 8<br>*5%* | 5<br>*5%* | 18<br>*6%* | 9<br>*4%* |
| North West | 55<br>*9%* | 30<br>**14%a** | 80<br>**13%a** | 38<br>*13%* | 56<br>**12%a** | 33<br>**17%a** | 71<br>*13%* | 44<br>**16%i** | 10<br>*12%* | 12<br>*8%* | 5<br>*14%* | 32<br>*11%* | 25<br>*15%* | 14<br>*15%* | 35<br>*12%* | 33<br>*13%* |
| Scotland | 35<br>*5%* | 15<br>*7%* | 38<br>*6%* | 22<br>*7%* | 26<br>*6%* | 9<br>*5%* | 33<br>*6%* | 16<br>*6%* | 5<br>*6%* | 10<br>*7%* | 2<br>*6%* | 16<br>*6%* | 12<br>*7%* | 5<br>*5%* | 20<br>*7%* | 13<br>*5%* |
| South East | 75<br>*12%* | 18<br>*9%* | 70<br>*12%* | 27<br>*9%* | 53<br>*12%* | 16<br>*8%* | 87<br>*16%* | 49<br>*18%* | 10<br>*12%* | 23<br>*16%* | 5<br>*14%* | 45<br>*16%* | 24<br>*15%* | 18<br>*20%* | 45<br>*16%* | 42<br>*17%* |
| South West | 55<br>**9%e** | 13<br>*6%* | 43<br>*7%* | 25<br>*8%* | 25<br>*6%* | 8<br>*4%* | 34<br>*6%* | 16<br>*6%* | 5<br>*6%* | 9<br>*6%* | 4<br>*11%* | 18<br>*6%* | 8<br>*5%* | 8<br>*9%* | 18<br>*6%* | 16<br>*7%* |
| Ulster / Northern Ireland | 2<br>* | 3<br>*1%* | 16<br>**3%ad** | 9<br>**3%ad** | 3<br>*1%* | 2<br>*1%* | 7<br>*1%* | 2<br>*1%* | -<br>- | 4<br>*3%* | 1<br>*3%* | 5<br>*2%* | 2<br>*1%* | -<br>- | 6<br>*2%* | 1<br>* |
| Wales | 38<br>**6%dez** | 4<br>*2%* | 30<br>*5%* | 18<br>**6%ez** | 14<br>*3%* | 4<br>*2%* | 24<br>*4%* | 12<br>*4%* | 2<br>*2%* | 6<br>*4%* | 4<br>*11%* | 9<br>*3%* | 9<br>*5%* | 6<br>*7%* | 8<br>*3%* | 15<br>*6%* |
| West Midlands | 58<br>*9%* | 23<br>*11%* | 50<br>*8%* | 25<br>*8%* | 51<br>*11%* | 33<br>**17%abc** | 49<br>*9%* | 29<br>*11%* | 8<br>*10%* | 11<br>*8%* | 1<br>*3%* | 22<br>*8%* | 17<br>*10%* | 10<br>*11%* | 20<br>*7%* | 29<br>*12%* |
| Yorks & Humber | 57<br>*9%* | 25<br>**12%c** | 49<br>*8%* | 20<br>*7%* | 38<br>*8%* | 15<br>*8%* | 47<br>*9%* | 24<br>*9%* | 5<br>*6%* | 12<br>*8%* | 6<br>*17%* | 31<br>*11%* | 11<br>*7%* | 5<br>*5%* | 29<br>*10%* | 16<br>*7%* |

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

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 76

**Q18: Are you...?**

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

| | Supplier | | | | | | | EE | | | | | | | | | GIFFGAFF | | | | | | | | | O2 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 300 | 162 | 157 | 28** | 379 | 184 | 84* | 340 | 296 | 72* | 54* | 58* | 23** | 134 | 50* | 23** | 114 | 89* | 238 | 145 | 179 | 42* | 355 | 183 | 66* | 337 | 260 |
| Male | 257 | 79 | 247 | 134 | 154 | 96 | 205 | 113 | 78 | 56 | 10 | 149 | 68 | 40 | 140 | 110 | 23 | 21 | 25 | 10 | 52 | 19 | 8 | 44 | 33 | 102 | 66 | 68 | 11 | 142 | 77 | 28 | 138 | 107 |
| | 40% | 38% | 41%d | 44%d | 34% | 48%adfz | 38% | 38% | 48%gi | 36% | 36% | 39% | 37% | 48% | 41% | 37% | 32% | 39% | 43% | 43% | 39% | 38% | 35% | 39% | 37% | 43%s | 46%s | 38% | 26% | 40% | 42% | 42% | 41% | 41% |
| Female | 390 | 128 | 357 | 170 | 300 | 104 | 330 | 187 | 84 | 101 | 18 | 230 | 116 | 44 | 200 | 186 | 49 | 33 | 33 | 13 | 82 | 31 | 15 | 70 | 56 | 136 | 79 | 111 | 31 | 213 | 106 | 38 | 199 | 153 |
| | 60%e | 62%e | 59% | 56% | 66%bce | 52% | 62%e | 62%h | 52% | 64%h | 64% | 61% | 63% | 52% | 59% | 63% | 68% | 61% | 57% | 57% | 61% | 62% | 65% | 61% | 63% | 57% | 54% | 62% | 74%pq | 60% | 58% | 58% | 59% | 59% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 77

**Q18: Are you...?**

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

| | Supplier | | | | | | | TESCO MOBILE | | | | | | | | | THREE | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 103 | 89* | 87* | 25** | 180 | 88* | 36* | 145 | 149 | 177 | 84* | 171 | 22** | 274 | 118 | 62* | 247 | 199 | 83* | 55* | 51* | 11** | 101 | 65* | 34* | 90* | 109 |
| Male | 257 | 79 | 247 | 134 | 154 | 96 | 205 | 46 | 41 | 42 | 5 | 77 | 40 | 17 | 64 | 67 | 52 | 33 | 62 | 7 | 90 | 37 | 27 | 77 | 75 | 33 | 35 | 22 | 6 | 50 | 30 | 16 | 48 | 47 |
| | *40%* | *38%* | **41%d** | **44%d** | *34%* | **48%adfz** | *38%* | *45%* | *46%* | *48%* | *20%* | *43%* | *45%* | *47%* | *44%* | *45%* | *29%* | *39%* | *36%* | *32%* | *33%* | *31%* | *44%* | *31%* | *38%* | *40%* | **64%pr** | *43%* | *55%* | *50%* | *46%* | *47%* | *53%* | *43%* |
| Female | 390 | 128 | 357 | 170 | 300 | 104 | 330 | 57 | 48 | 45 | 20 | 103 | 48 | 19 | 81 | 82 | 125 | 51 | 109 | 15 | 184 | 81 | 35 | 170 | 124 | 50 | 20 | 29 | 5 | 51 | 35 | 18 | 42 | 62 |
| | **60%e** | **62%e** | *59%* | *56%* | **66%bce** | *52%* | **62%e** | *55%* | *54%* | *52%* | *80%* | *57%* | *55%* | *53%* | *56%* | *55%* | *71%* | *61%* | *64%* | *68%* | *67%* | *69%* | *56%* | *69%* | *62%* | **60%q** | *36%* | **57%q** | *45%* | *50%* | *54%* | *53%* | *47%* | *57%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 78

**Q18: Are you...?**

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

| | Supplier | | | | | | | VODAFONE | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 275 | 81* | 143 | 36* | 279 | 164 | 92* | 282 | 246 |
| Male | 257 | 79 | 247 | 134 | 154 | 96 | 205 | 97 | 37 | 59 | 12 | 114 | 61 | 30 | 114 | 91 |
| | *40%* | *38%* | **41%d** | **44%d** | *34%* | **48%adz** | *38%* | *35%* | *46%* | *41%* | *33%* | *41%* | *37%* | *33%* | *40%* | *37%* |
| Female | 390 | 128 | 357 | 170 | 300 | 104 | 330 | 178 | 44 | 84 | 24 | 165 | 103 | 62 | 168 | 155 |
| | **60%e** | **62%e** | *59%* | *56%* | **66%bce** | *52%* | *62%* | *65%* | *54%* | *59%* | *67%* | *59%* | *63%* | *67%* | *60%* | *63%* |

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

* = Less than .5

# Ofcom - Quality of Customer Service - Complaints 2019

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 79

**Q19: What is your age?**

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

| | Supplier | | | | | | | EE | | | | | | | | | GIFFGAFF | | | | | | | | | O2 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 300 | 162 | 157 | 28** | 379 | 184 | 84* | 340 | 296 | 72* | 54* | 58* | 23** | 134 | 50* | 23** | 114 | 89* | 238 | 145 | 179 | 42* | 355 | 183 | 66* | 337 | 260 |
| 16 - 17 | 2 | 3 | 1 | - | 1 | - | 3 | - | 2 | - | - | 1 | 1 | - | 1 | 1 | 3 | - | - | - | 1 | 1 | 1 | 2 | 1 | - | - | 1 | - | 1 | - | - | 1 | - |
| | * | 1%bc | * | - | * | - | 1% | - | 1% | - | - | * | 1% | - | * | * | 4% | - | - | - | 1% | 2% | 4% | 2% | 1% | - | - | 1% | - | * | - | - | * | - |
| 18 - 24 | 160 | 65 | 140 | 81 | 105 | 45 | 140 | 66 | 49 | 39 | 6 | 83 | 46 | 31 | 78 | 80 | 28 | 21 | 12 | 4 | 40 | 21 | 4 | 42 | 23 | 58 | 33 | 43 | 6 | 65 | 50 | 25 | 62 | 76 |
| | 25% | 31%bde | 23% | 27% | 23% | 23% | 26% | 22% | 30% | 25% | 21% | 22% | 25% | 37%kl | 23% | 27% | 39%C | 39%C | 21% | 17% | 30% | 42% | 17% | 37% | 26% | 24% | 23% | 24% | 14% | 18% | 27%t | 38%t | 18% | 29%w |
| 25 - 34 | 278 | 82 | 248 | 112 | 198 | 71 | 177 | 129 | 68 | 70 | 11 | 164 | 83 | 31 | 137 | 136 | 22 | 22 | 29 | 9 | 54 | 17 | 11 | 43 | 36 | 94 | 68 | 72 | 14 | 154 | 74 | 20 | 143 | 103 |
| | 43%f | 40% | 41%f | 37% | 44%f | 36% | 33% | 43% | 42% | 45% | 39% | 43% | 45% | 37% | 40% | 46% | 31% | 41% | 50%A | 39% | 40% | 34% | 48% | 38% | 40% | 39% | 47% | 40% | 33% | 43%v | 40% | 30% | 42% | 40% |
| 35 - 44 | 139 | 40 | 141 | 47 | 95 | 41 | 133 | 72 | 31 | 30 | 6 | 91 | 36 | 12 | 83 | 54 | 12 | 7 | 16 | 5 | 25 | 11 | 4 | 18 | 21 | 56 | 35 | 36 | 14 | 93 | 38 | 10 | 92 | 48 |
| | 21%c | 19% | 23%c | 15% | 21% | 21% | 25%c | 24% | 19% | 19% | 21% | 24% | 20% | 14% | 24% | 18% | 17% | 13% | 28% | 22% | 19% | 22% | 17% | 16% | 24% | 24% | 24% | 20% | 33% | 26% | 21% | 15% | 27%x | 18% |
| 45 - 54 | 47 | 13 | 43 | 33 | 40 | 26 | 52 | 22 | 8 | 14 | 3 | 28 | 15 | 4 | 30 | 15 | 5 | 3 | 1 | 4 | 11 | - | 2 | 6 | 7 | 16 | 7 | 14 | 6 | 27 | 11 | 5 | 24 | 18 |
| | 7% | 6% | 7% | 11% | 9% | 13%abz | 10% | 7% | 5% | 9% | 11% | 7% | 8% | 5% | 9% | 5% | 7% | 6% | 2% | 17% | 8%F | - | 9% | 5% | 8% | 7% | 5% | 8% | 14%q | 8% | 6% | 8% | 7% | 7% |
| 55 - 64 | 14 | 4 | 23 | 20 | 12 | 10 | 17 | 8 | 2 | 2 | 2 | 7 | 2 | 5 | 8 | 6 | 2 | 1 | - | 1 | 3 | - | 1 | 3 | 1 | 12 | - | 10 | 1 | 11 | 7 | 5 | 10 | 12 |
| | 2% | 2% | 4% | 7%adfz | 3% | 5%a | 3% | 3% | 1% | 1% | 7% | 2% | 1% | 6%kl | 2% | 2% | 3% | 2% | - | 4% | 2% | - | 4% | 3% | 1% | 5%q | - | 6%q | 2% | 3% | 4% | 8% | 3% | 5% |
| 65 + | 7 | - | 8 | 11 | 3 | 7 | 13 | 3 | 2 | 2 | - | 5 | 1 | 1 | 3 | 4 | - | - | - | - | - | - | - | - | - | 2 | 2 | 3 | 1 | 4 | 3 | 1 | 5 | 3 |
| | 1% | - | 1% | 4%abdz | 1% | 4%abdz | 2%dz | 1% | 1% | 1% | - | 1% | 1% | 1% | 1% | 1% | - | - | - | - | - | - | - | - | - | 1% | 1% | 2% | 2% | 1% | 2% | 2% | 1% | 1% |
| NET: 16-34 | 440 | 150 | 389 | 193 | 304 | 116 | 320 | 195 | 119 | 109 | 17 | 248 | 130 | 62 | 216 | 217 | 53 | 43 | 41 | 13 | 95 | 39 | 16 | 87 | 60 | 152 | 101 | 116 | 20 | 220 | 124 | 45 | 206 | 179 |
| | 68%ef | 72%bcef | 64% | 63% | 67%ef | 58% | 60% | 65% | 73% | 69% | 61% | 65% | 71% | 74% | 64% | 73%n | 74% | 80% | 71% | 57% | 71% | 78% | 70% | 76% | 67% | 64%s | 70%s | 65%s | 48% | 62% | 68% | 68% | 61% | 69% |
| NET: 36-54 | 186 | 53 | 184 | 80 | 135 | 67 | 185 | 94 | 39 | 44 | 9 | 119 | 51 | 16 | 113 | 69 | 17 | 10 | 17 | 9 | 36 | 11 | 6 | 24 | 28 | 72 | 42 | 50 | 20 | 120 | 49 | 15 | 116 | 66 |
| | 29% | 26% | 30% | 26% | 30% | 34% | 35%acz | 31% | 24% | 28% | 32% | 31%m | 28% | 19% | 33%o | 23% | 24% | 19% | 29% | 39% | 27% | 22% | 26% | 21% | 31% | 30% | 29% | 28% | 48%pqr | 34% | 27% | 23% | 34%x | 25% |
| NET: 55+ | 21 | 4 | 31 | 31 | 15 | 17 | 30 | 11 | 4 | 4 | 2 | 12 | 3 | 6 | 11 | 10 | 2 | 1 | - | 1 | 3 | - | 1 | 3 | 1 | 14 | 2 | 13 | 2 | 15 | 10 | 6 | 15 | 15 |
| | 3% | 2% | 5% | 10%abdfz | 3% | 9%adz | 6%az | 4% | 2% | 3% | 7% | 3% | 2% | 7%l | 3% | 3% | 3% | 2% | - | 4% | 2% | - | 4% | 3% | 1% | 6%q | 1% | 7%q | 5% | 4% | 5% | 9% | 4% | 6% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 80

**Q19: What is your age?**

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

| | Supplier | | | | | | | TESCO MOBILE | | | | | | | | | THREE | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 103 | 89* | 87* | 25** | 180 | 88* | 36* | 145 | 149 | 177 | 84* | 171 | 22** | 274 | 118 | 62* | 247 | 199 | 83* | 55* | 51* | 11** | 101 | 65* | 34* | 90* | 109 |
| 16 - 17 | 2 | 3 | 1 | - | 1 | - | 3 | - | - | - | - | - | - | - | - | - | - | - | 1 | - | 1 | - | - | 1 | - | - | - | - | - | - | - | - | - | - |
| | * | 1%bc | * | - | * | - | 1% | - | - | - | - | - | - | - | - | - | - | - | 1% | - | * | - | - | * | - | - | - | - | - | - | - | - | - | - |
| 18 - 24 | 160 | 65 | 140 | 81 | 105 | 45 | 140 | 18 | 32 | 27 | 4 | 42 | 27 | 12 | 31 | 47 | 48 | 20 | 33 | 4 | 56 | 35 | 14 | 48 | 54 | 16 | 9 | 17 | 3 | 25 | 18 | 2 | 21 | 23 |
| | 25% | 31%bde | 23% | 27% | 23% | 23% | 26% | 17% | 36%A | 31%A | 16% | 23% | 31% | 33% | 21% | 32%H | 27% | 24% | 19% | 18% | 20% | 30%k | 23% | 19% | 27% | 19% | 16% | 33%q | 27% | 25%v | 28%v | 6% | 23% | 21% |
| 25 - 34 | 278 | 82 | 248 | 112 | 198 | 71 | 177 | 44 | 33 | 29 | 6 | 72 | 29 | 11 | 57 | 53 | 67 | 39 | 82 | 10 | 125 | 46 | 27 | 110 | 84 | 27 | 24 | 17 | 3 | 34 | 28 | 9 | 33 | 38 |
| | 43%f | 40% | 41%f | 37% | 44%f | 36% | 33% | 43% | 37% | 33% | 24% | 40% | 33% | 31% | 39% | 36% | 38% | 46% | 48% | 45% | 46% | 39% | 44% | 45% | 42% | 33% | 44% | 33% | 27% | 34% | 43% | 26% | 37% | 35% |
| 35 - 44 | 139 | 40 | 141 | 47 | 95 | 41 | 133 | 16 | 11 | 15 | 5 | 26 | 15 | 6 | 23 | 22 | 38 | 17 | 37 | 3 | 57 | 25 | 13 | 55 | 40 | 19 | 10 | 11 | 1 | 23 | 10 | 8 | 18 | 23 |
| | 21%c | 19% | 23%c | 15% | 21% | 21% | 25%c | 16% | 12% | 17% | 20% | 14% | 17% | 17% | 16% | 15% | 21% | 20% | 22% | 14% | 21% | 21% | 21% | 22% | 20% | 23% | 18% | 22% | 9% | 23% | 15% | 24% | 20% | 21% |
| 45 - 54 | 47 | 13 | 43 | 33 | 40 | 26 | 52 | 10 | 7 | 10 | 6 | 22 | 10 | 1 | 17 | 13 | 19 | 7 | 11 | 3 | 24 | 10 | 6 | 24 | 16 | 12 | 6 | 6 | 2 | 14 | 7 | 5 | 12 | 14 |
| | 7% | 6% | 7% | 11% | 9% | 13%abz | 10% | 10% | 8% | 11% | 24% | 12% | 11% | 3% | 12% | 9% | 11% | 8% | 6% | 14% | 9% | 8% | 10% | 10% | 8% | 14% | 11% | 12% | 18% | 14% | 11% | 15% | 13% | 13% |
| 55 - 64 | 14 | 4 | 23 | 20 | 12 | 10 | 17 | 7 | 4 | 6 | 3 | 10 | 7 | 3 | 11 | 9 | 4 | 1 | 5 | 2 | 9 | 1 | 2 | 7 | 5 | 5 | 4 | - | 1 | 3 | 1 | 6 | 3 | 7 |
| | 2% | 2% | 4% | 7%adfz | 3% | 5%a | 3% | 7% | 4% | 7% | 12% | 6% | 8% | 8% | 8% | 6% | 2% | 1% | 3% | 9% | 3% | 1% | 3% | 3% | 3% | 6% | 7% | - | 9% | 3% | 2% | 18%tu | 3% | 6% |
| 65 + | 7 | - | 8 | 11 | 3 | 7 | 13 | 8 | 2 | - | 1 | 8 | - | 3 | 6 | 5 | 1 | - | 2 | - | 2 | 1 | - | 2 | - | 4 | 2 | - | 1 | 2 | 1 | 4 | 3 | 4 |
| | 1% | - | 1% | 4%abdz | 1% | 4%abdz | 2%dz | 8%C | 2% | - | 4% | 4%F | - | 8%F | 4% | 3% | 1% | - | 1% | - | 1% | 1% | - | 1% | - | 5% | 4% | - | 9% | 2% | 2% | 12%tu | 3% | 4% |
| NET: 16-34 | 440 | 150 | 389 | 193 | 304 | 116 | 320 | 62 | 65 | 56 | 10 | 114 | 56 | 23 | 88 | 100 | 115 | 59 | 116 | 14 | 182 | 81 | 41 | 159 | 138 | 43 | 33 | 34 | 6 | 59 | 46 | 11 | 54 | 61 |
| | 68%ef | 72%bcef | 64% | 63% | 67%ef | 58% | 60% | 60% | 73% | 64% | 40% | 63% | 64% | 64% | 61% | 67% | 65% | 70% | 68% | 64% | 66% | 69% | 66% | 64% | 69% | 52% | 60% | 67% | 55% | 58%v | 71%v | 32% | 60% | 56% |
| NET: 36-54 | 186 | 53 | 184 | 80 | 135 | 67 | 185 | 26 | 18 | 25 | 11 | 48 | 25 | 7 | 40 | 35 | 57 | 24 | 48 | 6 | 81 | 35 | 19 | 79 | 56 | 31 | 16 | 17 | 3 | 37 | 17 | 13 | 30 | 37 |
| | 29% | 26% | 30% | 26% | 30% | 34% | 35%acz | 25% | 20% | 29% | 44% | 27% | 28% | 19% | 28% | 23% | 32% | 29% | 28% | 27% | 30% | 30% | 31% | 32% | 28% | 37% | 29% | 33% | 27% | 37% | 26% | 38% | 33% | 34% |
| NET: 55+ | 21 | 4 | 31 | 31 | 15 | 17 | 30 | 15 | 6 | 6 | 4 | 18 | 7 | 6 | 17 | 14 | 5 | 1 | 7 | 2 | 11 | 2 | 2 | 9 | 5 | 9 | 6 | - | 2 | 5 | 2 | 10 | 6 | 11 |
| | 3% | 2% | 5% | 10%abdfz | 3% | 9%adz | 6%az | 15% | 7% | 7% | 16% | 10% | 8% | 17% | 12% | 9% | 3% | 1% | 4% | 9% | 4% | 2% | 3% | 4% | 3% | 11%r | 11%r | - | 18% | 5% | 3% | 29%tu | 7% | 10% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 81

**Q19: What is your age?**

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

| | Supplier | | | | | | | VODAFONE | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 275 | 81* | 143 | 36* | 279 | 164 | 92* | 282 | 246 |
| 16 - 17 | 2<br>* | 3<br>1%bc | 1<br>* | -<br>- | 1<br>* | -<br>- | 3<br>1% | 1<br>* | 1<br>1% | 1<br>1% | -<br>- | 1<br>* | 2<br>1% | -<br>- | 3<br>1% | -<br>- |
| 18 - 24 | 160<br>25% | 65<br>31%bde | 140<br>23% | 81<br>27% | 105<br>23% | 45<br>23% | 140<br>26% | 61<br>22% | 27<br>33%g | 44<br>31% | 8<br>22% | 75<br>27% | 41<br>25% | 24<br>26% | 71<br>25% | 67<br>27% |
| 25 - 34 | 278<br>43% | 82<br>40% | 248<br>41% | 112<br>37% | 198<br>44% | 71<br>36% | 177<br>33% | 96<br>35% | 26<br>32% | 44<br>31% | 11<br>31% | 91<br>33% | 64<br>39%m | 22<br>24% | 90<br>32% | 83<br>34% |
| 35 - 44 | 139<br>21%c | 40<br>19% | 141<br>23%c | 47<br>15% | 95<br>21% | 41<br>21% | 133<br>25% | 77<br>28% | 17<br>21% | 34<br>24% | 5<br>14% | 72<br>26% | 34<br>21% | 27<br>29% | 70<br>25% | 63<br>26% |
| 45 - 54 | 47<br>7% | 13<br>6% | 43<br>7% | 33<br>11% | 40<br>9% | 26<br>13%abz | 52<br>10% | 24<br>9% | 7<br>9% | 13<br>9% | 8<br>22%ghi | 24<br>9% | 16<br>10% | 12<br>13% | 30<br>11% | 21<br>9% |
| 55 - 64 | 14<br>2% | 4<br>2% | 23<br>4% | 20<br>7%adz | 12<br>3% | 10<br>5%a | 17<br>3% | 7<br>3% | -<br>- | 7<br>5%h | 3<br>8%h | 8<br>3% | 2<br>1% | 7<br>8%kl | 8<br>3% | 9<br>4% |
| 65 + | 7<br>1% | -<br>- | 8<br>1% | 11<br>4%abdz | 3<br>1% | 7<br>4%abdz | 13<br>2% | 9<br>3%i | 3<br>4%i | -<br>- | 1<br>3%i | 8<br>3% | 5<br>3% | -<br>- | 10<br>4% | 3<br>1% |
| NET: 16-34 | 440<br>68%e | 150<br>72%bce | 389<br>64% | 193<br>63% | 304<br>67%e | 116<br>58% | 320<br>60% | 158<br>57% | 54<br>67% | 89<br>62% | 19<br>53% | 167<br>60% | 107<br>65%m | 46<br>50% | 164<br>58% | 150<br>61% |
| NET: 36-54 | 186<br>29% | 53<br>26% | 184<br>30% | 80<br>26% | 135<br>30% | 67<br>34% | 185<br>35% | 101<br>37% | 24<br>30% | 47<br>33% | 13<br>36% | 96<br>34% | 50<br>30% | 39<br>42% | 100<br>35% | 84<br>34% |
| NET: 55+ | 21<br>3% | 4<br>2% | 31<br>5% | 31<br>10%abdz | 15<br>3% | 17<br>9%adz | 30<br>6% | 16<br>6% | 3<br>4% | 7<br>5% | 4<br>11% | 16<br>6% | 7<br>4% | 7<br>8% | 18<br>6% | 12<br>5% |

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

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 82

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

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

| | Supplier | | | | | | | EE | | | | | | | | | GIFFGAFF | | | | | | | | | O2 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 300 | 162 | 157 | 28** | 379 | 184 | 84* | 340 | 296 | 72* | 54* | 58* | 23** | 134 | 50* | 23** | 114 | 89* | 238 | 145 | 179 | 42* | 355 | 183 | 66* | 337 | 260 |
| A | 76 | 23 | 65 | 38 | 41 | 29 | 50 | 33 | 29 | 12 | 2 | 47 | 20 | 9 | 50 | 24 | 5 | 10 | 5 | 3 | 12 | 10 | 1 | 12 | 10 | 24 | 25 | 15 | 1 | 44 | 15 | 6 | 47 | 18 |
| | 12% | 11% | 11% | 13% | 9% | 15%df | 9% | 11% | 18%gl | 8% | 7% | 12% | 11% | 11% | 15%o | 8% | 7% | 19% | 9% | 13% | 9% | 20%E | 4% | 11% | 11% | 10% | 17%prs | 8% | 2% | 12% | 8% | 9% | 14%x | 7% |
| B | 142 | 31 | 137 | 64 | 100 | 52 | 133 | 71 | 36 | 32 | 3 | 96 | 31 | 15 | 76 | 65 | 15 | 10 | 6 | - | 20 | 6 | 5 | 18 | 13 | 58 | 32 | 43 | 4 | 83 | 44 | 10 | 80 | 56 |
| | 22%z | 15% | 23%z | 21% | 22%z | 26%z | 25%z | 24% | 22% | 20% | 11% | 25%l | 17% | 18% | 22% | 22% | 21% | 19% | 10% | - | 15% | 12% | 22% | 16% | 15% | 24%s | 22% | 24%s | 10% | 23% | 24% | 15% | 24% | 22% |
| C1 | 184 | 52 | 154 | 92 | 141 | 49 | 156 | 83 | 45 | 49 | 7 | 105 | 51 | 28 | 95 | 87 | 16 | 10 | 20 | 6 | 34 | 8 | 10 | 21 | 29 | 58 | 38 | 46 | 12 | 86 | 46 | 22 | 77 | 77 |
| | 28% | 25% | 25% | 30% | 31%b | 25% | 29% | 28% | 28% | 31% | 25% | 28% | 28% | 33% | 28% | 29% | 22% | 19% | 34% | 26% | 25% | 16% | 43% | 18% | 33%H | 24% | 26% | 26% | 29% | 24% | 25% | 33% | 23% | 30% |
| C2 | 107 | 49 | 136 | 47 | 79 | 31 | 94 | 46 | 29 | 28 | 4 | 60 | 32 | 15 | 51 | 54 | 22 | 10 | 12 | 5 | 29 | 17 | 3 | 29 | 20 | 53 | 32 | 41 | 10 | 81 | 46 | 9 | 82 | 52 |
| | 17% | 24%ace | 23%acdef | 15% | 17% | 16% | 18% | 15% | 18% | 18% | 14% | 16% | 17% | 18% | 15% | 18% | 31% | 19% | 21% | 22% | 22% | 34% | 13% | 25% | 22% | 22% | 22% | 23% | 24% | 23% | 25% | 14% | 24% | 20% |
| D | 70 | 19 | 51 | 31 | 31 | 11 | 40 | 37 | 12 | 14 | 7 | 40 | 22 | 8 | 40 | 28 | 5 | 4 | 8 | 2 | 12 | 6 | 1 | 15 | 4 | 23 | 10 | 16 | 2 | 28 | 16 | 7 | 25 | 24 |
| | 11%def | 9% | 8% | 10% | 7% | 6% | 7% | 12% | 7% | 9% | 25% | 11% | 12% | 10% | 12% | 9% | 7% | 7% | 14% | 9% | 9% | 12% | 4% | 13%l | 4% | 10% | 7% | 9% | 5% | 8% | 9% | 11% | 7% | 9% |
| E | 68 | 33 | 61 | 32 | 62 | 28 | 62 | 30 | 11 | 22 | 5 | 31 | 28 | 9 | 28 | 38 | 9 | 10 | 7 | 7 | 27 | 3 | 3 | 19 | 13 | 22 | 8 | 18 | 13 | 33 | 16 | 12 | 26 | 33 |
| | 11% | 16%ab | 10% | 11% | 14% | 14% | 12% | 10% | 7% | 14%h | 18% | 8% | 15%k | 11% | 8% | 13% | 13% | 19% | 12% | 30% | 20%F | 6% | 13% | 17% | 15% | 9% | 6% | 10% | 31%pqr | 9% | 9% | 18%tu | 8% | 13%w |
| NET: AB | 218 | 54 | 202 | 102 | 141 | 81 | 183 | 104 | 65 | 44 | 5 | 143 | 51 | 24 | 126 | 89 | 20 | 20 | 11 | 3 | 32 | 16 | 6 | 30 | 23 | 82 | 57 | 58 | 5 | 127 | 59 | 16 | 127 | 74 |
| | 34%z | 26% | 33%z | 34% | 31% | 41%dz | 34%z | 35% | 40%l | 28% | 18% | 38%l | 28% | 29% | 37% | 30% | 28% | 37%C | 19% | 13% | 24% | 32% | 26% | 26% | 26% | 34%s | 39%s | 32%s | 12% | 36% | 32% | 24% | 38%x | 28% |
| NET: ABC1 | 402 | 106 | 356 | 194 | 282 | 130 | 339 | 187 | 110 | 93 | 12 | 248 | 102 | 52 | 221 | 176 | 36 | 30 | 31 | 9 | 66 | 24 | 16 | 51 | 52 | 140 | 95 | 104 | 17 | 213 | 105 | 38 | 204 | 151 |
| | 62%z | 51% | 59% | 64%z | 62%z | 65%z | 63%z | 62% | 68% | 59% | 43% | 65%l | 55% | 62% | 65% | 59% | 50% | 56% | 53% | 39% | 49% | 48% | 70% | 45% | 58% | 59%s | 66%s | 58%s | 40% | 60% | 57% | 58% | 61% | 58% |
| NET: C2DE | 245 | 101 | 248 | 110 | 172 | 70 | 196 | 113 | 52 | 64 | 16 | 131 | 82 | 32 | 119 | 120 | 36 | 24 | 27 | 14 | 68 | 26 | 7 | 63 | 37 | 98 | 50 | 75 | 25 | 142 | 78 | 28 | 133 | 109 |
| | 38% | 49%acdef | 41% | 36% | 38% | 35% | 37% | 38% | 32% | 41% | 57% | 35% | 45%k | 38% | 35% | 41% | 50% | 44% | 47% | 61% | 51% | 52% | 30% | 55% | 42% | 41% | 34% | 42% | 60%pqr | 40% | 43% | 42% | 39% | 42% |
| NET: DE | 138 | 52 | 112 | 63 | 93 | 39 | 102 | 67 | 23 | 36 | 12 | 71 | 50 | 17 | 68 | 66 | 14 | 14 | 15 | 9 | 39 | 9 | 4 | 34 | 17 | 45 | 18 | 34 | 15 | 61 | 32 | 19 | 51 | 57 |
| | 21% | 25%b | 19% | 21% | 20% | 20% | 19% | 22%h | 14% | 23%h | 43% | 19% | 27%k | 20% | 20% | 22% | 19% | 26% | 26% | 39% | 29% | 18% | 17% | 30% | 19% | 19% | 12% | 19% | 36%pqr | 17% | 17% | 29%tu | 15% | 22%w |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 83

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

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

| | Supplier | | | | | | | TESCO MOBILE | | | | | | | | | THREE | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 103 | 89* | 87* | 25** | 180 | 88* | 36* | 145 | 149 | 177 | 84* | 171 | 22** | 274 | 118 | 62* | 247 | 199 | 83* | 55* | 51* | 11** | 101 | 65* | 34* | 90* | 109 |
| A | 76 | 23 | 65 | 38 | 41 | 29 | 50 | 12 | 14 | 11 | 1 | 23 | 10 | 5 | 22 | 13 | 16 | 13 | 11 | 1 | 25 | 12 | 4 | 25 | 15 | 8 | 13 | 7 | 1 | 21 | 4 | 4 | 16 | 13 |
| | 12% | 11% | 11% | 13% | 9% | 15%df | 9% | 12% | 16% | 13% | 4% | 13% | 11% | 14% | 15% | 9% | 9% | 15%l | 6% | 5% | 9% | 10% | 6% | 10% | 8% | 10% | 24%p | 14% | 9% | 21%u | 6% | 12% | 18% | 12% |
| B | 142 | 31 | 137 | 64 | 100 | 52 | 133 | 23 | 17 | 18 | 6 | 38 | 19 | 7 | 30 | 33 | 41 | 17 | 36 | 6 | 64 | 20 | 16 | 52 | 45 | 20 | 19 | 11 | 2 | 25 | 17 | 10 | 20 | 31 |
| | 22%z | 15% | 23%z | 21% | 22%z | 26%z | 25%z | 22% | 19% | 21% | 24% | 21% | 22% | 19% | 21% | 22% | 23% | 20% | 21% | 27% | 23% | 17% | 26% | 21% | 23% | 24% | 35% | 22% | 18% | 25% | 26% | 29% | 22% | 28% |
| C1 | 184 | 52 | 154 | 92 | 141 | 49 | 156 | 28 | 29 | 27 | 8 | 56 | 28 | 8 | 41 | 49 | 52 | 24 | 60 | 5 | 87 | 31 | 23 | 84 | 56 | 24 | 11 | 12 | 2 | 20 | 20 | 9 | 20 | 29 |
| | 28% | 25% | 25% | 30% | 31%b | 25% | 29% | 27% | 33% | 31% | 32% | 31% | 32% | 22% | 28% | 33% | 29% | 29% | 35% | 23% | 32% | 26% | 37% | 34% | 28% | 29% | 20% | 24% | 18% | 20% | 31% | 26% | 22% | 27% |
| C2 | 107 | 49 | 136 | 47 | 79 | 31 | 94 | 17 | 10 | 15 | 5 | 30 | 13 | 4 | 23 | 23 | 34 | 18 | 26 | 1 | 51 | 18 | 10 | 44 | 34 | 11 | 4 | 14 | 2 | 15 | 11 | 5 | 15 | 16 |
| | 17% | 24%ace | 23%acdef | 15% | 17% | 16% | 18% | 17% | 11% | 17% | 20% | 17% | 15% | 11% | 16% | 15% | 19% | 21% | 15% | 5% | 19% | 15% | 16% | 18% | 17% | 13% | 7% | 27%pq | 18% | 15% | 17% | 15% | 17% | 15% |
| D | 70 | 19 | 51 | 31 | 31 | 11 | 40 | 9 | 9 | 12 | 1 | 17 | 10 | 4 | 16 | 15 | 9 | 5 | 14 | 3 | 19 | 11 | 1 | 16 | 15 | 8 | - | 2 | 1 | 4 | 5 | 2 | 3 | 8 |
| | 11%def | 9% | 8% | 10% | 7% | 6% | 7% | 9% | 10% | 14% | 4% | 9% | 11% | 11% | 11% | 10% | 5% | 6% | 8% | 14% | 7% | 9% | 2% | 6% | 8% | 10%q | - | 4% | 9% | 4% | 8% | 6% | 3% | 7% |
| E | 68 | 33 | 61 | 32 | 62 | 28 | 62 | 14 | 10 | 4 | 4 | 16 | 8 | 8 | 13 | 16 | 25 | 7 | 24 | 6 | 28 | 26 | 8 | 26 | 34 | 12 | 8 | 5 | 3 | 16 | 8 | 4 | 16 | 12 |
| | 11% | 16%ab | 10% | 11% | 14% | 14% | 12% | 14%C | 11% | 5% | 16% | 9% | 9% | 22%E | 9% | 11% | 14% | 8% | 14% | 27% | 10% | 22%k | 13% | 11% | 17%n | 14% | 15% | 10% | 27% | 16% | 12% | 12% | 18% | 11% |
| NET: AB | 218 | 54 | 202 | 102 | 141 | 81 | 183 | 35 | 31 | 29 | 7 | 61 | 29 | 12 | 52 | 46 | 57 | 30 | 47 | 7 | 89 | 32 | 20 | 77 | 60 | 28 | 32 | 18 | 3 | 46 | 21 | 14 | 36 | 44 |
| | 34%z | 26% | 33%z | 34% | 31% | 41%dz | 34%z | 34% | 35% | 33% | 28% | 34% | 33% | 33% | 36% | 31% | 32% | 36% | 27% | 32% | 32% | 27% | 32% | 31% | 30% | 34% | 58%pr | 35% | 27% | 46% | 32% | 41% | 40% | 40% |
| NET: ABC1 | 402 | 106 | 356 | 194 | 282 | 130 | 339 | 63 | 60 | 56 | 15 | 117 | 57 | 20 | 93 | 95 | 109 | 54 | 107 | 12 | 176 | 63 | 43 | 161 | 116 | 52 | 43 | 30 | 5 | 66 | 41 | 23 | 56 | 73 |
| | 62%z | 51% | 59% | 64%z | 62%z | 65%z | 63%z | 61% | 67% | 64% | 60% | 65% | 65% | 56% | 64% | 64% | 62% | 64% | 63% | 55% | 64%l | 53% | 69%l | 65% | 58% | 63% | 78%r | 59% | 45% | 65% | 63% | 68% | 62% | 67% |
| NET: C2DE | 245 | 101 | 248 | 110 | 172 | 70 | 196 | 40 | 29 | 31 | 10 | 63 | 31 | 16 | 52 | 54 | 68 | 30 | 64 | 10 | 98 | 55 | 19 | 86 | 83 | 31 | 12 | 21 | 6 | 35 | 24 | 11 | 34 | 36 |
| | 38% | 49%acdef | 41% | 36% | 38% | 35% | 37% | 39% | 33% | 36% | 40% | 35% | 35% | 44% | 36% | 36% | 38% | 36% | 37% | 45% | 36% | 47%km | 31% | 35% | 42% | 37% | 22% | 41%q | 55% | 35% | 37% | 32% | 38% | 33% |
| NET: DE | 138 | 52 | 112 | 63 | 93 | 39 | 102 | 23 | 19 | 16 | 5 | 33 | 18 | 12 | 29 | 31 | 34 | 12 | 38 | 9 | 47 | 37 | 9 | 42 | 49 | 20 | 8 | 7 | 4 | 20 | 13 | 6 | 19 | 20 |
| | 21% | 25%b | 19% | 21% | 20% | 20% | 19% | 22% | 21% | 18% | 20% | 18% | 20% | 33%E | 20% | 21% | 19% | 14% | 22% | 41% | 17% | 31%km | 15% | 17% | 25%n | 24% | 15% | 14% | 36% | 20% | 20% | 18% | 21% | 18% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 84

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

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

| | Supplier | | | | | | | VODAFONE | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 275 | 81* | 143 | 36* | 279 | 164 | 92* | 282 | 246 |
| A | 76<br>*12%* | 23<br>*11%* | 65<br>*11%* | 38<br>*13%* | 41<br>*9%* | 29<br>**15%d** | 50<br>*9%* | 21<br>*8%* | 15<br>**19%gi** | 12<br>*8%* | 2<br>*6%* | 29<br>*10%* | 14<br>*9%* | 7<br>*8%* | 22<br>*8%* | 27<br>*11%* |
| B | 142<br>**22%z** | 31<br>*15%* | 137<br>**23%z** | 64<br>*21%* | 100<br>**22%z** | 52<br>**26%z** | 133<br>*25%* | 67<br>*24%* | 19<br>*23%* | 39<br>*27%* | 8<br>*22%* | 71<br>*25%* | 35<br>*21%* | 27<br>*29%* | 67<br>*24%* | 65<br>*26%* |
| C1 | 184<br>*28%* | 52<br>*25%* | 154<br>*25%* | 92<br>*30%* | 141<br>**31%b** | 49<br>*25%* | 156<br>*29%* | 89<br>*32%* | 19<br>*23%* | 38<br>*27%* | 10<br>*28%* | 71<br>*25%* | 54<br>*33%* | 31<br>*34%* | 75<br>*27%* | 80<br>*33%* |
| C2 | 107<br>*17%* | 49<br>**24%ace** | 136<br>**23%acde** | 47<br>*15%* | 79<br>*17%* | 31<br>*16%* | 94<br>*18%* | 47<br>*17%* | 14<br>*17%* | 30<br>*21%* | 3<br>*8%* | 56<br>**20%m** | 28<br>*17%* | 10<br>*11%* | 63<br>**22%o** | 29<br>*12%* |
| D | 70<br>**11%de** | 19<br>*9%* | 51<br>*8%* | 31<br>*10%* | 31<br>*7%* | 11<br>*6%* | 40<br>*7%* | 23<br>*8%* | 3<br>*4%* | 10<br>*7%* | 4<br>*11%* | 20<br>*7%* | 12<br>*7%* | 8<br>*9%* | 21<br>*7%* | 19<br>*8%* |
| E | 68<br>*11%* | 33<br>**16%ab** | 61<br>*10%* | 32<br>*11%* | 62<br>*14%* | 28<br>*14%* | 62<br>*12%* | 28<br>*10%* | 11<br>*14%* | 14<br>*10%* | 9<br>**25%gj** | 32<br>*11%* | 21<br>*13%* | 9<br>*10%* | 34<br>*12%* | 26<br>*11%* |
| NET: AB | 218<br>**34%z** | 54<br>*26%* | 202<br>**33%z** | 102<br>*34%* | 141<br>*31%* | 81<br>**41%dz** | 183<br>*34%* | 88<br>*32%* | 34<br>*42%* | 51<br>*36%* | 10<br>*28%* | 100<br>*36%* | 49<br>*30%* | 34<br>*37%* | 89<br>*32%* | 92<br>*37%* |
| NET: ABC1 | 402<br>**62%z** | 106<br>*51%* | 356<br>*59%* | 194<br>**64%z** | 282<br>**62%z** | 130<br>**65%z** | 339<br>*63%* | 177<br>*64%* | 53<br>*65%* | 89<br>*62%* | 20<br>*56%* | 171<br>*61%* | 103<br>*63%* | 65<br>*71%* | 164<br>*58%* | 172<br>**70%n** |
| NET: C2DE | 245<br>*38%* | 101<br>**49%acde** | 248<br>*41%* | 110<br>*36%* | 172<br>*38%* | 70<br>*35%* | 196<br>*37%* | 98<br>*36%* | 28<br>*35%* | 54<br>*38%* | 16<br>*44%* | 108<br>*39%* | 61<br>*37%* | 27<br>*29%* | 118<br>**42%o** | 74<br>*30%* |
| NET: DE | 138<br>*21%* | 52<br>**25%b** | 112<br>*19%* | 63<br>*21%* | 93<br>*20%* | 39<br>*20%* | 102<br>*19%* | 51<br>*19%* | 14<br>*17%* | 24<br>*17%* | 13<br>**36%ghi** | 52<br>*19%* | 33<br>*20%* | 17<br>*18%* | 55<br>*20%* | 45<br>*18%* |

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

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 85

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

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

| | Supplier | | | | | | | EE | | | | | | | | | GIFFGAFF | | | | | | | | | O2 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 300 | 162 | 157 | 28** | 379 | 184 | 84* | 340 | 296 | 72* | 54* | 58* | 23** | 134 | 50* | 23** | 114 | 89* | 238 | 145 | 179 | 42* | 355 | 183 | 66* | 337 | 260 |
| A city or large town (including suburbs) | 376 | 110 | 325 | 147 | 274 | 116 | 296 | 177 | 96 | 91 | 12 | 239 | 93 | 44 | 213 | 157 | 41 | 28 | 34 | 7 | 70 | 28 | 12 | 63 | 45 | 126 | 79 | 98 | 22 | 203 | 97 | 25 | 205 | 118 |
| | 58%c | 53% | 54% | 48% | 60%bc | 58%c | 55% | 59% | 59% | 58% | 43% | 63%l | 51% | 52% | 63%o | 53% | 57% | 52% | 59% | 30% | 52% | 56% | 52% | 55% | 51% | 53% | 54% | 55% | 52% | 57%v | 53%v | 38% | 61%x | 45% |
| A small town | 207 | 73 | 212 | 121 | 154 | 62 | 175 | 99 | 49 | 49 | 10 | 113 | 67 | 27 | 98 | 104 | 24 | 17 | 20 | 12 | 49 | 18 | 6 | 39 | 32 | 88 | 52 | 60 | 12 | 114 | 67 | 31 | 102 | 107 |
| | 32% | 35% | 35% | 40%aef | 34% | 31% | 33% | 33% | 30% | 31% | 36% | 30% | 36% | 32% | 29% | 35% | 33% | 31% | 34% | 52% | 37% | 36% | 26% | 34% | 36% | 37% | 36% | 34% | 29% | 32% | 37% | 47%x | 30% | 41%w |
| A village, hamlet or isolated dwelling in the countryside | 57 | 20 | 63 | 33 | 25 | 22 | 60 | 20 | 17 | 16 | 4 | 25 | 22 | 10 | 25 | 32 | 7 | 7 | 3 | 3 | 13 | 4 | 3 | 11 | 9 | 24 | 12 | 21 | 6 | 36 | 17 | 10 | 27 | 34 |
| | 9%d | 10%d | 10%d | 11%d | 6% | 11%d | 11%d | 7% | 10% | 10% | 14% | 7% | 12%k | 12% | 7% | 11% | 10% | 13% | 5% | 13% | 10% | 8% | 13% | 10% | 10% | 10% | 8% | 12% | 14% | 10% | 9% | 15% | 8% | 13%w |
| Prefer not to say | 7 | 4 | 4 | 3 | 1 | - | 4 | 4 | - | 1 | 2 | 2 | 2 | 3 | 4 | 3 | - | 2 | 1 | 1 | 2 | - | 2 | 1 | 3 | - | 2 | - | 2 | 2 | 2 | - | 3 | 1 |
| | 1% | 2%de | 1% | 1% | * | - | 1% | 1% | - | 1% | 7% | 1% | 1% | 4%k | 1% | 1% | - | 4% | 2% | 4% | 1% | - | 9% | 1% | 3% | - | 1% | - | 5%pr | 1% | 1% | - | 1% | * |
| NET: Urban | 583 | 183 | 537 | 268 | 428 | 178 | 471 | 276 | 145 | 140 | 22 | 352 | 160 | 71 | 311 | 261 | 65 | 45 | 54 | 19 | 119 | 46 | 18 | 102 | 77 | 214 | 131 | 158 | 34 | 317 | 164 | 56 | 307 | 225 |
| | 90% | 88% | 89% | 88% | 94%abcefz | 89% | 88% | 92% | 90% | 89% | 79% | 93%lm | 87% | 85% | 91% | 88% | 90% | 83% | 93% | 83% | 89% | 92% | 78% | 89% | 87% | 90% | 90% | 88% | 81% | 89% | 90% | 85% | 91% | 87% |
| NET: Rural | 57 | 20 | 63 | 33 | 25 | 22 | 60 | 20 | 17 | 16 | 4 | 25 | 22 | 10 | 25 | 32 | 7 | 7 | 3 | 3 | 13 | 4 | 3 | 11 | 9 | 24 | 12 | 21 | 6 | 36 | 17 | 10 | 27 | 34 |
| | 9%d | 10%d | 10%d | 11%d | 6% | 11%d | 11%d | 7% | 10% | 10% | 14% | 7% | 12%k | 12% | 7% | 11% | 10% | 13% | 5% | 13% | 10% | 8% | 13% | 10% | 10% | 10% | 8% | 12% | 14% | 10% | 9% | 15% | 8% | 13%w |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 86

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

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

| | Supplier | | | | | | | TESCO MOBILE | | | | | | | | | THREE | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 103 | 89* | 87* | 25** | 180 | 88* | 36* | 145 | 149 | 177 | 84* | 171 | 22** | 274 | 118 | 62* | 247 | 199 | 83* | 55* | 51* | 11** | 101 | 65* | 34* | 90* | 109 |
| A city or large town (including suburbs) | 376 | 110 | 325 | 147 | 274 | 116 | 296 | 48 | 43 | 48 | 8 | 89 | 41 | 17 | 80 | 64 | 102 | 56 | 105 | 11 | 162 | 70 | 42 | 161 | 109 | 44 | 38 | 29 | 5 | 70 | 32 | 14 | 60 | 56 |
| | 58%c | 53% | 54% | 48% | 60%bc | 58%c | 55% | 47% | 48% | 55% | 32% | 49% | 47% | 47% | 55%l | 43% | 58% | 67% | 61% | 50% | 59% | 59% | 68% | 65%o | 55% | 53% | 69% | 57% | 45% | 69%uv | 49% | 41% | 67%x | 51% |
| A small town | 207 | 73 | 212 | 121 | 154 | 62 | 175 | 41 | 37 | 31 | 12 | 74 | 35 | 12 | 51 | 68 | 65 | 22 | 56 | 11 | 96 | 42 | 16 | 75 | 76 | 30 | 14 | 14 | 4 | 24 | 27 | 11 | 23 | 38 |
| | 32% | 35% | 35% | 40%aef | 34% | 31% | 33% | 40% | 42% | 36% | 48% | 41% | 40% | 33% | 35% | 46% | 37% | 26% | 33% | 50% | 35% | 36% | 26% | 30% | 38% | 36% | 25% | 27% | 36% | 24% | 42%t | 32% | 26% | 35% |
| A village, hamlet or isolated dwelling in the countryside | 57 | 20 | 63 | 33 | 25 | 22 | 60 | 13 | 9 | 8 | 3 | 15 | 11 | 7 | 14 | 16 | 10 | 5 | 10 | - | 16 | 5 | 4 | 10 | 14 | 9 | 3 | 8 | 2 | 7 | 6 | 9 | 7 | 15 |
| | 9%d | 10%d | 10%d | 11%d | 6% | 11%d | 11%d | 13% | 10% | 9% | 12% | 8% | 13% | 19%E | 10% | 11% | 6% | 6% | 6% | - | 6% | 4% | 6% | 4% | 7% | 11% | 5% | 16% | 18% | 7% | 9% | 26%tu | 8% | 14% |
| Prefer not to say | 7 | 4 | 4 | 3 | 1 | - | 4 | 1 | - | - | 2 | 2 | 1 | - | - | 1 | - | 1 | - | - | - | 1 | - | 1 | - | - | - | - | - | - | - | - | - | - |
| | 1% | 2%de | 1% | 1% | * | - | 1% | 1% | - | - | 8% | 1% | 1% | - | - | 1% | - | 1% | - | - | - | 1% | - | * | - | - | - | - | - | - | - | - | - | - |
| NET: Urban | 583 | 183 | 537 | 268 | 428 | 178 | 471 | 89 | 80 | 79 | 20 | 163 | 76 | 29 | 131 | 132 | 167 | 78 | 161 | 22 | 258 | 112 | 58 | 236 | 185 | 74 | 52 | 43 | 9 | 94 | 59 | 25 | 83 | 94 |
| | 90% | 88% | 89% | 88% | 94%abcc fz | 89% | 88% | 86% | 90% | 91% | 80% | 91% | 86% | 81% | 90% | 89% | 94% | 93% | 94% | 100% | 94% | 95% | 94% | 96% | 93% | 89% | 95% | 84% | 82% | 93%v | 91%v | 74% | 92% | 86% |
| NET: Rural | 57 | 20 | 63 | 33 | 25 | 22 | 60 | 13 | 9 | 8 | 3 | 15 | 11 | 7 | 14 | 16 | 10 | 5 | 10 | - | 16 | 5 | 4 | 10 | 14 | 9 | 3 | 8 | 2 | 7 | 6 | 9 | 7 | 15 |
| | 9%d | 10%d | 10%d | 11%d | 6% | 11%d | 11%d | 13% | 10% | 9% | 12% | 8% | 13% | 19%E | 10% | 11% | 6% | 6% | 6% | - | 6% | 4% | 6% | 4% | 7% | 11% | 5% | 16% | 18% | 7% | 9% | 26%tu | 8% | 14% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 87

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

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

| | Supplier | | | | | | | VODAFONE | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 275 | 81* | 143 | 36* | 279 | 164 | 92* | 282 | 246 |
| A city or large town (including suburbs) | 376<br>58%c | 110<br>53% | 325<br>54% | 147<br>48% | 274<br>60%bc | 116<br>58%c | 296<br>55% | 146<br>53% | 43<br>53% | 87<br>61% | 20<br>56% | 162<br>58% | 86<br>52% | 48<br>52% | 157<br>56% | 135<br>55% |
| A small town | 207<br>32% | 73<br>35% | 212<br>35% | 121<br>40%ae | 154<br>34% | 62<br>31% | 175<br>33% | 93<br>34% | 29<br>36% | 43<br>30% | 10<br>28% | 88<br>32% | 58<br>35% | 29<br>32% | 91<br>32% | 81<br>33% |
| A village, hamlet or isolated dwelling in the countryside | 57<br>9%d | 20<br>10%d | 63<br>10%d | 33<br>11%d | 25<br>6% | 22<br>11%d | 60<br>11% | 35<br>13% | 8<br>10% | 11<br>8% | 6<br>17% | 27<br>10% | 19<br>12% | 14<br>15% | 32<br>11% | 28<br>11% |
| Prefer not to say | 7<br>1% | 4<br>2%de | 4<br>1% | 3<br>1% | 1<br>* | -<br>- | 4<br>1% | 1<br>* | 1<br>1% | 2<br>1% | -<br>- | 2<br>1% | 1<br>1% | 1<br>1% | 2<br>1% | 2<br>1% |
| NET: Urban | 583<br>90% | 183<br>88% | 537<br>89% | 268<br>88% | 428<br>94%abcez | 178<br>89% | 471<br>88% | 239<br>87% | 72<br>89% | 130<br>91% | 30<br>83% | 250<br>90% | 144<br>88% | 77<br>84% | 248<br>88% | 216<br>88% |
| NET: Rural | 57<br>9%d | 20<br>10%d | 63<br>10%d | 33<br>11%d | 25<br>6% | 22<br>11%d | 60<br>11% | 35<br>13% | 8<br>10% | 11<br>8% | 6<br>17% | 27<br>10% | 19<br>12% | 14<br>15% | 32<br>11% | 28<br>11% |

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

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 88

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

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

| | Supplier | | | | | | | EE | | | | | | | | | GIFFGAFF | | | | | | | | | O2 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 300 | 162 | 157 | 28** | 379 | 184 | 84* | 340 | 296 | 72* | 54* | 58* | 23** | 134 | 50* | 23** | 114 | 89* | 238 | 145 | 179 | 42* | 355 | 183 | 66* | 337 | 260 |
| Small (1-2 people) | 211 | 81 | 208 | 111 | 166 | 65 | 190 | 86 | 47 | 66 | 12 | 113 | 66 | 32 | 110 | 95 | 28 | 26 | 18 | 9 | 55 | 19 | 7 | 51 | 29 | 89 | 43 | 58 | 18 | 118 | 60 | 30 | 106 | 98 |
| | *33%* | *39%* | *34%* | *37%* | *37%* | *33%* | *36%* | *29%* | *29%* | **42%gh** | *43%* | *30%* | *36%* | *38%* | *32%* | *32%* | *39%* | *48%* | *31%* | *39%* | *41%* | *38%* | *30%* | *45%* | *33%* | *37%* | *30%* | *32%* | *43%* | *33%* | *33%* | *45%* | *31%* | *38%* |
| Medium (3-4 people) | 338 | 84 | 288 | 128 | 199 | 97 | 266 | 171 | 87 | 67 | 13 | 211 | 89 | 38 | 182 | 153 | 33 | 17 | 26 | 8 | 55 | 19 | 10 | 42 | 40 | 108 | 74 | 88 | 18 | 175 | 87 | 26 | 175 | 111 |
| | **52%cdz** | *41%* | *48%* | *42%* | *44%* | *49%* | **50%cz** | **57%i** | **54%i** | *43%* | *46%* | *56%* | *48%* | *45%* | *54%* | *52%* | *46%* | *31%* | *45%* | *35%* | *41%* | *38%* | *43%* | *37%* | *45%* | *45%* | *51%* | *49%* | *43%* | *49%* | *48%* | *39%* | **52%x** | *43%* |
| Large (5+ people) | 98 | 42 | 108 | 65 | 89 | 38 | 79 | 43 | 28 | 24 | 3 | 55 | 29 | 14 | 48 | 48 | 11 | 11 | 14 | 6 | 24 | 12 | 6 | 21 | 20 | 41 | 28 | 33 | 6 | 62 | 36 | 10 | 56 | 51 |
| | *15%* | *20%* | *18%* | **21%af** | **20%f** | *19%* | *15%* | *14%* | *17%* | *15%* | *11%* | *15%* | *16%* | *17%* | *14%* | *16%* | *15%* | *20%* | *24%* | *26%* | *18%* | *24%* | *26%* | *18%* | *22%* | *17%* | *19%* | *18%* | *14%* | *17%* | *20%* | *15%* | *17%* | *20%* |
| Sigma | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 300 | 162 | 157 | 28 | 379 | 184 | 84 | 340 | 296 | 72 | 54 | 58 | 23 | 134 | 50 | 23 | 114 | 89 | 238 | 145 | 179 | 42 | 355 | 183 | 66 | 337 | 260 |
| | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 89

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

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

| | Supplier | | | | | | | TESCO MOBILE | | | | | | | | | THREE | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 103 | 89* | 87* | 25** | 180 | 88* | 36* | 145 | 149 | 177 | 84* | 171 | 22** | 274 | 118 | 62* | 247 | 199 | 83* | 55* | 51* | 11** | 101 | 65* | 34* | 90* | 109 |
| Small (1-2 people) | 211 | 81 | 208 | 111 | 166 | 65 | 190 | 34 | 33 | 33 | 11 | 61 | 42 | 8 | 53 | 55 | 65 | 28 | 66 | 7 | 96 | 45 | 25 | 96 | 67 | 29 | 17 | 17 | 2 | 28 | 16 | 21 | 27 | 38 |
| | *33%* | *39%* | *34%* | *37%* | *37%* | *33%* | *36%* | *33%* | *37%* | *38%* | *44%* | *34%* | **48%EG** | *22%* | *37%* | *37%* | *37%* | *33%* | *39%* | *32%* | *35%* | *38%* | *40%* | *39%* | *34%* | *35%* | *31%* | *33%* | *18%* | *28%* | *25%* | **62%tu** | *30%* | *35%* |
| Medium (3-4 people) | 338 | 84 | 288 | 128 | 199 | 97 | 266 | 43 | 36 | 40 | 9 | 80 | 33 | 15 | 57 | 68 | 83 | 40 | 66 | 10 | 129 | 41 | 29 | 104 | 94 | 35 | 30 | 24 | 8 | 54 | 33 | 10 | 41 | 56 |
| | **52%cdz** | *41%* | *48%* | *42%* | *44%* | *49%* | **50%cz** | *42%* | *40%* | *46%* | *36%* | *44%* | *38%* | *42%* | *39%* | *46%* | *47%* | *48%* | *39%* | *45%* | **47%l** | *35%* | *47%* | *42%* | *47%* | *42%* | *55%* | *47%* | *73%* | **53%v** | **51%v** | *29%* | *46%* | *51%* |
| Large (5+ people) | 98 | 42 | 108 | 65 | 89 | 38 | 79 | 26 | 20 | 14 | 5 | 39 | 13 | 13 | 35 | 26 | 29 | 16 | 39 | 5 | 49 | 32 | 8 | 47 | 38 | 19 | 8 | 10 | 1 | 19 | 16 | 3 | 22 | 15 |
| | *15%* | *20%* | *18%* | **21%af** | **20%f** | *19%* | *15%* | *25%* | *22%* | *16%* | *20%* | *22%* | *15%* | **36%F** | *24%* | *17%* | *16%* | *19%* | *23%* | *23%* | *18%* | **27%km** | *13%* | *19%* | *19%* | *23%* | *15%* | *20%* | *9%* | *19%* | *25%* | *9%* | *24%* | *14%* |
| Sigma | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 103 | 89 | 87 | 25 | 180 | 88 | 36 | 145 | 149 | 177 | 84 | 171 | 22 | 274 | 118 | 62 | 247 | 199 | 83 | 55 | 51 | 11 | 101 | 65 | 34 | 90 | 109 |
| | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 90

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

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

| | Supplier | | | | | | | VODAFONE | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 275 | 81* | 143 | 36* | 279 | 164 | 92* | 282 | 246 |
| Small (1-2 people) | 211 | 81 | 208 | 111 | 166 | 65 | 190 | 99 | 33 | 49 | 9 | 91 | 64 | 35 | 99 | 88 |
| | *33%* | *39%* | *34%* | *37%* | *37%* | *33%* | *36%* | *36%* | *41%* | *34%* | *25%* | *33%* | *39%* | *38%* | *35%* | *36%* |
| Medium (3-4 people) | 338 | 84 | 288 | 128 | 199 | 97 | 266 | 138 | 39 | 69 | 20 | 140 | 80 | 46 | 140 | 122 |
| | **52%cdz** | *41%* | *48%* | *42%* | *44%* | *49%* | *50%* | *50%* | *48%* | *48%* | *56%* | *50%* | *49%* | *50%* | *50%* | *50%* |
| Large (5+ people) | 98 | 42 | 108 | 65 | 89 | 38 | 79 | 38 | 9 | 25 | 7 | 48 | 20 | 11 | 43 | 36 |
| | *15%* | *20%* | *18%* | **21%a** | *20%* | *19%* | *15%* | *14%* | *11%* | *17%* | *19%* | *17%* | *12%* | *12%* | *15%* | *15%* |
| Sigma | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 275 | 81 | 143 | 36 | 279 | 164 | 92 | 282 | 246 |
| | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* | *100%* |

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

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 91

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

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

| | Supplier | | | | | | | EE | | | | | | | | | GIFFGAFF | | | | | | | | | O2 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 300 | 162 | 157 | 28** | 379 | 184 | 84* | 340 | 296 | 72* | 54* | 58* | 23** | 134 | 50* | 23** | 114 | 89* | 238 | 145 | 179 | 42* | 355 | 183 | 66* | 337 | 260 |
| 1 | 202 | 53 | 166 | 97 | 126 | 62 | 136 | 99 | 53 | 42 | 8 | 123 | 61 | 18 | 113 | 86 | 16 | 17 | 16 | 4 | 35 | 10 | 8 | 33 | 20 | 49 | 48 | 57 | 12 | 103 | 50 | 13 | 102 | 63 |
| | 31%f | 26% | 27% | 32%f | 28% | 31% | 25% | 33% | 33% | 27% | 29% | 32%m | 33% | 21% | 33% | 29% | 22% | 31% | 28% | 17% | 26% | 20% | 35% | 29% | 22% | 21% | 33%p | 32%p | 29% | 29% | 27% | 20% | 30% | 24% |
| 2 | 133 | 37 | 135 | 52 | 81 | 29 | 119 | 67 | 37 | 26 | 3 | 85 | 32 | 16 | 74 | 58 | 12 | 7 | 12 | 6 | 22 | 11 | 4 | 16 | 19 | 58 | 37 | 34 | 6 | 81 | 39 | 15 | 84 | 50 |
| | 21% | 18% | 22%e | 17% | 18% | 15% | 22%e | 22% | 23% | 17% | 11% | 22% | 17% | 19% | 22% | 20% | 17% | 13% | 21% | 26% | 16% | 22% | 17% | 14% | 21% | 24% | 26% | 19% | 14% | 23% | 21% | 23% | 25% | 19% |
| 3 | 35 | 16 | 41 | 24 | 36 | 19 | 32 | 17 | 12 | 5 | 1 | 17 | 14 | 4 | 18 | 16 | 6 | 5 | 3 | 2 | 12 | 4 | - | 10 | 6 | 21 | 11 | 8 | 1 | 28 | 11 | 2 | 24 | 17 |
| | 5% | 8% | 7% | 8% | 8% | 10%a | 6% | 6% | 7% | 3% | 4% | 4% | 8% | 5% | 5% | 5% | 8% | 9% | 5% | 9% | 9% | 8% | - | 9% | 7% | 9% | 8% | 4% | 2% | 8% | 6% | 3% | 7% | 7% |
| 4 | 10 | 2 | 8 | 10 | 3 | 3 | 10 | 4 | 2 | 4 | - | 6 | 1 | 3 | 5 | 5 | 1 | 1 | - | - | - | 2 | - | 1 | 1 | 1 | 2 | 5 | - | 4 | 4 | - | 3 | 5 |
| | 2% | 1% | 1% | 3%bc | 1% | 2% | 2% | 1% | 1% | 3% | - | 2% | 1% | 4% | 1% | 2% | 1% | 2% | - | - | - | 4%E | - | 1% | 1% | * | 1% | 3%p | - | 1% | 2% | - | 1% | 2% |
| 5+ | 7 | 3 | 4 | 4 | 9 | 5 | 3 | 3 | - | 3 | 1 | 2 | 4 | 1 | 2 | 5 | 1 | 1 | 1 | - | 1 | - | 2 | 1 | 2 | 1 | 1 | 1 | 1 | 3 | 1 | - | 2 | 2 |
| | 1% | 1% | 1% | 1% | 2%f | 3%bf | 1% | 1% | - | 2% | 4% | 1% | 2% | 1% | 1% | 2% | 1% | 2% | 2% | - | 1% | - | 9% | 1% | 2% | * | 1% | 1% | 2% | 1% | 1% | - | 1% | 1% |
| No children in household | 260 | 96 | 250 | 117 | 199 | 82 | 235 | 110 | 58 | 77 | 15 | 146 | 72 | 42 | 128 | 126 | 36 | 23 | 26 | 11 | 64 | 23 | 9 | 53 | 41 | 108 | 46 | 74 | 22 | 136 | 78 | 36 | 122 | 123 |
| | 40% | 46% | 41% | 38% | 44% | 41% | 44% | 37% | 36% | 49%gh | 54% | 39% | 39% | 50% | 38% | 43% | 50% | 43% | 45% | 48% | 48% | 46% | 39% | 46% | 46% | 45%q | 32% | 41% | 52%q | 38% | 43% | 55%t | 36% | 47%w |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 92

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

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

| | Supplier | | | | | | | TESCO MOBILE | | | | | | | | | THREE | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 103 | 89* | 87* | 25** | 180 | 88* | 36* | 145 | 149 | 177 | 84* | 171 | 22** | 274 | 118 | 62* | 247 | 199 | 83* | 55* | 51* | 11** | 101 | 65* | 34* | 90* | 109 |
| 1 | 202 | 53 | 166 | 97 | 126 | 62 | 136 | 36 | 30 | 27 | 4 | 57 | 32 | 8 | 45 | 49 | 43 | 31 | 44 | 8 | 71 | 34 | 21 | 66 | 58 | 24 | 21 | 13 | 4 | 35 | 21 | 6 | 30 | 32 |
| | 31%f | 26% | 27% | 32%f | 28% | 31% | 25% | 35% | 34% | 31% | 16% | 32% | 36% | 22% | 31% | 33% | 24% | 37%g | 26% | 36% | 26% | 29% | 34% | 27% | 29% | 29% | 38% | 25% | 36% | 35% | 32% | 18% | 33% | 29% |
| 2 | 133 | 37 | 135 | 52 | 81 | 29 | 119 | 16 | 15 | 18 | 3 | 32 | 11 | 9 | 30 | 21 | 36 | 15 | 28 | 2 | 50 | 20 | 11 | 42 | 38 | 13 | 9 | 7 | - | 16 | 12 | 1 | 15 | 14 |
| | 21% | 18% | 22%e | 17% | 18% | 15% | 22%e | 16% | 17% | 21% | 12% | 18% | 13% | 25% | 21% | 14% | 20% | 18% | 16% | 9% | 18% | 17% | 18% | 17% | 19% | 16% | 16% | 14% | - | 16% | 18%v | 3% | 17% | 13% |
| 3 | 35 | 16 | 41 | 24 | 36 | 19 | 32 | 11 | 9 | 3 | 1 | 16 | 5 | 3 | 9 | 13 | 13 | 4 | 16 | 3 | 23 | 9 | 4 | 21 | 14 | 10 | 4 | 3 | 2 | 9 | 6 | 4 | 7 | 12 |
| | 5% | 8% | 7% | 8% | 8% | 10%a | 6% | 11% | 10% | 3% | 4% | 9% | 6% | 8% | 6% | 9% | 7% | 5% | 9% | 14% | 8% | 8% | 6% | 9% | 7% | 12% | 7% | 6% | 18% | 9% | 9% | 12% | 8% | 11% |
| 4 | 10 | 2 | 8 | 10 | 3 | 3 | 10 | 5 | 1 | 3 | 1 | 5 | 4 | 1 | 5 | 4 | - | 2 | 1 | - | 2 | 1 | - | 3 | - | 3 | - | - | - | 1 | 2 | - | 1 | 2 |
| | 2% | 1% | 1% | 3%bc | 1% | 2% | 2% | 5% | 1% | 3% | 4% | 3% | 5% | 3% | 3% | 3% | - | 2%g | 1% | - | 1% | 1% | - | 1% | - | 4% | - | - | - | 1% | 3% | - | 1% | 2% |
| 5+ | 7 | 3 | 4 | 4 | 9 | 5 | 3 | 1 | 2 | 1 | - | 2 | - | 2 | 1 | 3 | 4 | 1 | 3 | 1 | 4 | 3 | 2 | 1 | 8 | 1 | 1 | 3 | - | 2 | 3 | - | 3 | 2 |
| | 1% | 1% | 1% | 1% | 2%f | 3%bf | 1% | 1% | 2% | 1% | - | 1% | - | 6%F | 1% | 2% | 2% | 1% | 2% | 5% | 1% | 3% | 3% | * | 4%n | 1% | 2% | 6% | - | 2% | 5% | - | 3% | 2% |
| No children in household | 260 | 96 | 250 | 117 | 199 | 82 | 235 | 34 | 32 | 35 | 16 | 68 | 36 | 13 | 55 | 59 | 81 | 31 | 79 | 8 | 124 | 51 | 24 | 114 | 81 | 32 | 20 | 25 | 5 | 38 | 21 | 23 | 34 | 47 |
| | 40% | 46% | 41% | 38% | 44% | 41% | 44% | 33% | 36% | 40% | 64% | 38% | 41% | 36% | 38% | 40% | 46% | 37% | 46% | 36% | 45% | 43% | 39% | 46% | 41% | 39% | 36% | 49% | 45% | 38% | 32% | 68%tu | 38% | 43% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 93

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

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

| | Supplier | | | | | | | VODAFONE | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 275 | 81* | 143 | 36* | 279 | 164 | 92* | 282 | 246 |
| 1 | 202<br>*31%* | 53<br>*26%* | 166<br>*27%* | 97<br>*32%* | 126<br>*28%* | 62<br>*31%* | 136<br>*25%* | 70<br>*25%* | 21<br>*26%* | 35<br>*24%* | 10<br>*28%* | 77<br>*28%* | 39<br>*24%* | 20<br>*22%* | 78<br>*28%* | 57<br>*23%* |
| 2 | 133<br>*21%* | 37<br>*18%* | 135<br>**22%e** | 52<br>*17%* | 81<br>*18%* | 29<br>*15%* | 119<br>*22%* | 65<br>*24%* | 15<br>*19%* | 33<br>*23%* | 6<br>*17%* | 63<br>*23%* | 36<br>*22%* | 20<br>*22%* | 60<br>*21%* | 57<br>*23%* |
| 3 | 35<br>*5%* | 16<br>*8%* | 41<br>*7%* | 24<br>*8%* | 36<br>*8%* | 19<br>**10%a** | 32<br>*6%* | 13<br>*5%* | 7<br>*9%* | 9<br>*6%* | 3<br>*8%* | 19<br>*7%* | 10<br>*6%* | 3<br>*3%* | 13<br>*5%* | 19<br>*8%* |
| 4 | 10<br>*2%* | 2<br>*1%* | 8<br>*1%* | 10<br>**3%bd** | 3<br>*1%* | 3<br>*2%* | 10<br>*2%* | 5<br>*2%* | 1<br>*1%* | 4<br>*3%* | -<br>- | 6<br>*2%* | 3<br>*2%* | 1<br>*1%* | 5<br>*2%* | 5<br>*2%* |
| 5+ | 7<br>*1%* | 3<br>*1%* | 4<br>*1%* | 4<br>*1%* | 9<br>*2%* | 5<br>**3%b** | 3<br>*1%* | 1<br>* | -<br>- | 2<br>*1%* | -<br>- | 1<br>* | 2<br>*1%* | -<br>- | 1<br>* | 2<br>*1%* |
| No children in household | 260<br>*40%* | 96<br>*46%* | 250<br>*41%* | 117<br>*38%* | 199<br>*44%* | 82<br>*41%* | 235<br>*44%* | 121<br>*44%* | 37<br>*46%* | 60<br>*42%* | 17<br>*47%* | 113<br>*41%* | 74<br>*45%* | 48<br>*52%* | 125<br>*44%* | 106<br>*43%* |

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

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 94

**QHH4: ADULTS IN HOUSEHOLD.**

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

| | Supplier | | | | | | | EE | | | | | | | | | GIFFGAFF | | | | | | | | | O2 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 300 | 162 | 157 | 28** | 379 | 184 | 84* | 340 | 296 | 72* | 54* | 58* | 23** | 134 | 50* | 23** | 114 | 89* | 238 | 145 | 179 | 42* | 355 | 183 | 66* | 337 | 260 |
| None | - | 2 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 2 | - | - | - | - | 1 | 1 | 1 | 1 | - | - | - | - | - | - | - | - | - |
| | - | 1%abdf | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 3% | - | - | - | - | 2% | 4% | 1% | 1% | - | - | - | - | - | - | - | - | - |
| 1 | 137 | 57 | 126 | 78 | 92 | 45 | 107 | 61 | 39 | 30 | 7 | 69 | 47 | 21 | 70 | 62 | 16 | 15 | 13 | 13 | 42 | 10 | 5 | 30 | 26 | 50 | 31 | 33 | 12 | 78 | 28 | 20 | 66 | 59 |
| | 21% | 28%bdf | 21% | 26% | 20% | 23% | 20% | 20% | 24% | 19% | 25% | 18% | 26%k | 25% | 21% | 21% | 22% | 28% | 22% | 57% | 31% | 20% | 22% | 26% | 29% | 21% | 21% | 18% | 29% | 22% | 15% | 30%u | 20% | 23% |
| 2 | 364 | 93 | 343 | 155 | 249 | 106 | 297 | 178 | 80 | 91 | 15 | 224 | 100 | 40 | 204 | 156 | 39 | 26 | 26 | 2 | 58 | 26 | 9 | 60 | 31 | 135 | 89 | 99 | 20 | 208 | 106 | 29 | 197 | 142 |
| | 56%z | 45% | 57%z | 51% | 55%z | 53% | 56%z | 59%h | 49% | 58% | 54% | 59% | 54% | 48% | 60% | 53% | 54% | 48% | 45% | 9% | 43% | 52% | 39% | 53%l | 35% | 57% | 61% | 55% | 48% | 59%v | 58% | 44% | 58% | 55% |
| 3 | 78 | 22 | 65 | 38 | 65 | 23 | 82 | 29 | 26 | 19 | 4 | 46 | 21 | 11 | 32 | 44 | 6 | 6 | 7 | 3 | 14 | 5 | 3 | 9 | 13 | 28 | 7 | 25 | 5 | 30 | 26 | 9 | 36 | 28 |
| | 12% | 11% | 11% | 13% | 14% | 12% | 15%b | 10% | 16%g | 12% | 14% | 12% | 11% | 13% | 9% | 15%n | 8% | 11% | 12% | 13% | 10% | 10% | 13% | 8% | 15% | 12%q | 5% | 14%q | 12% | 8% | 14%t | 14% | 11% | 11% |
| 4 | 38 | 17 | 41 | 19 | 27 | 17 | 37 | 20 | 9 | 8 | 1 | 18 | 12 | 8 | 17 | 21 | 7 | 3 | 6 | 1 | 12 | 3 | 2 | 9 | 8 | 13 | 13 | 14 | 1 | 23 | 14 | 4 | 25 | 16 |
| | 6% | 8% | 7% | 6% | 6% | 9% | 7% | 7% | 6% | 5% | 4% | 5% | 7% | 10% | 5% | 7% | 10% | 6% | 10% | 4% | 9% | 6% | 9% | 8% | 9% | 5% | 9% | 8% | 2% | 6% | 8% | 6% | 7% | 6% |
| 5+ | 30 | 16 | 29 | 14 | 21 | 9 | 12 | 12 | 8 | 9 | 1 | 22 | 4 | 4 | 17 | 13 | 2 | 4 | 6 | 4 | 8 | 5 | 3 | 5 | 10 | 12 | 5 | 8 | 4 | 16 | 9 | 4 | 13 | 15 |
| | 5%f | 8%f | 5%f | 5% | 5%f | 5% | 2% | 4% | 5% | 6% | 4% | 6% | 2% | 5% | 5% | 4% | 3% | 7% | 10% | 17% | 6% | 10% | 13% | 4% | 11% | 5% | 3% | 4% | 10% | 5% | 5% | 6% | 4% | 6% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 95

**QHH4: ADULTS IN HOUSEHOLD.**

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

| | Supplier | | | | | | | TESCO MOBILE | | | | | | | | | THREE | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 103 | 89* | 87* | 25** | 180 | 88* | 36* | 145 | 149 | 177 | 84* | 171 | 22** | 274 | 118 | 62* | 247 | 199 | 83* | 55* | 51* | 11** | 101 | 65* | 34* | 90* | 109 |
| None | - | 2 | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | - | 1%abdf | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 1 | 137 | 57 | 126 | 78 | 92 | 45 | 107 | 24 | 29 | 21 | 4 | 39 | 28 | 11 | 37 | 39 | 41 | 21 | 23 | 7 | 51 | 26 | 15 | 50 | 41 | 22 | 11 | 10 | 2 | 21 | 13 | 11 | 21 | 24 |
| | 21% | 28%bdf | 21% | 26% | 20% | 23% | 20% | 23% | 33% | 24% | 16% | 22% | 32% | 31% | 26% | 26% | 23%l | 25%l | 13% | 32% | 19% | 22% | 24% | 20% | 21% | 27% | 20% | 20% | 18% | 21% | 20% | 32% | 23% | 22% |
| 2 | 364 | 93 | 343 | 155 | 249 | 106 | 297 | 56 | 38 | 47 | 14 | 96 | 47 | 12 | 71 | 79 | 92 | 40 | 108 | 9 | 156 | 60 | 33 | 141 | 104 | 43 | 33 | 25 | 5 | 52 | 37 | 17 | 45 | 61 |
| | 56%z | 45% | 57%z | 51% | 55%z | 53% | 56%z | 54% | 43% | 54% | 56% | 53%G | 53%G | 33% | 49% | 53% | 52% | 48% | 63%gh | 41% | 57% | 51% | 53% | 57% | 52% | 52% | 60% | 49% | 45% | 51% | 57% | 50% | 50% | 56% |
| 3 | 78 | 22 | 65 | 38 | 65 | 23 | 82 | 12 | 12 | 11 | 3 | 26 | 5 | 7 | 17 | 20 | 31 | 13 | 18 | 3 | 37 | 19 | 9 | 35 | 30 | 11 | 5 | 5 | 2 | 11 | 7 | 5 | 9 | 14 |
| | 12% | 11% | 11% | 13% | 14% | 12% | 15%b | 12% | 13% | 13% | 12% | 14%F | 6% | 19%F | 12% | 13% | 18% | 15% | 11% | 14% | 14% | 16% | 15% | 14% | 15% | 13% | 9% | 10% | 18% | 11% | 11% | 15% | 10% | 13% |
| 4 | 38 | 17 | 41 | 19 | 27 | 17 | 37 | 6 | 5 | 6 | 2 | 9 | 7 | 3 | 9 | 8 | 8 | 6 | 12 | 1 | 18 | 6 | 3 | 10 | 16 | 6 | 2 | 7 | 2 | 11 | 5 | 1 | 8 | 9 |
| | 6% | 8% | 7% | 6% | 6% | 9% | 7% | 6% | 6% | 7% | 8% | 5% | 8% | 8% | 6% | 5% | 5% | 7% | 7% | 5% | 7% | 5% | 5% | 4% | 8% | 7% | 4% | 14% | 18% | 11% | 8% | 3% | 9% | 8% |
| 5+ | 30 | 16 | 29 | 14 | 21 | 9 | 12 | 5 | 5 | 2 | 2 | 10 | 1 | 3 | 11 | 3 | 5 | 4 | 10 | 2 | 12 | 7 | 2 | 11 | 8 | 1 | 4 | 4 | - | 6 | 3 | - | 7 | 1 |
| | 5%f | 8%f | 5%f | 5% | 5%f | 5% | 2% | 5% | 6% | 2% | 8% | 6% | 1% | 8%F | 8%l | 2% | 3% | 5% | 6% | 9% | 4% | 6% | 3% | 4% | 4% | 1% | 7% | 8% | - | 6% | 5% | - | 8%x | 1% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 96

**QHH4: ADULTS IN HOUSEHOLD.**

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

| | Supplier | | | | | | | VODAFONE | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 275 | 81* | 143 | 36* | 279 | 164 | 92* | 282 | 246 |
| None | - | 2 | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | - | 1%abd | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| 1 | 137 | 57 | 126 | 78 | 92 | 45 | 107 | 55 | 22 | 24 | 6 | 52 | 38 | 17 | 57 | 50 |
| | *21%* | 28%bd | *21%* | *26%* | *20%* | *23%* | *20%* | *20%* | *27%* | *17%* | *17%* | *19%* | *23%* | *18%* | *20%* | *20%* |
| 2 | 364 | 93 | 343 | 155 | 249 | 106 | 297 | 157 | 43 | 80 | 17 | 158 | 92 | 47 | 153 | 139 |
| | 56%z | *45%* | 57%z | *51%* | 55%z | *53%* | *56%* | *57%* | *53%* | *56%* | *47%* | *57%* | *56%* | *51%* | *54%* | *57%* |
| 3 | 78 | 22 | 65 | 38 | 65 | 23 | 82 | 37 | 11 | 27 | 7 | 40 | 22 | 20 | 39 | 42 |
| | *12%* | *11%* | *11%* | *13%* | *14%* | *12%* | *15%* | *13%* | *14%* | *19%* | *19%* | *14%* | *13%* | *22%* | *14%* | *17%* |
| 4 | 38 | 17 | 41 | 19 | 27 | 17 | 37 | 18 | 5 | 10 | 4 | 21 | 11 | 5 | 25 | 11 |
| | *6%* | *8%* | *7%* | *6%* | *6%* | *9%* | *7%* | *7%* | *6%* | *7%* | *11%* | *8%* | *7%* | *5%* | 9%o | *4%* |
| 5+ | 30 | 16 | 29 | 14 | 21 | 9 | 12 | 8 | - | 2 | 2 | 8 | 1 | 3 | 8 | 4 |
| | *5%* | *8%* | *5%* | *5%* | *5%* | *5%* | *2%* | *3%* | - | *1%* | 6%h | *3%* | *1%* | *3%* | *3%* | *2%* |

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

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 97

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

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

| | Supplier | | | | | | | EE | | | | | | | | | GIFFGAFF | | | | | | | | | O2 | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 300 | 162 | 157 | 28** | 379 | 184 | 84* | 340 | 296 | 72* | 54* | 58* | 23** | 134 | 50* | 23** | 114 | 89* | 238 | 145 | 179 | 42* | 355 | 183 | 66* | 337 | 260 |
| Hearing | 46 | 13 | 39 | 23 | 19 | 13 | 17 | 21 | 15 | 10 | - | 25 | 15 | 6 | 22 | 22 | 3 | 3 | 7 | - | 8 | 2 | 3 | 6 | 6 | 14 | 12 | 10 | 3 | 24 | 14 | 1 | 19 | 20 |
| | 7%df | 6% | 6%f | 8%df | 4% | 7%f | 3% | 7% | 9% | 6% | - | 7% | 8% | 7% | 6% | 7% | 4% | 6% | 12% | - | 6% | 4% | 13% | 5% | 7% | 6% | 8% | 6% | 7% | 7% | 8% | 2% | 6% | 8% |
| Eyesight | 64 | 10 | 55 | 30 | 34 | 19 | 33 | 31 | 14 | 14 | 5 | 39 | 15 | 10 | 36 | 27 | 4 | 3 | 2 | 1 | 7 | 3 | - | 7 | 3 | 21 | 11 | 21 | 2 | 29 | 20 | 6 | 26 | 29 |
| | 10%fz | 5% | 9% | 10%z | 7% | 10% | 6% | 10% | 9% | 9% | 18% | 10% | 8% | 12% | 11% | 9% | 6% | 6% | 3% | 4% | 5% | 6% | - | 6% | 3% | 9% | 8% | 12% | 5% | 8% | 11% | 9% | 8% | 11% |
| Mobility | 50 | 21 | 59 | 35 | 27 | 17 | 36 | 20 | 19 | 10 | 1 | 32 | 14 | 4 | 26 | 22 | 6 | 6 | 7 | 2 | 12 | 6 | 3 | 11 | 9 | 21 | 15 | 20 | 3 | 43 | 12 | 4 | 35 | 24 |
| | 8% | 10% | 10%d | 12%df | 6% | 9% | 7% | 7% | 12% | 6% | 4% | 8% | 8% | 5% | 8% | 7% | 8% | 11% | 12% | 9% | 9% | 12% | 13% | 10% | 10% | 9% | 10% | 11% | 7% | 12%u | 7% | 6% | 10% | 9% |
| Dexterity | 53 | 15 | 44 | 28 | 25 | 14 | 29 | 22 | 22 | 8 | 1 | 31 | 15 | 7 | 25 | 28 | 3 | 4 | 7 | 1 | 9 | 5 | 1 | 7 | 7 | 15 | 16 | 10 | 3 | 31 | 11 | 2 | 24 | 20 |
| | 8% | 7% | 7% | 9%f | 6% | 7% | 5% | 7% | 14%gi | 5% | 4% | 8% | 8% | 8% | 7% | 9% | 4% | 7% | 12% | 4% | 7% | 10% | 4% | 6% | 8% | 6% | 11% | 6% | 7% | 9% | 6% | 3% | 7% | 8% |
| Breathing | 48 | 21 | 54 | 20 | 26 | 11 | 36 | 25 | 8 | 13 | 2 | 22 | 18 | 8 | 21 | 26 | 5 | 6 | 8 | 2 | 16 | 2 | 3 | 11 | 10 | 15 | 19 | 16 | 4 | 29 | 18 | 7 | 28 | 26 |
| | 7% | 10%d | 9% | 7% | 6% | 6% | 7% | 8% | 5% | 8% | 7% | 6% | 10% | 10% | 6% | 9% | 7% | 11% | 14% | 9% | 12% | 4% | 13% | 10% | 11% | 6% | 13%p | 9% | 10% | 8% | 10% | 11% | 8% | 10% |
| Mental abilities | 64 | 20 | 65 | 32 | 39 | 19 | 50 | 24 | 19 | 18 | 3 | 32 | 24 | 8 | 34 | 29 | 10 | 3 | 6 | 1 | 11 | 5 | 4 | 10 | 9 | 16 | 21 | 24 | 4 | 35 | 19 | 11 | 34 | 30 |
| | 10% | 10% | 11% | 11% | 9% | 10% | 9% | 8% | 12% | 11% | 11% | 8% | 13% | 10% | 10% | 10% | 14% | 6% | 10% | 4% | 8% | 10% | 17% | 9% | 10% | 7% | 14%p | 13%p | 10% | 10% | 10% | 17% | 10% | 12% |
| Social/behavioural | 56 | 19 | 48 | 35 | 32 | 16 | 30 | 21 | 18 | 16 | 1 | 30 | 17 | 9 | 31 | 23 | 7 | 5 | 5 | 2 | 8 | 9 | 2 | 11 | 7 | 19 | 12 | 16 | 1 | 31 | 12 | 5 | 25 | 22 |
| | 9%f | 9% | 8% | 12%df | 7% | 8% | 6% | 7% | 11% | 10% | 4% | 8% | 9% | 11% | 9% | 8% | 10% | 9% | 9% | 9% | 6% | 18%E | 9% | 10% | 8% | 8% | 8% | 9% | 2% | 9% | 7% | 8% | 7% | 8% |
| Your mental health | 134 | 56 | 144 | 72 | 99 | 43 | 124 | 67 | 29 | 31 | 7 | 65 | 48 | 21 | 72 | 59 | 15 | 14 | 22 | 5 | 34 | 13 | 9 | 32 | 23 | 64 | 23 | 44 | 13 | 84 | 42 | 18 | 75 | 67 |
| | 21% | 27% | 24% | 24% | 22% | 22% | 23% | 22% | 18% | 20% | 25% | 17% | 26%k | 25% | 21% | 20% | 21% | 26% | 38%A | 22% | 25% | 26% | 39% | 28% | 26% | 27%c | 16% | 25% | 31%cd | 24% | 23% | 27% | 22% | 26% |
| Other illnesses/ conditions which impact or limit your daily activities/ the work you do | 42 | 15 | 44 | 17 | 22 | 15 | 43 | 22 | 8 | 10 | 2 | 22 | 13 | 7 | 26 | 15 | 2 | 4 | 8 | 1 | 8 | 4 | 3 | 7 | 7 | 13 | 8 | 18 | 5 | 23 | 14 | 7 | 26 | 18 |
| | 6% | 7% | 7% | 6% | 5% | 8% | 8%d | 7% | 5% | 6% | 7% | 6% | 7% | 8% | 8% | 5% | 3% | 7% | 14%A | 4% | 6% | 8% | 13% | 6% | 8% | 5% | 6% | 10% | 12% | 6% | 8% | 11% | 8% | 7% |
| Prefer not to say | 3 | 2 | 8 | 5 | 6 | 3 | 6 | 2 | - | 1 | - | 2 | 1 | - | 3 | - | 1 | - | 1 | - | 1 | 1 | - | 1 | 1 | 5 | 2 | 1 | - | 6 | 2 | - | 5 | 3 |
| | * | 1% | 1% | 2% | 1% | 2% | 1% | 1% | - | 1% | - | 1% | 1% | - | 1% | - | 1% | - | 2% | - | 1% | 2% | - | 1% | 1% | 2% | 1% | 1% | - | 2% | 1% | - | 1% | 1% |
| Don't know | 11 | 4 | 12 | 4 | 10 | 2 | 10 | 3 | 5 | 3 | - | 8 | 3 | - | 5 | 4 | 2 | 1 | - | 1 | 1 | 3 | - | 3 | 1 | 6 | 1 | 3 | 2 | 8 | 3 | 1 | 8 | 4 |
| | 2% | 2% | 2% | 1% | 2% | 1% | 2% | 1% | 3% | 2% | - | 2% | 2% | - | 1% | 1% | 3% | 2% | - | 4% | 1% | 6%E | - | 3% | 1% | 3% | 1% | 2% | 5% | 2% | 2% | 2% | 2% | 2% |
| Nothing | 233 | 66 | 187 | 83 | 179 | 69 | 250 | 121 | 44 | 60 | 8 | 151 | 56 | 26 | 131 | 102 | 28 | 15 | 15 | 8 | 50 | 12 | 4 | 40 | 25 | 78 | 39 | 59 | 11 | 114 | 52 | 21 | 116 | 68 |
| | 36%c | 32% | 31% | 27% | 39%bc | 35% | 47%abcd ez | 40%h | 27% | 38%h | 29% | 40%l | 30% | 31% | 39% | 34% | 39% | 28% | 26% | 35% | 37% | 24% | 17% | 35% | 28% | 33% | 27% | 33% | 26% | 32% | 28% | 32% | 34%x | 26% |
| NET: Any illness, health problem or disability | 328 | 116 | 338 | 188 | 216 | 108 | 225 | 144 | 93 | 80 | 11 | 173 | 105 | 50 | 160 | 162 | 33 | 34 | 37 | 12 | 68 | 31 | 17 | 61 | 54 | 130 | 83 | 105 | 20 | 191 | 107 | 40 | 178 | 157 |
| | 51%f | 56%df | 56%df | 62%adf | 48% | 54%f | 42% | 48% | 57% | 51% | 39% | 46% | 57%k | 60%k | 47% | 55% | 46% | 63% | 64%A | 52% | 51% | 62% | 74% | 54% | 61% | 55% | 57% | 59% | 48% | 54% | 58% | 61% | 53% | 60% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 98

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

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

| | Supplier | | | | | | | TESCO MOBILE | | | | | | | | | THREE | | | | | | | | | VIRGIN MEDIA | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (A) | Repairs and Installation (B) | Service issues (C) | Something else (D) | Satisfied (E) | Neutral (F) | Dissatisfied (G) | Yes (H) | No (I) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) | Billing and Customer service (p) | Repairs and Installation (q) | Service issues (r) | Something else (s) | Satisfied (t) | Neutral (u) | Dissatisfied (v) | Yes (w) | No (x) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 103 | 89* | 87* | 25** | 180 | 88* | 36* | 145 | 149 | 177 | 84* | 171 | 22** | 274 | 118 | 62* | 247 | 199 | 83* | 55* | 51* | 11** | 101 | 65* | 34* | 90* | 109 |
| Hearing | 46 | 13 | 39 | 23 | 19 | 13 | 17 | 10 | 4 | 8 | 1 | 13 | 8 | 2 | 10 | 13 | 7 | 4 | 8 | - | 15 | 3 | 1 | 14 | 5 | 5 | 6 | 2 | - | 7 | 3 | 3 | 6 | 7 |
| | 7%df | 6% | 6%f | 8%df | 4% | 7%f | 3% | 10% | 4% | 9% | 4% | 7% | 9% | 6% | 7% | 9% | 4% | 5% | 5% | - | 5% | 3% | 2% | 6% | 3% | 6% | 11% | 4% | - | 7% | 5% | 9% | 7% | 6% |
| Eyesight | 64 | 10 | 55 | 30 | 34 | 19 | 33 | 9 | 6 | 13 | 2 | 17 | 10 | 3 | 13 | 16 | 11 | 3 | 20 | - | 15 | 13 | 6 | 16 | 18 | 9 | 4 | 5 | 1 | 7 | 7 | 5 | 7 | 12 |
| | 10%fz | 5% | 9% | 10%z | 7% | 10% | 6% | 9% | 7% | 15% | 8% | 9% | 11% | 8% | 9% | 11% | 6% | 4% | 12%h | - | 5% | 11% | 10% | 6% | 9% | 11% | 7% | 10% | 9% | 7% | 11% | 15% | 8% | 11% |
| Mobility | 50 | 21 | 59 | 35 | 27 | 17 | 36 | 8 | 9 | 14 | 4 | 17 | 8 | 10 | 19 | 15 | 10 | 8 | 9 | - | 17 | 6 | 4 | 13 | 13 | 6 | 5 | 5 | 1 | 5 | 7 | 5 | 5 | 12 |
| | 8% | 10% | 10%d | 12%df | 6% | 9% | 7% | 8% | 10% | 16% | 16% | 9% | 9% | 28%EF | 13% | 10% | 6% | 10% | 5% | - | 6% | 5% | 6% | 5% | 7% | 7% | 9% | 10% | 9% | 5% | 11% | 15% | 6% | 11% |
| Dexterity | 53 | 15 | 44 | 28 | 25 | 14 | 29 | 11 | 7 | 10 | - | 18 | 5 | 5 | 13 | 15 | 8 | 10 | 7 | - | 16 | 7 | 2 | 18 | 7 | 4 | 4 | 6 | - | 4 | 5 | 5 | 5 | 9 |
| | 8% | 7% | 7% | 9%f | 6% | 7% | 5% | 11% | 8% | 11% | - | 10% | 6% | 14% | 9% | 10% | 5% | 12%gi | 4% | - | 6% | 6% | 3% | 7% | 4% | 5% | 7% | 12% | - | 4% | 8% | 15%t | 6% | 8% |
| Breathing | 48 | 21 | 54 | 20 | 26 | 11 | 36 | 3 | 7 | 8 | 2 | 9 | 8 | 3 | 10 | 9 | 8 | 6 | 11 | 1 | 19 | 5 | 2 | 15 | 10 | 2 | 6 | 3 | - | 7 | 3 | 1 | 6 | 5 |
| | 7% | 10%d | 9% | 7% | 6% | 6% | 7% | 3% | 8% | 9% | 8% | 5% | 9% | 8% | 7% | 6% | 5% | 7% | 6% | 5% | 7% | 4% | 3% | 6% | 5% | 2% | 11%p | 6% | - | 7% | 5% | 3% | 7% | 5% |
| Mental abilities | 64 | 20 | 65 | 32 | 39 | 19 | 50 | 15 | 10 | 5 | 2 | 20 | 7 | 5 | 17 | 15 | 19 | 8 | 12 | - | 21 | 13 | 5 | 18 | 21 | 8 | 6 | 4 | 1 | 9 | 6 | 4 | 5 | 14 |
| | 10% | 10% | 11% | 11% | 9% | 10% | 9% | 15% | 11% | 6% | 8% | 11% | 8% | 14% | 12% | 10% | 11% | 10% | 7% | - | 8% | 11% | 8% | 7% | 11% | 10% | 11% | 8% | 9% | 9% | 9% | 12% | 6% | 13% |
| Social/behavioural | 56 | 19 | 48 | 35 | 32 | 16 | 30 | 12 | 12 | 11 | - | 16 | 15 | 4 | 15 | 20 | 18 | 8 | 6 | - | 17 | 10 | 5 | 19 | 11 | 8 | 4 | 4 | - | 7 | 6 | 3 | 4 | 12 |
| | 9%f | 9% | 8% | 12%df | 7% | 8% | 6% | 12% | 13% | 13% | - | 9% | 17% | 11% | 10% | 13% | 10%l | 10%l | 4% | - | 6% | 8% | 8% | 8% | 6% | 10% | 7% | 8% | - | 7% | 9% | 9% | 4% | 11% |
| Your mental health | 134 | 56 | 144 | 72 | 99 | 43 | 124 | 24 | 24 | 18 | 6 | 48 | 18 | 6 | 35 | 36 | 41 | 13 | 42 | 3 | 56 | 28 | 15 | 53 | 45 | 21 | 9 | 13 | - | 21 | 15 | 7 | 19 | 24 |
| | 21% | 27% | 24% | 24% | 22% | 22% | 23% | 23% | 27% | 21% | 24% | 27% | 20% | 17% | 24% | 24% | 23% | 15% | 25% | 14% | 20% | 24% | 24% | 21% | 23% | 25% | 16% | 25% | - | 21% | 23% | 21% | 21% | 22% |
| Other illnesses/ conditions which impact or limit your daily activities/ the work you do | 42 | 15 | 44 | 17 | 22 | 15 | 43 | 3 | 8 | 6 | - | 9 | 6 | 2 | 8 | 9 | 9 | 3 | 9 | 1 | 12 | 3 | 7 | 12 | 10 | 8 | 5 | 1 | 1 | 7 | 3 | 5 | 5 | 10 |
| | 6% | 7% | 7% | 6% | 5% | 8% | 8%d | 3% | 9% | 7% | - | 5% | 7% | 6% | 6% | 6% | 5% | 4% | 5% | 5% | 4% | 3% | 11%kl | 5% | 5% | 10% | 9% | 2% | 9% | 7% | 5% | 15% | 6% | 9% |
| Prefer not to say | 3 | 2 | 8 | 5 | 6 | 3 | 6 | 1 | 4 | - | - | 2 | 2 | 1 | 4 | 1 | 2 | 2 | 2 | - | 2 | 3 | 1 | 2 | 4 | 2 | 1 | - | - | 2 | - | 1 | 2 | 1 |
| | * | 1% | 1% | 2% | 1% | 2% | 1% | 1% | 4%C | - | - | 1% | 2% | 3% | 3% | 1% | 1% | 2% | 1% | - | 1% | 3% | 2% | 1% | 2% | 2% | 2% | - | - | 2% | - | 3% | 2% | 1% |
| Don't know | 11 | 4 | 12 | 4 | 10 | 2 | 10 | 1 | 1 | 1 | 1 | 2 | 1 | 1 | 1 | 3 | 2 | 1 | 3 | 4 | 3 | 5 | 2 | 3 | 7 | 1 | 1 | - | - | 1 | 1 | - | 1 | 1 |
| | 2% | 2% | 2% | 1% | 2% | 1% | 2% | 1% | 1% | 1% | 4% | 1% | 1% | 3% | 1% | 2% | 1% | 1% | 2% | 18% | 1% | 4%k | 3% | 1% | 4% | 1% | 2% | - | - | 1% | 2% | - | 1% | 1% |
| Nothing | 233 | 66 | 187 | 83 | 179 | 69 | 250 | 32 | 19 | 21 | 11 | 59 | 18 | 6 | 50 | 32 | 72 | 20 | 74 | 13 | 114 | 38 | 27 | 105 | 71 | 27 | 21 | 16 | 5 | 38 | 18 | 13 | 35 | 33 |
| | 36%c | 32% | 31% | 27% | 39%bc | 35% | 47%abcd<br>ez | 31% | 21% | 24% | 44% | 33%F | 20% | 17% | 34%l | 21% | 41%h | 24% | 43%h | 59% | 42% | 32% | 44% | 43% | 36% | 33% | 38% | 31% | 45% | 38% | 28% | 38% | 39% | 30% |
| NET: Any illness, health problem or disability | 328 | 116 | 338 | 188 | 216 | 108 | 225 | 60 | 59 | 60 | 9 | 101 | 61 | 26 | 83 | 101 | 86 | 47 | 79 | 4 | 129 | 59 | 28 | 114 | 99 | 47 | 24 | 33 | 4 | 51 | 39 | 18 | 44 | 64 |
| | 51%f | 56%df | 56%df | 62%adf | 48% | 54%f | 42% | 58% | 66% | 69% | 36% | 56% | 69%E | 72% | 57% | 68% | 49% | 56% | 46% | 18% | 47% | 50% | 45% | 46% | 50% | 57% | 44% | 65%q | 36% | 50% | 60% | 53% | 49% | 59% |

Proportions/Means: Columns Tested (5% risk level) - a/b/c/d/e/f/z - g/h/i/j - k/l/m - n/o - p/q/r/s - t/u/v - w/x - A/B/C/D - E/F/G - H/I
* small base; ** very small base (under 30) ineligible for sig testing

* = Less than .5

# *Ofcom - Quality of Customer Service - Complaints 2019*

**Fieldwork: 4th December 2019 - 6th January 2020**

Table 99

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

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

| | Supplier | | | | | | | VODAFONE | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | Issue | | | | Satisfaction | | | Resolved | |
| | EE (a) | GiffGaff (z) | O2 (b) | Tesco Mobile (c) | Three (d) | Virgin Media (e) | Vodafone (f) | Billing and Customer service (g) | Repairs and Installation (h) | Service issues (i) | Something else (j) | Satisfied (k) | Neutral (l) | Dissatisfied (m) | Yes (n) | No (o) |
| Total | 647 | 207 | 604 | 304 | 454 | 200 | 535 | 275 | 81* | 143 | 36* | 279 | 164 | 92* | 282 | 246 |
| Hearing | 46<br>7%d | 13<br>6% | 39<br>6% | 23<br>8%d | 19<br>4% | 13<br>7% | 17<br>3% | 11<br>4% | 1<br>1% | 3<br>2% | 2<br>6% | 10<br>4% | 6<br>4% | 1<br>1% | 7<br>2% | 10<br>4% |
| Eyesight | 64<br>10%z | 10<br>5% | 55<br>9% | 30<br>10%z | 34<br>7% | 19<br>10% | 33<br>6% | 11<br>4% | 3<br>4% | 14<br>10%g | 5<br>14%gh | 20<br>7% | 8<br>5% | 5<br>5% | 14<br>5% | 18<br>7% |
| Mobility | 50<br>8% | 21<br>10% | 59<br>10%d | 35<br>12%d | 27<br>6% | 17<br>9% | 36<br>7% | 20<br>7% | 8<br>10% | 7<br>5% | 1<br>3% | 19<br>7% | 13<br>8% | 4<br>4% | 19<br>7% | 17<br>7% |
| Dexterity | 53<br>8% | 15<br>7% | 44<br>7% | 28<br>9% | 25<br>6% | 14<br>7% | 29<br>5% | 13<br>5% | 8<br>10% | 5<br>3% | 3<br>8% | 20<br>7% | 7<br>4% | 2<br>2% | 17<br>6% | 12<br>5% |
| Breathing | 48<br>7% | 21<br>10%d | 54<br>9% | 20<br>7% | 26<br>6% | 11<br>6% | 36<br>7% | 14<br>5% | 6<br>7% | 10<br>7% | 6<br>17%g | 16<br>6% | 14<br>9% | 6<br>7% | 19<br>7% | 16<br>7% |
| Mental abilities | 64<br>10% | 20<br>10% | 65<br>11% | 32<br>11% | 39<br>9% | 19<br>10% | 50<br>9% | 30<br>11% | 8<br>10% | 10<br>7% | 2<br>6% | 29<br>10% | 16<br>10% | 5<br>5% | 26<br>9% | 24<br>10% |
| Social/behavioural | 56<br>9% | 19<br>9% | 48<br>8% | 35<br>12%d | 32<br>7% | 16<br>8% | 30<br>6% | 18<br>7% | 3<br>4% | 7<br>5% | 2<br>6% | 13<br>5% | 12<br>7% | 5<br>5% | 16<br>6% | 14<br>6% |
| Your mental health | 134<br>21% | 56<br>27% | 144<br>24% | 72<br>24% | 99<br>22% | 43<br>22% | 124<br>23% | 65<br>24% | 17<br>21% | 33<br>23% | 9<br>25% | 63<br>23% | 35<br>21% | 26<br>28% | 62<br>22% | 59<br>24% |
| Other illnesses/ conditions which impact or limit your daily activities/ the work you do | 42<br>6% | 15<br>7% | 44<br>7% | 17<br>6% | 22<br>5% | 15<br>8% | 43<br>8% | 25<br>9% | 8<br>10% | 8<br>6% | 2<br>6% | 20<br>7% | 14<br>9% | 9<br>10% | 24<br>9% | 19<br>8% |
| Prefer not to say | 3<br>* | 2<br>1% | 8<br>1% | 5<br>2% | 6<br>1% | 3<br>2% | 6<br>1% | 2<br>1% | 1<br>1% | 3<br>2% | -<br>- | 2<br>1% | 3<br>2% | 1<br>1% | 2<br>1% | 4<br>2% |
| Don't know | 11<br>2% | 4<br>2% | 12<br>2% | 4<br>1% | 10<br>2% | 2<br>1% | 10<br>2% | 4<br>1% | 1<br>1% | 5<br>3% | -<br>- | 5<br>2% | 4<br>2% | 1<br>1% | 2<br>1% | 7<br>3% |
| Nothing | 233<br>36%c | 66<br>32% | 187<br>31% | 83<br>27% | 179<br>39%bc | 69<br>35% | 250<br>47% | 142<br>52%h | 29<br>36% | 62<br>43% | 17<br>47% | 127<br>46% | 75<br>46% | 48<br>52% | 142<br>50% | 105<br>43% |
| NET: Any illness, health problem or disability | 328<br>51% | 116<br>56%d | 338<br>56%d | 188<br>62%ad | 216<br>48% | 108<br>54% | 225<br>42% | 110<br>40% | 43<br>53%g | 58<br>41% | 14<br>39% | 118<br>42% | 72<br>44% | 35<br>38% | 114<br>40% | 108<br>44% |

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

* = Less than .5