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Table 155	Page 296	<F1> Thinking about the most recent loss of your landline due to a fault / delay in service change or upgrade on your landline how long did you experience a loss of service for? by Crossbreak Base: All that experienced a loss of service - Any that reported loss of service - Number of days
Table 156	Page 298	<F2a> Did you report your {LOSCLASS} loss of service / delay in your new order to your provider? by Crossbreak Base: All the experienced a loss of service - Any that reported loss of service
Table 157	Page 299	<F2c> How long after you lost service / expected your service to be installed / upgraded did you contact the provider to let them know? by Crossbreak Base: All that did report the loss of service - Any that reported loss of service - Number of days
Table 158	Page 300	<F2c> How long after you lost service / expected your service to be installed / upgraded did you contact the provider to let them know? by Crossbreak Base: All that did report the loss of service - Any that reported loss of service - Number of days
Table 159	Page 303	<F2d> How did you contact your provider? by Crossbreak Base: All that did report the loss of service - Any that reported loss of service
Table 160	Page 304	<F2e> How many times did you contact your provider? by Crossbreak Base: All that did report the loss of service - Any that reported loss of service
Table 161	Page 305	<F3> Thinking back to when you experienced your most recent loss of landline OR the delay in the provision or activation of your new landline service. How much of an impact did this have on the communication needs of your household? by Crossbreak Base: All the experienced a loss of service - Any that reported loss of service
Table 162	Page 306	<F5> How long did it take for your service to be restored after you first notified your provider of the issue? by Crossbreak Base: Those reporting the issue to their provider - Any that reported loss of service - Number of days

Table 163	Page 308	<F5> How long did it take for your service to be restored after you first notified your provider of the issue? by Crossbreak Base: Those reporting the issue to their provider - Any that reported loss of service - Number of days
Table 164	Page 312	<F6> Overall, how satisfied or dissatisfied were you with the length of time it took your provider to resolve your loss of service for your Landline, using the following scale? by Crossbreak Base: All with a complete loss of service - Any that reported loss of service
Table 165	Page 313	<F7a> Which, if any, of the following would you say applied to your most recent loss of {LOSCLASS} OR delay to activation or upgrade of your {LOSCLASS}? by Crossbreak Base: All the experienced a loss of service - Any that reported loss of service
Table 166	Page 314	<F7b> What, if anything, did you do to reduce the impact of this [telephone landline / fixed broadband] loss of service / delay to activation or upgrade of your service? by Crossbreak Base: All that found alternative workaround - Any that reported loss of service
Table 167	Page 316	<F7c> Thinking about the factors you mentioned, what were the direct financial costs to you (e.g. cost of mobile calls) and the people in your household that were caused by your most recent loss of service / delay in service installation? by Crossbreak Base: All that did something and found an alternative workaround - Any that reported loss of service
Table 168	Page 317	<F7c> Thinking about the factors you mentioned, what were the direct financial costs to you (e.g. cost of mobile calls) and the people in your household that were caused by your most recent loss of service / delay in service installation? by Crossbreak Base: All that did something and found an alternative workaround - Any that reported loss of service
Table 169	Page 319	<F7d>To what extent were your normal activities affected by this workaround? by Crossbreak Base: All that found alternative workaround - Any that reported loss of service
Table 170	Page 320	<F8a> What did you do to try to resolve your loss of service? by Crossbreak Base: All that took time to resolve - Any that reported loss of service
Table 171	Page 321	<F8b> How much time did you and other people in your household spend trying to get your {LOSCLASS} service(s) fixed / activated or upgraded? Please think about all the things that you and others in your household spent time on to resolve the loss (e.g. time spent on the phone with your provider or time spent trying to fix the problem yourselves). It should not include the time spent waiting for an engineer visit(s). by Crossbreak Base: All that took time to resolve - Combined F8b/c
Table 172	Page 323	<F8b> How much time did you and other people in your household spend trying to get your {LOSCLASS} service(s) fixed / activated or upgraded? Please think about all the things that you and others in your household spent time on to resolve the loss (e.g. time spent on the phone with your provider or time spent trying to fix the problem yourselves). It should not include the time spent waiting for an engineer visit(s). by Crossbreak Base: All that took time to resolve - Any that reported loss of service - Number of days
Table 173	Page 325	<F9> Did any of the following apply to your most recent loss of landline OR delay in installation / upgrade? by Crossbreak Base: All that had a negative impact - Any that reported loss of service
Table 174	Page 327	<F10> To what extent were your normal activities affected by this loss of service? Please use a scale where 0 indicates 'not affected' (i.e. was able to carry out same activity as would have done in event of no loss of service) and 5 indicates a very large impact (i.e. it was not possible to do any of the things you usually do using the service you lost) by Crossbreak Base: All that did not find an alternative workaround - Any that reported loss of service

Table 175	Page 328	<F13> Did you, or people in your household have to wait in for an engineer to visit? by Crossbreak Base: All that experienced a loss of service - Any that reported loss of service
Table 176	Page 329	<F14a> Did you or any other people in your household need to take time off work as a consequence of your loss of service? by Crossbreak Base: All that experienced a complete loss of service - Any that reported loss of service
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Table 178	Page 331	<F15> How much of an impact did the loss of your {LOSCLASS} / delay in service activation or upgrade have on your household? by Crossbreak Base: All that experienced a loss of service - Any that reported loss of service
Table 179	Page 332	<F1> Thinking about the most recent loss of your landline due to a fault / delay in service change or upgrade on your landline how long did you experience a loss of service for? by Crossbreak Base: All that experienced a loss of service - Any that reported loss of service - Number of days
Table 180	Page 334	<F2a> Did you report your {LOSCLASS} loss of service / delay in your new order to your provider? by Crossbreak Base: All the experienced a loss of service - Any that did not report loss of service
Table 181	Page 335	<F2b> Why did you not contact your provider? by Crossbreak Base: All that did not report the loss of service - Any that did not report loss of service
Table 182	Page 336	<F3> Thinking back to when you experienced your most recent loss of landline OR the delay in the provision or activation of your new landline service. How much of an impact did this have on the communication needs of your household? by Crossbreak Base: All the experienced a loss of service - Any that did not report loss of service
Table 183	Page 337	<F6> Overall, how satisfied or dissatisfied were you with the length of time it took your provider to resolve your loss of service for your Landline, using the following scale? by Crossbreak Base: All with a complete loss of service - Any that did not report loss of service
Table 184	Page 338	<F7a> Which, if any, of the following would you say applied to your most recent loss of {LOSCLASS} OR delay to activation or upgrade of your {LOSCLASS}? by Crossbreak Base: All the experienced a loss of service - Any that did not report loss of service
Table 185	Page 339	<F10> To what extent were your normal activities affected by this loss of service? Please use a scale where 0 indicates 'not affected' (i.e. was able to carry out same activity as would have done in event of no loss of service) and 5 indicates a very large impact (i.e. it was not possible to do any of the things you usually do using the service you lost) by Crossbreak Base: All that did not find an alternative workaround - Any that did not report loss of service
Table 186	Page 340	<F13> Did you, or people in your household have to wait in for an engineer to visit? by Crossbreak Base: All that experienced a loss of service - Any that did not report loss of service
Table 187	Page 341	<F14a> Did you or any other people in your household need to take time off work as a consequence of your loss of service? by Crossbreak Base: All that experienced a complete loss of service - Any that did not report loss of service

Table 188	Page 342	<F15> How much of an impact did the loss of your {LOSCLASS} / delay in service activation or upgrade have on your household? by Crossbreak Base: All that experienced a loss of service - Any that did not report loss of service
Table 189	Page 343	<F1> Thinking about the most recent loss of your landline due to a fault / delay in service change or upgrade on your landline how long did you experience a temporary loss of service for? by Crossbreak Base: All that experienced a temporary loss of service - Any service - Number of days
Table 190	Page 345	<F2a> Did you report your {LOSCLASS} loss of service / delay in your new order to your provider? by Crossbreak Base: All the experienced a temporary loss of service - Any service
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Table 192	Page 347	<F6> Overall, how satisfied or dissatisfied were you with the length of time it took your provider to resolve your temporary loss of service for your Landline, using the following scale? by Crossbreak Base: All with a complete temporary loss of service - Any service
Table 193	Page 348	<F7a> Which, if any, of the following would you say applied to your most recent loss of {LOSCLASS} OR delay to activation or upgrade of your {LOSCLASS}? by Crossbreak Base: All the experienced a temporary loss of service - Any service
Table 194	Page 349	<F10> To what extent were your normal activities affected by this loss of service? Please use a scale where 0 indicates 'not affected' (i.e. was able to carry out same activity as would have done in event of no loss of service) and 5 indicates a very large impact (i.e. it was not possible to do any of the things you usually do using the service you lost) by Crossbreak Base: All that did not find an alternative workaround - Any service
Table 195	Page 350	<F13> Did you, or people in your household have to wait in for an engineer to visit? by Crossbreak Base: All that experienced a temporary loss of service - Any service
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Table 197	Page 352	<F15> How much of an impact did the loss of your {LOSCLASS} / delay in service activation or upgrade have on your household? by Crossbreak Base: All that experienced a temporary loss of service - Any service
Table 198	Page 353	<H1a> Did you receive any compensation from your provider for your loss of [LL/BB] service? by Crossbreak Base: All that experienced a loss of service or delay provisioning
Table 199	Page 355	<H1d> Did you ask for compensation in regards to the loss of service? by Crossbreak Base: All that did not receive compensation from the provider
Table 200	Page 357	<H1e> Why did you not ask for compensation? by Crossbreak Base: All that didnt ask for compensation

Table 201	Page 359	<H1k> Thinking back to the loss of service you have described and all of the impacts that the loss of service had on your household what level of payment do you think would be enough to compensate your household for that impact? by Crossbreak Base: All who experienced a complete loss of service but did not recieve ask for or get compensation
Table 202	Page 360	<H1k> Thinking back to the loss of service you have described and all of the impacts that the loss of service had on your household what level of payment do you think would be enough to compensate your household for that impact? by Crossbreak Base: All who experienced a complete loss of service but did not recieve ask for or get compensation
Table 203	Page 363	<H1l> What form would you like that compensation to take? by Crossbreak Base: All respondents
Table 204	Page 364	<H1m> Taking everything into account that happened when you lost service/ experienced a delay in installation or activation, the processes you went through and the time taken to get your service restored / installed activated, has this had any of the following effects on your attitudes towards your relationship with the supplier? by Crossbreak Base: All respondents
Table 205	Page 368	<I1> Some telephone line or broadband installation or repair processes require an engineer to visit the customer's home to carry out the work. Customers are usually given a specific time slot within which to expect the engineers visit and sometimes engineers fail to arrive within the allotted time slot. What do you consider to be a reasonable amount of notice for an engineer appointment to be cancelled or changed by your provider? Please give your answer in hours or days. by Crossbreak Base: All respondents
Table 206	Page 372	<I2a> Have you ever experienced a missed appointment regarding a landline and/or broadband service (i.e. where an engineer was scheduled to arrive at your home within a specified appointment window and did not turn up within that time)? This could be, for example, to install a new service or repair an existing service. by Crossbreak Base: All respondents
Table 207	Page 374	<I2b> Overall how many missed appointments have you experienced in the last two years? by Crossbreak Base: All that experienced a missed appointment
Table 208	Page 375	<I2b> Overall how many missed appointments have you experienced in the last two years? by Crossbreak Base: All respondents
Table 209	Page 376	<I3> What happened after the appointment was missed? by Crossbreak Base: All that experienced a missed appointment
Table 210	Page 377	<I4> How much time did you spend waiting for the engineer to arrive? by Crossbreak Base: All that experienced a missed appointment
Table 211	Page 378	<I4> How much time did you spend waiting for the engineer to arrive? by Crossbreak Base: All that experienced a missed appointment
Table 212	Page 380	<I6> Which, if any, of the following would you say applied to your most recent missed appointment? by Crossbreak Base: All that experienced a missed appointment

Table 213	Page 381	<I7> Which of the following actions did you or other people in your household take to rearrange the appointment that had been missed? by Crossbreak Base: All that experienced a missed appointment
Table 214	Page 382	<I9a> How did you contact your provider? by Crossbreak Base: All that contacted the provider
Table 215	Page 383	<I9b> How many times did you contact your provider? by Crossbreak Base: All that contacted the provider
Table 216	Page 384	<I11> How much of an impact did this loss of working hours have on your household Please use a scale of 0 to 5 where 0 denotes "No impact at all" and 5 denotes "Very great impact". by Crossbreak Base: All that experienced a missed appointment
Table 217	Page 385	<I5> Thinking back to when you experienced a missed appointment, how much of an impact did this have on you and your household? by Crossbreak Base: All that experienced a missed appointment
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Table 219	Page 387	<I12bi> Did you ask for compensation in regards to the missed appointment? We are referring to you proactively asking for compensation rather than simply notifying your provider of the missed appointment. by Crossbreak Base: All that did not receive compensation for the missed appointment
Table 220	Page 388	<I12c> Why did you not ask for compensation? by Crossbreak Base: All that did not ask for compensation
Table 221	Page 389	<I13a> I'd like you to imagine a situation where you had been given an appointment time by your supplier for an engineer to visit your home to install, repair or upgrade one of your services and the engineer did not turn up at all. Would you expect to be compensated for this missed appointment? and if so, how much? by Crossbreak Base: All that have not experienced a missed appointment
Table 222	Page 393	<I13a> I'd like you to imagine a situation where you had been given an appointment time by your supplier for an engineer to visit your home to install, repair or upgrade one of your services and the engineer did not turn up at all. Would you expect to be compensated for this missed appointment? and if so, how much? by Crossbreak Base: All that have not experienced a missed appointment
Table 223	Page 401	<I13b> Why would you not expect to receive any compensation for the missed appointment? by Crossbreak Base: All that that would not expect to receive any compensation
Table 224	Page 405	<I13c> What form would you expect that compensation to take? by Crossbreak Base: All that provided an amount of compensation
Table 225	Page 407	<D1> Is your home...? by Crossbreak Base: All respondents

Table 226	Page 409	<D2> How many adults (aged 16+) live in your household? by Crossbreak Base: All respondents
Table 227	Page 411	<D3> And how many children? (under 16)? by Crossbreak Base: All respondents
Table 228	Page 413	<F6> Overall, how satisfied or dissatisfied were you with the length of time it took your provider to resolve your loss of service for your {LOSCLASS}, using the following scale? by <F5> How long did it take for your service to be restored after you first notified your provider of the issue? Base: All that reported the fault
Table 229	Page 414	<F6> Overall, how satisfied or dissatisfied were you with the length of time it took your provider to resolve your loss of service for your {LOSCLASS}, using the following scale? by <F5> How long did it take for your service to be restored after you first notified your provider of the issue? Base: All respondents
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Table 237	Page 426	<F9> Did any of the following apply to your most recent loss of landline OR delay in installation / upgrade? by Crossbreak Base: All that had a negative impact - Any service
Table 238	Page 428	<F9> Did any of the following apply to your most recent loss of landline OR delay in installation / upgrade? by Crossbreak Base: All that had a negative impact - Any Broadband
Table 239	Page 430	<H1k> Thinking back to the loss of service you have described and all of the impacts that the loss of service had on your household what level of payment do you think would be enough to compensate your household for that impact? by Crossbreak Base: All who experienced a complete loss of service but did not receive ask for or get compensation

Table 240	Page 431	<p><H1k> Thinking back to the loss of service you have described and all of the impacts that the loss of service had on your household what level of payment do you think would be enough to compensate your household for that impact? by Crossbreak Base: All who experienced a complete loss of service but did not receive ask for or get compensation</p>
Table 241	Page 434	<p><H1k> Thinking back to the loss of service you have described and all of the impacts that the loss of service had on your household what level of payment do you think would be enough to compensate your household for that impact? by Crossbreak Base: All who experienced a complete loss of service but did not receive ask for or get compensation - Excluding Zero</p>
Table 242	Page 435	<p><H1k> Thinking back to the loss of service you have described and all of the impacts that the loss of service had on your household what level of payment do you think would be enough to compensate your household for that impact? by Crossbreak Base: All who experienced a complete loss of service but did not receive ask for or get compensation - Excluding Zero</p>
Table 243	Page 437	<p><H1k> Thinking back to the loss of service you have described and all of the impacts that the loss of service had on your household what level of payment do you think would be enough to compensate your household for that impact? by Crossbreak Base: All who experienced a complete loss of service but did not receive ask for or get compensation - Excluding Zero - Any landline</p>
Table 244	Page 438	<p><H1k> Thinking back to the loss of service you have described and all of the impacts that the loss of service had on your household what level of payment do you think would be enough to compensate your household for that impact? by Crossbreak Base: All who experienced a complete loss of service but did not receive ask for or get compensation - Excluding Zero - Any landline</p>
Table 245	Page 442	<p><I13a> I'd like you to imagine a situation where you had been given an appointment time by your supplier for an engineer to visit your home to install, repair or upgrade one of your services and the engineer did not turn up at all. Would you expect to be compensated for this missed appointment? and if so, how much? by Crossbreak Base: All that have not experienced a missed appointment</p>
Table 246	Page 446	<p><I13a> I'd like you to imagine a situation where you had been given an appointment time by your supplier for an engineer to visit your home to install, repair or upgrade one of your services and the engineer did not turn up at all. Would you expect to be compensated for this missed appointment? and if so, how much? by Crossbreak Base: All that have not experienced a missed appointment</p>
Table 247	Page 454	<p><I13a> I'd like you to imagine a situation where you had been given an appointment time by your supplier for an engineer to visit your home to install, repair or upgrade one of your services and the engineer did not turn up at all. Would you expect to be compensated for this missed appointment? and if so, how much? by Crossbreak Base: All that have not experienced a missed appointment - Excluding Zero</p>
Table 248	Page 458	<p><I13a> I'd like you to imagine a situation where you had been given an appointment time by your supplier for an engineer to visit your home to install, repair or upgrade one of your services and the engineer did not turn up at all. Would you expect to be compensated for this missed appointment? and if so, how much? by Crossbreak Base: All that have not experienced a missed appointment - Excluding Zero</p>
Table 249	Page 466	<p><F8b> How much time did you and other people in your household spend trying to get your {LOSCLASS} service(s) fixed / activated or upgraded? Please think about all the things that you and others in your household spent time on to resolve the loss (e.g. time spent on the phone with your provider or time spent trying to fix the problem yourselves). It should not include the time spent waiting for an engineer visit(s). by Crossbreak Base: All that took time to resolve - Any service - Number of days</p>

Table 250	Page 468	<p><F8b> How much time did you and other people in your household spend trying to get your {LOSCLASS} service(s) fixed / activated or upgraded? Please think about all the things that you and others in your household spent time on to resolve the loss (e.g. time spent on the phone with your provider or time spent trying to fix the problem yourselves). It should not include the time spent waiting for an engineer visit(s). by Crossbreak Base: All that took time to resolve - Any service - Less than one day</p>
Table 251	Page 469	<p><H1k> Thinking back to the loss of service you have described and all of the impacts that the loss of service had on your household what level of payment do you think would be enough to compensate your household for that impact? by Crossbreak Base: All who experienced a complete loss of service but did not receive ask for or get compensation</p>
Table 252	Page 471	<p><I4> How much time did you spend waiting for the engineer to arrive? by Crossbreak Base: All that experienced a missed appointment</p>
Table 253	Page 472	<p><I4> How much time did you spend waiting for the engineer to arrive? by Crossbreak Base: All that experienced a missed appointment</p>
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Table 255	Page 475	<p><I4> How much time did you spend waiting for the engineer to arrive? by Crossbreak Base: All that experienced a missed appointment - Less than 1 day</p>
Table 256	Page 476	<p><I8> How much time did you and other people in your household spend trying to get another appointment? (e.g. time spent on the phone with your provider). It should not include the time spent while waiting for the original missed appointment. by Crossbreak Base: All that experienced a missed appointment</p>
Table 257	Page 477	<p><I8> How much time did you and other people in your household spend trying to get another appointment? (e.g. time spent on the phone with your provider). It should not include the time spent while waiting for the original missed appointment. by Crossbreak Base: All that experienced a missed appointment</p>
Table 258	Page 479	<p><I8> How much time did you and other people in your household spend trying to get another appointment? (e.g. time spent on the phone with your provider). It should not include the time spent while waiting for the original missed appointment. by Crossbreak Base: All that experienced a missed appointment - Less than 8 hrs</p>
Table 259	Page 480	<p><I8> How much time did you and other people in your household spend trying to get another appointment? (e.g. time spent on the phone with your provider). It should not include the time spent while waiting for the original missed appointment. by Crossbreak Base: All that experienced a missed appointment - Less than 8 hrs</p>
Table 260	Page 481	<p><H1k> Thinking back to the loss of service you have described and all of the impacts that the loss of service had on your household what level of payment do you think would be enough to compensate your household for that impact? by Crossbreak Base: All who experienced a complete loss of service but did not receive ask for or get compensation</p>
Table 261	Page 483	<p><H1k> Thinking back to the loss of service you have described and all of the impacts that the loss of service had on your household what level of payment do you think would be enough to compensate your household for that impact? by Crossbreak Base: All who experienced a complete loss of service but did not receive ask for or get compensation</p>

Table 262	Page 486	<H1k> Thinking back to the loss of service you have described and all of the impacts that the loss of service had on your household what level of payment do you think would be enough to compensate your household for that impact? by Crossbreak Base: All who experienced a complete loss of service but did not recieve ask for or get compensation - Broadband Only
Table 263	Page 488	<H1k> Thinking back to the loss of service you have described and all of the impacts that the loss of service had on your household what level of payment do you think would be enough to compensate your household for that impact? by Crossbreak Base: All who experienced a complete loss of service but did not recieve ask for or get compensation - Broadband Only
Table 264	Page 490	<H1k> Thinking back to the loss of service you have described and all of the impacts that the loss of service had on your household what level of payment do you think would be enough to compensate your household for that impact? by Crossbreak Base: All who experienced a complete loss of service but did not recieve ask for or get compensation - Any Landline
Table 265	Page 492	<H1k> Thinking back to the loss of service you have described and all of the impacts that the loss of service had on your household what level of payment do you think would be enough to compensate your household for that impact? by Crossbreak Base: All who experienced a complete loss of service but did not recieve ask for or get compensation - any landline
Table 266	Page 494	<H1k> Thinking back to the loss of service you have described and all of the impacts that the loss of service had on your household what level of payment do you think would be enough to compensate your household for that impact? - Converted to Daily Amount by Crossbreak Base: All who experienced a complete loss of service but did not recieve ask for or get compensation - DAILY AMOUNT REMOVE TWO OUTLIERS
Table 267	Page 496	Thinking back to the loss of service you have described and all of the impacts that the loss of service had on your household what level of payment do you think would be enough to compensate your household for that impact? - Converted to Daily Amount by Crossbreak Base: All who experienced a complete loss of service but did not recieve ask for or get compensation - DAILY AMOUNT REMOVE TWO OUTLIERS
Table 268	Page 500	<H1k> Thinking back to the loss of service you have described and all of the impacts that the loss of service had on your household what level of payment do you think would be enough to compensate your household for that impact? - Converted to Daily Amount by Crossbreak Base: All who experienced a complete loss of service but did not recieve ask for or get compensation - DAILY AMOUNT
Table 269	Page 502	Thinking back to the loss of service you have described and all of the impacts that the loss of service had on your household what level of payment do you think would be enough to compensate your household for that impact? - Converted to Daily Amount by Crossbreak Base: All respondents
Table 270	Page 506	<E2> Which of these scenarios applied to the last time you changed or upgraded your {ECLASS} service? by Crossbreak Base: All that have changed service in the last 5 years and was not in line with the time period
Table 271	Page 508	<F1> Thinking about the most recent loss of your {LOSCLASS}, due to a fault / delay in service change or upgrade on your {LOSCLASS} how long did you experience a loss of service for? by Newbreak Base: Temporary Loss of Service - Any service
Table 272	Page 509	<F1> Thinking about the most recent loss of your {LOSCLASS}, due to a fault / delay in service change or upgrade on your {LOSCLASS} how long did you experience a loss of service for? by Newbreak Base: Temporary Loss of Service - Any Landline