

	Page	Table	Title	Base Description	Base
● 1	1	1	Q.1 Do you PERSONALLY use any of the following devices?	Base: All adults UK	1113
● 11	2	2	Q.2 Which of the following do you have in your home?	Base: All adults UK	1113
● 21	3	3	Q.3 Which of these best describes the mobile phone package you are on?	Base: All who have a mobile phone	947
● 26	4	4	Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?	Base: All adults UK	1113
● 38	5	5	Q.6A Thinking about the following issues related to your home landline phone, please tell me whether they have happened to you personally in the last 4 weeks?	Base: All who have landline phone	848
50	6	6	Q.7Ai What do you usually do when you receive these recorded message calls on your landline?	Base: All that have received recorded messages on their landline	446
56	7	7	Q.7Aii In the last 4 weeks, which of the following types of recorded message have you received on your landline?	Base: All that have listened to recorded messages on their landline	98
● 62	8	8	Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.	Base: All adults UK	1113
● 75	9	9	Q.6B Thinking about the following issues related to your mobile phone, please tell me whether they have happened to you personally in the last 4 weeks.	Base: All who have a mobile phone	947
88	10	10	Q.7Bi You said you have received a call with a recorded message on your mobile phone. What do you usually do when you receive these recorded message calls on your mobile phone?	Base: All that have received recorded messages on their mobile	265
94	11	11	Q.7Bii In the last 4 weeks, which of the following types of recorded message have you received on your mobile phone?	Base: All that have listened to recorded messages on their mobile	54
● 100	12	12	Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone	Base: All adults UK	1113
● 107	13	13	Q.6A\6B Types of unsolicited calls experienced on landline or mobile phone	Base: All who have a landline or mobile phone	1069
● 114	14	14	Q.7Ai\7Bi Response to recorded message on landline or mobile phone	Base: All adults UK	1113

	Page	Table	Title	Base Description	Base
●	120	15	Q.7Ai\7Bi Response to recorded message on landline or mobile phone	Base: All who have received a recorded message on either their mobile or landline	567
●	126	16	Q.7Aii\7Bii Types of recorded messages experienced on landline or mobile phone	Base: All that have listened to recorded message on their landline or mobile	133
●	132	17	Q.Ab Has another mobile network provider taken over, or tried to take over, your mobile service in the past 12 months WITHOUT THE CONSENT OR KNOWLEDGE OF ANYONE IN THE HOUSEHOLD?	Base: All who have a mobile phone	947
	138	18	Q.Cd Thinking about this experience, how did you find out that another provider was trying to take over your mobile service?	Base: All who experienced a slam	19
	144	19	Q.Ef And do you now use that network provider or did you stop them from taking over your mobile service?	Base: All who experienced a slam	19
●	150	53	Q.TV	Base: All adults UK	1113
●	151	54	Q.INTERNET	Base: All adults UK	1113
●	153	55	Q. Breaks x Breaks	Base: All adults UK	1113

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1113	553	560	147	154	177	147	176	163	149	200	294	233	386
Weighted Base	1113	541	572	156	180	208	155	196	112	105	220	331	232	330
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	650 58%	329 61%	321 56%	128 82% <i>fghi</i>	146 81% <i>fghi</i>	157 75% <i>fghi</i>	95 61% <i>ghi</i>	90 46% <i>hi</i>	28 25% <i>i</i>	6 5%	142 64% <i>m</i>	218 66% <i>m</i>	141 61% <i>m</i>	149 45%
A mobile phone (not a Smartphone) with internet access	188 17%	95 18%	93 16%	17 11%	29 16% <i>i</i>	43 21% <i>ci</i>	36 23% <i>ci</i>	39 20% <i>ci</i>	16 14%	8 8%	38 17%	49 15%	39 17%	63 19%
A mobile phone without internet access	207 19%	95 18%	112 20%	13 8%	8 4%	25 12% <i>d</i>	23 15% <i>d</i>	47 24% <i>cdef</i>	44 39% <i>cdefg</i>	48 45% <i>cdefg</i>	37 17%	57 17%	41 18%	72 22%
A tablet (e.g. iPad, Samsung Galaxy)	480 43%	232 43%	248 43%	63 40% <i>hi</i>	96 53% <i>cghi</i>	124 59% <i>cghi</i>	75 48% <i>hi</i>	78 40% <i>hi</i>	29 26% <i>i</i>	16 15%	115 52% <i>m</i>	159 48% <i>m</i>	103 44% <i>m</i>	103 31%
A desktop computer	316 28%	166 31%	150 26%	40 26% <i>i</i>	38 21%	76 37% <i>cdhi</i>	54 35% <i>di</i>	63 32% <i>di</i>	28 25% <i>i</i>	15 15%	91 41% <i>klm</i>	104 32% <i>lm</i>	53 23%	67 20%
A laptop or netbook	647 58%	335 62% <i>b</i>	312 55%	110 70% <i>hi</i>	113 63% <i>hi</i>	139 67% <i>hi</i>	100 65% <i>hi</i>	118 60% <i>hi</i>	48 43% <i>i</i>	18 17%	159 72% <i>lm</i>	218 66% <i>lm</i>	128 55% <i>m</i>	141 43%
An e- reader (e.g. Kindle, Kobo)	162 15%	66 12%	95 17% <i>a</i>	20 13%	22 12%	23 11%	30 20% <i>ei</i>	38 20% <i>ei</i>	21 19% <i>i</i>	7 6%	42 19% <i>lm</i>	82 25% <i>lm</i>	17 7%	21 6%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	217 19%	144 27% <i>b</i>	73 13%	62 40% <i>dfghi</i>	48 27% <i>ghi</i>	60 29% <i>ghi</i>	33 21% <i>ghi</i>	11 6% <i>i</i>	2 2%	-	42 19%	66 20%	45 19%	64 19%
A portable gaming device (e.g. SonyPSP\Vita, Nintendo DS)	68 6%	44 8% <i>b</i>	25 4%	14 9% <i>ghi</i>	14 8% <i>hi</i>	23 11% <i>ghi</i>	12 8% <i>hi</i>	6 3%	-	-	13 6%	27 8%	14 6%	14 4%
Other mobile device	1 *	-	1 *	1 1%	-	-	-	-	-	-	-	1 *	-	-
SUMMARY CODES														
ANY MOBILE PHONE	971 87%	478 88%	493 86%	149 95% <i>ghi</i>	171 95% <i>ghi</i>	195 94% <i>ghi</i>	141 91% <i>hi</i>	166 85% <i>i</i>	87 78% <i>i</i>	60 58%	202 92% <i>m</i>	299 90% <i>m</i>	206 89% <i>m</i>	263 80%
ANY MOBILE WITH INTERNET ACCESS	792 71%	398 74%	394 69%	140 89% <i>fghi</i>	164 91% <i>fghi</i>	183 88% <i>ghi</i>	124 80% <i>ghi</i>	123 63% <i>hi</i>	44 39% <i>i</i>	14 13%	170 77% <i>m</i>	251 76% <i>m</i>	172 74% <i>m</i>	199 60%

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1113	553	560	147	154	177	147	176	163	149	200	294	233	386
Weighted Base	1113	541	572	156	180	208	155	196	112	105	220	331	232	330
ANY COMPUTER INC. TABLET	855 77%	419 77%	436 76%	127 81%hi	151 84%hi	184 88%ghi	133 85%hi	156 80%hi	67 60%i	37 35%	199 90%klm	272 82%lm	176 76%lm	208 63%
ANY COMPUTER EXC. TABLET	762 68%	385 71%	377 66%	119 76%hi	128 71%hi	165 79%hi	117 75%hi	144 73%hi	61 54%i	28 26%	183 83%lm	253 77%lm	148 64%lm	178 54%
ANY GAMING DEVICE	232 21%	152 28%b	79 14%	63 40%dfghi	51 29%ghi	64 30%ghi	38 25%ghi	13 7%i	2 2%	-	45 20%	72 22%	50 21%	66 20%
ANY DEVICE	1032 93%	509 94%	523 91%	155 99%fghi	178 99%fghi	206 99%fghi	147 95%hi	181 93%hi	96 86%i	68 65%	212 96%lm	315 95%lm	218 94%lm	288 87%
None	78 7%	31 6%	47 8%	1 1%	2 1%	2 1%	8 5%cde	14 7%cde	15 13%cdelf	36 34%cdelfgh	7 3%	15 5%	14 6%	42 13%ijkl
Don't know	2 *	- -	2 *	- -	- -	- -	- -	- -	1 1%	1 1%	1 *	1 *	- -	1 *

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1113	622	265	226	503	610	307	806	888	225	935	92	50	36
Weighted Base	1113	641	283	189	565	548	352	761	889	224	937	95*	56*	25*
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	650 58%	412 64% <i>c</i>	191 67% <i>c</i>	47 25%	403 71% <i>e</i>	247 45%	258 73% <i>g</i>	392 52%	530 60%	120 53%	550 59%	56 59%	25 44%	19 75% <i>d</i>
A mobile phone (not a Smartphone) with internet access	188 17%	109 17%	44 16%	35 18%	104 18%	84 15%	66 19%	123 16%	150 17%	38 17%	162 17%	14 15%	10 17%	3 12%
A mobile phone without internet access	207 19%	108 17%	35 12%	64 34% <i>ab</i>	71 13%	136 25% <i>d</i>	37 11%	170 22% <i>f</i>	157 18%	51 23%	175 19%	13 13%	16 29% <i>k</i>	4 15%
A tablet (e.g. iPad, Samsung Galaxy)	480 43%	327 51% <i>bc</i>	104 37% <i>c</i>	49 26%	303 54% <i>e</i>	176 32%	204 58% <i>g</i>	276 36%	371 42%	109 49%	397 42%	44 46%	25 44%	15 58%
A desktop computer	316 28%	213 33% <i>bc</i>	63 22%	40 21%	190 34% <i>e</i>	126 23%	122 35% <i>g</i>	194 25%	239 27%	76 34% <i>h</i>	268 29% <i>m</i>	24 25%	21 38% <i>m</i>	3 10%
A laptop or netbook	647 58%	396 62% <i>c</i>	180 64% <i>c</i>	70 37%	384 68% <i>e</i>	263 48%	231 66% <i>g</i>	415 55%	524 59%	122 55%	545 58%	57 61%	28 51%	16 64%
An e- reader (e.g. Kindle, Kobo)	162 15%	117 18% <i>bc</i>	25 9%	19 10%	97 17% <i>e</i>	64 12%	48 14%	114 15%	126 14%	36 16%	131 14%	19 20%	8 14%	4 15%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	217 19%	125 20% <i>c</i>	78 28% <i>ac</i>	13 7%	130 23% <i>e</i>	87 16%	115 33% <i>g</i>	101 13%	156 18%	61 27% <i>h</i>	173 18%	23 24%	12 22%	8 32% <i>j</i>
A portable gaming device (e.g. SonyPSP\Vita, Nintendo DS)	68 6%	37 6%	27 9% <i>c</i>	5 2%	44 8% <i>e</i>	25 5%	37 11% <i>g</i>	31 4%	53 6%	16 7%	55 6%	11 11% <i>j</i>	3 5%	- -
Other mobile device	1 *	- -	1 *	- -	- -	1 *	- -	1 *	1 *	- -	1 *	- -	- -	- -
SUMMARY CODES														
ANY MOBILE PHONE	971 87%	582 91% <i>c</i>	253 89% <i>c</i>	136 72%	533 94% <i>e</i>	438 80%	327 93% <i>g</i>	644 85%	773 87%	198 88%	822 88%	78 82%	46 82%	25 98% <i>kl</i>

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1113	622	265	226	503	610	307	806	888	225	935	92	50	36
Weighted Base	1113	641	283	189	565	548	352	761	889	224	937	95*	56*	25*
ANY MOBILE WITH INTERNET ACCESS	792 71%	494 77% ^c	223 79% ^c	75 39%	480 85% ^e	312 57%	303 86% ^g	489 64%	641 72%	151 67%	672 72% ^l	67 70%	32 57%	22 86% ^l
ANY COMPUTER INC. TABLET	855 77%	540 84% ^{bc}	214 76% ^c	102 54%	492 87% ^e	363 66%	311 88% ^g	545 72%	673 76%	182 81%	719 77%	72 76%	43 77%	21 83%
ANY COMPUTER EXC. TABLET	762 68%	479 75% ^c	197 70% ^c	86 46%	439 78% ^e	323 59%	274 78% ^g	488 64%	606 68%	156 70%	646 69%	62 66%	36 65%	18 72%
ANY GAMING DEVICE	232 21%	132 21% ^c	84 30% ^{ac}	15 8%	140 25% ^e	91 17%	122 35% ^g	110 14%	171 19%	61 27% ^h	187 20%	23 24%	13 24%	8 32%
ANY DEVICE	1032 93%	613 96% ^c	270 95% ^c	150 79%	557 99% ^e	475 87%	348 99% ^g	684 90%	819 92%	214 96%	872 93%	87 92%	49 87%	25 98%
None	78 7%	27 4%	13 5%	38 20% ^{ab}	8 1%	70 13% ^d	3 1%	75 10% ^f	68 8%	10 4%	64 7%	8 8%	6 11%	* 2%
Don't know	2 *	1 *	-	1 1%	-	2 *	-	2 *	2 *	-	1 *	-	1 2% ^j	-

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1113	51	128	90	83	99	99	128	163	94	50	92	36
Weighted Base	1113	47*	123	97*	83*	101*	103*	122	172	90*	56*	95*	25*
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	650 58%	24 50%	65 53%	54 55%	39 47%	64 64%dj	67 65%dj	78 64%dj	113 66%bdij	47 52%	25 44%	56 59%	19 75%abdj
A mobile phone (not a Smartphone) with internet access	188 17%	10 21%	30 24%f	14 15%	17 21%f	22 22%f	10 10%	17 14%	30 18%	12 13%	10 17%	14 15%	3 12%
A mobile phone without internet access	207 19%	7 14%	21 17%	18 19%	18 22%g	26 26%gk	16 15%	14 11%	30 17%	25 28%fgk	16 29%gk	13 13%	4 15%
A tablet (e.g. iPad, Samsung Galaxy)	480 43%	20 43%	54 44%g	33 34%	35 42%	56 55%cfg	37 36%	35 29%	83 48%cg	43 48%g	25 44%	44 46%g	15 58%cfg
A desktop computer	316 28%	11 24%	36 29%l	28 29%l	22 27%	36 35%gl	24 24%	24 19%	61 36%gl	26 29%l	21 38%gl	24 25%	3 10%
A laptop or netbook	647 58%	23 49%	67 55%d	50 51%	32 39%	66 66%d	68 66%d	68 56%d	118 69%abcdgj	53 59%d	28 51%	57 61%d	16 64%d
An e- reader (e.g. Kindle, Kobo)	162 15%	2 4%	20 16%a	9 9%	17 20%ag	17 17%a	13 13%	10 8%	34 20%acg	11 12%	8 14%	19 20%acg	4 15%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	217 19%	8 18%	21 17%g	23 23%g	20 24%g	26 26%g	17 17%	10 8%	27 16%	20 23%g	12 22%g	23 24%g	8 32%gh
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	68 6%	4 7%g	9 7%g	4 4%	6 7%g	17 17%bcfghil	3 3%	2 1%	5 3%	6 7%g	3 5%	11 11%fgh	- -
Other mobile device	1 *	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	- -	- -	- -
SUMMARY CODES													
ANY MOBILE PHONE	971 87%	38 80%	111 91%g	83 86%	74 88%	93 93%agk	87 84%	98 81%	156 91%g	81 91%	46 82%	78 82%	25 98%afgjk
ANY MOBILE WITH INTERNET ACCESS	792 71%	32 67%	90 73%j	66 69%	55 66%	77 77%ij	73 70%	89 73%	134 78%ij	56 62%	32 57%	67 70%	22 86%djg

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1113	51	128	90	83	99	99	128	163	94	50	92	36
Weighted Base	1113	47*	123	97*	83*	101*	103*	122	172	90*	56*	95*	25*
ANY COMPUTER INC. TABLET	855 77%	34 71%	90 74%	71 73%	56 67%	86 86%abcdg	79 77%	85 69%	149 86%abcdg	69 77%	43 77%	72 76%	21 83%
ANY COMPUTER EXC. TABLET	762 68%	28 60%	79 64%	64 66%d	42 50%	77 76%d	76 74%d	79 65%	139 81%abcdgijk	62 69%d	36 65%	62 66%	18 72%d
ANY GAMING DEVICE	232 21%	10 21%g	21 17%	25 26%g	20 24%g	29 29%bgh	21 20%g	11 9%	29 17%	22 24%g	13 24%g	23 24%g	8 32%gh
ANY DEVICE	1032 93%	40 85%	116 95%ag	91 93%	78 94%	97 97%agj	95 92%	106 87%	164 95%ag	84 94%	49 87%	87 92%	25 98%
None	78 7%	6 13%eh	6 5%	6 7%	5 6%	3 3%	8 8%	15 13%beh	8 5%	5 6%	6 11%	8 8%	* 2%
Don't know	2 *	1 1%	- -	- -	- -	- -	- -	1 1%	- -	- -	1 2%	- -	- -

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	Q.1/2/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1113	947	289	644	848	726	221	122	450	131	531
Weighted Base	1113	971	262	693	840	739	232	101	460	134	517
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	650 58%	650 67%bdg	105 40%g	537 77%abdefg	505 60%bg	505 68%bdg	144 62%bg	-	298 65%	82 61%	269 52%
A mobile phone (not a Smartphone) with internet access	188 17%	188 19%g	55 21%dg	131 19%g	132 16%g	132 18%g	56 24%dg	-	75 16%	22 16%	91 18%
A mobile phone without internet access	207 19%	207 21%cg	115 44%acdefg	86 12%g	160 19%cg	160 22%cg	47 20%cg	-	73 16%	23 17%	113 22%
A tablet (e.g. iPad, Samsung Galaxy)	480 43%	464 48%bfg	84 32%g	370 53%abdfg	389 46%bfg	378 51%bfg	86 37%g	11 11%	233 51%	71 53%	185 36%
A desktop computer	316 28%	295 30%bfg	57 22%	231 33%bfg	264 31%bfg	247 33%bfg	48 21%	17 17%	152 33%	50 37%	126 24%
A laptop or netbook	647 58%	613 63%bfg	114 44%g	489 71%abdfg	506 60%bg	484 66%bdfg	128 55%bg	22 22%	282 61%	82 61%	287 56%
An e- reader (e.g. Kindle, Kobo)	162 15%	155 16%bg	23 9%	127 18%bfg	135 16%bg	129 17%bfg	26 11%	6 6%	80 17%	17 13%	67 13%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	217 19%	211 22%bg	30 11%g	178 26%bdg	166 20%bg	162 22%bg	48 21%bg	4 4%	116 25%	32 24%	70 14%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	68 6%	68 7%g	11 4%g	57 8%bg	49 6%g	49 7%g	19 8%g	-	36 8%	11 8%	23 4%
Other mobile device	1 *	1 *	-	1 *	1 *	1 *	-	-	1 *	-	-
SUMMARY CODES											
ANY MOBILE PHONE	971 87%	971 100%dg	262 100%dg	693 100%dg	739 88%g	739 100%dg	232 100%dg	-	409 89%	118 88%	442 85%
ANY MOBILE WITH INTERNET ACCESS	792 71%	792 82%bdg	153 58%g	628 91%abdefg	602 72%bg	602 81%bdg	190 82%bdg	-	351 76%	99 74%	337 65%

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	Q.1/2/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1113	947	289	644	848	726	221	122	450	131	531
Weighted Base	1113	971	262	693	840	739	232	101	460	134	517
ANY COMPUTER INC. TABLET	855 77%	800 82%bfg	171 65%g	618 89%abcdefg	669 80%bfg	631 85%bdfg	169 73%g	38 38%	383 83%	113 85%	369 71%
ANY COMPUTER EXC. TABLET	762 68%	715 74%bfg	143 54%g	562 81%abdfg	600 71%bfg	569 77%bdfg	147 63%g	32 32%	331 72%	104 78%	336 65%
ANY GAMING DEVICE	232 21%	226 23%bg	35 13%g	188 27%bdg	173 21%bg	169 23%bg	57 25%bg	4 4%	121 26%	34 25%	76 15%
ANY DEVICE	1032 93%	971 100%dg	262 100%dg	693 100%dg	782 93%g	739 100%dg	232 100%dg	43 42%	437 95%	129 96%	468 90%
None	78 7%	-	-	-	57 7%abcef	-	-	57 56%abcdef	22 5%	5 4%	48 9%
Don't know	2 *	-	-	-	2 *	-	-	2 2%abcdef	1 *	-	1 *

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1113	477	441	437	60	639	456	1063	878	879	459	597	904	574
Weighted Base	1113	490	420	416	63*	655	440	1061	917	919	501	648	943	621
A Smartphone (e.g. iPhone, Blackberry, HTC, etc)	650 58%	315 64%bct	212 51%	209 50%	37 58%	414 63%bct	223 51%	614 58%	614 67%	618 67%	393 78%hil	509 79%hil	628 67%	491 79%hil
A mobile phone (not a Smartphone) with internet access	188 17%	81 17%	76 18%	75 18%	12 20%	110 17%	81 18%	182 17%	166 18%	167 18%	76 15%	114 18%	175 19%	96 15%
A mobile phone without internet access	207 19%	77 16%	99 24%ae	98 23%ae	10 15%	106 16%	100 23%ae	202 19%	142 16%jkm	138 15%	51 10%	66 10%	147 16%jkm	63 10%
A tablet (e.g. iPad, Samsung Galaxy)	480 43%	250 51%bct	130 31%	128 31%	36 57%bct	339 52%bctg	142 32%	466 44%bct	460 50%	464 50%	273 55%	357 55%	468 50%	335 54%
A desktop computer	316 28%	163 33%bct	94 22%	91 22%	24 38%c	225 34%bct	97 22%	308 29%cf	306 33%	302 33%	184 37%	207 32%	307 33%	208 33%
A laptop or netbook	647 58%	299 61%	225 54%	222 53%	40 63%	403 62%	235 53%	619 58%	625 68%	623 68%	355 71%	452 70%	632 67%	444 71%
An e- reader (e.g. Kindle, Kobo)	162 15%	83 17%	54 13%	54 13%	11 17%	107 16%	57 13%	156 15%	156 17%	154 17%	91 18%	111 17%	156 17%	112 18%
A games console(e.g. Xbox 360, PS3, Nintendo Wii)	217 19%	123 25%bct	54 13%	54 13%	7 11%	155 24%bct	61 14%	208 20%bc	208 23%	210 23%	130 26%	164 25%	213 23%	162 26%
A portable gaming device (e.g. SonyPSP/Vita, Nintendo DS)	68 6%	37 8%	18 4%	18 4%	3 4%	49 8%	19 4%	66 6%	67 7%	65 7%	37 7%	53 8%	67 7%	48 8%
Other mobile device	1 *	1 *	- -	- -	- -	1 *	- -	1 *	1 *	1 *	- -	- -	1 *	- -
SUMMARY CODES														
ANY MOBILE PHONE	971 87%	434 89%	362 86%	357 86%	54 86%	579 88%	378 86%	924 87%	850 93%	851 93%	479 96%	629 97%hil	875 93%	600 97%hil

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1113	477	441	437	60	639	456	1063	878	879	459	597	904	574
Weighted Base	1113	490	420	416	63*	655	440	1061	917	919	501	648	943	621
ANY MOBILE WITH INTERNET ACCESS	792 71%	373 76%bcf	270 64%	267 64%	45 70%	493 75%bcf	286 65%	750 71%	735 80%	740 81%	446 89%hil	588 91%hil	756 80%	558 90%hil
ANY COMPUTER INC. TABLET	855 77%	407 83%bcf	287 68%	283 68%	55 86%bcf	549 84%bcfg	302 69%	819 77%bcf	815 89%	816 89%	457 91%	581 90%	828 88%	561 90%
ANY COMPUTER EXC. TABLET	762 68%	352 72%bcf	260 62%	256 62%	52 82%bcf	486 74%bcf	272 62%	729 69%	736 80%	730 79%	417 83%	515 80%	743 79%	512 82%
ANY GAMING DEVICE	232 21%	128 26%bcf	58 14%	58 14%	8 13%	162 25%bcf	64 15%	221 21%bcf	221 24%	222 24%	140 28%	176 27%	226 24%	174 28%
ANY DEVICE	1032 93%	465 95%bcf	375 89%	370 89%	62 97%	625 95%bcf	394 90%	985 93%	901 98%	901 98%	498 100%	645 100%	926 98%	617 99%
None	78 7%	24 5%	44 10%ae	44 11%ae	2 3%	29 4%	45 10%ae	73 7%	15 2%	17 2%	2 *	3 *	16 2%	4 1%
Don't know	2 *	1 *	1 *	1 *	- -	1 *	1 *	2 *	1 *	1 *	- -	- -	1 *	- -

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

* small base

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1113	553	560	147	154	177	147	176	163	149	200	294	233	386
Weighted Base	1113	541	572	156	180	208	155	196	112	105	220	331	232	330
Landline phone	840	403	437	97	121	156	120	157	95	95	188	250	176	226
	75%	75%	76%	62%	67%	75% ^c	77% ^c	80% ^{cd}	85% ^{cde}	90% ^{cdefg}	85% ^{klm}	76% ^m	76%	68%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	846	413	433	127	146	183	128	150	73	40	192	272	173	209
	76%	76%	76%	81% ^{hi}	81% ^{hi}	88% ^{ghi}	82% ^{hi}	76% ^{hi}	65% ⁱ	38%	87% ^{lm}	82% ^{lm}	75% ^m	63%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	190	105	84	38	29	54	18	33	13	5	46	63	39	42
	17%	19% ^b	15%	24% ^{fhi}	16% ⁱ	26% ^{dfhi}	12% ⁱ	17% ⁱ	11% ⁱ	5%	21% ^m	19% ^m	17%	13%
SUMMARY CODES														
ANY MOBILE PHONE	971	478	493	149	171	195	141	166	87	60	202	299	206	263
	87%	88%	86%	95% ^{ghi}	95% ^{ghi}	94% ^{ghi}	91% ^{hi}	85% ⁱ	78% ⁱ	58%	92% ^m	90% ^m	89% ^m	80%
NONE	23	9	14	3	1	1	7	7	1	4	2	4	1	16
	2%	2%	2%	2%	1%	*	4% ^{cde}	4% ^e	1%	4% ^{ae}	1%	1%	*	5% ^{ijkl}
ANY SERVICE	1040	502	538	146	166	201	142	181	104	100	217	317	215	291
	93%	93%	94%	93%	92%	96%	92%	92%	93%	95%	98% ^{lm}	96% ^m	93%	88%
ANY SERVICE (INC. MOBILE)	1090	531	558	154	179	207	149	189	111	101	219	326	231	314
	98%	98%	98%	98%	99% ^f	100% ^{fgi}	96%	96%	99%	96%	99% ^m	99% ^m	100% ^m	95%

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1113	553	560	147	154	177	147	176	163	149	200	294	233	386
Weighted Base	1113	541	572	156	180	208	155	196	112	105	220	331	232	330
SERVICES HAVE														
MOBILE NOT LANDLINE	232	118	114	54	56	46	27	30	14	4	27	70	51	83
	21%	22%	20%	35%efghi	31%fghi	22%hi	17%i	15%i	13%i	4%	12%	21%j	22%j	25%j
LANDLINE NOT MOBILE	101	44	58	2	6	7	6	20	22	38	13	22	21	46
	9%	8%	10%	2%	3%	3%	4%	10%cd ef	20%cd ef g	37%cd ef gh	6%	7%	9%	14%jk
LANDLINE AND MOBILE	739	360	379	95	115	149	114	137	73	56	175	228	156	180
	66%	67%	66%	60%	64%	72%ci	73%ci	70%i	65%i	54%	79%klm	69%lm	67%lm	54%
LANDLINE OR MOBILE	1072	521	550	151	177	202	147	186	109	99	215	321	227	309
	96%	96%	96%	97%	98%i	97%	94%	95%	98%	94%	98%lm	97%lm	98%lm	94%
None	73	39	34	11	14	7	13	15	8	5	4	14	16	39
	7%	7%	6%	7%	8%	4%	8%	8%	7%	5%	2%	4%	7%j	12%jk
Av number of services (inc mobile)	2.208	2.145	2.266	2.472	2.070	2.361	2.153	2.232	2.092	2.170	2.497	2.392	2.434	1.955
Standard Deviation	0.818	0.794	0.840	0.850	0.796	0.931	1.072	0.956	0.782	0.536	0.886	0.845	0.823	0.728
Error Variance	0.004	0.007	0.008	0.040	0.033	0.058	0.096	0.038	0.014	0.007	0.056	0.026	0.016	0.006

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1113	622	265	226	503	610	307	806	888	225	935	92	50	36
Weighted Base	1113	641	283	189	565	548	352	761	889	224	937	95*	56*	25*
Landline phone	840	520	173	147	437	403	265	575	662	178	703	74	44	18
	75%	81%b	61%	78%b	77%	74%	75%	76%	74%	80%	75%	78%	80%	72%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	846	540	207	98	481	365	297	549	665	181	723	67	35	21
	76%	84%bc	73%c	52%	85%e	67%	84%g	72%	75%	81%	77%l	71%	62%	84%l
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	190	117	57	17	103	87	77	113	161	29	151	28	11	-
	17%	18%c	20%c	9%	18%	16%	22%g	15%	18%	13%	16% ^m	30% ^{jm}	20% ^m	-
SUMMARY CODES														
ANY MOBILE PHONE	971	582	253	136	533	438	327	644	773	198	822	78	46	25
	87%	91% ^c	89% ^c	72%	94% ^e	80%	93% ^g	85%	87%	88%	88%	82%	82%	98% ^{kl}
NONE	23	5	11	7	5	18	3	20	19	4	21	-	2	-
	2%	1%	4% ^a	3% ^a	1%	3% ^d	1%	3%	2%	2%	2%	-	4%	-
ANY SERVICE	1040	621	249	170	536	504	337	703	829	211	875	89	53	23
	93%	97% ^{bc}	88%	90%	95%	92%	96% ^g	92%	93%	94%	93%	94%	96%	91%
ANY SERVICE (INC. MOBILE)	1090	636	272	182	560	529	349	741	870	220	917	95	53	25
	98%	99% ^{bc}	96%	97%	99% ^e	97%	99%	97%	98%	98%	98%	100%	96%	100%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1113	622	265	226	503	610	307	806	888	225	935	92	50	36
Weighted Base	1113	641	283	189	565	548	352	761	889	224	937	95*	56*	25*
SERVICES HAVE														
MOBILE NOT LANDLINE	232 21%	106 17%	93 33%ac	33 17%	118 21%	114 21%	78 22%	154 20%	193 22%	38 17%	198 21%	17 18%	9 16%	7 28%
LANDLINE NOT MOBILE	101 9%	44 7%	14 5%	43 23%ab	22 4%	79 14%cd	16 4%	85 11%ef	82 9%	19 8%	80 8%	14 14%	7 13%	* 2%
LANDLINE AND MOBILE	739 66%	476 74%bc	160 56%	103 55%	415 73%e	324 59%	249 71%	490 64%	580 65%	159 71%	624 67%	60 64%	37 67%	18 70%
LANDLINE OR MOBILE	1072 96%	626 98%bc	266 94%	179 95%	555 98%e	517 94%	342 97%	729 96%	855 96%	217 97%	902 96%	91 97%	53 96%	25 100%
None	73 7%	20 3%	34 12%a	19 10%a	29 5%	44 8%	15 4%	58 8%ef	60 7%	13 6%	63 7%	6 6%	2 4%	2 9%
Av number of services (inc mobile)	2.208	2.502	1.970	2.019	2.503	2.058	2.357	2.178	2.196	2.262	2.245	2.038	2.209	1.458
Standard Deviation	0.818	0.765	0.881	0.710	0.844	0.766	0.896	0.801	0.791	0.943	0.814	0.922	0.474	0.607
Error Variance	0.004	0.008	0.018	0.008	0.014	0.005	0.035	0.004	0.004	0.026	0.005	0.050	0.045	0.061

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1113	51	128	90	83	99	99	128	163	94	50	92	36
Weighted Base	1113	47*	123	97*	83*	101*	103*	122	172	90*	56*	95*	25*
Landline phone	840	35	100	64	64	81	77	75	139	69	44	74	18
	75%	74%	82%cg	66%	77%g	80%cg	74%	61%	81%cg	77%g	80%g	78%g	72%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	846	32	97	69	65	83	79	88	139	69	35	67	21
	76%	68%	79%j	72%	78%	83%j	77%	72%	81%j	77%	62%	71%	84%j
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	190	8	21	12	11	17	10	21	43	9	11	28	-
	17%	16%l	17%l	13%l	13%l	17%l	10%	17%l	25%cdfil	10%	20%l	30%bcdfgi l	-
SUMMARY CODES													
ANY MOBILE PHONE	971	38	111	83	74	93	87	98	156	81	46	78	25
	87%	80%	91%g	86%	88%	93%agk	84%	81%	91%g	91%	82%	82%	98%afgjk
NONE	23	1	-	4	-	-	3	11	1	1	2	-	-
	2%	1%	-	4%b	-	-	3%	9%bdehik	1%	1%	4%b	-	-
ANY SERVICE	1040	47	114	86	78	94	95	105	168	88	53	89	23
	93%	99%g	93%	89%	94%	93%	92%	86%	98%cg	98%cg	96%	94%	91%
ANY SERVICE (INC. MOBILE)	1090	47	123	93	83	101	100	111	171	89	53	95	25
	98%	99%	100%cgj	96%	100%g	100%g	97%	91%	99%g	99%g	96%	100%g	100%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS												
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	
	Unweighted Base	1113	51	128	90	83	99	99	128	163	94	50	92	36
	Weighted Base	1113	47*	123	97*	83*	101*	103*	122	172	90*	56*	95*	25*
	SERVICES HAVE													
	MOBILE NOT LANDLINE	232	11	23	27	18	20	20	30	30	19	9	17	7
		21%	24%	18%	28%	22%	20%	19%	25%	17%	21%	16%	18%	28%
	LANDLINE NOT MOBILE	101	9	11	8	9	7	10	7	13	7	7	14	*
		9%	18%eghl	9%	8%	11%	7%	9%	6%	7%	8%	13%	14%g	2%
	LANDLINE AND MOBILE	739	27	89	56	55	74	67	68	126	62	37	60	18
	66%	56%	73%acg	58%	66%	73%acg	65%	56%	73%acg	69%	67%	64%	70%	
LANDLINE OR MOBILE	1072	47	123	91	83	101	97	105	169	88	53	91	25	
	96%	99%g	100%cfgj	94%	99%g	100%cfg	94%	86%	98%g	98%g	96%	97%g	100%g	
None	73	1	9	11	5	7	8	17	4	2	2	6	2	
	7%	1%	7%	11%hi	6%	7%	8%	14%ahi	2%	2%	4%	6%	9%	
Av number of services (inc mobile)	2.208	2.539	2.170	2.169	2.403	1.799	2.279	2.299	2.393	2.216	2.209	2.038	1.458	
Standard Deviation	0.818	0.540	0.713	1.036	0.974	0.800	0.856	0.811	0.926	0.574	0.474	0.922	0.607	
Error Variance	0.004	0.036	0.018	0.083	0.045	0.049	0.067	0.029	0.071	0.019	0.045	0.050	0.061	

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	Q.1/2/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1113	947	289	644	848	726	221	122	450	131	531
Weighted Base	1113	971	262	693	840	739	232	101	460	134	517
Landline phone	840	739	189	539	840	739	-	101	372	104	391
	75%	76% ^f	72% ^f	78% ^f	100% ^{abcf}	100% ^{abcf}	-	100% ^{abcf}	81%	78%	76%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	846	786	174	601	685	640	145	45	380	110	358
	76%	81% ^{bfg}	67% ^g	87% ^{abdfg}	82% ^{bfg}	87% ^{abdfg}	63% ^g	44%	83%	82%	69%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	190	179	35	144	129	125	54	4	83	27	77
	17%	18% ^g	13% ^g	21% ^{bdg}	15% ^g	17% ^g	23% ^{bdeg}	4%	18%	20%	15%
SUMMARY CODES											
ANY MOBILE PHONE	971	971	262	693	739	739	232	-	409	118	442
	87%	100% ^{dg}	100% ^{dg}	100% ^{dg}	88% ^g	100% ^{dg}	100% ^{dg}	-	89%	88%	85%
NONE	23	-	-	-	-	-	-	-	7	1	11
	2%	-	-	-	-	-	-	-	1%	1%	2%
ANY SERVICE	1040	921	235	673	840	739	182	101	446	127	474
	93%	95% ^{bf}	90% ^f	97% ^{abf}	100% ^{abcf}	100% ^{abcf}	78%	100% ^{abf}	97%	95%	92%
ANY SERVICE (INC. MOBILE)	1090	971	262	693	840	739	232	101	453	133	507
	98%	100%	100%	100%	100%	100%	100%	100%	99%	99%	98%

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	Q.1/2/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1113	947	289	644	848	726	221	122	450	131	531
Weighted Base	1113	971	262	693	840	739	232	101	460	134	517
SERVICES HAVE											
MOBILE NOT LANDLINE	232	232	73	154	-	-	232	-	73	26	107
	21%	24%deg	28%deg	22%deg	-	-	100%abcdeg	-	16%	19%	21%
LANDLINE NOT MOBILE	101	-	-	-	101	-	-	101	36	12	56
	9%	-	-	-	12%abcefg	-	-	100%abcdef	8%	9%	11%
LANDLINE AND MOBILE	739	739	189	539	739	739	-	-	336	92	335
	66%	76%fg	72%fg	78%fg	88%abcf	100%abcdfg	-	-	73%	69%	65%
LANDLINE OR MOBILE	1072	971	262	693	840	739	232	101	445	130	499
	96%	100%	100%	100%	100%	100%	100%	100%	97%	97%	96%
None	73	50	27	20	-	-	50	-	14	7	43
	7%	5%cdeg	10%acdeg	3%de	-	-	22%abcdeg	-	3%	5%	8%
Av number of services (inc mobile)	2.208	2.208	2.120	2.357	2.592	2.592	1.450	-	2.524	2.183	2.056
Standard Deviation	0.818	0.818	0.799	0.824	0.627	0.627	0.590	-	0.819	0.714	0.773
Error Variance	0.004	0.004	0.006	0.010	0.003	0.003	0.006	-	0.014	0.034	0.006

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1113	477	441	437	60	639	456	1063	878	879	459	597	904	574
Weighted Base	1113	490	420	416	63*	655	440	1061	917	919	501	648	943	621
Landline phone	840	391	323	320	50	524	332	826	719	710	395	497	727	476
	75%	80%	77%	77%	79%	80%	76%	78%	78%	77%	79%	77%	77%	77%
Fixed broadband internet access - through either a phone line or cable service that you pay a monthly subscription fee for. If you have it the devices in your home can either connect to the internet wirelessly (WiFi) or through a direct connection to a modem or router.	846	403	278	274	55	544	293	808	821	812	443	560	825	538
	76%	82%bcf	66%	66%	87%bcf	83%bcfg	67%	76%bcf	89%	88%	88%	86%	87%	87%
Mobile broadband from a mobile network - connecting via a USB stick or dongle, or built in connectivity in a laptop, netbook, or tablet computer with a data card	190	87	60	58	10	120	64	176	170	172	107	130	174	116
	17%	18%	14%	14%	16%	18%	15%	17%	19%	19%	21%	20%	18%	19%
SUMMARY CODES														
ANY MOBILE PHONE	971	434	362	357	54	579	378	924	850	851	479	629	875	600
	87%	89%	86%	86%	86%	88%	86%	87%	93%	93%	96%	97%hhl	93%	97%hhl
NONE	23	8	9	9	1	9	10	18	6	8	-	1	6	2
	2%	2%	2%	2%	1%	1%	2%	2%	1%	1%	-	*	1%	*
ANY SERVICE	1040	473	382	378	61	632	400	996	902	896	489	621	914	598
	93%	97%bcf	91%	91%	97%	96%bcf	91%	94%	98%k	97%	98%	96%	97%	96%
ANY SERVICE (INC. MOBILE)	1090	482	411	407	63	646	430	1042	912	912	501	647	936	619
	98%	98%	98%	98%	99%	99%	98%	98%	99%	99%	98%	100%	99%	100%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1113	477	441	437	60	639	456	1063	878	879	459	597	904	574
Weighted Base	1113	490	420	416	63*	655	440	1061	917	919	501	648	943	621
SERVICES HAVE														
MOBILE NOT LANDLINE	232 21%	82 17%	84 20%	82 20%	12 20%	112 17%	91 21%	199 19%	178 19%	187 20%	101 20%	147 23%	194 21%	140 22%
LANDLINE NOT MOBILE	101 9%	39 8%	45 11%	45 11%	8 13%	57 9%	45 10%	101 10%	47 5%k	46 5%	17 3%	14 2%	47 5%	16 3%
LANDLINE AND MOBILE	739 66%	352 72%	278 66%	275 66%	42 66%	467 71%	287 65%	725 68%	672 73%	664 72%	379 76%	483 75%	680 72%	460 74%
LANDLINE OR MOBILE	1072 96%	473 97%	407 97%	402 97%	63 99%	635 97%	423 96%	1025 97%	897 98%	897 98%	496 99%	644 99%	921 98%	616 99%
None	73 7%	17 3%	38 9%ae	38 9%ae	2 3%	23 4%	40 9%ae	64 6%	15 2%	23 3%	12 2%	27 4%h	29 3%	24 4%
Av number of services (inc mobile)	2.208	2.487	2.042	2.042	2.526	2.449	2.029	2.195	2.739	2.692	2.676	2.480	2.588	2.409
Standard Deviation	0.818	0.843	0.772	0.772	0.541	0.778	0.776	0.807	0.606	0.668	0.625	0.938	0.791	0.860
Error Variance	0.004	0.015	0.006	0.006	0.049	0.009	0.006	0.004	0.005	0.007	0.014	0.017	0.008	0.018

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

* small base

Q.3 Which of these best describes the mobile phone package you are on?

Base: All who have a mobile phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	947	474	473	139	146	167	132	150	126	87	182	262	203	300
Weighted Base	971	478	493	149	171	195	141	166	87	60*	202	299	206	263
Prepay\ Pay as you go	262	131	132	29	32	28	33	47	46	46	39	62	56	105
	27%	27%	27%	20%	19%	15%	24%	28%e	52%cddefg	75%cdelfgh	19%	21%	27%	40%ijkl
Postpay\ monthly contract \ SIM only contract	693	336	357	120	137	164	103	115	40	13	158	229	148	158
	71%	70%	72%	80%ghi	80%ghi	84%fghih	73%hi	69%hi	46%i	22%	78%lm	77%lm	72%lm	60%
Company phone	4	4	-	-	-	3	2	-	-	-	3	1	-	-
	*	1%	-	-	-	1%	1%	-	-	-	1%	*	-	-
Other mobile phone package	1	-	1	-	1	-	-	-	-	-	-	1	-	-
	*	-	*	-	1%	-	-	-	-	-	-	*	-	-
Don't know	10	7	3	-	-	-	3	5	1	1	3	5	1	1
	1%	1%	1%	-	-	-	2%	3%e	2%	2%de	1%	2%	1%	*

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q.3 Which of these best describes the mobile phone package you are on?

Base: All who have a mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	947	552	233	162	475	472	284	663	753	194	802	71	39	35
Weighted Base	971	582	253	136	533	438	327	644	773	198	822	78*	46*	25*
Prepay\ Pay as you go	262	129	60	72	90	172	52	210	213	49	216	26	15	6
	27%	22%	24%	53%ab	17%	39%d	16%	33%f	28%	25%	26%	33%	33%	23%
Postpay\ monthly contract \ SIM only contract	693	441	190	62	434	259	270	423	548	145	591	52	31	19
	71%	76%c	75%c	45%	81%e	59%	83%g	66%	71%	73%	72%	67%	67%	77%
Company phone	4	4	-	-	3	1	3	1	3	1	4	-	-	-
	*	1%	-	-	1%	*	1%	*	*	1%	1%	-	-	-
Other mobile phone package	1	1	-	-	1	-	1	-	1	-	1	-	-	-
	*	*	-	-	*	-	*	-	*	-	*	-	-	-
Don't know	10	6	2	2	5	5	-	10	8	2	9	1	-	-
	1%	1%	1%	1%	1%	1%	-	2%f	1%	1%	1%	1%	-	-

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q.3 Which of these best describes the mobile phone package you are on?

Base: All who have a mobile phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	947	39	112	73	74	89	82	102	147	84	39	71	35
Weighted Base	971	38*	111	83*	74*	93*	87*	98*	156	81*	46*	78*	25*
Prepay\ Pay as you go	262	6	39	24	27	28	21	21	32	18	15	26	6
	27%	16%	35% ^{agh}	29%	36% ^{agh}	30%	24%	22%	21%	22%	33%	33%	23%
Postpay\ monthly contract \ SIM only contract	693	32	72	58	45	65	63	74	119	63	31	52	19
	71%	84% ^{bd}	65%	70%	62%	69%	73%	76%	76% ^d	78% ^d	67%	67%	77%
Company phone	4	-	-	-	-	-	3	1	-	-	-	-	-
	*	-	-	-	-	-	3% ^{dh}	1%	-	-	-	-	-
Other mobile phone package	1	-	-	-	-	-	-	-	1	-	-	-	-
	*	-	-	-	-	-	-	-	1%	-	-	-	-
Don't know	10	-	1	1	2	1	-	1	3	-	-	1	-
	1%	-	1%	1%	2%	1%	-	1%	2%	-	-	1%	-

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q.3 Which of these best describes the mobile phone package you are on?

Base: All who have a mobile phone

Total	Q.1/2/3 PHONES OWN							PAY TV SERVICE		
	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	947	289	644	726	726	221	-	393	112	440
Weighted Base	971	262	693	739	739	232	..	409	118*	442
Prepay\ Pay as you go	262	262	-	189	189	73	-	83	26	145
	27%	27% ^c	100% ^{acdef}	26% ^c	26% ^c	32% ^c	-	20%	22%	33%
Postpay\ monthly contract \ SIM only	693	-	693	539	539	154	-	322	92	288
contract	71%	71% ^b	100% ^{abdef}	73% ^b	73% ^b	67% ^b	-	79%	78%	65%
Company phone	4	-	-	3	3	1	-	1	-	3
	*	-	-	*	*	1%	-	*	-	1%
Other mobile phone package	1	-	-	1	1	-	-	-	-	1
	*	-	-	*	*	-	-	-	-	*
Don't know	10	-	-	7	7	3	-	2	-	6
	1%	1% ^c	-	1% ^c	1% ^c	1% ^c	-	*	-	1%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q.3 Which of these best describes the mobile phone package you are on?

Base: All who have a mobile phone

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	947	416	366	362	51	554	378	903	805	806	437	578	830	553
Weighted Base	971	434	362	357	54*	579	378	924	850	851	479	629	875	600
Prepay\ Pay as you go	262 27%	88 20%	126 35%aeg	125 35%aeg	12 22%	121 21%	129 34%ae	246 27%	185 22%km	187 22%km	77 16%	93 15%	194 22%km	91 15%
Postpay\ monthly contract \ SIM only contract	693 71%	341 79%bcf	228 63%	225 63%	41 75%	453 78%bcfg	240 64%	664 72%bcf	654 77%	652 77%	396 83%	527 84%hil	669 76%	500 83%hil
Company phone	4 *	3 1%	-	-	1 2%bc	3 *	2 *	4 *	4 *	4 *	2 *	4 1%	4 *	4 1%
Other mobile phone package	1 *	-	1 *	1 *	-	-	1 *	1 *	1 *	1 *	1 *	1 *	1 *	1 *
Don't know	10 1%	2 *	6 2%	6 2%	-	2 *	6 1%	8 1%	6 1%	6 1%	3 1%	4 1%	6 1%	3 1%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1113	553	560	147	154	177	147	176	163	149	200	294	233	386
Weighted Base	1113	541	572	156	180	208	155	196	112	105	220	331	232	330
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	355 32%	173 32%	182 32%	28 18%	37 20%	64 31%cd	57 37%cd	75 38%cd	49 44%cd	45 42%cd	89 40%km	102 31%	76 33%	87 26%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	512 46%	248 46%	264 46%	38 25%	63 35%	89 43%cd	79 51%cd	115 59%cd	62 55%cd	65 62%cd	125 57%klm	148 45%	108 47%	130 39%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	446 40%	216 40%	229 40%	36 23%	47 26%	88 42%cd	82 53%cd	91 46%cd	53 47%cd	48 46%cd	116 52%klm	127 39%	97 42%km	106 32%
Some other type of call that you didn't want or ask for - for example a market research call	43 4%	22 4%	21 4%	5 3%	7 4%	9 4%	6 4%	5 3%	3 3%	6 6%	10 4%	19 6%km	7 3%	6 2%
SUMMARY CODES														
1 TYPE EXPERIENCED	167 15%	79 15%	88 15%	19 12%	23 13%	33 16%	18 12%	31 16%	21 19%	23 22%cdf	26 12%	60 18%	34 15%	47 14%
2 TYPES EXPERIENCED	176 16%	81 15%	95 17%	8 5%	20 11%	33 16%cd	26 17%cd	43 22%cd	23 20%cd	23 21%cd	53 24%km	42 13%	37 16%	44 13%

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1113	553	560	147	154	177	147	176	163	149	200	294	233	386
Weighted Base	1113	541	572	156	180	208	155	196	112	105	220	331	232	330
3 TYPES EXPERIENCED	256	130	127	24	28	46	47	52	33	27	64	76	55	61
	23%	24%	22%	15%	15%	22%	30%cd	27%cd	29%cd	26%cd	29% ^m	23%	24%	19%
4 TYPES EXPERIENCED	16	7	9	-	2	4	4	3	1	4	4	6	3	2
	1%	1%	2%	-	1%	2%	2%	1%	1%	3% ^c	2%	2%	1%	1%
ANY UNSOLICITED CALLS (LANDLINE)	616	297	319	51	73	115	94	130	77	76	147	184	130	155
	55%	55%	56%	33%	40%	55% ^{cd}	61% ^{cd}	66% ^{cde}	69% ^{cde}	73% ^{cdef}	67% ^{klm}	56% ^m	56% ^m	47%
None	498	243	254	105	108	94	61	66	35	29	75	146	101	176
	45%	45%	44%	67% ^{efghi}	60% ^{efghi}	45% ^{ghi}	39% ⁱ	34%	31%	27%	34%	44% ^j	44%	53% ^{ijkl}
Av number of issues	2.198	2.218	2.180	2.106	2.129	2.175	2.383	2.201	2.171	2.156	2.317	2.152	2.213	2.128
Standard Deviation	0.869	0.867	0.873	0.918	0.905	0.882	0.837	0.830	0.845	0.914	0.798	0.923	0.868	0.866
Error Variance	0.001	0.002	0.002	0.018	0.013	0.008	0.008	0.006	0.006	0.008	0.005	0.005	0.006	0.004

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1113	622	265	226	503	610	307	806	888	225	935	92	50	36
Weighted Base	1113	641	283	189	565	548	352	761	889	224	937	95*	56*	25*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	355 32%	240 37%b	54 19%	60 32%b	175 31%	179 33%	109 31%	246 32%	282 32%	73 33%	293 31%	41 43%jm	15 28%	5 21%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	512 46%	334 52%b	81 29%	96 51%b	255 45%	256 47%	155 44%	356 47%	399 45%	112 50%	427 46%	49 52%	27 49%	9 34%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	446 40%	294 46%b	78 28%	73 39%b	242 43%	203 37%	139 39%	307 40%	339 38%	106 47%h	363 39%	48 51%jm	28 50%lm	6 24%
Some other type of call that you didn't want or ask for - for example a market research call	43 4%	32 5%b	4 1%	6 3%	25 4%	18 3%	17 5%	26 3%	28 3%	14 6%h	39 4%	1 1%	3 5%	- -

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1113	622	265	226	503	610	307	806	888	225	935	92	50	36
Weighted Base	1113	641	283	189	565	548	352	761	889	224	937	95*	56*	25*
SUMMARY CODES														
1 TYPE EXPERIENCED	167	92	38	38	81	86	49	118	136	31	143	13	5	6
	15%	14%	13%	20%a	14%	16%	14%	16%	15%	14%	15%	14%	9%	22%
2 TYPES EXPERIENCED	176	112	21	42	102	74	48	128	130	46	140	17	15	4
	16%	18%b	8%	22%b	18%	14%	14%	17%	15%	21%h	15%	18%	28%j	15%
3 TYPES EXPERIENCED	256	176	46	35	124	132	80	176	204	53	213	30	10	2
	23%	27%bc	16%	18%	22%	24%	23%	23%	23%	24%	23%	32%lm	19%	9%
4 TYPES EXPERIENCED	16	14	-	2	10	6	8	8	10	6	15	-	2	-
	1%	2%b	-	1%	2%	1%	2%	1%	1%	3%	2%	-	3%	-
ANY UNSOLICITED CALLS (LANDLINE)	616	394	105	117	317	299	186	430	480	136	511	61	32	12
	55%	61%b	37%	62%b	56%	55%	53%	57%	54%	61%	55%	64%	58%	46%
None	498	248	178	72	250	248	166	332	410	88	427	34	23	14
	45%	39%	63%ac	38%	44%	45%	47%	44%	46%	39%	46%	36%	42%	54%
Av number of issues	2.198	2.287bc	2.077	2.009	2.200	2.196	2.259	2.172	2.184	2.248	2.195	2.280	2.266	1.726
Standard Deviation	0.869	0.862	0.893	0.837	0.859	0.882	0.903	0.854	0.873	0.860	0.882	0.807	0.782	0.815
Error Variance	0.001	0.002	0.008	0.005	0.003	0.002	0.005	0.002	0.002	0.005	0.001	0.011	0.020	0.037

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1113	51	128	90	83	99	99	128	163	94	50	92	36
Weighted Base	1113	47*	123	97*	83*	101*	103*	122	172	90*	56*	95*	25*
Receiving a silent call this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	355 32%	22 46%cfgl	42 35%fg	24 25%	31 37%fg	34 34%g	22 21%	19 15%	69 40%cfgl	31 34%g	15 28%	41 43%cfgl	5 21%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	512 46%	26 56%cg	54 44%	34 35%	38 45%	51 51%cg	43 42%	40 33%	89 52%cg	51 56%cgl	27 49%	49 52%cg	9 34%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	446 40%	21 44%g	48 39%g	31 32%	38 45%gl	43 43%g	33 32%	26 21%	83 48%cfgl	42 47%fgl	28 50%cfgl	48 51%cfgl	6 24%
Some other type of call that you didn't want or ask for - for example a market research call	43 4%	- -	2 1%	1 1%	9 11%abcbgk	5 5%	6 6%	2 2%	8 4%	7 8%bcgbgk	3 5%	1 1%	- -
SUMMARY CODES													
1 TYPE EXPERIENCED	167 15%	5 11%	20 16%	21 22%dh	14 17%	18 18%	13 13%	18 15%	18 11%	15 17%	5 9%	13 14%	6 22%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1113	51	128	90	83	99	99	128	163	94	50	92	36
Weighted Base	1113	47*	123	97*	83*	101*	103*	122	172	90*	56*	95*	25*
2 TYPES EXPERIENCED	176 16%	9 18%	18 15%	14 15%	12 14%	11 11%	17 17%	13 11%	29 17%	16 18%	15 28%eg	17 18%	4 15%
3 TYPES EXPERIENCED	256 23%	16 33%cfgl	30 25%cg	12 13%	21 25%g	27 27%cgl	16 16%	14 11%	53 31%cfgl	23 26%cg	10 19%	30 32%cfgl	2 9%
4 TYPES EXPERIENCED	16 1%	- -	- -	1 1%	4 4%bg	3 3%	1 1%	- -	3 2%	3 4%bg	2 3%	- -	- -
ANY UNSOLICITED CALLS (LANDLINE)	616 55%	29 62%g	68 56%g	48 50%	51 61%g	59 59%g	49 47%	45 37%	104 60%g	58 64%fg	32 58%g	61 64%fg	12 46%
None	498 45%	18 38%	56 45%	49 50%	33 39%	41 41%	54 53%alk	77 63%abdehijk	68 40%	32 36%	23 42%	34 36%	14 54%
Av number of issues	2.198	2.360	2.148	1.848	2.268c	2.255c	2.121	1.908	2.398cg	2.255c	2.266	2.280cg	1.726
Standard Deviation	0.869	0.774	0.851	0.859	0.961	0.952	0.856	0.847	0.812	0.912	0.782	0.807	0.815
Error Variance	0.001	0.019	0.010	0.016	0.018	0.015	0.016	0.015	0.007	0.013	0.020	0.011	0.037

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	Q.1/2/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1113	947	289	644	848	726	221	122	450	131	531
Weighted Base	1113	971	262	693	840	739	232	101	460	134	517
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	355 32%	311 32% ^f	85 33% ^f	218 31% ^f	355 42% ^{abcf}	311 42% ^{abcf}	- -	44 43% ^{abcf}	151 33%	56 42%	165 32%
Receiving a "live sales/marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	512 46%	452 47% ^f	116 44% ^f	328 47% ^f	512 61% ^{abcf}	452 61% ^{abcf}	- -	60 59% ^{abcf}	221 48%	71 53%	232 45%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	446 40%	397 41% ^f	97 37% ^f	291 42% ^f	446 53% ^{abcf}	397 54% ^{abcf}	- -	49 48% ^f	192 42%	72 54%	197 38%
Some other type of call that you didn't want or ask for - for example a market research call	43 4%	38 4% ^f	12 5% ^f	24 3% ^f	43 5% ^f	38 5% ^f	- -	5 5% ^f	15 3%	7 5%	21 4%
SUMMARY CODES											
1 TYPE EXPERIENCED	167 15%	137 14% ^f	44 17% ^f	93 13% ^f	167 20% ^{acf}	137 19% ^{acf}	- -	30 30% ^{abcdef}	70 15%	19 14%	81 16%

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	Q.1/2/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1113	947	289	644	848	726	221	122	450	131	531
Weighted Base	1113	971	262	693	840	739	232	101	460	134	517
2 TYPES EXPERIENCED	176	158	37	119	176	158	-	18	80	15	82
	16%	16%f	14%f	17%f	21%abf	21%abf	-	18%f	17%	11%	16%
3 TYPES EXPERIENCED	256	226	59	163	256	226	-	30	107	50	113
	23%	23%f	22%f	23%f	31%abcf	31%abcf	-	30%f	23%	37%	22%
4 TYPES EXPERIENCED	16	16	4	11	16	16	-	-	7	2	8
	1%	2%	2%	2%	2%f	2%f	-	-	2%	1%	1%
ANY UNSOLICITED CALLS (LANDLINE)	616	538	143	385	616	538	-	78	264	85	284
	55%	55%f	55%f	56%f	73%abcf	73%abcf	-	78%abcf	57%	64%	55%
None	498	434	119	309	225	202	232	23	196	49	233
	45%	45%deg	45%deg	45%deg	27%	27%	100%abcde	22%	43%	37%	45%
							g				
Av number of issues	2.198	2.227g	2.166	2.235g	2.198	2.227g	-	2.002	2.195	2.399	2.164
Standard Deviation	0.869	0.864	0.901	0.849	0.869	0.864	-	0.885	0.863	0.853	0.876
Error Variance	0.001	0.001	0.005	0.002	0.001	0.001	-	0.008	0.003	0.009	0.003

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1113	477	441	437	60	639	456	1063	878	879	459	597	904	574
Weighted Base	1113	490	420	416	63*	655	440	1061	917	919	501	648	943	621
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	355 32%	157 32%	132 31%	130 31%	25 39%	230 35%	134 30%	351 33%	311 34%	307 33%	170 34%	208 32%	314 33%	194 31%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	512 46%	231 47%	193 46%	193 46%	29 46%	320 49%	199 45%	500 47%	437 48%	431 47%	242 48%	299 46%	441 47%	290 47%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	446 40%	200 41%	162 39%	162 39%	25 40%	287 44%	167 38%	438 41%	395 43%	391 43%	221 44%	271 42%	398 42%	263 42%
Some other type of call that you didn't want or ask for - for example a market research call	43 4%	16 3%	16 4%	16 4%	5 8%	27 4%	16 4%	43 4%	39 4%	38 4%	17 3%	25 4%	39 4%	21 3%
SUMMARY CODES														
1 TYPE EXPERIENCED	167 15%	72 15%	67 16%	66 16%	14 22%	103 16%	67 15%	164 15%	131 14%	130 14%	72 14%	89 14%	133 14%	91 15%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1113	477	441	437	60	639	456	1063	878	879	459	597	904	574
Weighted Base	1113	490	420	416	63*	655	440	1061	917	919	501	648	943	621
2 TYPES EXPERIENCED	176 16%	84 17%	69 16%	68 16%	9 15%	103 16%	70 16%	170 16%	154 17%	153 17%	83 17%	114 18%	154 16%	105 17%
3 TYPES EXPERIENCED	256 23%	111 23%	92 22%	92 22%	15 23%	170 26%	96 22%	254 24%	227 25%	222 24%	129 26%	149 23%	229 24%	145 23%
4 TYPES EXPERIENCED	16 1%	8 2%	6 1%	6 1%	2 3%	11 2%	6 1%	16 2%	16 2%	16 2%	6 1%	10 2%	16 2%	8 1%
ANY UNSOLICITED CALLS (LANDLINE)	616 55%	275 56%	234 56%	232 56%	40 63%	387 59%	238 54%	604 57%	528 58%	522 57%	291 58%	362 56%	532 56%	349 56%
None	498 45%	215 44%	186 44%	184 44%	24 37%	269 41%	201 46%	457 43%	390 43%	399 43%	211 42%	287 44%	411 44%	273 44%
Av number of issues	2.198	2.198	2.154	2.161	2.130	2.231	2.165	2.203	2.241	2.237	2.238	2.224	2.241	2.197
Standard Deviation	0.869	0.862	0.869	0.868	0.969	0.876	0.867	0.871	0.861	0.861	0.849	0.851	0.861	0.853
Error Variance	0.001	0.003	0.003	0.003	0.024	0.002	0.003	0.001	0.001	0.001	0.003	0.002	0.001	0.002

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1113	801	625	479	446	366	164	696	522	407	567	446	265	20	12	9
Weighted Base	1113	802	611	508	445	355	179	698	512	431	579	446	287	19**	12**	8**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	355 32%	355 44%	355 58%acgil	190 37%	355 80%abcf ghijkl	355 100%abcdf ghijkl	89 50%	324 46%ci	313 61%acgij l	163 38%	299 52%cil	289 65%acfgi jl	109 38%	10 54%	7 59%	3 41%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	512 46%	512 64%cl	512 84%acdfg ijl	273 54%	329 74%acfil	313 88%acdfg ijl	96 53%	512 73%acfi l	512 100%abode fgijkl	245 57%	384 66%cfil	363 81%acfgi jl	145 50%	13 67%	9 76%	4 46%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	446 40%	446 56%c	446 73%acfgi l	241 47%	303 68%acfgi l	289 82%abcdf ghil	85 47%	388 56%c	363 71%acfgi l	210 49%	446 77%acdf gil	446 100%abcde fghijl	153 53%	10 52%	8 70%	1 19%
Some other type of call that you didn't want or ask for - for example a market research call	43 4%	42 5%	38 6%	24 5%	24 5%	23 6%	4 2%	34 5%	30 6%	19 4%	28 5%	26 6%	16 6%	12 63%	12 100%	1 10%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Means: Columns Tested (1% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	Q6A/B6 UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e or mobile) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1113	801	625	479	446	366	164	696	522	407	567	446	265	20	12	9
Weighted Base	1113	802	611	508	445	355	179	698	512	431	579	446	287	19**	12**	8**
SUMMARY CODES																
1 TYPE EXPERIENCED	167 15%	166 21%defij kl	162 27%cdetfg hijkl	75 15%de	25 6%	13 4%	15 9%	115 16%de	95 19%defjk l	57 13%de	67 12%de	52 12%de	29 10%e	5 24%	3 24%	2 31%
2 TYPES EXPERIENCED	176 16%	176 22%	176 29%acdftg il	92 18%	85 19%	75 21%	28 15%	154 22%	144 28%cdfi	81 19%	135 23%	126 28%cdfi	57 20%	2 9%	1 6%	1 14%
3 TYPES EXPERIENCED	256 23%	256 32%	256 42%acil	145 29%	250 56%abctfg ijl	250 71%abctfg ghijkl	66 37%	256 37%c	256 50%abctfg il	131 30%	252 43%acil	252 56%abctfg ijl	84 29%	3 15%	1 11%	1 19%
4 TYPES EXPERIENCED	16 1%	16 2%	16 3%	8 2%	16 4%	16 5%	1 1%	16 2%	16 3%	6 1%	16 3%	16 4%	7 2%	7 37%	7 59%	- -
ANY UNSOLICITED CALLS (LANDLINE)	616 55%	615 77%cfil	611 100%acdftg ijl	321 63%	376 84%acftg il	355 100%acdftg ijl	110 61%	542 78%cfil	512 100%acdftg ijl	275 64%	470 81%cfil	446 100%acdftg ijl	177 62%	16 85%	12 100%	5 64%
None	498 45%	188 23%bdehk	- -	188 37%abdeg hjk	69 16%behk	- -	69 39%abdeg hjk	158 23%bdehk	- -	158 37%abdeg hjk	110 19%behk	- -	110 39%abdeg hjk	3 15%	- -	3 36%
Av number of issues	2.198	2.200	2.208	2.267	2.687abc fghijkl	2.761abc fghijkl	2.479ab	2.321	2.380ab	2.316	2.463abc g	2.523abc ghi	2.385	2.768	3.050	1.810
Standard Deviation	0.869	0.869	0.866	0.847	0.659	0.590	0.741	0.840	0.820	0.822	0.778	0.745	0.805	1.311	1.323	0.972
Error Variance	0.001	0.001	0.001	0.002	0.001	0.001	0.005	0.001	0.001	0.003	0.001	0.001	0.004	0.101	0.146	0.157

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All who have landline phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	848	417	431	91	103	129	111	141	138	135	171	227	181	269
Weighted Base	840	403	437	97*	121*	156	120	157	95	95	188	250	176	226
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	355 42%	173 43%	182 42%	28 29%	37 30%	64 41%	57 48%cd	75 48%cd	49 52%cd	45 47%cd	89 47%	102 41%	76 43%	87 39%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	512 61%	248 61%	264 60%	38 40%	63 53%	89 57%cd	79 66%cd	115 74%cd	62 65%cd	65 68%cd	125 67%	148 59%	108 61%	130 58%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	446 53%	216 54%	229 52%	36 37%	47 39%	88 56%cd	82 69%cdhi	91 58%cd	53 56%cd	48 51%cd	116 62%km	127 51%	97 55%	106 47%
Some other type of call that you didn't want or ask for - for example a market research call	43 5%	22 5%	21 5%	5 5%	7 6%	9 6%	6 5%	5 3%	3 3%	6 7%	10 5%	19 8%km	7 4%	6 3%
SUMMARY CODES														
1 TYPE EXPERIENCED	167 20%	79 20%	88 20%	19 19%	23 19%	33 21%	18 15%	31 20%	21 22%	23 24%	26 14%	60 24%j	34 20%	47 21%
2 TYPES EXPERIENCED	176 21%	81 20%	95 22%	8 9%	20 16%	33 21%cd	26 22%cd	43 28%cd	23 24%cd	23 24%cd	53 28%k	42 17%	37 21%	44 20%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All who have landline phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	848	417	431	91	103	129	111	141	138	135	171	227	181	269
Weighted Base	840	403	437	97*	121*	156	120	157	95	95	188	250	176	226
3 TYPES EXPERIENCED	256 31%	130 32%	127 29%	24 25%	28 23%	46 29%	47 39%cd	52 34%	33 35%	27 29%	64 34%	76 30%	55 31%	61 27%
4 TYPES EXPERIENCED	16 2%	7 2%	9 2%	- -	2 2%	4 2%	4 3%	3 2%	1 1%	4 4%	4 2%	6 2%	3 2%	2 1%
ANY UNSOLICITED CALLS (LANDLINE)	616 73%	297 74%	319 73%	51 53%	73 60%	115 74%cd	94 79%cd	130 83%cd	77 81%cd	76 80%cd	147 78%cm	184 74%	130 74%	155 69%
None	225 27%	106 26%	119 27%	46 47%efghi	48 40%efghi	42 27%	25 21%	27 17%	18 19%	19 20%	42 22%	66 26%	46 26%	71 31%j
Av number of issues	2.198	2.218	2.180	2.106	2.129	2.175	2.383	2.201	2.171	2.156	2.317	2.152	2.213	2.128
Standard Deviation	0.869	0.867	0.873	0.918	0.905	0.882	0.837	0.830	0.845	0.914	0.798	0.923	0.868	0.866
Error Variance	0.001	0.002	0.002	0.018	0.013	0.008	0.008	0.006	0.006	0.008	0.005	0.005	0.006	0.004

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All who have landline phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	848	509	161	178	387	461	230	618	669	179	707	73	41	27
Weighted Base	840	520	173	147	437	403	265	575	662	178	703	74*	44*	18**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	355 42%	240 46%b	54 31%	60 41%	175 40%	179 45%	109 41%	246 43%	282 43%	73 41%	293 42%	41 55%j	15 35%	5 29%
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	512 61%	334 64%b	81 47%	96 65%b	255 58%	256 64%	155 59%	356 62%	399 60%	112 63%	427 61%	49 66%	27 61%	9 48%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	446 53%	294 57%b	78 45%	73 50%	242 55%	203 50%	139 52%	307 53%	339 51%	106 60%	363 52%	48 65%j	28 63%	6 34%
Some other type of call that you didn't want or ask for - for example a market research call	43 5%	32 6%	4 2%	6 4%	25 6%	18 4%	17 6%	26 5%	28 4%	14 8%h	39 6%	1 1%	3 6%	- -

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All who have landline phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	848	509	161	178	387	461	230	618	669	179	707	73	41	27
Weighted Base	840	520	173	147	437	403	265	575	662	178	703	74*	44*	18**
SUMMARY CODES														
1 TYPE EXPERIENCED	167	92	38	38	81	86	49	118	136	31	143	13	5	6
	20%	18%	22%	26%a	19%	21%	19%	21%	21%	18%	20%	18%	11%	31%
2 TYPES EXPERIENCED	176	112	21	42	102	74	48	128	130	46	140	17	15	4
	21%	22%b	12%	29%b	23%	18%	18%	22%	20%	26%	20%	23%	35%j	20%
3 TYPES EXPERIENCED	256	176	46	35	124	132	80	176	204	53	213	30	10	2
	31%	34%c	26%	24%	28%	33%	30%	31%	31%	30%	30%	41%	23%	13%
4 TYPES EXPERIENCED	16	14	-	2	10	6	8	8	10	6	15	-	2	-
	2%	3%b	-	2%	2%	2%	3%	1%	2%	3%	2%	-	3%	-
ANY UNSOLICITED CALLS (LANDLINE)	616	394	105	117	317	299	186	430	480	136	511	61	32	12
	73%	76%b	60%	80%b	72%	74%	70%	75%	73%	76%	73%	82%	73%	64%
None	225	127	68	29	121	104	79	146	183	42	193	13	12	6
	27%	24%	40%ac	20%	28%	26%	30%	25%	28%	24%	27%	18%	27%	36%
Av number of issues	2.198	2.287bc	2.077	2.009	2.200	2.196	2.259	2.172	2.184	2.248	2.195	2.280	2.266	1.726
Standard Deviation	0.869	0.862	0.893	0.837	0.859	0.882	0.903	0.854	0.873	0.860	0.882	0.807	0.782	0.815
Error Variance	0.001	0.002	0.008	0.005	0.003	0.002	0.005	0.002	0.002	0.005	0.001	0.011	0.020	0.037

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All who have landline phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	848	39	107	61	65	79	73	78	130	75	41	73	27
Weighted Base	840	35*	100*	64*	64*	81*	77*	75*	139	69*	44*	74*	18**
Receiving a silent call this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	355 42%	22 62%cfgj	42 42%g	24 37%	31 47%fg	34 42%g	22 28%	19 25%	69 50%fg	31 45%g	15 35%	41 55%fg	5 29%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	512 61%	26 75%bcg	54 54%	34 53%	38 59%	51 63%	43 57%	40 54%	89 64%	51 73%bcfg	27 61%	49 66%	9 48%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	446 53%	21 59%g	48 48%	31 48%	38 58%g	43 53%g	33 43%	26 34%	83 60%fg	42 61%fg	28 63%g	48 65%bfg	6 34%
Some other type of call that you didn't want or ask for - for example a market research call	43 5%	- -	2 2%	1 1%	9 14%abcgk	5 7%	6 8%	2 3%	8 5%	7 11%abck	3 6%	1 1%	- -
SUMMARY CODES													
1 TYPE EXPERIENCED	167 20%	5 14%	20 20%	21 33%hj	14 22%	18 22%	13 18%	18 24%	18 13%	15 22%	5 11%	13 18%	6 31%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All who have landline phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	848	39	107	61	65	79	73	78	130	75	41	73	27
Weighted Base	840	35*	100*	64*	64*	81*	77*	75*	139	69*	44*	74*	18**
2 TYPES EXPERIENCED	176	9	18	14	12	11	17	13	29	16	15	17	4
	21%	24%	18%	22%	18%	14%	23%	18%	21%	24%	35%beg	23%	20%
3 TYPES EXPERIENCED	256	16	30	12	21	27	16	14	53	23	10	30	2
	31%	44%cfg	30%	19%	32%	34%g	22%	19%	38%cfg	34%g	23%	41%cfg	13%
4 TYPES EXPERIENCED	16	-	-	1	4	3	1	-	3	3	2	-	-
	2%	-	-	1%	5%b	4%	2%	-	2%	5%b	3%	-	-
ANY UNSOLICITED CALLS (LANDLINE)	616	29	68	48	51	59	49	45	104	58	32	61	12
	73%	83%g	68%	76%	79%g	73%	64%	61%	75%g	84%bfg	73%	82%fg	64%
None	225	6	33	16	14	22	28	29	35	11	12	13	6
	27%	17%	33%ik	24%	21%	27%	36%ik	39%adhik	25%	16%	27%	18%	36%
Av number of issues	2.198	2.360	2.148	1.848	2.268c	2.255c	2.121	1.908	2.398cg	2.255c	2.266	2.280cg	1.726
Standard Deviation	0.869	0.774	0.851	0.859	0.961	0.952	0.856	0.847	0.812	0.912	0.782	0.807	0.815
Error Variance	0.001	0.019	0.010	0.016	0.018	0.015	0.016	0.015	0.007	0.013	0.020	0.011	0.037

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All who have landline phone

	Total	Q.1/2/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	848	726	211	505	848	726	-	122	366	102	407
Weighted Base	840	739	189	539	840	739	..**	101	372	104*	391
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	355 42%	311 42%	85 45%	218 41%	355 42%	311 42%	- -	44 43%	151 41%	56 54%	165 42%
Receiving a "live sales/marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	512 61%	452 61%	116 62%	328 61%	512 61%	452 61%	- -	60 59%	221 60%	71 68%	232 59%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	446 53%	397 54%	97 51%	291 54%	446 53%	397 54%	- -	49 48%	192 52%	72 69%	197 50%
Some other type of call that you didn't want or ask for - for example a market research call	43 5%	38 5%	12 6%	24 4%	43 5%	38 5%	- -	5 5%	15 4%	7 7%	21 5%
SUMMARY CODES											
1 TYPE EXPERIENCED	167 20%	137 19%	44 23%	93 17%	167 20%	137 19%	- -	30 30%acde	70 19%	19 18%	81 21%
2 TYPES EXPERIENCED	176 21%	158 21%	37 20%	119 22%	176 21%	158 21%	- -	18 18%	80 21%	15 14%	82 21%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All who have landline phone

	Total	Q.1/2/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	848	726	211	505	848	726	-	122	366	102	407
Weighted Base	840	739	189	539	840	739	..**	101	372	104*	391
3 TYPES EXPERIENCED	256	226	59	163	256	226	-	30	107	50	113
	31%	31%	31%	30%	31%	31%	-	30%	29%	48%	29%
4 TYPES EXPERIENCED	16	16	4	11	16	16	-	-	7	2	8
	2%	2%	2%	2%	2%	2%	-	-	2%	1%	2%
ANY UNSOLICITED CALLS (LANDLINE)	616	538	143	385	616	538	-	78	264	85	284
	73%	73%	76%	71%	73%	73%	-	78%	71%	82%	73%
None	225	202	45	155	225	202	-	23	108	19	107
	27%	27%	24%	29%	27%	27%	-	22%	29%	19%	27%
Av number of issues	2.198	2.227g	2.166	2.235g	2.198	2.227g	-	2.002	2.195	2.399	2.164
Standard Deviation	0.869	0.864	0.901	0.849	0.869	0.864	-	0.885	0.863	0.853	0.876
Error Variance	0.001	0.001	0.005	0.002	0.001	0.001	-	0.008	0.003	0.009	0.003

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All who have landline phone

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	848	385	342	339	47	513	350	835	691	680	365	456	699	438
Weighted Base	840	391	323	320	50*	524	332	826	719	710	395	497	727	476
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	355 42%	157 40%	132 41%	130 41%	25 50%	230 44%	134 40%	351 43%	311 43%	307 43%	170 43%	208 42%	314 43%	194 41%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	512 61%	231 59%	193 60%	193 60%	29 59%	320 61%	199 60%	500 61%	437 61%	431 61%	242 61%	299 60%	441 61%	290 61%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	446 53%	200 51%	162 50%	162 51%	25 51%	287 55%	167 50%	438 53%	395 55%	391 55%	221 56%	271 55%	398 55%	263 55%
Some other type of call that you didn't want or ask for - for example a market research call	43 5%	16 4%	16 5%	16 5%	5 10%	27 5%	16 5%	43 5%	39 5%	38 5%	17 4%	25 5%	39 5%	21 4%
SUMMARY CODES														
1 TYPE EXPERIENCED	167 20%	72 18%	67 21%	66 21%	14 27%	103 20%	67 20%	164 20%	131 18%	130 18%	72 18%	89 18%	133 18%	91 19%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All who have landline phone

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	848	385	342	339	47	513	350	835	691	680	365	456	699	438
Weighted Base	840	391	323	320	50*	524	332	826	719	710	395	497	727	476
2 TYPES EXPERIENCED	176 21%	84 21%	69 21%	68 21%	9 19%	103 20%	70 21%	170 21%	154 21%	153 22%	83 21%	114 23%	154 21%	105 22%
3 TYPES EXPERIENCED	256 31%	111 28%	92 29%	92 29%	15 29%	170 33%	96 29%	254 31%	227 32%	222 31%	129 33%	149 30%	229 32%	145 30%
4 TYPES EXPERIENCED	16 2%	8 2%	6 2%	6 2%	2 4%	11 2%	6 2%	16 2%	16 2%	16 2%	6 2%	10 2%	16 2%	8 2%
ANY UNSOLICITED CALLS (LANDLINE)	616 73%	275 70%	234 72%	232 72%	40 80%	387 74%	238 72%	604 73%	528 73%	522 73%	291 74%	362 73%	532 73%	349 73%
None	225 27%	116 30%	89 28%	88 28%	10 20%	138 26%	94 28%	223 27%	192 27%	189 27%	106 27%	137 28%	196 27%	128 27%
Av number of issues	2.198	2.198	2.154	2.161	2.130	2.231	2.165	2.203	2.241	2.237	2.238	2.224	2.241	2.197
Standard Deviation	0.869	0.862	0.869	0.868	0.969	0.876	0.867	0.871	0.861	0.861	0.849	0.851	0.861	0.853
Error Variance	0.001	0.003	0.003	0.003	0.024	0.002	0.003	0.001	0.001	0.001	0.003	0.002	0.001	0.002

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All who have landline phone

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	848	684	625	362	403	366	121	597	522	308	501	446	199	19	12	8
Weighted Base	840	675	611	381	398	355	132	592	512	325	506	446	214	18**	12**	7**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	355 42%	355 53%	355 58%	190 50%	355 89%abcf ghijkl	355 100%abcdf ghijkl	89 67%acil	324 55%	313 61%aci	163 50%	299 59%	289 65%acgil	109 51%	10 56%	7 59%	3 44%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling	512 61%	512 76%	512 84%acfi j	273 72%	329 83%cl	313 88%acfi j	96 73%	512 86%acfi jl	512 100%abode fgijkl	245 75%	384 76%	363 81%cl	145 68%	13 69%	9 76%	4 49%
Receiving a call with a 'recorded message'. That is when you answer your landline phone you hear a recorded message rather than someone on the end of the line.	446 53%	446 66%	446 73%cg	241 63%	303 76%acgi	289 82%abcfg hil	85 64%	388 66%	363 71%	210 65%	446 88%abcd fghil	446 100%abcde fghijl	153 72%	10 54%	8 70%	1 21%
Some other type of call that you didn't want or ask for - for example a market research call	43 5%	42 6%	38 6%	24 6%	24 6%	23 6%	4 3%	34 6%	30 6%	19 6%	28 6%	26 6%	16 7%	12 65%	12 100%	1 10%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Means: Columns Tested (1% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All who have landline phone

Total	Q6A:6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	848	684	625	362	403	366	121	597	522	308	501	446	199	19	8
Weighted Base	840	675	611	381	398	355	132	592	512	325	506	446	214	18**	7**
SUMMARY CODES															
1 TYPE EXPERIENCED	167 20%	166 25%defjk l	162 27%defgh ijkl	75 20%dek	25 6%	13 4%	15 12%e	115 19%dejk	95 19%dek	57 17%de	67 13%de	52 12%e	29 14%de	5 25%	2 34%
2 TYPES EXPERIENCED	176 21%	176 26%	176 29%	92 24%	85 21%	75 21%	28 21%	154 26%	144 28%	81 25%	135 27%	126 28%	57 27%	2 10%	1 6%
3 TYPES EXPERIENCED	256 31%	256 38%	256 42%	145 38%	250 63%abcgh ijl	250 71%abcfg hijkl	66 50%	256 43%	256 50%abci	131 40%	252 50%ac	252 56%abcgi l	84 39%	3 15%	1 11%
4 TYPES EXPERIENCED	16 2%	16 2%	16 3%	8 2%	16 4%	16 5%	1 1%	16 3%	16 3%	6 2%	16 3%	16 4%	7 3%	7 39%	- 59%
ANY UNSOLICITED CALLS (LANDLINE)	616 73%	615 91%cil ijl	611 100%acdfg ijl	321 84%	376 95%cfll	355 100%acdfg ijl	110 84%	542 91%cil ijl	512 100%acdfg ijl	275 85%	470 93%cfll	446 100%acdfg ijl	177 83%	16 88%	5 100%
None	225 27%	61 9%bhehk	-	61 16%abdeg jk	22 5%bhehk	-	22 16%bdehjk	51 9%bhehk	-	51 16%abdeg jk	38 7%bhehk	-	38 18%abdeg hjk	2 12%	-
Av number of issues	2.198	2.200	2.208	2.267	2.687abc	2.761abc	2.479ab	2.321	2.380ab	2.316	2.463abc	2.523abc	2.385	2.768	1.810
Standard Deviation	0.869	0.869	0.866	0.847	0.659	0.590	0.741	0.840	0.820	0.822	0.778	0.745	0.805	1.311	0.972
Error Variance	0.001	0.001	0.001	0.002	0.001	0.001	0.005	0.001	0.001	0.003	0.001	0.001	0.004	0.101	0.157

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All that have received recorded messages on their landline

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	446	225	221	32	41	72	73	82	78	68	106	115	97	128
Weighted Base	446	216	229	36**	47*	88*	82*	91*	53*	48*	116*	127	97*	106
Listen to the full message before hanging up	15 3%	10 5%	5 2%	1 2%	- -	4 4%	6 7%	3 3%	2 3%	1 1%	5 5%	6 5%	1 1%	3 3%
Listen to some of the message before hanging up	77 17%	33 15%	44 19%	5 14%	10 21%	17 19%	10 12%	15 16%	11 22%	9 19%	19 16%	23 18%	14 15%	21 20%
Hang up immediately, as soon as I realise it is a recorded message	353 79%	173 80%	180 79%	30 84%	37 79%	68 77%	66 81%	73 81%	40 75%	38 79%	91 79%	99 78%	81 84%	81 77%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	93 21%	43 20%	49 21%	6 16%	10 21%	20 23%	16 19%	18 19%	13 25%	10 21%	24 21%	28 22%	15 16%	25 23%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All that have received recorded messages on their landline

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	446	286	74	86	210	236	119	327	345	101	364	47	26	9
Weighted Base	446	294	78*	73*	242	203	139	307	339	106*	363	48*	28**	6**
Listen to the full message before hanging up	15 3%	14 5%	1 1%	* 1%	10 4%	6 3%	5 4%	10 3%	10 3%	6 5%	13 4%	2 4%	- -	- -
Listen to some of the message before hanging up	77 17%	44 15%	16 21%	16 22%	42 17%	36 17%	23 17%	54 18%	59 17%	19 17%	64 18%	7 14%	6 21%	- -
Hang up immediately, as soon as I realise it is a recorded message	353 79%	236 80%	61 78%	57 77%	191 79%	162 80%	110 80%	243 79%	271 80%	82 77%	286 79%	39 81%	22 79%	6 100%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	93 21%	59 20%	17 22%	17 23%	51 21%	41 20%	28 20%	64 21%	68 20%	24 23%	78 21%	9 19%	6 21%	- -

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All that have received recorded messages on their landline

	Total	GOVERNMENT REGIONS												
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	
	Unweighted Base	446	23	53	28	38	41	32	27	79	43	26	47	9
	Weighted Base	446	21**	48*	31**	38*	43*	33**	26**	83*	42*	28**	48*	6**
	Listen to the full message before hanging up	15 3%	1 5%	2 4%	2 8%	2 4%	4 8%	1 3%	- -	1 2%	1 2%	- -	2 4%	- -
	Listen to some of the message before hanging up	77 17%	2 9%	7 14%	5 16%	8 21%	6 13%	11 34%	2 10%	14 17%	9 22%	6 21%	7 14%	- -
	Hang up immediately, as soon as I realise it is a recorded message	353 79%	18 85%	39 82%	24 76%	28 75%	34 78%	21 63%	23 90%	68 82%	32 76%	22 79%	39 81%	6 100%
	SUMMARY CODE													
	LISTEN TO ANY OF MESSAGE	93 21%	3 15%	8 18%	7 24%	10 25%	9 22%	12 37%	2 10%	15 18%	10 24%	6 21%	9 19%	- -

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All that have received recorded messages on their landline

	Total	Q.1/2/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	446	388	110	270	446	388	-	58	190	67	204
Weighted Base	446	397	97*	291	446	397	-.**	49*	192	72*	197
Listen to the full message before hanging up	15 3%	13 3%	2 2%	12 4%	15 3%	13 3%	- -	2 4%	9 5%	2 3%	6 3%
Listen to some of the message before hanging up	77 17%	69 17%	22 22%	47 16%	77 17%	69 17%	- -	8 16%	28 15%	14 19%	41 21%
Hang up immediately, as soon as I realise it is a recorded message	353 79%	314 79%	74 76%	232 80%	353 79%	314 79%	- -	39 79%	155 81%	56 77%	150 76%
SUMMARY CODE											
LISTEN TO ANY OF MESSAGE	93 21%	83 21%	23 24%	59 20%	93 21%	83 21%	- -	10 21%	37 19%	16 23%	46 24%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All that have received recorded messages on their landline

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	446	199	170	169	26	281	174	439	378	374	202	249	381	240
Weighted Base	446	200	162	162	25**	287	167	438	395	391	221	271	398	263
Listen to the full message before hanging up	15 3%	9 4%	3 2%	3 2%	1 3%	12 4%	3 2%	15 4%	14 3%	14 3%	12 5%	12 4%	14 4%	12 5%
Listen to some of the message before hanging up	77 17%	30 15%	29 18%	29 18%	10 38%	51 18%	31 19%	77 18%	69 17%	69 18%	41 18%	47 17%	69 17%	45 17%
Hang up immediately, as soon as I realise it is a recorded message	353 79%	161 81%	130 80%	129 80%	15 59%	223 78%	132 79%	345 79%	313 79%	308 79%	169 76%	213 78%	315 79%	205 78%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	93 21%	39 19%	33 20%	33 20%	10 41%	63 22%	35 21%	93 21%	83 21%	83 21%	53 24%	59 22%	83 21%	57 22%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All that have received recorded messages on their landline

Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	446	446	225	305	292	76	386	362	196	446	446	144	9	7	2
Weighted Base	446	446	241	303	289	85*	388	363	210	446	446	153	10**	8**	1**
Listen to the full message before hanging up	15 3%	15 3%	7 3%	12 4%	12 4%	1 2%	11 3%	11 3%	5 2%	15 3%	15 3%	6 4%	2 16%	2 18%	-
Listen to some of the message before hanging up	77 17%	77 17%	34 14%	54 18%	52 18%	8 10%	69 18%	66 18%	32 15%	77 17%	77 17%	20 13%	-	-	-
Hang up immediately, as soon as I realise it is a recorded message	353 79%	353 79%	199 83%	237 78%	226 78%	75 88%	308 79%	286 79%	173 83%	353 79%	353 79%	127 83%	8 84%	7 82%	1 100%
SUMMARY CODE															
LISTEN TO ANY OF MESSAGE	93 21%	93 21%	42 17%	65 22%	64 22%	10 12%	81 21%	77 21%	37 17%	93 21%	93 21%	26 17%	2 16%	2 18%	-

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	98	49	49	6	9	17	15	16	19	16	23	26	18	31
Weighted Base	93*	43*	49*	6**	10**	20**	16**	18**	13**	10**	24**	28**	15**	25**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	74 80%	34 79%	40 81%	6 100%	9 89%	15 72%	12 74%	18 100%	11 80%	5 53%	20 81%	25 86%	10 64%	20 82%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	19 21%	10 22%	10 20%	- -	5 52%	3 16%	2 15%	3 15%	1 9%	5 49%	4 16%	5 19%	4 29%	6 23%
Telling you about a competition	11 11%	5 11%	6 12%	- -	3 26%	5 24%	2 10%	1 5%	- -	1 7%	4 18%	- -	3 16%	4 15%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	17 18%	6 14%	11 22%	1 12%	4 37%	4 19%	2 11%	2 10%	3 21%	2 24%	2 7%	8 27%	1 8%	7 27%
Other type	2 2%	1 2%	1 2%	- -	- -	- -	1 5%	1 6%	- -	- -	- -	1 4%	1 6%	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	84 91%	40 93%	44 89%	6 100%	10 100%	18 88%	13 84%	18 100%	12 89%	8 76%	24 100%	27 95%	11 71%	22 89%
ANY EXC. APPOINTMENT REMINDERS	82 89%	38 88%	44 89%	6 100%	10 100%	17 82%	13 84%	18 100%	12 89%	7 72%	24 100%	26 90%	11 71%	21 87%
Can't Remember	8 9%	2 6%	6 11%	- -	- -	2 12%	2 11%	- -	1 11%	2 24%	- -	1 5%	4 24%	3 11%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	98	59	18	21	46	52	24	74	74	24	81	10	7	-
Weighted Base	93*	59*	17**	17**	51*	41*	28**	64*	68*	24**	78*	9**	6**	..**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	74 80%	47 80%	15 87%	12 74%	41 80%	33 80%	21 74%	53 83%	56 81%	19 77%	63 81%	7 79%	4 74%	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	19 21%	11 19%	4 25%	4 23%	9 17%	11 26%	6 21%	14 21%	13 20%	6 25%	16 21%	1 10%	3 43%	- -
Telling you about a competition	11 11%	8 14%	1 9%	1 5%	7 14%	3 8%	5 17%	6 9%	6 8%	5 21%	8 11%	1 13%	1 17%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	17 18%	11 19%	2 9%	4 26%	9 18%	8 19%	5 19%	12 18%	15 22%	2 9%	14 18%	3 32%	- -	- -
Other type	2 2%	1 1%	1 6%	- -	2 4%	- -	1 3%	1 2%	1 1%	1 4%	2 2%	- -	- -	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	84 91%	54 92%	16 92%	14 83%	47 92%	37 89%	25 89%	59 91%	61 89%	23 94%	71 92%	7 79%	5 91%	- -
ANY EXC. APPOINTMENT REMINDERS	82 89%	53 90%	16 92%	14 81%	46 89%	36 88%	24 84%	58 91%	59 87%	23 94%	69 89%	7 79%	5 91%	- -
Can't Remember	8 9%	4 6%	1 8%	3 17%	3 6%	5 11%	2 8%	6 9%	6 9%	2 6%	6 7%	2 21%	1 9%	- -

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	98	4	10	7	9	9	12	3	16	11	7	10	-
Weighted Base	93*	3**	8**	7**	10**	9**	12**	2**	15**	10**	6**	9**	..**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	74 80%	2 64%	6 70%	7 100%	5 57%	9 92%	9 77%	2 100%	12 82%	9 91%	4 74%	7 79%	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	19 21%	* 15%	1 18%	1 17%	3 33%	2 23%	2 16%	1 34%	4 27%	1 7%	3 43%	1 10%	- -
Telling you about a competition	11 11%	- -	2 27%	- -	4 41%	- -	- -	- -	1 8%	1 9%	1 17%	1 13%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	17 18%	- -	3 31%	- -	1 9%	1 7%	1 11%	1 26%	3 22%	5 46%	- -	3 32%	- -
Other type	2 2%	- -	- -	- -	- -	1 11%	1 7%	- -	- -	- -	- -	- -	- -
SUMMARY CODES													
ANY INC. APPOINTMENT REMINDERS	84 91%	2 79%	8 100%	7 100%	8 82%	9 92%	11 93%	2 100%	14 90%	9 91%	5 91%	7 79%	- -
ANY EXC. APPOINTMENT REMINDERS	82 89%	2 79%	8 95%	7 100%	8 82%	9 92%	10 82%	2 100%	14 90%	9 91%	5 91%	7 79%	- -
Can't Remember	8 9%	1 21%	- -	- -	2 18%	1 8%	- -	- -	1 10%	1 9%	1 9%	2 21%	- -

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

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

	Total	Q.12/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	98	85	27	58	98	85	-	13	38	16	50
Weighted Base	93*	83*	23**	59*	93*	83*	-.**	10**	37*	16*	46*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	74 80%	67 81%	17 73%	49 84%	74 80%	67 81%	- -	8 76%	29 80%	14 83%	37 80%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	19 21%	17 20%	2 10%	15 25%	19 21%	17 20%	- -	3 26%	10 26%	5 29%	8 17%
Telling you about a competition	11 11%	10 12%	3 14%	7 11%	11 11%	10 12%	- -	1 7%	5 14%	2 14%	4 9%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	17 18%	16 20%	4 15%	13 21%	17 18%	16 20%	- -	1 8%	6 17%	5 29%	6 13%
Other type	2 2%	2 2%	- -	2 3%	2 2%	2 2%	- -	- -	- -	1 5%	1 2%
SUMMARY CODES											
ANY INC. APPOINTMENT REMINDERS	84 91%	75 91%	20 87%	55 93%	84 91%	75 91%	- -	8 83%	36 97%	15 89%	40 87%
ANY EXC. APPOINTMENT REMINDERS	82 89%	74 89%	20 85%	54 91%	82 89%	74 89%	- -	8 83%	34 93%	15 89%	40 86%
Can't Remember	8 9%	6 8%	3 13%	3 5%	8 9%	6 8%	- -	2 17%	1 3%	1 5%	6 13%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

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

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	98	40	36	36	11	65	38	98	83	83	49	57	84	55
Weighted Base	93*	39*	33*	33*	10**	63*	35*	93*	83*	83*	53*	59*	83*	57*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	74 80%	31 79%	26 80%	26 80%	8 74%	51 80%	27 78%	74 80%	69 83%	69 83%	45 85%	49 83%	69 82%	49 85%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	19 21%	10 25%	5 16%	5 16%	2 23%	17 26%	5 15%	19 21%	16 19%	16 19%	14 27%	14 24%	16 20%	14 24%
Telling you about a competition	11 11%	5 14%	3 8%	3 8%	1 14%	9 14%	3 7%	11 11%	11 13%	11 13%	6 12%	9 16%	11 13%	9 16%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	17 18%	6 16%	5 14%	5 14%	1 13%	12 19%	5 14%	17 18%	16 20%	16 20%	9 18%	10 18%	16 20%	11 19%
Other type	2 2%	- -	- -	- -	1 10%	2 3%	- -	2 2%	2 2%	2 2%	2 4%	1 2%	2 2%	1 2%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	84 91%	37 95%	29 89%	29 89%	8 79%	58 92%	30 87%	84 91%	78 94%	78 94%	50 94%	55 95%	78 94%	54 94%
ANY EXC. APPOINTMENT REMINDERS	82 89%	35 91%	29 89%	29 89%	8 74%	57 89%	30 87%	82 89%	76 92%	76 92%	50 94%	55 95%	76 92%	54 94%
Can't Remember	8 9%	2 5%	4 11%	4 11%	2 21%	4 7%	4 13%	8 9%	4 5%	4 5%	2 4%	3 5%	4 5%	3 6%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Means: Columns Tested (1% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

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

Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	98	98	98	44	69	67	10	87	83	39	98	98	27	1	1
Weighted Base	93*	93*	93*	42*	65*	64*	10**	81*	77*	37*	93*	93*	26**	2**	2**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	74	74	74	31	53	52	8	65	64	29	74	74	19	2	2
	80%	80%	80%	74%	81%	82%	83%	80%	83%	78%	80%	80%	72%	100%	100%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	19	19	19	7	16	15	2	19	19	6	19	19	6	2	2
	21%	21%	21%	18%	24%	24%	20%	24%	24%	17%	21%	21%	23%	100%	100%
Telling you about a competition	11	11	11	4	8	8	-	9	8	2	11	11	3	-	-
	11%	11%	11%	9%	13%	13%	-	11%	10%	6%	11%	11%	10%	-	-
Reminding you of an appointment (e.g. dentist or doctor's appointment)	17	17	17	8	10	10	-	16	16	8	17	17	4	-	-
	18%	18%	18%	19%	15%	16%	-	20%	21%	22%	18%	18%	16%	-	-
Other type	2	2	2	1	1	1	-	1	1	1	2	2	1	-	-
	2%	2%	2%	3%	2%	2%	-	1%	1%	3%	2%	2%	4%	-	-
SUMMARY CODES															
ANY INC. APPOINTMENT REMINDERS	84	84	84	39	58	57	9	73	70	34	84	84	25	2	2
	91%	91%	91%	94%	89%	89%	91%	90%	91%	93%	91%	91%	97%	100%	100%
ANY EXC. APPOINTMENT REMINDERS	82	82	82	38	58	56	9	71	68	32	82	82	24	2	2
	89%	89%	89%	90%	89%	88%	91%	88%	88%	88%	89%	89%	92%	100%	100%
Can't Remember	8	8	8	3	7	7	1	8	7	3	8	8	1	-	-
	9%	9%	9%	6%	11%	11%	9%	10%	9%	7%	9%	9%	3%	-	-

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1113	553	560	147	154	177	147	176	163	149	200	294	233	386
Weighted Base	1113	541	572	156	180	208	155	196	112	105	220	331	232	330
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	179 16%	100 19% ^b	79 14%	36 23% ^{ghi}	29 16% ⁱ	46 22% ^{ghi}	30 19% ^{hi}	22 11% ⁱ	12 10%	5 5%	29 13%	55 17%	48 21%	47 14%
Receiving a sales/ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	327 29%	159 29%	168 29%	37 24% ⁱ	60 33% ^{hi}	86 41% ^{cghi}	63 41% ^{cghi}	54 27% ^{hi}	19 17% ⁱ	9 8%	66 30%	112 34% ^m	69 30%	80 24%
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	315 28%	155 29%	160 28%	49 31% ^{hi}	54 30% ^{hi}	88 42% ^{cdghi}	52 34% ^{hi}	46 24% ⁱ	19 17% ⁱ	7 7%	70 32% ^m	99 30% ^m	73 32% ^m	73 22%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	287 26%	136 25%	150 26%	39 25% ^{hi}	42 23% ⁱ	82 39% ^{cdghi}	56 36% ^{dghi}	44 22% ⁱ	17 15% ⁱ	8 7%	70 32% ^{lm}	104 31% ^{lm}	52 22%	61 18%

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1113	553	560	147	154	177	147	176	163	149	200	294	233	386
Weighted Base	1113	541	572	156	180	208	155	196	112	105	220	331	232	330
Some other type of call that you didn't want or ask for - for example a market research call	11	7	3	2	6	-	-	2	1	1	2	2	3	3
	1%	1%	1%	1%	3%ef	-	-	1%	1%	1%	1%	1%	1%	1%
SUMMARY CODES														
1 TYPE EXPERIENCED	182	87	96	23	34	37	25	34	22	8	30	67	42	43
	16%	16%	17%	15%	19%ai	18%ai	16%ai	17%ai	19%ai	7%	14%	20%am	18%	13%
2 TYPES EXPERIENCED	137	67	70	29	24	27	20	23	9	4	41	41	21	35
	12%	12%	12%	18%hi	14%ai	13%ai	13%ai	12%ai	8%	4%	18%lm	12%	9%	10%
3 TYPES EXPERIENCED	96	48	48	14	9	27	23	14	6	3	23	33	23	17
	9%	9%	8%	9%	5%	13%cdhi	15%cdghi	7%	5%	3%	11%am	10%am	10%am	5%
4 TYPES EXPERIENCED	92	47	45	10	19	33	17	12	2	1	13	31	23	25
	8%	9%	8%	6%hi	11%hi	16%cdghi	11%hi	6%hi	1%	1%	6%	9%	10%	8%
ANY UNSOLICITED CALLS (MOBILE)	508	249	258	76	87	123	85	82	39	16	108	172	109	120
	46%	46%	45%	48%hi	48%hi	59%gghi	54%gghi	42%ai	35%ai	15%	49%am	52%am	47%am	36%
None	605	291	314	81	93	85	71	114	73	89	113	159	123	211
	54%	54%	55%	52%	52%	41%	46%	58%ef	65%codef	85%codefgh	51%	48%	53%	64%ijkl
Av number of issues	2.203	2.238	2.169	2.140h	2.186h	2.445gh	2.377h	2.037	1.735	1.807	2.195	2.172	2.254	2.209
Standard Deviation	1.127	1.140	1.116	1.000	1.225	1.177	1.113	1.074	0.986	0.938	1.002	1.148	1.181	1.165
Error Variance	0.003	0.006	0.005	0.015	0.020	0.013	0.016	0.015	0.017	0.038	0.010	0.009	0.014	0.010

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1113	622	265	226	503	610	307	806	888	225	935	92	50	36
Weighted Base	1113	641	283	189	565	548	352	761	889	224	937	95*	56*	25*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	179 16%	101 16%	58 21% ^c	21 11%	101 18%	79 14%	71 20% ^g	109 14%	143 16%	36 16%	147 16%	21 22%	7 13%	4 15%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	327 29%	200 31% ^c	85 30%	42 22%	205 36% ^e	121 22%	128 36% ^g	198 26%	262 29%	65 29%	273 29%	26 28%	19 35%	8 33%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	315 28%	200 31% ^c	82 29% ^c	33 18%	194 34% ^e	121 22%	135 38% ^g	181 24%	250 28%	66 29%	263 28%	27 28%	16 29%	10 38%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	287 26%	183 29% ^c	80 28% ^c	23 12%	179 32% ^e	108 20%	115 33% ^g	171 23%	236 27%	50 22%	241 26%	26 27%	13 23%	7 28%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1113	622	265	226	503	610	307	806	888	225	935	92	50	36
Weighted Base	1113	641	283	189	565	548	352	761	889	224	937	95*	56*	25*
Some other type of call that you didn't want or ask for - for example a market research call	11	5	5	-	5	5	3	7	9	2	9	-	2	-
	1%	1%	2%	-	1%	1%	1%	1%	1%	1%	1%	-	3%	-
SUMMARY CODES														
1 TYPE EXPERIENCED	182	114	41	27	104	79	59	123	145	37	151	16	8	7
	16%	18%	15%	14%	18%	14%	17%	16%	16%	17%	16%	17%	15%	27%
2 TYPES EXPERIENCED	137	83	39	16	80	57	55	82	111	25	114	9	10	4
	12%	13%	14%	8%	14%	10%	16%g	11%	13%	11%	12%	10%	18%	14%
3 TYPES EXPERIENCED	96	61	22	13	68	28	33	62	76	20	82	7	4	2
	9%	10%	8%	7%	12%e	5%	10%	8%	9%	9%	9%	8%	8%	9%
4 TYPES EXPERIENCED	92	56	31	5	54	38	45	47	75	18	77	11	3	2
	8%	9% ^c	11% ^c	3%	10%	7%	13% ^g	6%	8%	8%	8%	12%	5%	8%
ANY UNSOLICITED CALLS (MOBILE)	508	314	133	61	305	203	193	315	408	100	424	43	26	15
	46%	49% ^c	47% ^c	32%	54% ^e	37%	55% ^g	41%	46%	45%	45%	46%	47%	58%
None	605	327	150	128	260	345	159	446	481	124	514	52	29	11
	54%	51%	53%	68% ^{ab}	46%	63% ^d	45%	59% ^f	54%	55%	55%	54%	53%	42%
Av number of issues	2.203	2.194	2.345^c	1.944	2.242	2.145	2.345^g	2.116	2.206	2.190	2.202	2.312	2.173	1.961
Standard Deviation	1.127	1.120	1.178	1.012	1.113	1.148	1.154	1.103	1.131	1.119	1.118	1.221	1.165	1.124
Error Variance	0.003	0.004	0.012	0.015	0.005	0.006	0.008	0.004	0.003	0.013	0.003	0.041	0.059	0.063

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1113	51	128	90	83	99	99	128	163	94	50	92	36
Weighted Base	1113	47*	123	97*	83*	101*	103*	122	172	90*	56*	95*	25*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	179 16%	13 28%bgi	13 11%	16 17%g	13 15%	25 25%bgi	15 15%	9 7%	31 18%g	11 12%	7 13%	21 22%bg	4 15%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	327 29%	15 33%g	28 23%	29 30%	21 25%	39 39%bg	30 29%	22 18%	61 35%bg	28 31%g	19 35%g	26 28%	8 33%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	315 28%	16 34%	28 22%	31 32%	17 20%	36 36%bdg	33 32%g	24 19%	49 29%	29 33%g	16 29%	27 28%	10 38%dg
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	287 26%	18 39%bfg	24 20%	25 25%	19 23%	32 32%g	23 22%	23 19%	53 31%g	23 26%	13 23%	26 27%	7 28%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1113	51	128	90	83	99	99	128	163	94	50	92	36
Weighted Base	1113	47*	123	97*	83*	101*	103*	122	172	90*	56*	95*	25*
Some other type of call that you didn't want or ask for - for example a market research call	11	2	-	-	2	2	-	-	2	2	2	-	-
	1%	4%bg	-	-	3%	2%	-	-	1%	2%	3%	-	-
SUMMARY CODES													
1 TYPE EXPERIENCED	182 16%	6 14%	15 13%	24 24%bde	9 10%	12 12%	13 13%	19 15%	33 19%	21 23% ^d	8 15%	16 17%	7 27%bde
2 TYPES EXPERIENCED	137 12%	9 19% ^f	14 12%	14 14%	9 11%	13 12%	7 7%	14 12%	21 12%	13 14%	10 18% ^f	9 10%	4 14%
3 TYPES EXPERIENCED	96 9%	4 9%	6 5%	12 13%	8 9%	10 10%	13 12%	7 6%	13 8%	8 9%	4 8%	7 8%	2 9%
4 TYPES EXPERIENCED	92 8%	7 14% ^{cg}	7 6%	3 3%	5 6%	17 17% ^{bcdgi}	9 9% ^g	2 2%	21 12% ^{cg}	5 6%	3 5%	11 12% ^{cg}	2 8%
ANY UNSOLICITED CALLS (MOBILE)	508 46%	27 56% ^{bdg}	44 36%	53 55% ^{bdg}	31 37%	51 51% ^{bg}	42 41%	42 34%	87 51% ^{bg}	47 53% ^{bdg}	26 47%	43 46%	15 58% ^{bdg}
None	605 54%	21 44%	79 64% ^{acehil}	44 45%	53 63% ^{acil}	49 49%	61 59%	80 66% ^{acehil}	85 49%	42 47%	29 53%	52 54%	11 42%
Av number of issues	2.203	2.436	2.135	1.896	2.351	2.623 ^{cgi}	2.417 ^{cg}	1.839	2.248	1.974	2.173	2.312	1.961
Standard Deviation	1.127	1.134	1.090	0.951	1.161	1.181	1.153	0.913	1.194	1.033	1.165	1.221	1.124
Error Variance	0.003	0.046	0.028	0.020	0.048	0.030	0.032	0.021	0.018	0.023	0.059	0.041	0.063

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	Q.1/2/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1113	947	289	644	848	726	221	122	450	131	531
Weighted Base	1113	971	262	693	840	739	232	101	460	134	517
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	179 16%	179 18%g	39 15%g	138 20%dg	132 16%g	132 18%g	47 20%g	-	96 21%	21 15%	67 13%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	327 29%	327 34%bdg	67 26%g	256 37%bdg	242 29%g	242 33%bg	84 36%bdg	-	157 34%	44 33%	129 25%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	315 28%	315 33%bg	59 22%g	254 37%bdg	239 28%g	239 32%bg	77 33%bg	-	156 34%	39 29%	124 24%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	287 26%	287 30%bg	59 22%g	223 32%bdg	214 25%g	214 29%g	73 31%bg	-	132 29%	37 28%	122 24%

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	Q.1/2/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile -contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1113	947	289	644	848	726	221	122	450	131	531
Weighted Base	1113	971	262	693	840	739	232	101	460	134	517
Some other type of call that you didn't want or ask for - for example a market research call	11 1%	11 1%	3 1%	8 1%	9 1%	9 1%	1 *	-	5 1%	1 1%	4 1%
SUMMARY CODES											
1 TYPE EXPERIENCED	182 16%	182 19%g	41 15%g	140 20%g	137 16%g	137 19%g	45 19%g	-	69 15%	24 18%	82 16%
2 TYPES EXPERIENCED	137 12%	137 14%g	31 12%g	106 15%g	104 12%g	104 14%g	33 14%g	-	59 13%	23 17%	61 12%
3 TYPES EXPERIENCED	96 9%	96 10%g	18 7%g	76 11%g	71 8%g	71 10%g	25 11%g	-	48 10%	15 11%	30 6%
4 TYPES EXPERIENCED	92 8%	92 10%g	17 7%g	74 11%g	68 8%g	68 9%g	25 11%g	-	53 11%	7 5%	38 7%
ANY UNSOLICITED CALLS (MOBILE)	508 46%	508 52%bdg	107 41%g	396 57%bdeg	381 45%g	381 52%bdg	127 55%bdg	-	230 50%	68 51%	210 41%
None	605 54%	463 48%	155 59%acef	297 43%	459 55%acef	358 48%c	105 45%	101 100%abcde f	230 50%	65 49%	307 59%
Av number of issues	2.203	2.203	2.124	2.218	2.194	2.194	2.229	-	2.380	2.063	2.123
Standard Deviation	1.127	1.127	1.113	1.129	1.127	1.127	1.131	-	1.159	0.982	1.127
Error Variance	0.003	0.003	0.011	0.004	0.004	0.004	0.011	-	0.006	0.016	0.006

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1113	477	441	437	60	639	456	1063	878	879	459	597	904	574
Weighted Base	1113	490	420	416	63*	655	440	1061	917	919	501	648	943	621
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	179 16%	104 21%bcf	46 11%	44 11%	11 18%	126 19%bcf	51 12%	172 16% ^c	168 18%	169 18%	96 19%	124 19%	172 18%	109 18%
Receiving a sales\marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	327 29%	167 34%bcf	100 24%	97 23%	18 28%	217 33%bcf	105 24%	316 30%	305 33%	309 34%	179 36%	237 37%	314 33%	220 35%
Receiving a "live sales\marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	315 28%	164 34%bcf	96 23%	93 22%	20 32%	214 33%bcf	101 23%	304 29%	292 32%	297 32%	160 32%	225 35%	300 32%	210 34%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	287 26%	138 28%	100 24%	98 24%	14 22%	181 28%	103 23%	275 26%	266 29%	266 29%	153 31%	191 29%	270 29%	183 30%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1113	477	441	437	60	639	456	1063	878	879	459	597	904	574
Weighted Base	1113	490	420	416	63*	655	440	1061	917	919	501	648	943	621
Some other type of call that you didn't want or ask for - for example a market research call	11	7	2	2	1	7	4	11	10	11	5	7	11	7
	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%
SUMMARY CODES														
1 TYPE EXPERIENCED	182	77	64	64	10	103	71	173	164	161	93	126	167	116
	16%	16%	15%	15%	16%	16%	16%	16%	18%	18%	19%	19%	18%	19%
2 TYPES EXPERIENCED	137	60	53	52	6	88	52	132	128	130	69	92	130	94
	12%	12%	13%	12%	10%	13%	12%	12%	14%	14%	14%	14%	14%	15%
3 TYPES EXPERIENCED	96	50	22	22	5	68	25	91	89	92	53	68	91	63
	9%	10%bc	5%	5%	8%	10%bcf	6%	9%	10%	10%	11%	10%	10%	10%
4 TYPES EXPERIENCED	92	57	27	25	7	64	29	91	87	87	51	67	90	59
	8%	12%cc	6%	6%	10%	10%	7%	9%	9%	9%	10%	10%	10%	9%
ANY UNSOLICITED CALLS (MOBILE)	508	245	166	163	28	324	176	487	468	471	265	353	479	331
	46%	50%bcf	39%	39%	45%	50%bcf	40%	46%	51%	51%	53%	54%	51%	53%
None	605	245	254	253	35	331	263	574	449	449	235	295	464	290
	54%	50%	61%ae	61%ae	55%	50%	60%ae	54%	49%	49%	47%	46%	49%	47%
Av number of issues	2.203	2.368	2.079	2.055	2.287	2.299	2.073	2.214	2.221	2.233	2.239	2.221	2.229	2.206
Standard Deviation	1.127	1.170	1.097	1.085	1.188	1.129	1.110	1.131	1.128	1.123	1.134	1.137	1.132	1.117
Error Variance	0.003	0.006	0.007	0.007	0.050	0.004	0.007	0.003	0.003	0.003	0.005	0.004	0.003	0.004

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Means: Columns Tested (1% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici- ted calls (landlin e or mobile) (a)	Any unsolici- ted calls (landlin e) (b)	Any unsolici- ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1113	801	625	479	446	366	164	696	522	407	567	446	265	20	12	9
Weighted Base	1113	802	611	508	445	355	179	698	512	431	579	446	287	19**	12**	8**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	179 16%	179 22%	110 18%	179 35%abegh jk	179 40%abegh jk	89 25%	179 100%abcde ghijkl	162 23%	96 19%	157 36%abegh jk	139 24%	85 19%	122 42%abegh jk	3 15%	- -	3 37%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	327 29%	327 41%	206 34%	327 64%abdeg hjk	193 43%b	126 36%	132 74%abdeg hjk	327 47%behk	182 35%	327 76%abcde ghjk	248 43%b	166 37%	192 67%abdeg hjk	7 36%	5 38%	2 29%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	315 28%	315 39%	198 32%	315 62%abdeg hjk	192 43%b	127 36%	138 77%abcde ghijkl	315 45%behk	186 36%	315 73%abcde ghijkl	238 41%b	153 34%	181 63%abdeg hjk	5 24%	1 11%	3 42%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici- ted calls (landlin e or mobile) (a)	Any unsolici- ted calls (landlin e) (b)	Any unsolici- ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1113	801	625	479	446	366	164	696	522	407	567	446	265	20	12	9
Weighted Base	1113	802	611	508	445	355	179	698	512	431	579	446	287	19**	12**	8**
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	287 26%	287 36%bh	175 29%	287 56%abdeg hk	170 38%bh	109 31%	122 68%abdeg hijk	251 36%bh	145 28%	229 53%abdeg hk	287 50%abdeg hk	153 34%	287 100%abcde fghijk	7 35%	5 41%	2 22%
Some other type of call that you didn't want or ask for - for example a market research call	11 1%	11 1%	6 1%	11 2%	8 2%	3 1%	5 3%	9 1%	4 1%	6 1%	6 1%	3 1%	4 1%	8 41%	1 6%	8 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	182 16%	182 23%df	110 18%f	182 36%abdef ghijkl	65 15%	57 16%	15 9%	141 20%f	89 17%f	114 26%bdefh jk	102 18%f	75 17%	50 18%	4 24%	2 20%	3 36%
2 TYPES EXPERIENCED	137 12%	137 17%	92 15%	137 27%abdef ghjk	63 14%	49 14%	28 16%	130 19%	81 16%	129 30%abdef ghjk	96 17%	64 14%	69 24%bdehk	5 28%	3 22%	3 35%
3 TYPES EXPERIENCED	96 9%	96 12%	59 10%	96 19%abehk	58 13%	35 10%	43 24%abdeg hjk	96 14%	51 10%	96 22%abdeg hjk	85 15%	52 12%	76 27%abdeg hk	1 7%	1 11%	- -
4 TYPES EXPERIENCED	92 8%	92 12%	56 9%	92 18%abhk	92 21%abghk	49 14%	92 52%abcde ghijkl	92 13%	52 10%	92 21%abegh k	91 16%b	50 11%	91 32%abcdeg hijk	2 8%	-	2 20%
ANY UNSOLICITED CALLS (MOBILE)	508 46%	508 63%behk	317 52%	508 100%abdeg hjk	280 63%bh	190 53%	179 100%abdeg hjk	460 66%behk	273 53%	431 100%abdeg hjk	374 65%behk	241 54%	287 100%abdeg hjk	13 70%	6 53%	8 100%
None	605 54%	294 37%cfil	294 48%acdfgijl	-	165 37%cfil	165 47%acfgijl	-	239 34%cfil	239 47%acdfgijl	-	205 35%cfil	205 46%acfgijl	-	6 30%	6 47%	-

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Means: Columns Tested (1% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	Q6A6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1113	801	625	479	446	366	164	696	522	407	567	446	265	20	12	9
Weighted Base	1113	802	611	508	445	355	179	698	512	431	579	446	287	19**	12**	8**
Av number of issues	2.203	2.203	2.195	2.203	2.650abc	2.399	3.210abc	2.314	2.242	2.397	2.451abc	2.322	2.739abc	2.143	1.827	2.292
Standard Deviation	1.127	1.127	1.105	1.127	1.187	1.170	1.014	1.123	1.103	1.108	1.148	1.131	1.108	1.197	0.815	1.457
Error Variance	0.003	0.003	0.004	0.003	0.005	0.007	0.006	0.003	0.005	0.003	0.004	0.006	0.005	0.102	0.111	0.236

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All who have a mobile phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	947	474	473	139	146	167	132	150	126	87	182	262	203	300
Weighted Base	971	478	493	149	171	195	141	166	87	60*	202	299	206	263
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	179 18%	100 21%	79 16%	36 24%ghi	29 17%	46 23%ghi	30 21%i	22 13%	12 13%	5 8%	29 15%	55 18%	48 23%j	47 18%
Receiving a sales/ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	327 34%	159 33%	168 34%	37 25%	60 35%hi	86 44%cghi	63 45%cgghi	54 32%i	19 21%	9 14%	66 33%	112 37%	69 33%	80 30%
Receiving a "live sales/ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	315 33%	155 33%	160 32%	49 33%i	54 31%i	88 45%cdghi	52 37%hi	46 28%i	19 22%	7 11%	70 35%	99 33%	73 35%	73 28%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	287 30%	136 29%	150 31%	39 26%i	42 25%i	82 42%cdghi	56 40%cdghi	44 26%i	17 19%	8 13%	70 34%m	104 35%lm	52 25%	61 23%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All who have a mobile phone

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	947	474	473	139	146	167	132	150	126	87	182	262	203	300
Weighted Base	971	478	493	149	171	195	141	166	87	60*	202	299	206	263
Some other type of call that you didn't want or ask for - for example a market research call	11	7	3	2	6	-	-	2	1	1	2	2	3	3
	1%	2%	1%	1%	3% ^e	-	-	1%	1%	1%	1%	1%	2%	1%
SUMMARY CODES														
1 TYPE EXPERIENCED	182	87	96	23	34	37	25	34	22	8	30	67	42	43
	19%	18%	19%	16%	20%	19%	18%	20%	25% ^{ai}	13%	15%	22%	20%	16%
2 TYPES EXPERIENCED	137	67	70	29	24	27	20	23	9	4	41	41	21	35
	14%	14%	14%	19% ^{ai}	14%	14%	14%	14%	11%	7%	20% ^{ai}	14%	10%	13%
3 TYPES EXPERIENCED	96	48	48	14	9	27	23	14	6	3	23	33	23	17
	10%	10%	10%	9%	5%	14% ^{cd}	16% ^{cdghi}	8%	7%	5%	11%	11%	11%	6%
4 TYPES EXPERIENCED	92	47	45	10	19	33	17	12	2	1	13	31	23	25
	10%	10%	9%	7%	11% ^{hi}	17% ^{coghi}	12% ^{hi}	7%	2%	1%	6%	10%	11%	10%
ANY UNSOLICITED CALLS (MOBILE)	508	249	258	76	87	123	85	82	39	16	108	172	109	120
	52%	52%	52%	51% ^{ai}	51% ^{ai}	63% ^{cdghi}	60% ^{hi}	49% ^{ai}	45% ^{ai}	26%	53%	57% ^{am}	53%	45%
None	463	228	234	73	85	72	56	84	48	45	95	127	97	144
	48%	48%	48%	49% ^{ce}	49% ^{ce}	37%	40%	51% ^{ce}	55% ^{cef}	74% ^{cdelfgh}	47%	43%	47%	55% ^{ck}
Av number of issues	2.203	2.238	2.169	2.140 ^h	2.186 ^h	2.445 ^{gh}	2.377 ^h	2.037	1.735	1.807	2.195	2.172	2.254	2.209
Standard Deviation	1.127	1.140	1.116	1.000	1.225	1.177	1.113	1.074	0.986	0.938	1.002	1.148	1.181	1.165
Error Variance	0.003	0.006	0.005	0.015	0.020	0.013	0.016	0.015	0.017	0.038	0.010	0.009	0.014	0.010

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All who have a mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	947	552	233	162	475	472	284	663	753	194	802	71	39	35
Weighted Base	971	582	253	136	533	438	327	644	773	198	822	78*	46*	25*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	179 18%	101 17%	58 23%	21 15%	101 19%	79 18%	71 22%	109 17%	143 19%	36 18%	147 18%	21 27%	7 16%	4 16%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	327 34%	200 34%	85 34%	42 31%	205 39%e	121 28%	128 39%g	198 31%	262 34%	65 33%	273 33%	26 34%	19 42%	8 33%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	315 33%	200 34%c	82 33%	33 24%	194 36%e	121 28%	135 41%g	181 28%	250 32%	66 33%	263 32%	27 35%	16 35%	10 39%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	287 30%	183 32%c	80 32%c	23 17%	179 34%e	108 25%	115 35%g	171 27%	236 31%	50 25%	241 29%	26 33%	13 28%	7 29%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All who have a mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married Living as married (a)	Single (b)	Widow/D ivorced Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	947	552	233	162	475	472	284	663	753	194	802	71	39	35
Weighted Base	971	582	253	136	533	438	327	644	773	198	822	78*	46*	25*
Some other type of call that you didn't want or ask for - for example a market research call	11	5	5	-	5	5	3	7	9	2	9	-	2	-
	1%	1%	2%	-	1%	1%	1%	1%	1%	1%	1%	-	4%	-
SUMMARY CODES														
1 TYPE EXPERIENCED	182	114	41	27	104	79	59	123	145	37	151	16	8	7
	19%	20%	16%	20%	19%	18%	18%	19%	19%	19%	18%	20%	18%	28%
2 TYPES EXPERIENCED	137	83	39	16	80	57	55	82	111	25	114	9	10	4
	14%	14%	15%	11%	15%	13%	17%	13%	14%	13%	14%	12%	22%	14%
3 TYPES EXPERIENCED	96	61	22	13	68	28	33	62	76	20	82	7	4	2
	10%	10%	9%	9%	13%e	6%	10%	10%	10%	10%	10%	9%	9%	9%
4 TYPES EXPERIENCED	92	56	31	5	54	38	45	47	75	18	77	11	3	2
	10%	10%c	12%c	4%	10%	9%	14%g	7%	10%	9%	9%	14%	6%	8%
ANY UNSOLICITED CALLS (MOBILE)	508	314	133	61	305	203	193	315	408	100	424	43	26	15
	52%	54%c	52%	45%	57%e	46%	59%g	49%	53%	51%	52%	55%	58%	59%
None	463	267	120	75	228	235	134	329	365	98	399	35	19	10
	48%	46%	48%	55%a	43%	54%d	41%	51%f	47%	49%	48%	45%	42%	41%
Av number of issues	2.203	2.194	2.345c	1.944	2.242	2.145	2.345g	2.116	2.206	2.190	2.202	2.312	2.173	1.961
Standard Deviation	1.127	1.120	1.178	1.012	1.113	1.148	1.154	1.103	1.131	1.119	1.118	1.221	1.165	1.124
Error Variance	0.003	0.004	0.012	0.015	0.005	0.006	0.008	0.004	0.003	0.013	0.003	0.041	0.059	0.063

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All who have a mobile phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	947	39	112	73	74	89	82	102	147	84	39	71	35
Weighted Base	971	38*	111	83*	74*	93*	87*	98*	156	81*	46*	78*	25*
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	179 18%	13 35%bdfgi	13 12%	16 20%	13 17%	25 27%bgi	15 18%	9 9%	31 20%g	11 14%	7 16%	21 27%bg	4 16%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	327 34%	15 41%g	28 25%	29 35%	21 29%	39 42%bg	30 34%	22 22%	61 39%bg	28 34%	19 42%g	26 34%	8 33%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	315 33%	16 42%bdg	28 25%	31 37%	17 22%	36 39%bdg	33 38%d	24 24%	49 32%	29 36%	16 35%	27 35%	10 39%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	287 30%	18 48%bdfg	24 22%	25 29%	19 26%	32 35%	23 26%	23 23%	53 34%b	23 29%	13 28%	26 33%	7 29%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All who have a mobile phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	947	39	112	73	74	89	82	102	147	84	39	71	35
Weighted Base	971	38*	111	83*	74*	93*	87*	98*	156	81*	46*	78*	25*
Some other type of call that you didn't want or ask for - for example a market research call	11												
	1%	2 5%bg	-	-	2 3%	2 2%	-	-	2 1%	2 2%	2 4%	-	-
SUMMARY CODES													
1 TYPE EXPERIENCED	182 19%	6 17%	15 14%	24 29%bde	9 12%	12 13%	13 15%	19 19%	33 21%	21 25%de	8 18%	16 20%	7 28%d
2 TYPES EXPERIENCED	137 14%	9 24%f	14 13%	14 17%	9 13%	13 13%	7 8%	14 14%	21 13%	13 16%	10 22%f	9 12%	4 14%
3 TYPES EXPERIENCED	96 10%	4 11%	6 6%	12 15%	8 10%	10 10%	13 15%b	7 7%	13 8%	8 10%	4 9%	7 9%	2 9%
4 TYPES EXPERIENCED	92 10%	7 18%bcg	7 7%	3 3%	5 7%	17 18%bcgi	9 10%g	2 3%	21 13%cg	5 6%	3 6%	11 14%cg	2 8%
ANY UNSOLICITED CALLS (MOBILE)	508 52%	27 70%bdfg	44 39%	53 64%bdg	31 42%	51 55%b	42 48%	42 43%	87 56%b	47 58%b	26 58%	43 55%b	15 59%b
None	463 48%	11 30%	68 61%acehikl	30 36%	43 58%ac	42 45%	45 52%a	56 57%ac	69 44%	34 42%	19 42%	35 45%	10 41%
Av number of issues	2.203	2.436	2.135	1.896	2.351	2.623cgi	2.417cg	1.839	2.248	1.974	2.173	2.312	1.961
Standard Deviation	1.127	1.134	1.090	0.951	1.161	1.181	1.153	0.913	1.194	1.033	1.165	1.221	1.124
Error Variance	0.003	0.046	0.028	0.020	0.048	0.030	0.032	0.021	0.018	0.023	0.059	0.041	0.063

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All who have a mobile phone

	Total	Q.1/2/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	947	947	289	644	726	726	221	-	393	112	440
Weighted Base	971	971	262	693	739	739	232	..	409	118*	442
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	179 18%	179 18%	39 15%	138 20%	132 18%	132 18%	47 20%	- -	96 24%	21 17%	67 15%
Receiving a sales/marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	327 34%	327 34% ^b	67 26%	256 37% ^b	242 33% ^b	242 33% ^b	84 36% ^b	- -	157 39%	44 37%	129 29%
Receiving a "live sales/marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	315 33%	315 33% ^b	59 22%	254 37% ^b	239 32% ^b	239 32% ^b	77 33% ^b	- -	156 38%	39 33%	124 28%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	287 30%	287 30% ^b	59 22%	223 32% ^b	214 29%	214 29%	73 31% ^b	- -	132 32%	37 31%	122 28%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All who have a mobile phone

Total	Q.12/3 PHONES OWN							PAY TV SERVICE		
	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	947	289	644	726	726	221	-	393	112	440
Weighted Base	971	262	693	739	739	232	..	409	118*	442
Some other type of call that you didn't want or ask for - for example a market research call	11	3	8	9	9	1	-	5	1	4
	1%	1%	1%	1%	1%	*	-	1%	1%	1%
SUMMARY CODES										
1 TYPE EXPERIENCED	182	41	140	137	137	45	-	69	24	82
	19%	15%	20%	19%	19%	19%	-	17%	20%	18%
2 TYPES EXPERIENCED	137	31	106	104	104	33	-	59	23	61
	14%	12%	15%	14%	14%	14%	-	14%	20%	14%
3 TYPES EXPERIENCED	96	18	76	71	71	25	-	48	15	30
	10%	7%	11%	10%	10%	11%	-	12%	13%	7%
4 TYPES EXPERIENCED	92	17	74	68	68	25	-	53	7	38
	10%	7%	11%	9%	9%	11%	-	13%	6%	9%
ANY UNSOLICITED CALLS (MOBILE)	508	107	396	381	381	127	-	230	68	210
	52%	41%	57%bde	52%b	52%b	55%b	-	56%	58%	48%
None	463	155	297	358	358	105	-	179	49	232
	48%	59%acdef	43%	48%c	48%c	45%	-	44%	42%	52%
Av number of issues	2.203	2.124	2.218	2.194	2.194	2.229	-	2.380	2.063	2.123
Standard Deviation	1.127	1.113	1.129	1.127	1.127	1.131	-	1.159	0.982	1.127
Error Variance	0.003	0.011	0.004	0.004	0.004	0.011	-	0.006	0.016	0.006

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All who have a mobile phone

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	947	416	366	362	51	554	378	903	805	806	437	578	830	553
Weighted Base	971	434	362	357	54*	579	378	924	850	851	479	629	875	600
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	179 18%	104 24%bct	46 13%	44 12%	11 21%	126 22%bct	51 14%	172 19%	168 20%	169 20%	96 20%	124 20%	172 20%	109 18%
Receiving a sales\ marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	327 34%	167 39%bct	100 28%	97 27%	18 33%	217 38%bct	105 28%	316 34%	305 36%	309 36%	179 37%	237 38%	314 36%	220 37%
Receiving a "live sales\ marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	315 33%	164 38%bct	96 27%	93 26%	20 38%	214 37%bct	101 27%	304 33%	292 34%	297 35%	160 33%	225 36%	300 34%	210 35%
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	287 30%	138 32%	100 28%	98 27%	14 26%	181 31%	103 27%	275 30%	266 31%	266 31%	153 32%	191 30%	270 31%	183 31%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All who have a mobile phone

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	947	416	366	362	51	554	378	903	805	806	437	578	830	553
Weighted Base	971	434	362	357	54*	579	378	924	850	851	479	629	875	600
Some other type of call that you didn't want or ask for - for example a market research call	11 1%	7 2%	2 1%	2 1%	1 2%	7 1%	4 1%	11 1%	10 1%	11 1%	5 1%	7 1%	11 1%	7 1%
SUMMARY CODES														
1 TYPE EXPERIENCED	182 19%	77 18%	64 18%	64 18%	10 19%	103 18%	71 19%	173 19%	164 19%	161 19%	93 19%	126 20%	167 19%	116 19%
2 TYPES EXPERIENCED	137 14%	60 14%	53 15%	52 14%	6 12%	88 15%	52 14%	132 14%	128 15%	130 15%	69 14%	92 15%	130 15%	94 16%
3 TYPES EXPERIENCED	96 10%	50 12%	22 6%	22 6%	5 9%	68 12%bc	25 6%	91 10%	89 10%	92 11%	53 11%	68 11%	91 10%	63 10%
4 TYPES EXPERIENCED	92 10%	57 13%c	27 7%	25 7%	7 12%	64 11%	29 8%	91 10%	87 10%	87 10%	51 11%	67 11%	90 10%	59 10%
ANY UNSOLICITED CALLS (MOBILE)	508 52%	245 56%bcf	166 46%	163 46%	28 52%	324 56%bcf	176 47%	487 53%	468 55%	471 55%	265 55%	353 56%	479 55%	331 55%
None	463 48%	190 44%	196 54%ae	195 54%ae	26 48%	254 44%	202 53%ae	437 47%	382 45%	380 45%	214 45%	277 44%	396 45%	269 45%
Av number of issues	2.203	2.368	2.079	2.055	2.287	2.299	2.073	2.214	2.221	2.233	2.239	2.221	2.229	2.206
Standard Deviation	1.127	1.170	1.097	1.085	1.188	1.129	1.110	1.131	1.128	1.123	1.134	1.137	1.132	1.117
Error Variance	0.003	0.006	0.007	0.007	0.050	0.004	0.007	0.003	0.003	0.003	0.005	0.004	0.003	0.004

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Means: Columns Tested (1% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All who have a mobile phone

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	947	709	533	479	391	311	164	623	449	407	509	388	265	18	10	9
Weighted Base	971	725	534	508	401	311	179	639	452	431	531	397	287	17**	10**	8**
Receiving a silent call - this means the person answering the call hears silence, if a recorded message was heard, please do not count this as a silent call.	179 18%	179 25%	110 21%	179 35%abghjk	179 45%abcdeghjk	89 29%	179 100%abcdeghijkl	162 25%	96 21%	157 36%abghjk	139 26%	85 21%	122 42%abeghjk	3 17%	- -	3 37%
Receiving a sales/marketing text message to which you have not opted in to receive (e.g. inviting you to make a claim for accident insurance or payment protection insurance)	327 34%	327 45%	206 39%	327 64%abdegghjk	193 48%b	126 41%	132 74%abdegghjk	327 51%behk	182 40%	327 76%abcdeghjk	248 47%	166 42%	192 67%abdegghjk	7 39%	5 45%	2 29%
Receiving a "live sales/marketing call" - this is where there is a real person at the end of the line who tries to sell you something. For example, how to save money on your energy bill, or invites you to make a compensation claim, such as for an accident or payment protection insurance mis-selling.	315 33%	315 44%	198 37%	315 62%abdegghjk	192 48%b	127 41%	138 77%abcdeghijkl	315 49%bk	186 41%	315 73%abcdeghijkl	238 45%	153 38%	181 63%abdegghjk	5 26%	1 13%	3 42%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Means: Columns Tested (1% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All who have a mobile phone

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici- ted calls (landlin e or mobile) (a)	Any unsolici- ted calls (landlin e) (b)	Any unsolici- ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	947	709	533	479	391	311	164	623	449	407	509	388	265	18	10	9
Weighted Base	971	725	534	508	401	311	179	639	452	431	531	397	287	17**	10**	8**
Receiving a call with a 'recorded message'. That is when you answer your mobile phone you hear a recorded message rather than someone on the end of the line.	287 30%	287 40%	175 33%	287 56%abdeg hk	170 42%bh	109 35%	122 68%abdeg hijk	251 39%	145 32%	229 53%abdeg hk	287 54%abdeg hk	153 39%	287 100%abcde fghijk	7 39%	5 48%	2 22%
Some other type of call that you didn't want or ask for - for example a market research call	11 1%	11 1%	6 1%	11 2%	8 2%	3 1%	5 3%	9 1%	4 1%	6 1%	6 1%	3 1%	4 1%	8 45%	1 7%	8 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	182 19%	182 25%df	110 21%f	182 36%abdef ghijkl	65 16%	57 18%f	15 9%	141 22%f	89 20%f	114 26%df	102 19%f	75 19%f	50 18%	4 26%	2 24%	3 36%
2 TYPES EXPERIENCED	137 14%	137 19%	92 17%	137 27%abdef hjk	63 16%	49 16%	28 16%	130 20%	81 18%	129 30%abdef ghjk	96 18%	64 16%	69 24%	5 31%	3 25%	3 35%
3 TYPES EXPERIENCED	96 10%	96 13%	59 11%	96 19%beh	58 15%	35 11%	43 24%abehk	96 15%	51 11%	96 22%abdeg hk	85 16%	52 13%	76 27%abdeg hk	1 8%	1 13%	- -
4 TYPES EXPERIENCED	92 10%	92 13%	56 10%	92 18%bh	92 23%abghk	49 16%	92 52%abcde ghijkl	92 14%	52 11%	92 21%abghk	91 17%b	50 13%	91 32%abcdeg ijk	2 9%	-	2 20%
ANY UNSOLICITED CALLS (MOBILE)	508 52%	508 70%behk	317 59%	508 100%abdeg hjk	280 70%bh	190 61%	179 100%abdeg hjk	460 72%behk	273 60%	431 100%abdeg hjk	374 71%behk	241 61%	287 100%abdeg hjk	13 77%	6 62%	8 100%
None	463 48%	217 30%cfil	217 41%acdfgij jl	- -	121 30%cfil	121 39%acfgij l	- -	179 28%cfil	179 40%acdfgij jl	- -	156 29%cfil	156 39%acfgij l	- -	4 23%	4 38%	- -

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Means: Columns Tested (1% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All who have a mobile phone

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e or mobile) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	947	709	533	479	391	311	164	623	449	407	509	388	265	18	10	9
Weighted Base	971	725	534	508	401	311	179	639	452	431	531	397	287	17**	10**	8**
Av number of issues	2.203	2.203	2.195	2.203	2.650abc	2.399	3.210abc	2.314	2.242	2.397	2.451abc	2.322	2.739abc	2.143	1.827	2.292
Standard Deviation	1.127	1.127	1.105	1.127	ghik	1.187	1.170	deghijkl	1.123	1.103	1.108	1.131	eghijk	1.197	0.815	1.457
Error Variance	0.003	0.003	0.004	0.003	0.005	0.007	0.006	0.003	0.005	0.003	0.004	0.006	0.005	0.102	0.111	0.236

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All that have received recorded messages on their mobile

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	265	124	141	34	35	70	51	41	23	11	62	89	48	66
Weighted Base	287	136	150	39*	42*	82*	56*	44*	17**	8**	70*	104*	52*	61*
Listen to the full message before hanging up	8 3%	2 2%	6 4%	1 2%	1 3%	2 2%	2 4%	1 2%	1 5%	- -	2 3%	3 3%	- -	3 4%
Listen to some of the message before hanging up	46 16%	27 20%	19 13%	8 20%	4 10%	16 20%	6 11%	4 10%	5 27%	3 40%	12 18%	19 18%	7 13%	9 14%
Hang up immediately, as soon as I realise it is a recorded message	232 81%	107 78%	125 83%	30 78%	36 87%	64 78%	47 84%	38 88%	12 68%	5 60%	55 79%	82 79%	45 87%	50 81%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	55 19%	29 22%	25 17%	9 22%	6 13%	18 22%	9 16%	5 12%	5 32%	3 40%	15 21%	22 21%	7 13%	11 19%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All that have received recorded messages on their mobile

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	265	168	72	25	156	109	98	167	218	47	221	22	12	10
Weighted Base	287	183	80*	23**	179	108*	115*	171	236	50*	241	26**	13**	7**
Listen to the full message before hanging up	8 3%	6 4%	2 2%	- -	7 4%	2 2%	2 2%	6 4%	5 2%	3 6%	8 3%	1 3%	- -	- -
Listen to some of the message before hanging up	46 16%	31 17%	14 18%	1 6%	24 14%	22 20%	19 17%	27 16%	36 15%	10 20%	41 17%	3 13%	2 14%	- -
Hang up immediately, as soon as I realise it is a recorded message	232 81%	146 80%	64 80%	21 94%	148 83%	84 78%	94 81%	138 81%	195 82%	37 74%	192 80%	22 84%	11 86%	7 100%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	55 19%	37 20%	16 20%	1 6%	31 17%	24 22%	22 19%	33 19%	42 18%	13 26%	49 20%	4 16%	2 14%	- -

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All that have received recorded messages on their mobile

	Total	GOVERNMENT REGIONS												
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	
	Unweighted Base	265	17	23	22	17	28	22	21	49	22	12	22	10
	Weighted Base	287	18**	24**	25**	19**	32**	23**	23**	53*	23**	13**	26**	7**
	Listen to the full message before hanging up	8 3%	- -	1 4%	- -	2 8%	1 3%	1 4%	1 3%	1 3%	1 4%	- -	1 3%	- -
	Listen to some of the message before hanging up	46 16%	3 18%	3 14%	4 16%	6 29%	1 4%	4 19%	7 29%	7 14%	5 22%	2 14%	3 13%	- -
	Hang up immediately, as soon as I realise it is a recorded message	232 81%	15 82%	20 81%	21 84%	12 63%	30 93%	18 78%	16 68%	44 83%	17 74%	11 86%	22 84%	7 100%
	SUMMARY CODE													
	LISTEN TO ANY OF MESSAGE	55 19%	3 18%	5 19%	4 16%	7 37%	2 7%	5 22%	7 32%	9 17%	6 26%	2 14%	4 16%	- -

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All that have received recorded messages on their mobile

Total	Q.12/3 PHONES OWN							PAY TV SERVICE		
	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	265	60	202	199	199	66	-	120	34	113
Weighted Base	287	59*	223	214	214	73*	..**	132	37*	122
Listen to the full message before hanging up	8 3%	2 4%	6 3%	6 3%	6 3%	3 4%	-	3 3%	-	4 3%
Listen to some of the message before hanging up	46 16%	11 19%	35 16%	33 15%	33 15%	13 18%	-	26 20%	8 22%	17 14%
Hang up immediately, as soon as I realise it is a recorded message	232 81%	45 77%	182 82%	175 82%	175 82%	57 78%	-	103 78%	29 78%	101 83%
SUMMARY CODE										
LISTEN TO ANY OF MESSAGE	55 19%	14 23%	41 18%	39 18%	39 18%	16 22%	-	29 22%	8 22%	21 17%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All that have received recorded messages on their mobile

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	265	125	93	91	14	166	95	254	241	241	139	173	246	166
Weighted Base	287	138	100*	98*	14**	181	103*	275	266	266	153	191	270	183
Listen to the full message before hanging up	8 3%	3 2%	3 3%	3 3%	1 6%	4 2%	3 3%	7 3%	8 3%	8 3%	6 4%	6 3%	8 3%	7 4%
Listen to some of the message before hanging up	46 16%	26 19%	16 16%	16 16%	1 9%	34 19%	16 16%	45 16%	44 16%	45 17%	24 15%	29 15%	44 16%	31 17%
Hang up immediately, as soon as I realise it is a recorded message	232 81%	108 79%	81 81%	79 80%	12 85%	142 79%	84 81%	223 81%	214 80%	213 80%	124 81%	156 82%	218 81%	146 80%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	55 19%	29 21%	19 19%	19 20%	2 15%	38 21%	19 19%	52 19%	52 20%	53 20%	29 19%	35 18%	52 19%	37 20%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All that have received recorded messages on their mobile

Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	265	166	265	159	105	111	230	136	208	265	144	265	6	4	2
Weighted Base	287	175	287	170	109*	122	251	145	229	287	153	287	7**	5**	2**
Listen to the full message before hanging up	8 3%	4 2%	8 3%	3 2%	1 1%	2 2%	7 3%	3 2%	5 2%	8 3%	4 3%	8 3%	- -	- -	- -
Listen to some of the message before hanging up	46 16%	25 14%	46 16%	25 15%	13 12%	18 14%	40 16%	19 13%	39 17%	46 16%	22 14%	46 16%	- -	- -	- -
Hang up immediately, as soon as I realise it is a recorded message	232 81%	146 84%	232 81%	141 83%	95 87%	102 84%	204 81%	123 85%	185 81%	232 81%	127 83%	232 81%	7 100%	5 100%	2 100%
SUMMARY CODE															
LISTEN TO ANY OF MESSAGE	55 19%	29 16%	55 19%	29 17%	14 13%	20 16%	47 19%	22 15%	44 19%	55 19%	26 17%	55 19%	- -	- -	- -

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	54	29	25	8	5	15	9	5	7	5	14	19	7	14
Weighted Base	55*	29**	25**	9**	6**	18**	9**	5**	5**	3**	15**	22**	7**	11**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	32 58%	21 70%	11 45%	2 18%	5 89%	12 65%	6 73%	3 63%	2 40%	2 59%	11 74%	11 50%	4 68%	5 47%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	8 15%	2 6%	6 25%	1 10%	- -	3 17%	2 20%	1 25%	1 14%	* 15%	- -	5 23%	1 14%	2 18%
Telling you about a competition	3 5%	2 7%	1 3%	- -	- -	1 8%	1 10%	1 14%	- -	- -	1 9%	- -	- -	2 14%
Reminding you of an appointment- e.g. dentist or doctor's appointment	13 25%	7 23%	7 26%	3 32%	1 17%	5 29%	1 10%	- -	2 44%	1 41%	1 9%	7 30%	1 15%	4 38%
Other type	4 6%	2 5%	2 8%	- -	- -	- -	2 18%	2 37%	- -	- -	2 10%	1 4%	- -	1 9%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	45 82%	26 88%	19 75%	5 60%	5 89%	18 100%	6 73%	3 63%	5 85%	2 78%	12 84%	19 87%	4 68%	9 78%
ANY EXC. APPOINTMENT REMINDERS	37 67%	21 70%	16 63%	2 28%	5 89%	14 81%	6 73%	3 63%	3 55%	2 59%	11 74%	15 68%	4 68%	6 54%
Can't Remember	6 12%	2 7%	4 17%	3 40%	1 11%	- -	1 9%	- -	1 15%	1 22%	1 6%	2 9%	2 32%	1 13%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	54	36	16	2	29	25	18	36	41	13	48	4	2	-
Weighted Base	55*	37*	16**	1**	31**	24**	22**	33*	42*	13**	49*	4**	2**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	32 58%	25 68%	5 33%	1 100%	19 62%	13 53%	14 65%	18 54%	29 70%	3 21%	27 56%	3 84%	1 55%	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	8 15%	6 16%	2 10%	* 31%	4 12%	4 18%	3 12%	5 16%	5 11%	4 27%	6 12%	2 52%	- -	- -
Telling you about a competition	3 5%	3 8%	- -	- -	1 4%	2 7%	1 6%	2 5%	2 5%	1 6%	2 4%	1 21%	- -	- -
Reminding you of an appointment- e.g. dentist or doctor's appointment	13 25%	9 23%	5 29%	- -	7 22%	7 28%	7 32%	7 20%	8 18%	6 45%	12 24%	1 21%	1 45%	- -
Other type	4 6%	3 7%	1 6%	- -	3 8%	1 4%	- -	4 11%	2 5%	2 12%	4 7%	- -	- -	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	45 82%	32 87%	11 68%	1 100%	26 85%	19 78%	20 93%	25 75%	35 85%	10 72%	40 81%	3 84%	2 100%	- -
ANY EXC. APPOINTMENT REMINDERS	37 67%	28 76%	7 44%	1 100%	22 72%	14 60%	17 78%	20 60%	30 73%	6 48%	32 66%	3 84%	1 55%	- -
Can't Remember	6 12%	2 6%	4 26%	- -	2 7%	4 18%	1 7%	5 15%	4 10%	2 16%	6 12%	1 16%	- -	- -

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	54	3	5	3	6	2	6	7	10	6	2	4	-
Weighted Base	55*	3**	5**	4**	7**	2**	5**	7**	9**	6**	2**	4**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	32 58%	1 31%	2 54%	1 31%	3 41%	1 57%	2 46%	5 62%	8 89%	4 60%	1 55%	3 84%	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	8 15%	- -	1 33%	- -	3 37%	- -	1 17%	- -	1 10%	- -	- -	2 52%	- -
Telling you about a competition	3 5%	- -	- -	- -	2 29%	- -	- -	- -	- -	- -	- -	1 21%	- -
Reminding you of an appointment- e.g. dentist or doctor's appointment	13 25%	- -	1 23%	2 44%	3 37%	- -	2 37%	3 40%	1 8%	1 14%	1 45%	1 21%	- -
Other type	4 6%	- -	- -	1 25%	2 22%	1 43%	- -	- -	- -	- -	- -	- -	- -
SUMMARY CODES													
ANY INC. APPOINTMENT REMINDERS	45 82%	1 31%	5 100%	3 75%	6 78%	1 57%	5 100%	7 89%	8 89%	5 74%	2 100%	3 84%	- -
ANY EXC. APPOINTMENT REMINDERS	37 67%	1 31%	3 77%	1 31%	6 78%	1 57%	3 63%	5 62%	8 89%	4 60%	1 55%	3 84%	- -
Can't Remember	6 12%	2 69%	- -	- -	- -	- -	- -	1 11%	1 11%	2 26%	- -	1 16%	- -

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

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

	Total	Q.1/2/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	54	54	14	40	38	38	16	-	27	9	21
Weighted Base	55*	55*	14**	41*	39*	39*	16**	..	29*	8*	21*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	32 58%	32 58%	7 51%	25 61%	25 64%	25 64%	7 45%	-	19 64%	7 90%	12 58%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	8 15%	8 15%	3 24%	5 12%	7 19%	7 19%	1 5%	-	7 23%	2 21%	2 10%
Telling you about a competition	3 5%	3 5%	1 5%	2 5%	3 8%	3 8%	-	-	2 7%	-	2 10%
Reminding you of an appointment- e.g. dentist or doctor's appointment	13 25%	13 25%	5 40%	8 19%	9 23%	9 23%	5 29%	-	6 22%	1 8%	5 22%
Other type	4 6%	4 6%	2 11%	2 5%	3 6%	3 6%	1 6%	-	-	-	3 12%
SUMMARY CODES											
ANY INC. APPOINTMENT REMINDERS	45 82%	45 82%	11 84%	33 81%	34 87%	34 87%	11 69%	-	26 89%	7 90%	16 76%
ANY EXC. APPOINTMENT REMINDERS	37 67%	37 67%	9 65%	28 67%	28 74%	28 74%	8 50%	-	23 80%	7 90%	12 58%
Can't Remember	6 12%	6 12%	1 5%	6 14%	2 6%	2 6%	4 25%	-	3 11%	1 10%	3 12%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

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

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	54	27	19	19	2	37	19	52	50	51	28	33	50	35
Weighted Base	55*	29**	19**	19**	2**	38*	19**	52*	52*	53*	29**	35*	52*	37*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	32 58%	19 64%	11 60%	11 60%	1 42%	26 67%	11 60%	32 61%	30 57%	31 58%	18 62%	20 56%	30 57%	21 56%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	8 15%	7 23%	1 7%	1 7%	1 42%	8 21%	1 7%	8 16%	8 15%	8 14%	6 22%	5 16%	8 15%	6 17%
Telling you about a competition	3 5%	2 7%	1 7%	1 7%	1 42%	3 8%	1 7%	3 6%	3 6%	3 6%	1 3%	1 2%	3 6%	1 2%
Reminding you of an appointment- e.g. dentist or doctor's appointment	13 25%	6 22%	3 14%	3 14%	2 100%	9 24%	3 14%	12 23%	12 24%	13 25%	7 23%	9 25%	12 24%	9 24%
Other type	4 6%	- -	3 13%	3 13%	- -	- -	3 13%	3 5%	4 7%	4 7%	3 9%	3 7%	4 7%	3 7%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	45 82%	26 89%	14 74%	14 74%	2 100%	34 90%	14 74%	43 83%	43 82%	44 83%	25 85%	28 79%	43 82%	30 80%
ANY EXC. APPOINTMENT REMINDERS	37 67%	23 80%	11 60%	11 60%	1 42%	30 80%	11 60%	37 70%	34 66%	35 67%	23 77%	23 67%	34 66%	26 69%
Can't Remember	6 12%	3 11%	3 13%	3 13%	- -	4 10%	3 13%	6 12%	6 11%	6 11%	2 6%	5 14%	6 11%	5 13%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Means: Columns Tested (1% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

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

Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	54	30	54	28	16	18	47	24	43	54	27	54	-	-	-
Weighted Base	55*	29**	55*	29**	14**	20**	47*	22**	44*	55*	26**	55*	-**	-**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	32	18	32	15	10	9	30	16	28	32	16	32	-	-	-
	58%	58%	61%	58%	51%	70%	47%	63%	72%	64%	58%	61%	58%	-	-
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you..	8	7	8	7	4	6	8	5	7	8	7	8	-	-	-
	15%	15%	25%	15%	25%	26%	31%	17%	21%	16%	15%	28%	15%	-	-
Telling you about a competition	3	1	3	-	-	-	3	1	3	3	1	3	-	-	-
	5%	5%	3%	5%	-	-	6%	4%	7%	5%	3%	5%	-	-	-
Reminding you of an appointment- e.g. dentist or doctor's appointment	13	7	13	6	1	6	13	4	13	13	6	13	-	-	-
	25%	25%	25%	22%	6%	32%	28%	20%	29%	25%	24%	25%	-	-	-
Other type	4	3	4	1	1	-	1	-	1	4	3	4	-	-	-
	6%	6%	9%	3%	7%	-	2%	-	2%	6%	10%	6%	-	-	-
SUMMARY CODES															
ANY INC. APPOINTMENT REMINDERS	45	25	45	23	12	17	43	20	39	45	22	45	-	-	-
	82%	86%	82%	80%	83%	83%	90%	93%	89%	82%	85%	82%	-	-	-
ANY EXC. APPOINTMENT REMINDERS	37	21	37	19	11	13	34	17	32	37	20	37	-	-	-
	67%	74%	67%	67%	77%	65%	72%	77%	72%	67%	75%	67%	-	-	-
Can't Remember	6	1	6	5	1	3	4	1	4	6	1	6	-	-	-
	12%	5%	12%	16%	10%	17%	8%	7%	9%	12%	5%	12%	-	-	-

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

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

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1113	553	560	147	154	177	147	176	163	149	200	294	233	386
Weighted Base	1113	541	572	156	180	208	155	196	112	105	220	331	232	330
Silent Calls	445 40%	225 42%	220 38%	49 31%	58 32%	88 42%	67 43% <i>c</i>	83 42%	53 47% <i>cd</i>	47 45% <i>cd</i>	105 48% <i>m</i>	135 41% <i>m</i>	99 43% <i>m</i>	107 32%
Sales/marketing texts	327 29%	159 29%	168 29%	37 24% <i>i</i>	60 33% <i>hi</i>	86 41% <i>coghi</i>	63 41% <i>coghi</i>	54 27% <i>hi</i>	19 17% <i>i</i>	9 8%	66 30%	112 34% <i>m</i>	69 30%	80 24%
Sales/marketing calls	641 58%	309 57%	332 58%	69 44%	91 51%	128 61% <i>c</i>	93 60% <i>c</i>	125 64% <i>cd</i>	68 61% <i>c</i>	66 63% <i>cd</i>	147 67% <i>km</i>	189 57%	141 61% <i>m</i>	164 50%
Recorded message	579 52%	281 52%	298 52%	64 41%	72 40%	126 61% <i>cd</i>	100 64% <i>cdhi</i>	107 55% <i>cd</i>	58 52% <i>d</i>	52 50%	145 66% <i>klm</i>	176 53% <i>m</i>	120 52% <i>m</i>	138 42%
Other type	49 4%	27 5%	23 4%	5 3%	12 7%	9 4%	5 3%	6 3%	5 4%	7 7%	11 5%	19 6% <i>m</i>	11 5%	8 2%
SUMMARY CODES														
1 TYPE EXPERIENCED	176 16%	86 16%	90 16%	26 16%	33 18%	27 13%	21 13%	28 14%	21 18%	22 21%	25 11%	55 17%	40 17%	56 17%
2 TYPES EXPERIENCED	195 17%	89 17%	105 18%	29 19%	23 13%	42 20% <i>f</i>	16 10%	39 20% <i>f</i>	21 19% <i>f</i>	24 23% <i>df</i>	47 21%	51 16%	44 19%	53 16%
3 TYPES EXPERIENCED	254 23%	130 24%	124 22%	23 15%	29 16%	48 23%	42 27% <i>cd</i>	51 26% <i>cd</i>	34 30% <i>cd</i>	27 26% <i>cd</i>	69 31% <i>km</i>	74 22%	55 24% <i>m</i>	55 17%
4 TYPES EXPERIENCED	159 14%	77 14%	82 14%	18 12% <i>i</i>	23 13% <i>i</i>	44 21% <i>chi</i>	34 22% <i>cdhi</i>	27 14% <i>i</i>	9 8%	4 4%	33 15%	56 17%	32 14%	38 12%
5 TYPES EXPERIENCED	15 1%	8 1%	7 1%	- -	8 4% <i>cfh</i>	2 1%	- -	2 1%	2 -	2 2%	2 1%	5 2%	5 2%	3 1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	798 72%	390 72%	409 71%	96 61%	116 64%	162 78% <i>cd</i>	113 73%	147 75% <i>cd</i>	84 75% <i>cd</i>	80 76% <i>cd</i>	176 80% <i>m</i>	242 73% <i>m</i>	175 76% <i>m</i>	206 62%
None	311 28%	149 28%	162 28%	60 39% <i>efghi</i>	64 36% <i>eghi</i>	46 22%	40 26%	49 25%	27 24%	24 23%	43 19%	88 26%	57 24%	124 38% <i>ijkl</i>
Mean number of mentions	2.568	2.584	2.552	2.352	2.573	2.708 <i>chi</i>	2.862 <i>chi</i>	2.575 <i>i</i>	2.393	2.285	2.692 <i>m</i>	2.626	2.533	2.421
Standard Deviation	1.118	1.123	1.115	1.076	1.274	1.081	1.164	1.045	1.015	1.059	1.028	1.163	1.113	1.134
Error Variance	0.002	0.003	0.003	0.013	0.016	0.009	0.013	0.008	0.008	0.010	0.006	0.006	0.007	0.005

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1113	622	265	226	503	610	307	806	888	225	935	92	50	36
Weighted Base	1113	641	283	189	565	548	352	761	889	224	937	95*	56*	25*
Silent Calls	445	283	91	71	228	217	150	295	353	92	372	47	18	7
	40%	44%b	32%	37%	40%	40%	43%	39%	40%	41%	40%	50%	33%	30%
Sales/marketing texts	327	200	85	42	205	121	128	198	262	65	273	26	19	8
	29%	31%c	30%	22%	36%e	22%	36%g	26%	29%	29%	29%	28%	35%	33%
Sales/marketing calls	641	401	130	110	332	309	214	427	510	131	534	62	30	15
	58%	63%b	46%	58%b	59%	56%	61%	56%	57%	58%	57%	65%	55%	59%
Recorded message	579	367	126	86	325	254	193	386	456	123	482	56	32	10
	52%	57%bc	45%	45%	58%e	46%	55%	51%	51%	55%	51%	59%	57%	39%
Other type	49	36	7	6	28	22	18	32	33	17	45	1	3	-
	4%	6%b	2%	3%	5%	4%	5%	4%	4%	7%h	5%	1%	6%	-
SUMMARY CODES														
1 TYPE EXPERIENCED	176	91	44	41	84	92	50	126	143	33	141	19	9	7
	16%	14%	16%	22%a	15%	17%	14%	17%	16%	15%	15%	20%	16%	28%j
2 TYPES EXPERIENCED	195	119	37	38	102	93	60	134	155	40	165	13	10	6
	17%	19%	13%	20%b	18%	17%	17%	18%	17%	18%	18%	14%	18%	25%
3 TYPES EXPERIENCED	254	160	44	49	138	116	75	179	200	54	206	29	16	3
	23%	25%b	16%	26%b	24%	21%	21%	23%	22%	24%	22%	30%	28%	13%
4 TYPES EXPERIENCED	159	104	45	10	93	67	67	92	126	34	139	15	3	3
	14%	16%c	16%c	5%	16%	12%	19%g	12%	14%	15%	15%	16%	5%	11%
5 TYPES EXPERIENCED	15	11	2	2	10	5	6	9	10	5	12	-	3	-
	1%	2%	1%	1%	2%	1%	2%	1%	1%	2%	1%	-	5%	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	798	486	172	140	426	372	259	540	633	166	663	76	40	19
	72%	76%b	61%	74%b	75%e	68%	74%	71%	71%	74%	71%	80%	72%	77%
None	311	152	111	48	138	173	90	220	253	58	271	19	15	6
	28%	24%	39%ac	25%	24%	32%cd	26%	29%	28%	26%	29%	20%	27%	23%
Mean number of mentions	2.568	2.661c	2.561c	2.252	2.642	2.483	2.721g	2.494	2.556	2.614	2.587	2.523	2.564	2.092
Standard Deviation	1.118	1.111	1.170	1.024	1.113	1.120	1.167	1.087	1.122	1.107	1.119	1.075	1.196	1.082
Error Variance	0.002	0.003	0.009	0.006	0.003	0.003	0.006	0.002	0.002	0.007	0.002	0.015	0.038	0.042

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1113	51	128	90	83	99	99	128	163	94	50	92	36
Weighted Base	1113	47*	123	97*	83*	101*	103*	122	172	90*	56*	95*	25*
Silent Calls	445 40%	28 58%bcfgjl	47 38%g	34 35%g	39 47%fg	48 48%fg	32 31%g	22 18%	84 49%fgl	38 42%g	18 33%	47 50%fg	7 30%
Sales/marketing texts	327 29%	15 33%g	28 23%	29 30%	21 25%	39 39%bg	30 29%	22 18%	61 35%bg	28 31%g	19 35%g	26 28%	8 33%
Sales/marketing calls	641 58%	32 68%g	65 53%	50 52%	47 57%g	64 63%g	55 53%	51 42%	109 63%g	61 68%bcg	30 55%	62 65%g	15 59%
Recorded message	579 52%	31 65%bfgl	59 48%g	47 49%g	47 57%fg	58 58%fg	42 41%	37 30%	107 62%bfgl	53 59%fg	32 57%g	56 59%fg	10 39%
Other type	49 4%	2 4%	2 1%	1 1%	10 12%bcghkl	7 7%bck	6 6%	2 2%	7 4%	9 10%bcgk	3 6%	1 1%	- -
SUMMARY CODES													
1 TYPE EXPERIENCED	176 16%	9 18%	14 12%	18 19%	14 17%	14 14%	18 17%	21 17%	19 11%	15 17%	9 16%	19 20%	7 28%bh
2 TYPES EXPERIENCED	195 17%	6 12%	24 20%	21 21%	16 19%	16 15%	12 11%	18 15%	33 19%	20 22%	10 18%	13 14%	6 25%
3 TYPES EXPERIENCED	254 23%	13 27%g	22 18%	23 24%	24 29%g	20 20%	18 18%	16 13%	44 26%g	25 28%g	16 28%g	29 30%bg	3 13%
4 TYPES EXPERIENCED	159 14%	11 22%cdgj	18 14%g	7 8%	8 10%	23 23%cdgj	16 16%g	7 6%	36 21%cdgj	12 13%	3 5%	15 16%g	3 11%
5 TYPES EXPERIENCED	15 1%	2 4%bg	- -	- -	2 2%	3 3%	1 1%	- -	1 1%	3 3%	3 5%bg	- -	- -
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	798 72%	39 83%bfg	79 64%g	69 72%g	65 78%fg	75 75%g	65 63%	62 51%	134 78%bfg	75 83%bfg	40 72%g	76 80%bfg	19 77%g
None	311 28%	8 17%	44 36%adhik	27 28%	18 21%	24 24%	38 37%adhik	60 49%abcdehij kl	38 22%	15 17%	15 27%	19 20%	6 23%
Mean number of mentions	2.568	2.789cg	2.547g	2.319	2.558g	2.878cg	2.555	2.149	2.764cg	2.574g	2.564	2.523	2.092
Standard Deviation	1.118	1.210	1.037	1.036	1.142	1.247	1.180	1.030	1.037	1.106	1.196	1.075	1.082
Error Variance	0.002	0.035	0.013	0.017	0.020	0.021	0.022	0.017	0.008	0.016	0.038	0.015	0.042

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

	Total	Q.1\2\3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1113	947	289	644	848	726	221	122	450	131	531
Weighted Base	1113	971	262	693	840	739	232	101	460	134	517
Silent Calls	445	401	104	290	398	354	47	44	200	62	197
	40%	41% ^f	40% ^f	42% ^f	47% ^{abcf}	48% ^{abcf}	20%	43% ^f	44%	47%	38%
Sales/marketing texts	327	327	67	256	242	242	84	-	157	44	129
	29%	34% ^{bdg}	26% ^g	37% ^{bdg}	29% ^g	33% ^{bg}	36% ^{bdg}	-	34%	33%	25%
Sales/marketing calls	641	581	144	429	564	504	77	60	280	86	283
	58%	60% ^f	55% ^f	62% ^f	67% ^{abcf}	68% ^{abcf}	33%	59% ^f	61%	65%	55%
Recorded message	579	531	125	395	506	458	73	49	248	90	254
	52%	55% ^f	48% ^f	57% ^{bf}	60% ^{abfg}	62% ^{abfg}	31%	48% ^f	54%	67%	49%
Other type	49	46	14	30	48	44	1	4	20	8	21
	4%	5% ^f	5% ^f	4% ^f	6% ^f	6% ^f	*	4% ^f	4%	6%	4%
SUMMARY CODES											
1 TYPE EXPERIENCED	176	148	35	112	132	104	44	28	69	17	91
	16%	15%	13%	16%	16%	14%	19%	28% ^{abode}	15%	13%	18%
2 TYPES EXPERIENCED	195	177	55	119	161	143	34	18	78	23	88
	17%	18%	21%	17%	19%	19%	15%	18%	17%	17%	17%
3 TYPES EXPERIENCED	254	222	55	166	229	198	25	31	108	38	115
	23%	23% ^f	21% ^f	24% ^f	27% ^{abf}	27% ^f	11%	31% ^{bf}	24%	29%	22%
4 TYPES EXPERIENCED	159	159	32	124	135	135	25	-	78	25	63
	14%	16% ^{fg}	12% ^g	18% ^{bfg}	16% ^g	18% ^{bfg}	11% ^g	-	17%	19%	12%
5 TYPES EXPERIENCED	15	15	3	10	15	15	-	-	8	1	5
	1%	2%	1%	1%	2%	2% ^f	-	-	2%	1%	1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	798	721	180	530	671	594	127	77	341	105	362
	72%	74% ^f	69% ^f	77% ^{bf}	80% ^{abf}	80% ^{abf}	55%	77% ^f	74%	78%	70%
None	311	246	81	159	165	141	105	24	116	28	155
	28%	25% ^{de}	31% ^{ode}	23%	20%	19%	45% ^{abode}	23% ^g	25%	21%	30%
Mean number of mentions	2.568	2.624 ^{fg}	2.538 ^{fg}	2.645 ^{fg}	2.630 ^{fg}	2.707 ^{fg}	2.234	2.038	2.668	2.749	2.456
Standard Deviation	1.118	1.127	1.071	1.140	1.106	1.110	1.128	0.881	1.143	1.108	1.091
Error Variance	0.002	0.002	0.006	0.003	0.002	0.002	0.011	0.008	0.004	0.012	0.003

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1113	477	441	437	60	639	456	1063	878	879	459	597	904	574
Weighted Base	1113	490	420	416	63*	655	440	1061	917	919	501	648	943	621
Silent Calls	445 40%	212 43%	150 36%	147 35%	33 52%	293 45%bct	156 36%	435 41%	396 43%	392 43%	222 44%	277 43%	402 43%	255 41%
Sales/marketing texts	327 29%	167 34%bct	100 24%	97 23%	18 28%	217 33%bct	105 24%	316 30%	305 33%	309 34%	179 36%	237 37%	314 33%	220 35%
Sales/marketing calls	641 58%	294 60%	230 55%	227 55%	39 61%	403 62%	239 54%	620 58%	551 60%	550 60%	308 61%	397 61%	561 60%	381 61%
Recorded message	579 52%	259 53%	210 50%	208 50%	32 50%	367 56%	217 49%	561 53%	515 56%	512 56%	295 59%	363 56%	521 55%	351 56%
Other type	49 4%	23 5%	16 4%	16 4%	5 8%	33 5%	17 4%	49 5%	45 5%	45 5%	22 4%	31 5%	46 5%	26 4%
SUMMARY CODES														
1 TYPE EXPERIENCED	176 16%	76 16%	72 17%	71 17%	11 18%	97 15%	77 18%	172 16%	138 15%	138 15%	71 14%	92 14%	140 15%	94 15%
2 TYPES EXPERIENCED	195 17%	81 17%	73 17%	72 17%	12 19%	112 17%	74 17%	181 17%	162 18%	162 18%	86 17%	119 18%	164 17%	114 18%
3 TYPES EXPERIENCED	254 23%	114 23%	92 22%	92 22%	17 27%	164 25%	96 22%	246 23%	223 24%	223 24%	135 27%	164 25%	226 24%	160 26%
4 TYPES EXPERIENCED	159 14%	80 16%	50 12%	48 11%	10 16%	111 17%	50 11%	158 15%	151 17%	150 16%	87 17%	107 16%	156 16%	97 16%
5 TYPES EXPERIENCED	15 1%	10 2%	4 1%	4 1%	- 1%	9 1%	5 1%	15 1%	15 2%	15 2%	5 1%	10 2%	15 2%	7 1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	798 72%	362 74%	290 69%	286 69%	51 80%	494 75%	303 69%	772 73%	688 75%	688 75%	386 77%	491 76%	700 74%	472 76%
None	311 28%	125 26%	130 31%	130 31%	13 20%	157 24%	137 31%	285 27%	225 25%	228 25%	113 23%	154 24%	239 25%	146 24%
Mean number of mentions	2.568	2.656	2.448	2.445	2.516	2.667ct	2.444	2.578	2.643	2.639	2.672	2.658	2.645	2.618
Standard Deviation	1.118	1.155	1.080	1.075	1.059	1.127	1.094	1.126	1.118	1.118	1.083	1.102	1.118	1.096
Error Variance	0.002	0.004	0.004	0.004	0.023	0.003	0.004	0.002	0.002	0.002	0.003	0.003	0.002	0.003

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Means: Columns Tested (1% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1113	801	625	479	446	366	164	696	522	407	567	446	265	20	12	9
Weighted Base	1113	802	611	508	445	355	179	698	512	431	579	446	287	19**	12**	8**
Silent Calls	445 40%	445 55%	376 62%	280 55%	445 100%abcq hijkl	355 100%abcq hijkl	179 100%abcgh ijkl	403 58%	329 64%ac	241 56%	363 63%	303 68%acgi	170 59%	12 66%	7 59%	5 70%
Sales/marketing texts	327 29%	327 41%	206 34%	327 64%abdeg hjk	193 43%b	126 36%	132 74%abdeg hjk	327 47%behk	182 35%	327 76%abcde ghjk	248 43%b	166 37%	192 67%abdeg hjk	7 36%	5 38%	2 29%
Sales/marketing calls	641 58%	641 80%	523 86%ac	402 79%	388 87%acl	318 90%acjl	152 85%	641 92%abcf jkl	512 100%abcde fgijkl	374 87%ac	469 81%	373 84%	228 79%	15 78%	9 76%	6 74%
Recorded message	579 52%	579 72%	468 76%	374 74%	363 82%acgi	299 84%abcgh i	139 77%	497 71%	384 75%	311 72%	579 100%abcd efghi	446 100%abcd efghi	287 100%abcde fghi	12 61%	8 70%	3 41%
Other type	49 4%	49 6%	42 7%	32 6%	30 7%	26 7%	8 5%	42 6%	34 7%	24 6%	32 5%	28 6%	18 6%	19 100%	12 100%	8 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	176 16%	176 22%defgh ijkl	107 17%defjk l	88 17%defjkl	17 4%	9 3%	10 6%	104 15%defjk	61 12%de	53 12%de	56 10%de	36 8%de	25 9%e	- -	- -	- -
2 TYPES EXPERIENCED	195 17%	195 24%def	147 24%def	109 22%df	63 14%	50 14%	19 11%	164 23%def	110 22%def	85 20%	120 21%f	85 19%	53 18%	3 18%	3 24%	1 17%
3 TYPES EXPERIENCED	254 23%	254 32%	218 36%cf	142 28%	193 43%acfil	172 49%abcf il	41 23%	253 36%cf	206 40%acfil	128 30%	228 39%acfil	197 44%abcfi l	81 28%	2 13%	1 6%	2 21%
4 TYPES EXPERIENCED	159 14%	159 20%	125 20%	154 30%abg	155 35%abghk	110 31%abg	103 57%abcde ghijkl	159 23%	120 23%	153 35%abghj k	158 27%ab	114 26%	117 41%abcghj k	- -	- -	- -
5 TYPES EXPERIENCED	15 1%	15 2%	12 2%	12 2%	13 3%	9 3%	5 3%	15 2%	11 2%	8 2%	13 2%	11 2%	8 3%	9 49%	5 43%	4 53%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici- ted calls (landlin e or mobile) (a)	Any unsolici- ted calls (landlin e or mobile) (b)	Any unsolici- ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1113	801	625	479	446	366	164	696	522	407	567	446	265	20	12	9
Weighted Base	1113	802	611	508	445	355	179	698	512	431	579	446	287	19**	12**	8**
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	798	798	608	504	441	351	179	694	508	427	575	442	284	15	9	7
	72%	100%	99%	99%	99%	99%	100%	99%	99%	99%	99%	99%	99%	79%	73%	92%
None	311	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	28%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean number of mentions	2.568	2.568	2.668	2.812a	3.218abc	3.196abc	3.417abc	2.755a	2.840ab	2.978abg	2.939abg	2.974abg	3.141abc	4.404	4.429	4.133
Standard Deviation	1.118	1.118	1.076	1.156	0.890	0.843	0.940	1.064	1.023	1.096	1.006	0.966	1.065	1.453	1.599	1.422
Error Variance	0.002	0.002	0.002	0.003	0.002	0.002	0.005	0.002	0.002	0.003	0.002	0.002	0.004	0.106	0.213	0.225

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

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

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1069	531	538	141	151	172	138	167	159	141	194	285	228	362
Weighted Base	1072	521	550	151	177	202	147	186	109	99	215	321	227	309
Silent Calls	445 42%	225 43%	220 40%	49 32%	58 33%	88 43%	67 46%cd	83 45%cd	53 48%cd	47 47%cd	105 49%lm	135 42%	99 43%lm	107 34%
Sales/marketing texts	327 30%	159 30%	168 30%	37 25%i	60 34%hi	86 42%cdghi	63 43%cdghi	54 29%hi	19 17%i	9 9%	66 31%	112 35%lm	69 30%	80 26%
Sales/marketing calls	641 60%	309 59%	332 60%	69 46%	91 51%	128 63%cd	93 63%cd	125 67%cd	68 62%cd	66 67%cd	147 69%km	189 59%	141 62%lm	164 53%
Recorded message	579 54%	281 54%	298 54%	64 43%	72 40%	126 62%cd	100 68%cdhi	107 57%cd	58 53%cd	52 53%cd	145 67%klm	176 55%lm	120 53%	138 45%
Other type	49 5%	27 5%	23 4%	5 4%	12 7%	9 5%	5 4%	6 3%	5 4%	7 7%	11 5%	19 6%lm	11 5%	8 3%
SUMMARY CODES														
1 TYPE EXPERIENCED	176 16%	86 17%	90 16%	26 17%	33 18%	27 13%	21 14%	28 15%	21 19%	22 22%e	25 12%	55 17%	40 18%	56 18%
2 TYPES EXPERIENCED	195 18%	89 17%	105 19%	29 19%	23 13%	42 21%f	16 11%	39 21%f	21 19%f	24 25%df	47 22%	51 16%	44 19%	53 17%
3 TYPES EXPERIENCED	254 24%	130 25%	124 22%	23 15%	29 17%	48 24%	42 28%cd	51 27%cd	34 31%cd	27 28%cd	69 32%km	74 23%	55 24%	55 18%
4 TYPES EXPERIENCED	159 15%	77 15%	82 15%	18 12%i	23 13%i	44 22%chi	34 23%cdhi	27 14%i	9 8%	4 4%	33 16%	56 17%	32 14%	38 12%
5 TYPES EXPERIENCED	15 1%	8 1%	7 1%	- -	8 4%cfh	2 1%	- -	2 1%	- -	2 2%	2 1%	5 2%	5 2%	3 1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	798 74%	390 75%	409 74%	96 64%	116 66%	162 80%cd	113 77%cd	147 79%cd	84 77%cd	80 81%cd	176 82%lm	242 75%lm	175 77%lm	206 67%
None	270 25%	129 25%	140 25%	55 36%efghi	61 34%efghi	40 20%	31 21%	40 21%	24 22%	18 18%	37 17%	78 24%	52 23%	103 33%ijkl
Mean number of mentions	2.568	2.584	2.552	2.352	2.573	2.708chi	2.862chi	2.575i	2.393	2.285	2.692m	2.626	2.533	2.421
Standard Deviation	1.118	1.123	1.115	1.076	1.274	1.081	1.164	1.045	1.015	1.059	1.028	1.163	1.113	1.134
Error Variance	0.002	0.003	0.003	0.013	0.016	0.009	0.013	0.008	0.008	0.010	0.006	0.006	0.007	0.005

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1069	606	247	216	494	575	298	771	852	217	897	89	47	36
Weighted Base	1072	626	266	179	555	517	342	729	855	217	902	91*	53*	25*
Silent Calls	445	283	91	71	228	217	150	295	353	92	372	47	18	7
	42%	45%b	34%	39%	41%	42%	44%	41%	41%	42%	41%	51% ^m	34%	30%
Sales/marketing texts	327	200	85	42	205	121	128	198	262	65	273	26	19	8
	30%	32% ^c	32%	23%	37% ^e	23%	37% ^g	27%	31%	30%	30%	29%	37%	33%
Sales/marketing calls	641	401	130	110	332	309	214	427	510	131	534	62	30	15
	60%	64% ^b	49%	62% ^b	60%	60%	63%	58%	60%	60%	59%	67%	57%	59%
Recorded message	579	367	126	86	325	254	193	386	456	123	482	56	32	10
	54%	59% ^{bc}	47%	48%	59% ^e	49%	56%	53%	53%	57%	53%	61% ^m	60%	39%
Other type	49	36	7	6	28	22	18	32	33	17	45	1	3	-
	5%	6%	3%	3%	5%	4%	5%	4%	4%	8% ^h	5%	1%	6%	-
SUMMARY CODES														
1 TYPE EXPERIENCED	176	91	44	41	84	92	50	126	143	33	141	19	9	7
	16%	14%	17%	23% ^a	15%	18%	15%	17%	17%	15%	16%	21%	16%	28%
2 TYPES EXPERIENCED	195	119	37	38	102	93	60	134	155	40	165	13	10	6
	18%	19%	14%	21% ^b	18%	18%	18%	18%	18%	18%	18%	15%	19%	25%
3 TYPES EXPERIENCED	254	160	44	49	138	116	75	179	200	54	206	29	16	3
	24%	26% ^b	17%	27% ^b	25%	22%	22%	24%	23%	25%	23%	32% ^m	29%	13%
4 TYPES EXPERIENCED	159	104	45	10	93	67	67	92	126	34	139	15	3	3
	15%	17% ^c	17% ^c	6%	17%	13%	20% ^g	13%	15%	15%	15%	16%	5%	11%
5 TYPES EXPERIENCED	15	11	2	2	10	5	6	9	10	5	12	-	3	-
	1%	2%	1%	1%	2%	1%	2%	1%	1%	2%	1%	-	5%	-
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	798	486	172	140	426	372	259	540	633	166	663	76	40	19
	74%	78% ^b	65%	78% ^b	77%	72%	76%	74%	74%	77%	74%	83%	75%	77%
None	270	137	94	38	128	142	81	188	219	51	236	15	13	6
	25%	22%	35% ^{ac}	21%	23%	27%	24%	26%	26%	23%	26%	17%	24%	23%
Mean number of mentions	2.568	2.661 ^c	2.561 ^c	2.252	2.642	2.483	2.721 ^g	2.494	2.556	2.614	2.587	2.523	2.564	2.092
Standard Deviation	1.118	1.111	1.170	1.024	1.113	1.120	1.167	1.087	1.122	1.107	1.119	1.075	1.196	1.082
Error Variance	0.002	0.003	0.009	0.006	0.003	0.003	0.006	0.002	0.002	0.007	0.002	0.015	0.038	0.042

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1069	50	128	83	82	99	93	110	160	92	47	89	36
Weighted Base	1072	47*	123	91*	83*	101*	97*	105*	169	88*	53*	91*	25*
Silent Calls	445 42%	28 59% bcfgjl	47 38% g	34 38% g	39 47% g	48 48% g	32 33%	22 21%	84 50% fgl	38 43% g	18 34%	47 51% fgl	7 30%
Sales/marketing texts	327 30%	15 33%	28 23%	29 32%	21 26%	39 39% bg	30 31%	22 21%	61 36% bg	28 32%	19 37%	26 29%	8 33%
Sales/marketing calls	641 60%	32 69% g	65 53%	50 56%	47 57%	64 63% g	55 57%	51 49%	109 64% g	61 69% bg	30 57%	62 67% bg	15 59%
Recorded message	579 54%	31 66% bfgl	59 48%	47 52% g	47 57% g	58 58% g	42 44%	37 35%	107 64% bfgl	53 60% fgl	32 60% g	56 61% fgl	10 39%
Other type	49 5%	2 4%	2 1%	1 1%	10 12% bcghkl	7 7% bc	6 6%	2 2%	7 4%	9 10% bcgk	3 6%	1 1%	- -
SUMMARY CODES													
1 TYPE EXPERIENCED	176 16%	9 18%	14 12%	18 20%	14 17%	14 14%	18 18%	21 20%	19 11%	15 17%	9 16%	19 21%	7 28% bh
2 TYPES EXPERIENCED	195 18%	6 12%	24 20%	21 23%	16 20%	16 15%	12 12%	18 17%	33 20%	20 22%	10 19%	13 15%	6 25%
3 TYPES EXPERIENCED	254 24%	13 27%	22 18%	23 25%	24 30% g	20 20%	18 19%	16 15%	44 26% g	25 28% g	16 29%	29 32% bgl	3 13%
4 TYPES EXPERIENCED	159 15%	11 23% cgj	18 14%	7 8%	8 10%	23 23% cdgj	16 17% g	7 7%	36 22% cdgj	12 14%	3 5%	15 16%	3 11%
5 TYPES EXPERIENCED	15 1%	2 4% bg	- -	- -	2 2%	3 3%	1 1%	- -	1 1%	3 3%	3 5% bg	- -	- -
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	798 74%	39 84% bfg	79 64%	69 76% g	65 78% bg	75 75% g	65 67%	62 59%	134 79% bfg	75 85% bfg	40 75%	76 83% bfg	19 77%
None	270 25%	7 16%	44 36% adhik	21 23%	17 21%	24 24%	32 33% ahik	43 41% acdehik	35 21%	13 15%	13 24%	15 17%	6 23%
Mean number of mentions	2.568	2.789 cg	2.547 g	2.319	2.558 g	2.878 cg	2.555	2.149	2.764 cg	2.574 g	2.564	2.523	2.092
Standard Deviation	1.118	1.210	1.037	1.036	1.142	1.247	1.180	1.030	1.037	1.106	1.196	1.075	1.082
Error Variance	0.002	0.035	0.013	0.017	0.020	0.021	0.022	0.017	0.008	0.016	0.038	0.015	0.042

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

	Total	Q.1\2\3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1069	947	289	644	848	726	221	122	435	127	510
Weighted Base	1072	971	262	693	840	739	232	101	445	130	499
Silent Calls	445	401	104	290	398	354	47	44	200	62	197
	42%	41% ^f	40% ^f	42% ^f	47% ^{abcf}	48% ^{abcf}	20%	43% ^f	45%	48%	40%
Sales/marketing texts	327	327	67	256	242	242	84	-	157	44	129
	30%	34% ^{bdg}	26% ^g	37% ^{bdg}	29% ^g	33% ^{bg}	36% ^{bdg}	-	35%	33%	26%
Sales/marketing calls	641	581	144	429	564	504	77	60	280	86	283
	60%	60% ^f	55% ^f	62% ^f	67% ^{abcf}	68% ^{abcf}	33%	59% ^f	63%	67%	57%
Recorded message	579	531	125	395	506	458	73	49	248	90	254
	54%	55% ^f	48% ^f	57% ^{bf}	60% ^{abfg}	62% ^{abfg}	31%	48% ^f	56%	69%	51%
Other type	49	46	14	30	48	44	1	4	20	8	21
	5%	5% ^f	5% ^f	4% ^f	6% ^f	6% ^f	*	4% ^f	5%	6%	4%
SUMMARY CODES											
1 TYPE EXPERIENCED	176	148	35	112	132	104	44	28	69	17	91
	16%	15%	13%	16%	16%	14%	19%	28% ^{abode}	15%	13%	18%
2 TYPES EXPERIENCED	195	177	55	119	161	143	34	18	78	23	88
	18%	18%	21%	17%	19%	19%	15%	18%	17%	18%	18%
3 TYPES EXPERIENCED	254	222	55	166	229	198	25	31	108	38	115
	24%	23% ^f	21% ^f	24% ^f	27% ^{abf}	27% ^f	11%	31% ^{bf}	24%	29%	23%
4 TYPES EXPERIENCED	159	159	32	124	135	135	25	-	78	25	63
	15%	16% ^{fg}	12% ^g	18% ^{bfg}	16% ^g	18% ^{bfg}	11% ^g	-	17%	19%	13%
5 TYPES EXPERIENCED	15	15	3	10	15	15	-	-	8	1	5
	1%	2%	1%	1%	2%	2% ^f	-	-	2%	1%	1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	798	721	180	530	671	594	127	77	341	105	362
	74%	74% ^f	69% ^f	77% ^{bf}	80% ^{abf}	80% ^{abf}	55%	77% ^f	77%	81%	73%
None	270	246	81	159	165	141	105	24	102	24	136
	25%	25% ^{de}	31% ^{ode}	23%	20%	19%	45% ^{abode}	23%	23%	18%	27%
Mean number of mentions	2.568	2.624 ^{fg}	2.538 ^{fg}	2.645 ^{fg}	2.630 ^{fg}	2.707 ^{fg}	2.234	2.038	2.668	2.749	2.456
Standard Deviation	1.118	1.127	1.071	1.140	1.106	1.110	1.128	0.881	1.143	1.108	1.091
Error Variance	0.002	0.002	0.006	0.003	0.002	0.002	0.011	0.008	0.004	0.012	0.003

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1069	460	425	421	59	619	437	1025	856	855	455	592	881	568
Weighted Base	1072	473	407	402	63*	635	423	1025	897	897	496	644	921	616
Silent Calls	445 42%	212 45%	150 37%	147 37%	33 53%	293 46%bct	156 37%	435 42%	396 44%	392 44%	222 45%	277 43%	402 44%	255 41%
Sales/marketing texts	327 30%	167 35%bct	100 24%	97 24%	18 28%	217 34%bct	105 25%	316 31%	305 34%	309 34%	179 36%	237 37%	314 34%	220 36%
Sales/marketing calls	641 60%	294 62%	230 57%	227 56%	39 62%	403 64%	239 56%	620 60%	551 61%	550 61%	308 62%	397 62%	561 61%	381 62%
Recorded message	579 54%	259 55%	210 52%	208 52%	32 51%	367 58%	217 51%	561 55%	515 57%	512 57%	295 60%	363 56%	521 57%	351 57%
Other type	49 5%	23 5%	16 4%	16 4%	5 8%	33 5%	17 4%	49 5%	45 5%	45 5%	22 4%	31 5%	46 5%	26 4%
SUMMARY CODES														
1 TYPE EXPERIENCED	176 16%	76 16%	72 18%	71 18%	11 18%	97 15%	77 18%	172 17%	138 15%	138 15%	71 14%	92 14%	140 15%	94 15%
2 TYPES EXPERIENCED	195 18%	81 17%	73 18%	72 18%	12 19%	112 18%	74 17%	181 18%	162 18%	162 18%	86 17%	119 18%	164 18%	114 18%
3 TYPES EXPERIENCED	254 24%	114 24%	92 23%	92 23%	17 27%	164 26%	96 23%	246 24%	223 25%	223 25%	135 27%	164 25%	226 25%	160 26%
4 TYPES EXPERIENCED	159 15%	80 17%	50 12%	48 12%	10 16%	111 18%	50 12%	158 15%	151 17%	150 17%	87 18%	107 17%	156 17%	97 16%
5 TYPES EXPERIENCED	15 1%	10 2%	4 1%	4 1%	- 1%	9 1%	5 1%	15 1%	15 2%	15 2%	5 1%	10 2%	15 2%	7 1%
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	798 74%	362 77%	290 71%	286 71%	51 81%	494 78%	303 72%	772 75%	688 77%	688 77%	386 78%	491 76%	700 76%	472 77%
None	270 25%	109 23%	117 29%	117 29%	12 19%	137 22%	120 28%	249 24%	205 23%	206 23%	109 22%	150 23%	218 24%	141 23%
Mean number of mentions	2.568	2.656	2.448	2.445	2.516	2.667ct	2.444	2.578	2.643	2.639	2.672	2.658	2.645	2.618
Standard Deviation	1.118	1.155	1.080	1.075	1.059	1.127	1.094	1.126	1.118	1.118	1.083	1.102	1.118	1.096
Error Variance	0.002	0.004	0.004	0.004	0.023	0.003	0.004	0.002	0.002	0.002	0.003	0.003	0.002	0.003

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

	Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici- ted calls (landlin e or mobile) (a)	Any unsolici- ted calls (landlin e) (b)	Any unsolici- ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1069	801	625	479	446	366	164	696	522	407	567	446	265	20	12	9
Weighted Base	1072	802	611	508	445	355	179	698	512	431	579	446	287	19**	12**	8**
Silent Calls	445 42%	445 55%	376 62%	280 55%	445 100%abcq hijkl	355 100%abcq hijkl	179 100%abcgh ijkl	403 58%	329 64%ac	241 56%	363 63%	303 68%acgi	170 59%	12 66%	7 59%	5 70%
Sales/marketing texts	327 30%	327 41%	206 34%	327 64%abdeg hjk	193 43%b	126 36%	132 74%abdeg hjk	327 47%behk	182 35%	327 76%abcde ghjk	248 43%b	166 37%	192 67%abdeg hjk	7 36%	5 38%	2 29%
Sales/marketing calls	641 60%	641 80%	523 86%ac	402 79%	388 87%acl	318 90%acjl	152 85%	641 92%abcf jkl	512 100%abcde fgijkl	374 87%ac	469 81%	373 84%	228 79%	15 78%	9 76%	6 74%
Recorded message	579 54%	579 72%	468 76%	374 74%	363 82%acgi	299 84%abcgh i	139 77%	497 71%	384 75%	311 72%	579 100%abcd efghi	446 100%abcd efghi	287 100%abcde fghi	12 61%	8 70%	3 41%
Other type	49 5%	49 6%	42 7%	32 6%	30 7%	26 7%	8 5%	42 6%	34 7%	24 6%	32 5%	28 6%	18 6%	19 100%	12 100%	8 100%
SUMMARY CODES																
1 TYPE EXPERIENCED	176 16%	176 22%defgh ijkl	107 17%defjk l	88 17%defjkl	17 4%	9 3%	10 6%	104 15%defjk	61 12%de	53 12%de	56 10%de	36 8%de	25 9%e	- -	- -	- -
2 TYPES EXPERIENCED	195 18%	195 24%def	147 24%def	109 22%df	63 14%	50 14%	19 11%	164 23%def	110 22%def	85 20%	120 21%f	85 19%	53 18%	3 18%	3 24%	1 17%
3 TYPES EXPERIENCED	254 24%	254 32%	218 36%cf	142 28%	193 43%acfil	172 49%abcfq il	41 23%	253 36%cf	206 40%acfil	128 30%	228 39%acfil	197 44%abcfi l	81 28%	2 13%	1 6%	2 21%
4 TYPES EXPERIENCED	159 15%	159 20%	125 20%	154 30%abg	155 35%abghk	110 31%abg	103 57%abcde ghijkl	159 23%	120 23%	153 35%abqjh k	158 27%ab	114 26%	117 41%abcghj k	- -	- -	- -
5 TYPES EXPERIENCED	15 1%	15 2%	12 2%	12 2%	13 3%	9 3%	5 3%	15 2%	11 2%	8 2%	13 2%	11 2%	8 3%	9 49%	5 43%	4 53%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Total	Q6A\6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	1069	801	625	479	446	366	164	696	522	407	567	446	265	20	12
Weighted Base	1072	802	611	508	445	355	179	698	512	431	579	446	287	19**	12**
ANY UNSOLICITED CALLS (MOBILE OR LANDLINE)	798	798	608	504	441	351	179	694	508	427	575	442	284	15	9
74%	74%	100%	99%	99%	99%	99%	100%	99%	99%	99%	99%	99%	99%	79%	73%
None	270	-	-	-	-	-	-	-	-	-	-	-	-	-	-
25%	25%	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean number of mentions	2.568	2.568	2.668	2.812a	3.218abc	3.196abc	3.417abc	2.755a	2.840ab	2.978abg	2.939abg	2.974abg	3.141abc	4.404	4.429
Standard Deviation	1.118	1.118	1.076	1.156	0.890	0.843	0.940	1.064	1.023	1.096	1.006	0.966	1.065	1.453	1.599
Error Variance	0.002	0.002	0.002	0.003	0.002	0.002	0.005	0.002	0.002	0.003	0.002	0.002	0.004	0.106	0.213

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

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

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1113	553	560	147	154	177	147	176	163	149	200	294	233	386
Weighted Base	1113	541	572	156	180	208	155	196	112	105	220	331	232	330
Listen to the full message before hanging up	20 2%	11 2%	10 2%	2 1%	1 1%	4 2%	6 4%	4 2%	3 2%	1 1%	6 3%	8 2%	1 *	5 2%
Listen to some of the message before hanging up	109 10%	53 10%	57 10%	13 8%	13 7%	28 14%	13 8%	18 9%	14 12%	11 10%	27 12%	37 11%	19 8%	27 8%
Hang up immediately, as soon as I realise it is a recorded message	467 42%	225 42%	241 42%	50 32%	57 32%	101 48%cd	84 54%cdhi	89 45%cd	45 40%	41 39%	117 53%km	141 43%km	100 43%km	108 33%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	130 12%	64 12%	66 12%	14 9%	15 8%	33 16%cd	19 12%	22 11%	16 15%	11 11%	33 15%kl	45 14%	20 8%	32 10%
None	534 48%	260 48%	274 48%	92 59%efg	108 60%efgh	82 39%	56 36%	89 45%	54 48%fi	53 50%fi	75 34%	155 47%j	112 48%j	192 58%jkl

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1113	622	265	226	503	610	307	806	888	225	935	92	50	36
Weighted Base	1113	641	283	189	565	548	352	761	889	224	937	95*	56*	25*
Listen to the full message before hanging up	20 2%	17 3% ^c	3 1%	* *	14 2%	7 1%	7 2%	13 2%	13 1%	7 3%	18 2%	2 2%	- -	- -
Listen to some of the message before hanging up	109 10%	65 10%	28 10%	16 9%	59 10%	50 9%	38 11%	71 9%	84 9%	25 11%	94 10%	9 9%	7 12%	- -
Hang up immediately, as soon as I realise it is a recorded message	467 42%	300 47% ^{bc}	97 34%	69 36%	263 47% ^e	203 37%	157 45%	309 41%	371 42%	95 43%	385 41%	46 49%	25 45%	10 39%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	130 12%	82 13%	31 11%	17 9%	73 13%	57 10%	45 13%	85 11%	97 11%	32 14%	112 12% ^m	11 12%	7 12%	- -
None	534 48%	274 43%	157 55% ^a	103 55% ^a	240 42%	294 54% ^d	159 45%	375 49%	434 49%	100 45%	456 49%	39 41%	24 43%	15 61%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1113	51	128	90	83	99	99	128	163	94	50	92	36
Weighted Base	1113	47*	123	97*	83*	101*	103*	122	172	90*	56*	95*	25*
Listen to the full message before hanging up	20 2%	1 2%	2 1%	2 3%	2 2%	5 5%	2 2%	1 1%	3 2%	2 2%	- -	2 2%	- -
Listen to some of the message before hanging up	109 10%	5 11%	9 7%	9 9%	12 14%l	7 7%	12 12%	8 7%	19 11%	13 14%l	7 12%	9 9%	- -
Hang up immediately, as soon as I realise it is a recorded message	467 42%	25 52%fg	49 40%g	38 39%g	36 43%g	51 51%fg	29 28%	30 24%	88 51%fg	40 45%fg	25 45%g	46 49%fg	10 39%
SUMMARY CODE													
LISTEN TO ANY OF MESSAGE	130 12%	6 13%l	10 9%	11 12%	14 16%l	12 12%	14 13%l	9 7%	22 13%l	14 16%l	7 12%	11 12%	- -
None	534 48%	16 35%	64 52%ah	49 51%	36 43%	43 42%	61 59%adehik	85 70%abcdehijk	65 38%	37 41%	24 43%	39 41%	15 61%ah

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

	Total	Q.1/2/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1113	947	289	644	848	726	221	122	450	131	531
Weighted Base	1113	971	262	693	840	739	232	101	460	134	517
Listen to the full message before hanging up	20 2%	18 2%	2 1%	16 2%	18 2%	16 2%	3 1%	2 2%	11 2%	2 2%	7 1%
Listen to some of the message before hanging up	109 10%	102 10% ^f	29 11%	73 11% ^f	96 11% ^f	88 12% ^f	13 6%	8 8%	45 10%	21 16%	54 10%
Hang up immediately, as soon as I realise it is a recorded message	467 42%	428 44% ^f	98 37% ^f	320 46% ^{bf}	410 49% ^{bfg}	371 50% ^{abfg}	57 25%	39 38% ^f	199 43%	72 53%	201 39%
SUMMARY CODE											
LISTEN TO ANY OF MESSAGE	130 12%	120 12% ^f	31 12%	89 13% ^f	114 14% ^f	104 14% ^f	16 7%	10 10%	56 12%	23 17%	61 12%
None	534 48%	440 45% ^{de}	137 52% ^{cde}	298 43%	334 40%	281 38%	159 69% ^{abcde}	53 52% ^{de}	212 46%	44 33%	264 51%

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

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1113	477	441	437	60	639	456	1063	878	879	459	597	904	574
Weighted Base	1113	490	420	416	63*	655	440	1061	917	919	501	648	943	621
Listen to the full message before hanging up	20 2%	11 2%	5 1%	5 1%	1 1%	14 2%	5 1%	19 2%	19 2%	19 2%	14 3%	14 2%	19 2%	15 2%
Listen to some of the message before hanging up	109 10%	47 10%	41 10%	41 10%	11 17%	75 11%	43 10%	108 10%	100 11%	101 11%	58 12%	69 11%	100 11%	68 11%
Hang up immediately, as soon as I realise it is a recorded message	467 42%	208 42%	170 40%	168 40%	22 35%	290 44%	175 40%	452 43%	414 45%	410 45%	235 47%	293 45%	419 44%	281 45%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	130 12%	58 12%	46 11%	46 11%	12 18%	90 14%	48 11%	127 12%	118 13%	119 13%	73 15%	83 13%	119 13%	83 13%
None	534 48%	231 47%	210 50%	207 50%	31 50%	288 44%	222 51%	499 47%	403 44%	408 44%	205 41%	285 44%	422 45%	270 44%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

Base: All adults UK

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landlin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landlin e or mobile) (j)	Recorded message (landlin e) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	1113	801	625	479	446	366	164	696	522	407	567	446	265	20	12	9
Weighted Base	1113	802	611	508	445	355	179	698	512	431	579	446	287	19**	12**	8**
Listen to the full message before hanging up	20 2%	20 3%	16 3%	12 2%	14 3%	12 3%	4 2%	16 2%	12 2%	9 2%	20 4%	16 4%	11 4%	2 8%	2 13%	- -
Listen to some of the message before hanging up	109 10%	109 14%	88 14%	67 13%	71 16%	58 16%	22 12%	97 14%	73 14%	58 14%	109 19%	85 19%	52 18%	- -	- -	- -
Hang up immediately, as soon as I realise it is a recorded message	467 42%	467 58%	381 62%	312 61%	292 66%g	242 68%ag	119 66%	401 57%	311 61%	258 60%	467 81%abcde fghi	361 81%abcde fghi	241 84%abcde fghi	12 61%	8 70%	3 41%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	130 12%	130 16%	104 17%	79 16%	85 19%	69 20%	26 14%	113 16%	85 17%	67 16%	130 22%acg	101 23%acg	63 22%	2 8%	2 13%	- -
None	534 48%	223 28%deijkl	144 24%ejkl	134 26%deijkl	82 18%ijkl	56 16%ijkl	41 23%ijkl	201 29%deijkl	128 25%ejkl	120 28%deijkl	- -	- -	- -	7 39%	4 30%	5 59%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Means: Columns Tested (1% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

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

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

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

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	567	282	285	56	61	105	90	97	84	74	132	155	117	163
Weighted Base	579	281	298	64*	72*	126*	100*	107*	58*	52*	145	176	120*	138
Listen to the full message before hanging up	20 4%	11 4%	10 3%	2 2%	1 2%	4 3%	6 6%	4 3%	3 4%	1 1%	6 4%	8 5%	1 1%	5 4%
Listen to some of the message before hanging up	109 19%	53 19%	57 19%	13 20%	13 19%	28 22%	13 13%	18 17%	14 24%	11 20%	27 18%	37 21%	19 16%	27 20%
Hang up immediately, as soon as I realise it is a recorded message	467 81%	225 80%	241 81%	50 78%	57 79%	101 80%	84 85%	89 83%	45 77%	41 78%	117 81%	141 80%	100 84%	108 78%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	130 22%	64 23%	66 22%	14 22%	15 21%	33 26%	19 19%	22 20%	16 28%	11 22%	33 23%	45 26%	20 16%	32 23%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	567	351	117	99	283	284	164	403	448	119	470	53	30	14
Weighted Base	579	367	126	86*	325	254	193	386	456	123	482	56*	32**	10**
Listen to the full message before hanging up	20 4%	17 5%	3 2%	* 1%	14 4%	7 3%	7 4%	13 3%	13 3%	7 6%	18 4%	2 4%	- -	- -
Listen to some of the message before hanging up	109 19%	65 18%	28 22%	16 19%	59 18%	50 20%	38 20%	71 18%	84 18%	25 20%	94 19%	9 16%	7 21%	- -
Hang up immediately, as soon as I realise it is a recorded message	467 81%	300 82%	97 77%	69 80%	263 81%	203 80%	157 82%	309 80%	371 81%	95 77%	385 80%	46 83%	25 79%	10 100%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	130 22%	82 22%	31 25%	17 20%	73 22%	57 23%	45 23%	85 22%	97 21%	32 26%	112 23%	11 20%	7 21%	- -

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

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

	Total	GOVERNMENT REGIONS												
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)	
	Unweighted Base	567	32	63	42	47	54	41	37	101	53	30	53	14
	Weighted Base	579	31**	59*	47*	47*	58*	42*	37*	107*	53*	32**	56*	10**
	Listen to the full message before hanging up	20 4%	1 4%	2 3%	2 5%	2 3%	5 8%	2 4%	1 2%	3 3%	2 3%	- -	2 4%	- -
	Listen to some of the message before hanging up	109 19%	5 17%	9 15%	9 19%	12 25%	7 12%	12 29%	8 22%	19 18%	13 24%	7 21%	9 16%	- -
	Hang up immediately, as soon as I realise it is a recorded message	467 81%	25 79%	49 84%	38 80%	36 75%	51 88% ^f	29 69%	30 82%	88 82%	40 75%	25 79%	46 83%	10 100%
	SUMMARY CODE													
	LISTEN TO ANY OF MESSAGE	130 22%	6 21%	10 18%	11 24%	14 29%	12 20%	14 33%	9 24%	22 20%	14 26%	7 21%	11 20%	- -

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

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

	Total	Q.1/2/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	567	509	139	361	501	443	66	58	239	84	256
Weighted Base	579	531	125	395	506	458	73*	49*	248	90*	254
Listen to the full message before hanging up	20 4%	18 3%	2 2%	16 4%	18 3%	16 3%	3 4%	2 4%	11 4%	2 3%	7 3%
Listen to some of the message before hanging up	109 19%	102 19%	29 23%	73 18%	96 19%	88 19%	13 18%	8 16%	45 18%	21 23%	54 21%
Hang up immediately, as soon as I realise it is a recorded message	467 81%	428 81%	98 78%	320 81%	410 81%	371 81%	57 78%	39 79%	199 80%	72 80%	201 79%
SUMMARY CODE											
LISTEN TO ANY OF MESSAGE	130 22%	120 23%	31 25%	89 23%	114 22%	104 23%	16 22%	10 21%	56 23%	23 26%	61 24%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

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

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

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	567	251	214	212	32	353	220	551	484	481	266	330	491	317
Weighted Base	579	259	210	208	32**	367	217	561	515	512	295	363	521	351
Listen to the full message before hanging up	20 4%	11 4%	5 2%	5 2%	1 3%	14 4%	5 2%	19 3%	19 4%	19 4%	14 5%	14 4%	19 4%	15 4%
Listen to some of the message before hanging up	109 19%	47 18%	41 20%	41 20%	11 34%	75 20%	43 20%	108 19%	100 19%	101 20%	58 20%	69 19%	100 19%	68 19%
Hang up immediately, as soon as I realise it is a recorded message	467 81%	208 80%	170 81%	168 81%	22 70%	290 79%	175 80%	452 80%	414 80%	410 80%	235 80%	293 81%	419 81%	281 80%
SUMMARY CODE														
LISTEN TO ANY OF MESSAGE	130 22%	58 22%	46 22%	46 22%	12 36%	90 24%	48 22%	127 23%	118 23%	119 23%	73 25%	83 23%	119 23%	83 24%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

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

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici- ted calls (landlin e or mobile) (a)	Any unsolici- ted calls (landlin e or mobile) (b)	Any unsolici- ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	567	567	468	346	359	302	124	483	383	286	567	446	265	11	7	4
Weighted Base	579	579	468	374	363	299	139	497	384	311	579	446	287	12**	8**	3**
Listen to the full message before hanging up	20 4%	20 4%	16 3%	12 3%	14 4%	12 4%	4 3%	16 3%	12 3%	9 3%	20 4%	16 4%	11 4%	2 13%	2 18%	- -
Listen to some of the message before hanging up	109 19%	109 19%	88 19%	67 18%	71 20%	58 19%	22 16%	97 19%	73 19%	58 19%	109 19%	85 19%	52 18%	- -	- -	- -
Hang up immediately, as soon as I realise it is a recorded message	467 81%	467 81%	381 81%	312 83%	292 80%	242 81%	119 86%	401 81%	311 81%	258 83%	467 81%	361 81%	241 84%	12 100%	8 100%	3 100%
SUMMARY CODE																
LISTEN TO ANY OF MESSAGE	130 22%	130 22%	104 22%	79 21%	85 23%	69 23%	26 19%	113 23%	85 22%	67 22%	130 22%	101 23%	63 22%	2 13%	2 18%	- -

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

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

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

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	133	68	65	14	13	27	18	20	23	18	31	40	22	40
Weighted Base	130	64*	66*	14**	15**	33**	19**	22**	16**	11**	33**	45*	20**	32*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	95 73%	50 79%	45 68%	7 50%	14 93%	23 71%	15 78%	20 91%	11 69%	6 52%	27 81%	33 73%	13 68%	23 70%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	24 19%	11 17%	14 20%	1 6%	5 34%	5 16%	3 18%	4 18%	1 8%	5 43%	4 12%	9 21%	5 28%	6 18%
Telling you about a competition	14 10%	7 11%	7 10%	- -	3 17%	6 19%	2 13%	2 8%	- -	1 6%	6 18%	- -	3 13%	5 16% ^k
Reminding you of an appointment (e.g. dentist or doctor's appointment)	28 22%	12 18%	16 25%	3 24%	5 31%	8 24%	2 9%	2 8%	5 32%	4 32%	3 9%	13 29%	2 11%	10 31%
Other type	5 4%	2 4%	3 5%	- -	- -	- -	2 13%	3 14%	- -	- -	2 5%	2 4%	1 4%	1 3%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	114 88%	59 93%	55 83%	11 76%	15 100%	30 93%	16 86%	20 91%	14 86%	8 73%	32 97%	41 90%	14 74%	27 84%
ANY EXC. APPOINTMENT REMINDERS	106 82%	54 85%	52 78%	8 56%	15 100%	27 83%	16 86%	20 91%	12 76%	8 69%	31 95%	37 81%	14 74%	24 74%
Can't Remember	14 11%	4 7%	10 15%	3 24%	1 4%	2 7%	3 14%	- -	2 14%	3 27%	1 3%	3 8%	6 29%	4 13%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	133	81	31	21	66	67	38	95	101	32	113	12	8	-
Weighted Base	130	82*	31**	17**	73*	57*	45*	85*	97*	32**	112	11**	7**	..*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	95 73%	64 78%	19 60%	12 74%	56 77%	39 68%	33 72%	63 74%	75 77%	20 62%	82 74%	8 77%	4 65%	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	24 19%	15 19%	5 17%	4 23%	11 16%	13 23%	8 17%	17 20%	16 16%	9 27%	20 18%	2 20%	3 38%	- -
Telling you about a competition	14 10%	11 14%	1 5%	1 5%	9 12%	5 8%	6 13%	7 9%	8 8%	6 18%	10 9%	2 19%	1 15%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	28 22%	18 21%	6 20%	4 26%	15 20%	14 24%	11 24%	17 20%	20 21%	8 25%	25 22%	3 26%	1 12%	- -
Other type	5 4%	3 4%	2 7%	- -	4 6%	1 2%	1 2%	5 5%	3 3%	3 8%	5 5%	- -	- -	- -
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	114 88%	76 92%	24 79%	14 83%	67 92%	47 83%	41 90%	74 87%	85 87%	29 91%	99 89%	8 77%	6 92%	- -
ANY EXC. APPOINTMENT REMINDERS	106 82%	72 88%	20 66%	14 81%	63 86%	43 75%	37 82%	69 81%	79 81%	27 82%	92 82%	8 77%	5 81%	- -
Can't Remember	14 11%	6 7%	6 18%	3 17%	5 8%	9 16%	4 9%	10 12%	11 11%	4 11%	11 10%	3 23%	1 8%	- -

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

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

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	133	7	12	10	12	11	14	9	23	15	8	12	-
Weighted Base	130	6**	10**	11**	14**	12**	14**	9**	22**	14**	7**	11**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	95 73%	3 47%	7 66%	9 76%	8 62%	10 85%	10 74%	6 68%	18 83%	11 81%	4 65%	8 77%	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	24 19%	* 7%	1 14%	1 11%	5 37%	2 18%	3 20%	1 9%	5 23%	1 5%	3 38%	2 20%	- -
Telling you about a competition	14 10%	- -	2 21%	- -	6 44%	- -	- -	- -	1 6%	1 6%	1 15%	2 19%	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	28 22%	- -	4 34%	2 15%	4 26%	1 6%	2 14%	4 40%	4 19%	5 38%	1 12%	3 26%	- -
Other type	5 4%	- -	- -	1 8%	2 11%	2 18%	1 6%	- -	- -	- -	- -	- -	- -
SUMMARY CODES													
ANY INC. APPOINTMENT REMINDERS	114 88%	3 54%	10 100%	10 92%	13 93%	10 85%	13 94%	8 91%	19 89%	12 87%	6 92%	8 77%	- -
ANY EXC. APPOINTMENT REMINDERS	106 82%	3 54%	9 86%	9 76%	13 93%	10 85%	12 84%	6 68%	19 89%	11 81%	5 81%	8 77%	- -
Can't Remember	14 11%	3 46%	- -	- -	2 13%	1 7%	- -	1 9%	2 11%	2 18%	1 8%	3 23%	- -

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

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

	Total	Q.1/2/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	133	120	34	86	117	104	16	13	55	23	64
Weighted Base	130	120	31*	89*	114	104*	16**	10**	56*	23*	61*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	95 73%	88 73%	20 65%	68 76%	88 78%	80 78%	7 45%	8 76%	43 76%	21 88%	44 73%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	24 19%	22 18%	5 16%	17 19%	24 21%	21 20%	1 5%	3 26%	15 26%	6 26%	9 15%
Telling you about a competition	14 10%	13 11%	4 13%	9 10%	14 12%	13 12%	- -	1 7%	7 13%	2 10%	6 10%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	28 22%	27 23%	9 29%	18 21%	24 21%	23 22%	5 29%	1 8%	11 20%	5 23%	10 16%
Other type	5 4%	5 5%	2 5%	4 4%	4 4%	4 4%	1 6%	- -	- -	1 4%	4 6%
SUMMARY CODES											
ANY INC. APPOINTMENT REMINDERS	114 88%	106 88%	27 88%	79 88%	103 91%	95 91%	11 69%	8 83%	52 94%	22 93%	52 85%
ANY EXC. APPOINTMENT REMINDERS	106 82%	98 81%	25 80%	73 82%	98 86%	89 86%	8 50%	8 83%	50 90%	22 93%	47 78%
Can't Remember	14 11%	13 11%	4 12%	9 10%	10 9%	9 8%	4 25%	2 17%	4 8%	2 7%	8 14%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

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

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	133	57	49	49	12	89	51	131	116	117	67	79	117	78
Weighted Base	130	58*	46*	46*	12**	90*	48*	127	118	119	73*	83*	119	83*
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	95 73%	44 76%	33 72%	33 72%	8 67%	70 78%	35 72%	95 75%	89 75%	90 75%	58 80%	63 76%	89 75%	63 76%
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	24 19%	15 25%	7 14%	7 14%	2 20%	22 24%	7 14%	24 19%	21 18%	21 18%	18 25%	17 20%	21 18%	17 21%
Telling you about a competition	14 10%	7 13%	4 8%	4 8%	2 20%	12 13%	4 8%	14 11%	14 11%	14 11%	7 10%	10 12%	14 11%	10 12%
Reminding you of an appointment (e.g. dentist or doctor's appointment)	28 22%	11 19%	7 16%	7 16%	3 22%	19 21%	7 15%	26 21%	27 22%	28 23%	15 21%	18 22%	27 22%	19 23%
Other type	5 4%	- -	3 5%	3 5%	1 9%	2 2%	3 5%	4 3%	5 5%	5 5%	4 6%	4 4%	5 5%	4 4%
SUMMARY CODES														
ANY INC. APPOINTMENT REMINDERS	114 88%	54 92%	39 85%	39 85%	9 81%	82 92%	40 84%	112 88%	107 90%	108 91%	67 93%	76 91%	107 91%	75 91%
ANY EXC. APPOINTMENT REMINDERS	106 82%	51 89%	36 79%	36 79%	8 67%	78 87%	38 78%	106 83%	99 84%	100 84%	66 91%	71 86%	99 84%	71 86%
Can't Remember	14 11%	5 9%	6 13%	6 13%	2 19%	8 9%	7 14%	14 11%	10 8%	10 8%	4 6%	8 10%	10 8%	8 10%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Means: Columns Tested (1% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m
 * small base; ** very small base (under 30) ineligible for sig testing

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

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

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici- ted calls (landlin e or mobile) (a)	Any unsolici- ted calls (landlin e) (b)	Any unsolici- ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	133	133	109	79	86	73	23	117	92	67	133	106	62	1	1	-
Weighted Base	130	130	104*	79*	85*	69*	26**	113	85*	67*	130	101*	63*	2**	2**	-**
Telling you about a product or service (for example, debt advice or payment protection insurance claim), which may then ask you to press a button to speak to somebody	95 73%	95 73%	81 78%	52 66%	62 73%	56 81%	15 59%	84 75%	70 82%	48 71%	95 73%	79 78%	40 63%	2 100%	2 100%	- -
Telling you a company has tried to call you, but when the call was put through there was no operator available to speak to you	24 19%	24 19%	24 23%	12 16%	21 25%	17 25%	7 27%	24 22%	21 24%	11 17%	24 19%	24 23%	11 17%	2 100%	2 100%	- -
Telling you about a competition	14 10%	14 10%	11 11%	7 9%	8 10%	8 12%	- -	12 11%	9 10%	5 8%	14 10%	11 11%	6 9%	- -	- -	- -
Reminding you of an appointment (e.g. dentist or doctor's appointment)	28 22%	28 22%	22 21%	19 24%	16 19%	11 15%	6 25%	28 24%	18 22%	18 27%	28 22%	21 21%	16 25%	- -	- -	- -
Other type	5 4%	5 4%	4 4%	5 6%	2 2%	2 3%	- -	2 2%	1 1%	2 3%	5 4%	4 4%	5 7%	- -	- -	- -
SUMMARY CODES																
ANY INC. APPOINTMENT REMINDERS	114 88%	114 88%	94 91%	70 88%	74 87%	62 89%	23 87%	102 90%	77 91%	62 91%	114 88%	92 90%	55 88%	2 100%	2 100%	-
ANY EXC. APPOINTMENT REMINDERS	106 82%	106 82%	91 87%	62 78%	70 82%	60 87%	19 73%	93 83%	74 87%	54 81%	106 82%	89 88%	48 75%	2 100%	2 100%	-
Can't Remember	14 11%	14 11%	9 9%	9 11%	12 14%	8 12%	4 16%	12 10%	8 10%	6 9%	14 11%	9 9%	7 12%	- -	- -	- -

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q.Ab Has another mobile network provider taken over, or tried to take over, your mobile service in the past 12 months WITHOUT THE CONSENT OR KNOWLEDGE OF ANYONE IN THE HOUSEHOLD?

Base:All who have a mobile phone

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	947	474	473	139	146	167	132	150	126	87	182	262	203	300
Weighted Base	971	478	493	149	171	195	141	166	87	60*	202	299	206	263
Yes	19	8	11	2	3	6	3	4	1	-	4	7	5	4
	2%	2%	2%	1%	2%	3%	2%	2%	2%	-	2%	2%	2%	1%
No	944	464	480	145	169	187	136	163	86	60	197	290	199	258
	97%	97%	97%	97%	98%	95%	97%	98%	98%	99%	97%	97%	97%	98%
Don't know	7	5	2	2	-	3	2	-	-	1	2	2	2	1
	1%	1%	*	2%	-	1%	1%	-	-	1%	1%	1%	1%	*

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q.Ab Has another mobile network provider taken over, or tried to take over, your mobile service in the past 12 months WITHOUT THE CONSENT OR KNOWLEDGE OF ANYONE IN THE HOUSEHOLD?

Base:All who have a mobile phone

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	947	552	233	162	475	472	284	663	753	194	802	71	39	35
Weighted Base	971	582	253	136	533	438	327	644	773	198	822	78*	46*	25*
Yes	19	17	2	1	9	10	10	10	17	3	19	1	-	-
	2%	3%	1%	*	2%	2%	3%	1%	2%	1%	2%	1%	-	-
No	944	561	248	135	519	425	314	631	749	195	797	76	46	25
	97%	96%	98%	100%a	97%	97%	96%	98%	97%	99%	97%	98%	100%	100%
Don't know	7	4	3	-	5	3	4	4	7	-	6	1	-	-
	1%	1%	1%	-	1%	1%	1%	1%	1%	-	1%	1%	-	-

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q.Ab Has another mobile network provider taken over, or tried to take over, your mobile service in the past 12 months WITHOUT THE CONSENT OR KNOWLEDGE OF ANYONE IN THE HOUSEHOLD?

Base:All who have a mobile phone

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	947	39	112	73	74	89	82	102	147	84	39	71	35
Weighted Base	971	38*	111	83*	74*	93*	87*	98*	156	81*	46*	78*	25*
Yes	19	2	3	1	-	4	2	1	3	2	-	1	-
	2%	5%	3%	1%	-	4%	2%	1%	2%	3%	-	1%	-
No	944	35	108	82	74	90	85	95	150	79	46	76	25
	97%	92%	97%	99%	100%a	96%	98%	97%	96%	97%	100%	98%	100%
Don't know	7	1	-	-	-	-	-	2	3	-	-	1	-
	1%	3%	-	-	-	-	-	2%	2%	-	-	1%	-

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q.Ab Has another mobile network provider taken over, or tried to take over, your mobile service in the past 12 months WITHOUT THE CONSENT OR KNOWLEDGE OF ANYONE IN THE HOUSEHOLD?

Base:All who have a mobile phone

Total	Q.1/2/3 PHONES OWN							PAY TV SERVICE		
	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	947	289	644	726	726	221	-	393	112	440
Weighted Base	971	262	693	739	739	232	..	409	118*	442
Yes	19	2	17	17	17	2	-	12	2	5
	2%	1%	2%	2%	2%	1%	-	3%	2%	1%
No	944	257	672	715	715	229	-	394	115	433
	97%	98%	97%	97%	97%	99%	-	96%	98%	98%
Don't know	7	2	5	6	6	1	-	3	-	4
	1%	1%	1%	1%	1%	*	-	1%	-	1%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q.Ab Has another mobile network provider taken over, or tried to take over, your mobile service in the past 12 months WITHOUT THE CONSENT OR KNOWLEDGE OF ANYONE IN THE HOUSEHOLD?

Base:All who have a mobile phone

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	947	416	366	362	51	554	378	903	805	806	437	578	830	553
Weighted Base	971	434	362	357	54*	579	378	924	850	851	479	629	875	600
Yes	19 2%	13 3%	3 1%	3 1%	1 3%	16 3%	3 1%	19 2%	16 2%	16 2%	11 2%	14 2%	18 2%	12 2%
No	944 97%	418 96%	355 98%	351 98%	53 97%	560 97%	371 98%	898 97%	828 97%	829 97%	467 98%	613 97%	851 97%	585 98%
Don't know	7 1%	3 1%	4 1%	4 1%	- -	3 1%	4 1%	7 1%	6 1%	6 1%	1 *	2 *	6 1%	2 *

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q.Ab Has another mobile network provider taken over, or tried to take over, your mobile service in the past 12 months WITHOUT THE CONSENT OR KNOWLEDGE OF ANYONE IN THE HOUSEHOLD?

Base:All who have a mobile phone

	Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
		Any unsolici ted calls (landlin e or mobile) (a)	Any unsolici ted calls (landin e) (b)	Any unsolici ted calls (mobile) (c)	Silent calls (landlin e or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/ marketin g (landlin e or mobile) (g)	Landline Live sales/ marketin g (h)	Mobile Live sales/ marketin g (phone or text) (i)	Recorded message (landli ne or mobile) (j)	Recorded message (landli ne) (k)	Recorded message (mobile) (l)	Other type (landlin e or mobile) (m)	Other type (landlin e) (n)	Other type (mobile) (o)
Unweighted Base	947	709	533	479	391	311	164	623	449	407	509	388	265	18	10	9
Weighted Base	971	725	534	508	401	311	179	639	452	431	531	397	287	17**	10**	8**
Yes	19 2%	17 2%	16 3%	16 3%	15 4%	14 5%	11 6%	15 2%	13 3%	13 3%	14 3%	12 3%	9 3%	- -	- -	- -
No	944 97%	702 97%	512 96%	487 96%	382 95%	292 94%	166 93%	618 97%	433 96%	415 96%	511 96%	379 96%	273 95%	17 100%	10 100%	8 100%
Don't know	7 1%	5 1%	5 1%	4 1%	4 1%	4 1%	2 1%	5 1%	5 1%	3 1%	5 1%	5 1%	4 1%	- -	- -	- -

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q.Cd Thinking about this experience, how did you find out that another provider was trying to take over your mobile service?

Base: All who experienced a slam

	Total	GENDER		AGE						SOCIAL GRADE				
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	19	8	11	2	3	5	3	4	2	-	4	6	6	3
Weighted Base	19*	8**	11**	2**	3**	6**	3**	4**	1**	..	4**	7**	5**	4**
I received a 'welcome' letter from another mobile provider	4 23%	2 23%	3 24%	- -	- -	1 23%	1 34%	2 52%	- -	- -	1 26%	2 36%	- -	1 28%
My phone number was changed	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
I lost my mobile connection	2 12%	2 28%	- -	- -	1 56%	- -	- -	1 23%	- -	- -	- -	- -	1 18%	1 40%
I received a 'sorry to see you go' letter from my current provider	2 11%	- -	2 19%	- -	- -	- -	2 66%	- -	- -	- -	1 26%	- -	- -	1 28%
I received a call from my current provider	6 29%	2 29%	3 29%	2 100%	- -	4 59%	- -	- -	- -	- -	- -	3 48%	1 23%	1 32%
I received an early termination charge from my current provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	3 13%	1 6%	2 19%	- -	- -	- -	1 34%	1 25%	1 39%	- -	1 26%	1 16%	1 11%	- -
None of these	3 17%	1 13%	2 19%	- -	1 44%	1 18%	- -	- -	1 61%	- -	1 22%	- -	2 48%	- -
Don't know/Can't Remember	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q.Cd Thinking about this experience, how did you find out that another provider was trying to take over your mobile service?

Base: All who experienced a slam

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	19	16	2	1	9	10	9	10	16	3	18	1	-	-
Weighted Base	19*	17**	2**	1**	9**	10**	10**	10**	17**	3**	19**	1**	..**	..**
I received a 'welcome' letter from another mobile provider	4 23%	4 27%	-	-	4 38%	1 10%	-	4 47%	3 21%	1 42%	4 24%	-	-	-
My phone number was changed	- -	- -	-	-	-	-	-	-	-	-	-	-	-	-
I lost my mobile connection	2 12%	1 9%	1 45%	-	-	2 24%	2 25%	-	2 14%	-	2 13%	-	-	-
I received a 'sorry to see you go' letter from my current provider	2 11%	2 12%	-	-	2 22%	-	1 10%	1 11%	1 6%	1 42%	2 11%	-	-	-
I received a call from my current provider	6 29%	5 27%	1 55%	-	2 21%	4 37%	3 36%	2 23%	5 28%	1 35%	6 30%	-	-	-
I received an early termination charge from my current provider	- -	- -	-	-	-	-	-	-	-	-	-	-	-	-
Other	3 13%	2 12%	-	1 100%	1 11%	1 15%	1 11%	1 16%	3 15%	-	2 11%	1 100%	-	-
None of these	3 17%	3 19%	-	-	2 19%	1 14%	2 18%	1 15%	3 15%	1 23%	3 17%	-	-	-
Don't know/Can't Remember	- -	- -	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q.Cd Thinking about this experience, how did you find out that another provider was trying to take over your mobile service?

Base: All who experienced a slam

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	19	2	3	1	-	3	2	1	3	3	-	1	-
Weighted Base	19*	2**	3**	1**	..	4**	2**	1**	3**	2**	..	1**	..
I received a 'welcome' letter from another mobile provider	4 23%	- -	- -	- -	- -	- -	- -	- -	3 100%	1 42%	- -	- -	- -
My phone number was changed	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
I lost my mobile connection	2 12%	- -	- -	- -	- -	1 40%	1 45%	- -	- -	- -	- -	- -	- -
I received a 'sorry to see you go' letter from my current provider	2 11%	- -	- -	1 100%	- -	- -	- -	- -	- -	1 42%	- -	- -	- -
I received a call from my current provider	6 29%	1 54%	2 67%	- -	- -	2 60%	- -	- -	- -	- -	- -	- -	- -
I received an early termination charge from my current provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	3 13%	1 46%	-	- -	- -	- -	1 55%	- -	- -	- -	- -	1 100%	- -
None of these	3 17%	- -	1 33%	- -	- -	- -	- -	1 100%	- -	1 58%	- -	- -	- -
Don't know/Can't Remember	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q.Cd Thinking about this experience, how did you find out that another provider was trying to take over your mobile service?

Base: All who experienced a slam

	Total	Q.1/2/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	19	19	2	17	17	17	2	-	11	2	6
Weighted Base	19*	19**	2**	17**	17**	17**	2**	..**	12*	2*	5*
I received a 'welcome' letter from another mobile provider	4 23%	4 23%	-	4 27%	4 26%	4 26%	-	-	2 21%	-	2 41%
My phone number was changed	-	-	-	-	-	-	-	-	-	-	-
I lost my mobile connection	2 12%	2 12%	1 64%	1 5%	2 14%	2 14%	-	-	2 20%	-	-
I received a 'sorry to see you go' letter from my current provider	2 11%	2 11%	-	2 12%	2 12%	2 12%	-	-	-	-	2 40%
I received a call from my current provider	6 29%	6 29%	-	6 33%	6 32%	6 32%	-	-	4 37%	1 52%	-
I received an early termination charge from my current provider	-	-	-	-	-	-	-	-	-	-	-
Other	3 13%	3 13%	-	3 15%	3 15%	3 15%	-	-	2 17%	-	1 11%
None of these	3 17%	3 17%	1 36%	2 14%	1 8%	1 8%	2 100%	-	1 5%	1 48%	1 29%
Don't know/Can't Remember	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q.Cd Thinking about this experience, how did you find out that another provider was trying to take over your mobile service?

Base: All who experienced a slam

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	19	12	3	3	2	15	3	19	16	16	10	13	17	12
Weighted Base	19*	13**	3**	3**	1**	16**	3**	19**	16**	16**	11**	14**	18**	12**
I received a 'welcome' letter from another mobile provider	4 23%	3 27%	1 41%	1 41%	- -	2 16%	1 41%	4 23%	4 27%	4 27%	2 18%	3 25%	4 25%	2 16%
My phone number was changed	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
I lost my mobile connection	2 12%	2 18%	- -	- -	- -	2 15%	- -	2 12%	2 14%	2 14%	1 14%	1 11%	2 13%	1 12%
I received a 'sorry to see you go' letter from my current provider	2 11%	- -	2 79%	2 79%	- -	- -	2 79%	2 11%	2 12%	2 12%	1 9%	1 7%	2 11%	1 8%
I received a call from my current provider	6 29%	4 34%	- -	- -	- -	6 36%	- -	6 29%	4 27%	4 27%	4 40%	6 41%	6 32%	4 36%
I received an early termination charge from my current provider	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -
Other	3 13%	2 16%	1 21%	1 21%	- -	2 13%	1 21%	3 13%	1 6%	1 6%	1 9%	- -	1 6%	1 9%
None of these	3 17%	1 5%	- -	- -	1 100%	3 20%	- -	3 17%	3 19%	3 19%	1 10%	2 17%	3 18%	2 19%
Don't know/Can't Remember	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q.Cd Thinking about this experience, how did you find out that another provider was trying to take over your mobile service?

Base: All who experienced a slam

Total	Q6A6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	19	16	16	15	14	10	15	14	13	14	12	10	-	-	-
Weighted Base	19*	17**	16**	15**	14**	11**	15**	13**	13**	14**	12**	9**	-**	-**	-**
I received a 'welcome' letter from another mobile provider	4	4	4	3	3	1	4	3	4	4	3	1	-	-	-
	23%	26%	27%	20%	21%	10%	30%	22%	26%	25%	21%	10%	-	-	-
My phone number was changed	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I lost my mobile connection	2	2	2	2	1	2	1	1	1	1	1	1	-	-	-
	12%	14%	14%	16%	11%	22%	6%	6%	6%	6%	7%	9%	-	-	-
I received a 'sorry to see you go' letter from my current provider	2	2	1	2	1	1	1	1	1	2	1	1	-	-	-
	11%	12%	6%	12%	7%	10%	7%	8%	8%	14%	9%	10%	-	-	-
I received a call from my current provider	6	6	6	6	6	6	6	6	6	6	6	5	-	-	-
	29%	32%	34%	37%	40%	52%	38%	42%	42%	40%	46%	48%	-	-	-
I received an early termination charge from my current provider	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	3	3	3	3	3	1	3	3	2	3	3	1	-	-	-
	13%	15%	16%	17%	18%	9%	17%	19%	15%	18%	21%	16%	-	-	-
None of these	3	1	1	1	1	1	1	1	1	1	1	1	-	-	-
	17%	8%	9%	10%	10%	8%	10%	11%	11%	4%	5%	6%	-	-	-
Don't know/Can't Remember	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q.Ef And do you now use that network provider or did you stop them from taking over your mobile service?

Base: All who experienced a slam

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	19	8	11	2	3	5	3	4	2	-	4	6	6	3
Weighted Base	19*	8**	11**	2**	3**	6**	3**	4**	1**	..	4**	7**	5**	4**
Currently use that provider	8	5	3	1	1	2	1	2	1	-	1	4	2	-
	39%	59%	24%	46%	22%	39%	34%	52%	39%	-	26%	63%	47%	-
I stopped them from taking over my mobile	10	3	6	-	2	4	2	1	1	-	2	1	3	4
	50%	41%	57%	-	78%	61%	66%	23%	61%	-	48%	22%	53%	100%
Still in process of stopping them taking over my mobile	2	-	2	1	-	-	-	1	-	-	1	1	-	-
	10%	-	19%	54%	-	-	-	25%	-	-	26%	15%	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q.Ef And do you now use that network provider or did you stop them from taking over your mobile service?

Base: All who experienced a slam

Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
	Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	19	16	2	1	9	10	9	16	3	18	1	-	-
Weighted Base	19*	17**	2**	1**	9**	10**	10**	17**	3**	19**	1**	..**	..**
Currently use that provider	8	7	-	1	5	3	4	6	1	7	1	-	-
	39%	42%	-	100%	51%	29%	46%	36%	58%	38%	100%	-	-
I stopped them from taking over my mobile	10	9	1	-	3	6	5	9	1	10	-	-	-
	50%	52%	45%	-	38%	62%	54%	52%	42%	52%	-	-	-
Still in process of stopping them taking over my mobile	2	1	1	-	1	1	-	2	-	2	-	-	-
	10%	6%	55%	-	11%	10%	-	12%	-	11%	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q.Ef And do you now use that network provider or did you stop them from taking over your mobile service?

Base: All who experienced a slam

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	19	2	3	1	-	3	2	1	3	3	-	1	-
Weighted Base	19*	2**	3**	1**	..	4**	2**	1**	3**	2**	..	1**	..
Currently use that provider	8 39%	-	1 33%	-	-	2 60%	1 55%	-	2 57%	1 24%	-	1 100%	-
I stopped them from taking over my mobile	10 50%	1 54%	1 36%	1 100%	-	1 40%	1 45%	1 100%	1 43%	2 76%	-	-	-
Still in process of stopping them taking over my mobile	2 10%	1 46%	1 31%	-	-	-	-	-	-	-	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q.Ef And do you now use that network provider or did you stop them from taking over your mobile service?

Base: All who experienced a slam

Total	Q.1/2/3 PHONES OWN							PAY TV SERVICE		
	Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	19	2	17	17	17	2	-	11	2	6
Weighted Base	19*	2**	17**	17**	17**	2**	..**	12*	2*	5*
Currently use that provider	8	-	8	6	6	1	-	5	1	2
	39%	-	45%	37%	37%	66%	-	41%	48%	31%
I stopped them from taking over my mobile	10	2	7	9	9	1	-	5	1	3
	50%	100%	43%	52%	52%	34%	-	42%	52%	69%
Still in process of stopping them taking over my mobile	2	-	2	2	2	-	-	2	-	-
	10%	-	12%	12%	12%	-	-	17%	-	-
Don't know	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q.Ef And do you now use that network provider or did you stop them from taking over your mobile service?

Base: All who experienced a slam

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	19	12	3	3	2	15	3	19	16	16	10	13	17	12
Weighted Base	19*	13**	3**	3**	1**	16**	3**	19**	16**	16**	11**	14**	18**	12**
Currently use that provider	8 39%	6 46%	1 21%	1 21%	- -	6 38%	1 21%	8 39%	7 42%	7 42%	6 58%	6 43%	7 40%	7 57%
I stopped them from taking over my mobile	10 50%	5 39%	2 79%	2 79%	1 100%	8 49%	2 79%	10 50%	8 51%	8 51%	4 33%	7 50%	10 55%	4 35%
Still in process of stopping them taking over my mobile	2 10%	2 16%	- -	- -	- -	2 13%	- -	2 10%	1 6%	1 6%	1 9%	1 8%	1 6%	1 9%
Don't know	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -	- -

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

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

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q.Ef And do you now use that network provider or did you stop them from taking over your mobile service?

Base: All who experienced a slam

Total	Q6A/6B UNSOLICITED CALLS - (4 WEEKS)														
	Any unsolicited calls (landline or mobile) (a)	Any unsolicited calls (landline) (b)	Any unsolicited calls (mobile) (c)	Silent calls (landline or mobile) (d)	Landline silent calls (e)	Mobile silent calls (f)	Live sales/marketing (landline or mobile) (g)	Landline Live sales/marketing (h)	Mobile Live sales/marketing (phone or text) (i)	Recorded message (landline or mobile) (j)	Recorded message (landline) (k)	Recorded message (mobile) (l)	Other type (landline or mobile) (m)	Other type (landline) (n)	Other type (mobile) (o)
Unweighted Base	19	16	16	15	14	10	15	14	13	14	12	10	-	-	-
Weighted Base	19*	17**	16**	15**	14**	11**	15**	13**	13**	14**	12**	9**	-**	-**	-**
Currently use that provider	8	6	6	6	6	2	6	6	5	5	4	4	-	-	-
	39%	37%	39%	43%	45%	21%	43%	47%	36%	38%	36%	46%	-	-	-
I stopped them from taking over my mobile	10	9	8	7	6	7	7	5	7	7	6	4	-	-	-
	50%	52%	49%	44%	41%	61%	44%	38%	49%	47%	47%	44%	-	-	-
Still in process of stopping them taking over my mobile	2	2	2	2	2	2	2	2	2	2	2	1	-	-	-
	10%	12%	12%	13%	14%	19%	13%	15%	15%	14%	17%	10%	-	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g/h/i/j/k/l/m/n/o

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

Q.TV

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1113	477	441	437	60	639	456	1063	878	879	459	597	904	574
Weighted Base	1113	490	420	416	63*	655	440	1061	917	919	501	648	943	621
Sky - Digital Satellite TV for a monthly subscription	460 41%	460 94%bcdefg	40 10%	38 9%	- -	460 70%bcdfg	39 9%	460 43%bcdf	419 46%	421 46%	217 43%	299 46%	422 45%	289 46%
Satellite TV from someone other than Sky	7 1%	7 1%	* *	* *	2 3%bcf	3 *	* *	7 1%	6 1%	6 1%	3 1%	7 1%	7 1%	4 1%
Free-Sat - Digital Satellite TV WITHOUT a monthly subscription	28 2%	28 6%bceg	4 1%	4 1%	1 2%	4 1%	28 6%bceg	28 3%e	24 3%	24 3%	15 3%	17 3%	24 3%	15 2%
Virgin Media through cable	134 12%	2 *	6 1%	5 1%	- -	134 20%abcdfg	5 1%	134 13%abcdf	120 13%	117 13%	77 15%	87 13%	122 13%	86 14%
Freeview through a TV aerial and set-top box	160 14%	9 2%	160 38%adeg	160 38%adeg	2 3%	10 2%	160 36%adeg	160 15%ae	114 12%	116 13%	61 12%	87 13%	122 13%	79 13%
TV set which has Freeview channels built in (without a separate set-top box)	261 23%	33 7%	261 62%adeg	261 63%adeg	3 5%	38 6%	261 59%adeg	261 25%ade	180 20%	181 20%	89 16%	113 17%	190 20%	111 16%
YouView set top box	4 *	3 1%	4 1%	- -	1 1%	4 1%	- -	4 *	4 *	4 *	3 1%	4 1%	4 *	4 1%
BT Vision	38 3%	3 1%	1 *	1 *	38 61%abcefg	38 6%abcf	2 *	38 4%abcf	37 4%	38 4%	18 4%	30 5%	38 4%	25 4%
Talk Talk TV	25 2%	- -	4 1%	3 1%	25 39%abcefg	25 4%abcf	3 1%	25 2%a	22 2%	21 2%	8 2%	12 2%	22 2%	12 2%
Other	14 1%	1 *	1 *	1 *	1 1%	1 *	1 *	14 1%	11 1%	11 1%	7 1%	8 1%	11 1%	8 1%
NO TV	50 4%	- -	- -	- -	- -	- -	- -	- -	41 4%	41 4%	30 6%	30 5%	42 4%	32 5%
Don't know	2 *	- -	- -	- -	- -	- -	- -	- -	2 *	2 *	1 *	1 *	2 *	1 *

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q.INTERNET

Base: All adults UK

	Total	TV						INTERNET						
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1113	477	441	437	60	639	456	1063	878	879	459	597	904	574
Weighted Base	1113	490	420	416	63*	655	440	1061	917	919	501	648	943	621
Using a Wi-Fi (wireless) connection to broadband	902 81%	444 91%bcfg	285 68%	281 68%	58 91%bcf	589 90%bcfg	302 69%	859 81%bcf	902 98%jiklm	902 98%jiklm	471 94%	607 94%	902 96%	585 94%
Using a wired (Ethernet) connection to broadband	135 12%	48 10%	44 10%	43 10%	8 12%	82 13%	44 10%	128 12%	135 15%	121 13%	135 27%hiklm	98 15%	135 14%	87 14%
Using a mobile network e.g. using 3G/4G on a smartphone/tablet/dongle	411 37%	193 39%bcf	126 30%	124 30%	27 42%	266 41%bcf	131 30%	389 37%	386 42%	391 42%	293 59%hil	411 63%hilm	411 44%	334 54%hil
Using a dial-up connection to the internet i.e. you cannot make phone calls at the same time	11 1%	6 1%	1 *	- -	2 2%cf	11 2%f	- -	11 1%	11 1%	11 1%	9 2%	11 2%	11 1%	11 2%
While travelling using a Wi-Fi (wireless) network	304 27%	160 33%bcf	79 19%	76 18%	17 27%	214 33%bcf	85 19%	287 27%bcf	294 32%	304 33%	304 61%hiklm	283 44%hil	302 32%	304 49%hil
While travelling using a mobile network e.g. using 3G/4G on a smartphone/tablet/dongle	521 47%	257 52%bcf	155 37%	152 37%	36 56%bc	352 54%bcfg	166 38%	495 47%bcf	500 55%	506 55%	366 73%hil	521 80%hijl	512 54%	521 84%hijl
At work or place of study	242 22%	109 22%	72 17%	70 17%	11 17%	152 23%	77 18%	222 21%	232 25%	238 26%	242 48%hiklm	220 34%hil	238 25%	242 39%hil
In a public place (e.g. café or library) using a Wi-Fi (wireless) network	184 17%	88 18%	62 15%	58 14%	9 14%	115 17%	63 14%	169 16%	171 19%	184 20%	166 33%hil	177 27%hil	178 19%	184 30%hil
In a public place (e.g. café or library) using a wired (Ethernet) connection to broadband	58 5%	31 6%	13 3%	12 3%	- -	42 6%f	12 3%	55 5%	56 6%	58 6%	58 12%hil	54 8%	58 6%	58 9%
In a public place (e.g. café or library) using a mobile network e.g. using 3G/4G on a smartphone/tablet/dongle	182 16%	92 19%	58 14%	54 13%	10 16%	120 18%	57 13%	171 16%	174 19%	181 20%	160 32%hil	182 28%hil	181 19%	182 29%hil

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q.INTERNET

Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1113	477	441	437	60	639	456	1063	878	879	459	597	904	574
Weighted Base	1113	490	420	416	63*	655	440	1061	917	919	501	648	943	621
Home/personal email address	824 74%	389 79%bcf	277 66%	272 66%	54 85%bcf	527 80%bcfg	292 67%	786 74%bcf	797 87%	799 87%	457 91%l	581 90%	810 86%	571 92%hil
Work email address	177 16%	74 15%	64 15%	62 15%	12 18%	111 17%	64 15%	167 16%	170 19%	171 19%	144 29%hil	156 24%l	172 18%	163 26%hil
None of these/Don't access the internet	151 14%	35 7%	94 22%adeg	94 23%adeg	4 6%	48 7%	96 22%adeg	143 13%ae	-	-	-	-	-	-

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Means: Columns Tested (1% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1113	553	560	147	154	177	147	176	163	149	200	294	233	386
Weighted Base	1113	541	572	156	180	208	155	196	112	105	220	331	232	330
GENDER														
Male	541	541	-	80	84	107	75	98	50	46	123	147	124	147
	49%	100%b	-	51%	47%	52%	48%	50%	44%	44%	56%km	44%	54%km	45%
Female	572	-	572	76	96	101	80	98	62	59	98	184	107	183
	51%	-	100%a	49%	53%	48%	52%	50%	56%	56%	44%	56%jl	46%	55%jl
AGE														
16-24	156	80	76	156	-	-	-	-	-	-	25	53	33	46
	14%	15%	13%	100%defghi	-	-	-	-	-	-	11%	16%	14%	14%
25-34	180	84	96	-	180	-	-	-	-	-	29	69	39	42
	16%	16%	17%	-	100%cefghi	-	-	-	-	-	13%	21%jlm	17%	13%
35-44	208	107	101	-	-	208	-	-	-	-	48	62	43	55
	19%	20%	18%	-	-	100%cdfghi	-	-	-	-	22%	19%	19%	17%
45-54	155	75	80	-	-	-	155	-	-	-	25	39	46	45
	14%	14%	14%	-	-	-	100%cddegghi	-	-	-	11%	12%	20%jk	14%
55-64	196	98	98	-	-	-	-	196	-	-	55	60	33	48
	18%	18%	17%	-	-	-	-	100%cddefhi	-	-	25%lm	18%	14%	15%
65-74	112	50	62	-	-	-	-	-	112	-	23	26	20	42
	10%	9%	11%	-	-	-	-	-	100%cdefgi	-	10%	8%	9%	13%k
75+	105	46	59	-	-	-	-	-	-	105	16	21	17	52
	9%	8%	10%	-	-	-	-	-	-	100%cddefgh	7%	6%	7%	16%jkl
SOCIAL GRADE														
AB	220	123	98	25	29	48	25	55	23	16	220	-	-	-
	20%	23%b	17%	16%	16%	23%	16%	28%cdfi	21%	15%	100%klm	-	-	-
C1	331	147	184	53	69	62	39	60	26	21	-	331	-	-
	30%	27%	32%	34%i	39%fhi	30%i	25%	31%i	23%	20%	-	100%jlm	-	-
C2	232	124	107	33	39	43	46	33	20	17	-	-	232	-
	21%	23%	19%	21%	22%	21%	30%ghi	17%	18%	16%	-	-	100%jkm	-
DE	330	147	183	46	42	55	45	48	42	52	-	-	-	330
	30%	27%	32%	29%	24%	26%	29%	25%	38%deg	49%cddefg	-	-	-	100%ijkl

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1113	553	560	147	154	177	147	176	163	149	200	294	233	386
Weighted Base	1113	541	572	156	180	208	155	196	112	105	220	331	232	330
MARITAL STATUS														
Married/Living as married	641 58%	333 62%ab	308 54%	32 20%	109 61%ci	162 78%cdghi	110 71%chi	124 63%ci	64 57%ci	40 38%ci	163 74%klm	197 59%lm	145 62%lm	136 41%
Single	283 25%	151 28%	132 23%	125 80%defghi	65 36%efghi	35 17%hi	23 15%hi	26 13%hi	6 5%	3 3%	37 17%	83 25%j	52 22%	112 34%jkl
Widow/Divorced/Separated	189 17%	57 10%	132 23%a	- -	6 3%ci	11 5%ci	22 14%code	47 24%cdef	42 38%cdefg	62 59%cdefgh	20 9%	52 16%j	35 15%	82 25%jkl
WORKING STATUS														
Working	565 51%	290 54%	275 48%	60 39%hi	131 73%cghi	156 75%cghi	106 68%cghi	96 49%hi	12 11%i	4 3%	128 58%lm	201 61%lm	140 60%lm	97 29%
Not working	548 49%	251 46%	297 52%	96 61%def	49 27%	52 25%	49 32%	100 51%def	100 89%cdefg	101 97%cdefgh	93 42%	130 39%	92 40%	233 71%jkl
CHILDREN IN HOUSEHOLD														
Any	352 32%	153 28%	198 35%a	54 35%ghi	90 50%cfghi	141 68%cdfghi	49 32%ghi	13 7%i	3 3%i	- -	72 33%	108 33%	72 31%	99 30%
None	761 68%	387 72%ab	374 65%	102 65%de	90 50%e	67 32%	106 68%de	182 93%cdef	109 97%cdef	105 100%cdefgh	148 67%	223 67%	160 69%	231 70%
AREA														
Urban	889 80%	430 80%	459 80%	126 81%	148 82%	174 84%	124 80%	149 76%	86 77%	82 78%	174 79%	274 83%	181 78%	260 79%
Rural	224 20%	110 20%	113 20%	30 19%	32 18%	34 16%	31 20%	47 24%	26 23%	23 22%	46 21%	57 17%	51 22%	70 21%
COUNTRY														
England	937 84%	449 83%	488 85%	138 88%	156 86%	176 84%	135 87%	157 80%	92 82%	84 80%	176 80%	299 90%jlm	190 82%	273 83%
Scotland	95 9%	48 9%	46 8%	11 7%	15 8%	16 8%	11 7%	20 10%	11 10%	12 11%	31 14%km	15 5%	22 10%k	26 8%
Wales	56 5%	30 6%	25 4%	4 3%	6 3%	8 4%	7 4%	16 8%ci	7 6%	8 8%ci	10 4%	9 3%	15 7%	22 7%k
Northern Ireland	25 2%	13 2%	13 2%	3 2%	4 2%	9 4%	3 2%	3 1%	2 2%	1 1%	4 2%	8 2%	5 2%	10 3%

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1113	553	560	147	154	177	147	176	163	149	200	294	233	386
Weighted Base	1113	541	572	156	180	208	155	196	112	105	220	331	232	330
GOVERNMENT REGIONS														
North East	47	23	25	6	5	12	5	10	6	4	13	5	11	19
	4%	4%	4%	4%	3%	6%	3%	5%	6%	4%	6%k	1%	5%k	6%k
North West	123	55	68	17	18	24	15	20	19	9	18	33	24	47
	11%	10%	12%	11%	10%	12%	10%	10%	17%i	9%	8%	10%	10%	14%
Yorkshire and The Humber	97	48	49	21	9	18	19	18	8	4	22	23	23	30
	9%	9%	9%	13%dl	5%	9%	12%di	9%	7%	4%	10%	7%	10%	9%
East Midlands	83	36	47	10	12	14	13	14	8	12	8	29	15	31
	7%	7%	8%	6%	7%	7%	8%	7%	8%	11%	4%	9%j	7%	9%j
West Midlands	101	51	50	17	11	22	13	18	11	9	23	32	15	30
	9%	9%	9%	11%	6%	11%	9%	9%	10%	9%	11%	10%	7%	9%
East of England	103	50	53	15	25	18	18	12	5	10	19	32	31	21
	9%	9%	9%	10%	14%gh	8%	12%h	6%	5%	9%	9%	10%	13%lm	6%
London	122	64	58	19	32	28	15	12	8	7	14	30	28	49
	11%	12%	10%	12%	18%ghi	13%g	10%	6%	8%	7%	6%	9%	12%	15%jk
South East	172	80	92	26	27	31	20	39	15	14	48	81	19	25
	15%	15%	16%	16%	15%	15%	13%	20%	14%	13%	22%lm	25%lm	8%	7%
South West	90	43	46	8	17	9	16	13	11	16	11	33	24	22
	8%	8%	8%	5%	10%	4%	10%e	7%	9%	15%ceg	5%	10%	10%	7%
Wales	56	30	25	4	6	8	7	16	7	8	10	9	15	22
	5%	6%	4%	3%	3%	4%	4%	8%c	6%	8%ac	4%	3%	7%	7%k
Scotland	95	48	46	11	15	16	11	20	11	12	31	15	22	26
	9%	9%	8%	7%	8%	8%	7%	10%	10%	11%	14%km	5%	10%k	8%
Northern Ireland	25	13	13	3	4	9	3	3	2	1	4	8	5	10
	2%	2%	2%	2%	2%	4%	2%	1%	2%	1%	2%	2%	2%	3%
Q.1/2/3 PHONES OWN														
Mobile (any)	971	478	493	149	171	195	141	166	87	60	202	299	206	263
	87%	88%	86%	95%ghi	95%ghi	94%ghi	91%hi	85%i	78%i	58%	92%am	90%am	89%am	80%
Mobile - Pre-pay	262	131	132	29	32	28	33	47	46	46	39	62	56	105
	24%	24%	23%	19%	18%	14%	21%	24%e	41%cdelfg	43%cdelfg	18%	19%	24%	32%jk

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1113	553	560	147	154	177	147	176	163	149	200	294	233	386
Weighted Base	1113	541	572	156	180	208	155	196	112	105	220	331	232	330
Mobile - contract	693	336	357	120	137	164	103	115	40	13	158	229	148	158
	62%	62%	62%	77%ghi	76%ghi	79%fghi	67%hi	59%hi	36%i	13%	72%lm	69%lm	64%lm	48%
Landline	840	403	437	97	121	156	120	157	95	95	188	250	176	226
	75%	75%	76%	62%	67%	75%cd	77%cd	80%cd	85%cde	90%cdefgh	85%klm	76%lm	76%	68%
Mobile & Landline	739	360	379	95	115	149	114	137	73	56	175	228	156	180
	66%	67%	66%	60%	64%	72%cd	73%cd	70%cd	65%cd	54%	79%klm	69%lm	67%lm	54%
Mobile only	232	118	114	54	56	46	27	30	14	4	27	70	51	83
	21%	22%	20%	35%efghi	31%fghi	22%hi	17%hi	15%hi	13%hi	4%	12%	21%j	22%j	25%j
Landline only	101	44	58	2	6	7	6	20	22	38	13	22	21	46
	9%	8%	10%	2%	3%	3%	4%	10%cd	20%cd	37%cd	6%	7%	9%	14%jk
PAY TV SERVICE														
Sky	460	225	234	68	77	108	69	72	38	28	87	142	94	137
	41%	42%	41%	44%hi	43%hi	52%ghi	44%hi	37%	34%	27%	40%	43%	41%	41%
Virgin Media	134	63	71	27	18	24	17	27	12	8	24	47	31	32
	12%	12%	12%	17%hi	10%	11%	11%	14%	11%	8%	11%	14%	13%	10%
Other	517	241	276	46	76	90	70	98	64	73	113	146	107	152
	46%	45%	48%	29%	42%cd	43%cd	45%cd	50%cd	57%cd	69%cd	51%	44%	46%	46%
TV														
ANY SATELLITE	490	241	248	73	81	112	74	77	40	31	95	145	106	144
	44%	45%	43%	47%hi	45%hi	54%ghi	48%hi	39%	36%	30%	43%	44%	46%	44%
ANY FREEVIEW INC. YOUVIEW	420	197	223	38	56	65	56	85	53	67	88	125	82	125
	38%	36%	39%	24%	31%	31%	36%cd	44%cd	47%cd	64%cd	40%	38%	35%	38%
ANY FREEVIEW EXC. YOUVIEW	416	196	220	37	56	61	56	85	53	67	86	123	81	125
	37%	36%	38%	24%	31%	29%	36%cd	44%cd	47%cd	64%cd	39%	37%	35%	38%
ANY IPTV	63	25	38	2	13	21	7	9	7	3	19	14	12	19
	6%	5%	7%	2%	7%cd	10%cd	5%	5%	7%cd	3%	8%	4%	5%	6%
ANY PAY TV	655	312	343	98	108	153	93	107	57	40	130	201	137	186
	59%	58%	60%	63%hi	60%hi	73%dfghi	60%hi	54%hi	51%hi	38%	59%	61%	59%	56%
ANY FTA	440	208	232	40	60	65	61	90	55	68	91	127	92	129
	39%	38%	40%	26%	34%	31%	39%cd	46%cd	49%cd	65%cd	42%	38%	40%	39%

Q. Breaks x Breaks
Base: All adults UK

	Total	GENDER		AGE							SOCIAL GRADE			
		Male (a)	Female (b)	16-24 (c)	25-34 (d)	35-44 (e)	45-54 (f)	55-64 (g)	65-74 (h)	75+ (i)	AB (j)	C1 (k)	C2 (l)	DE (m)
Unweighted Base	1113	553	560	147	154	177	147	176	163	149	200	294	233	386
Weighted Base	1113	541	572	156	180	208	155	196	112	105	220	331	232	330
ANY TV SERVICE	1061	509	552	140	163	204	151	188	110	105	213	310	225	312
	95%	94%	96%	89%	90%	98%cd	97%cd	96%c	98%cd	100%cdg	97%	94%	97%	95%
INTERNET														
FIXED BROADBAND AT HOME	917	451	466	145	163	200	135	163	72	39	202	293	187	235
	82%	83%	81%	93%ghi	90%hi	96%cdfghi	87%hi	83%hi	65%i	37%	92%lm	89%lm	81%lm	71%
ANY WIFI ACCESS	919	456	463	146	165	200	136	165	69	37	203	288	191	237
	83%	84%	81%	94%ghi	92%hi	96%fghi	88%hi	84%hi	62%i	35%	92%lm	87%lm	83%lm	72%
ANY WIRED (ETHERNET) ACCESS	501	252	248	100	103	112	70	79	27	8	127	169	99	105
	45%	47%	43%	64%fghi	57%fghi	54%ghi	45%hi	41%hi	24%i	8%	57%lm	51%lm	43%lm	32%
ANY MOBILE (3G/4G) ACCESS	648	319	329	121	140	161	97	90	31	8	144	213	144	147
	58%	59%	58%	77%fghi	78%fghi	77%fghi	63%ghi	46%hi	27%i	8%	65%lm	64%lm	62%lm	44%
INTERNET ACCESS AT HOME	943	464	479	148	170	204	140	168	74	39	203	298	194	247
	85%	86%	84%	95%ghi	94%ghi	98%fghi	90%hi	86%hi	66%i	38%	92%lm	90%lm	84%lm	75%
INTERNET ACCESS OUTSIDE OF HOME	621	304	317	128	129	146	88	94	29	8	146	211	125	140
	56%	56%	55%	82%efghi	72%fghi	70%fghi	57%hi	48%hi	25%i	7%	66%lm	64%lm	54%lm	42%

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1113	622	265	226	503	610	307	806	888	225	935	92	50	36
Weighted Base	1113	641	283	189	565	548	352	761	889	224	937	95*	56*	25*
GENDER														
Male	541	333	151	57	290	251	153	387	430	110	449	48	30	13
	49%	52% ^c	53% ^c	30%	51%	46%	44%	51% ^f	48%	49%	48%	51%	55%	50%
Female	572	308	132	132	275	297	198	374	459	113	488	46	25	13
	51%	48%	47%	70% ^{ab}	49%	54%	56% ^g	49%	52%	51%	52%	49%	45%	50%
AGE														
16-24	156	32	125	-	60	96	54	102	126	30	138	11	4	3
	14%	5% ^c	44% ^{ac}	-	11%	18% ^d	15%	13%	14%	14%	15%	12%	7%	13%
25-34	180	109	65	6	131	49	90	90	148	32	156	15	6	4
	16%	17% ^c	23% ^c	3%	23% ^e	9%	26% ^g	12%	17%	14%	17%	15%	11%	16%
35-44	208	162	35	11	156	52	141	67	174	34	176	16	8	9
	19%	25% ^{bc}	13% ^c	6%	28% ^e	10%	40% ^g	9%	20%	15%	19%	17%	14%	36% ^{ijkl}
45-54	155	110	23	22	106	49	49	106	124	31	135	11	7	3
	14%	17% ^b	8%	12%	19% ^e	9%	14%	14%	14%	14%	14%	11%	12%	12%
55-64	196	124	26	47	96	100	13	182	149	47	157	20	16	3
	18%	19% ^b	9%	25% ^b	17%	18%	4%	24% ^f	17%	21%	17%	21%	29% ^j	10%
65-74	112	64	6	42	12	100	3	109	86	26	92	11	7	2
	10%	10% ^b	2%	22% ^{ab}	2%	18% ^d	1%	14% ^f	10%	12%	10%	11%	13%	10%
75+	105	40	3	62	4	101	-	105	82	23	84	12	8	1
	9%	6% ^b	1%	33% ^{ab}	1%	19% ^d	-	14% ^f	9%	10%	9%	12%	15%	4%
SOCIAL GRADE														
AB	220	163	37	20	128	93	72	148	174	46	176	31	10	4
	20%	26% ^{bc}	13%	11%	23% ^e	17%	21%	19%	20%	21%	19%	33% ^j	17%	14%
C1	331	197	83	52	201	130	108	223	274	57	299	15	9	8
	30%	31%	29%	27%	35% ^e	24%	31%	29%	31%	25%	32% ^{kl}	16%	17%	30%
C2	232	145	52	35	140	92	72	160	181	51	190	22	15	5
	21%	23%	18%	19%	25% ^e	17%	20%	21%	20%	23%	20%	24%	27%	18%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1113	622	265	226	503	610	307	806	888	225	935	92	50	36
Weighted Base	1113	641	283	189	565	548	352	761	889	224	937	95*	56*	25*
DE	330	136	112	82	97	233	99	231	260	70	273	26	22	10
	30%	21%	39%a	44%a	17%	43% ^d	28%	30%	29%	31%	29%	28%	39%	38%
MARITAL STATUS														
Married\Living as married	641	641	-	-	399	242	257	384	493	148	542	54	29	16
	58%	100% ^{bc}	-	-	71% ^e	44%	73% ^g	50%	55%	66% ^h	58%	57%	51%	63%
Single	283	-	283	-	116	167	80	203	237	46	246	21	11	5
	25%	-	100% ^{ac}	-	20%	31% ^d	23%	27%	27%	20%	26%	22%	20%	21%
Widow\Divorced\Separated	189	-	-	189	51	138	14	175	159	30	149	20	16	4
	17%	-	-	100% ^{ab}	9%	25% ^d	4%	23% ^f	18%	14%	16%	21%	29% ^j	16%
WORKING STATUS														
Working	565	399	116	51	565	-	228	337	458	107	480	43	31	12
	51%	62% ^{bc}	41% ^c	27%	100% ^e	-	65% ^g	44%	52%	48%	51%	45%	55%	46%
Not working	548	242	167	138	-	548	123	424	431	117	457	52	25	14
	49%	38%	59% ^a	73% ^{ab}	-	100% ^d	35%	56% ^f	48%	52%	49%	55%	45%	54%
CHILDREN IN HOUSEHOLD														
Any	352	257	80	14	228	123	352	-	272	79	294	31	15	13
	32%	40% ^{bc}	28% ^c	7%	40% ^e	23%	100% ^g	-	31%	35%	31%	33%	26%	49% ^j
None	761	384	203	175	337	424	-	761	617	144	644	64	41	13
	68%	60%	72% ^a	93% ^{ab}	60%	77% ^d	-	100% ^f	69%	65%	69% ^m	67%	74% ^m	51%
AREA														
Urban	889	493	237	159	458	431	272	617	889	-	767	78	28	16
	80%	77%	84% ^a	84% ^a	81%	79%	77%	81%	100% ⁱ	-	82% ^{lm}	83% ^{lm}	50%	63%
Rural	224	148	46	30	107	117	79	144	-	224	171	16	28	9
	20%	23% ^{bc}	16%	16%	19%	21%	23%	19%	-	100% ^h	18%	17%	50% ^{jk}	37% ^{jk}
COUNTRY														
England	937	542	246	149	480	457	294	644	767	171	937	-	-	-
	84%	85%	87% ^c	79%	85%	84%	83%	85%	86% ⁱ	76%	100% ^{klm}	-	-	-
Scotland	95	54	21	20	43	52	31	64	78	16	-	95	-	-
	9%	8%	7%	11%	8%	9%	9%	8%	9%	7%	-	100% ^{ilm}	-	-

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/D ivorced \Separa ted (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1113	622	265	226	503	610	307	806	888	225	935	92	50	36
Weighted Base	1113	641	283	189	565	548	352	761	889	224	937	95*	56*	25*
Wales	56	29	11	16	31	25	15	41	28	28	-	-	56	-
	5%	4%	4%	8%ab	5%	5%	4%	5%	3%	12%h	-	-	100%jkm	-
Northern Ireland	25	16	5	4	12	14	13	13	16	9	-	-	-	25
	2%	2%	2%	2%	2%	2%	4%	2%	2%	4%h	-	-	-	100%jkl
GOVERNMENT REGIONS														
North East	47	27	13	8	21	27	12	35	42	5	47	-	-	-
	4%	4%	5%	4%	4%	5%	3%	5%	5%	2%	5%k	-	-	-
North West	123	67	32	23	58	65	43	80	119	4	123	-	-	-
	11%	10%	11%	12%	10%	12%	12%	10%	13%l	2%	13%klm	-	-	-
Yorkshire and The Humber	97	53	26	18	44	53	29	68	74	23	97	-	-	-
	9%	8%	9%	9%	8%	10%	8%	9%	8%	10%	10%kl	-	-	-
East Midlands	83	51	18	15	36	47	29	54	46	38	83	-	-	-
	7%	8%	6%	8%	6%	9%	8%	7%	5%	17%h	9%kl	-	-	-
West Midlands	101	59	24	18	50	50	38	63	71	30	101	-	-	-
	9%	9%	9%	9%	9%	9%	11%	8%	8%	13%h	11%klm	-	-	-
East of England	103	57	30	16	64	39	32	71	85	18	103	-	-	-
	9%	9%	11%	8%	11%e	7%	9%	9%	10%	8%	11%klm	-	-	-
London	122	62	45	15	67	55	38	84	122	-	122	-	-	-
	11%	10%	16%ac	8%	12%	10%	11%	11%	14%l	-	13%klm	-	-	-
South East	172	109	44	20	96	76	42	130	161	11	172	-	-	-
	15%	17%c	16%	10%	17%	14%	12%	17%f	18%l	5%	18%klm	-	-	-
South West	90	58	14	18	43	46	31	59	47	42	90	-	-	-
	8%	9%b	5%	9%	8%	8%	9%	8%	5%	19%h	10%kl	-	-	-
Wales	56	29	11	16	31	25	15	41	28	28	-	-	56	-
	5%	4%	4%	8%ab	5%	5%	4%	5%	3%	12%h	-	-	100%jkm	-
Scotland	95	54	21	20	43	52	31	64	78	16	-	95	-	-
	9%	8%	7%	11%	8%	9%	9%	8%	9%	7%	-	100%jlm	-	-

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1113	622	265	226	503	610	307	806	888	225	935	92	50	36
Weighted Base	1113	641	283	189	565	548	352	761	889	224	937	95*	56*	25*
Northern Ireland	25	16	5	4	12	14	13	13	16	9	-	-	-	25
	2%	2%	2%	2%	2%	2%	4%	2%	2%	4%h	-	-	-	100%jkl
Q.1'2'3 PHONES OWN														
Mobile (any)	971	582	253	136	533	438	327	644	773	198	822	78	46	25
	87%	91% ^c	89% ^c	72% ^c	94% ^{de}	80% ^c	93% ^g	85% ^c	87% ^c	88% ^c	88% ^c	82% ^c	82% ^c	98% ^{kl}
Mobile - Pre-pay	262	129	60	72	90	172	52	210	213	49	216	26	15	6
	24%	20% ^c	21% ^c	38% ^{ab}	16% ^c	31% ^{cd}	15% ^c	28% ^f	24% ^c	22% ^c	23% ^c	27% ^c	27% ^c	22% ^c
Mobile - contract	693	441	190	62	434	259	270	423	548	145	591	52	31	19
	62%	69% ^c	67% ^c	33% ^c	77% ^{de}	47% ^c	77% ^g	56% ^c	62% ^c	65% ^c	63% ^c	55% ^c	55% ^c	76% ^k
Landline	840	520	173	147	437	403	265	575	662	178	703	74	44	18
	75%	81% ^b	61% ^c	78% ^b	77% ^c	74% ^c	75% ^c	76% ^c	74% ^c	80% ^c	75% ^c	78% ^c	80% ^c	72% ^c
Mobile & Landline	739	476	160	103	415	324	249	490	580	159	624	60	37	18
	66%	74% ^{bc}	56% ^c	55% ^c	73% ^{de}	59% ^c	71% ^c	64% ^c	65% ^c	71% ^c	67% ^c	64% ^c	67% ^c	70% ^c
Mobile only	232	106	93	33	118	114	78	154	193	38	198	17	9	7
	21%	17% ^c	33% ^{ac}	17% ^c	21% ^c	21% ^c	22% ^c	20% ^c	22% ^c	17% ^c	21% ^c	18% ^c	16% ^c	28% ^c
Landline only	101	44	14	43	22	79	16	85	82	19	80	14	7	*
	9%	7% ^c	5% ^c	23% ^{ab}	4% ^c	14% ^d	4% ^c	11% ^f	9% ^c	8% ^c	8% ^c	14% ^c	13% ^c	2% ^c
PAY TV SERVICE														
Sky	460	292	116	52	258	201	188	271	344	116	365	39	33	23
	41%	46% ^c	41% ^c	27% ^c	46% ^{de}	37% ^c	54% ^g	36% ^c	39% ^c	52% ^h	39% ^c	41% ^c	60% ^{jk}	90% ^{ijkl}
Virgin Media	134	77	38	18	71	63	37	97	123	11	120	14	-	*
	12%	12% ^c	14% ^c	10% ^c	13% ^c	11% ^c	10% ^c	13% ^c	14% ^{ai}	5% ^c	13% ^{lm}	15% ^{lm}	-	1% ^c
Other	517	293	105	119	239	278	148	370	418	99	444	46	25	2
	46%	46% ^b	37% ^c	63% ^{ab}	42% ^c	51% ^d	42% ^c	49% ^c	47% ^c	44% ^c	47% ^m	49% ^m	45% ^m	9% ^c
TV														
ANY SATELLITE	490	304	126	60	270	219	197	293	364	126	389	41	37	23
	44%	47% ^c	45% ^c	32% ^c	48% ^{de}	40% ^c	56% ^g	38% ^c	41% ^c	56% ^h	42% ^c	43% ^c	66% ^{jk}	90% ^{ijkl}

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q. Breaks x Breaks
Base: All adults UK

	Total	MARITAL STATUS			WORKING STATUS		CHILDREN IN HOUSEHOLD		AREA		COUNTRY			
		Married \Living as married (a)	Single (b)	Widow/Divorced \Separated (c)	Working (d)	Not working (e)	Any (f)	None (g)	Urban (h)	Rural (i)	England (j)	Scotland (k)	Wales (l)	Northern Ireland (m)
Unweighted Base	1113	622	265	226	503	610	307	806	888	225	935	92	50	36
Weighted Base	1113	641	283	189	565	548	352	761	889	224	937	95*	56*	25*
ANY FREEVIEW INC. YOUVIEW	420 38%	236 37%	84 30%	101 53%ab	185 33%	235 43%cd	110 31%	310 41%f	344 39%	76 34%	366 39% ^m	32 34% ^m	19 35% ^m	2 9%
ANY FREEVIEW EXC. YOUVIEW	416 37%	232 36%	83 29%	101 53%ab	182 32%	234 43%cd	107 30%	309 41%f	341 38%	75 33%	362 39% ^m	32 34% ^m	19 35% ^m	2 9%
ANY IPTV	63 6%	40 6%	12 4%	12 6%	33 6%	30 5%	30 8%g	34 4%	49 6%	14 6%	47 5%	12 13% ^{jm}	5 9%	- -
ANY PAY TV	655 59%	408 64% ^c	165 58% ^c	82 43%	362 64% ^e	293 53%	255 72% ^g	400 53%	514 58%	141 63%	530 57%	63 67%	38 69%	23 91% ^{kl}
ANY FTA	440 39%	241 38%	91 32%	107 57%ab	193 34%	246 45% ^d	114 32%	325 43%f	356 40%	83 37%	384 41% ^m	34 36% ^m	19 35% ^m	2 9%
ANY TV SERVICE	1061 95%	625 97% ^b	252 89%	184 97% ^b	542 96%	519 95%	346 98% ^g	715 94%	841 95%	220 98% ^h	887 95%	93 98%	56 100%	25 100%
INTERNET														
FIXED BROADBAND AT HOME	917 82%	575 90% ^c	242 86% ^c	100 53%	522 92% ^e	395 72%	328 93% ^g	589 77%	725 82%	192 86%	781 83% ^k	68 71%	46 82%	23 90% ^k
ANY WIFI ACCESS	919 83%	570 89% ^c	245 86% ^c	105 55%	527 93% ^e	393 72%	329 94% ^g	590 78%	729 82%	190 85%	781 83% ^k	67 71%	47 85%	24 95% ^k
ANY WIRED (ETHERNET) ACCESS	501 45%	311 49% ^c	145 51% ^c	45 24%	315 56% ^e	186 34%	188 54% ^g	312 41%	406 46%	95 42%	441 47% ^l	34 36%	16 29%	10 39%
ANY MOBILE (3G/4G) ACCESS	648 58%	411 64% ^c	185 65% ^c	52 28%	406 72% ^e	242 44%	266 76% ^g	382 50%	518 58%	129 58%	552 59% ^k	45 47%	29 52%	22 88% ^{kl}
INTERNET ACCESS AT HOME	943 85%	585 91% ^c	252 89% ^c	106 56%	534 94% ^e	408 75%	336 96% ^g	607 80%	746 84%	196 88%	802 86% ^k	69 73%	47 85%	24 95% ^k
INTERNET ACCESS OUTSIDE OF HOME	621 56%	383 60% ^c	184 65% ^c	54 29%	391 69% ^e	230 42%	248 71% ^g	373 49%	503 57%	118 53%	529 56% ^k	42 45%	29 52%	21 84% ^{kl}

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q. Breaks x Breaks
Base: All adults UK

Total	GOVERNMENT REGIONS											
	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
1113	51	128	90	83	99	99	128	163	94	50	92	36
1113	47*	123	97*	83*	101*	103*	122	172	90*	56*	95*	25*
541	23	55	48	36	51	50	64	80	43	30	48	13
49%	48%	45%	49%	44%	50%	48%	52%	47%	48%	55%	51%	50%
572	25	68	49	47	50	53	58	92	46	25	46	13
51%	52%	55%	51%	56%	50%	52%	48%	53%	52%	45%	49%	50%
156	6	17	21	10	17	15	19	26	8	4	11	3
14%	13%	14%	21%aj	12%	17%	15%	16%	15%	9%	7%	12%	13%
180	5	18	9	12	11	25	32	27	17	6	15	4
16%	10%	15%	9%	15%	11%	24%ace	26%abcehj	16%	19%	11%	15%	16%
208	12	24	18	14	22	18	28	31	9	8	16	9
19%	25%ai	20%	18%	17%	22%ai	17%	23%ai	18%	10%	14%	17%	36%bcdfhijk
155	5	15	19	13	13	18	15	20	16	7	11	3
14%	11%	13%	20%	15%	13%	18%	12%	11%	18%	12%	11%	12%
196	10	20	18	14	18	12	12	39	13	16	20	3
18%	20%	16%	19%	17%	17%	12%	10%	23%fg	15%	29%fg	21%g	10%
112	6	19	8	8	11	5	8	15	11	7	11	2
10%	13%	16%fg	8%	10%	11%	5%	7%	9%	12%	13%	11%	10%
105	4	9	4	12	9	10	7	14	16	8	12	1
9%	8%	7%	4%	14%c	9%	9%	6%	8%	18%bcgh	15%c	12%	4%
220	13	18	22	8	23	19	14	48	11	10	31	4
20%	27%edgi	15%	23%dg	9%	23%dg	19%	12%	28%bdgi	12%	17%	33%bdfgi	14%
331	5	33	23	29	32	32	30	81	33	9	15	8
30%	10%	27%a	23%	35%ajk	32%ak	31%ak	25%a	47%abcdfgjk	37%ajk	17%	16%	30%a
232	11	24	23	15	15	31	28	19	24	15	22	5
21%	22%	20%h	23%h	19%	15%	30%eh	23%h	11%	26%h	27%h	24%h	18%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q. Breaks x Breaks
Base: All adults UK

Total	GOVERNMENT REGIONS											
	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
1113	51	128	90	83	99	99	128	163	94	50	92	36
1113	47*	123	97*	83*	101*	103*	122	172	90*	56*	95*	25*
330	19	47	30	31	30	21	49	25	22	22	26	10
30%	41%fh	38%fhi	30%h	37%fh	30%h	20%	40%fhi	14%	24%	39%fh	28%h	38%fh
641	27	67	53	51	59	57	62	109	58	29	54	16
58%	56%	55%	55%	61%	58%	55%	51%	63%g	65%g	51%	57%	63%
283	13	32	26	18	24	30	45	44	14	11	21	5
25%	27%	26%	26%	21%	24%	29%i	37%dehijk	25%	15%	20%	22%	21%
189	8	23	18	15	18	16	15	20	18	16	20	4
17%	16%	19%	18%	18%	18%	15%	12%	11%	20%	29%gh	21%	16%
565	21	58	44	36	50	64	67	96	43	31	43	12
51%	44%	47%	46%	43%	50%	62%abcdk	55%	56%	48%	55%	45%	46%
548	27	65	53	47	50	39	55	76	46	25	52	14
49%	56%f	53%f	54%f	57%f	50%	38%	45%	44%	52%	45%	55%f	54%
352	12	43	29	29	38	32	38	42	31	15	31	13
32%	25%	35%	30%	35%	38%h	31%	31%	24%	35%	26%	33%	49%ahj
761	35	80	68	54	63	71	84	130	59	41	64	13
68%	75%l	65%	70%	65%	62%	69%	69%	76%el	65%	74%l	67%	51%
889	42	119	74	46	71	85	122	161	47	28	78	16
80%	89%deijl	97%acdefijk l	76%dij	55%	71%dij	82%dijl	100%acdefhij kl	94%cdefijkl	53%	50%	83%dijl	63%
224	5	4	23	38	30	18	-	11	42	28	16	9
20%	11%bg	3%	24%bgh	45%abcefgkh	29%abgh	18%bgh	-	6%g	47%abcefgkh	50%abcefgkh	17%bgh	37%abfghk
937	47	123	97	83	101	103	122	172	90	-	-	-
84%	100%jkl	100%jkl	100%jkl	100%jkl	100%jkl	100%jkl	100%jkl	100%jkl	100%jkl	-	-	-
95	-	-	-	-	-	-	-	-	-	-	95	-
9%	-	-	-	-	-	-	-	-	-	-	100%abcdef ghijl	-

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

Total	GOVERNMENT REGIONS											
	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
1113	51	128	90	83	99	99	128	163	94	50	92	36
1113	47*	123	97*	83*	101*	103*	122	172	90*	56*	95*	25*
56	-	-	-	-	-	-	-	-	-	56	-	-
5%	-	-	-	-	-	-	-	-	-	100%abcdefghi kl	-	-
25	-	-	-	-	-	-	-	-	-	-	-	25
2%	-	-	-	-	-	-	-	-	-	-	-	100%abcdefg hijk
47	47	-	-	-	-	-	-	-	-	-	-	-
4%	100%bcdefghij kl	-	-	-	-	-	-	-	-	-	-	-
123	-	123	-	-	-	-	-	-	-	-	-	-
11%	-	100%acdefghij kl	-	-	-	-	-	-	-	-	-	-
97	-	-	97	-	-	-	-	-	-	-	-	-
9%	-	-	100%abcdefghij kl	-	-	-	-	-	-	-	-	-
83	-	-	-	83	-	-	-	-	-	-	-	-
7%	-	-	-	100%abcefg hij kl	-	-	-	-	-	-	-	-
101	-	-	-	-	101	-	-	-	-	-	-	-
9%	-	-	-	-	100%abcefdghij kl	-	-	-	-	-	-	-
103	-	-	-	-	-	103	-	-	-	-	-	-
9%	-	-	-	-	-	100%abcodeghij kl	-	-	-	-	-	-
122	-	-	-	-	-	-	122	-	-	-	-	-
11%	-	-	-	-	-	-	100%abcodefhij kl	-	-	-	-	-
172	-	-	-	-	-	-	-	172	-	-	-	-
15%	-	-	-	-	-	-	-	100%abcodefgij kl	-	-	-	-

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Table 55

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Page 166

Q. Breaks x Breaks
Base: All adults UK

	GOVERNMENT REGIONS											
Total	North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
1113	51	128	90	83	99	99	128	163	94	50	92	36
1113	47*	123	97*	83*	101*	103*	122	172	90*	56*	95*	25*
90	-	-	-	-	-	-	-	-	90	-	-	-
8%	-	-	-	-	-	-	-	-	100%abcde fghjkl	-	-	-
56	-	-	-	-	-	-	-	-	-	56	-	-
5%	-	-	-	-	-	-	-	-	-	100%abcde fghijkl	-	-
95	-	-	-	-	-	-	-	-	-	-	95	-
9%	-	-	-	-	-	-	-	-	-	-	100%abcde fghijl	-
25	-	-	-	-	-	-	-	-	-	-	-	25
2%	-	-	-	-	-	-	-	-	-	-	-	100%abcde fghijk
971	38	111	83	74	93	87	98	156	81	46	78	25
87%	80%	91%g	86%	88%	93%agk	84%	81%	91%g	91%	82%	82%	98%afgjk
262	6	39	24	27	28	21	21	32	18	15	26	6
24%	13%	32%agh	25%	32%agh	28%	20%	17%	19%	20%	27%	27%	22%
693	32	72	58	45	65	63	74	119	63	31	52	19
62%	67%	59%	60%	54%	64%	61%	61%	69%dk	71%dk	55%	55%	76%dk
840	35	100	64	64	81	77	75	139	69	44	74	18
75%	74%	82%cg	66%	77%g	80%cg	74%	61%	81%cg	77%g	80%g	78%g	72%
739	27	89	56	55	74	67	68	126	62	37	60	18
66%	56%	73%acg	58%	66%	73%acg	65%	56%	73%acg	69%	67%	64%	70%
232	11	23	27	18	20	20	30	30	19	9	17	7
21%	24%	18%	28%	22%	20%	19%	25%	17%	21%	16%	18%	28%
101	9	11	8	9	7	10	7	13	7	7	14	*
9%	18%eghl	9%	8%	11%	7%	9%	6%	7%	8%	13%	14%g	2%
460	16	46	39	31	43	45	40	74	31	33	39	23
41%	34%	38%	40%	38%	42%	44%	33%	43%	35%	60%abcdghik	41%	90%abcde fghijk

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1113	51	128	90	83	99	99	128	163	94	50	92	36
Weighted Base	1113	47*	123	97*	83*	101*	103*	122	172	90*	56*	95*	25*
Virgin Media	134	10	23	10	9	10	16	8	27	5	-	14	*
	12%	22%gijl	19%gijl	11%j	11%j	10%j	16%gijl	7%	16%gijl	6%	-	15%j	1%
Other	517	21	55	46	48	49	39	63	72	51	25	46	2
	46%	44%l	45%l	48%l	57%fhl	49%l	38%l	52%fl	42%l	57%fhl	45%l	49%l	9%
TV													
ANY SATELLITE	490	16	47	44	33	46	49	43	76	35	37	41	23
	44%	34%	39%	46%	39%	45%	47%	35%	44%	40%	66%abcdefg ik	43%	90%abcdefg hijk
ANY FREEVIEW INC. YOUVIEW	420	17	51	37	43	35	27	55	59	42	19	32	2
	38%	35%l	41%fl	39%l	52%efhkl	35%l	26%l	45%fl	34%l	46%fl	35%l	34%l	9%
ANY FREEVIEW EXC. YOUVIEW	416	17	51	37	43	34	26	55	59	40	19	32	2
	37%	35%l	41%fl	39%l	52%efhkl	34%l	25%	45%fl	34%l	44%fl	35%l	34%l	9%
ANY IPTV	63	2	4	2	4	10	7	4	9	5	5	12	-
	6%	5%	3%	2%	5%	9% <i>c</i>	7%	3%	5%	6%	9%	13% <i>bcghl</i>	-
ANY PAY TV	655	28	73	51	44	62	68	52	110	42	38	63	23
	59%	58%	60%g	53%	53%	61%g	66%gi	42%	64%gi	47%	69%gi	67%gi	91%abcdefg hijk
ANY FTA	440	17	51	43	44	37	29	60	60	44	19	34	2
	39%	35%l	41%fl	44%fl	53%efhkl	37%l	28%l	49%fhl	35%l	49%fhl	35%l	36%l	9%
ANY TV SERVICE	1061	46	118	93	82	94	98	108	162	86	56	93	25
	95%	97%	96%g	96%	98%g	93%	95%	89%	94%	96%	100%g	98%g	100%
INTERNET													
FIXED BROADBAND AT HOME	917	35	99	76	64	84	88	101	156	76	46	68	23
	82%	74%	81%	79%	77%	84%	86% <i>k</i>	83%	91%abcdk	85% <i>k</i>	82%	71%	90% <i>k</i>
ANY WIFI ACCESS	919	35	98	77	63	83	88	105	156	75	47	67	24
	83%	74%	80%	79%	76%	83%	86% <i>k</i>	86% <i>k</i>	91%abcdk	83%	85%	71%	95%abcdk
ANY WIRED (ETHERNET) ACCESS	501	12	45	61	31	65	45	59	104	20	16	34	10
	45%	25%	37% <i>i</i>	63%abdfgijk	37% <i>i</i>	64%abdfgijk	44% <i>ai</i>	48% <i>aij</i>	60%abdfijkl	22%	29%	36%	39%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q. Breaks x Breaks
Base: All adults UK

	Total	GOVERNMENT REGIONS											
		North East (a)	North West (b)	Yorkshire and The Humber (c)	East Midlands (d)	West Midlands (e)	East of England (f)	London (g)	South East (h)	South West (i)	Wales (j)	Scotland (k)	Northern Ireland (l)
Unweighted Base	1113	51	128	90	83	99	99	128	163	94	50	92	36
Weighted Base	1113	47*	123	97*	83*	101*	103*	122	172	90*	56*	95*	25*
ANY MOBILE (3G/4G) ACCESS	648 58%	19 40%	67 55%	59 61%a	39 47%	66 66%adk	63 61%a	70 57%	122 71%abdgijk	48 53%	29 52%	45 47%	22 88%abdefg hijk
INTERNET ACCESS AT HOME	943 85%	37 78%	102 83%	81 84%	66 80%	86 86%k	92 90%k	104 86%k	156 91%adk	77 86%k	47 85%	69 73%	24 95%ak
INTERNET ACCESS OUTSIDE OF HOME	621 56%	16 34%	61 50%	65 67%abdfik	37 45%	65 64%abdk	52 51%	76 62%adk	112 65%abdfik	44 49%	29 52%	42 45%	21 84%abdefgh ijk

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

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

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q. Breaks x Breaks
Base: All adults UK

	Total	Q.12/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1113	947	289	644	848	726	221	122	450	131	531
Weighted Base	1113	971	262	693	840	739	232	101	460	134	517
GENDER											
Male	541	478	131	336	403	360	118	44	225	63	241
	49%	49%	50%	49%	48%	49%	51%	43%	49%	47%	47%
Female	572	493	132	357	437	379	114	58	234	71	276
	51%	51%	50%	51%	52%	51%	49%	57%	51%	53%	53%
AGE											
16-24	156	149	29	120	97	95	54	2	68	27	46
	14%	15%dg	11%g	17%bdeg	12%g	13%g	23%abdeg	2%	15%	20%	9%
25-34	180	171	32	137	121	115	56	6	77	18	76
	16%	18%bg	12%	20%bdg	14%g	16%g	24%abdeg	6%	17%	13%	15%
35-44	208	195	28	164	156	149	46	7	108	24	90
	19%	20%bg	11%	24%bdg	19%bg	20%bg	20%bg	7%	24%	18%	17%
45-54	155	141	33	103	120	114	27	6	69	17	70
	14%	15%g	13%	15%g	14%g	15%g	12%	6%	15%	13%	13%
55-64	196	166	47	115	157	137	30	20	72	27	98
	18%	17%	18%	17%	19%	19%	13%	20%	16%	21%	19%
65-74	112	87	46	40	95	73	14	22	38	12	64
	10%	9%c	17%acdef	6%	11%cf	10%c	6%	22%acdef	8%	9%	12%
75+	105	60	46	13	95	56	4	38	28	8	73
	9%	6%cf	17%acdef	2%	11%acef	8%cf	2%	38%abdef	6%	6%	14%
SOCIAL GRADE											
AB	220	202	39	158	188	175	27	13	87	24	113
	20%	21%bfg	15%	23%bfg	22%bfg	24%bfg	12%	13%	19%	18%	22%
C1	331	299	62	229	250	228	70	22	142	47	146
	30%	31%b	24%	33%bg	30%	31%b	30%	22%	31%	35%	28%
C2	232	206	56	148	176	156	51	21	94	31	107
	21%	21%	22%	21%	21%	21%	22%	20%	20%	23%	21%
DE	330	263	105	158	226	180	83	46	137	32	152
	30%	27%	40%acde	23%	27%	24%	36%acde	45%acde	30%	24%	29%

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q. Breaks x Breaks
Base: All adults UK

	Total	Q.1/2/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1113	947	289	644	848	726	221	122	450	131	531
Weighted Base	1113	971	262	693	840	739	232	101	460	134	517
MARITAL STATUS											
Married/Living as married	641 58%	582 60%bfg	129 49%	441 64%bfg	520 62%bfg	476 64%bfg	106 46%	44 44%	292 64%	77 58%	293 57%
Single	283 25%	253 26%deg	60 23%g	190 27%deg	173 21%	160 22%	93 40%abode g	14 13%	116 25%	38 29%	105 20%
Widow/Divorced/Separated	189 17%	136 14%c	72 28%acdef	62 9%	147 17%c	103 14%c	33 14%c	43 43%abode f	52 11%	18 14%	119 23%
WORKING STATUS											
Working	565 51%	533 55%bg	90 34%g	434 63%abdef g	437 52%bg	415 56%bg	118 51%bg	22 22%	258 56%	71 53%	239 46%
Not working	548 49%	438 45%c	172 66%acdef	259 37%	403 48%c	324 44%c	114 49%c	79 78%abode f	201 44%	63 47%	278 54%
CHILDREN IN HOUSEHOLD											
Any	352 32%	327 34%bg	52 20%	270 39%abdg	265 32%bg	249 34%bg	78 34%bg	16 16%	188 41%	37 27%	148 29%
None	761 68%	644 66%c	210 80%acdef	423 61%	575 68%c	490 66%	154 66%	85 84%acdef	271 59%	97 73%	370 71%
AREA											
Urban	889 80%	773 80%	213 81%	548 79%	662 79%	580 78%	193 83%	82 81%	344 75%	123 92%	418 81%
Rural	224 20%	198 20%	49 19%	145 21%	178 21%	159 22%	38 17%	19 19%	116 25%	11 8%	99 19%
COUNTRY											
England	937 84%	822 85%	216 82%	591 85%	703 84%	624 84%	198 86%	80 79%	365 79%	120 89%	444 86%
Scotland	95 9%	78 8%	26 10%	52 7%	74 9%	60 8%	17 8%	14 13%c	39 8%	14 10%	46 9%
Wales	56 5%	46 5%	15 6%	31 4%	44 5%	37 5%	9 4%	7 7%	33 7%	- -	25 5%

Q. Breaks x Breaks
Base: All adults UK

	Total	Q.1/2/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1113	947	289	644	848	726	221	122	450	131	531
Weighted Base	1113	971	262	693	840	739	232	101	460	134	517
Northern Ireland	25	25	6	19	18	18	7	*	23	*	2
	2%	3%	2%	3%	2%	2%	3%	*	5%	*	*
GOVERNMENT REGIONS											
North East	47	38	6	32	35	27	11	9	16	10	21
	4%	4%	2%	5%	4%	4%	5%	9%abde	3%	8%	4%
North West	123	111	39	72	100	89	23	11	46	23	55
	11%	11%	15%	10%	12%	12%	10%	11%	10%	17%	11%
Yorkshire and The Humber	97	83	24	58	64	56	27	8	39	10	46
	9%	9%	9%	8%	8%	8%	12%	7%	8%	8%	9%
East Midlands	83	74	27	45	64	55	18	9	31	9	48
	7%	8%	10%	7%	8%	7%	8%	9%	7%	7%	9%
West Midlands	101	93	28	65	81	74	20	7	43	10	49
	9%	10%	11%	9%	10%	10%	8%	7%	9%	7%	9%
East of England	103	87	21	63	77	67	20	10	45	16	39
	9%	9%	8%	9%	9%	9%	9%	10%	10%	12%	8%
London	122	98	21	74	75	68	30	7	40	8	63
	11%	10%	8%	11%	9%	9%	13%	7%	9%	6%	12%
South East	172	156	32	119	139	126	30	13	74	27	72
	15%	16%	12%	17%	17%	17%	13%	13%	16%	20%	14%
South West	90	81	18	63	69	62	19	7	31	5	51
	8%	8%	7%	9%	8%	8%	8%	7%	7%	4%	10%
Wales	56	46	15	31	44	37	9	7	33	-	25
	5%	5%	8%	4%	5%	5%	4%	7%	7%	-	5%
Scotland	95	78	26	52	74	60	17	14	39	14	46
	9%	8%	10%	7%	9%	8%	8%	13% ^c	8%	10%	9%
Northern Ireland	25	25	6	19	18	18	7	*	23	*	2
	2%	3%	2%	3%	2%	2%	3%	*	5%	*	*
Q.1/2/3 PHONES OWN											
Mobile (any)	971	971	262	693	739	739	232	-	409	118	442
	87%	100% ^{dg}	100% ^{dg}	100% ^{dg}	88% ^g	100% ^{dg}	100% ^{dg}	-	89%	88%	85%

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q. Breaks x Breaks
Base: All adults UK

	Total	Q.12/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1113	947	289	644	848	726	221	122	450	131	531
Weighted Base	1113	971	262	693	840	739	232	101	460	134	517
Mobile - Pre-pay	262	262	262	-	189	189	73	-	83	26	145
	24%	27%cdg	100%acdefg	-	22%cg	26%cg	32%cdg	-	18%	19%	28%
Mobile - contract	693	693	-	693	539	539	154	-	322	92	288
	62%	71%bdg	-	100%abdefg	64%bg	73%bdg	67%bg	-	70%	69%	56%
Landline	840	739	189	539	840	739	-	101	372	104	391
	75%	76%f	72%f	78%f	100%abcf	100%abcf	-	100%abcf	81%	78%	76%
Mobile & Landline	739	739	189	539	739	739	-	-	336	92	335
	66%	76%fg	72%fg	78%fg	88%abcf	100%abcdfg	-	-	73%	69%	65%
Mobile only	232	232	73	154	-	-	232	-	73	26	107
	21%	24%deg	28%deg	22%deg	-	-	100%abcdeg	-	16%	19%	21%
Landline only	101	-	-	-	101	-	-	101	36	12	56
	9%	-	-	-	12%abcef	-	-	100%abcdef	8%	9%	11%
PAY TV SERVICE											
Sky	460	409	83	322	372	336	73	36	460	2	43
	41%	42%bf	32%	47%bfg	44%bf	45%bf	32%	36%	100%	2%	8%
Virgin Media	134	118	26	92	104	92	26	12	2	134	6
	12%	12%	10%	13%	12%	12%	11%	12%	*	100%	1%
Other	517	442	145	288	391	335	107	56	43	6	517
	46%	46%	55%acde	41%	47%	45%	46%	56%ace	9%	5%	100%
TV											
ANY SATELLITE	490	434	88	341	391	352	82	39	460	2	73
	44%	45%bf	34%	49%bfg	47%bf	48%bf	36%	38%	100%	2%	14%
ANY FREEVIEW INC. YOUVIEW	420	362	126	228	323	278	84	45	40	6	420
	38%	37%	48%acdef	33%	38%c	38%	36%	45%c	9%	5%	81%
ANY FREEVIEW EXC. YOUVIEW	416	357	125	225	320	275	82	45	38	5	416
	37%	37%	48%acdef	32%	38%c	37%	36%	45%c	8%	4%	80%
ANY IPTV	63	54	12	41	50	42	12	8	-	-	63
	6%	6%	5%	6%	6%	6%	5%	8%	-	-	12%

Q. Breaks x Breaks
Base: All adults UK

	Total	Q.1/2/3 PHONES OWN							PAY TV SERVICE		
		Mobile (any) (a)	Mobile - Pre-pay (b)	Mobile - contract (c)	Landline (d)	Mobile & Landline (e)	Mobile only (f)	Landline only (g)	Sky (h)	Virgin Media (i)	Other (j)
Unweighted Base	1113	947	289	644	848	726	221	122	450	131	531
Weighted Base	1113	971	262	693	840	739	232	101	460	134	517
ANY PAY TV	655 59%	579 60%bdf	121 46%	453 65%abf	524 62%bdf	467 63%bdf	112 48%	57 56%	460 100%	134 100%	111 22%
ANY FTA	440 39%	378 39%	129 49%acdef	240 35%	332 40%	287 39%	91 45%g	45 45%g	39 8%	5 4%	440 85%
ANY TV SERVICE	1061 95%	924 95%g	246 94%g	664 96%g	826 98%abcf	725 98%abcf	199 86%	101 100%abcf	460 100%	134 100%	517 100%
INTERNET FIXED BROADBAND AT HOME	917 82%	850 88%bfg	185 71%g	654 94%abdef g	719 86%bfg	672 91%abdfg	178 77%g	47 46%	419 91%	120 90%	382 74%
ANY WIFI ACCESS	919 83%	851 88%bfg	187 71%g	652 94%abdef g	710 84%bfg	664 90%bdfg	187 81%bg	46 45%	421 92%	117 88%	383 74%
ANY WIRED (ETHERNET) ACCESS	501 45%	479 49%bfg	77 29%g	396 57%abdef g	395 47%bfg	379 51%bg	101 43%bg	17 17%	217 47%	77 58%	199 39%
ANY MOBILE (3G/4G) ACCESS	648 58%	629 65%bfg	93 35%g	527 76%abdef g	497 59%bfg	483 65%bfg	147 63%bg	14 14%	299 65%	87 65%	264 51%
INTERNET ACCESS AT HOME	943 85%	875 90%bdfg	194 74%g	669 96%abdef g	727 87%bfg	680 92%bdfg	194 84%bg	47 46%	422 92%	122 91%	401 77%
INTERNET ACCESS OUTSIDE OF HOME	621 56%	600 62%bfg	91 35%g	500 72%abdef g	476 57%bfg	460 62%bfg	140 60%bg	16 16%	289 63%	86 64%	246 47%

Q. Breaks x Breaks
Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1113	477	441	437	60	639	456	1063	878	879	459	597	904	574
Weighted Base	1113	490	420	416	63*	655	440	1061	917	919	501	648	943	621
GENDER														
Male	541 49%	241 49%	197 47%	196 47%	25 39%	312 48%	208 47%	509 48%	451 49%	456 50%	252 50%	319 49%	464 49%	304 49%
Female	572 51%	248 51%	223 53%	220 53%	38 61%	343 52%	232 53%	552 52%	466 51%	463 50%	248 50%	329 51%	479 51%	317 51%
AGE														
16-24	156 14%	73 15% ^c	38 9%	37 9%	2 4%	98 15% ^{bcd}	40 9%	140 13%	145 16%	146 16%	100 20%	121 19%	148 16%	128 21%
25-34	180 16%	81 17%	56 13%	56 13%	13 20%	108 16%	60 14%	163 15%	163 18%	165 18%	103 21%	140 22%	170 18%	129 21%
35-44	208 19%	112 23% ^{bcd}	65 15%	61 15%	21 33% ^{bcd}	153 23% ^{bcd}	65 15%	204 19%	200 22%	200 22%	112 22%	161 25%	204 22%	146 24%
45-54	155 14%	74 15%	56 13%	56 14%	7 11%	93 14%	61 14%	151 14%	135 15%	136 15%	70 14%	97 15%	140 15%	88 14%
55-64	196 18%	77 16%	85 20%	85 21%	9 15%	107 16%	90 20%	188 18%	163 18%	165 18%	79 16%	90 14%	168 18%	94 15%
65-74	112 10%	40 8%	53 13%	53 13%	7 12%	57 9%	55 13%	110 10%	72 8%	69 8%	27 5%	31 5%	74 8%	29 5%
75+	105 9%	31 6%	67 16% ^{aeg}	67 16% ^{aeg}	3 5%	40 6%	68 15% ^{aeg}	105 10%	39 4% ^{km}	37 4% ^{km}	8 2%	8 1%	39 4% ^{km}	8 1%
SOCIAL GRADE														
AB	220 20%	95 19%	88 21%	86 21%	19 29%	130 20%	91 21%	213 20%	202 22%	203 22%	127 25%	144 22%	203 22%	146 23%
C1	331 30%	145 30%	125 30%	123 30%	14 22%	201 31%	127 29%	310 29%	293 32%	288 31%	169 34%	213 33%	298 32%	211 34%
C2	232 21%	106 22%	82 20%	81 20%	12 19%	137 21%	92 21%	225 21%	187 20%	191 21%	99 20%	144 22%	194 21%	125 20%
DE	330 30%	144 29%	125 30%	125 30%	19 29%	186 28%	129 29%	312 29%	235 26%	237 26%	105 21%	147 23%	247 26%	140 22%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q. Breaks x Breaks
Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1113	477	441	437	60	639	456	1063	878	879	459	597	904	574
Weighted Base	1113	490	420	416	63*	655	440	1061	917	919	501	648	943	621
MARITAL STATUS														
Married/Living as married	641 58%	304 62%	236 56%	232 56%	40 63%	408 62%	241 55%	625 59%	575 63%	570 62%	311 62%	411 63%	585 62%	383 62%
Single	283 25%	126 26%	84 20%	83 20%	12 19%	165 25%	91 21%	252 24%	242 26%	245 27%	145 29%	185 29%	252 27%	184 30%
Widow/Divorced/Separated	189 17%	60 12%	101 24%aeg	101 24%aeg	12 18%	82 12%	107 24%aeg	184 17%	100 11%	105 11%	45 9%	52 8%	106 11%	54 9%
WORKING STATUS														
Working	565 51%	270 55%bcf	185 44%	182 44%	33 53%	362 55%bcf	193 44%	542 51%	522 57%	527 57%	315 63%	406 63%	534 57%	391 63%
Not working	548 49%	219 45%	235 56%ae	234 56%ae	30 47%	293 45%	246 56%ae	519 49%	395 43%	393 43%	186 37%	242 37%	408 43%	230 37%
CHILDREN IN HOUSEHOLD														
Any	352 32%	197 40%bcfg	110 26%	107 26%	30 47%bcf	255 39%bcf	114 26%	346 33%	328 36%	329 36%	188 38%	266 41%	336 36%	248 40%
None	761 68%	293 60%	310 74%ade	309 74%ade	34 53%	400 61%	325 74%ade	715 67%a	589 64%	590 64%	312 62%	382 59%	607 64%	373 60%
AREA														
Urban	889 80%	364 74%	344 82%a	341 82%a	49 78%	514 79%	356 81%	841 79%	725 79%	729 79%	406 81%	518 80%	746 79%	503 81%
Rural	224 20%	126 26%bc	76 18%	75 18%	14 22%	141 21%	83 19%	220 21%	192 21%	190 21%	95 19%	129 20%	196 21%	118 19%
COUNTRY														
England	937 84%	389 79%	366 87%ad	362 87%ad	47 74%	530 81%	384 87%ade	887 84%	781 85%	781 85%	441 88%	552 85%	802 85%	529 85%
Scotland	95 9%	41 8%	32 8%	32 8%	12 19%bcf	63 10%	34 8%	93 9%	68 7%	67 7%	34 7%	45 7%	69 7%	42 7%
Wales	56 5%	37 8%	19 5%	19 5%	5 8%	38 6%	19 4%	56 5%	46 5%	47 5%	16 3%	29 4%	47 5%	29 5%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q. Breaks x Breaks
Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1113	477	441	437	60	639	456	1063	878	879	459	597	904	574
Weighted Base	1113	490	420	416	63*	655	440	1061	917	919	501	648	943	621
Northern Ireland	25	23	2	2	-	23	2	25	23	24	10	22	24	21
	2%	5%bcf	1%	1%	-	4%bcf	1%	2%	2%	3%	2%	3%	3%	3%
GOVERNMENT REGIONS														
North East	47	16	17	17	2	28	17	46	35	35	12	19	37	16
	4%	3%	4%	4%	4%	4%	4%	4%	4%	4%	2%	3%	4%	3%
North West	123	47	51	51	4	73	51	118	99	98	45	67	102	61
	11%	10%	12%	12%	6%	11%	12%	11%	11%	11%	9%	10%	11%	10%
Yorkshire and The Humber	97	44	37	37	2	51	43	93	76	77	61	59	81	65
	9%	9%	9%	9%	3%	8%	10%	9%	8%	8%	12%	9%	9%	10%
East Midlands	83	33	43	43	4	44	44	82	64	63	31	39	66	37
	7%	7%	10%	10%	6%	7%	10%	8%	7%	7%	6%	6%	7%	6%
West Midlands	101	46	35	34	10	62	37	94	84	83	65	66	86	65
	9%	9%	8%	8%	15%	9%	8%	9%	9%	9%	13%	10%	9%	10%
East of England	103	49	27	26	7	68	29	98	88	88	45	63	92	52
	9%	10%	6%	6%	11%	10%	6%	9%	10%	10%	9%	10%	10%	8%
London	122	43	55	55	4	52	60	108	101	105	59	70	104	76
	11%	9%	13%e	13%e	6%	8%	14%e	10%	11%	11%	12%	11%	11%	12%
South East	172	76	59	59	9	110	60	162	156	156	104	122	156	112
	15%	15%	14%	14%	14%	17%	14%	15%	17%	17%	21%	19%	17%	18%
South West	90	35	42	40	5	42	44	86	76	75	20	48	77	44
	8%	7%	10%	10%	8%	6%	10%	8%	8%j	8%j	4%	7%	8%j	7%
Wales	56	37	19	19	5	38	19	56	46	47	16	29	47	29
	5%	8%	5%	5%	8%	6%	4%	5%	5%	5%	3%	4%	5%	5%
Scotland	95	41	32	32	12	63	34	93	68	67	34	45	69	42
	9%	8%	8%	8%	19%bcf	10%	8%	9%	7%	7%	7%	7%	7%	7%
Northern Ireland	25	23	2	2	-	23	2	25	23	24	10	22	24	21
	2%	5%bcf	1%	1%	-	4%bcf	1%	2%	2%	3%	2%	3%	3%	3%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

* small base

Consumer Complaints Study - Wave 13 (QS9787 - 731327)

Q. Breaks x Breaks
Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1113	477	441	437	60	639	456	1063	878	879	459	597	904	574
Weighted Base	1113	490	420	416	63*	655	440	1061	917	919	501	648	943	621
Q.1/2/3 PHONES OWN														
Mobile (any)	971	434	362	357	54	579	378	924	850	851	479	629	875	600
	87%	89%	86%	86%	86%	88%	86%	87%	93%	93%	96%	97%hil	93%	97%hil
Mobile - Pre-pay	262	88	126	125	12	121	129	246	185	187	77	93	194	91
	24%	18%	30%aeg	30%aeg	19%	18%	29%ae	23%	20%k	20%km	15%	14%	21%km	15%
Mobile - contract	693	341	228	225	41	453	240	664	654	652	396	527	669	500
	62%	70%bcf	54%	54%	64%	69%bcfg	55%	63%bcf	71%	71%	79%hil	81%hil	71%	80%hil
Landline	840	391	323	320	50	524	332	826	719	710	395	497	727	476
	75%	80%	77%	77%	79%	80%	76%	78%	78%	77%	79%	77%	77%	77%
Mobile & Landline	739	352	278	275	42	467	287	725	672	664	379	483	680	460
	66%	72%	66%	66%	66%	71%	65%	68%	73%	72%	76%	75%	72%	74%
Mobile only	232	82	84	82	12	112	91	199	178	187	101	147	194	140
	21%	17%	20%	20%	20%	17%	21%	19%	19%	20%	20%	23%	21%	22%
Landline only	101	39	45	45	8	57	45	101	47	46	17	14	47	16
	9%	8%	11%	11%	13%	9%	10%	10%	5%k	5%	3%	2%	5%	3%
PAY TV SERVICE														
Sky	460	460	40	38	-	460	39	460	419	421	217	299	422	289
	41%	94%bcddefg	10%	9%	-	70%bcdfg	9%	43%bcdf	46%	46%	43%	46%	45%	46%
Virgin Media	134	2	6	5	-	134	5	134	120	117	77	87	122	86
	12%	*	1%	1%	-	20%abcdfg	1%	13%abcdf	13%	13%	15%	13%	13%	14%
Other	517	73	420	416	63	111	440	517	382	383	199	264	401	246
	46%	15%	100%aeg	100%aeg	100%aeg	17%	100%aeg	49%ae	42%	42%	40%	41%	43%	40%
TV														
ANY SATELLITE	490	490	43	40	3	462	64	490	445	447	233	320	449	305
	44%	100%bcddefg	10%	10%	4%	71%bcdfg	15%	46%bcdf	48%	49%	46%	49%	48%	49%
ANY FREEVIEW INC. YOUVIEW	420	43	420	416	5	50	416	420	293	296	151	200	312	190
	38%	9%	100%adefg	100%adefg	7%	8%	95%adeg	40%ade	32%	32%	30%	31%	33%	31%
ANY FREEVIEW EXC. YOUVIEW	416	40	416	416	4	45	416	416	289	292	148	196	307	185
	37%	8%	99%adefg	100%adefg	6%	7%	95%adeg	39%ade	31%	32%	30%	30%	33%	30%

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

* small base

Q. Breaks x Breaks
Base: All adults UK

	Total	TV							INTERNET					
		ANY SATELLITE (a)	ANY FREEVIEW INC. YOUVIEW (b)	ANY FREEVIEW EXC. YOUVIEW (c)	ANY IPTV (d)	ANY PAY TV (e)	ANY FTA (f)	ANY TV SERVICE (g)	FIXED BROADBAND AT HOME (h)	ANY WIFI ACCESS (i)	ANY WIRED (ETHERNET) ACCESS (j)	ANY MOBILE (3G/4G) ACCESS (k)	INTERNET ACCESS AT HOME (l)	INTERNET ACCESS OUTSIDE OF HOME (m)
Unweighted Base	1113	477	441	437	60	639	456	1063	878	879	459	597	904	574
Weighted Base	1113	490	420	416	63*	655	440	1061	917	919	501	648	943	621
ANY IPTV	63 6%	3 1%	5 1%	4 1%	63 100%abcefg	63 10%abcfg	5 1%	63 6%abcf	59 6%	58 6%	26 5%	42 7%	60 6%	37 6%
ANY PAY TV	655 59%	462 94%bcfg	50 12%	45 11%	63 100%bcfg	655 100%abcfg	48 11%	655 62%bcf	595 65%	595 65%	320 64%	428 66%	602 64%	411 66%
ANY FTA	440 39%	64 13%e	416 99%adeg	416 100%adeg	5 8%	48 7%	440 100%adeg	440 41%ade	310 34%	313 34%	162 32%	212 33%	328 35%	199 32%
ANY TV SERVICE	1061 95%	490 100%	420 100%	416 100%	63 100%	655 100%	440 100%	1061 100%	874 95%	876 95%	470 94%	617 95%	899 95%	588 95%
INTERNET														
FIXED BROADBAND AT HOME	917 82%	445 91%bcfg	293 70%	289 69%	59 93%bcf	595 91%bcfg	310 70%	874 82%bcf	917 100%ijklm	904 98%k	487 97%	613 95%	917 97%	592 95%
ANY WIFI ACCESS	919 83%	447 91%bcfg	296 71%	292 70%	58 92%bcf	595 91%bcfg	313 71%	876 83%bcf	904 99%k	919 100%hijklm	483 96%	621 96%	913 97%	603 97%
ANY WIRED (ETHERNET) ACCESS	501 45%	233 47%bcf	151 36%	148 36%	26 41%	320 49%bcf	162 37%	470 44%bc	487 53%	483 53%	501 100%hiklm	421 65%hil	496 53%	452 73%hikl
ANY MOBILE (3G/4G) ACCESS	648 58%	320 65%bcf	200 48%	196 47%	42 66%bc	428 65%bcfg	212 48%	617 58%bcf	613 67%	621 68%	421 84%hil	648 100%hijlm	639 68%	571 92%hijl
INTERNET ACCESS AT HOME	943 85%	449 92%bcfg	312 74%	307 74%	60 94%bcf	602 92%bcfg	328 75%	899 85%bcf	917 100%jkm	913 99%	496 99%	639 99%	943 100%jkm	607 98%
INTERNET ACCESS OUTSIDE OF HOME	621 56%	305 62%bcf	190 45%	185 45%	37 58%	411 63%bcfg	199 45%	588 55%bcf	592 65%	603 66%	452 90%hil	571 88%hil	607 64%	621 100%hijkl

Fieldwork : 01/07/2015 - 05/07/2015 (Week 27)

Proportions/Mean: Columns Tested (1% risk level) - a/b/c/d/e/f/g - h/i/j/k/l/m

* small base